



Overview

This guide introduces Shared Resources Manager—Emergency Communications (SRM-EC), the SaaS platform used by 9-1-1 dispatch and emergency communications organizations to manage shared resources such as interoperable radio channels, communications equipment, and communications personnel.

It is written for organizations evaluating or planning to adopt SRM-EC—both Affiliate Entities preparing to set up an account under a Master Entity’s contract, and Master Entities establishing SRM-EC for an entire region or state. It covers the foundational concepts and planning decisions involved before configuration begins.

Once your organization is ready to configure SRM-EC, the companion SRM-EC Administrator Guide covers step-by-step technical setup, ongoing operations, and (for Master Entities) network-wide administration.

Part 1: Understanding Your Foundation

1.1 Master Entity and Affiliate Entity Relationship

Every Affiliate Entity account is provisioned by a Master Entity—the organization that purchases rights to SRM-EC from its creator, Shared Resources Manager for Public Safety, LLC®. Before configuring user accounts or resources, administrators—at both Affiliate Entities and Master Entities—should understand:

- What problem is the Master Entity solving with SRM-EC? Is the focus on coordinating and managing access to shared interoperable radio channels, communications equipment, or personnel such as Communications Unit Leaders and Technicians?
- What resources will be managed by the Master Entity, and which will the Affiliate Entity need to handle? Considerations include statewide talkgroups, regional talkgroups, local infrastructure or legacy channels (e.g., VLAWE-31 sites), state-recognized COMLs, and regional TERT teams.

MASTER ADMINISTRATORS: See Part 3.1 of the SRM-EC Administrator Guide for this relationship from the Master Entity’s side, including how to define and communicate which resources you will manage centrally.

1.2 Success Through Multiple Disciplines

Technology alone doesn’t ensure success. Accompany SRM-EC implementation with attention to the following disciplines:

Discipline	Description
Governance	Establish strategic direction, accountability, and authority to remove obstacles.
Policies	Provide behavioral guidelines, ensure consistent decisions, mitigate risks.
Training	Provide baseline knowledge to improve efficiency and effectiveness.
Exercising	Practice in controlled scenarios to improve reaction times, knowledge retention, and confidence.
Usage	Embed SRM-EC into daily operations. Build a process for gathering feedback and using feedback to share successes and implement improvements.



MASTER ADMINISTRATORS: See Part 3.2 of the SRM-EC Administrator Guide for the multi-disciplinary support structure Master Entities should staff to sustain SRM-EC across an entire network of Affiliate Entities.

1.3 PACE Planning

Develop a PACE (Primary, Alternate, Contingency, Emergency) plan—a four-tier backup sequence for communications if your primary system fails. See Governance and Policy | PACE Planning.

PACE plans are often part of a broader Continuity of Operations Plan (COOP). Where possible, develop your Affiliate Entity's PACE plan together with your Master Entity: the triggers that move an organization from one tier to the next and the actions taken at each tier should align between the Master Entity and its Affiliate Entities so that a shift in one organization's communications posture doesn't create confusion or mismatched expectations elsewhere in the network.

Part 2: Planning Your SRM-EC Setup

2.1 Define Your Scope

Determine what your organization will support:

- Who and what do you support? Who and what don't you support? In the very common case of a county Emergency Communications Center, consider whether you will support the various teams, personnel, and resources throughout the county.
- How many SRM-EC administrators will your organization support?
- Will SRM-EC administration be centralized (one team) or decentralized (different units handle different aspects)?

2.2 Identify Resources You'll Manage

Depending on your role, some resources will be managed by your organization directly and others centrally. Affiliate Entities typically manage local and regional resources, while a Master Entity manages resources centrally across its network (see Part 3 of the SRM-EC Administrator Guide for master-managed resource planning). Common entity-managed resources include:

- **Radio channels:** regional all-user, regional discipline-specific (law enforcement, fire ground), county tactical.
- **Equipment:** deployable equipment, repeater/tower site status, specialized team status.
- **Personnel:** local ICT Branch personnel, local emergency response teams, on-call personnel (detectives, on-call IT support, command staff).
- **Radio System:** radio system infrastructure such as radio towers and repeaters.

2.3 Name Your Entity

Your entity's name is displayed to other SRM-EC users when you reserve or claim resources—whether you are an Affiliate Entity or a Master Entity administering resources centrally. Choose carefully:

- **Be descriptive:** do not use generic abbreviations like “APD” (many exist). Use “Anytown Police Department” instead.



- **Avoid discipline confusion:** if sheriff's dispatch covers both law enforcement and fire rescue, don't name your entity "Brown Co Sheriff"—use something generic like "Brown County 9-1-1 Communications."
- See the SRM Glossary for recommended abbreviations.

2.4 Assign Administrators

Designate at least two SRM-EC administrators to cover absences, illness, and turnover. SRM-EC administrators:

- Manage user accounts (add, deactivate, reset permissions).
- Ensure entity resources are properly configured and current.
- Receive monthly SRM-EC reports and audit user access.

Next Steps

Ready to configure SRM-EC for your organization? The companion SRM-EC Administrator Guide walks through account setup, resource configuration, and ongoing operations step by step.

Getting Help

For questions about SRM-EC or to discuss getting started, contact:

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