Topic	Presenter
1. Welcome	Jeff Shipp
2. Roll Call and Approval of Minutes	David Newberry
3. Opening Remarks	Pokey Harris
4. Legislative Update	Richard Bradford
5. ESINet/GIS Implementation Update	Gerry Means

    a. Implementation Schedules
    b. GIS project status
    c. NMAC update
    d. Cybersecurity update
    e. SIP Admin Lines Update

6. 2021 Goal Plans	Gerry/Pokey

    a. Assignments
    b. Timelines
    c. Required resources

7. Continuity Planning	All
8. Adjourn	Pokey Harris

Next Meeting: February 11, 2021

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

	Phone	In-Person	Absent
Members			
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		
Staff			
Richard Bradford	x		
Rick Blumer			x
Chris Carlin			x
Stephanie Conner	x		
James Covington			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		
Guests			
Candy Miller – Iredell Cty.			
Kyle Thaggard – High Point			

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 –** Pokey Harris introduced Sarah Templeton as the new Financial Review Specialist. She advised the annual visioning meeting with AT&T will take place afternoon of 11/12/20. Ms. Harris stated the ESInet road shows began three years ago and Durham migrated two years ago. Ms. Harris stated that North Carolina remains and innovator for 911.

4. **October 8, 2020 Meeting Minutes Approval –** Motion by Red Grasso and seconded by Glen Knox. 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	x		

5. **ESInet/GIS Implementation Update --** Gerry Means provided NG911 project status updates. He advised a break is migrations was taken. This was due to a PSAP member that tested COVID-19 positive and was in direct contact with AT&T and Motorola technicians. Mr. Means stated that delays due to COVID may push project to end of 2021. Mr. Means advised contact has been made with all military bases. Chairman Shipp asked about the State Highway Patrol status. Mr. Means advised planning is done and orders for equipment has been placed. Estimated migration for SHP is late spring or early summer.

6. **GIS Update –** Mr. Means advised every county is engaged in the GIS effort. Mr. Means advised there has been excellent support from NCCGIA. Mr. Means said the approach of using a managed service for GIS data has been very successful. Ms. Harris advised more discussion will be had as to future role of NCCGIA.

7. **NMAC–** Mr. Means reported ticket volume justifies additional NMAC staff. Mr. Means advised additional process changes are being made to CRM.

8. **Cyber Security –** Mr. Means advised he is pleased with the response to COVID-19 protocols. PSAPs are provided with agreements to sign for onsite assessment. Personal protective equipment is being worn by assessors. Mr. Means stated the contract with End-to-End Computing ends March 2021. He is working with Richard Bradford on extension and has been advised by End to End there is no cost impact.

9. **SIP Admin Line –** Mr. Means advised the infrastructure is due by the end of year. He advised AT&T is working on a process for porting numbers and target is early February to begin porting. He advised the 725T contract has been renegotiated which is now lower cost for concurrent calls and is a multi-year contract.

10. **Continuity Planning –** Continuity planning meetings will be held on December. Mr. Means advised an ESInet summary document has been created that includes definitions. Ms. Harris advised discussion will include alternative radio solutions and encouraging PSAPs to partner with other PSAPs. Ms. Harris stated that North Carolina was 1 of 9 states impacted by the 800-number outage that impacted connections to language line/interpretive services.

11. **Technology Committee Goals –**

   - Continuity Planning – Enhanced PSAP service continuity by developing specific PSAP plans based on the technology enhancement offered by the NG911 service platform. Define basic elements of continuity planning. PSAPs should have defined rules for abandonment and alternate routing. Continued workshops and outreach for continuity planning with PSAPs.
   - Cyber security – Develop framework for minimum requirements for connection to ESInet based on cybersecurity assessment findings and review.
   - ESInet – Commit to 60 PSAP migrations to the ESInet. Goal is to map a potential conversion plan to meet or exceed the migration goal.
   - GIS – Exploration of ongoing ALI database maintenance via automated applications.
   - Hosted CAD – Assemble workgroup or ad hoc to being analysis/exploration of a hosted CAD offering to PSAPs, establishing realistic goals and timeline for the first year of this effort. Perform SWOT analysis.

12. **Technology Committee Goals Vote –** Goals vote motion by Randy Cress and seconded by Red Grasso. Vote to accept goals was unanimous.

