



**AGENDA**  
***Technology Committee***  
**109 East North Street, Raleigh, NC**  
**Tuesday, November 27, 2018**  
**1:00 PM to 2:00 PM**

	<b><u>Topic</u></b>	<b><u>Presenter</u></b>
1.	Welcome and Opening Remarks	Jeff Shipp
2.	Roll Call	Pokey Harris
3.	ESINet Implementation Update Notes on Durham turn-up In-flight sites Admin lines-Update on alternatives Key planning dependencies	Gerry Means
4.	NMAC development DIT build out Update on staffing and budget Dynamic CRM integration Critical dependencies	Gerry Means
5.	Cyber Security Collaboration Opportunities Funding strategy Impact on schedule	Gerry Means
6.	GIS RFP Update (Closed Session) RFP Status AT&T ECRF	Gerry Means-Pokey Harris
	Adjourn	
	Next Meeting: TBD	

## **ESINet Update**

### *Notes on Durham November 13<sup>th</sup> go live:*

- Testing prior to go live began on 8/27/2018. All issues uncovered were resolved prior to go live.
- Cutover began at secondary site (Sheriff's Office), then to Durham 911 backup site, then to Durham 911 Primary at the new facility.
- Series of tests after cutover revealed several tuning tweaks that were performed to optimize the configuration for call delivery to consoles and text messaging.
- Highest priority issue post cutover has been admin lines working behind the county owned Cisco VOIP system. Issue resolved 11/20/2018.
- AT&T and EST staff on prem from early morning 11/12 through EOD 11/15.
- Durham 911 management have expressed great satisfaction with the service.

### *In-Flight sites*

- Active projects: 25 with 23 scheduled for completion by the end of the 2<sup>nd</sup> Qtr. 2019.
- Committed PSAPs: 82 (including active projects) with 77 having assigned AT&T PMs.
- Mini region meetings are ongoing and continuing to be productive in terms of gaining new NG911 commitments.
- Board staff has taken on additional role to assist PSAPs with local wiring infrastructure planning, design and implementation via the DIT Cabling Infrastructure group.

### *Admin lines update*

- AT&T/West/Motorola still working through product testing and documentation to enable use of SIP based admin lines over the ESINet.
- Expect final design by mid-year 2019.
- Admin lines have proven to be problematic in the overall project testing as they generally require "flash cuts" at the go-live event. Durham is having issues with Admin lines at the Sheriff's Office with admin lines coming off a county owned PBX.
- Potential for greater efficiency is becoming more evident as tweak the implementation process.

### *Key planning dependencies (by order of importance)*

- CENTURYLINK and the ongoing escalations.
- Security assessments plan.
- Admin lines resolution.
- PSAP understanding of "diverse" facilities entry ways.

## **NMAC Development**

### *DIT build out*

- Construction contract awarded in October.
- Site construction has begun with target completion of late December.
- Developing specifications document to bid out equipment and furniture.

### *Update on staffing and budget*

- Tek-Systems is actively recruiting for T1/T2 staff and potential applicants have been identified.
- Manager position fully approved but delayed in posting. Job posting to complete by 12/4. Hiring expected in January 2019.
- Budget and cost centers/accounts have been created for NMAC operations and capital expenses.
- Developing NMAC process and procedures documentation with assistance from Jim Lockard at Federal Systems. Using swim lanes service management format.

### *Dynamics CRM integration*

- Developing staffing contract for developer resources.
- Technical specifications for integration of CRM with AT&T reporting output in progress. AT&T reporting now live with Durham turn up. Data is comprehensive.
- A. Turbeville has taken over the role of project owner for CRM.

### *Critical dependencies*

- Buildout of the facilities and procurement of equipment and network resources.
- Hiring of the NMAC manager.
- Completion of the CRM ticketing system.
- Continued support from J. Lockard.

## **Cyber Security**

### *Collaboration opportunities*

- Have received official offer of support DIT SCRO, Maria Thompson.
- Prelim meetings revealed potential for additional support from other State and Federal resources e.g. NCNG and Homeland security.
- Agreement between Exec. Dir. And CSO to pursue support from a selected vendor from the recent security assessment SOW bid exercise as a supplement if needed.

### *Funding strategies*

- Board approval of \$750k annual has been included in funding model development.
- Use of NCNG and DHS will lessen impact on the proposed budget.
- Plan still calls for 1-2 direct staff expressly managing the assessment process under management by the DIT CISO.
- Budgeted for ongoing cybersecurity subscriptions and training in the NMAC budget model

#### *Impact on schedule*

- Objective is to begin active site projects in first quarter 2019 to get into alignment with NG911 migration projects that are currently booked.
- Collaboration efforts should provide predefined processes to decrease ramp up time.

#### **GIS RFP Update**

Discussion items under this topic will be reviewed in closed session. Discussions will involve matters germane to making a vendor selection.