



Illinois Information & Communications Technology Branch Certification Program

January 2026

V 1.0



Document Revision Process

The Information & Communications Technology Branch (ICT) Certification Program is reviewed at least every four years. The Certification Review Board (CRB) will conduct a collective review of the program in coordination with the Statewide Interoperability Coordinator (SWIC). The SWIC is the approval authority for recommended changes. The SWIC will also maintain the master copy and make applicable edits. Critical updates will be initiated at any time and submitted using this same process.

Once approved, all changes to the document will be recorded in the Revision Record.

Revision Record

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Terminology

The terms “shall,” “must,” “will,” and “required” are used throughout this document to indicate required parameters for participation in the state program and to differentiate from recommended parameters which are identified by the words “should,” “may,” “desirably,” and “preferably.”

The term “professional” is used at times in this document and is an all-encompassing term for personnel who adhere to the technical and ethical standards of the communications professions and exhibit highly specialized skill sets that may take many years to develop. Professionals may be paid career personnel and/or volunteers.

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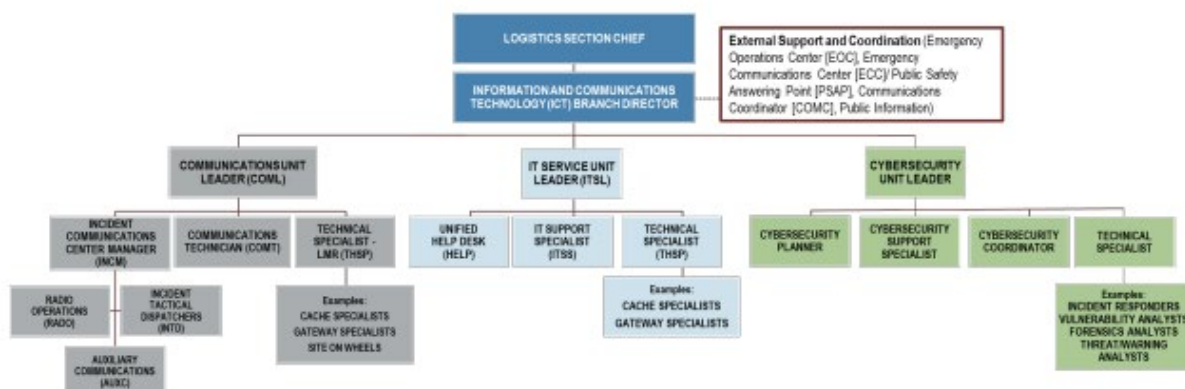
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I. Introduction

The Illinois Statewide Interoperability Executive Committee (SIEC) is charged with coordinating statewide communication efforts amongst local, state, and federal stakeholders. The Statewide Interoperability Coordinator (SWIC) is charged with optimizing communications interoperability through several venues and processes, including advising and promoting effective governance; technology education and awareness; funding mechanisms; communications initiatives; training and exercises; and collaboration with local, state, tribal, and federal communications partners. In discharging these “duties,” the SWIC recognizes a need for the standardization of training, and certification of emergency ICT Branch personnel. This plan will facilitate that objective on a statewide basis. The SWIC will serve as the primary facilitator of this plan.

In Illinois, the ICT Branch will consist of incident response communication and information technology personnel. This includes positions such as:

- Communications Unit Leader (COML)
- Communications Technician (COMT)
- Incident Communications Center Manager (INCM)
- Incident Tactical Dispatcher (INTD)
- Radio Operator (RADO)
- Information Technology Services Unit Leader (ITSL)
- Information Technology Support Technician (ITSS)
- Unified Help Desk Manager (HELP)
- Auxiliary Communicator (AUXC)



FEMA ICT Functional Guidance March 2023

*The Cybersecurity Unit Leader, and subordinate positions which are a part of ICT Branch are not well defined at this time but should be considered in a future revision.

Together, these multiple functional positions make up several subject matter experts with technical and operational skills in the field of public safety and emergency communications. During impending or ongoing disaster events, they can be deliberately deployed in Illinois and other states. In such situations, their deployment would be coordinated by the ESF #2 (Communications) Coordinator in the Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS) State Emergency Operations Center (SEOC). This may be accomplished regardless of SEOC activation levels.

