

Title	<i>Process for Reporting Lost, Stolen or Compromised Radio</i>
Created by	<i>Manitoba and RCMP</i>
Date Created	<i>January 10, 2020</i>
Background	To protect the integrity of PSCS, Public Safety Entities (PSEs) are expected to provide continuous accountability and protection against loss or unauthorized access of their radio inventory at all times. Hence, when radios are lost, stolen or compromised it has to be reported immediately to Bell.
Purpose and Scope (What are goals, parameters, and scope? What is out of scope?)	To establish and implement a consistent process for reporting a lost, stolen or compromised radio.
Process Input (Who and what prompts the request and why?)	The process is prompted by the PSE/user reporting a lost, stolen or compromised radio. <i>It is strongly recommended that PSEs follow the Radio Inhibit process to ensure unauthorized individuals are not able to overhear, or listen in to confidential communications from radios that have been lost, stolen, or provided to a third party for service or repair. PSEs that do not follow the Radio Inhibit process when radio equipment is no longer within their control, assume all risks related to breaches of confidential communications overheard by external parties or individuals.</i>
Process Flow (What is the first step to start the input going? What are the activities?)	<ol style="list-style-type: none"> 1. PSE immediately reports lost or stolen radio to his/her Supervisor or Manager. 2. PSE Radio Operator submits a service request via email to PSCSSupport@Bell.ca and when possible a follow-up phone call to the Bell Service Desk (1-833-551-3925)-requesting the inhibiting of the radio. In the event that the Operator is not able to send an email at such time, the service desk will request their email to which the case would be submitted. The Bell Service Desk will request the following information: <ol style="list-style-type: none"> a. First and Last name of Requestor along with email address b. Radio serial number #, or c. Tag number #, and/or d. LID number #. <p><i>*A risk has been identified by Bell that an invalid request to inhibit a radio could be provided/requested to Bell in which case a radio could be inhibited from the network causing lost communications to an active radio on the network.</i></p> 3. Bell Service Desk will create a case and provide the case number to the PSE. The Service Desk will capture the timestamp of the email or time of phone call as start time of the Service Request. (Service Desk will ensure a copy of the email either received or issued is included as an attachment as part of the case). 4. Bell Service Desk notifies RKA (RCMP KMF Administrator). 5. Bell Service Desk creates a task to the RCAP (Radio Codeplug and Provisioning) team in order to have the radio inhibited from the network. 6. Service Desk will phone the RCAP team in order to ensure that the request has been received, and is being treated with the highest level of priority. 7. RKA determines if the breach has an immediate or future detrimental impact to communications security.

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| | <ol style="list-style-type: none">8. RKA advises Bell, on the above, and takes internal corrective action on the KMF.9. RKA confirms to Bell Service Desk when applicable that encryption keys have been deactivated from the network and radio has been assigned to a different profile.10. RCAP completes the radio inhibit and informs Bell Service Desk. Prior to the inhibit being performed, a validation of last time the radio was activated on the network will be captured and included in the notes.11. Service Desk updates the equipment record with the radio updated to a lost state.12. Bell Service Desk notifies the PSE via email response confirming that the radio has been inhibited.13. Bell Service Desk closes the case providing a timestamp as to completion. This will allow monthly reporting capabilities on meeting the 2hrs time limit to having radio inhibits completed.14. Bell recommends that each PSE follow the inhibit process when a vehicle is being brought in for servicing. |
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Title	<i>Process for Reactivating a Radio</i>
Created by	<i>Manitoba and RCMP</i>
Date Created	<i>July 12, 2019</i>
Background	<p>PSCS is specifically designed and operated for the public safety and public service community in Manitoba. To maintain the integrity of PSCS, procedures are established to ensure that all of its encrypted assets are qualified to be in PSCS.</p> <p>Any reactivation request has to be reported to Bell with corresponding approvals.</p>
Purpose and Scope (What are goals, parameters, and scope? What is out of scope?)	To establish and implement a consistent process for reactivating a radio.
Process Input (Who and what prompts the request and why?)	The process is prompted by the Public Safety Entity (PSE)/user reporting radio reactivation in writing.
Process Flow (What is the first step to start the input going? What are the activities?)	<ol style="list-style-type: none"> 1. PSE sends a Service Request via email to Bell Service Desk team. 2. Service Request includes: <ol style="list-style-type: none"> a) Department Manager's or Supervisor's approval via email, b) Radio serial number#, tag number # and/or LID number #. <p>*A risk has been identified by Bell that a request to reactivate a radio could be provided/requested to Bell in which case a radio could be reactivated to the network causing unwanted communications to an unauthorized radio on the network.</p> <ol style="list-style-type: none"> 3. In the event that the radio was zeroed out from the Network, the radio will need to be provided to Bell in order to have the codeplug reloaded into the radio. 4. Bell Service Desk notifies RKA (RCMP KMF Administrator) in order to have encryption keys made available for the Radio. 5. Bell Service Desk creates a task to the RCAP (Radio Codeplug and Provisioning) team in order to re-authenticate the radio to the network. 6. RCAP team re-enables the radio onto the network and notifies the Bell Service Desk. 7. RKA reassigns the radio to the correct user profile. 8. Encryption Keys will be pushed via over the air rekeying (OTAR). 9. Radio Operator may also need to complete the OTAR from the menu options on the radio. 10. Bell Service Desk updates equipment record from lost to active capturing the now known location of the radio. 11. PSE accepts and verifies radio is reactivated.

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Document Owner: Manitoba and Bell Mobility

Version	Date	Author	Change Description
1.0		Bell	Initial Release
1.02		Manitoba	Minor Edits

Approvals & Acceptance

I have reviewed the information in this document and I agree;

Date	Document Version	Approver Name and Titles
June 30, 2020	1.02	Gilles St-Pierre
July 2, 2020	1.02	Duane Feely, Manitoba Project Director