

Name	Description	FirstNet Proposed Functional Owner
Tier 1 Troubleshooting Agency Support	Agencies will provide the first level of support for users in regards to how to use their devices and applications and new accessories	Blue - Public Safety
UICC Installation on Device	Allows agency device administrators, inventory specialists and device users to install, swap, and remove the appropriate UICCs into the devices. Depending on the device type, its UICC may already be pre-installed by the device manufacture or during the fulfillment process, however the function of an agency being able to install UICCs directly into devices is still required.	Blue - Public Safety
Policy, Apps & Content Management	Allows agencies to manage the policies, applications and content on the devices of their users. Guidelines may be provided by FirstNet, the contractors and device OEMs. Devices which do not maintain the guidelines for certain policy, applications and content may have limited access to features and functionalities.	Blue - Public Safety
Diagnostics Monitoring & Management	Allows the agencies and customers of FirstNet to remotely capture and collect data on the devices of their users. This data would include items such as data, voice and other application usage, error reports, device configuration and similar. This information will be used by the agencies to optimize the usage of devices and their operation on the FirstNet systems.	Blue - Public Safety
SW, OS & FW Management	Allows agencies to manage the operating systems, firmware, and software on the devices of their users. Guidelines for the proper device operating system, firmware & SW version and their updates may be provided by FirstNet, the contractors and device OEMs. Devices which do not maintain the guidelines for certain operating system, firmware and SW version may have limited access to features and functionalities.	Blue - Public Safety
Shared Device Management	Allows agencies to manage devices and their associated accessories that are utilized by multiple users. This function manages setting and updating user profiles on the shared devices of an agency.	Blue - Public Safety
BYOD Management	Manages for "bring your own device" configurations for user devices from other provider(s) networks as well as on FirstNet to provide their secure operation with allowed applications.	Blue - Public Safety

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Inventory/Service Fulfillment Management	Provides the agencies an ability to maintain their device and associated device accessory inventory by using the FirstNet systems. This function includes the selection, ordering, storing, and managing the end of life or replacement of devices.	Blue - Public Safety
Manage Device Returns	The tasks associated with managing the return devices and accessories using online and other systems supported and maintained by the B/operating systems.	Blue - Public Safety
Manage Device Ordering	The tasks associated with managing the ordering of devices and accessories using online and other systems supported and maintained by the B/operating systems.	Blue - Public Safety
Manage Stocking of Devices	The tasks associated with managing the stock of devices and accessories.	Blue - Public Safety
Device and Accessory Inventory Management	The tasks associated with managing the inventory of devices and accessories at agencies.	Blue - Public Safety
Installation of In-Vehicle Devices	Allow agencies to manage the installation of devices and accessories into vehicles. The installations maybe be outsourced by the agencies following guidelines generated by the device manufacturers, FirstNet, contractor(s) and agencies. The installation shall also include the proper testing and certification, as required, to ensure the device and devices operate properly.	Blue - Public Safety
Agency User Subscription Management	Management by the agencies of the individual user activation and deactivation process.	Blue - Public Safety
Local Control User Provisioning & Administration	Allows agencies to input changes to the network and review reports from the network that allow them to do subscription management for their agency and/or others that work on a common incident.	Blue - Public Safety
User Profile Life Cycle Management	Management by the agencies of the individual user profile, services, capabilities, and applications on the device during the user life cycle.	Blue - Public Safety
Modification of a User Profile	Allows agencies the capability to modify a user's static profile throughout the life cycle of the profile. The profiles would be selected from a range of pre-defined list of profiles to meet the requirement for the end user.	Blue - Public Safety
De-Provisioning of Users	Allows an agency to remove a user or device from the NPSBN and delete associated assignments the user had.	Blue - Public Safety
Rating (Billing) Deactivation	Allows an agency to turn off billing for the individual user or device.	Blue - Public Safety

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User Profile De-assignment	Allows an agency to turn off the assignment of the user to a profile that remains active (for other users).	Blue - Public Safety
Services and Applications Deactivation	Allows an agency to turn off the user or devices assignments to network services and/or device applications.	Blue - Public Safety
View Agency Level Network Status	Monitoring network status, such as a local network operations center view for various agencies and/or states.	Blue - Public Safety
Training Users on Agency Specific Applications and Procedures	Training users in the usage of agency specific applications and procedures on FirstNet.	Blue - Public Safety
Implement & Enforce Policy Procedures Across Agencies	Implement and enforce FirstNet security policies, business processes, and operational procedures within the local agencies.	Blue - Public Safety
PSE Support and Define Local Access Policies	PSEN provides the support and definition of their local access policies for the set up and establishment of PSEN Identity management	Blue - Public Safety
Video Feeds Service Management	There are many fixed video feeds that are vital to public safety and first responders completing their jobs efficiently and safely. These feeds must be available for consumption by FirstNet users who have the proper privileges to access them.	Blue - Public Safety

