



**North Carolina 911 Board  
Technology Committee Meeting  
Thursday October 8, 2020  
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. 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: Thursday, November 12, 2020 @10:00 AM



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

**Thursday, August 13, 2020  
10:00-12:00**

**Meeting Conducted by Use of Simultaneous Communication**

**Phone In-Person Absent**

	Phone	In-Person	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
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		
Saman Gharib			X
Chris Carlin	X		
Rick Blumer			X
Jesus Lopez	X		

**Guests**

AT&T – Josh Briggs, Pat Thetford, John Matusek, Jean-Claude Rizk  
City of Jacksonville – Chief Mike Yaniero, Chad Hsu  
City of New Bern – Tony Gatlin  
Motorola – Ed Becker, Ken Rey, Graeme Hunter, Jeff Holshouser

- 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 announced the retirement of 911 Board Staff member Ronnie Cashwell. Ronnie will retire at the end of August. Ms. Harris thanked Ronnie for his service and technical expertise. Ms. Harris also advised there was an issue with call handling the week of 8/10/2020. She advised representatives from Motorola, Intrado, and AT&T have been invited to today’s Technology Committee meeting to provide an overview of the incident.
4. **June 11, 2020 Meeting Minutes Approval** – Motion by Greg Hauser, seconded by Rachel Bello. Approved unanimously by roll call vote.

	YES	NO	Absent
Rachel Bello	X		
Randy Cress	X		
Bo Ferguson			X
Red Grasso		Abstain – Did not review minutes prior to meeting.	
Greg Hauser	X		
Glenn Knox	X		
John Moore	X		
Jude O’Sullivan	X		
Jeff Shipp	X		
Earl Struble			X

5. **Jacksonville PD ESInet Migration** – Gerry Means advised the Jacksonville PD migration started at 0900 on 08/12/2020. He noted that migrations typically take 4 hours to complete. During the migration, an issue was identified regarding abandoned calls not being seen and the ANI/ALI information was missing from the abandoned calls. The issue was escalated to highest levels of AT&T, Motorola, and Intrado on the evening of 8/12/2020. A troubleshooting team reconvened at 05:30 8/13/2020. It was determined that a reboot of the server was required. The server reboot resolved the problem and abandoned calls presented as designed. Ms. Harris thanked the partners from AT&T, Motorola, and Intrado and advised a root cause analysis (RCA) is expected in the next two weeks. Pat Thetford with AT&T spoke to the great partnership with the State of North Carolina and Motorola. Ed Becker with Motorola advised Motorola is committed to a long-term relationship and pledged long term support. Chief Mike Yaniero with Jacksonville PD thanked AT&T, Motorola, 911 Board Staff. Chief Yaniero noted he appreciated the escalation and looked forward to an RCA. Josh Briggs with AT&T stated Jacksonville PD passed rigorous operational readiness testing (ORT), all pre migration and post migration tests passed. Mr. Briggs stated McDowell County is also i3 and did not experience the same issues as Jacksonville did. Mr. Briggs noted there is a plan in place to continue troubleshooting. Ms. Harris stated North Carolina is doing something that no one else in the country has done and it is possible that issues will come up. She stated she is pleased with the response from partners.
6. **ESInet/GIS Implementation Update** -- Gerry Means provided NG911 project status updates. Mr. Means advised 46 PSAPs are on the ESInet. The Chowan County migration scheduled for 8/13/2020



was delayed because of potential issues related to those with the Jacksonville PD migration. Progress has been made with military partners including contacts made with Seymour Johnson AFB.

