



**North Carolina 911 Board  
Technology Committee Meeting  
Thursday March 11, 2021  
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. Discussion of Fee Diversion Legislation	Pokey Harris Richard Bradford
5. ESINet/GIS Implementation Update	Gerry Means
a. Implementation Update	
b. GIS project Update	
c. NMAC update	
d. Cybersecurity update	
i. Revision to schedule	
ii. EEC Contract Extension	
e. SIP Admin Lines Update	
6. 2021 Goal Plans	Gerry/Pokey
a. Update	
b. Timelines	
7. Adjourn	Pokey Harris

Next Meeting: Next Meeting: April 8, 2021



**North Carolina 911 Board  
Technology Committee Meeting  
MINUTES**

**Thursday, January 14, 2021  
10:00-12:00**



**Meeting Conducted by Use of Simultaneous Communication**

	Phone	In-Person	Absent
<b>Members</b>			
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		
<b>Staff</b>			
Richard Bradford	x		
Rick Blumer			x
Chris Carlin			x
Stephanie Conner	X		
Kristen Falco	X		
Tina Gardner			X
Saman Gharib			x
Pokey Harris	x		
Jesus Lopez	x		
Gerry Means	x		
Stanley Meeks	x		
David Newberry	x		
Marsha Tapler	x		
Sarah Templeton	x		
Angie Turbeville	x		
<b>Guests</b>			
Ray Gilleland - Cabarrus			
Thomas Brubaker – New Bern			



1. **Chair's Welcome & Goals for Today's Meeting** – Meeting was called to order by Chairman Jeff Shipp
2. **Roll Call** – David Newberry called the roll. All attendees were by phone or Teams only.
3. **Executive Director Opening Remarks** – Pokey Harris made opening remarks.
4. **January 14, 2021 Meeting Minutes Approval** – Motion by Red Grasso and seconded by Rachel Bello. Minutes vote was unanimous.

Minutes Vote

	YES	NO	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			

5. **Legislative Update** – Richard Bradford provided the FCC fee diversion update. He advised a comment period is coming. Pokey Harris advised it would be appropriate to provide comment.
6. **ESINet/GIS Implementation Update** -- Gerry Means provided NG911 project status updates. He advised eight PSAPs are still in TBD status for scheduling. Chatham County will be moving forward with migration at their current center. Chairman Shipp asked about ESINet only PSAPs that want to move to a hosted solution. Means advised several PSAPs have already pivoted from ESINet only to hosted solution. Due to resources availability additional pivots may not be able to complete migration this year. Ms. Harris advised many of the PSAPs that are ESINet only are currently under vendor contract. Many contracts do not end until 2022 or 2023. Mr. Means advised there us continued conversation with the military.
7. **GIS Update** – Gerry Means advised 63 Counties are i3 ready. Eight counties have made little or no GIS i3 progress. He advised there is continue outreach by NCCGIA. He advised the governance model document is in final draft.
8. **NMAC**– Gerry Means provided the NMAC update. He advised Kenneth Fullwood was added to staff in January. He advised two NMAC employees are in the process of being moved from contract to full time state employees. Means advised the SolarWinds application and database have been shut down. Stanley Meeks advised the NMAC is looking to add more staff by the end of second quarter.



- 9. Cyber Security** – Gerry Means advised 51 final reports have been issued and 34 PSAPs are left to engage. Mr. Means advised the importance of security on public safety networks has been stressed to the PSAPs. Mr. Means advised one of the ESINnet only vendors have not released security information. Mr. Means advised in smaller PSAPs it's more difficult to dedicate resources for patching and updates. Mr. Means advised the cyber security project conclusion has been pushed out to the end of June. Mr. Means advised the proposal to extend contract from End-to-End Computing was formalized and accepted. Additional expensed incurred is \$296,243.68 and the new contact total is \$1,481,218.40. Ms. Harris advised this item will be taken to the 911 Board and will be a budget amendment to the Next Gen fund.
- 10. SIP Admin Line** – Gerry Means provided the SIP admin line project update. He advised the transport circuits are complete and AT&T is working on a process for orders. A software version release for VIPER instances is required. Ms. Harris advised there have been inquiries from other PSAPs for the SIP admin line solution and it speaks volumes about the offering.
- 11. Technology Committee Goals** – Mr. Means provided the goals update. He advised staff is working to put together an ad-hoc for hosted CAD. Rachel Bello advised Metropolitan Emergency Services Board in Minnesota could be a good contact.
- 12. Adjourn** – 12:05 PM



