



# Santa Cruz Consolidated Emergency Communications Center

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**9-1-1** FIRE  
POLICE  
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## COMMUNICATIONS TECHNICAL POLICY/PROCEDURE

**Policy No.:** 3022  
**Date Issued:** April 30, 1997  
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APPROVED:   
General Manager, SCCECC

**SUBJECT: CAD SECURITY LEVELS**

### 1.0 Purpose

- 1.1 To establish minimum CAD security levels for CAD users.
- 1.2 To establish authority and responsibility for changes to CAD security levels.
- 1.3 To properly document changes in CAD security levels.

### 2.0 Minimum CAD Security Levels

2.1 Eleven (11) basic CAD user groups have been defined as follows:

Dispatcher II	NetCom Public Safety Dispatcher
Dispatcher III	NetCom Senior Public Safety Dispatcher
Supervisor	NetCom Operations Supervisor
GGM Team	NetCom GGM Team
Config. Team	NetCom CAD Configuration Team
Sys. Admin.	NetCom Systems Coordinator
REM User I LE	Remote Law Enforcement User, lower level of security
REM User II LE	Remote Law Enforcement User, higher level of security
REM User I FS	Remote Fire Service User, lower level of security
REM User II FS	Remote Fire Service User, higher level of security
REM EOC	Remote User, Emergency Operations Center

2.2 The minimum security level for each user group is defined by the CAD Security Levels charts on the following pages.

2.3 Personnel security level templates have been established for each of the identified user groups at the minimum security level.

2.3.1 The only user groups to receive an access level of "S" are:

Supervisor	NetCom Operations Supervisor
Config. Team	NetCom CAD Configuration Team
Sys. Admin.	NetCom Systems Coordinator

2.4 CAD console security levels will all be set at maximum levels. The security level of the person signing on to the workstation will determine the security level of that workstation.

### 3.0 Authority and Responsibility

3.1 CAD security levels may be increased for individuals who have attained an advanced level of training.

3.1.1 A CAD Configuration Team member must verify the individual's advanced level of training.

3.2 CAD security level changes will be implemented by a CAD Configuration Team member.

3.2.1 The CAD Configuration Team member with responsibility for the discipline requiring the security level change will make the change him/herself.

### 4.0 Documentation

4.1 All CAD security level changes will be documented according to Policy No. 3021 (CAD Configuration Changes).