



## DELIVERABLE D3.3 – ANNEX A

### Detailed Operational Procedures

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Author(s)	Saioa Ros
Responsible of the deliverable	Saioa Ros
Email	sros@nextel.es
Reviewed by	Mikel Uriarte, Oscar López, Shaun O'Neill, Joanna Modlawska, Stefan Vanya
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# 1 Procedure template



PROCEDURE PHASE	
Procedure ID:	
Procedure Name:	
Owner:	
Procedure Version number:	
Date issued:	
Description:	
Objectives:	
Actors:	
Note:	
Conditions for procedure initiation:	
Events triggering the use of this procedure:	
Procedure steps:	
Expected result:	
Attachments:	

**Procedure Phase**

Procedures are defined in three phases for the life-cycle of an incident, each phase has different procedural requirements:

- Preparation phase: This is the phase prior to an incident. It includes integration of agency's communication systems with the FREESIC interfaces, definition of agency profiles, creation of preconfigured groups, etc.
- Operation phase: The incident is ongoing. This is the phase where communication systems are exploited during the incident. It includes interoperability activation, communications forwarding, etc.
- Resolution phase: It covers the incident closure and return to normality. This phase includes interoperability discontinuation, reporting, etc.

**Procedure ID**

Unique procedure identifier

**Procedure name**

The name of the procedure usually starts with the procedure ID (e.g. OP-01.2) followed by the title of the procedure (a verb) e.g. OP-01.2: Create agency profile

**Owner**

The responsible person for the procedure and its description

**Procedure Version number**

The version of the procedure e.g. 1.0 and 2.3

**Date issued**

The date when the procedure in its latest version was issued expressed in dd/mm/yyyy

**Description**

A brief description of the main task intended to be performed by the procedure

**Objectives**

The objectives to be achieved by implementing the procedure are listed and described. A procedure may cover more than one objective.

**Actors**

All the entities that will take part in the implementation of this procedure:

- FREESIC admin: The administrator of the FREESIC global system.
- Agency LEAR (Legal Entity Appointed Representative): The authorized legal representative of an Agency.
- Agency communications operator: The responsible person for managing the Agency role in the FREESIC platform.
- Agency system integrator: The responsible person for implementing the interfaces of the FREESIC gateway to the agency's communication system.
- Agency communications engineer: The actor who has the knowledge of the agency's communication system and its settings.

**Note**

Any remark affecting the execution of the procedure

**Conditions for procedure initiation**



Conditions are a state that has to be achieved in order to start a procedure, e.g. gathering the necessary equipment.

**Events triggering the use of this procedure**

An event that causes the activation of the procedure: e.g. the reception of a request to implement the procedure.

**Procedure steps**

A sequence of activities describing the procedure execution, that has to be performed in the given order to achieve the procedure objectives.

**Expected results**

The result that is expected to be achieved by implementing the procedure,

**Attachments**

Additional information useful for implementing the procedure e.g. datasheets, configuration settings, etc.



## 2 Procedures for preparation phase





PREPARATION PHASE	
Procedure ID:	OP-01
Procedure Name:	Register an Agency in the FREESIC system
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of registering an Agency in the FREESIC Collaboration Web.
Objectives:	To make the Agency visible to other targeted Agencies.
Actors:	Agency LEAR FREESIC admin Agency communications engineer Agency communications operator
Note:	The FREESIC Collaboration Web is the place from which the FREESIC system is operated
Conditions for procedure initiation:	NA
Events triggering the use of this procedure:	NA
Procedure steps:	OP-01.1: Register on FREESIC collaboration web OP-01.2: Create agency profile OP-01.3: Register communication system OP-01.4: Edit communication system OP-01.5: Remove communication system OP-01.6: Define role OP-01.7: Edit role OP-01.8: Remove role
Expected result:	The new Agency is registered in the FREESIC system.
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freесic.eu:8080/Freesic/">http://collaboration.freесic.eu:8080/Freesic/</a>



PROCEDURE PHASE	
Procedure ID:	OP-01.1
Procedure Name:	Register on FREESIC collaboration web
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of requesting authorization to access to the FREESIC Collaboration Web
Objectives:	To confirm that the Agency is a valid user of the FREESIC Collaboration Web and validate access to it.
Actors:	Agency LEAR FREESIC admin
Note:	NA
Conditions for procedure initiation:	NA
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"><li>1. Go to the FREESIC Collaboration Web</li><li>2. Click on "Register New Account"</li><li>3. Fill in the form with the Agency information</li><li>4. Click on "Send"</li><li>5. A mail will be received on the specified address with the FREESIC admin approval</li></ol>
Expected result:	The Agency gets authorization to login on the FREESIC Collaboration Web.
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freесic.eu:8080/Freesic/">http://collaboration.freесic.eu:8080/Freesic/</a>