7. **GIS Update** – Mr. Means advised every county is engaged in the GIS effort. Twenty-three are EGDMS production ready. Gerry thanked partners at NCCGIA and GeoComm for their efforts. Mr. Means advised meetings were held with Georgia and Tennessee to align state borders. Ms. Harris thanked the Regional Coordinators for conducting regional coordination, regional meetings, and one on one meetings with the PSAPs.
8. **NMAC**– Mr. Means advised SolarWinds is proving its value and has allowed NMAC staff to be proactive in identifying network and circuit issues. The NMAC has also provided support with 911 legacy services disruptions and operational issues.
9. **Cyber Security** – Mr. Means advised 40 PSAPs are engaged for assessments. Four assessments have been completed. Mr. Means advised when 1/3 of assessments are complete, and preliminary reports will be provided. John Moore asked if there was a long-term plan for assessments. Ms. Harris advised it needs to be added in the strategic planning and funding. Mr. Means stated he hopes for well defined standards and to make it sustainable.
10. **SIP Admin Line** – Mr. Means advised five PSAPs have committed to testing. He is working to complete package to deliver to Technology Committee.
11. **Frontier Update** – Ms. Harris advised conversations were held with Frontier Communications regarding lack of planning for operational matters. Ms. Harris advised six weeks ago 911 Board staff, with little lead time, was notified of a Frontier maintenance outage that would impact 911 call delivery to Mitchell and Yancey Counties. A meeting was called and attended by 911 Board staff, Mitchell and Yancey counties, and Frontier management. Request was made to put off maintenance due to failed testing in previous nights. During the week of 8/10/2020 Frontier conducted maintenance that impacted PSAPs in the Western region. Greg Hauser advised Secretary Hooks has been briefed as well as CISA, NC 24 Watch Center, FCC, and DHS Critical Infrastructure was notified. Mr. Bradford advised the local jurisdiction could notify the Utilities Commission. Ms. Harris advised it was prudent to track and update the State CIO and Secretary Hooks. Josh Briggs noted that lack of diversity will still cause problems with PSAPs. Ms. Harris advised she spoke with senior leadership of the local jurisdictions and advised a path forward may include making their concerns known to the Utilities Commission.
12. **Ad hoc** – Mr. Means advised the Technology Committee ad hoc group that will be discussing continuity planning has not moved forward due to the altered migration schedule resulting from the COVID-19 suspension. He advised a rough framework has been completed.
13. **Adjourn** – 11:53 am

**VOTE REQUIRED**



**ESINet Update**  
*In-Production sites*

Primary PSAPs operational as of 10/2/2020

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	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	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 10/2/2020