II. Applicability

The procedures listed in this document apply to those individuals who meet the recommended U.S. Department of Homeland Security (DHS) guidelines for eligibility, training, and experience for All-Hazards ICT positions and/or Association of Public Safety Communications Officials (APCO)/National Emergency Number Association (NENA) Joint Standard ANS 1.105.1-2009 for Telecommunicator Emergency Response Taskforce (TERT) positions that are requesting Certification from the State of Illinois. It also applies to those holding similar National Wildfire Coordinating Group (NWCG) positions who wish to obtain reciprocity.

This document references all ICT Branch positions, qualifying as a single resource within National Incident Management System (NIMS), as they pertain to All-Hazards emergency response classifications. Such references are not intended to reflect NWCG Red Card positions, as recognized under NWCG or other existing organizational guidelines.

III. Goals

The goal of the Illinois ICT Certification Program is to identify, develop, and maintain highly skilled, operationally, and technically proficient communications personnel who:

- Represent emergency communications disciplines within Illinois.
- Represent levels of local and state government.
- Are familiar with both legacy , emerging government and commercially available communication technologies (voice and data).
- Can deploy within the state to fill mutual aid requests or as state single resources.
- Have qualified individuals able to deploy nationwide to fill Emergency Management Assistance Compact (EMAC) requested roles in other states.
- Promote local, regional, and statewide interoperable and redundant communications planning and usage.
- Project training requirements to sustain the required numbers of personnel for each position.
- Develop a system to locate training and other opportunities to obtain qualifications and maintain their skills over time.
- Require all qualified personnel to mentor their replacement, with sustainability in mind; and
- Forecast for attrition

IV. Objectives

Primary objectives of the ICT Certification program include:

- Establishing minimum training and Certification standards for ICT personnel working as part of the ICT or as a single resource assignment consistent with federal guidelines and/or the National Qualification System (NQS) as appropriate.
- Developing and conducting a Certification Review Board (CRB) to design the program and monitor standards on an on-going basis.
- Guiding the development of Knowledge, Skills, and Abilities (KSA) necessary to obtain Certification within the State of Illinois through the certification process.
- Defining criteria to obtain and maintain certification status for position-specific roles within the ICT; and
- Retaining the foundation of the performance-based Certification system established and implemented through the NQS developed by the Federal Emergency Management Agency (FEMA) and expand the performance-based evaluation process to include Illinois specific Certification requirements.

V. Doctrinal Background

NIMS serves as the key doctrine for the ICT program with a comprehensive, nationwide approach to incident management. It provides a template to effectively and efficiently prepare for, prevent, respond to, and recover from domestic incidents. This is regardless of cause, size, or complexity. It is applicable across functional disciplines at all jurisdictional levels.

A key feature of NIMS, the Incident Command System (ICS), is a standardized, on-scene, all-hazards incident management approach that represents organizational best practices. ICS is the standard for incident response nationwide. ICT falls within the ICS structure and is responsible for: developing plans for the use of incident communications personnel, equipment, and facilities; coordinating, installing and testing communications equipment; supervision and operation of an Incident Communications Center (ICC); and the distribution, maintenance, repair and recovery of incident communications equipment.

The NQS supplements the Resource Management component of NIMS by establishing guidance and tools to assist stakeholders in developing processes for qualifying, certifying, and credentialing deployable emergency personnel.

VI. Information and Communications Technology Branch Positions

Currently recognized positions within the Illinois ICT include:

- Communications Unit Leader (COML)
- Incident Communications Center Manager (INCM)
- Radio Operator (RADO)
- Incident Tactical Dispatcher (INTD)
- Communications Technician (COMT)
- Auxiliary Communicator (AUXC)
- Communications Coordinator (COMC)
- Unified Help Desk Technician (HELP)
- Information Technology Services Unit Leader (ITSL)
- Information Technology Services Technician (ITSS)
- Cyber Security Coordinator (CYBR)
- ESF-2 Liaison

VII. Additional Guidance

The standards established herein are the minimum to be met by participating individuals, agencies/organizations who choose to participate in the Illinois ICT Certification Program. Candidates applying for Certification under these guidelines must have a governmental entity, recognized Non-Governmental Organization (NGO), or private business with an emergency response or disaster recovery mission nexus as a sponsor. The SWIC in consultation with the CRB Chairperson will determine eligibility in cases that are unclear.

VIII. Information and Communications Technology Branch Personnel Typing

To provide effective communications support during emergency incidents, planned events, or exercises, Illinois will establish general typing categories for ICT Personnel consistent with the NQS: “Statewide and/or Nationally Deployable.”

- **Statewide and/or Nationally Deployable** : ICT Personnel that have completed the requirements outlined in this document and have been recommended by the CRB and are certified by the SWIC.

