



**North Carolina 911 Board  
Technology Committee Meeting  
Thursday August 13, 2020  
10:00-12:00**



**Meeting Conducted by Use of Simultaneous Communication**

<b><u>Topic</u></b>	<b><u>Presenter</u></b>
1. Welcome	Jeff Shipp
2. Roll Call and Approval of Minutes	David Newberry
3. Opening Remarks	Pokey Harris
4. ESINet/GIS Implementation Update	Gerry Means
a. Implementation Schedules	
b. GIS project status	
c. NMAC update	
d. Cybersecurity update	
e. SIP Admin Lines Update	
5. Frontier	Gerry/Pokey
6. Continuity Planning	All
7. Adjourn	Pokey Harris

Next Meeting: Thursday September 10, 2020 @10:00 AM




**North Carolina 911 Board**  
**Technology Committee Meeting**  
**MINUTES**  
**Thursday, June 11, 2020**  
**10:00-12:00**  
**Meeting Conducted by Use of Simultaneous Communication**

	Phone	In-Person	Absent
Rachel Bello			X
Randy Cress			X
Bo Ferguson			X
Red Grasso	X		
Greg Hauser	X		
Glenn Knox	X		
John Moore	X		
Jude O'Sullivan	X		
Jeff Shipp	X		
Earl Struble	X		
Pokey Harris	X		
Gerry Means	X		
Richard Bradford	X		
Angie Turbeville	X		
Tina Gardner	X		
Stanley Meeks	X		
Marsha Tapler	X		
Kristen Falco	X		
Ronnie Cashwell			X
David Newberry	X		
Stephanie Conner	X		
James Covington	X		
Saman Gharib			X
Chris Carlin			X
Rick Blumer			X
Jesus Lopez	X		

1. **Chair's Welcome & Goals for Today's Meeting** – Jeff Shipp called the meeting to order at 10:00 AM and welcomed the attendees.
2. **Roll Call** – David Newberry called the roll. All attendees were by phone or Teams only.



3. **Executive Director Opening Remarks** – Ms. Harris reported it is day 94 of working virtually due to COVID-19. She noted the Regional Coordinators have been making regular contact with the PSAPs. One PSAP had to execute their backup plan for cleaning due to a positive COVID-19 employee. On May 20, Mitchell County was the first ESnet migrated PSAP since COVID-19 restrictions began They were the 37<sup>th</sup> PSAP migrated.
4. **May 14, 2020 Meeting Minutes Approval** – Motion by Glen Knox, seconded by Jude O’Sullivan. Approved unanimously by roll call vote.

	YES	NO	Absent
Rachel Bello			X
Randy Cress			X
Bo Ferguson			X
Red Grasso	X		
Greg Hauser			Not Present for Vote
Glenn Knox	X		
John Moore	X		
Jude O’Sullivan	X		
Jeff Shipp	X		
Earl Struble	X		

5. **ESnet/GIS Implementation Update** -- Gerry Means provided NG911 project status updates. Mr. Means advised 4 PSAPs are i3 ready. He also advised there are 9 cutovers scheduled for Q3 and Q4.
6. **GIS Update** – Mr. Means advised 4 PSAPs are i3 EGDMS ready and 25 PSAPs are GHD ready. The GeoComm database will be the call routing authority for North Carolina.
7. **NMAC**– Mr. Means advised the NMAC is fully operational. Saman Gharib joined the team as the newest Tier 1 technician. Mr. Gharib comes from Cisco and worked on the team that supported Bank of America. Mr. Means advised SolarWinds is operational however waiting on additional pieces to see the edge router at PSAPs. The next phase for SolarWinds will be developing analytics. Tier 2 tech Christopher Carlin is in the final stages of transitioning from contractor to full time employee.
8. **Cyber Security** – Mr. Means advised that one PSAP in the North Central region had been compromised. The cyber security project is in progress. The first 6 PSAPs to be assessed are ESnet only. The End to End Computing team is working diligently. Phase 1 and phase 2 of assessments are in progress. Phase 3 which includes the on site assessment is delayed due to COVID-19 restrictions. Mr. Means thanked Randy Cress of Rowan County and Rob Main with NC ESRO for their input and involvement as part of the cybersecurity assessment effort in vendor selection and ongoing project review.
9. **SIP Admin Line** – Mr. Means explained the SIP admin line design. He noted that if a PSAP had to move to an alternate location, the admin calls could be alternate routed just as 911 calls. For this to happen the PSAP must be a hosted site and would have to port their admin line numbers to AT&T.



