

State of 911

Webinar Series

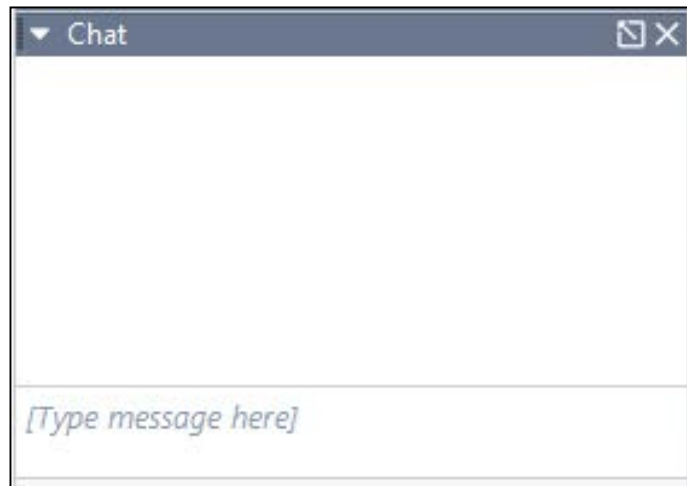
NATIONAL 911 PROGRAM
January 14, 2020

State of 911 Webinar Series

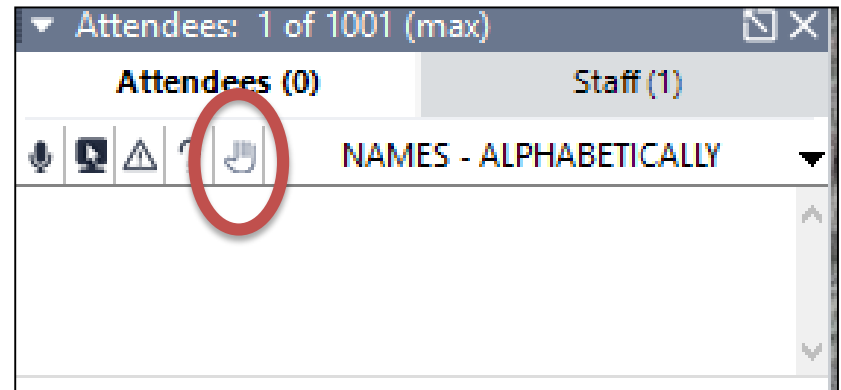
- Designed to provide useful information about Federal and State participation in the planning, design, and implementation of Next Generation 911 (NG911) coupled with real experiences from leaders overseeing these transitions throughout the country
- Webinars are typically held every other month and include presentations from a Federal-level 911 stakeholder and State-level 911 stakeholder, each followed by a 10-minute Q&A period
- For closed captioning, please copy and paste the URL link in the chat window to an additional web browser
- For more information on future webinars, to access archived recordings and to learn more about the National 911 Program, please visit 911.gov
- Feedback or questions can be sent to: National911Team@mcp911.com

Questions?

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During the Q&A portion of the webinar, please click on "Raise Hand" and your phone line will be unmuted.





**Joint SAFECOM-NCSWIC
Next Generation 9-1-1 (NG911) Working Group**

State of 911 Webinar Series: NG911 Self-Assessment Tool

January 14, 2020

Introductions



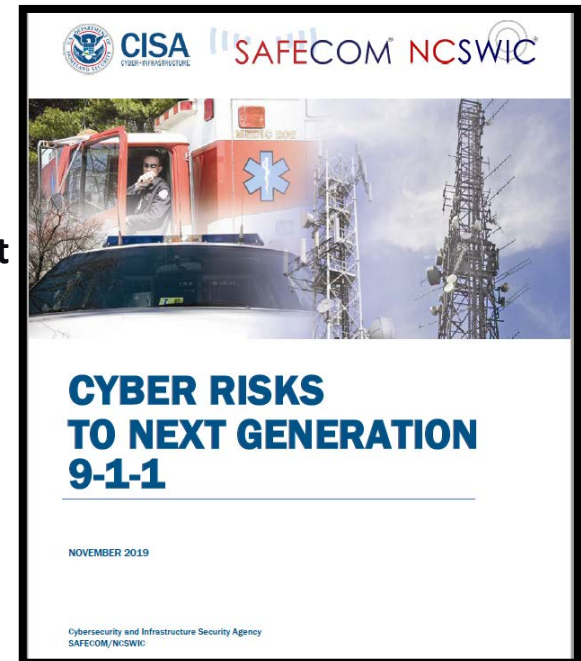
Tyrell Morris

Executive Director, Orleans Parish Communication District

- More than 15 years of success leading operations within high profile diverse public, private and non-profit organizations
- Experienced repeated success driving and leading large-scale operations to ensure standards of excellence and business prosperity
- Highly accomplished in emergency and crisis management
- Driver of regional and national NG911 and cybersecurity initiatives
- Recently lead successful campaign to protect OPCD from cyber-attack in New Orleans with no impact to the agency

