



State of North Carolina

All Hazards IT and Communications Program



All Hazards Information and Communications Technology Branch Qualification Guidebook

This is a supplemental document to the North Carolina Incident Management Program Type 3 Qualification System Guide, which was published by the All-Hazard Incident Management Team Working Group. This document is prepared and published by the North Carolina State Interoperability Executive Committee, which provides oversight and governance to the All-Hazard IT and Communications Branch Program.



SUMMARY

Purpose:

This document serves as the North Carolina (NC) qualification guide for all hazard Information and Communications Technology (ICT) positions in support of Type 3 All Hazard Incident Management Teams (AHIMT) during incidents and planned events.

This guide is intended to supplement and align with NC's All Hazard Incident Management System (AHIMS). Specifically, it supplements and is aligned with the Incident Management Program Type 3 Qualification System Guide which is prepared and published by the NC AHIMT Working Group.

This guide supplements the Type 3 Qualification System Guide by providing further guidance needed to address the technical nature of public safety communications (voice and data) encountered in all hazard incidents and planned events and to promote local, regional, and statewide interoperability through a standardized communications unit qualification program.

Goals:

1. Develop and sustain highly professional and technically proficient information technology (IT) and communications expertise across public safety disciplines, who are familiar with both legacy and current technologies and who can deploy as county mutual aid and state resources and promote local, regional, and statewide interoperable and redundant communications planning and usage.
2. Develop and sustain at least three (3) teams that have the capabilities to participate in Emergency Management Assistance Compact (EMAC) deployments.

Objectives:

1. Establish and educate minimum training and qualification standards for ICT personnel working as part of a team or as a single resource assignment.
2. Guide the development of skills and knowledge outside of the formal classroom environment.
3. Retain the foundation and principles of the performance-based qualification system established and implemented by the AHIMT Working Group. Improve the ICT qualification process at the state level to develop and sustain a high level of technical knowledge and experience within ICT teams.

Guidance:

No local agency is required to use these standards or qualifications to manage their own tactical communications resources. With the publication of this edition of these guidelines, the standards in this guide are to be met by all participating agencies and organizations that choose to certify communication professionals and teams within the NC AHIMS.



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A. INTRODUCTION:

To enhance the ability to communicate among jurisdictions, agencies and disciplines, NC public safety agencies have worked cooperatively to develop inter-jurisdictional interoperability solutions. A critical component to building, sustaining, and educating interoperability solutions involves the continued refinement of a recognized process for the qualification of ICT personnel. Any questions regarding this All-Hazard ICT Qualification Guidebook and the processes explained within it may be directed to the North Carolina Statewide Interoperability Coordinator (NC SWIC).

This guide establishes guidelines for qualification of IT and Communications positions within NC. This guide also addresses the roles and responsibilities of the NC SWIC, the Statewide Interoperability Executive Committee (SIEC), and the NCEM Regional Branch Managers in the ICT qualification process.

B. ICT PERSONNEL TYPING:

Personnel typing will follow the guidelines as adopted by the North Carolina All Hazards Incident Management Team credentialing program. This program will follow the guidelines outlined in FEMA's National Qualification System which establishes criteria for resources typing. This qualification guidebook will establish ICT resources in accordance with the below typing.

Type III All-Hazards – Local

A resource that is qualified to operate at the local level at the discretion of the authority having jurisdiction

Type III All-Hazards – Regional

A resource that is qualified to operate at the regional or state level as part of the Incident Command System (ICS).

Type III All-Hazards – National

A resource that is qualified to operate at the national level as a part of the Emergency Management Assistance Compact (EMAC) program.

SIEC Recognized/Certified: Communication professionals who successfully complete [Step 4](#) will be recognized by the SWIC and SIEC as an ICT resource for state sponsored deployments (Type III - Regional). However, SIEC recognized communications professions who have not received a COML or ITSL credential ([Step 5](#)) must deploy under a credentialed COML or ITSL when supporting a Type III – Regional AHIMT.

COML or ITSL Credential: Communication professionals who successfully complete [Step 5](#) will be recognized by the SWIC, Deputy SWIC, SIEC, and the NCEM Branch Managers as a COML or ITSL single resource for state sponsored deployments in support of a Type III Regional or Type III National AHIMT.

