



## *Technology Committee*

### **AGENDA**

**Thursday June 11, 2020**


**10:00 AM to 12:00 PM**

**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. Approval of Minutes <b>(Vote Required)</b>	
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. Continuity Planning:	All
7. Adjourn	Pokey Harris

**Next Meeting: Thursday July 9, 2020 @10:00 AM**



	<p><b>North Carolina 911 Board</b>  <b>Technology Committee Meeting</b>  <b>MINUTES</b>  <b>Thursday, May 14, 2020</b>  <b>10:00-12:00</b>  <b>Meeting Conducted by Use of Simultaneous Communication</b></p>
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	Phone	In-Person	Absent
Rachel Bello	X (late)		
Randy Cress	X		
Bo Ferguson	X		
Red Grasso	X		
Greg Hauser	X (late)		
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		
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 shared opening comments, thanking the members for their continued dedication to the Committee. She provided a brief update about COVID-19 response advising that Regional Coordinators continue regular outreach with the PSAPs. COVID-19 impact to telecommunicators continues to remain less than 1%. PSAP managers remain vigilant with precautionary measures. Ms. Harris also advised of modifications to General Statute regarding virtual meetings. SL 2020-3, Section 4.31 adds provisions that include all votes by roll call, members identifying themselves when making motions or actions, chat session text being retained, and members being considered present only during the time they have simultaneous communications.
4. **April 7, 2020 Meeting Minutes Approval** – Motion by Bo Ferguson, Seconded by Randy Cress. Approved unanimously by roll call vote.

	YES	NO	Absent
Rachel Bello			Not Present for Vote
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. **ESInet/GIS Implementation Update** -- Gerry Means provided updates on implementation schedules, PSAP readiness status, and GIS project status. Mr. Means advised a few PSAPs have changed their planned implementation from ESInet only to hosted solution. GeoComm database will be the authority for call routing. Mr. Means advised SolarWinds is connected and moving into analytics and response metrics phase.
6. **Cyber Security Update** – Mr. Means advised there has been good response from End to End Computing. Messaging materials for the assessment have been created and waiting on DIT Communications approval prior to releasing. ESInet only PSAPs will be the first group starting with sites that are currently migrated. Randy Cress advised he was very pleased with End to End Computing. He advised they have been very responsive and have had multiple team members involved. Mr. Means advised the next group to being assessment is scheduled for ESInet only migration in 2020, followed by hosted ESInet sites. Mr. Means advised the analysis tools used by End to End Computing have been vetted.
7. **Mobile ESInet** – Mr. Means provided the Technology Committee Ad Hoc update. Ellis Frasier with High Point 911 and Jimmie Turbeville from Johnston County Communication Center have been added to the ad hoc for PSAP representation. Mr. Means denoted funding and security aspects needs to be investigated. Earl Struble advised it is important to explore redundancy. He also advised there were good legal questions such as FCC reporting. Mr. Struble also advised the procurement process should allow for all carriers to be able to be engaged. Pokey Harris advised John Moore brought up regulatory



matters. Ms. Harris advised during COVID19, Alexandria, VA allowed for call takers to answer from home. Ms. Harris stressed the North Carolina is not anywhere close to that capability and does not want the work of the ad hoc committee to be focused on all aspects of backup/continuity planning.

- 8. **2020 Goals Updates** – Mr. Means said there were delays due to COVID-19 and advised completion dates of the goals would need to be changed. He advised it has impacted the ability to migrate 60 PSAPs. The last migration was in February. Beginning with Mitchell County in May, and if the project can stay on schedule, 45 migrations could be completed this year. Jude O’Sullivan advised the current goals were unrealistic and in doubt. Committee Chairman Jeff Shipp advised 40 migrations would be phenomenal and we would have to see how it goes starting back up. Mr. Means publicly thanked AT&T for working with the 911 Board on scheduling and denoted that AT&T is under travel constraints as well. Ms. Harris advised the two day PSAP workshop was set to discuss backup planning, and unfortunately has been cancelled due to COVID-19 and ongoing scheduling implications. She advised we may want to look at a group to address backup models as we may not be able to get a large group together. She advised Regional Coordinators can look for potential members.