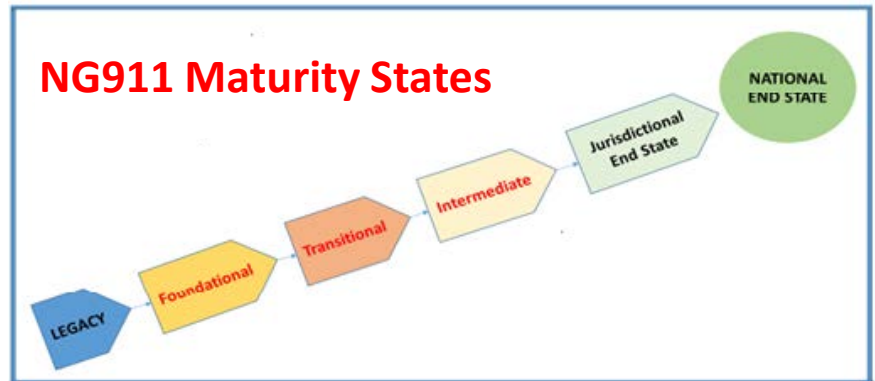
SAFECOM-NCSWIC NG911 Working

- **The SAFECOM-National Council of Statewide Interoperability Coordinators (NCSWIC) NG911 Working Group was established September 2017**
 - The Cybersecurity Security and Infrastructure Security Agency (CISA) provides support for SAFECOM and NCSWIC
- **Goal: Utilize stakeholder feedback from multiple levels of government and associations to identify, document, and develop work products that will facilitate the transition to NG911**
- **Diverse membership from:**
 - Government
 - Academia
 - Trade Associations
- **Working Group Initiatives**
 - Published [Cyber Risks to Next Generation 911](#) white paper (Nov 2019)
 - Published the [N911 Maturity State Self-Assessment Tool](#) (Dec 2019)
 - Developing other guidance and resources



NG911 Self-Assessment Tool Background

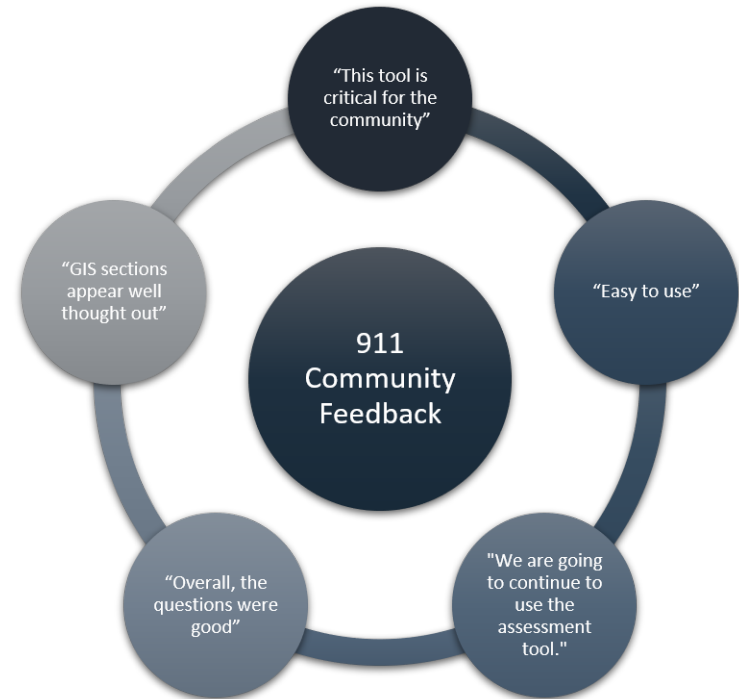
- Across the nation, the emergency communications community is looking to upgrade 911 systems to Next Generation 911 (NG911) to capitalize on new capabilities
- As state offices, 911 authorities, emergency communications centers (ECC), and public safety answering points (PSAP) work toward implementing NG911 networks, assessing progress can pose challenges
- To address this challenge, the SAFECOM-NCSWIC NG911 Working Group collaborated with government, industry, trade associations, and academic stakeholders to develop the **NG911 Self-Assessment Tool**



Source: Task Force on Optimal Public Safety Answering Point Architecture (TFOPA) Working Group 2 Phase II Supplemental Report: [NG9-1-1 Readiness Scorecard](#)

NG911 Self-Assessment Tool Background

- Helps ECC/PSAPs evaluate their NG911 maturity state
- Provides 911 authority stakeholders with a more granular understanding of essential NG911 system elements
 - Assists ECC/PSAPs to plan for the multi-year NG911 implementation process and identify next steps for deployment
- Provides the 911 community with consistent terminology regarding NG911 maturity



Accessing the Tool

- The Tool is available at 911.gov
https://www.911.gov/project_ng911tool.html
- The website includes:
 - NG911 Self-Assessment Tool
 - Fact Sheet
 - Instructional Video