IX. Certification Process Steps

- **Demonstrated Performance Standards:** The NQS is a performance-based Certification system. In this system, the primary criterion for Certification is individual performance as observed by a qualified evaluator, using approved standards. Demonstrated performance encompasses actions on incidents, planned events, during normal job activities, and during classroom or exercise simulations.

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- **Availability of Experience and Education:** A communication professional should have an opportunity to acquire the knowledge, skills, and abilities that are required to perform the task of a position before accepting a position assignment other than as a trainee. It is the responsibility of the individual and the individual's sponsoring agency to ensure that each trainee is given the opportunity to acquire the knowledge, skills, and abilities necessary for position performance.
- **Authorized Strength of Personnel:** There are defined numbers of personnel in each position that are within the authorized strength. This is to ensure that the available personnel have enough opportunities to deploy to maintain confidence in their skill and abilities in their assigned position. Personnel who receive training above the authorized number will be placed in a "Reserve" status. They can be deployed to events and incidents as Trainees or utilized on an Ad-Hoc basis if there are none of the primary personnel available.

Position	Authorized #
Communications Unit Leader (COML)	100
Communications Technician (COMT)	300
Information Technology Services Unit Leader (ITSL)	100
Information Technology Support Specialist (ITSS)	300
Help Desk Manager (HELP)	100
Incident Communications Center Manager (INCM)	100
Incident Tactical Dispatcher (INTD)	100
Radio Operator (RADO)	100
Auxiliary Communicator (AUXC)	100

The stated goal is to have personnel distributed throughout the state in general proximity to the deployed Strategic Technology Reserve (STR) equipment.

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STEP 1: Prerequisite Training Process:

1. Candidates must have completed and maintain documentation for the prerequisites specified in Table 1.

Table 1: Individual Training

R= REQUIRED O= OPTIONAL or RECOMMENDED	ESF 2 Liaison	ICT Branch	COMC	COML	COMT	INCM	INTD	RADO	AUXC	ITSL	ITSS	HELP
IS-100 (Intro to ICS)	R	R	R	R	R	R	R	R	R	R	R	R
IS-200 (Basic ICS)	R	R	R	R	R	R	R	R	R	R	R	R
ICS-300 (Intermediate ICS for expanding Incidents)	R	R	R	R	O	R	O	O		R	O	O
ICS-400 (Advanced ICS Command and General Staff)	R	R	R	R						R		
IS-700 (National Incident Management System)	R	R	R	R	R	R	R	R	R	R	R	R
IS-800 (National Response Framework)	R	R	R	R	R	R	R	R	R	R	R	R
IS-144 (TERT Basic)	R	R	R	R		R	R	O				
G-0191 (EOC/ICP Interface)	R	R	R	R		O		O	O	O		
IS-2200 Basic Emergency Operations Center	R	O	O	O								
G/K-2300 Intermediate Emergency Operations Center	R	O	O	O								
Complete and submit FEMA General Admissions Application (GAA) (registration online when taking course)				R								
Successful performance in the INCM and COMT positions.	O	O	O	O								
Basic knowledge of local communications systems, frequencies and spectrum, local topography, system site locations including knowledge of local, regional, and state communication plans, and contacts.	R	R	R	R	R	O	O	O	R	R	R	O
At least 12 months of emergency communications experience in operational communications (LMR, Telecom, data systems, SATCOM, etc.)	R	R	R	R	R	O	O	O	O	R	R	R
Active Amateur Radio License (issued by the FCC)	O	O	O	O	O	O	O	O	O	O	O	O
Awareness of fundamental public safety broadband and wireless communications technology – i.e. LTE, 5G, mobile devices	R	R	R	R	R	O	O	O	O	R	R	R
Federal Virtual Training Environment Network (online) Layer 1 & 2 Troubleshooting	O	O	O	O	O	O	O	O	O	O	O	O

2. The ESF 2 Liaison and ICT Branch Manager require the individual to be a certified COML or ITSL. ICT positions (e.g., COML, COMT, INCM, INTD, ITSL, ITSS, HELP, and AUXC) are separate positions and do not require one specific position being taken before any other position course. When able, it is recommended that COMLs also receive COMT and INCM training. TERT Positions are progressive in nature.
3. Candidates should have an emergency communications background or currently work in or around public safety communications. They should have a stake in developing their emergency

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communications knowledge, skills, and abilities. Such experience may include but is not limited to the following:

- Currently works with local or state communications, communications systems, and resource contacts or has done so in the recent past.
- Has a working knowledge of frequency and talk group resources and of the regulatory and technical issues relating to voice and data communications.
- Has a working knowledge of local topography and how it affects communications.
- Has a working knowledge of communication systems' infrastructure within their jurisdiction.
- Is familiar with Illinois communications plans (e.g., Statewide Communication Interoperability Plan (SCIP), ESF #2 Annex to the Illinois Emergency Operations Plan, Tactical Interoperable Communications Plans (TICP), and Interoperability Field Operations Guide (IL-IFOG).
- Has experience working in a public safety dispatch center.
- Has experience working as a telecommunications vendor or service technician; and/or
- Has experience as an information technology professional.

STEP 2: Formal Classroom Training Process

All candidates must successfully complete the formal training course for the position they wish to be certified in. Illinois will honor verifiable course completion certificates from other agencies and/or other states on a case-by-case basis.

Attendance at state-sponsored trainings is subject to the following guidelines:

1. To attend a CISA or state-sponsored ICT course, candidates must be sponsored in writing by an agency. Priority will be given to those candidates whose sponsoring agencies have confirmed their support in assisting the candidate to meet the guidelines of the ICT Program as outlined in this document, or who can justify why their participation in the training is beneficial to the ICT program.
2. ICT-oriented courses are typically announced and facilitated by the SWIC.
3. Potential candidates shall apply according to the instructions/announcements. They will then be screened to ensure prerequisites are met. The SWIC will adjudicate any cases where it is unclear as to eligibility and/or priority of attendance at sponsored classes.

STEP 3: PTB Initiation and Completion Process

1. PTBs are formatted to document a trainee's competency in performing each task. Tasks pertaining to tactical decision-making and safety are flagged and require position performance on an incident, preplanned event, and/or certain exercises pre-approved by the SWIC. Remaining tasks may be evaluated through other means such as simulation, or other emergency and non-emergency work. However, these types of simulations or work should be a true representation of the required task to ensure that the person will be able to perform to the required level when exposed to a real event. Successful completion of all

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required tasks of the position, as determined by qualified evaluators, will be the basis for Certification.

2. Candidates who attend and successfully complete an ICT formal training course may request a PTB be initiated by the Authority Having Jurisdiction (AHJ) for that specific position. The start date of the PTB will be the last day of the successfully completed ICT formal training course. The PTB used will be the current released version from FEMA, CISA, or State of Illinois, at the time of being initiated by the AHJ.
3. Once a candidate has an initiated PTB, the candidate is then recognized as a trainee. All ICT PTBs are assigned a tracking number. An AHJ who initiates a PTB will notify the SWIC of the initiation, and a tracking number will be assigned. The current PTB on the date of initiation will remain acceptable during the Certification process, regardless of revisions or updates.
4. The trainee must complete the ICT PTB as prescribed below within three (3) years from the date that the PTB was initiated. Exceptions to this timeline will be considered on a case-by-case basis. The SWIC, in coordination with the CRB, will make the final adjudication.
5. A completed PTB must contain a minimum of input from two evaluator records.
 - a. All tasks for PTBs must be directly supervised and initialed by one of the following: an assigned supervisor, a certified individual in that ICT position or higher, an AHJ recognized Logistics Chief, or an AHJ-recognized Incident Commander during an incident, planned event, or exercise.
 - b. As each task and sub-task is evaluated, the proper event code, evaluator record number, date evaluated, and evaluator initials must be notated in the PTB next to the task or sub-task.
6. A completed PTB must contain evaluation records demonstrating performance at a minimum of two different incidents, events, or exercises.
 - a. One (1) must be an incident, or significant planned event consisting of more than one (1) operational period.
 - b. The remaining events may be planned events, full scale/functional exercises, or additional incidents regardless of the number of operational periods.
 - c. Each incident, planned event, or exercise used for evaluating and documenting ICT position experience must be at a level of complexity that requires a written Incident Action Plan. Incident Action Plans and/or other incident documentation (ICS 201, 204, 205, 205a, 207, 214s, 217's 225's, etc.), must identify the trainee as performing in the ICT position (designation as a trainee is acceptable). This supporting documentation must be submitted as part of the trainee's Certification Package.
 - d. Evaluation records may be submitted for incidents, events, or exercises that occurred within three (3) years prior to initiating the PTB.
7. The final evaluator is a leader who verifies that a trainee has completed the PTB and met all requirements for the position. A final evaluator can be one of the following: individual qualified in the same position for which the trainee is applying for, individual in the trainee's chain of command, or agency training officer. In the absence of a final evaluator that fits this

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requirement, the responsibility would then revert to the SWIC. When possible, the evaluator and the final evaluator should not be the same person, but in situations with limited resources, the evaluator can also serve as the final evaluator.