C. DESCRIPTION OF THE QUALIFICATION PROCESS:

The Incident Qualification System is a “performance based” qualification system. In this system, **the primary criterion for qualification is individual performance as observed by a qualified evaluator**, using approved standards. In a performance-based system, qualification is based upon demonstrated performance as measured on incidents and planned events, normal job activities, exercises and/or classroom simulation activities.



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A communication professional must have an opportunity to acquire the knowledge, skills, and abilities required to perform the task of a position before accepting a position assignment. It is the responsibility of the individual and the individual's sponsoring agency to ensure that each trainee can acquire the knowledge, skills, and abilities necessary for position performance.

IT and Communication professionals who desire qualification through NC's AHIMS must complete the steps as described below to become and remain certified/recognized/credentialed in NC as a Type III resource.

STEP 1: Prerequisite Training Process:

1. Candidates **MUST** have completed and maintain updated documentation for the following courses:
 - COMC, COML, and ITSL: **ICS-100, ICS-200, ICS-300, IS-700, IS-800.**
 - All other ICT Positions: **ICS-100, ICS-200, IS-700, IS-800.**
2. ICT positions (e.g., COMC, COML, ITSL, COMT, INTD/TERT, and AUXC) are separate positions and are currently not progressive in nature. While it is common, there is no current requirement to take one course prior to another. See [Appendix A: ICT Positions Explanations](#) for additional details.
3. Candidates **SHOULD HAVE** a public safety communications background with exposure to field operations or currently work in or around public safety communications where they have a vested interest in developing their public safety communications knowledge, skills, and abilities. Such experience can include but is not limited to the following:
 - Has or currently works with local or state communications, communications systems, and resource contacts.
 - Has a working base knowledge of frequency/talk group resources and the regulatory and technical issues relating to voice and data communications.
 - Has knowledge of local topography and how it affects communications.
 - Has knowledge of communication systems' infrastructure and how public safety uses these systems.
 - Is familiar with NC communications plans (e.g., ICT Concept of Operations Plan, ESF2 Operational Communications Plan, SIEC VIPER Required Template SOG, and other communication resource guides.
 - Be able to work as a team or in a teamwork environment.

STEP 2: Formal Classroom Training Process:

1. All candidates **MUST** be sponsored in writing by their agency or organization. The sponsoring entity must confirm their support for assisting the candidate in meeting the guidelines of the ICT Program as outlined in this document.
2. All candidates **MUST** attend and successfully complete the formal training course (e.g., COMC, COML, ITSL, COMT, INTD/TERT or AUXC) conducted by a DHS-approved instructor. The exception to this is the COMC and INTD which do not have DHS-approved instructors. North Carolina currently has recognized COMC and INTD instructors, which will fit this requirement.

All formal training courses will be announced through the NC Training & Exercise Registration Management System (TERMS) approximately 60 to 90 days prior to the



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course. All candidates who register for communication courses on NC TERMS will be automatically wait listed for NCEM Communications Branch and/or qualified instructors to screen candidates to ensure all prerequisites are met and the most qualified candidates are selected for the courses.

STEP 3: Position Task Book (PTB) Initiation and Completion Process:

1. PTBs are in a format that allows documentation of a trainee's ability to perform each task. Tasks pertaining to tactical decision-making and safety are flagged and require position performance on an incident or preplanned event. 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 required tasks of the position, as determined by qualified evaluators, will be the basis for qualification. It is the discretion of the SWIC and/or the SIEC to require further steps to complete the PTB. This may be due to the recommendation of the credentialing committee, a credentialed COML, ITSL and/or a certified COMC, COMT, INTD/TERT or AUXC.
2. Candidates who attend and successfully complete a formal training course may request a PTB be initiated by the SWIC/Deputy SWIC for them for that specific position. The SWIC maintains the electronic copies of the most recent PTB master versions.
3. All PTBs are initiated by the SIEC Executive Director (SWIC), or a designated SWIC representative, and assigned a SIEC tracking number. In most cases a SWIC designee will be a certified course instructor
4. Once the candidate completes STEPS 1 and 2, the candidate is then recognized as an ICT trainee.
5. The trainee **MUST** complete the issued PTB as prescribed below **WITHIN FIVE (5)** years from the date that the PTB was initiated.
 - A completed PTB **MUST** contain a minimum of four (4) evaluator records.
 - All tasks for **COML/ITSL** PTBs **MUST** be directly supervised and initialed off by a Certified COMC, Credentialed COML or ITSL, Logistics Section Chief (LSC), or Incident Commander (IC) during an incident, planned event or exercise¹.
 - All remaining ICT PTBs **MUST** be directly supervised and initialed off by a Credentialed COML, ITSL, Logistics Section Chief, IC, or by a communication professional which the SIEC recognizes in the position being evaluated (COMC, COMT, INTD/TERT, AUXC).
 - 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.