The screenshot displays the 911.gov website interface. At the top left is the 911.gov logo, and at the top right is a red button that says "Need to call or text 911?". Below the logo is a search bar. A navigation menu contains links for "About the Program", "Current Projects", "National 911 Coordination", and "911 System Resources". The main content area is titled "Next Generation 911 Self-Assessment Tool" and includes a breadcrumb trail "Home / Project - Next Generation 911 Self-Assessment Tool". The text describes the challenges of implementing Next Generation 911 (NG911) and introduces the Self-Assessment Tool developed by the SAFECOM-National Council of Statewide Interoperability Coordinators (NCSWIC) Working Group. A prominent blue button labeled "Download the NG911 Self-Assessment Tool" is visible. The page also features sections for "What is the Self-Assessment Tool?", "Why should 911 system leaders use the Tool to assess NG911 progress?", "How does it work? What information does it require?", and "How is the information gathered in the Tool shared or used?". On the right side, there are two sidebar sections: "Current Projects" listing various initiatives like "Next Generation 911 Self-Assessment Tool" and "Next Generation 911 for Public Safety Leaders", and "911 System Resources" listing "State of 911 Webinar Series", "911.gov Connects Newsletter", and "Documents & Tools".

Using the Tool

- Download the Microsoft Excel-based Tool
 - Select “Enable Content” to use all of the features of the Tool
- Select the option that best characterizes your ECC/PSAP system
 - Local, State, or Regional
- Answer a series of questions about the governance, architecture, and security of your ECC/PSAP
- Collaborate with leadership, technical, staff and/or vendors to answer technical questions
- Takes approximately 60-90 minutes to complete

Next Generation 911 Maturity State Self-Assessment Tool

Please choose the description that best characterizes your ECC/PSAP Other (e.g., Federal)

Overall Maturity State
Foundational

Governance

CHARACTERIZE IF YOUR ORGANIZATION HAS:

Regional Governance Structure Design & Framework		Maturity State
1	Established a name, authority, and purpose for a formalized 911 governance body that: a) solidifies the body's legal standing and purpose; b) indicates its authority and any amendments to prior authorities; and c) confirms any concurrent jurisdictional bounds, if applicable.	Foundational
2	Established the governance body's oversight authority—including any rule-making authority—aligning activities to overarching strategies and plans, and maintaining fiduciary and fiscal compliance.	Transitional
3	Regulations, a charter, and/or bylaws that build upon the legal authority or set an agreed-upon authority, concurring with all jurisdictions where applicable.	Intermediate
4	A reporting mechanism for the governance body to notify the public and all appropriate government agencies/bodies on accomplishments, issues, and future priorities to enhance 911.NG911.	Intermediate
5	A mutually agreed-upon entity that provides administrative support or another mechanism to share these responsibilities.	Transitional
6	A membership listing of 911 governance authorities' representatives.	Transitional
7	Defined roles, responsibilities, and functions (e.g., voting, non-voting, and ex-officio) for members of the governance authority.	Foundational
8		

Resources Available:

The Self-Assessment Includes:

- Instructions
- Element Descriptions
- Acronyms List
- Pop-up definitions

Additional Resources:

- Self-Assessment Fact Sheet
- Self-Assessment Tool Video Demo

SAFECOM **NCSWIC**

Next SAFECOM National Council of Statewide Emergency Communications Center (ECC) and Next Generation 911 (NG911) Self-Assessment Tool Fact Sheet

NG911 TOPICS COVERED

- Governance**
 - ❖ Structure Design & Framework
 - ❖ Strategic Planning
 - ❖ Coordination
 - ❖ Funding & Resources
- Architecture**
 - ❖ Routing & Location
 - ❖ Geographic Information Systems Data
 - ❖ Next Generation Core Service Elements
 - ❖ Network
 - ❖ PSAP Call Handling System and Applications
 - ❖ Operational Planning
 - ❖ Optional Interfaces
- Security**
 - ❖ Identification & Discovery
 - ❖ Assessment & Prioritization
 - ❖ Implementation & Operation
 - ❖ Monitoring & Evaluation
 - ❖ Testing & Analysis
 - ❖ Improvement & Evolution

Introduction

This Next Generation 911 Self-Assessment Tool enables emergency communications centers (ECCs)/public safety answering points (PSAPs) administrators and oversight personnel to evaluate their center's NG911 Maturity State. ECC/PSAP administrators can use the Tool to strengthen their understanding of NG911 elements, increase their awareness of NG911 current position, assist in planning NG911 transition steps, and enable a consistent terminology for NG911 maturity.

The Tool includes some technical questions which may require collaboration with leadership, technical staff and/or vendor. No tool can detail each ECC/PSAP's implementation exactly, so answers should be an effort to best reflect current implementation and progress. Tool results are for use by the ECC/PSAP completing the questionnaire and are shared at discretion.

Built on stakeholder feedback from multiple levels of government, industry, and academia, the Tool embodies the work of the SAFECOM-NCSWIC NG911 Working Group members, FCC's TFOPA, and the National 911 Program.