8. The PTB's "Agency Certification" signature information will be filled out and signed by the AHJ. The "Agency Certification" should be completed by a senior leader of the trainee's AHJ.
9. Once the PTB has all necessary signatures, the trainee will submit their ICT Certification Package with the completed PTB and all supporting documents to the SWIC as outlined in step 4.
10. It is the trainee's responsibility to make sure all documentation and signatures are present and correct.

STEP 4: CRB Review and Certification Process

1. The Trainee's packet is next transferred from the SWIC to the CRB. The CRB will consist of volunteer representatives from varying communications disciplines and varying regions of Illinois.
2. The CRB will review applications to ensure they are complete and meet the requirements as explained in this policy. The CRB will typically complete this task on a quarterly basis. Deadlines for submitting new ICT Certification Packages are December 1st, March 1st, June 1st, and September 1st.
3. If an ICT Certification Package is not complete, the CRB and/or SWIC will request the additional documentation or return the packet to the applicant with an explanation of what is missing.
4. If an ICT Certification Package is complete, it will be added to the CRB's agenda for evaluation. The CRB is an ICT peer-review subcommittee. CRB reviews can be in person or conducted virtually. The CRB will, if needed, require an interview with the candidate to obtain additional information or ask questions regarding their experience. As such, instructions will be provided to the candidate in a timely manner.
5. If recommended for certification, The CRB will forward the recommendation, Trainee's PTB and application to the SWIC. If the SWIC concurs, The SWIC will complete a letter to the trainee stating they're certified in their position and enter the newly certified ICT personnel into the State's tracking system. If not recommended for Certification, an explanation, along with the Trainee's PTB and application will be provided to the SWIC for review. If the SWIC concurs, the guidance on what additional experience or training is needed will be provided to the trainee and final evaluator.

X. Post-Certification Path

Once Certified, personnel should plan to take as many opportunities as possible to refine and maintain their skills, including but not limited to: Seminars, Workshops, Planned Events, and Emergencies. Communications elements can be added to events, even when those elements are not necessarily required for success. Having them in place can be viewed as contingency planning and provide opportunities for skills enhancements and operational equipment checks.

XI. Change in Status/Decertification

A. Change in Status

If an individual moves to a different agency, submit a revised Certification application with approval from the new agency head or designee within 90 days. It is not necessary to resubmit PTB materials.

B. Decertification

The SWIC and/or AHJ can revoke an individual's position Certification. If an AHJ revokes an individual's position Certification, the AHJ is responsible for notifying the SWIC of the change in status. If the SWIC revokes an individual's Certification, the AHJ shall be notified immediately.

An individual might lose their certification for currency reasons, by voluntarily withdrawing, or for other reasons the AHJ and/or SWIC deems appropriate. Also, the AHJ and/or SWIC may consider decertification when an individual:

- Takes or neglects to take actions that lead to unsafe conditions at an incident.
- Misrepresents incident certification.
- Fails to follow delegation of authority.
- Disregards identified safe practices.
- Receives one or more "unacceptable" or equivalent performance rating(s). Any official complaint shall be filed with the SWIC for review.
- Failing to uphold the requirements of the program.
- Individual exhibits unethical behavior.

Upon decertification, any issued credentials must immediately be returned to the SWIC.

C. Appeals

In circumstances where a trainee feels that the qualifying authority made an error in evaluating their Certification or an individual receives notice of impending decertification, the AHJ should have a documented appeals process. In the absence of a decertification process at the agency level, the individual can appeal to the SWIC. In such cases, a formal hearing shall be held, and both sides shall present the facts of the situation.

