



System Keys Policy

California Radio Interoperable System (CRIS) System Keys

This policy clarifies when a CRIS System Key herein referred to as a "System Key" will be provided, to whom it will be provided to, and the process for obtaining access to the System Key. The policy also defines acceptable handling practices and the recommend disciplinary action for improper use of the System Key.

SYSTEM KEY

Programming of subscriber radios is controlled by a System Key which unlocks the programming software to allow authorized radios to be programmed with the CRIS system parameters. The CRIS trunking system requires the use of a hardware-based System Key.

SYSTEM KEY OWNER

The System Key is the sole property of the California Office of Emergency Services (Cal OES), Public Safety Communications (PSC) herein referred to as the Cal OES/PSC. Its use is governed by this policy and administered by Cal OES/PSC. A System Key will only be provided to a CRIS subscriber with the approval of either the Assistant Director Cal OES/PSC, Cal OES/PSC Radio Branch Manager, or the CRIS Supervising Telecommunications Engineer.

ACCESS TO SYSTEM KEY

The only persons allowed access to a System Key shall be permanent, full-time employees of the CRIS subscriber with a fully executed license agreement on file with the CRIS. System Keys may also be issued to partnering trunked radio systems with reciprocating agreements or Memorandums of Understanding (MOUs) authorized by the CRIS for use on general interoperability talk groups for the common benefit of all participants for mutual aid communications, or an authorized maintenance-contractor employee who provides services to a Primary or Secondary CRIS subscriber. Secondary subscribers who program their own radios may be authorized a System Key but will only be able to program Cal OES/PSC authorized CRIS interoperable talk groups and user IDs within their assigned ID range, per their user agreement.

All Subscriber employees authorized to possess a System Key must pass a background check (such as Live Scan) conducted by a recognized law enforcement agency. The background check shall include the following:

1. A local, county, state and federal records check for felony convictions.
2. A fingerprinting and Department of Justice and Federal Bureau of Investigations (FBI) records check.

Access to the System Key may be denied if there is cause (such as a prior felony conviction). The subscriber shall have a letter on file with the CRIS which states their employee is authorized to program radios and their employee understands and agrees to the terms and conditions for holding a copy of the System Key established by this policy. The letter must be signed and acknowledged by the employee, signed by the employee's supervisor, and approved by an authorized CRIS representative. Form TDe-603 (System Key Request Letter) can be found on the [CRIS website at www.caloes.ca.gov/CRIS](http://www.caloes.ca.gov/CRIS).

The authorized employee is responsible for the use of the System Key. This responsibility is not transferable. Should the authorized employee no longer be employed by the subscriber, or the subscriber rescinds the employee's authorization, the System Key must be immediately surrendered to the CRIS Senior Telecommunications Engineer at CRIS.ClientSupport@caloes.ca.gov.

Acquiring the System Key Once Approved

- Once a Requestor has been approved they will receive a copy of the System Key request letter signed by Cal OES/PSC and be contacted via e-mail by the CRIS Engineering unit to arrange delivery.
- The System Key will be provided on a thumb drive.
- The thumb drive is password protected. The requestor is required to contact CRIS.ClientSupport@caloes.ca.gov to obtain the password before the key can be used for the first time.
- The key can be picked up at Cal OES/PSC, 601 Sequoia Pacific Blvd, Sacramento, CA 95811 or can be mailed to the requester via certified mail. Only the approved requestor can receive the key directly or sign for via mail. If picking up the key directly, a picture ID is required.
- The key will be provided with a return address label. Once the requester has completed the programming, mail the thumb drive back to Cal OES/PSC.

RIGHT TO REVOKE SYSTEM KEY

The Cal OES/PSC reserves the right to recover or order the return of the System Key at any time and for any reason.

USE OF SYSTEM KEYS

The System Key may be used by authorized personnel to:

1. Program portable, mobile, and control station radio equipment owned by a Primary or Secondary subscriber in the CRIS. Only talk groups and radio personalities authorized for use by the primary subscriber, or owned by other subscribers authorized access to CRIS, with an approved letter of consent from the authorized subscriber, may be programmed into radios. A copy of the consent letter (TDe-606) must be provided to the CRIS System Engineer at CRIS.ClientSupport@caloes.ca.gov prior to programming.
2. Radios programmed using the System Key will be programmed to conform to CRIS prescribed configuration, with any features, limitations, control settings, or other parameters as dictated by the CRIS.
3. For a cloned radio using a preexisting radio identification number, the authorized employee must obtain a unique radio identification number from

the CRIS Senior Telecommunications Engineer and reprogram the cloned radios with the unique identification number provided.

System Key Security

The provided System Key or other media with the System Key must be kept in a secured area. The secured area must be locked and access limited to only authorized subscriber staff. Under no condition will the System Key be duplicated, copied, given or sold to any other individual or entity by any holder of the System Key without the expressed written consent of Cal OES/PSC.

Any breaches in the CRIS System, improper use or loss of the Key by the Key holder shall immediately be reported to the Senior Telecommunications Engineer at CRIS.ClientSupport@caloes.ca.gov who shall take immediate steps to minimize the danger to the operational capabilities of the CRIS.

The Key holder may load the System Key on a computer and allow another individual to perform the programming functions as long as the authorized Key holder physically oversees the programming and assures that a duplicate copy of the System Key file is not made. The Key holder must be assured that a duplicate copy of the System Key does not remain in the computer and that the computer is kept in a locked container accessible only to the Key holder.

The System Key will normally expire 1 month after it is provided. Should an agency not be able to complete their programming effort within the 1 month period, they may request from the CRIS Senior Telecommunications Engineer an extended time frame. An expired System Key must be replaced by submitting a new "System Key Request". Expiration dates on the System Key cannot be reset.

Upon completion of programming the agency shall return the media device the System Key was supplied on using the return address label provided.

Prohibited Use

Subscriber/authorized individuals who hold a System Key are not authorized to program radios belonging to people or organizations not authorized to access the CRIS. Use of the System Key for prohibited purposes may result in loss of access to the key, disciplinary action, and/or possible criminal prosecution.

Penalties

Improper use of the System Key may result in the Key being removed from the subscriber involved. The authorized employee will not only be subject to the policies of their employer in terms of disciplinary action for improper use of a Key, but the State of California may also prosecute the employee for improper use of the Key as determined by the facts of the particular situation. The prosecution would be for the violation of applicable US Codes and California Penal Code Sections 502 and/or Section 636.5.