Topic	Presenter
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. 2021 Goal Planning	Gerry/Pokey
6. Continuity Planning	All
7. Adjourn	Pokey Harris

Next Meeting: Next Meeting: January 2021

North Carolina 911 Board
Technology Committee Meeting
MINUTES
Thursday, October 8, 2020
10:00-12:00
Meeting Conducted by Use of Simultaneous Communication

	Phone	In-Person	Absent
COMMITTEE MEMBER			
Rachel Bello	X		
Randy Cress	X		
Bo Ferguson (left at 11:30)	X		
Red Grasso	X		
Greg Hauser	X		
Glenn Knox	X		
John Moore	X		
Jude O'Sullivan	X		
Jeff Shipp	X		
Earl Struble	X		
STAFF	X		
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		
Angie Turbeville	X		
GUESTS			
Del Hall			

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. **August 13, 2020 Meeting Minutes Approval –** Motion by Rachel Bello, seconded by Red Grasso. Approved unanimously by roll call 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		

4. **Executive Director Opening Remarks –** Pokey Harris gave opening remarks. Fifty-three PSAPs are migrated to ESInet with goal of adding additional twenty by end of year. GIS project and cyber security assessments are moving forward. 911 Board Staff will continue teleworking through the end of the year. Five PSAPs are in the SIP admin line beta testing.

5. **ESInet/GIS Implementation Update --** Gerry Means provided NG911 project status updates. Mr. Means advised great progress was being made despite COVID-19. Franklin County is the next scheduled migration. Two PSAPs have pivoted from ESInet only solution to hosted solution. Mr. Means also advised all PSAPs are engaged in a project. There are delays due to Motorola scheduling, PSAP construction, and COVID. Mr. Means advised the team has been working with military partners and pricing has been provided to Camp Lejeune and similar conversations have taken place with Ft. Bragg. Mr. Means advised the Chowan/Perquimans outage was addressed by Motorola and was caused by a software design flaw. Operational controls are now in place and senior leadership at Motorola is engaged.

6. **GIS Update –** Mr. Means advised twenty PSAPs are live with i3 and twenty-eight are i3 ready. Ms. Harris advised she and Richard Bradford have been speaking to command staff at Camp Lejeune for GIS Data.

7. **NMAC–** Mr. Means advised steps are being taken to add more staff as migration numbers increase. The plan is 10-12 staff total. NMAC continues to monitor for outages. SolarWinds allows for NMAC staff to be proactive. He advised the NMAC will be the point of contact for ALI extract requests.

8. **Cyber Security –** Mr. Means advised 49 PSAPs are engaged for assessments with 78 remaining to engage. Phase 3 (physical) assessments have started. Esteve Mede is scheduled to present at next Board Meeting. Gerry noted there was an error that occurred with Bladen and Pender County report generation. Both PSAPs were notified and corrective action was taken by End to End.

9. **SIP Admin Line –** Mr. Means advised the AT&T build out underway. Mr. Means advised they are working on simplifying the number porting process. Mr. Means advised additional PSAPs are showing interest in SIP admin line.

10. **Continuity Planning –** Ms. Harris advised the backup planning/continuity planning event that was scheduled for April 2020 will now take place virtually December 2020. The goal is to give overview of ESInet for continuity planning and give PSAP managers information so they can craft their plan. Topics will include radio options and legal considerations.

11. **Goals –** Ms. Harris advised committee chairs and assigned staff are working to identify goals to review during the December work session. Mr. Means provided technology goal ideas of cyber security policy, hosted CAD analysis, and completion of PSAP migrations as goals. Chairman Shipp advised cyber security needs to be ongoing and should presented to the Board for funding. Mr. Means advised support options need to go along with assessments. Mr. Means advised hosted CAD exploration could begin with framework as a goal. Chairman Shipp advised hosted CAD is a top priority once ESInet migrations are completed. Red Grasso advised research needs to be done. For example, how does hosted CAD meet NFPA standards. Ms. Harris advised all committees will need to be involved and this is a horizonal goal. Randy Cress advised timing is important. Ms. Harris agreed that timing is important. Chairman Shipp asked how to stay measurable and specific for cyber security and hosted CAD. Mr. Means advised timelines need to be established. Ms. Harris advised a work group/ad hoc should be formed. She advised realistic goals and 3-4 priority items should be addressed with analysis. Mr. Means advised he will provide rough framework at next Technology Committee meeting. Mr. Means advised for the cyber security goal is development framework for a security policy. Gerry advised one vendor is not allowing vulnerability scans and not providing proof scans are being done.

12. **Adjourn –** 11:50 am

VOTE REQUIRED

ESINet Update
In-Production sites

Primary PSAPs operational as of 11/6/2020

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	Edgecombe County	Forsythe FD	Franklin County	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	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 11/6/2020					
Durham SO	Forsythe SO	Kernersville PD	Mooresville PD	Statesville PD	Mt. Airy/Elkin

COVID Delayed Migrations : November

Cabarrus County	Kannapolis PD	Concord PD	Clay County	Davie County	Eastern Band Cherokee Indians
Stokes County					

Next Up Migrations : November and December

Hoke County (N)	Granville County (N)	Gates County (D)	Henderson County (D)	Hendersonville PD (D)	Montgomery County (D)
Moore County (D)					