XII. Currency Process:

ITEM	Points
Attend a SWIC approved training	2
Attend a SWIC approved exercise	2
Attend 2 communications breakout sessions at IEMA-OHS Summit, (sign-in at session)	2
Perform in the specific ICT position at a Planned event or Type 5 incident	2
Perform in the specific ICT position at a Planned event or Type 4 incident	3
Perform in the specific ICT position at a Type 3 or higher incident	4

A. Currency/Re-Certification Process:

1. The maximum time allowed for maintaining currency is three years. A mandatory criterion for re-Certification will occur once every three years to keep the individual's Certification and skills up to date and to maintain active participation in the Illinois ICT program. Currency for an ICT position can be maintained by obtaining any combination of seven points on the chart above within the three year recertification window. All Certifications expire at the end of the third year of your first Certification. If a candidate does not achieve seven points but has at least five by the end of the three-year period, then an additional probation period of one (1) year may be granted by the SWIC.
2. Individuals must apply by submitting Incident Action Plans, and/or ICS201(s), and/or Incident Communications Plans, and/or After-Action Reports that document their participation in Planned events or real-world emergencies. Also, the individual should submit any applicable training certificates and/or attendance records. Certification paperwork shall be received by the SWIC between July 1st to December 31st of your final year of Certification.
3. If the candidate has not achieved five points by the end of the third year, they will be required to retake the respective class but will not be required to resubmit a new PTB.
4. Extensions may be granted on an individual basis in extenuating circumstances.

XIII. Sustainability and Attrition

Certified personnel are expected to mentor others to provide a planned future replacement program. This process includes but is not limited to; one-on-one training and development, utilizing the mentees as trainees (as much as is practical), with the goal of developing and maintaining their skills.

Over time, the current personnel will need to be replaced. Forecasting this required replacement, to the degree possible, will be necessary for long term sustainment of the program.

XIV. Materials Required for Applicant's Renewal Packet

- ☐ Application Form (check Renewal/Change in Status box)
- ☐ Incident/Event/Exercise Experience Record for any incident, event, or exercise that an individual participated in prior to currency but after the individual was originally recognized
- ☐ Submit any training certificates or other documentation
- ☐ Written letter of acknowledgement/endorsement from agency head or agency command-level representative indicating that the individual is still actively participating in the ICT position for which they have been recognized

To request a renewal, please submit a copy of all renewal materials to provide information below:

- Statewide Interoperability Coordinator (SWIC) at ema.swic@illinois.gov

XV. Reciprocity/ Historical Certification

A. Reciprocity

An applicant may request certification in Illinois after moving from another state with a similar Certification process, or if they hold a corresponding NWCG certification. To do so, they must submit a complete package including a copy of their completed PTB to the SWIC along with the following:

- Copies of course completion certificates.
- Documented record of experience; and
- Letter of support from the previous state's SWIC or State Interoperability Governing Body if moving from another state, or a letter of recommendation from a supervisor if seeking NWCG reciprocity.

The CRB shall review the application materials and grant reciprocity if sufficient documentation of experience exists. It is at the discretion of the CRB and SWIC to request further information or verification of the applicant's skill level. This may be accomplished through inclusion in an incident, event, or exercise. Applicants who are certified under this process must meet all minimum requirements for the position certified to be considered for recertification.

B. Historical Certification

An applicant may seek historical Certification of their ICT position based upon their completion of required skill specific courses, relevant education, training, and experience. The applicant shall seek Certification by filing an application with evidence of education, training, and experience with the SWIC. The CRB shall review the application materials and grant initial Certification if sufficient documentation of experience exists. It is at the discretion of the SWIC or CRB to request further information or verification of the applicant's skill level. This may be accomplished through inclusion in an incident, event, or exercise. Applicants who are certified under this process must meet all minimum requirements for the position certified to be considered for recertification.

Appendix A: Information & Communications Technology Branch Certification Review Board (CRB)

A. CRB Membership and Organization

The CRB will be composed of the following members who are approved by the SWIC:

- SWIC or designee.
- Subject matter experts (SMEs) who possess a high level of operational and/or training experience in the Communications field.
- Members from varying jurisdictions or agencies across Illinois, preferably voluntary; and
- Additional members as approved by the SWIC.

B. CRB Duties

The CRB will establish a proper record for any review or audit it performs and shall establish processes and internal controls that subject each applicant to a standardized and proper level of review by the group. The SWIC will appoint the CRB Chairperson. The CRB shall:

- Determine if an individual meets the requirements for Certification.
- If an individual does not meet the requirements, additional training and/or experience recommendations will be provided by the CRB.
- Review all documents that establish that the position trainee has completed all the position Certification criteria.
- Forward the application package with their recommendation to the SWIC.
- Make recommendations for ICT training opportunities.
- Develop continuing educational processes and programs.
- Develop regional response/call-out guidelines and processes; and
- Conduct quarterly meetings to review ICT applications and discuss current issues.

