North Carolina 911 Board Technology Committee Meeting MINUTES Thursday, May 14, 2020 10:00-12:00 Meeting Conducted by Use of Simultaneous Communication

Rachel BelloX (late)Randy CressXBo FergusonXBo FergusonXRed GrassoXGreg HauserX (late)Glenn KnoxXJohn MooreXJude O'SullivanXJude O'SullivanXJeff ShippXEarl StrubleXPokey HarrisXGerry MeansXRichard BradfordXAngie TurbevilleXStanley MeeksXMarsha TaplerXKristen FalcoXDavid NewberryXStephanie ConnerXJames CovingtonXKrick BlumerXXXJesus LopezX		Phone	In-Person	Absent
Bo FergusonXRed GrassoXGreg HauserX (late)Glenn KnoxXJohn MooreXJude O'SullivanXJude O'SullivanXJeff ShippXEarl StrubleXPokey HarrisXGerry MeansXRichard BradfordXAngie TurbevilleXStanley MeeksXMarsha TaplerXKristen FalcoXRonnie CashwellXJames CovingtonXXXRick BlumerXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Rachel Bello	X (late)		
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David NewberryXStephanie ConnerXJames CovingtonXChris CarlinXXXRick BlumerX	Kristen Falco	X		
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Rick Blumer X X	James Covington	X		
	Chris Carlin	Х		Х
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Phone In-Person Absent

- 1. Chair's Welcome & Goals for Today's Meeting Jeff Shipp called the meeting to order at 10:00 and welcomed the attendees on the phone.
- 2. Roll Call David Newberry called the roll. All attendees were by phone or Teams only.
- 3. ESInet/GIS Implementation Update: Gerry Means provided updates on implementation schedules, PSAP readiness status, and GIS project status. Equipment for New Hanover is at DIT for storage. Deliveries are continuing to PSAPs. Anson County is engaged and looking at utilizing Richmond County as a backup. GIS is making headway working with PSAPs remotely. 911 Board Staff and NC CGIA had discussion with state GIS representatives in South Carolina. NC and SC will use the legally defined border. Mr. Means advised the NMAC is currently

staffed with two Tier 1 and two Tier 2 technicians. Stanley Meeks advised the schedule will allow for 24/7/365 coverage with employees having staggered start time each day. Mr. Meeks will cover midnight-6am. One staff member will be working during day Saturday and Sunday. Mr. Means advised the PO for Solar-Winds has been issued. This will allow for access to AT&T infrastructure for monitoring.

- 4. Cyber Security Update Mr. Means advised the cyber security assessment kick off meeting was held on April 1. There has been great support from Maria Thompson, Rob Main, and Randy Cress. Mr. Cress has been very helpful in bringing the county IT perspectives to the discussion. Jesus Lopez noted there is a meeting scheduled for April 9 to discuss requested controls. Mr Meeks will be engaged from the NMAC. Rob Main and Randy Cress will also be part of the team for those discussions. Chairman Shipp inquired about a timeline. Mr. Means advised schedule will be determined in the near future. The initial plan is to begin with the ESInet only PSAPs, then to include hosted sites and those scheduled to migrate. End to End will be included on Monday AT&T calls.
- 5. Mobile ESINet Mr. Means introduced two potential options for a mobile ESInet solution and clarified that he is not looking for approval, only inviting discussion and interest. Pokey Harris added this is only conceptual. In speaking with national colleagues some are looking at moving to another location such as EOC or conference room, not as a work-from-home solution. Ms. Harris stated there are policy and security considerations if telecommunicator works at home, so it is imperative to understand this is not the intent of any proposed remote capability. Ms. Harris advised this is being presented as exploratory only. John Moore commented to consider FCC regulations, custody of the call, and how drop in circuit would be reported. Mr. Moore continued that reliability of connection needs to be considered. Richard Bradford agreed with concern of FCC and dropped calls. Bo Ferguson agreed with concerns and they are appropriate to consider. Ms. Harris denoted looking at a group of small, medium, and large PSAPs or ad hoc committee would be an appropriate next step. Chairman Shipp asked for volunteers for an ad hoc group. Ms. Harris advised ad hoc will be formed, and Mr. Means will coordinate for a chair and reach out for other members.

6. Adjourn