**Welcome to 2021...the year we get it DONE!**

**Fee Diversion Discussion**

Federal update  
Impact to NC

**ESINet Update**

*In-Production sites*

Primary PSAPs operational as of 3/5/2021

Beaufort County	Bertie County	Burke County	Cabarrus County	Carteret County	Cary PD
Chowan County	City of Durham	City of Jacksonville	City of Lumberton	City of New Bern	City of Rocky Mount
Cleveland County	Columbus County	Craven County	Cumberland County	Dare County	Davidson County
Davie County	Eastern Band Cherokee Indians	Edgecombe County	Forsythe FD	Franklin County	Gaston County
Gates County	Granville County	Guilford Metro	Havelock PD	Henderson County	Hoke County
Iredell County	Jackson County	Kings Mountain PD	Lincoln County	Madison County	Martin County
McDowell County	Mitchell County	Montgomery County	Nash County	New Hanover County	Onslow County
Pasquotank County	Perquimans County	Pitt County	Polk County	Randolph County	Richmond County
Rockingham County	Rowan County	Rutherford County	Sampson County	Scotland County	Shelby PD
Stanly County	Stokes County	Surry County	Swain County	Tarboro PD	Transylvania County
Union County	Vance County Henderson	Wake County Raleigh	Wayne County	Wilson County	Winston-Salem PD
Yancey County					

Secondary PSAPs Operational as of 3/5/2021



Concord PD	Durham SO	Elkin PD	Forsythe SO	Hendersonville PD	Kannapolis PD
Kernersville PD	Mooresville PD	Mt. Airy PD	Statesville PD		

*Next Up Migrations: March / April*

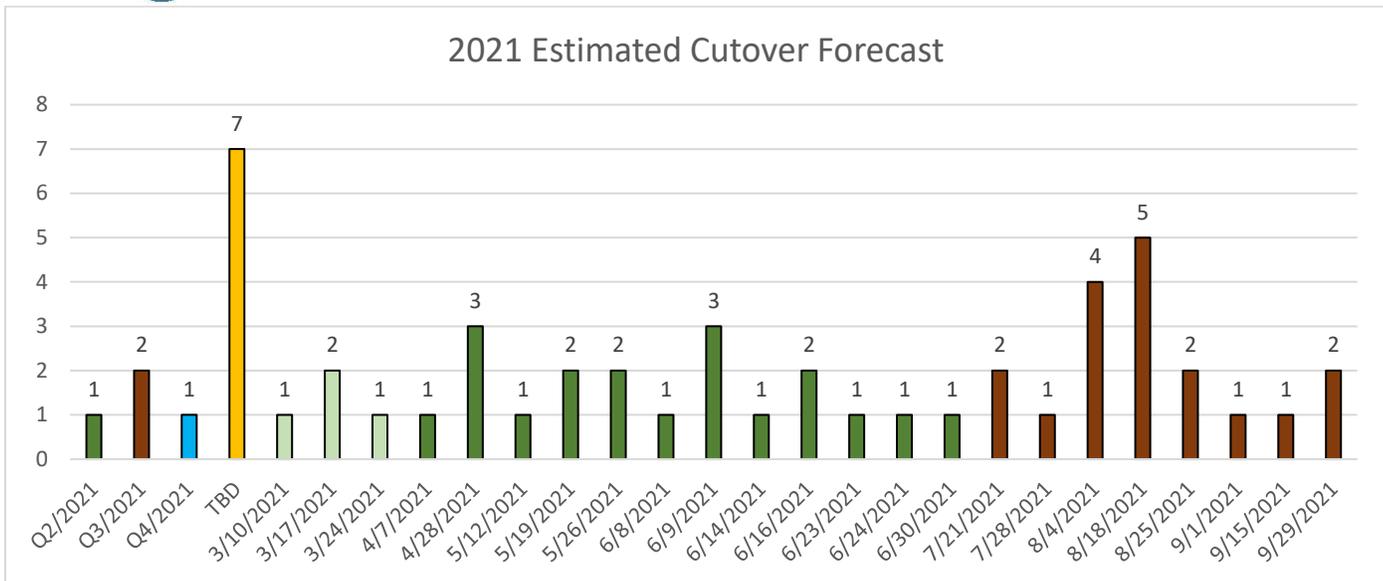
Alleghany County	Ashe County	Caldwell County	Cherokee County	Clay County	Cornelius PD
Moore County	Pineville PD	Lenoir PD	Moore County SO	NC State Highway Patrol	