Self-Assessment Tab Instructions

- After enabling macros, select your organization's implementation characterization in row 3, noting the following definitions. For federal and academic institutions, select the option that best characterizes your organization:
 - **Regional:** All intrastate or interstate organizations that are multi-jurisdictional
 - **State:** All state, commonwealth, and territorial organizations
 - **Local:** All remaining city, town, county, village, parish, tribal, and municipal organizations
- For each section (**Governance**, **Architecture**, **Security**):
 - Click on subsection headings for hyperlinked descriptions:
 - * **Governance subsections:** Structure Design & Framework, Strategic Planning, Coordination, Funding & Resources
 - * **Architecture subsections:** Routing & Location, Geographic Information Systems Data, Next Generation Core Service Elements, Network
 - * **Security subsections:** Identification & Discovery, Assessment & Prioritization, Implementation & Operation, Monitoring & Evaluation, Testing & Analysis, Improvement & Evolution

Instructions | Self-Assessment | Element Descriptions | Acronyms

Next Generation 911 Self-Assessment Tool

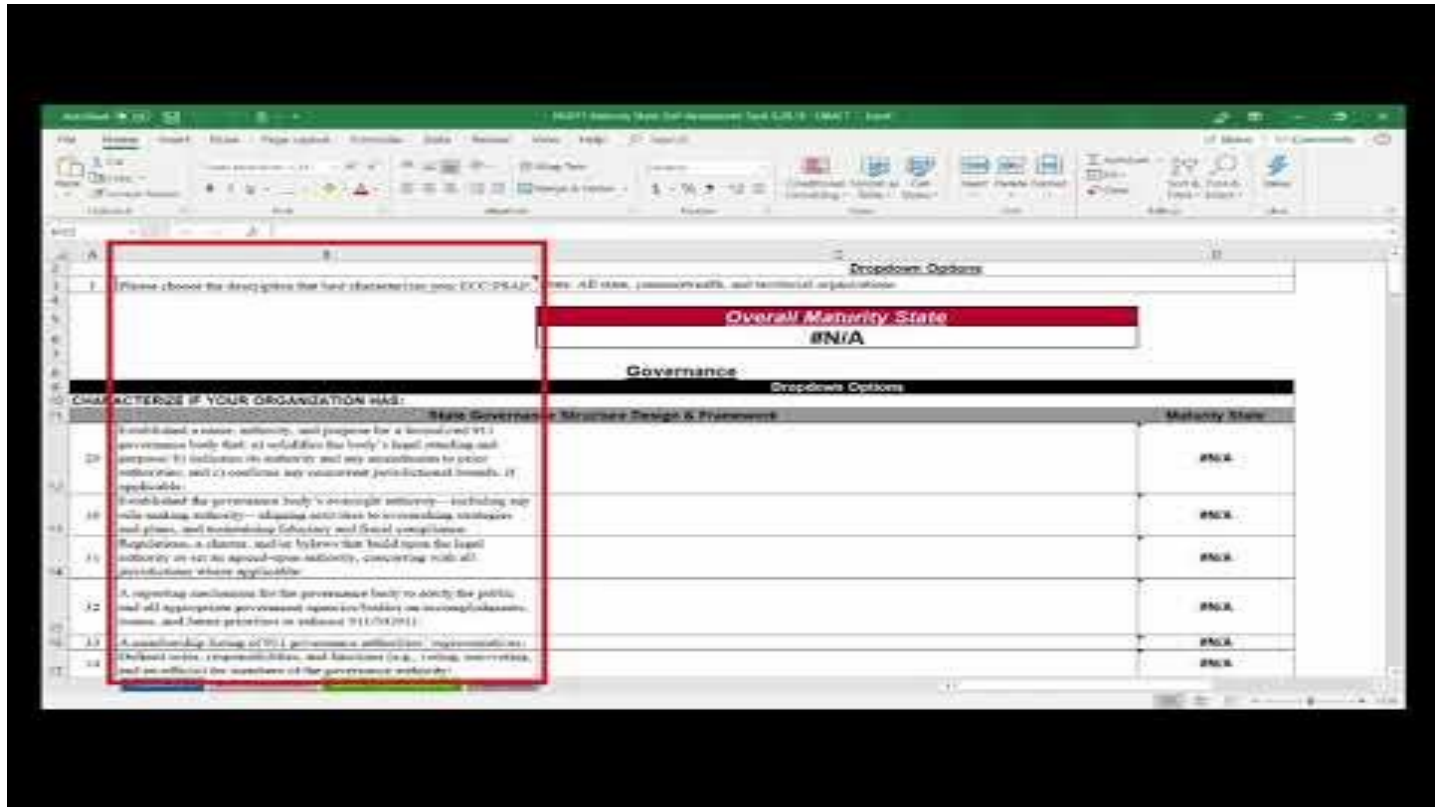
NG911 Self-Assessment Tool, please contact ng911wg@hq.dhs.gov. The Self-Assessment Tool was developed with feedback from multiple levels of government to identify, document, and improve the current state of NG911. For additional information on the group and its NG911 Self-Assessment Tool, please visit www.next-generation-911.org.

Industry, and academia, the tool embodies the work of the SAFECOM-NCSWIC NG911 Working Group members, the Federal Communications Commission (FCC) Next Generation 911 Program.