¹ Functional Exercises (FE) that include the movement of operational resources (Search and Rescue, Law Enforcement, Communications, etc.) will count as an incident. Contact NCEM Comms Branch for guidance.



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- A completed **COML/ITSL PTB MUST** contain evaluation records demonstrating performance at a minimum of four (4) different incidents, events, or exercises.
 - Two (2) **MUST** be incidents of more than one (1) operational periods each.
 - The two (2) remaining events may be planned events, full scale/functional exercises, or additional incidents regardless of the number of operational periods.
 - Each incident, planned event, or exercise used for evaluating and documenting COML and ITSL experience **MUST** be at a level of complexity which requires a written Incident Action Plan. Incident Action Plans and other supporting documents **MUST** identify the trainee as performing in the COML or ITSL position. This supporting documentation **MUST** be submitted as part of the trainee's Qualification Binder. See [Appendix B: ICT Qualification Documentation Checklist](#).
 - All remaining **PTBs** (COMT, INTD/TERT, AUXC) **MUST** contain four (4) evaluation records demonstrating performance.
 - Two (2) **MUST** be incidents **OR** planned event of more than one (1) operational periods each.
 - The two (2) remaining evaluations may be full scale/functional exercises, additional incidents regardless of the number of operational periods, or a single task evaluation not tied to an event/incident.
6. Documentation that meets PTB requirements can consists of any of the following or a combination of each to obtain credit for the qualifying event:
- An IAP with the ICT trainee documented.
 - An ICS202, 203 and/or 204 form.
 - An ICS205 form.
 - An ICS214 form.
 - In the absence of the above, a letter or memo on agency official letterhead from the IC or Exercise Director noting that the trainee took part in the qualifying event.
7. If a trainee is listed as performing as a COML in an IAP, but also performs COMT tasks while acting at the COML, the trainee may be evaluated and initialed off for both the COML tasks and COMT tasks which were completed during the same incident, event, or exercise.
8. If a trainee is listed as performing as an ITSL in an IAP, but also performs IT Services Unit functions or current ICT tasks, the trainee may be initialed off for tasks that were completed during the same incident, event, or exercise.
9. **The PTB final evaluator's verification of all PTBs MUST be completed by a credentialed COML. ITSL PTBs will required a credentialed ITSL.**
10. Once a PTB has received the final evaluator's verification, the trainee will gather their qualification documentation with the competed PTB, scan the documentation and email it to emgroupesf2leads@ncdps.gov. **The PTB's "Agency Certification" signature information**



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WILL be filled out and signed by a NC Division of Emergency Management Representative. For COML/ITSL PTBs it will be the applicable NCEM Regional Branch Manager. For all other ICT PTBs it will be the SWIC.

11. It is the trainee's responsibility to make sure all documentation and signatures are present and correct.

STEP 4: Communications Branch Review and SIEC Recognition Process:

[\(RETURN TO ICT PERSONNEL TYPING\)](#)