Deployment Service Types

<b>Hosted Viper</b>	<b>33</b>
<b>Hosted Vesta</b>	<b>27</b>
<b>ESINet Only</b>	<b>13</b>
<b>Total</b>	<b>73</b>

**Currently at 57.48 % completion rate for total ststewide PSAP migration.**

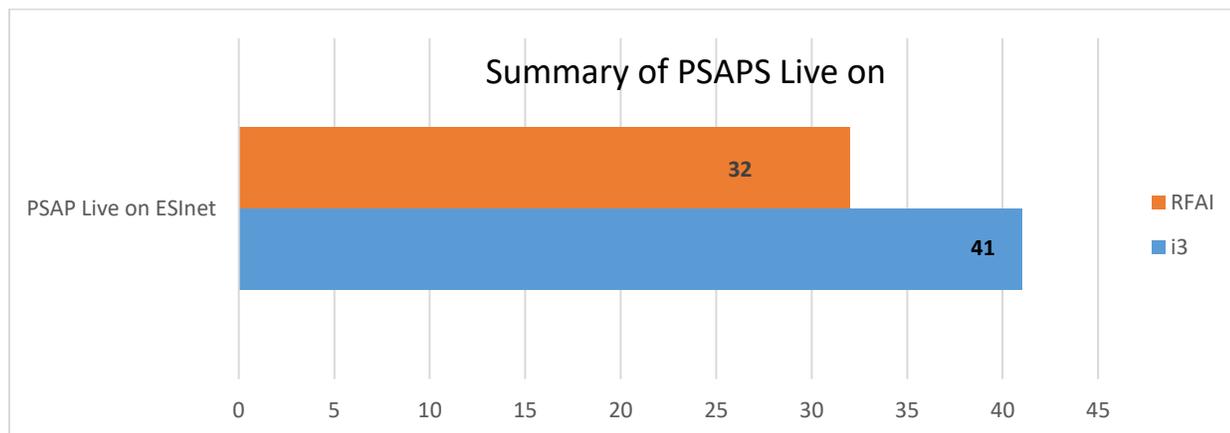




Striving for 99% project completion by 12/30/2021 considering the potential for continued COVID impacts to scheduling and implementation resources. There are now three PSAPs in the TBD designation that we are working to complete in the 4<sup>th</sup> qtr. 2021 that are doubtful. Continuing the effort to anchor above dates to secure vendor resources and then slotting PSAPs in dates as the ongoing COVID-19 environment evolves. **If all goes according to plan, we should reach the 100<sup>th</sup> PSAP migration on August 4, 2021.**

Additional project notes:

- COVID protocols: On-prem vendor resources to segment personnel from cross utilization at multiple PSAPs during mandated 14-day quarantine windows. Motorola continues to be resource constrained requiring less flexibility to deal with project slippage.
- Military Sites: No change with NC based military bases. Still waiting for updates on Service Branch negotiations with AT&T for ESINet access services.
- I3 vs. RFAI Status: See chart below:





## [NC NG911 Deployment Map](#) .

### GIS Update

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

- Seventy-four counties with production i3 ready GIS data or live as i3.
- Counties must have data fully compliant 60 days prior to NG911 migration Operational Readiness Testing (ORT)
- Forty-one (41) PSAP jurisdictions are live as i3.
- Still at (5) counties that have made little or no GIS i3 progress.
- GIS Governance Model document is in final draft form and awaiting approval from staff and CGIA. Copy is attached.
- NG911 GIS project was a frequent mention at the recent Annual NC GIS conference. The NG91 GIS data set will provide a valuable asset to the State and many innovative ideas for its use were discussed during the course of the conference.