	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	x		

13. **Adjourn –** 12:07 PM **VOTE REQUIRED FOR MINUTES**

Welcome to 2021…the year we get it DONE!

ESINet Update
In-Production sites

Primary PSAPs operational as of 1/14/2020

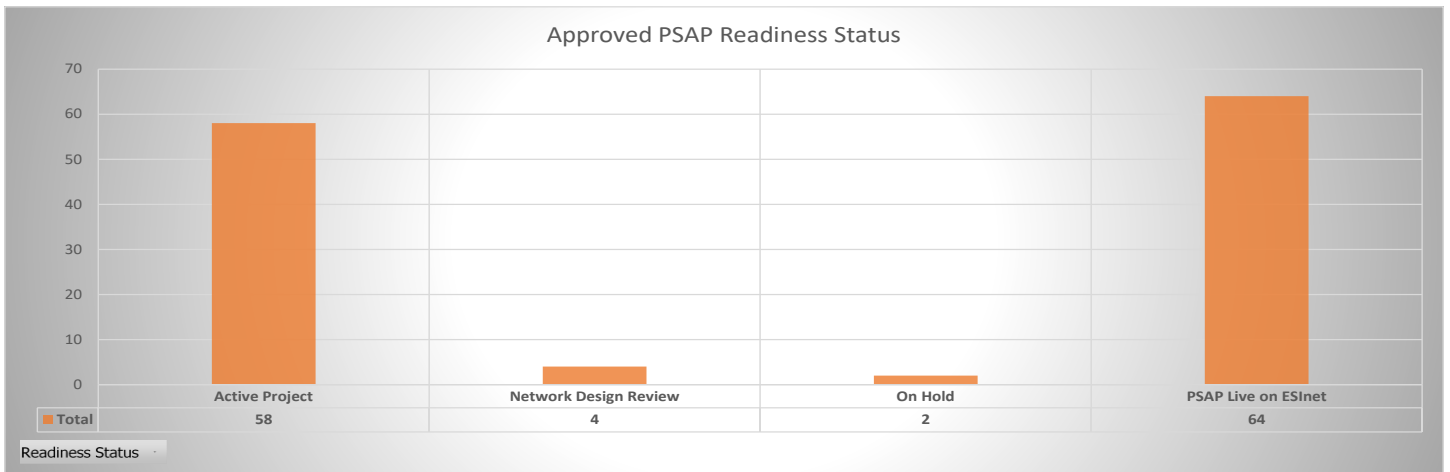| Bertie County	Burke County	Carteret County	Cary PD	Chowan County	City of Durham
City of Jacksonville	City of Lumberton	City of New Bern	City of Rocky Mount	Cleveland County	Craven County
Cumberland County	Davie County	Edgecombe County	Forsythe FD	Franklin County	Gaston County
Guilford Metro	Havelock PD	Henderson County	Hoke County	Iredell County	Jackson County
Kings Mountain PD	Lincoln County	Madison County	Martin County	McDowell County	Mitchell County
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	Surry County	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 01/14/2021					
Durham SO	Forsythe SO	Hendersonville PD	Kernersville PD	Mooresville PD	Mt. Airy PD Elkin PD
Statesville PD					

Next Up Migrations: January-February

Cabarrus County	Kannapolis PD (sec)	Concord PD (sec)	Columbus County	Davidson County	Eastern Band Cherokee Indians

Stokes County	Warren County		Apex PD (not funded)		

Deployment Service Types

Hosted Viper	32
Hosted Vesta	21
ESInet Only	11
Total	64

Readiness Status	Active Project	Network Design Review	On Hold	PSAP Live on ESInet
Total	58	4	2	64

Note: all PSAPs now engaged with projects. Halfway point of live sites vs. projects

Deployment Type	Totals
ESInet Only	23
Hosted Viper	50
Hosted Vesta	55
Grand Total	128
CenturyLink Sites	45
AT&T Sites	35
Frontier Sites	12
A911	34
Other	2