Communications Groups Deactivation	Allows an agency to turn off the user or devices assignments to communications groups.	White - Comments Solicited
Provisioning of Users	Allows an agency to provision a user or device on the NPSBN and allows it to administer profiles, services, group subscriptions for the user.	White - Comments Solicited
User Profile Assignment	Allows an agency to assign the user to an active profile that has already been provisioned appropriately.	White - Comments Solicited
Rating (Billing) Activation	Allows the agency to assign the appropriate billing for the individual user or device.	White - Comments Solicited
Installation of Services & Applications	Allows an agency the ability for specific local applications to be installed on devices or specific services be activated.	White - Comments Solicited
Communications Groups Implementation	Allows an agency to assign the user or devices to appropriate communications groups.	White - Comments Solicited

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QoS, Priority, and Preemption (QPP) Administration	Defines, plans, obtains the acceptance for the QoS, Priority, and Pre-emption mechanisms. Centralized authorization, identity management, and subscriber information and QoS, Priority, and Pre-emption policies would be employed to manage the distribution of control across the agency/FirstNet touch points.	White - Comments Solicited
Management and Enablement of Dynamic User Profiles	Dynamic Incident Management allows QPP administration capable of performing real time changes to application and user profiles, leading to QCI, ARP and Access Class barring changes, in the course of an incident and returning the public safety users to their pre-incident levels following the completion of the incident.	White - Comments Solicited
Management of Access Class Barring	Access Class Barring includes the implementation of a nationwide scheme for assigning Access Classes to public safety users and secondary users following the 3GPP recommendations in TS 22.011, Section 4.2 within QPP administration.	White - Comments Solicited
Management of QoS Class Identifiers (QCI)	Enable and support of all 9 QCI classes specified in table 6.1.7 of 3GPP 23.203 v9.11 or future equivalents.	White - Comments Solicited
Immediate Peril Service Management	This network services allows for the immediate raising of priority for first responders who activates his or her immediate peril button. Public safety will define the order of services and their priority following the invocation of immediate peril and QPP administration application function must be capable of executing this in real-time and returning the public safety user to its pre-immediate peril profile following the clearing of this state. The service will provide immediate location of the first responder(s) who active their immediate peril button(s)	White - Comments Solicited
Allocation and Retention Policy (ARP) Management	This network service defines support for the usage of all 15 ARP values defined in 3GPP and ARP pre-emption capability and vulnerability functions as defined in 3GPP 23.203 within QoS, Priority, Pre-emption administration.	White - Comments Solicited
Incident Command System (ICS) Service Management	Product development support for ICS services as required by FirstNet. The Incident Command System (ICS) is a management system designed to enable effective and efficient domestic incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.	White - Comments Solicited

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Real Time Priority & Role based QoS Execution	This network service provides administration of real time priority and role based QoS changes (leading to QCI, ARP and/or Access Class barring changes) in the course of an incident and returning the public safety users to their pre-incident levels following the completion of the incident.	White - Comments Solicited
Processing of Responder Emergency Invocation	This network services supports the immediate raising of priority for a first responder who activates his or her responder emergency button. Public safety will define the order of services and their priority following the invocation of responder emergency and QPP administration application function must be capable of executing this in real-time and returning the public safety user to its pre-responder emergency profile following the clearing of this state.	White - Comments Solicited
Implementation of Immediate Location & Priority	This service allows for the immediate raising of priority for first responders who activates his or her responder emergency button and the immediate emergency location request of the public safety user by the network. Public safety will define the order of services and their priority following the invocation of responder emergency and immediate location. The QPP application and location function must be capable of executing these requirements in real-time and returning the public safety user to its pre-responder emergency profile following the clearing of this state.	White - Comments Solicited
Management and Enablement of Static User Profiles	Create and manage QPP profiles that include a user's static QPP configuration (including QCI, ARP, QBR, GBR, APN-AMBER, and UE-AMBER) to meet FirstNet's first responder needs. These needs include users being able to communicate and access PS applications during incidents.	White - Comments Solicited