### NMAC

- Ongoing discussion regarding Solar Winds to reassess the viability of restarting the application. The NMAC team is still investigating other alternatives but nothing to report as yet.
- Adding one additional Tier 2 to permanent employee status. Will add additional T1 contractor afterward.
- Ticketing overview report: NMAC Dashboard and Trends - Stan Meeks.

### Cyber Security

#### *Project status*

Number of PSAPs	
Actively Engaged - Kickoff Meeting/ Campaign Questionnaires Distributed	114 <sup>1</sup>
Final Reports	64
Draft Reports	3
Assessments in Progress	21

<sup>1</sup> Brevard PD was absorbed by Transylvania.



Assessments on Hold	8 <sup>2</sup>
Campaign Questionnaires – Waiting on PSAP’s Response	20
Campaign Questionnaires -Past Due	2
Remaining PSAPs to Engage	13

By Size	Total	Engaged	Remaining PSAPs to Engage	Draft Reports Issued	Final Reports Issued	Final Report Remaining
Blue/Large	7	7	-	-	4	3
Green/Medium	39	39	-	2	24	15
Orange/Small	81	68	13	1	36	45
<b>Totals</b>	<b>127</b>	<b>114</b>	<b>13</b>	<b>3</b>	<b>64</b>	<b>63</b>

- Project extension to June 30, 2021 due to PSAP delays and workarounds. Board has approved the extension and the additional funding required. Additional expense to be incurred is \$296,243.68. New contract total is \$1,481,218.40.
- Continuing to make good progress. As of the February Technology Committee meeting there were 54 PSAPs remaining to engage. That has now been reduced to 13. All remaining PSAPs will be engaged by the final kickoff meeting the week of March 8<sup>th</sup>. Also got several long-delayed projects (including Gaston County) activated and moving forward. Only one delay request beyond the project end date, Davidson County. Will meet to resolve.
- Dashboard roll up now has enough data to begin to show common areas if insufficient security postures. Analysis is showing that Board support may be required in some areas. Analysis will guide the framework for the NG911 Cyber–Security Governance policy document. Discuss who on the Committee would be appropriate to review data and assist in the development of a similar framework as the GIS Governance policy document.

### SIP Admin Lines Update

- Transport circuit orders are complete, and circuits are up in Columbia and Raleigh. Test and turnup of infrastructure on March 10<sup>th</sup>.
- Routers installed. Test numbers being ordered. All equipment racked and ready.
- A software *license* [correction from February] for the Viper instances is required to activate the SIP admin line function and is in motion.

<sup>2</sup> Draft Reports were issued to 2 PSAPs on hold.



- AT&T has formed a support team to process orders and assist with line customization. Excellent technical resources available in DIT who are very familiar with the service are available for additional support.
- NMAC will have the lead role on SIP Admin line feature and capacity management.
- The AT&T team has developed a framework for billing that will provide the appropriate PSAP delineation that is needed for expense tracking by PSAP.

## 2021 Goals Discussion : Key topics this month

**Hosted CAD**

**PSAP Migrations: End of the Year objective-2022 carryover**

**Cyber security Observations**

## 2021 Goals

Technology Committee	
<ul style="list-style-type: none"> <li>• Continuity Planning – Enhanced PSAP service continuity by developing specific PSAP plans based on the technology enhancement offered by the NG911 service platform</li> </ul>	12/30/2021
<ul style="list-style-type: none"> <li>• Commit to 60 PSAP migrations to the ESInet. Goal is to map a potential conversion plan to meet or exceed the migration goal.</li> </ul>	12/31/2020
<ul style="list-style-type: none"> <li>• Cyber security – Develop framework for minimum requirements for connection to ESInet based on cybersecurity assessment findings and review.</li> </ul>	9/30/2020
<ul style="list-style-type: none"> <li>• GIS – Exploration of ongoing ALI database maintenance via automated applications.</li> </ul>	9/30/2020
<ul style="list-style-type: none"> <li>• Hosted CAD – Assemble workgroup or ad hoc sub-committee to bring analysis/exploration of a hosted CAD offering to PSAPs, establishing realistic goals and timeline for the first year of this effort. Perform SWOT analysis.</li> </ul>	9/30/2020