PROCEDURE PHASE	
Procedure ID:	OP-01.2
Procedure Name:	Create agency profile
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of creating an account in the FRRESIC system
Objectives:	To complete the information related to the Agency
Actors:	Agency LEAR
Note:	NA
Conditions for procedure initiation:	The FREESIC admin has approved the Agency account registration on the Collaboration Web
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"><li>1. Log in with the credentials defined in OP-01.1 in the Collaboration Web</li><li>2. Go to "My Account" → "My Organization"</li><li>3. Fill in the form with additional information about the Agency</li><li>4. Click on "Create"</li></ol>
Expected result:	The Agency profile is created
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freесic.eu:8080/Freesic/">http://collaboration.freесic.eu:8080/Freesic/</a>



PROCEDURE PHASE	
Procedure ID:	OP-01.3
Procedure Name:	Register communication system
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of registering the communication System used by the Agency in the FREESIC system
Objectives:	To have the Agency's communication system registered in system and available for further configuration steps
Actors:	Agency communications engineer
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"><li>1. Go to "My Account" → "My Systems"</li><li>2. Click on "Create"</li><li>3. Fill in the form, where:<ul style="list-style-type: none"><li>• System Name: name of the system</li><li>• System Java Class: For technical purposes, leave it blank</li><li>• Public Description: For technical purposes, leave it blank</li></ul></li><li>4. Click on "Create"</li></ol>
Expected result:	The Agency's communication system is registered in the system
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freestic.eu:8080/Freestic/">http://collaboration.freestic.eu:8080/Freestic/</a>



PROCEDURE PHASE	
Procedure ID:	OP-01.4
Procedure Name:	Edit communication system
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of updating any information related to the already registered Agency's communication system
Objectives:	To update system settings
Actors:	Agency communications engineer
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web. There is at least one communication system already registered for the Agency.
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"> <li>1. Go to "My Account" → "My Systems"</li> <li>2. Select the system to be updated</li> <li>3. Modify the desired information</li> <li>4. Click on "Update"</li> </ol>
Expected result:	The Agency's communication system settings are updated
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freесic.eu:8080/Freesic/">http://collaboration.freесic.eu:8080/Freesic/</a>



PROCEDURE PHASE	
Procedure ID:	OP-01.5
Procedure Name:	Remove communication system
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of removing the already registered Agency's communication system
Objectives:	To remove the Agency's communication system from the FREESIC system
Actors:	Agency communications engineer
Note:	A communication system can not be removed if any role has this system associated to it
Conditions for procedure initiation:	To be logged in the Collaboration Web. There is at least one communication system already registered for the Agency.
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"><li>1. Go to "My Account" → "My Systems"</li><li>2. Select the system to be removed</li><li>3. Click on "Delete"</li></ol>
Expected result:	The system is removed
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freесic.eu:8080/Freesic/">http://collaboration.freесic.eu:8080/Freesic/</a>



PROCEDURE PHASE	
Procedure ID:	OP-01.6
Procedure Name:	Define role
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of defining visible roles of an agency in the FREESIC system
Objectives:	To let partner agencies identify and recognise appropriate people (roles) with whom they need to communicate.
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web. The Agency's communication system is already registered.
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"><li>1. Go to "My Account" → "My Roles"</li><li>2. Fill in the form, where:<ul style="list-style-type: none"><li>• Role Name: name of the role</li><li>• Description: description of the role</li><li>• Freesic Address: For technical purposes, leave it blank</li><li>• HomeSystem Address: For technical purposes, leave it blank</li><li>• Home System: select agency's system from the drop down list</li></ul></li><li>3. Click on "Create"</li></ol>
Expected result:	<p>The agency's visible roles are defined. Go to "Roles":</p> <ul style="list-style-type: none"><li>• ID: Identifier of the role, for technical purposes</li><li>• Short Name: Name of the role</li><li>• Description: Description of the role</li><li>• Address: Address associated to the role, for technical purposes</li><li>• Status: <i>unknown, notConfigured, offline, lostConnection, online, inSession, talking</i></li><li>• Ext. Systems: Id of the associated communication system, for technical purposes</li></ul>
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freesic.eu:8080/Freesic/">http://collaboration.freesic.eu:8080/Freesic/</a>

PROCEDURE PHASE	
Procedure ID:	OP-01.7
Procedure Name:	Edit role
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of updating any information related to an already defined role
Objectives:	To update role settings
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web. There is at least one role already defined.
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"> <li>1. Go to "My Account" → "My Roles"</li> <li>2. Select the role to be updated</li> <li>3. Modify the desired information</li> <li>4. Click on "Update"</li> </ol>
Expected result:	The role settings are updated
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freесic.eu:8080/Freesic/">http://collaboration.freесic.eu:8080/Freesic/</a>





FREESIC

PROCEDURE PHASE	
Procedure ID:	OP-01.8
Procedure Name:	Remove role
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes how to remove an already defined role
Objectives:	To remove the role from the FREESIC system
Actors:	Agency communications operator
Note:	A role can not be removed if it belongs to a talk group
Conditions for procedure initiation:	To be logged in the Collaboration Web. There is at least one role already defined.
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"><li>1. Go to "My Account" → "My Roles"</li><li>2. Select the role to be removed</li><li>3. Click on "Delete"</li></ol>
Expected result:	The role is removed. In "Roles" the deleted role will disappear from the list.
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freесic.eu:8080/Freesic/">http://collaboration.freесic.eu:8080/Freesic/</a>