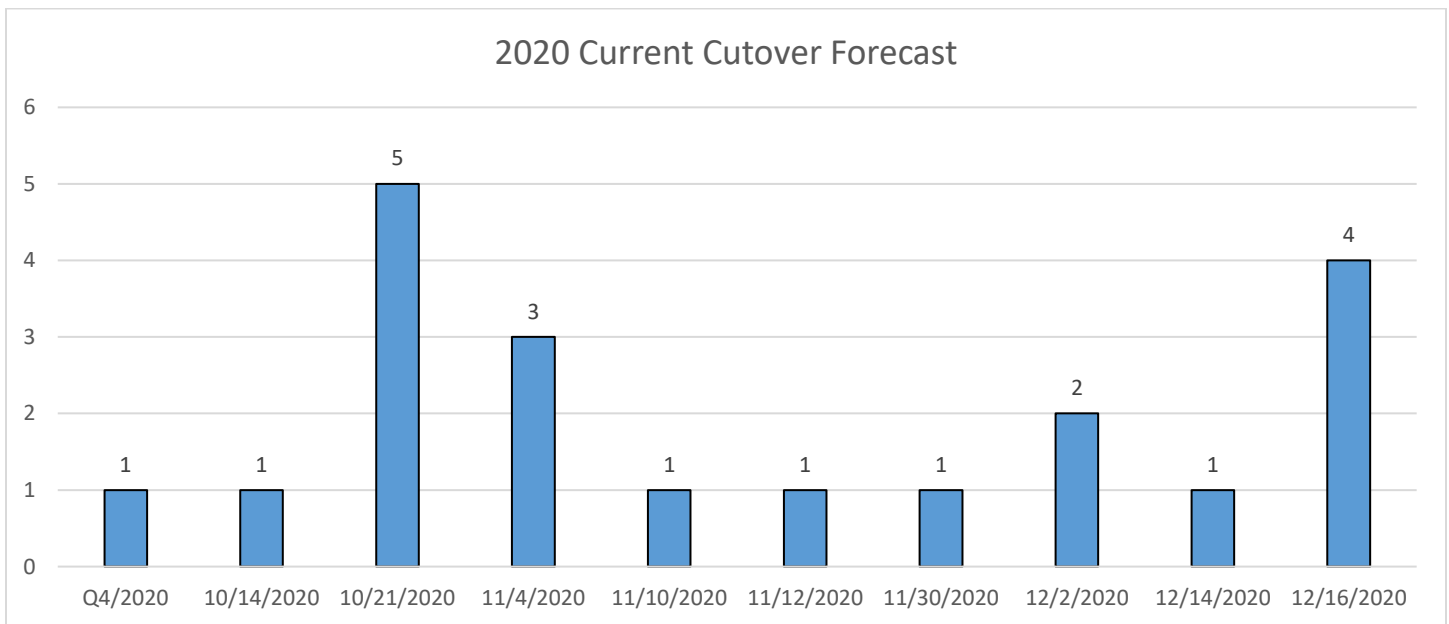
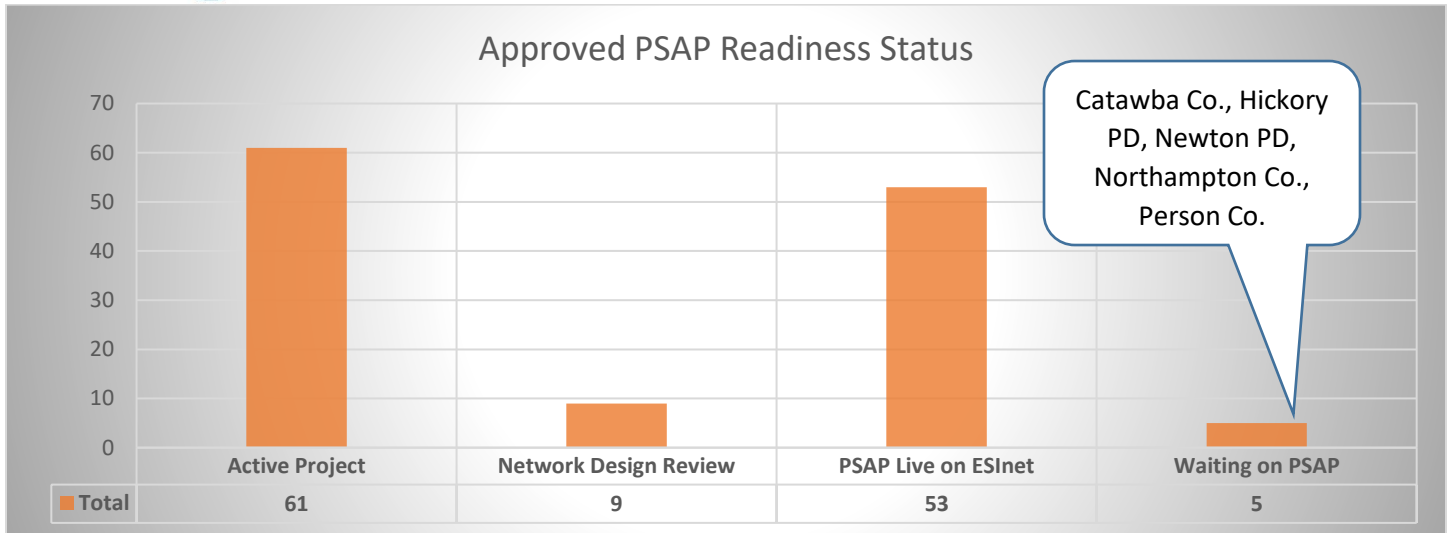
Durham SO	Forsythe SO	Kernersville PD	Mooresville PD	Statesville PD	
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*Next Up Migrations :October*

Franklin County	Surry County	Elkin PD/Surry	Mt. Airy PD/Surry	Transylvania County	Brevard PD/Transylvania
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Deployment Service Types