SIP admin lines can be procured under the state's 925T contract. SIP admin would be a significant cost savings to the 911 Board when compared to traditional admin lines. The SIP lines would be billed directly from AT&T to the 911 Board. The plan supports 500 concurrent calls and would cost \$72,000 per year. Mr. Means advised the concurrent calls could be doubled to 1000 and the cost would still be less than half of traditional POTS. Glen Knox concurred this is a great plan. Chairman Shipp asked for an implementation plan. Mr. Means advised the entry cost would be the same for 1 PSAP or 50 so outreach to the PSAPs for interest will be required. Ms. Harris denoted that the Regional Coordinators and Mr. Means will coordinate outreach.

- 10. Continuity Planning** – Ms. Harris advised the 2-day PSAP Manager workshop planned for April 2020 was cancelled due to COVID-19. Continuity planning will continue to be discussed internally. The ad hoc committee name has been changed to Continuity Planning Ad Hoc and a few more members will be added. Regional Coordinators will start considering who to add to the committee and may look at operational personnel as well. The goal of the backup workshop was to provide information to the PSAPs to assist them in the development of their own plans. Ms. Harris advised the ad hoc group can look at what policies need to be introduced and will have SMEs speak at the meetings, setting the stage with the framework to assist PSAP managers. Ms. Harris pointed out there have been 4 cyber incidents in 2020 involving PSAPs.
- 11. ECaTs** – Mr. Means advised ECaTs is not getting traction with the hosted solution. 911 Board staff is investigating alternatives and close to possible trials long side ECaTS. He advised staff is working with AT&T for access.
- 12. New Business** – Red Grasso provided a FirstTech update. A white paper was written regarding the use of UNCTV to broadcast paging tones.
- 13. Adjourn – Time Needed**