PROCEDURE PHASE	
Procedure ID:	OP-02
Procedure Name:	Configure communication preferences
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of interconnection between Agencies and their roles
Objectives:	To get Agencies interconnected
Actors:	Agency LEAR Agency communications operator
Note:	NA
Conditions for procedure initiation:	The Agencies are already registered in the FREESIC system
Events triggering the use of this procedure:	NA
Procedure steps:	OP-02.1: Request partnership OP-02.2: Accept / Reject partnership OP-02.3: Remove partnership OP-02.4: Create talk group OP-02.5: Edit talk group OP-02.6: Remove talk group OP-02.7: Create scenario OP-02.8: Edit scenario OP-02.9: Remove scenario OP-02.10: Configure individual call permissions OP-02.11: Edit individual call permissions
Expected result:	Agencies are connected to each other
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freestic.eu:8080/Freesic/">http://collaboration.freestic.eu:8080/Freesic/</a>



PROCEDURE PHASE	
Procedure ID:	OP-02.1
Procedure Name:	Request partnership
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of how to ask for partnership to a target Agency
Objectives:	To be able to see the partner Agency's roles and groups, in order to communicate with them
Actors:	Agency LEAR
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web. The target Agency is already registered in the FREESIC system
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"><li>1. Go to "My Account" → "My Partners"</li><li>2. Select a member from the "Other Organizations" table</li><li>3. Click on "Propose"</li></ol>
Expected result:	<p>In "My Account" → "My Partners": It will show the partner's status as:</p> <ul style="list-style-type: none"><li>• <i>PENDING</i> if partnership not accepted yet</li><li>• <i>APPROVED</i> if already accepted</li></ul>
Attachments:	<p>FREESIC Collaboration Web: <a href="http://collaboration.freесic.eu:8080/Freesic/">http://collaboration.freесic.eu:8080/Freesic/</a></p>

PROCEDURE PHASE	
Procedure ID:	OP-02.2
Procedure Name:	Accept / Reject partnership
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of how to accept or reject the request for partnership of an other Agency
Objectives:	If accepting the partnership, it will be possible to see the partner Agency's roles and groups, in order to communicate with them.
Actors:	Agency LEAR
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web
Events triggering the use of this procedure:	The reception of a partnership request from an other Agency registered in the FREESIC system
Procedure steps:	<ol style="list-style-type: none"> <li>1. Go to "My Account" → "My Partners"</li> <li>2. At the bottom of the page any pending request for partnership will be displayed</li> <li>3. Click on: <ul style="list-style-type: none"> <li>• "Accept" if partnership is desired</li> <li>• "Reject" if not</li> </ul> </li> </ol>
Expected result:	If partnership is accepted the roles and talk groups defined by the other Agency will be visible in "Roles" and "Groups" accordingly.
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freestic.eu:8080/Freesic/">http://collaboration.freestic.eu:8080/Freesic/</a>



PROCEDURE PHASE	
Procedure ID:	OP-02.3
Procedure Name:	Remove partnership
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of how to remove the partnership with an Agency
Objectives:	To end the relationship with a partner Agency
Actors:	Agency LEAR
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web The partnership with the Agency to exist
Events triggering the use of this procedure:	The reception of a partnership request from an other Agency registered in the FREESIC system
Procedure steps:	<ol style="list-style-type: none"> <li>1. Go to "My Account" → "My Partners"</li> <li>2. Select the partner Agency to be removed</li> <li>3. Click on "Delete"</li> </ol>
Expected result:	Partnership is removed.
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freесic.eu:8080/Freesic/">http://collaboration.freесic.eu:8080/Freesic/</a>

PROCEDURE PHASE	
Procedure ID:	OP-02.4
Procedure Name:	Create talk group
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of how to create a talk group with other users/roles
Objectives:	To be able to communicate with the desired users/roles in the same group.
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web. To have partner Agencies.
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"> <li>1. Go to "My Account" → "My Groups"</li> <li>2. Fill in the group name</li> <li>3. Click on "Create"</li> <li>4. Select the recently created group and click on "assign Roles"</li> <li>5. Select the desired roles and click on "Assign"</li> </ol>
Expected result:	<p>The group is created. Go to "Groups":</p> <ul style="list-style-type: none"> <li>• Name: Name of the group</li> <li>• Is Online: Number of users/roles with their status online</li> <li>• Click on "View": to see the detail of the roles belonging to the group</li> </ul>
Attachments:	<p>FREESIC Collaboration Web:</p> <p><a href="http://collaboration.freestic.eu:8080/Freestic/">http://collaboration.freestic.eu:8080/Freestic/</a></p>