Next Generation 911 Self-Assessment Tool

www.next-generation-911.org

Tool Demo



Benefits for the 911 Community

- Help states and ECCs/PSAPs assess progress of NG911
- Establish common terminology
- Identify key milestones to help ECC/PSAPs understand the multi-year NG911 implementation process
- Improve awareness of where others are in the process
- Improve collaboration and coordination across agencies
- Inform leadership on status (and importance) of NG911 planning
- Inform long-term planning to transition systems into a fully integrated NG911 network
- Improve cybersecurity posture of ECC/PSAPs





Questions?

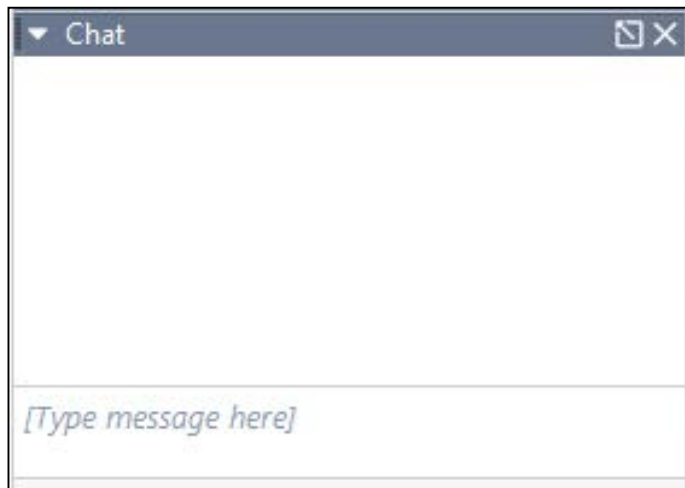
Contact Information

Next Generation 911 Working Group Inbox

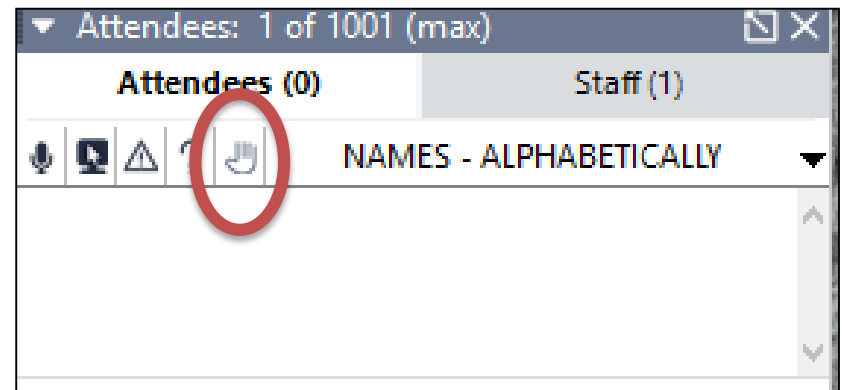
ng911wg@hq.dhs.gov

Q&A Period

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North Carolina NMAC for NG911

Concept to Reality Overview

Pokey Harris
Executive Director
911 Board

Gerry Means
Network Engineer
911 Board Staff

2020



NC NG911: Project Progress

Highlights

- Goal to achieve migration goal of 92 PSAPS in production on the NG911 network by EoY 2020
- 100% Project participation rate among approved PSAPs
- Project goal is 100% migration to ESINet by EoY 2021

[NC NG911 Deployment Map](#)

<https://it.nc.gov/next-generation-911-gis-services>

Live status of project updated frequently on website that will include GIS i3 migration as the project matures



State of NC-NG911 Network Monitoring & Assistance Center (NMAC)

- NMAC is a State run and managed Network Operations center for all NG911 PSAP support. The center is housed in State Owned Class 3 data center facilities and enables all IT management procedures and processes to be leveraged across the statewide 911 environment
- Key benefits:
 - 24/7 facility staffed by certified network specialist who also have significant PSAP operational experience
 - Site acts a data repository for the IP configuration database for the ESInet and all the PSAPs in the State.
 - Provides a centralized monitoring and data analysis site to provided extensive network performance analytics to drive enhanced NG oriented operations and policy management.
 - Provides an aggregation for all service monitoring of vendors to ensure SLA compliance.
 - Provides another key element in enhancing the State's emergency response capabilities by integrating with the State's extensive emergency management assets



Next Generation 911

Network Management Assistance Center (NMAC)

NMAC Overview: The NMAC serves as a customer (PSAP) focused support and service center.

The NMAC provides many essential services including:

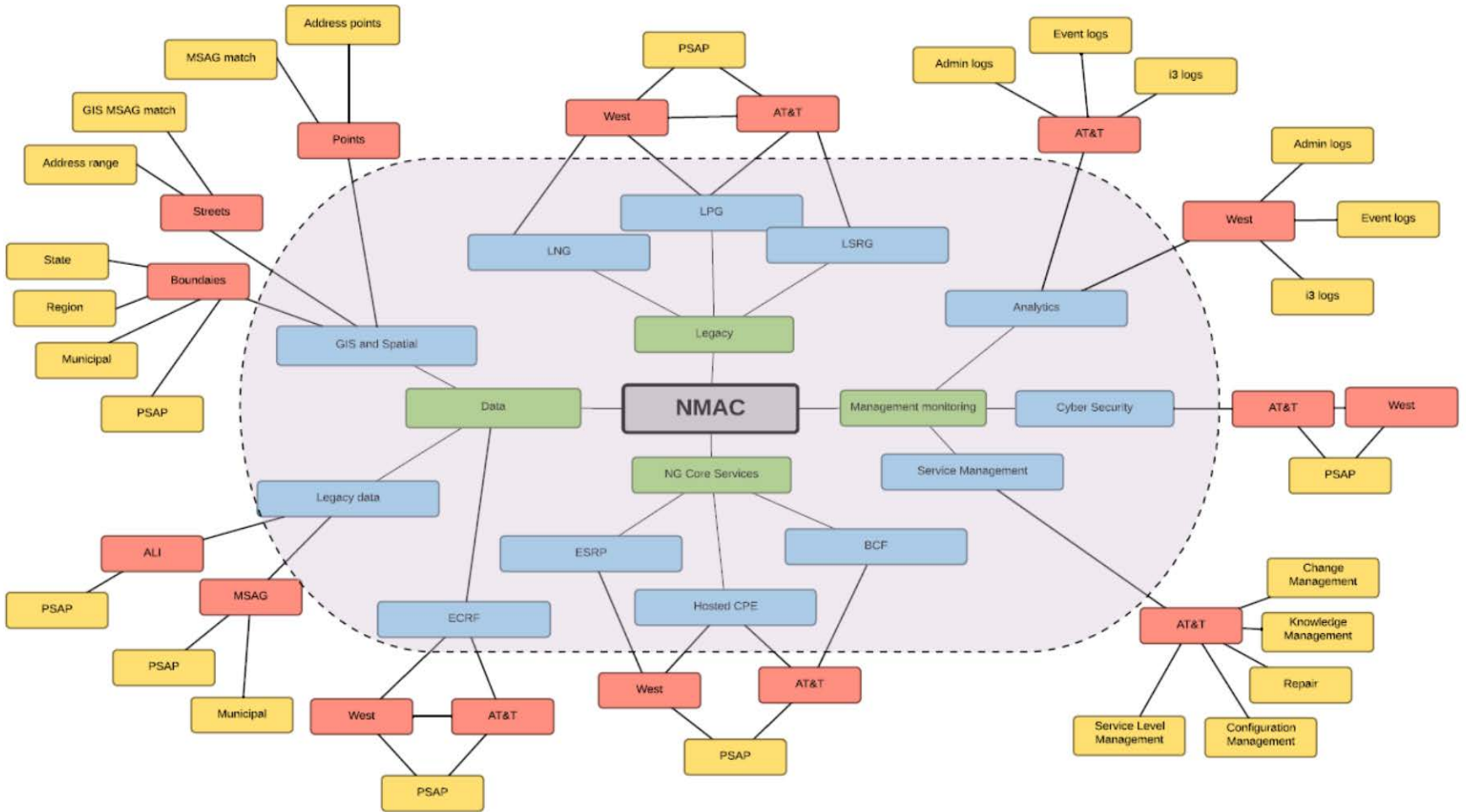
- Overseeing the network and service performance of the ESInet and Hosted CPE
- Providing a Help Desk function to support PSAPs experiencing technical issues (NG and Legacy)
- Serving as a single point of contact for all vendor provided services and systems
- Monitoring (in Real Time) vendor provided core services
- Providing a Security Operations Center (SOC) Function
- Analytics development and data repository

NMAC Project Planning: The planning, design and activation of the NMAC involved multiple project tracts including:

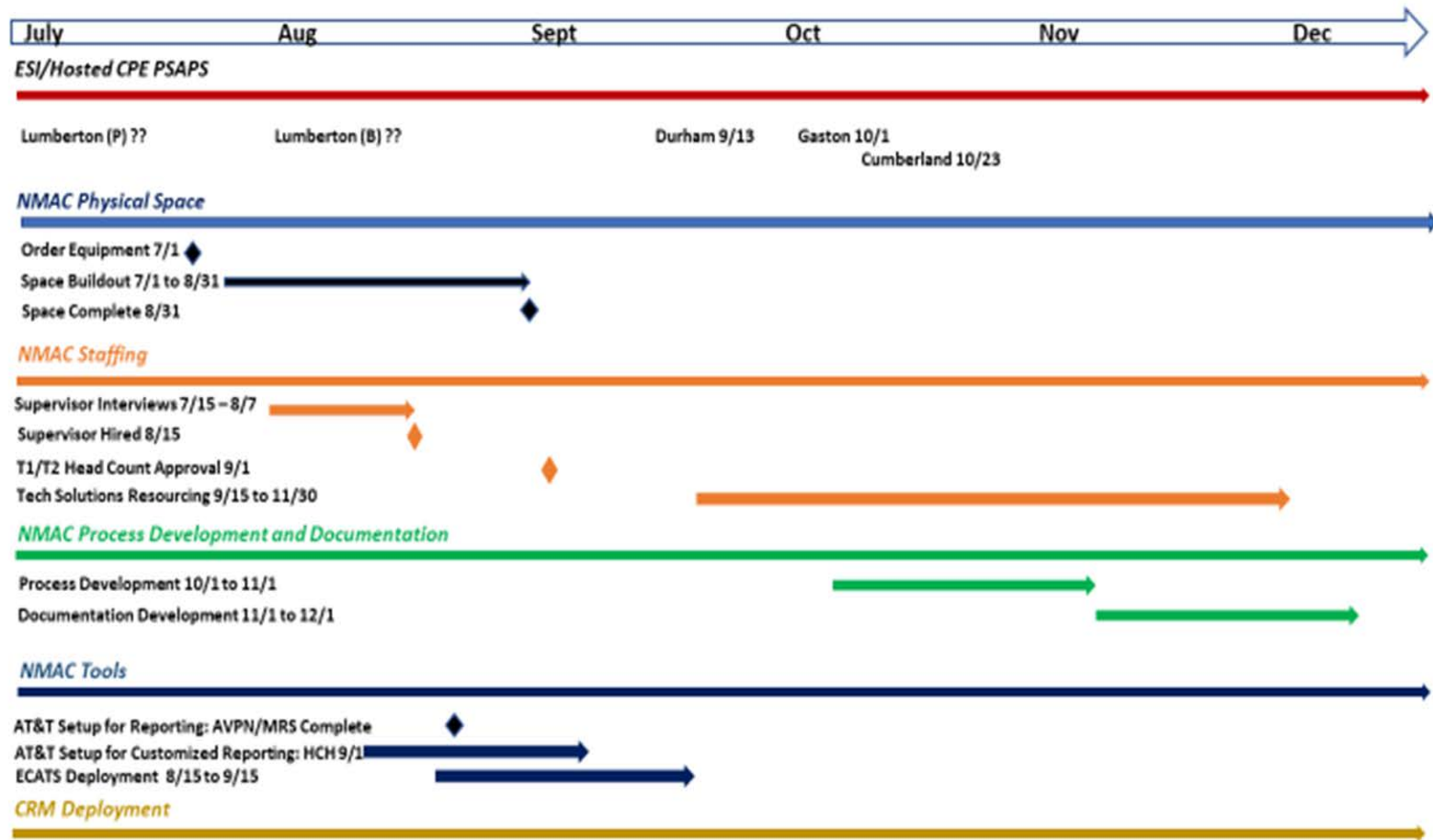
- Development of strategic service support plan to mesh with the State's NG911 goals
- Technical Committee reviews and subsequent Board tactical plan approvals to bring the NMAC to fruition
- Execution of the tactical plan to include:
 - Physical construction and upfit of a new NOC facility
 - Planning and provisioning of network connectivity
 - Planning and provisioning of network monitoring tools and ticketing system
 - Development of NMAC Policies and Procedures
 - Recruitment and Hiring of NMAC technical personnel