1. Trainee **MUST** apply for SIEC Recognition by submitting scanned qualification documentation to the NCEM Communications Branch via email to emgroupesf2leads@ncdps.gov. This **MUST** include prerequisite training certificates, formal training certificates or TERMS transcript, the completed PTB, and supporting documents such as Incident Action Plans, Incident Communications Plans, and/or After-Action Reports that relate to the evaluations in the PTB. See [Appendix C: ICT Qualification Documentation Checklist](#).
2. The SWIC/Deputy SWIC will review all newly submitted qualification documentation, prior to SIEC review, to ensure they are complete and meet the requirements as explained in this guide. Quarterly deadlines for submitting new qualification documentation for review are December 1st, March 1st, June 1st, and September 1st.
3. If a documentation submission is not complete, the SWIC/Deputy SWIC will request additional documentation from the applicant or return it to the applicant with an explanation of what is missing.
4. If a qualification packet is complete, the SWIC will then add it to the SIEC's agenda for an evaluation and decision. Within the SIEC, a five (5) member peer-review sub-committee performs the document review for all qualification documentation.
5. The applicant will receive notification from the NCEM Communications Branch regarding the SIEC evaluation and decision.
 - If approved for SIEC recognition, the applicant will be recognized and given a certificate signed by the SIEC co-chairs and the SWIC.
 - If not approved for SIEC recognition, an explanation will be provided to the applicant and final verifying evaluator by the SWIC/Deputy SWIC regarding what additional experience or training is needed. The applicant also has an option to appeal the SIEC's decision. See the [appeal process](#) in Section D for further details.
6. If the applicant is requesting recognition in North Carolina after moving from another state, i.e. **reciprocity**, they must submit a completed PTB to the NCEM Communications Branch along with the following:
 - Copies of course completion certificates
 - Copies of updated IS courses
 - Letter of support from the previous State's SWIC or qualifying entity/agency

(1) If the PTB (non COML/ITSL) is complete and the SWIC/Deputy SWIC and SIEC are comfortable with the applicant, the approval process will follow the same course as #5



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above. It is the discretion of the SIEC to request further information or verification of the applicant's skill level. This can be accomplished through inclusion in an incident, event, or exercise.

- (2) If the applicant's COML or ITSL PTB is complete, in accordance with the prior state's policy or process, they must perform the COML or ITSL function during an incident, event or exercise under the observation of a North Carolina credentialed COML or ITSL.

STEP 5: AHIMT Application and Credentialing Process (Only for COML or ITSL):

[\(RETURN TO ICT PERSONNEL TYPING\)](#)

1. Prior to submitting an AHIMT application for credentialing, the applicant **SHOULD HAVE** experience working regional or multijurisdictional Type 3 or above incidents, events, or exercises and **SHOULD HAVE** a working relationship with the fully credentialed AHIMT personnel within one's NCEM Branch.
2. Applicant requests an AHIMT application from the SWIC/Deputy SWIC.
3. Applicant completes the AHIMT application, adds any additional documented experience to his/her Qualification Binder, and obtains "Agency Approval" from the applicants' designated agency head. The applicants' designated agency head will sign as the "Verifying Official" on the AHIMT application **to indicate that the applicant is allowed to participate in AHIMT dispatches and to ensure the applicant is covered by worker's compensation.** If the applicant's designated agency does not cover worker's compensation for AHIMT dispatches, then the applicant must coordinate alternate means of coverage through NC Emergency Management. Applicant submits all the above to the NCEM Communications Branch at emgroupesf2leads@ncdps.gov.
4. The SWIC/Deputy SWIC will review and forward the applicant's completed application and binder to the respective NCEM Branch Manager for review and endorsement decision.
5. The NCEM Regional Branch Manager will review the candidate's documentation and decide to approve or disapprove the applicant's application for AHIMT credentialing. NCEM Regional Branch Managers are authorized to determine if the applicant meets the overall requirements for NC AHIMT Typing.
6. The applicant will receive notification from the SWIC/Deputy SWIC on approval or disapproval.
 - If approved, the SWIC/Deputy SWIC will generate a request for credentialing in NC TERMS and enter the newly credentialed COML/ITSL into the NCEM resource database as being available for regional/state sponsored Incident Management Team (IMT) or Single Resources List (SRL) deployments.
 - If not approved, an explanation will be provided to the applicant and final verifying evaluator by the SWIC/NCEM Regional Branch Manager regarding what additional experience is needed. The applicant also has an option to appeal the NCEM Regional Branch Manager's decision. See the [appeal process](#) in Section D for further details.

Becoming an SIEC certified COML/ITSL does not indicate you are AHIMT credentialed and does not authorize mobilization or deployment at the state level.