PROCEDURE PHASE	
Procedure ID:	OP-02.5
Procedure Name:	Edit talk group
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of editing some of the settings of an already created talk group
Objectives:	To modify some of the parameters of the talk group, mainly adding new or removing attached users/roles
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web. At least one group must already exist.
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"> <li>1. Go to "My Account" → "My Groups"</li> <li>2. Select the group to be edited</li> <li>3. To assign new roles click on "Assign Roles", select the desired roles and click on "Assign"</li> <li>4. To detach roles click on "Detach" on the desired roles</li> </ol>
Expected result:	The group is updated
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freesc.eu:8080/Freesic/">http://collaboration.freesc.eu:8080/Freesic/</a>



FREESIC

PROCEDURE PHASE	
Procedure ID:	OP-02.6
Procedure Name:	Remove talk group
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of deleting a talk group
Objectives:	To remove a talk group that is not needed any more
Actors:	Agency communications operator
Note:	A group belonging to a scenario can not be removed
Conditions for procedure initiation:	To be logged in the Collaboration Web. At least one group must already exist.
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"><li>1. Go to "My Account" → "My Groups"</li><li>2. Select the group to be removed</li><li>3. Click on "Delete"</li></ol>
Expected result:	The group is removed. In "Groups" the deleted group will disappear from the list.
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freесic.eu:8080/Freesic/">http://collaboration.freесic.eu:8080/Freesic/</a>



PROCEDURE PHASE	
Procedure ID:	OP-02.7
Procedure Name:	Create scenario
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedures describes the how to create scenarios, that are an organization unit to which talk groups can be mapped in a M:N manner
Objectives:	To be able to start the talk groups assigned to it by a single click
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web. At least one group must already exist.
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"> <li>1. Go to "My Account" → "My Scenarios"</li> <li>2. Click on "Create"</li> <li>3. Fill in the form, where: <ul style="list-style-type: none"> <li>• Scenario Name: name of the scenario</li> <li>• Description: description of the scenario</li> </ul> </li> <li>4. Define the "Scenario Name" and "Description"</li> <li>5. Click on "Create"</li> <li>6. Select the recently created scenario from the list</li> <li>7. Select the groups to be part of the scenario from the "All Groups" table below</li> <li>8. Click on "assignGroup"</li> </ol>
Expected result:	<p>The scenario is created.</p> <p>Go to "Scenarios":</p> <ul style="list-style-type: none"> <li>• Scenario Name: name of the scenario</li> <li>• Description: Description of the scenario</li> <li>• Ag Id: Description of the scenario</li> </ul>
Attachments:	<p>FREESIC Collaboration Web:</p> <p><a href="http://collaboration.freestic.eu:8080/Freesic/">http://collaboration.freestic.eu:8080/Freesic/</a></p>



PROCEDURE PHASE	
Procedure ID:	OP-02.8
Procedure Name:	Edit scenario
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedures describe how to edit some of the setting of an already created scenario
Objectives:	To modify some of the parameters of the scenario, mainly adding new or removing attached talk groups
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web. At least one scenario must already exist.
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"><li>1. Go to "My Account" → "My Scenarios"</li><li>2. Select the scenario to be edited</li><li>3. To attach a new group, select the desired group from the "All Group" table bellow and click on "assignGroup",</li><li>4. To detach groups click on, select the group to be deleted from the "Scenario Groups" table and click on "removeGroup"</li></ol>
Expected result:	The scenario is updated
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freесic.eu:8080/Freesic/">http://collaboration.freесic.eu:8080/Freesic/</a>



PROCEDURE PHASE	
Procedure ID:	OP-02.9
Procedure Name:	Remove scenario
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of deleting a scenario
Objectives:	To remove a scenario that is not needed any more
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web. At least one scenario must already exist.
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"><li>1. Go to "My Account" → "My Scenarios"</li><li>2. Select the scenario to be deleted</li><li>3. Click on "Delete"</li></ol>
Expected result:	The scenario is removed. In "Scenarios" the deleted scenario will disappear from the list.
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freesc.eu:8080/Freesic/">http://collaboration.freesc.eu:8080/Freesic/</a>



FREESIC

PROCEDURE PHASE	
Procedure ID:	OP-02.10
Procedure Name:	Configure individual call permissions
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedures describes how to set the permission for individual calls between users/roles
Objectives:	To define which roles can communicate to each other in a one-to-one manner
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web. Different roles must exist to configure the communication permissions to each other
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"><li>1. Go to "My Account" → "My Single Communications"</li><li>2. Select a role from the list to which assign communication permissions</li><li>3. Select the roles permitted to communicate with the role selected in Step 2</li></ol>
Expected result:	Single Communication permissions are created
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freestic.eu:8080/Freesic/">http://collaboration.freestic.eu:8080/Freesic/</a>





PROCEDURE PHASE	
Procedure ID:	OP-02.11
Procedure Name:	Edit individual call permissions
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedures describes how to modify the permission for individual calls between users/roles
Objectives:	To update which roles can communicate to each other in a one-to-one manner
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web. Individual call permissions must already exists between roles
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"><li>1. Go to "My Account" → "My Single Communications"</li><li>2. Select the role from the list to be edited</li><li>3. Add and remove permitted roles to communicate with the role selected in Step 2</li></ol>
Expected result:	Single Communication permissions are updated.
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freestic.eu:8080/Freestic/">http://collaboration.freestic.eu:8080/Freestic/</a>