Deployment Service Types

Hosted Viper	29
Hosted Vesta	20
ESInet Only	9
Total	58

Approved PSAP Readiness Status

Readiness Status	Active Project	Network Design Review	On Hold	PSAP Live on ESInet	Waiting on PSAP
Total	64	3	2	58	1
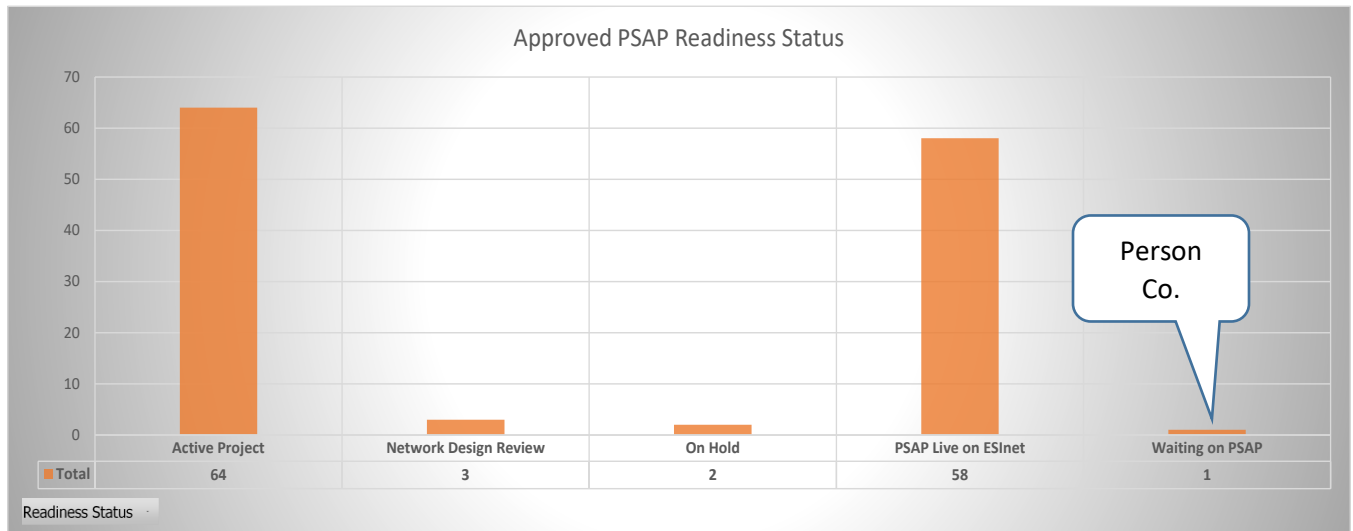
Schedule delay for COVID exposure occurred as of October 30, 2020. PSAPs scheduled for the first two weeks of November have moved to 2021 Total projected sites in production by EoY is 65 against a goal of 80.

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

Due to limited availability of vendor resources, PSAPs rescheduled this month will likely move to late 1st qtr. 2021 at best. Unlikely that 99% project completion by 9/30/2021 is achievable with continued COVID impacts to scheduling and implementation processes.

- Extensive planning underway to create new COVID protocols for on-prem vendor resources to segment personnel from cross utilization at multiple PSAPs during mandated quarantine windows.

- NC based military bases now working through pricing and funding requirements for migration to the ESInet. Quotes have been provided to Camp Lejeune. Quotes in progress with Ft. Bragg. Held an initial intro call with Seymour Johnson AFB on October 23rd.

- [NC NG911 Deployment Map](#) .

GIS Update

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

- No jurisdictions with GIS data past due. Northeast NC quadrant PSAPs are again the i3 superstars this month with eight adjacent counties all with production i3 ready GIS data or live as i3. Second place goes to the South-central sector with seven counties with production i3 ready GIS data or live as i3.

- Twenty-five (25) PSAP jurisdictions are live as i3. Steady progress. Twenty-eight (28) more are i3 ready

- Now down to twelve (12) counties that have made little or no GIS i3 progress

Bertie Co.
Burke Co.
Carteret Co.
Chowan Co.
City of Jacksonville
City of Rocky Mount
Elkin PD – Secondary – Surry Co.
Franklin Co.
Jackson Co.
Kernersville PD – Secondary – Forsyth Co.
McDowell Co.
Mitchell Co.
Mt. Airy PD – Secondary – Surry Co.
New Hanover Co.
Pasquotank Co
Perquimans Co.
Randolph Co.
Richmond Co.
Rowan Co.
Sampson Co.
Surry Co.
Swain Co.
Transylvania Co.
Union Co.
Wake Co.

NMAC

- Initial screening interviews conducted to expand Tier 1 staff technicians' headcount by EoY 2020 to support the growing population of live sites by EoY 2020.

- 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.

Cyber Security

Project status

	Number of PSAPs
Actively Engaged - Kickoff Meeting	**49**
Campaign Questionnaires Distributed	48[1]
Draft Reports	7
Final Reports	18
Assessments in Progress	17
Assessments on Hold	12[2]
Campaign Questionnaires -Past Due	2
Remaining PSAPs to Engage	**78**

- **Assessment Phases**
  - **Vulnerability Scans**
    - 37 Completed
    - 2 In progress
    - 1 Coordinating scanner installs
    - 6 On Hold
  - **Policies and Procedures**
    - 32 Completed
    - 9 In progress
    - 4 On Hold
    - 2 Pending review
  - **Physical Assessment (Started mid-October)**
    - 32 Completed
    - 4 Scheduled
    - 11 On hold

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[1] Gaston's questionnaire was not issued, because the PSAP requested to be put on hold until 11/20.
[2] 7 of 12 Draft Reports issued to PSAPs.

SIP Admin Lines Update

- AT&T contract renewal with DIT will result in lower service costs over the proposed costs approved by the Board.

- Transport circuit orders are due to complete by the EOY.

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

- Additional PSAPs showing interest

2021 Goals Discussion

Continuity Planning

- Dates set for intro seminars with PSAP community in December

- Background document for Continuity Planning is complete. Summary document is attached

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

Adjourn