STEP 6: Currency / Requalification Process:

1. The maximum time allowed for maintaining currency is 5 years. A mandatory criterion for re-recognition or credentialing will occur once every 5 years to keep the individual's qualifications and skills up to date and to maintain active participation in the North Carolina ICT program. Currency for an ICT position can be maintained by meeting any of the following requirements:
 - By successful performance in the position qualified for within 5 years. The requalification period is for 5 years from the date of qualifying incident, event, or full scale/functional Incident Action Plan.
 - By successful performance in a higher ICT position.
2. Everyone must reapply by submitting a new Incident Action Plans, Incident Communications Plan, and/or After-Action Reports that documents their participation. COMLs must also submit a new AHIMT application form. Requalification paperwork is to be submitted to the NCEM Communications Branch. Failure to re-apply within 90 days following the expiration of qualification will require completion of a new PTB.

D. APPEALS PROCESS:

[\(RETURN TO STEP 4\)](#) [\(RETURN TO STEP 5\)](#)

Appeals relative to denial of eligibility for either SIEC recognition or COML credential may be made by utilizing the following procedures:

1. Appeals for SIEC Recognition:
 - Appeals shall be in writing by the individual who applied for qualification. Appeals must contain, at a minimum, a description of the reason/circumstances leading to the appeal, supporting documentation, and the desired outcome. The appeal must be addressed to the SIEC co-chairs and submitted to the SWIC/Deputy SWIC no later than 60 days after notification of initial review and denial. The SIEC shall render the final decision in writing to the applicant within 30 days of the receipt of the appeal.
2. Appeals for COML/ITSL credentialing:
 - Appeals shall be in writing by the individual who applied for certification. Appeals must contain, at a minimum, a description of the reason/circumstances leading to the appeal, supporting documentation, and the desired outcome. The appeal must be addressed to the appropriate NCEM Branch manager and submitted to the SWIC/Deputy SWIC no later than 60 days after notification of initial review and denial. The appropriate NCEM Branch Manager shall render his/her decision in writing to the applicant within 30 days of the receipt of the appeal. The decision of the NCEM Branch Manager shall be final.

E. ICT INSTRUCTORS:

A candidate wishing to become a DHS-Approved instructor **MUST** be a credentialed Type III COML or SIEC recognized in the specific ICT position (COMC, ITSL, COMT, INTD/TERT, AUXC), which they wish to instruct.



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1. The candidate **MUST** have instructor qualifications and teaching experience identified as adequate by the SWIC and/or SIEC. The candidate **MUST** be endorsed by the SWIC/Deputy SWIC to attend an All-Hazard ICT train the trainer course. The candidate **MUST** successfully complete an All-Hazard ICT train the trainer course for the specific position which they will instruct.

Upon being added to the DHS ICT Instructor list, the new instructor will be eligible to teach the DHS All-Hazards ICT course. To serve as a DHS-Approved ICT Instructor, each instructor agrees that he/she will use only approved DHS-All-Hazards ICT materials (One may add local information to enhance the course content). Additionally, instructors will teach the DHS All-Hazards ICT course only with other DHS-Approved Instructors or DHS All-Hazards ICT-trained adjunct instructors. DHS requires two DHS-Approved instructors per class, or a 1:15 instructor to student ratio.

F. REVIEW AND UPDATE OF THE ICT QUALIFICATION GUIDEBOOK:

This guide will be reviewed and updated as necessary every two years by the SIEC to ensure its alignment with FEMA NQS and the NC AHIMT working group. Suggested revisions can be emailed to the North Carolina Communications Branch at emgroupesf2leads@ncdps.gov .



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APPENDIX A: ICT POSITIONS EXPLANATIONS:

[RETURN TO STEP 1](#)

Communications Coordinator (COMC) – The COMC will act as a coordination element for mobilized COMLs and ITSLs. Currently this position resides in an EOC environment to coordinate resource and personnel tasking, critical infrastructure restoration (voice, data, and broadcast), public safety answering point (PSAP) coordination, and federal communications coordination. This position, when applicable, will become the Information and Communications Branch Director position at the incident level. The North Carolina SIEC will continue to be the certifying/credentialing entity for the COMC and the future Branch level position.

Communications Unit Leader (COML) – A COML manages the operational communications aspects and functions during an incident or event and develops a NIMS/ICS Form 205 Incident Radio Communications Plan to support ongoing and forecasted incident operations and supervises the ICT. As needed, the COML will work with communication stakeholders and response assets to coordinate and synchronize communications with other dispatch centers and the incident communications plan. COMLs must be subject matter experts (SMEs) in communication planning to achieve and maintain operational communications, interoperability, and redundancy.