# FREESIC

PROCEDURE PHASE	
Procedure ID:	OP-03
Procedure Name:	Deploy FREESIC local gateway
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	In the FREESIC system there are some generic interfaces that must be integrated with the agency communication system. This procedure describes how an Agency's system integrator adapts the FREESIC gateway source code to its communication system.
Objectives:	To deploy the FREESIC Local Gateway integrated with the Agency's communication system.
Actors:	FREESIC admin Agency LEAR Agency system integrator
Note:	NA
Conditions for procedure initiation:	The Agency is already registered in the FREESIC system and the communication preferences, in terms of roles, groups, etc., are already defined.
Events triggering the use of this procedure:	NA
Procedure steps:	OP-03.1: Request access to FREESIC development space OP-03.2: Connect to FREESIC development space OP-03.3: Prepare local development environment OP-03.4: Adapt FREESIC source code (if necessary) OP-03.5: Configure FREESIC local gateway
Expected result:	The FREESIC gateway is deployed in the Agency's premises, and adapted for the Agency's communication system if necessary.
Attachments:	FREESIC Development Environment: <a href="https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home">https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home</a>



PROCEDURE PHASE	
Procedure ID:	OP-03.1
Procedure Name:	Request access to FREESIC development space
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of requesting authorization to access to the FREESIC technical documentation.
Objectives:	To confirm that the Agency system integrator is a valid user of the FREESIC development space and obtain the login credentials.
Actors:	FREESIC admin Agency LEAR
Note:	The documentation space (Wiki pages powered by Confluence) is designed for systems/network engineers and programmers who wish to use the FREESIC source code to integrate a communication system into the FREESIC platform.
Conditions for procedure initiation:	The Agency is already registered in the FREESIC system and the communication preferences, in terms of roles, groups, etc., are already defined.
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"><li>1. The Agency LEAR contacts by email with the FREESIC admin to obtain accredited credentials to login at the FREESIC development space</li><li>2. The FREESIC admin authorizes to the LEAR as a legitimate user and sends to him the login credentials by email</li></ol>
Expected result:	The Agency gets authorization and login credentials for the FREESIC development space.
Attachments:	FREESIC Development Environment: <a href="https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home">https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home</a>



## PROCEDURE PHASE

Procedure ID:	OP-03.2
Procedure Name:	Connect to FREESIC development space
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes how to connect to the FREESIC development space and read the introductory documentation.
Objectives:	To have the first contact with the FREESIC development tool and a quick introduction to the development environment and the gateway functionality.
Actors:	Agency system integrator
Note:	NA
Conditions for procedure initiation:	To have the authorization and login credentials to connect to the FREESIC development environment from the FREESIC admin.
Events triggering the use of this procedure:	NA
Procedure steps:	<ol style="list-style-type: none"><li>1. Connect with Agency's accredited credentials to the FREESIC Development space</li><li>2. Read the "HowTo: Use our tools" as a quick introduction to the used development tools (Jira, Confluence and Bitbucket)</li><li>3. Read the "How does the call switching work", to understand the concept of how the call switch works in the FREESIC Gateway</li></ol>
Expected result:	The Agency system integrator is connected to the FREESIC development space and aware of the technical details on the development tools and the call switching system.
Attachments:	<p>FREESIC Development Environment: <a href="https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home">https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home</a></p> <p>"HowTo: Use our tools" <a href="https://freesic.atlassian.net/wiki/display/FD/HowTo%3A+Use+our+tools">https://freesic.atlassian.net/wiki/display/FD/HowTo%3A+U se+our+tools</a></p> <p>"How does the call switching work" <a href="https://freesic.atlassian.net/wiki/display/FD/How+does+the+call+switching+work">https://freesic.atlassian.net/wiki/display/FD/How+does+the +call+switching+work</a></p>





PROCEDURE PHASE	
Procedure ID:	OP-03.3
Procedure Name:	Prepare local development environment
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes how the system integrator prepares the development environment for the FREESIC gateway
Objectives:	To prepare the basic software configuration to be able to run the FREESIC gateway
Actors:	Agency system integrator
Note:	NA
Conditions for procedure initiation:	To be logged in the FREESIC development space. It is desirable to have read the introductory information to the utilised development tools.
Events triggering the use of this procedure:	NA
Procedure steps:	1 Follow the instructions on "HowTo: Prepare development environment"
Expected result:	The Agency system integrator has a development environment with all the required software installed
Attachments:	<p>FREESIC Development Environment: <a href="https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home">https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home</a></p> <p>"HowTo: Prepare development environment" <a href="https://freesic.atlassian.net/wiki/display/FD/HowTo%3A+Prepare+development+environment">https://freesic.atlassian.net/wiki/display/FD/HowTo%3A+Prepare+development+environment</a></p>