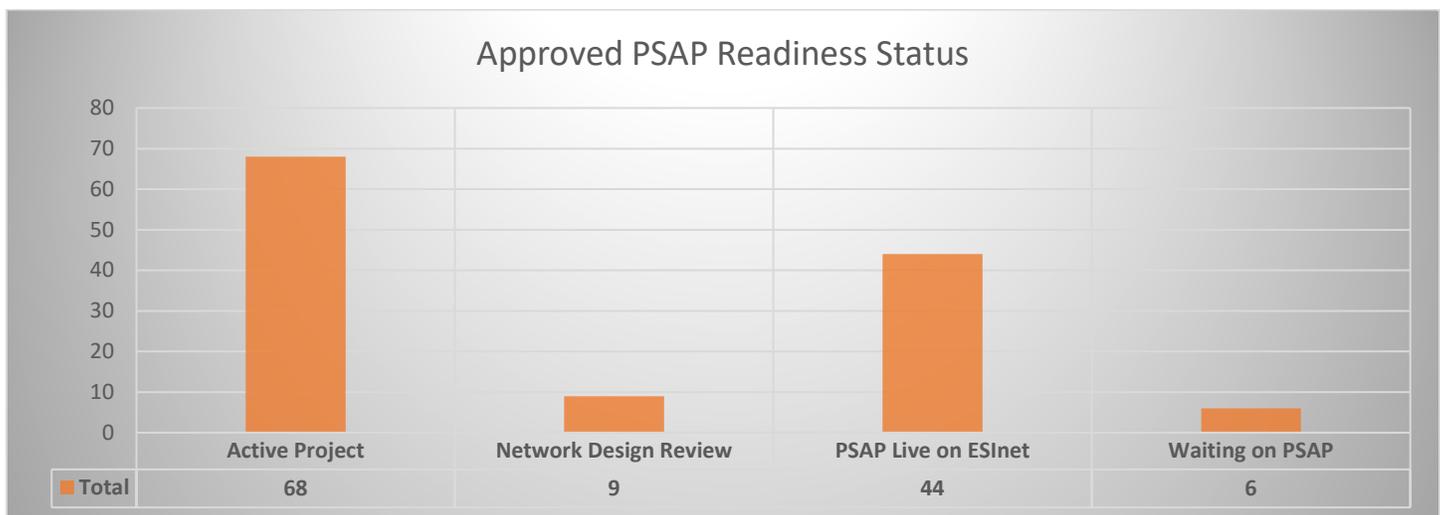


## ESINet Update

### *In-Production sites*

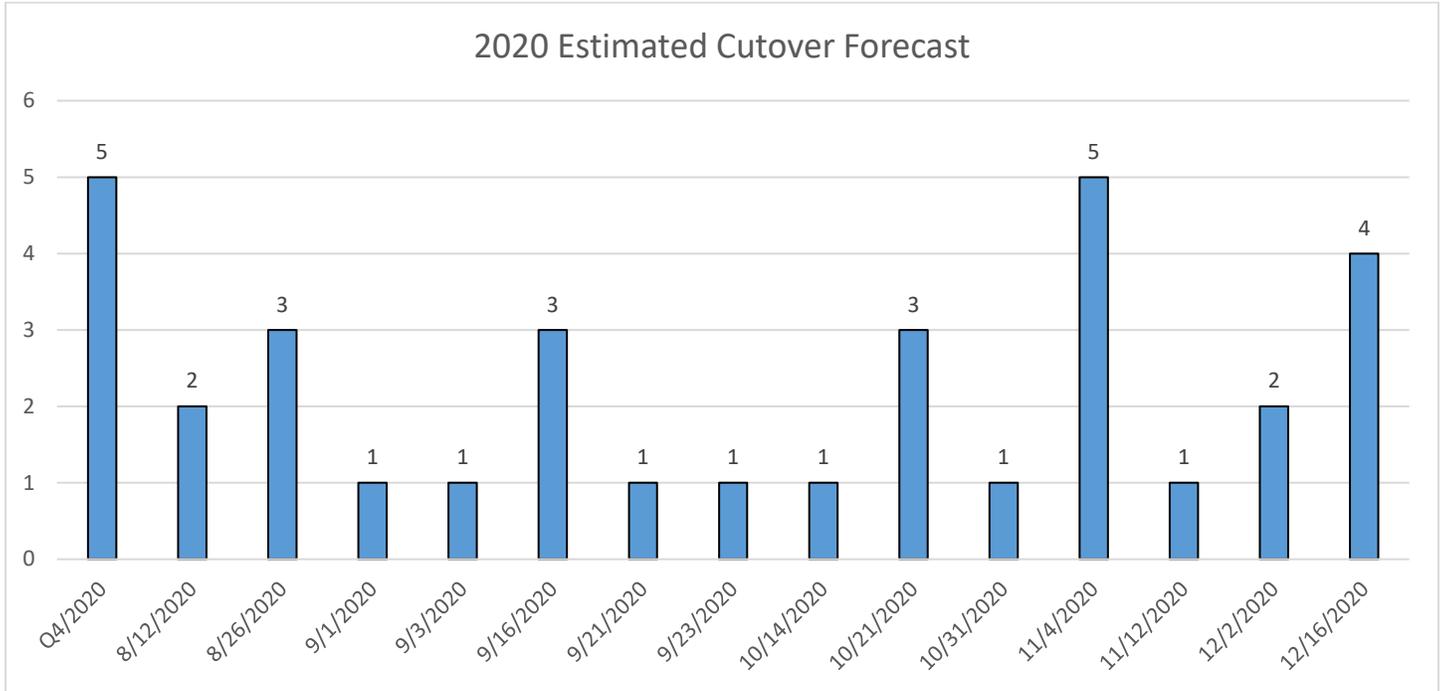
Primary PSAPs operational as of 8/12/2020

Carteret County	Cary PD	City of Durham	City of Lumberton	City of New Bern	City of Rocky Mount
Cleveland County	Craven County	Cumberland County	Edgecombe County	Forsythe FD	Gaston County
Guilford Metro	Havelock PD	Iredell County	Jackson County	Kings Mountain PD	Lincoln County
Madison County	Martin County	McDowell County	Mitchell County	Nash County	Onslow County
Pitt County	Polk County	Randolph County	Richmond County	Rockingham County	Rutherford County
Sampson County	Scotland County	Shelby PD	Swain County	Tarboro PD	Union County
Vance County Henderson	Wake County Raleigh	Wayne County	Wilson County	Winston-Salem PD	Yancey County
Secondary PSAPs Operational as of 8/12/2020					
Durham SO	Forsythe SO	Mooresville PD	Statesville PD		





2020 Estimated Cutover Forecast



[NC NG911 Deployment Map](#) .