Information Technology Services Unit Leader (ITSL) – Provide IT support for the ICS structure established for complex incidents and/or events. This position will lead the proposed IT Services Unit which will consist of IT Specialists, Cyber and Security personnel, GIS and Help Desk personnel, and other support positions. The ITSL, once formalized will serve as a peer to the COML. The ITSL is also responsible for managing and securing information system and processes to include the creation of the ICS205B form.

Communications Technician (COMT) – The COMT is the technical expert within the Communications Unit. The COMT is responsible for assisting the COML in assessing the technical communication situation, determining communication technical requirements, and implementing a technically effective incident communications plan. It is essential that COMTs are SME regarding communication technical concepts and technologies that are utilized in North Carolina. These concepts and technologies include, but are not limited to, interoperable communication solutions, LMR communications, satellite, telephone, data, and computer technologies that are used in incident response and planned events. COMTs are also responsible for deploying advanced equipment and keeping it operational throughout the incident or event.

Incident Tactical Dispatcher (INTD)- Staffs a radio and/or phone at the ICC and is responsible for documenting incoming radio and telephone messages. **Telecommunicator Emergency Response Taskforce (TERT)** personnel can be utilized within a Public Safety Answering Point (PSAP) (911 Center) to supplement call-taking and dispatching functions. It is the goal of the NCEM Communications Branch for the INTD and TERT functions to be interchangeable.

Auxiliary Emergency Communicator (AUXC) – Provides alternate means of communicating via amateur radio frequencies. AUXC personnel can provide long range voice and data messages while assisting overall ICT activities. The AUXC provides contingent and emergent methods of communications to support incident activities, as well as continuity of government functions. AUXC personnel, in many cases, are volunteer assets and special considerations are to be made for their logistical support during an ICT activation.



APPENDIX B: ICT QUALIFICATION DOCUMENTATION CHECKLIST:

[RETURN TO STEP 3](#), [RETURN TO STEP 4](#)

- Cover Sheet with ICT Position, Name, and Contact Information
- Section A (Prerequisites-TERMS transcript):
 - Photo of Applicant
 - ICS-100.c Certificate of Completion
 - ICS-200.c Certificate of Completion
 - ICS-300 Certificate of Completion (COML/ITSL Only)
 - IS-700.b Certificate of Completion
 - IS 800.c Certificate of Completion
- Section B (Formal Training):
 - Original Home Agency Written Endorsement (See Section C, STEP 2)
 - Formal Training: DHS Certificate of Completion
- Section C (Position Task Book):
 - Completed Position Task Book with Four or More Evaluator Signatures and the Final Evaluator Verification Signature.
 - PTB Agency Approval (Leave Blank: Will be completed by a NCEM representative)
- Section D (Supporting Documentation):
 - Incident #1 for COML/ITSL, Event or Incident #1 for COMT or below
 - Incident #2 for COML/ITSL, Event or Incident #2 for COMT or below
 - Event / Exercise / Incident
 - Event / Exercise / Incident
 - Additional Events / Exercises / Incidents as applicable

SWIC/Deputy SWIC Review and SIEC Review

- SWIC/Deputy SWIC Review and Comments

SIEC Peer-Review Review/Comments _____

SIEC Decision: Date: _____ Recognized Not Recognized

Comments: _____

AHIMT Application (COML/ITSL Credentialing)