# FREESIC

PROCEDURE PHASE	
Procedure ID:	OP-03.4
Procedure Name:	Adapt FREESIC source code (if necessary)
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	Some precompiled interfaces for the most popular IT environments are available for download in the FREESIC source code repository. If this is not the case, this procedure describes how an Agency adapts the generic FREESIC source code to its specific communication system.
Objectives:	To adapt the generic FREESIC interface code to its Agency's communication system, derived from the abstract "UserAgentInterface" class.
Actors:	Agency system integrator
Note:	<p>There are available FREESIC interfaces for the following IT environments:</p> <ul style="list-style-type: none"><li>• Asterisk VoIP Interface</li><li>• Xmpp Jabber Interface</li><li>• Secricom Interface</li><li>• Tetrapol Interface</li></ul>
Conditions for procedure initiation:	To be logged in the FREESIC development space. To have the local development space ready to be used.
Events triggering the use of this procedure:	NA
Procedure steps:	1 Follow the instructions on "HowTo: Start using Freesic source code"
Expected result:	The generic code is adapted to the Agency's communication system.
Attachments:	<p>FREESIC Development Environment: <a href="https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home">https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home</a></p> <p>"HowTo: Start using Freesic source code" <a href="https://freesic.atlassian.net/wiki/display/FD/HowTo%3A+Start+using+Freesic+source+code">https://freesic.atlassian.net/wiki/display/FD/HowTo%3A+Start+using+Freesic+source+code</a></p>



PROCEDURE PHASE	
Procedure ID:	OP-03.5
Procedure Name:	Configure FREESIC local gateway
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedures describes how to configure the FREESIC local gateway according to the communication preferences defined in the Collaboration Web
Objectives:	To create the necessary interfaces in the gateway to allow the communication preferences, in terms of groups and call permissions, defined in the Collaboration Web
Actors:	Agency system integrator
Note:	NA
Conditions for procedure initiation:	To be logged in the FREESIC development space. To have the local development space ready to be used.
Events triggering the use of this procedure:	NA
Procedure steps:	1 Follow the instructions on "HowTo: Configure local gateway"
Expected result:	The interfaces of the FREESIC Local Gateway are created
Attachments:	<p>FREESIC Development Environment: <a href="https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home">https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home</a></p> <p>"HowTo: Configure local gateway" <a href="https://freesic.atlassian.net/wiki/display/FD/HowTo%3A+Configure+local+gateway">https://freesic.atlassian.net/wiki/display/FD/HowTo%3A+Configure+local+gateway</a></p>



### 3 Procedures for operation phase



OPERATION PHASE	
Procedure ID:	OP-04
Procedure Name:	Invoke Interoperability
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of initiating the interoperable communications between partner Agencies configured in the preparation phase when and an incident occurs.
Objectives:	To be able to start interoperable communications between Agencies and their roles
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	Participating agencies are registered on the FREESIC system, they have their communication preferences configured and their local FREESIC gateway is deployed.
Events triggering the use of this procedure:	An incident has occurred and the corresponding commander in charge has approved the establishment of interoperable communications.
Procedure steps:	OP-04.1: Start gateway OP-04.2: Start preconfigured talk groups
Expected result:	Users/roles on different Agencies are able to communicate
Attachments:	<p>FREESIC Development Environment: <a href="https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home">https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home</a></p> <p>FREESIC Collaboration Web: <a href="http://collaboration.freесic.eu:8080/Freesic/">http://collaboration.freесic.eu:8080/Freesic/</a></p>





FREESIC

OPERATION PHASE	
Procedure ID:	OP-04.1
Procedure Name:	Start gateway
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of starting the FREESIC gateway deployed in OP-03
Objectives:	To start the gateway application so that users can communicate through the created interfaces
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	The FREESIC gateway must be correctly deployed.
Events triggering the use of this procedure:	An incident has occurred and the corresponding commander in charge has approved the establishment of interoperable communications.
Procedure steps:	1 Follow the instructions on "HowTo: Bring the gateway up-and-running"
Expected result:	The gateway is running.
Attachments:	<p>FREESIC Development Environment: <a href="https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home">https://freesic.atlassian.net/wiki/display/FD/FREESIC+Development+Home</a></p> <p>"HowTo: Bring the gateway up-and-running" <a href="https://freesic.atlassian.net/wiki/display/FD/HowTo%3A+Bring+the+gateway+up-and-running">https://freesic.atlassian.net/wiki/display/FD/HowTo%3A+Bring+the+gateway+up-and-running</a></p>