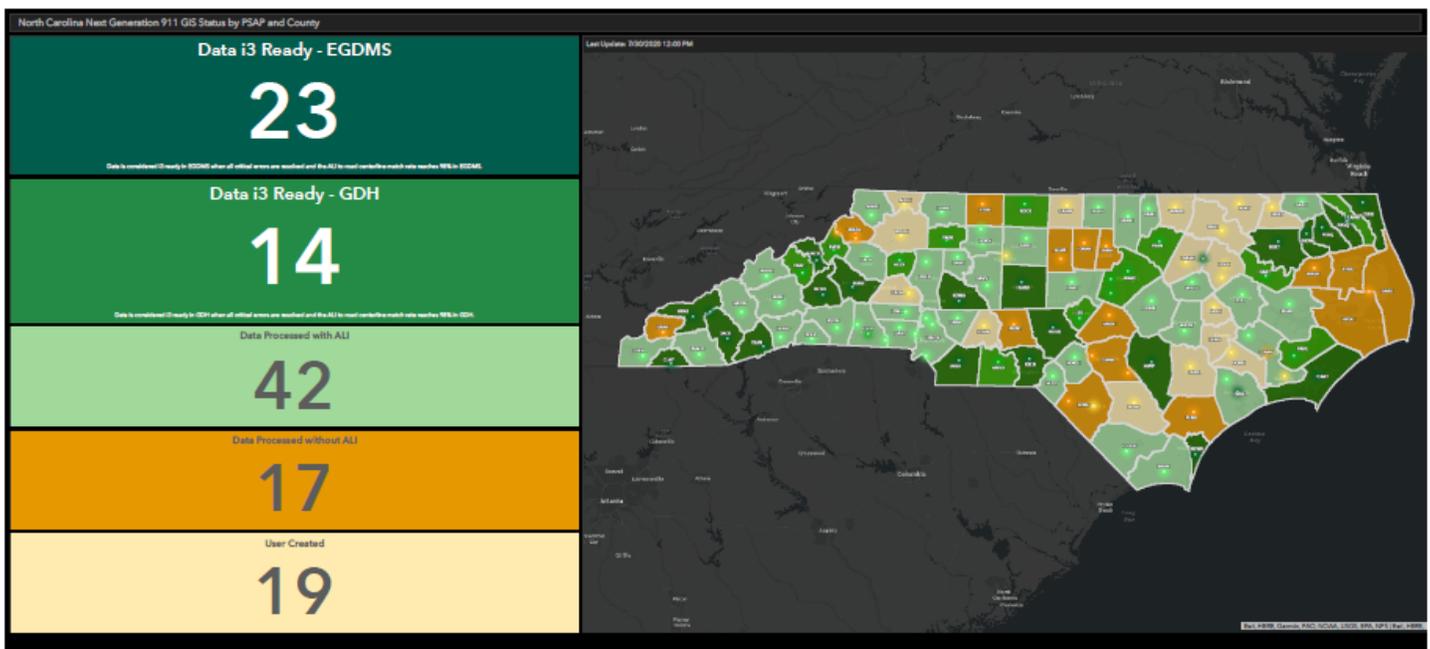
- Active projects: As of Friday August 6<sup>th</sup>, 68 active PSAP migration projects and 6 active SHP projects are in flight. Thirty-four (34) additional PSAPs are scheduled for completion by EoY 2020
- More progress being made with the NC based military bases. Active participation with Ft. Bragg with a game plan in place; continued design discussions with Camp Lejeune, kickoff call with Seymour Johnson AFB
- Processes are continually improving. Cutovers are now averaging 4-5 hours versus 18+ for site #1

Deployment Type	Totals
ESInet Only	26
Hosted Viper	50
Hosted Vesta	51
<b>Grand Total</b>	<b>127</b>
<b>CenturyLink Sites</b>	<b>45</b>
<b>AT&amp;T Sites</b>	<b>35</b>
<b>Frontier Sites</b>	<b>12</b>
<b>A911</b>	<b>33</b>
<b>Other</b>	<b>2</b>



## GIS Update

- Team has developed a comprehensive post i3 GIS data maintenance guide that has been distributed to all i3 PSAPs
- Currently have all counties registered in the GeoComm DataHub.
- No jurisdictions with GIS data past due.
- Eleven (11) additional jurisdictions will be added to the i3 ready EGDMS database in August



[NC Next Generation 911 GIS Services webpage](#)

