



INFORMATION TECHNOLOGY SERVICE UNIT LEADER (ITSL) TRAINING COURSE

In 2018 and 2019, CISA introduced the ITSL course, and SAFECOM and NCSWIC have coordinated with FEMA National Integration Center (NIC) and other organizations focused on public safety communications to establish the best way to integrate the ITSL into the ICS.

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 (IT). 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 ITSL's major functions to ensure reliable and timely delivery of IT services to participating agencies and officials.

Must have completed the following online courses from the FEMA EMI website:


- IS-100: Introduction to the Incident Command System, ICS 100
- IS-200: Basic Incident Command System for Initial Response
- IS-700: An Introduction to the National Incident Management System
- IS-800: National Response Framework, An Introduction
- ICS-300: Intermediate Incident Command System for Expanding Incidents

Additional recommended (not required) training:

- ICS-400: Advanced Incident Command System for Complex Incidents

Four-Day In-Person Course



 **Sept. 25, 9:00 AM – 5:00 PM**
Sept. 26-28, 8:00 AM – 5:00 PM

 **South Point Hotel Casino & Spa**
Las Vegas, NV - Room: Sonoma D

[**Register Today**](#)

Discounted registration available for Public Safety Broadband Technology Association's (PSBTA) FirstNet Users Summit available if interested. Not required to access this course.