Appendix B: Acronyms and Glossary of Terms

Acronym	Definition
AHIMT	All-Hazard Incident Management Team
AHJ	Authority Having Jurisdiction
AUXC	Auxiliary Communications
CASM	Communications Assets Survey and Mapping Tool
COMC	Communications Coordinator
COML	Communications Unit Leader
COMT	Communications Unit Technician
CRB	Certification Review Board
DHS	U.S. Department of Homeland Security
EMAC	Emergency Management Assistance Compact
EMI	Emergency Management Institute
ESF	Emergency Support Function
FCC	Federal Communications Commission
FEMA	Federal Emergency Management Agency
GIS	Geographic Information System
HELP	Unified Help Desk Technician
HSEEP	Homeland Security Exercise and Evaluation Program
IAP	Incident Action Plan
ICC	Incident Communications Center
ICS	Incident Command System
ICT	Information & Communications Technology Branch
ICTAP	Interoperable Communications Technical Assistance Program
INCM	Incident Communications Center Manager
INTD	Incident Tactical Dispatcher
ITSL	Information Technology Services Unit Leader
ITSS	Information Technology Services Technician
SIEC	Statewide Interoperability Executive Committee
STO	State Training Officer
LMR	Land Mobile Radio
NGO	Non-Governmental Organization
NIFC	National Interagency Fire Center
NIICD	National Interagency Incident Communications Division
NIMS	National Incident Management System
NQS	National Certification/Qualification System
NWCG	National Wildlife Coordinating Group
PII	Personally Identifiable Information
PTB	Position Task Book
QRB	Qualifications Review Board
RADO	Radio Operator
SATCOM	Satellite Communications
SID	Student Identification
SME	Subject Matter Expert
SIEC	Statewide Interoperability Executive Council
SOG	Standard Operating Guidelines
SOP	Standard Operating Policy
STO	State Training Officer
SWIC	Statewide Interoperability Coordinator
THSP	Technical Specialist

Authority Having Jurisdiction (AHJ): The AHJ is defined as the governmental unit having statutory responsibility for the incident or event, or the agency employing the applicant.

Core Competencies: When a single PTB is used for multiple positions, the core competencies are competencies that are common to all the positions identified in the PTB. If more than one position is to be evaluated using a single PTB, the position-specific competencies for each position may be evaluated in any order or at any time. It is recommended that, when possible, one position has been completed before a second position is started.

Currency: Successful performance on a qualifying incident, event, or exercise in a position or associated position for which an individual is qualified, at least once every three years on a qualifying incident, event, or exercise.

Evaluator: An Evaluator is an individual that is responsible for evaluating a Trainee using a PTB. The Evaluator must be qualified in the position they are evaluating, qualified in a position that supervises that position in the ICS, or is an equivalent incident supervisor.

Final Evaluator: The Evaluator who is signing the verification statement at the front of the PTB after all tasks have been completed. The Final Evaluator should be certified and proficient in the position being evaluated. If not, be in the Trainee's chain of command or agency training officer.

Incident Command System (ICS): The Incident Command System is a standardized, on-scene, all-hazards incident management approach that:

- Allows for the integration of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.
- Enables a coordinated response among various jurisdictions and functional agencies, both public and private.
- Establishes common processes for planning and managing resources.
- Is flexible and can be used for incidents of any type, scope, and complexity; and
- Allows its users to adopt an integrated organizational structure to match the complexities and demands of single or multiple incidents.

Incident Complexity: Incident complexity is a characterization used to describe the level of difficulty, severity, or overall resistance to control that incident management personnel face while trying to manage an incident or event to a successful and safe conclusion, or to manage one type of incident compared to another type is essential to understand the relationship between certain position Certification/Qualifications that are typed to correlate with incident complexity typing.

National Certification/Qualification System (NQS): A set of interoperable Certification/Qualifications, credentials, and associated processes for the nation's disaster workforce, applied across all levels of government and throughout the whole community.

National Interagency Fire Center (NIFC): The national center for fire management programs located in Boise, ID. This includes tactical and operational communications support for wildfires. See also: www.nifc.gov

National Interagency Incident Communications Division (NIICD): As part of the National Interagency Fire Center, the NIICD's mission is to provide portable emergency communications, technical training,

and airborne remote sensing imagery services in a professional, prompt, and customer-oriented manner, while optimizing resources and minimizing risks. See also: nifc.gov/resources/NIICD

National Wildfire Coordinating Group (NWCG): The purpose of the NWCG is to coordinate programs for the participating wildfire management agencies to avoid wasteful duplication and to provide a means of constructively working together. The NWCG's goal is to provide more effective execution of each agency's fire management program. The group provides a formalized system to agree upon standards of training, equipment, Certification/Qualifications, and other operational functions.