**9. Adjourn – 11:04**

**Vote Required**

**ESINet Update**

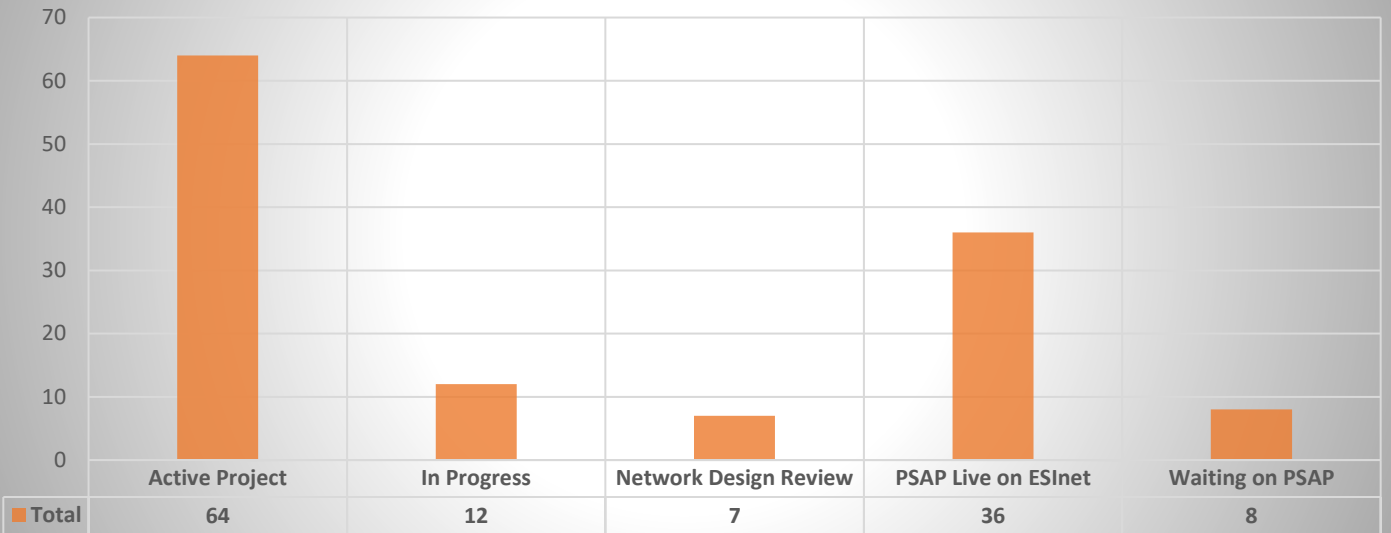
*In-Flight sites*

Primary PSAPs operational as of 5/31/2020

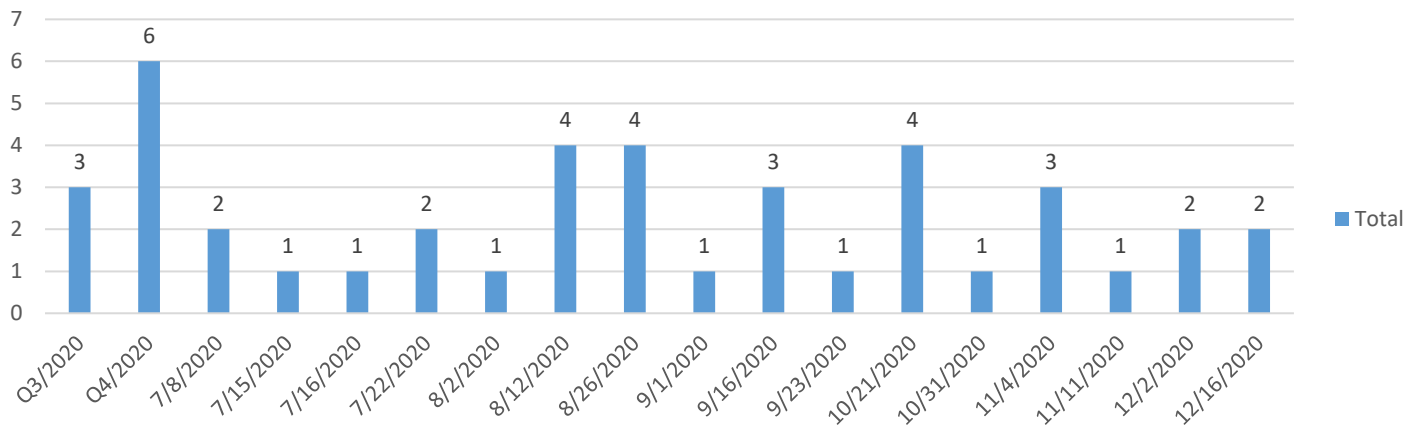
Cary PD	City of Durham	City of Lumberton	City of New Bern	Cleveland County	Craven County
Cumberland County	Edgecombe County	Forsythe FD	Gaston County	Guilford Metro	Havelock PD
Iredell County	Kings Mountain PD	Lincoln County	Madison County	Martin County	Mitchell County
Nash County	Onslow County	Pitt County	Polk County	Richmond County	Rockingham County
Rutherford County	Sampson County	Scotland County	Shelby PD	Tarboro PD	Vance County Henderson
Wake County Raleigh	Wayne County	Wilson County	Winston-Salem PD	Yancey County	
<b>Secondary PSAPs Operational as of 5/31/2020</b>					
Durham SO	Forsythe SO	Mooresville PD	Statesville PD		