Hosted Viper	28
Hosted Vesta	16
ESInet Only	9
<b>Total</b>	<b>53</b>

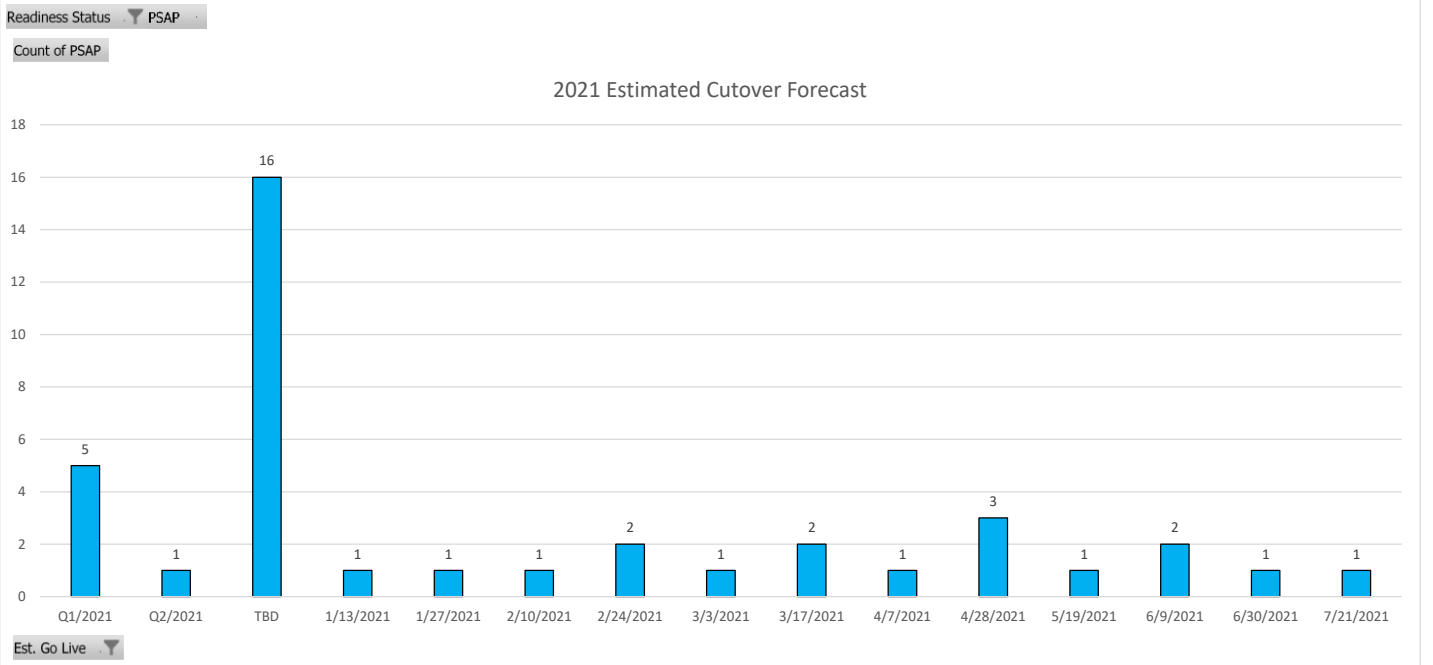


Schedule has experienced some slippage as delays have occurred for scheduling with ESInet only sites due to availability of CPE vendor support and building construction delays. Total projected sites in production by EoY is 73 against a goal of 80.

Deployment Type	Totals
ESInet Only	26
Hosted Viper	51
Hosted Vesta	50
<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>34</b>
<b>Other</b>	<b>2</b>



Sixteen PSAPs need to schedule plus the five PSAPs that have not initiated a project to get to 100%. Likely that 99% project completion by 9/30/2021 is doable assuming no catastrophic events and/or additional PSAP delays.

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

- NC based military bases now working through pricing and funding requirements for migration to the ESInet. Still awaiting kickoff call with Seymour Johnson AFB.
- Picking up PSAPs migrated in 2019 for i3 conversion. Sampson County was the latest to convert to i3. Now working to combine RFAI to i3 conversion and i3 migrations for multiple PSAPs in the same county. First one up is Cumberland/Fayetteville in early 2021.
- Software flaw in Hosted Vesta that resulted in Chowan/Perquimans outage has been addressed by Motorola.



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

Bertie Co.
Burke Co.
Carteret Co.
Chowan Co.
City of Jacksonville
City of Rocky Mount
Jackson Co.
Kernersville PD - Secondary - Forsyth Co.
McDowell Co.
Mitchell Co.
New Hanover Co.
Pasquotank Co
Perquimans Co.
Randolph Co.
Richmond Co.
Rowan Co.
Sampson Co.
Swain Co.
Union Co.
Wake Co.

- Fourteen (14) counties have made little or no GIS i3 progress

## NMAC

### *Fully operational*

- Process has begun to add one additional staff technician by EoY 2020 to support the 73ESInet sites that will be operational by EoY 2020.
- Participation level with legacy 911 outages and command of the NG911 infrastructure and AT&T support systems is exceeding expectations.





