TRAINING ANNOUNCEMENT

Information Technology Service Unit Leader (ITSL)

October 11, 2022 to October 14, 2022

State Preparedness Training Center

Course Description

The requirement to access broadband data during incidents or events has increased exponentially in recent years. This has spurred the need for personnel with highly specialized knowledge and expertise to be included in the ICS during planned events and incidents. In 2018 and 2019, CISA introduced the ITSL course, and SAFECOM and NCSWIC have coordinated with FEMA NIC and other organizations focused on public safety communications to establish the best way to integrate the ITSL into the ICS. The ITSL is needed to provide information management, cybersecurity, and application management for the many critical incident/event related functions, to include: Incident/Unified Command Post, Incident Communications Centers, and various tactical operations centers, Joint Information Center (JIC), staging area, and field locations. However, the coordinated sharing of this data across agencies and jurisdictions is significantly less mature than radio communication and poses a significant interoperability challenge.

To meet this need, CISA has developed the ITSL course. The ITSL course targets Federal, state/territory, tribal, urban, local, and emergency response professionals, and supports personnel in all disciplines with a communications background and an aptitude for and extensive experience in information technology. The training course provides an overview of the ITSL components including the Unified Help Desk (inclusive of both communications and IT support), IT Infrastructure Manager, Network Manager, and specialist roles. It provides an in-depth overview of their responsibilities and includes exercises for the ITSLs major functions to ensure reliable and timely delivery of IT services to participating agencies and officials.

Each attendee participates in hands-on training exercises and receives a Position Task Book (PTB).
Course Capacity

• In person: Minimum of 10 or a Maximum of 20 vetted/qualified students

Prerequisites for Attendance

(Prerequisites must be verified two (2) weeks in advance of the course.)

• Personal experience:
  o A public safety background with experience in field operations and/or experience providing information technology solutions to support public safety operations
  o Awareness of fundamental public safety broadband and wireless communications technology

• Completion of the following online courses from the FEMA/EMI website:
  o IS-100: Introduction to the Incident Command System, ICS 100
  o IS-200: Basic Incident Command System for Initial Response
  o IS-700: An Introduction to the National Incident Management System
  o IS-800: National Response Framework, An Introduction

• Completion of the following in-person classroom instruction:
  o ICS-300: Intermediate Incident Command System for Expanding Incidents, is required

• Additional recommended training:
  o ICS-400: Advanced Incident Command System for Complex Incidents, is recommended, but not required

Course Provider

This course will be taught by a team of CISA-ECD Instructors, and NY State COMU Instructors from the DHSES-OIEC, who have both practitioner and COMU experience.

Location

State Preparedness Training Center (SPTC)
5900 Airport Road, Oriskany, NY  13424

Cost

There is NO FEE for this course. Lunch will be provided. Travel and all other meals are the responsibility of the course participant.
Date & Times

September 13, 2022; Registration and Check-In: 7:30 AM – 8:00 AM
September 13, 2022 – September 16, 2022; Course: 8:00 AM – 5:00 PM

Registration Process

All student registrations will be reviewed by DHSES-OIEC and the SPTC with approvals sent to students NO LATER THAN 2 weeks prior to the start of the class. Registration does not guarantee a seat in the class. If you are not accepted into this course, you will receive a confirmation email from DHSES-OIEC.

To register for this course, access the New York State Learning Management System (LMS) portal on-line:


If you do not have a “User Account”, you may need to create one to register for the course.

No Show Policy

Failure to attend a class you have registered for can result on future course attendance and agency notification. If you have not received a confirmation or denial two (2) weeks prior to the course date, please contact DHSES-OIEC at (518) 281-6788, or mark.balistreri@dhses.ny.gov.

Lodging

Lodging will be provided on the nights of September 12th, 13th, 14th, and 15th, for public sector personnel.

You are eligible for lodging if your residence and official work location are more than 50 miles from the SPTC and you are public sector personnel. Lodging is not available for Federal Employees or private industry participants. You must be enrolled in the course and have received lodging confirmation from the SPTC before arriving at the Center, or your lodging will not be covered, and you will not be allowed in the class.

If you have any questions, or need more information:

SPTC: Phone: (315) 768-5689; E-mail: SPTC.INFO@dhses.ny.gov; Website: www.dhse.ny.gov/sptc
DHSES-OIEC: Mark Balistreri - Phone: (518) 281-6788; E-mail: mark.balistreri@dhses.ny.gov