2021 Estimated Cutover Forecast
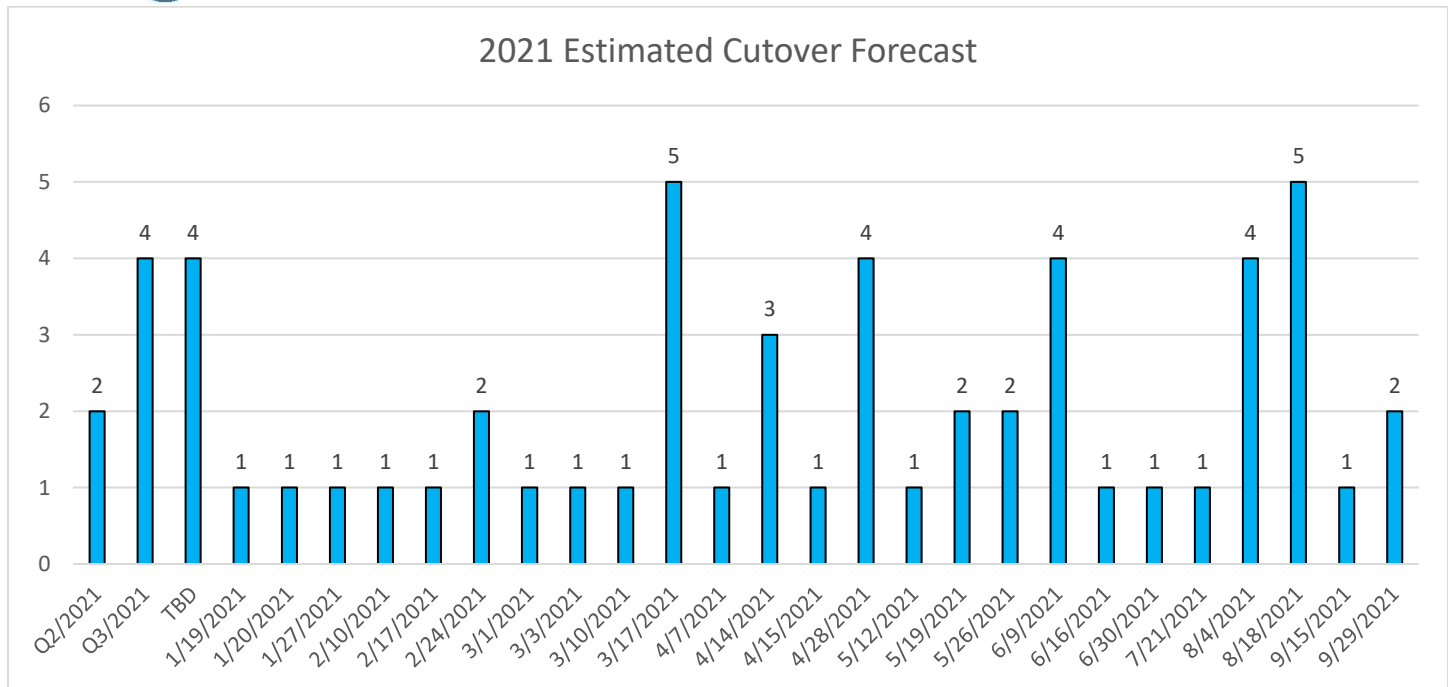
Striving for 99% project completion by 12/30/2021 considering the potential for continued COVID impacts to scheduling and implementation resources. Working to adapt by anchoring above dates to secure vendor resources and then slotting PSAPs in dates as the ongoing COVID-19 environment evolves.

Additional project notes:

- COVID protocols for on-prem vendor resources to segment personnel from cross utilization at multiple PSAPs during mandated 14-day quarantine windows.

- NC based military bases working to secure funding/resources for on-base call taking platforms. Ft. Bragg and Seymour Johnson have CPE contracts. Camp Lejeune TBD.

- Some PSAP schedules impacted by moves to new buildings where COVID delays pushed out conversions to within 30-60 days of new building occupancy. Therefore, implementations were delayed to accommodate the moves. [Currituck, High Point, Greene in 1st qtr. 2021: Chatham 1st qtr. 2022]

- NC NG911 Deployment Map .

GIS Update

NC Next Generation 911 GIS Services webpage

- Alleghany County and Cherokee County jurisdictions GIS data past due. Working to complete but the jurisdictions have missed the required 60-day advance certification prior to Operational Readiness Testing.

- Sixty-one counties with production i3 ready GIS data or live as i3.

- Thirty-four (34) PSAP jurisdictions are live as i3.