- NMAC has come into play on a number of legacy PSAP outages and has played a key role in providing initial diagnostics and service coordination. Receiving good feedback.
- 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	49
Campaign Questionnaires Distributed	48*
Draft Reports Partially Completed (On Hold) <sup>[1]</sup>	15
Assessments in Progress	27
Waiting on PSAP	4
Assessments Postposed <sup>[2]</sup>	2**
Campaign 1 -Past Due	2***
Remaining PSAPs to Engage	78

\*Gaston is on hold until 11/20.

\*\* Postponed Chatham (1/21) and Gaston (11/20)

\*\*\* Richmond Co. and Statesville PD

- Common trends: Policy and procedure documentation; patching; network segmentation
- Phase three on-site physical security assessment now underway with site scheduling in progress. Process follows COVID awareness resumption agreement template used for NG911 project resumption
- Data transposition error occurred with Baden and Pender County report generation. Both PSAPs notified and corrective actions taken by End to End

## SIP Admin Lines Update

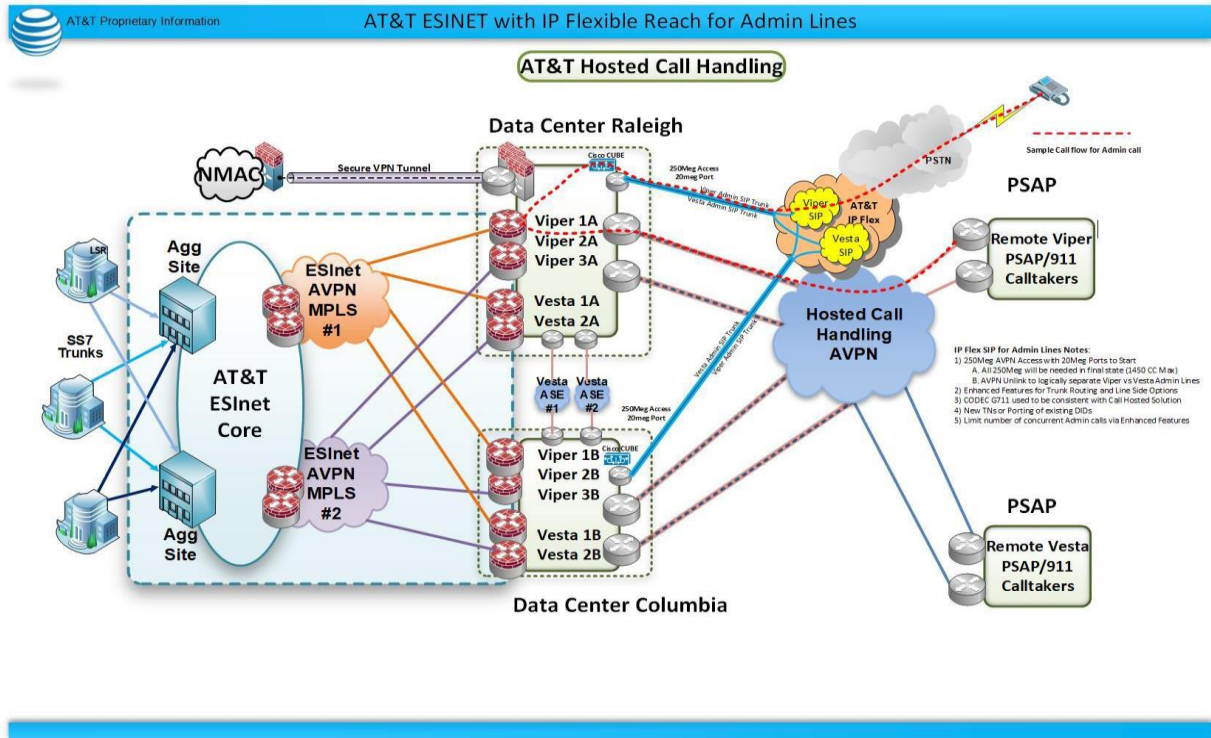
- AT&T buildout is now underway.
- Working with AT&T on a simpler number porting process
- AT&T has revised and renewed the governing DIT 725T SIP contract
  - Extends out another five years
  - Lower pricing on key services

<sup>[1]</sup> Partially Complete means the vulnerability scans and review of policies and procedures are complete.

<sup>[2]</sup> Chatham Dare and Gaston.



- Additional PSAPs showing interest



## 2021 Goals Discussion (staff suggestions below)

### Continuity 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)



## Cyber Security Policy

Hosted CAD analysis

Completion of PSAP migrations

### 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