- Above link provides access to full range of GIS support tools and project tracking. Graphic depicts GIS status as of August 6, 2020

## NMAC

### *Fully operational*

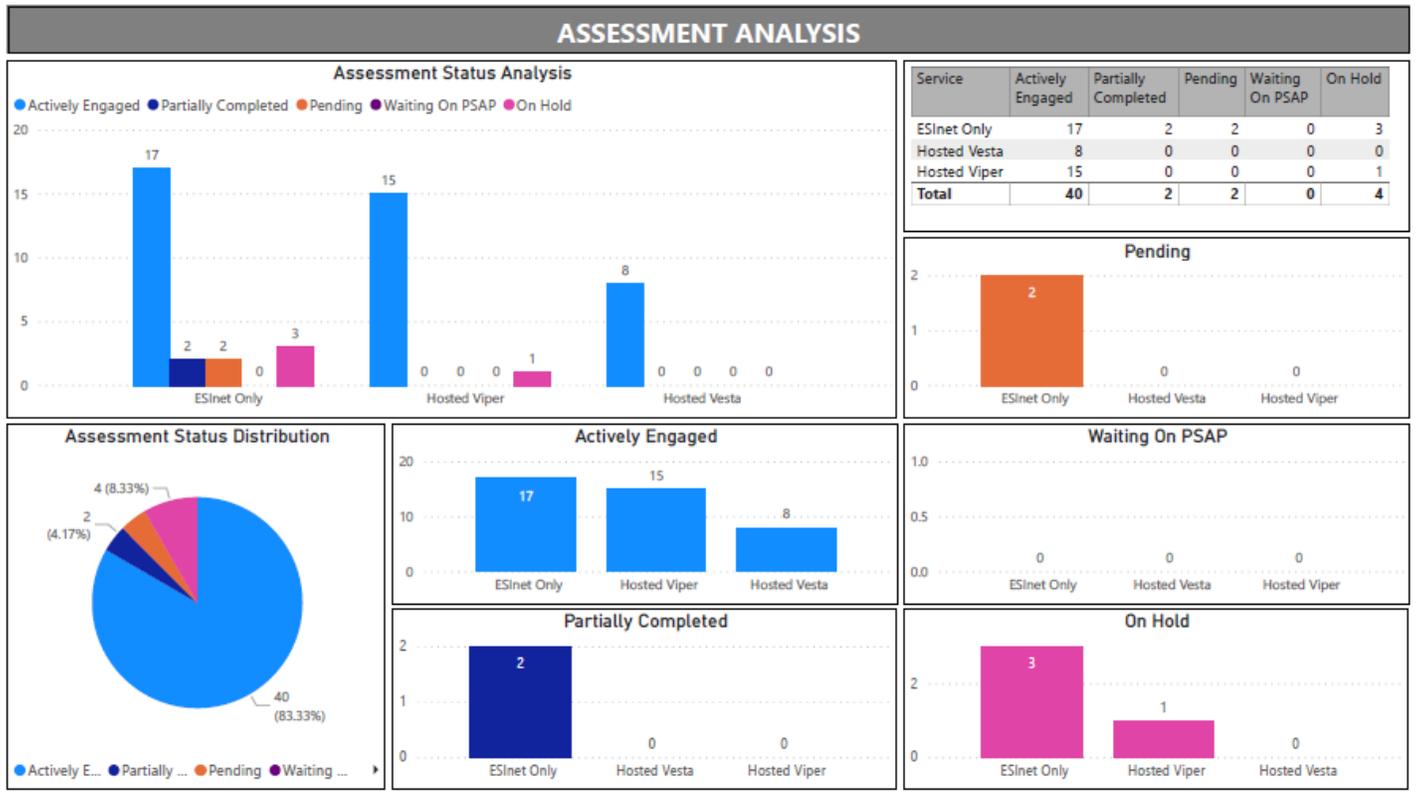
- Solarwinds is operational and has proved its worth in monitoring the network. Recent Frontier maintenance events are an example.
- C. Carlin has moved to permanent status
- Participation level with legacy 911 outages and command of the NG911 infrastructure and AT&T support systems is exceeding expectations
- AT&T seeking to enhance its service alignment with the NMAC specific to the uniqueness of the NC NG911 NMAC operational model