- Now down to twelve (8) counties that have made little or no GIS i3 progress.

- Draft of the GIS Governance Model document is now under review. The Governance model provides guidance on the maintenance of the i3 data sets along with roles and responsibilities at the State and local levels. Copies of the draft can be furnished upon request.

NMAC

- New hire of Tier 1 staff technician and release of Tier 1 staff member keeps headcount at EoY 2020 level. Will add more staff in 1st qtr. 2021 to support the growing population of live sites.

- Staff and Management exploring additional processes to enhance communication on ticket resolution efforts. Seeking to utilize additional CRM capabilities to automate update functions.

- Adding NMAC as resource point for GIS support by centralizing post ESInet i3 requests for ALI data with the NMAC. Allows ticketing of requests to build analytics on the level of activity and to provide operational consistency.

- Major impact to NMAC with the recent Solar Winds data breach. Application has been taken completely offline. Scans showed proof of the suspected virus on 12/14/20. The SW version containing the virus was the initial application and database that was installed in the initial load. Loss of the app will not have a major impact on the ability to process tickets however we do lose ability to see network errors and anomalies.

Cyber Security

Project status

	Number of PSAPs
Actively Engaged - Kickoff Meeting/ Campaign Questionnaires Distributed	73[1]
Final Reports	36[2]
Draft Reports	15
Assessments in Progress	15
Assessments on Hold	15[3]
Campaign Questionnaires – Waiting on PSAP's Response	3[4]
*Campaign Questionnaires -Past Due	3
Remaining PSAPs to Engage	54

---

[1] Distributed Campaign 1 Questionnaires to 70. For three PSAPs Charlotte Fire, Medic and Police Department we have not issued questionnaires because we are coordinating plans on how to approach the assessment.

[2] Brevard PD was absorbed by Transylvania.

[3] Draft Reports were issued to 9 of 15 PSAPs on hold.

[4] Scheduled site visit with Alleghany to conduct policies and procedures review. PSAP POC is having difficulty with the Qualys Questionnaire and does not have encryption capabilities.

By Size	Total	Engaged	Remaining PSAPs to Engage	Draft Reports Issued	Final Reports Issued	Final Report Remaining
Blue/Large	7	7	-	-	3	4
Green/Medium	39	26	13	6	14	25
Orange/Small	81	40	41	9	19	62
Totals	**127**	**73**	**54**	**15**	**36**	**91**

- Project extension 100% likely to June 30, 2021 due to COVID delays and workarounds.

- ***Committee approval of the proposal is required as the extension requires additional funding***

- Discussion on certain vendor reluctance to allow scans has hampered progress. Has been discussed with staff and legal. Main issues:
    - Motorola has not allowed scans.
    - Motorola has not been able to produce evidence of scans that they have performed.
    - Applies mainly to ESInet only sites.

- Summary of high-level preliminary findings

SIP Admin Lines Update

- Transport circuit orders are complete.

- Expect to have all infrastructure deployed and ready port test PSAP numbers by late February 2021.

- AT&T has worked up a streamlined number port process leveraging process now being used by DIT Enterprise Voice services for number porting. Will review all SIP Admin line processes in the February Technology Committee meeting.

2021 Goals Discussion

Continuity Planning Seminars

- December seminars were well attended and both Continuity Planning sessions had many good questions from the audience.

- Takeaways from the seminars:

    - General lack of understanding of the difference between Abandonment and Alternate routing as well as how many potential routes are available.

    - GIS driven policy routing for alternate routes was also new for many of the participants.

- o Radio communications sessions were able to build on the abandoned and alternate routing discussions.

- Background document for Continuity Planning is complete. Full length version is attached

2021 Goals

Technology Committee	
• Continuity Planning – Enhanced PSAP service continuity by developing specific PSAP plans based on the technology enhancement offered by the NG911 service platform	12/30/2021
• 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
• Cyber security – Develop framework for minimum requirements for connection to ESInet based on cybersecurity assessment findings and review.	9/30/2020
• GIS – Exploration of ongoing ALI database maintenance via automated applications.	9/30/2020
• Hosted CAD – Assemble workgroup or ad hoc sub-committee to being analysis/exploration of a hosted CAD offering to PSAPs, establishing realistic goals and timeline for the first year of this effort. Perform SWOT analysis.	9/30/2020