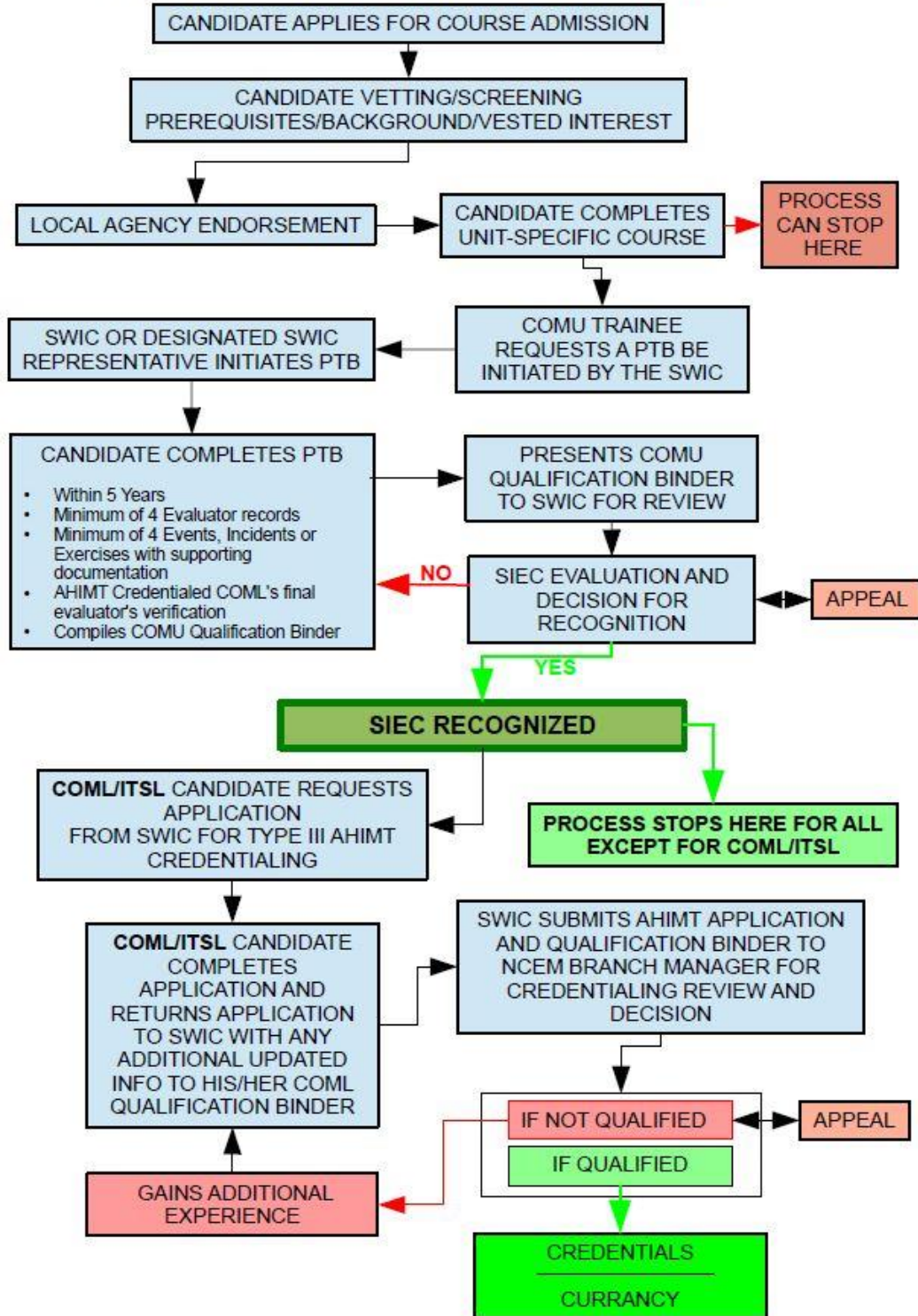
- AHIMT Credentialing Application
 - Official Training Record (TERMS Transcript, College Transcript, etc.)
 - NCEM Branch Manage Decision: Date: _____ Approved Not Approved
- Comments: _____



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APPENDIX C: ICT QUALIFICATION FLOW CHART:

COMMUNICATIONS UNIT EXPECTATIONS





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APPENDIX D: ACRONYMS

AHIMS	All Hazard Incident Management System
AHIMT	All Hazard Incident Management Team
AUXC	Auxiliary Communicator
CISA	Cybersecurity and Infrastructure Security Agency
COML	Communications Unit Leader
COMT	Communications Unit Technician
DHS	Department of Homeland Security
ICS	Incident Command System
ICT	IT and Communications Technology
INTD	Incident Tactical Dispatcher
ITSL	IT Services Unit Leader
NC	North Carolina
NCEM	North Carolina Emergency Management
NIMS	National Incident Management System
PTB	Position Task Book
RADO	Radio Operator
SCIP	Statewide Communications Interoperability Plan
SIEC	Statewide Interoperability Executive Committee
SWIC	Statewide Interoperability Coordinator
TERT	Telecommunicator Emergency Response Task Force
THSP	Technical Specialist
TICP	Tactical Interoperable Communications Plan