



# Homeland Security and Emergency Services

## Office of Interoperable and Emergency Communications

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### MEMORANDUM

**TO:** New York State Communications Unit (COMU) Program Personnel, Stakeholders, and Emergency Management Partners

**FROM:** New York State Division of Homeland Security & Emergency Services (DHSES), Office of Interoperable & Emergency Communications (OIEC)

**DATE:** January 28, 2026

**SUBJECT:** The Information Technology Service Unit Leader (ITSL) Position credentialing for the New York State Communications Unit Program

Effective **November 1, 2025**, the New York State Division of Homeland Security & Emergency Services, Office of Interoperable & Emergency Communications (OIEC) will not offer to manage, train, oversee, or credential the Information Technology Service Unit Leader (ITSL) position.

This change aligns with the updated National Incident Management System (NIMS) Information and Communications Technology (ICT) Functional Guidance released in March 2023, which fundamentally altered the framework for these positions. As a result, DHSES OIEC will no longer maintain a state-level credentialing process for ITSL as it no longer falls under the Communications Unit.

- **Impact:** As of November 1, 2025, DHSES OIEC will not be managing, training, or credentialing the ITSL position.
- **Guidance:** Personnel seeking information on the updated standards should review the official [NIMS Information and Communications Technology Functional Guidance](#).

We appreciate the commitment of all communications personnel to maintaining high, NIMS-compliant standards in emergency management.