### Approved PSAP Readiness Status



### 2020 Estimated Cutover Forecast



Deployment Type	Totals
ESInet Only	27
Hosted Viper	51
Hosted Vesta	48
TBD	1
<b>Grand Total</b>	<b>127</b>

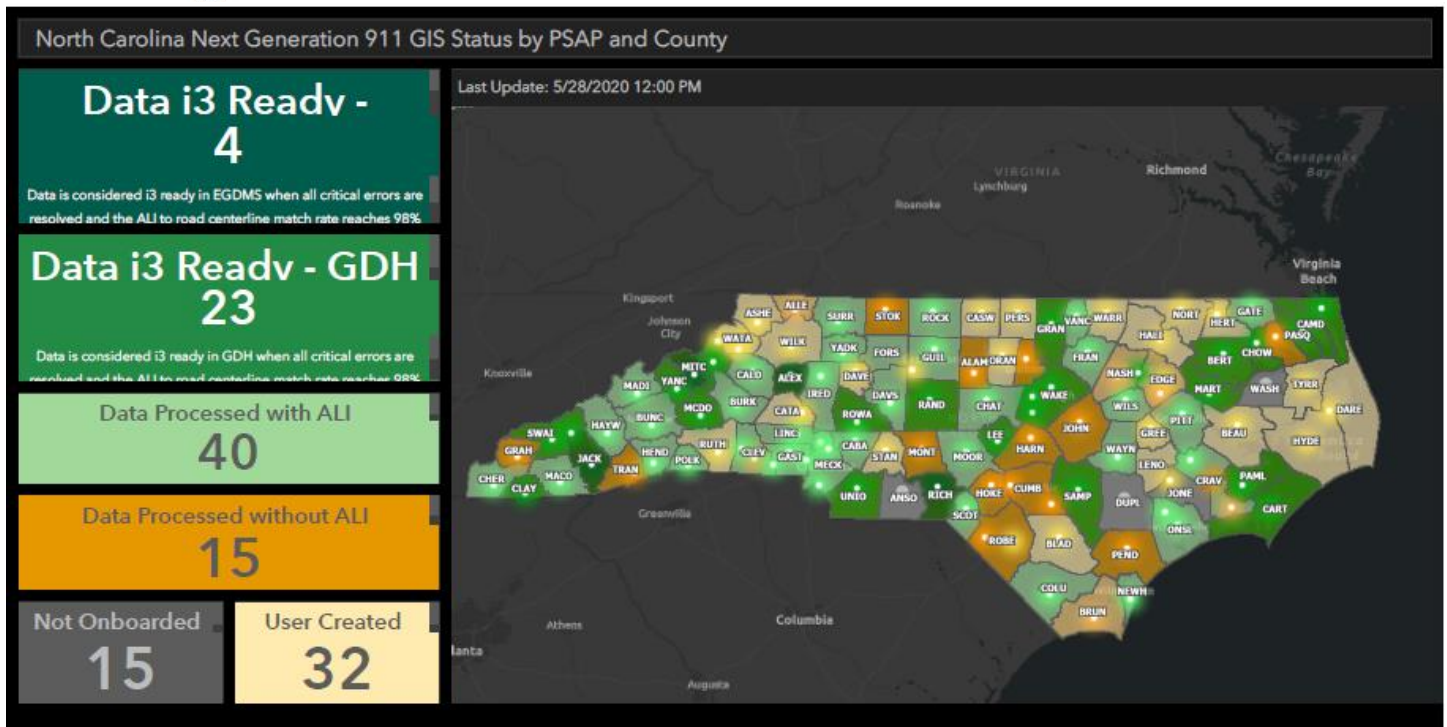


<b>CenturyLink Sites</b>	<b>45</b>
<b>AT&amp;T Sites</b>	<b>35</b>
<b>Frontier Sites</b>	<b>12</b>
<b>A911</b>	<b>33</b>
<b>Other</b>	<b>2</b>

- Active projects: As of Monday June 5<sup>th</sup>, 67 active PSAP migration projects and 6 active SHP projects are in flight. Forty-one (42) are scheduled for 2020 completion
- [NC NG911 Deployment Map](#) .