FREESIC

OPERATION PHASE	
Procedure ID:	OP-04.2
Procedure Name:	Start preconfigured talk groups
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of starting a talk group.
Objectives:	To allow users belonging to a group to communicate with each other
Actors:	Agency communications operator
Note:	
Conditions for procedure initiation:	The gateway is running and there is at least one group created in the Collaboration Web. To be logged in the Collaboration Web.
Events triggering the use of this procedure:	An incident has occurred and the corresponding commander in charge has approved the establishment of interoperable communications.
Procedure steps:	<ol style="list-style-type: none"><li>1 There are two options:</li><li>2 Start all the groups belonging to a scenario:<ol style="list-style-type: none"><li>2.1 Go to "My Account" → "My Scenarios"</li><li>2.2 Select the scenario to be started</li><li>2.3 Click on "Activate"</li></ol></li><li>3 Start groups individually:<ol style="list-style-type: none"><li>3.1 Go to "My Account" → "My Groups"</li><li>3.2 Select the group to be started</li><li>3.3 Click on "Activate"</li></ol></li></ol>
Expected result:	The talk groups are started.
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freесic.eu:8080/Freesic/">http://collaboration.freесic.eu:8080/Freesic/</a>



# FREESIC

OPERATION PHASE	
Procedure ID:	OP-05
Procedure Name:	Operation during ongoing incident
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the functionalities that are provided by the FREESIC system to the operator during an ongoing incident.
Objectives:	To be able to modify communications capabilities between Agencies, from what was preconfigured in the preparation phase, during an ongoing incident.
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	Participating agencies are registered on the FREESIC system, they have their communication preferences configured, their local FREESIC gateway is deployed and running.
Events triggering the use of this procedure:	The need of additional communication capabilities is identified.
Procedure steps:	OP-05.1: Create talk group OP-05.2: Edit talk group OP-05.3: Remove talk group OP-05.4: Configure individual call permissions OP-05.5: Remove individual call permissions
Expected result:	Additional users/roles on different Agencies, from the preconfigured capabilities on preparation phase, are able to communicate
Attachments:	NA



OPERATION PHASE	
Procedure ID:	OP-05.1
Procedure Name:	Create talk group
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of creating a new talk group during an ongoing incident.
Objectives:	To create additional talk groups on demand during an incident.
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	The Gateways at relevant agencies are running, roles exist and are configured.
Events triggering the use of this procedure:	The need for an additional talk group is identified.
Procedure steps:	<ol style="list-style-type: none"> <li>1. On Collaboration Web go to "My Account" → "My Group" and click Create Group</li> <li>2. Add relevant roles to the newly created group</li> <li>3. If the newly added roles were configured before<sup>1</sup> no further configuration is necessary and the Talk group can be started straight away</li> <li>4. If the newly added role(s) were just created initial configuration is necessary <ol style="list-style-type: none"> <li>a. Run Configuration Wizard at an agency that has a new role.</li> <li>b. Fill the correct login name and password for Collaboration web and click connect</li> <li>c. Select your Agency name</li> <li>d. Click "Run Automatic Generation"</li> <li>e. Configure credentials for the newly generated interfaces (those starting with ! and post-fix [needs-to-be-configured]). See the Description for additional info what role the interface represents in what system.</li> <li>f. Close the wizard</li> <li>g. Start/Restart local gateway<sup>2</sup> (see OP-04.1)</li> <li>h. Start the Talk-Group</li> </ol> </li> </ol>
Expected result:	Additional talk groups are created.
Attachments:	NA

<sup>1</sup> If a role was in any group before that means the gateways have been configured already

<sup>2</sup> This will not be necessary in the future version of the gateway as it will have a notification and will do the restart automatically

OPERATION PHASE	
Procedure ID:	OP-05.2
Procedure Name:	Edit talk group
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of updating the settings of an existing talk group during an ongoing incident.
Objectives:	To modify the parameters of an existing talk group. So far the only relevant parameters to be modified are the group name, description and members.
Actors:	Agency communications operator
Note:	This change can be done during ongoing conversation.
Conditions for procedure initiation:	The Gateways at participating agencies are running. At least one talk group exists.
Events triggering the use of this procedure:	The need of a modification in an existing talk group is identified.
Procedure steps:	<ol style="list-style-type: none"> <li>1. Edit the Group name or description as needed (this change does not have any impact on the rest of the system<sup>3</sup>)</li> <li>2. If the role was existed before incident started just add or remove that role from the group. This change happens immediately and is permanent (stored in the database) even if the talk-group is restarted<sup>4</sup>.</li> <li>3. If the added role is a newly created role (during an ongoing incident) a configuration is needed, see step 4 of OP05.1</li> </ol>
Expected result:	Talk group is updated.
Attachments:	NA

<sup>3</sup> it is a visual help for Collaboration web operator only

<sup>4</sup> This means the change will be saved for future incidents as well. If the role is to be used again it must be added to the group again (it is not enough to just restart a talk-group).