NMAC Touch Points

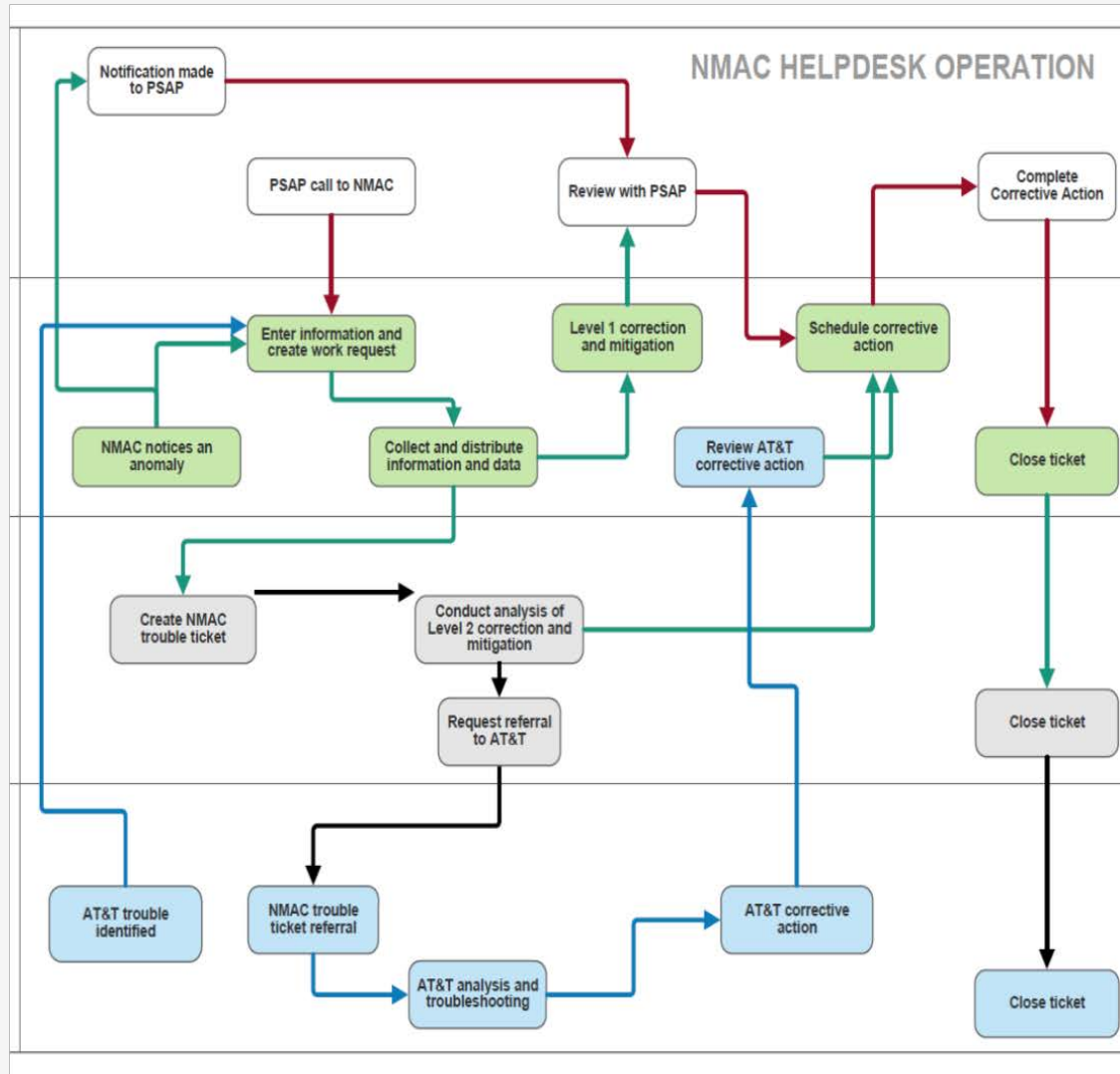


Managing the NMAC Development Process



Process and Documentation

- NMAC Operations Policy and Procedures Framework
- NMAC Operations Support Plan (Joint with AT&T)
- NMAC service relationships diagrams
- PASP Handbook for NMAC Services
- Root Cause Analysis guide and forms
- NMAC Helpdesk Operations Overview
- Tier 1/Tier 2 Checklists
- ITIL Mapped to NG911 support
- Service Management Operations Processes



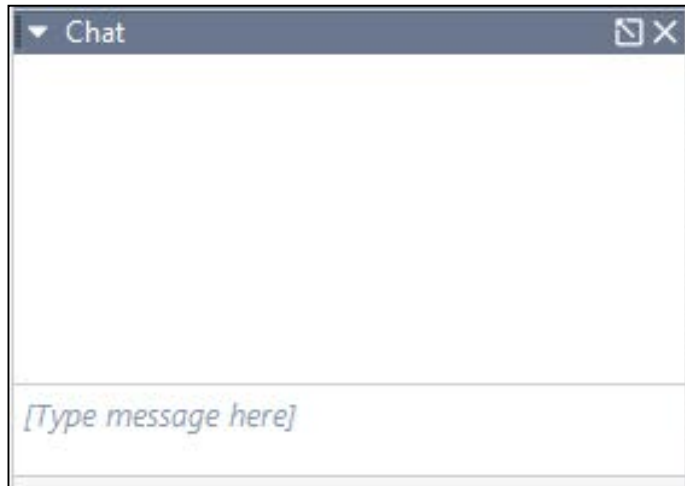
NMAC Summary

- Concept is new to the 911 universe but gaining traction
- NMAC is ideal for a managed service arrangement where a singular touchpoint facilitates the ability to monitor and manage to SLA service objectives
- Creation of CRM ticketing will provide one source for CMDB and trouble ticket data analytics over time
- Creates simpler comms interface for vendors by dealing with PSAP/Tech savvy personnel
- Can serve to identify user base demographics and therefore enable the delivery of more sharply focused training and service planning

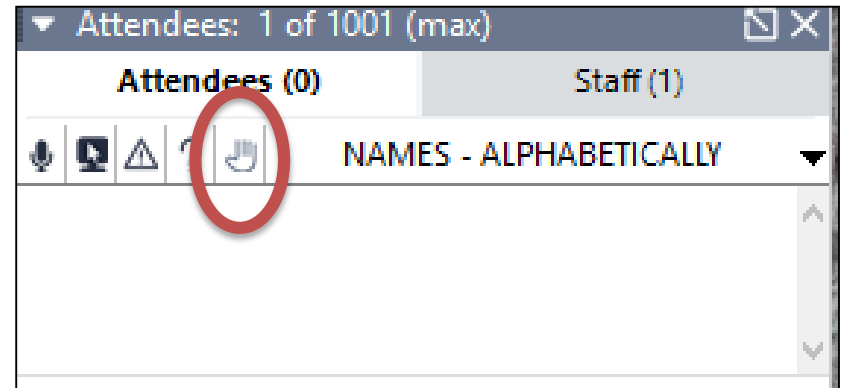


Q&A Period

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Future Webinars

- Tuesday, March 10, 2020
- Tuesday, May 12, 2020
- Tuesday, July 14, 2020
- Tuesday, September 8, 2020
- Tuesday, November 10, 2020

- To register, visit: [coming soon](#)

- Previous State of 911 webinars are available at:
www.911.gov/webinars.html

National 911 Program

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