## **GIS Update**

- Virtual meetings only for regional and county specific outreach sessions
- GIS work is active during the project delay as emphasis is being placed on having GIS data fully compliant in AT&T EGDMS 45 days before migration operational readiness testing begins



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

- Above link provides access to full range of GIS support tools and project tracking

## NMAC

### *Fully operational*

- Solarwinds is operational
- Final stages of moving C. Carlin from contract to permanent status
- Participation level with legacy 911 outages on behalf of the PSAPs is improving

## Cyber Security

### *Project status*

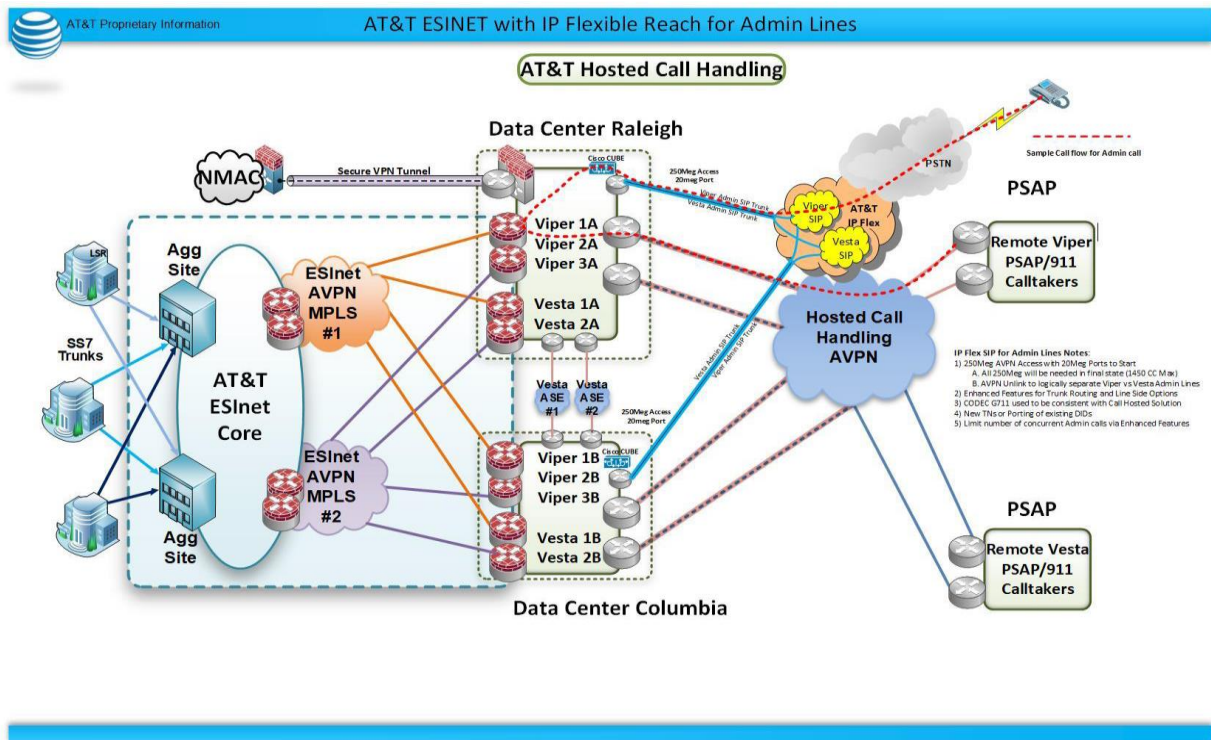
- Introduction to first group of PSAPs to begin assessment on 5/27 and 5/28
- Plans are in place to start contacting the next group of ESINet only sites
- Completed Rules of Engagement agreement between the 911 Board, EEC, and AT&T
- Plan is to complete 15 PSAP assessments a month once we hit full stride.
- Excellent messaging materials work to support the project



- Full participation on the NG911 weekly project calls

## SIP Admin Lines Update

- Delivers admin calls via the ESINet
- Requires number porting to AT&T regardless of local LEC
- 911 Board is the “customer”-working on sub-accounts plan for PSAPs
- PSAP to PSAP is on-net and Calls follow user groups i.e. as BOE
- Access circuit costs and SBC billed to Board-Analyzing cost offsets vs gateways and POTs
- Currently utilizing an estimated 1400 POTs circuits
- Design drawing



## Continuity Planning Update

- First meeting of ad-hoc team on May 5<sup>th</sup>
- Strategic focused is being changed to address use of ESINet and ‘Mobile ESINet’ as a framework for developing NG911 focused continuity and disaster and/or backup planning
- 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?
- Refocus to incorporate objectives from the planned April meeting
  - Scope of continuity planning is incorporate multiple strategies to enable service continuity as a seamless operational capability
  - Discussion on scope boundaries for the new approach
  - Discussion on resources from the committee ad-hoc group, and/or others
  - Document revised objectives
  - Other topics?



## 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