OPERATION PHASE	
Procedure ID:	OP-05.3
Procedure Name:	Remove talk group
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of removing an existing talk group during an ongoing incident.
Objectives:	To remove an existing talk group that is not needed anymore.
Actors:	Agency communications operator
Note:	If the group that is to be removed is started, it has to be stopped first (see OP-06.1).
Conditions for procedure initiation:	The Gateway is running. At least one talk group exists.
Events triggering the use of this procedure:	The need of additional individual call permissions is identified.
1 Procedure steps:	<ol style="list-style-type: none"> <li>1. Stop the Talk-group (this stops all communication between involved roles. These roles are now available for other talk-groups or individual calls)</li> <li>2. If the talk-group will never be needed again it can be deleted. This change does not require any restart and does not require any additional configuration.</li> </ol>
Expected result:	Talk group is removed.
Attachments:	NA

OPERATION PHASE	
Procedure ID:	OP-05.4
Procedure Name:	Configure individual call permissions
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of configuring additional call permissions during an ongoing incident.
Objectives:	To create additional call permissions on demand during an incident.
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	The Gateway is running.
Events triggering the use of this procedure:	The need for additional individual call permissions is identified.
Procedure steps:	<ol style="list-style-type: none"> <li>1. On Collaboration Web go to "My Account" → "My Single Communications" and select roles that are allowed to directly talk to each other</li> <li>2. Run Configuration Wizard at both agencies that are involved.</li> <li>3. Fill the correct login name and password for Collaboration web and click connect</li> <li>4. Select an Agency name</li> <li>5. Click "Run Automatic Generation"</li> <li>6. Configure credentials for the newly generated interfaces (those starting with ! and post-fix [needs-to-be-configured]). See the Description for additional info what role the interface represents in what system.</li> <li>7. Close the wizard</li> <li>8. Start/Restart local gateway<sup>5</sup> (see OP-04.1)</li> </ol>
Expected result:	Additional call permissions are created.
Attachments:	NA

<sup>5</sup> This will not be necessary in the future version of the gateway, it will do the restart automatically



OPERATION PHASE	
Procedure ID:	OP-05.5
Procedure Name:	Remove individual call permissions
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of removing existing call permissions during an ongoing incident.
Objectives:	To remove existing call permissions that are not needed anymore.
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	The Gateway is running. Individual call permissions already exist.
Events triggering the use of this procedure:	The need for removing existing individual call permissions is identified.
Procedure steps:	<ol style="list-style-type: none"> <li>1. On Collaboration Web go to "My Account" → "My Single Communications" and remove roles that are NOT allowed to directly talk to each other</li> <li>2. Run Configuration Wizard at both agencies that are involved.</li> <li>3. Fill the correct login name and password for Collaboration web and click connect (it will update the local database – the Permissions table)</li> <li>4. Close the wizard</li> <li>5. Start/Restart local gateway<sup>6</sup> (see OP-04.1)</li> </ol>
Expected result:	Selected individual call permissions are removed.
Attachments:	NA

<sup>6</sup> This will not be necessary in the future version of the gateway, it will do the restart automatically





## 4 Procedures for resolution phase



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## RESOLUTION PHASE

Procedure ID:	OP-06
Procedure Name:	Discontinues communications
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the steps to follow when an incident is finished and interoperable communications are no longer needed.
Objectives:	To close an incident in a controlled manner
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	Interoperable communications are activated
Events triggering the use of this procedure:	The corresponding commander in charge has confirmed that interoperable communications are not required any more.
Procedure steps:	OP-06.1: Stop active talk groups OP-06.2: Stop gateway
Expected result:	Communications stop
Attachments:	NA



RESOLUTION PHASE	
Procedure ID:	OP-06.1
Procedure Name:	Stop active talk groups
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of stopping a talk group.
Objectives:	To end communications between roles belonging to a group, as it is not needed anymore.
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	To be logged in the Collaboration Web. There is at least one group started in the Collaboration Web.
Events triggering the use of this procedure:	The corresponding commander in charge has confirmed that interoperable communications are not required any more.
Procedure steps:	<ol style="list-style-type: none"><li>1 There are two options:</li><li>2 Stop all the groups belonging to a scenario:<ol style="list-style-type: none"><li>2.1 Go to "My Account" → "My Scenarios"</li><li>2.2 Select the scenario to be started</li><li>2.3 Click on "Stop Scenario"</li></ol></li><li>3 Stop groups individually:<ol style="list-style-type: none"><li>3.1 Go to "My Account" → "My Groups"</li><li>3.2 Select the group to be started</li><li>3.3 Click on "Stop Talk Group"</li></ol></li></ol>
Expected result:	Talk groups are stopped.
Attachments:	FREESIC Collaboration Web: <a href="http://collaboration.freesc.eu:8080/Freesic/">http://collaboration.freesc.eu:8080/Freesic/</a>



RESOLUTION PHASE	
Procedure ID:	OP-06.2
Procedure Name:	Stop gateway
Owner:	Nextel S.A.
Procedure Version number:	1.0
Date issued:	2014/04/30
Description:	This procedure describes the process of stopping the FREESIC gateway
Objectives:	To stop the gateway application
Actors:	Agency communications operator
Note:	NA
Conditions for procedure initiation:	Gateway is running.
Events triggering the use of this procedure:	The corresponding commander in charge has confirmed that interoperable communications are not required any more.
Procedure steps:	<ol style="list-style-type: none"><li>1 Launch the gateway service wizard (see OP-04.1)</li><li>2 Click on "Stop gateway"</li></ol>
Expected result:	Gateway is stopped.
Attachments:	NA