## Cyber Security

### Project status

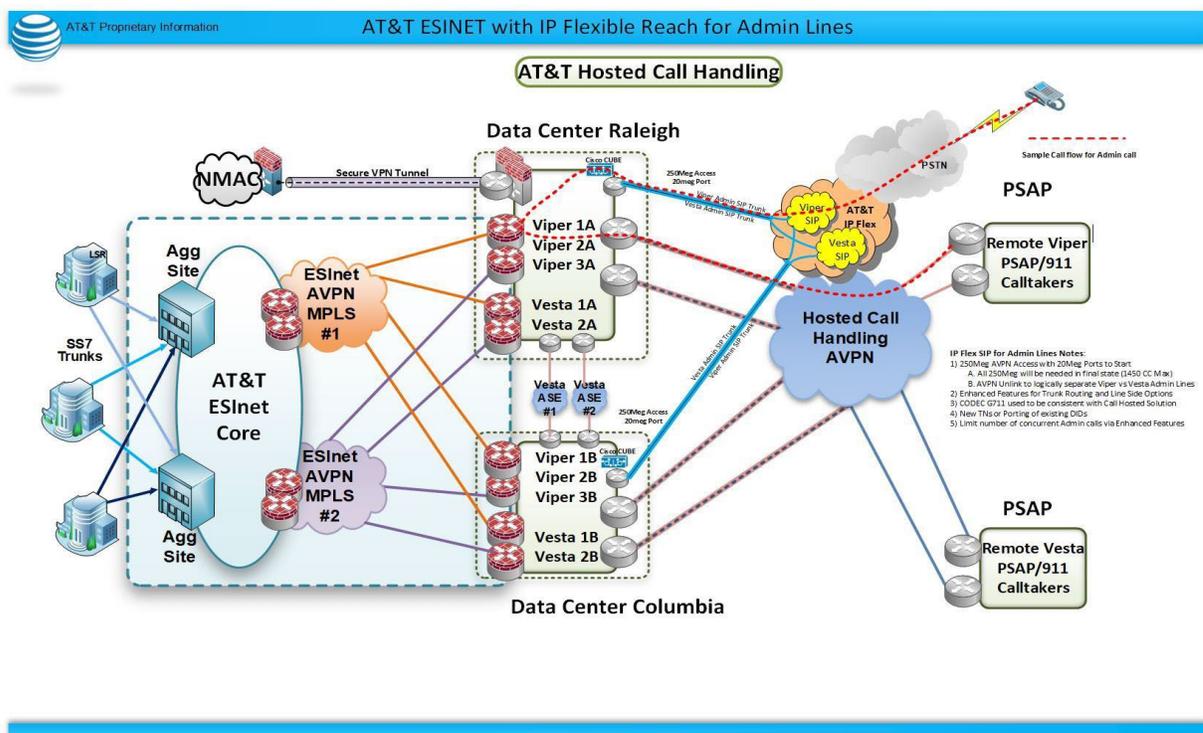
- Outreach ongoing and the project has been kicked off for 44 PSAPs (Goal is 15 per month)
- Results have been completed for 4 PSAPs
- Assessment on hold for 4 PSAPs
- Common trends: Policy documentation lacking or not up to date; Out-of-date OS; Network segmentation
- EEC is showing top notch skill and acumen
- Note project dashboard graphic below





## SIP Admin Lines Update

- Have revised quotes for smaller “startup” configuration
- Five PSAPs have shown immediate interest and have provided capacity estimates
- Detailed service guide is available for committee members
- Will be providing funding request to the Funding Committee in the August meeting
- Annual cost for all Admin lines in 2019 \$344,562
- Design drawing





## Frontier Update

### Continuity Planning Update

- Ad-hoc committee members:
  - Tech Committee
    - Jeff Shipp
    - John Moore
    - Earl Struble
    - Red Grasso
    - Glen Knox
  - PSAP Community
    - Ellis Frazier (High Point)
    - Jimmie Turbeville (Johnston County)
  - Recommendations for additional members
    - Greg Nash
- Ramp up from COVID delay has delayed activity to get the Committee going

### 2020 Goals

• Technology	
• Develop policy perspectives regarding the impact of NG911 on backup centers in the NextGen environment.	6/30/2020
• Commit to 60 PSAP migrations to the ESINet. Goal is to map a potential conversion plan to meet or exceed the migration goal.	12/31/2020
• Develop policies and rules regarding the implementation of the i3 GIS dataset.	6/30/2020