Position Task Book (PTB): The PTB will serve as the "lesson plan" for a Trainee's on-the-job training. As the Trainee is capable of accomplishing tasks, the PTB serves as the official record documenting evaluation of the Trainee's performance. Successful completion of all tasks required of a position, as determined by a qualified Evaluator, is the basis for the final evaluation and the recommendation that the Trainee be recognized. It is recommended a Trainee complete a PTB on a minimum of two qualifying incidents, events, or qualifying exercises, one of which should be an incident.

Qualifying Exercise: An exercise or simulation meeting the requirements as specified within this document. It is recommended that the qualifying exercise follow the Homeland Security Exercise and Evaluation Program (HSEEP) guidelines.

Qualifying Incident/Event: An incident or event that meets the incident complexity, duration of time, and relevancy to the ICT position that is necessary to provide sufficient opportunity for the individual to exercise the roles and responsibilities of the ICT position they are filling.

Recommended Training: Training that is not required to be completed to qualify for a position but is recommended to support the position. This training is identified as a recommendation that may guide an individual to increase knowledge and/or skills. This may be acquired through on-the-job training, work experience, or training.

Trainee (The Individual): An individual, approved by their Employing/Sponsoring Organization, who is preparing to be recognized for ICT position once prerequisites are met and the PTB has been initiated.

**Appendix C: Illinois All-Hazards Information & Communications Technology
Branch Certification Submission Checklist**

See form on next page.



Illinois All-Hazards Information & Communications Technology Branch Certification Submission Checklist

Name _____

First Name	Middle Name (If applicable)	Last Name
Address _____		
City _____	State _____	Zip Code _____
Telephone Number _____	Email Address _____	
Position for which you are applying for Certification _____		
Rank and/or Working Title _____		
Agency Name _____		24/7 Phone Number _____
Agency Address _____		
Agency City _____	State _____	Zip Code _____
Agency Contact Name _____		Title _____
Contact Phone Number _____	Email Address _____	

- ☐ All-hazards course training completed, see table on page 10 for requirements (attach copies of certificates of completion or training record):
- ☐ ICS-100
 - ☐ ICS-200
 - ☐ ICS-700
 - ☐ ICS-800
 - ☐ ICS-300
 - ☐ ICS-400
 - ☐ ICS-144
 - ☐ G-0191
 - ☐ ICS-2200
 - ☐ G/K-2300
- ☐ Copy of certificate of completion from all-hazards position training course
- ☐ Legible all-hazards position taskbook, including the following completed elements:
- ☐ All numbered tasks initialed by appropriate approval authorities
 - ☐ Contact information provided for each evaluator at the end of the taskbook
 - ☐ Final Evaluator's Verification
 - ☐ Illinois Agency Certification

Applicant Signature _____ Date _____

For SWIC Office Use:

Received By _____ Title _____ Date _____

Submission of Materials

Email: ema.swic@illinois.gov

Mail: Office of the SWIC, IEMA-OHS, 4800 Rodger St., Springfield, IL 62703

**Appendix D: Illinois All-Hazards Information & Communications Technology Branch
Agency Certification**

See form on next page.



Illinois All-Hazards Information & Communications Technology Branch Agency Certification

Name _____
First Name Middle Name (If applicable) Last Name

Address _____

City _____ State _____ Zip Code _____

Telephone Number _____ Email Address _____

Position for which you are applying for Certification _____

Rank and/or Working Title _____

Agency Certification

I certify that the individual named above has met all requirements for Certification in the All-Hazards Information & Communications Branch position specified, and that such Certification has been issued.

Certifying Official's Signature _____ Date _____

Print Official's Name _____ Title _____

Phone Number _____ Email Address _____

Agency Name _____

Agency Address _____

Agency City _____ State _____ Zip Code _____

Removal of Agency Certification

Please remove our Agency's Certification of the individual named above from the record.

Authorizing Official's Signature _____ Date _____

Print Official's Name _____ Title _____

Phone Number _____ Email Address _____

Agency Name _____

Agency Address _____

Agency City _____ State _____ Zip Code _____

Submission of Materials

Email: ema.swic@illinois.gov

Mail: Office of the SWIC, IEEMA-OHS, 4800 Rodger St., Springfield, IL 62703

For SWIC Office Use:

Received By _____ Title _____ Date _____