North Carolina 911 Board
Technology Committee Meeting
Thursday June 10, 2021
10:00-12:00
Meeting Conducted by Use of Simultaneous Communication

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

    a. Implementation Update
    b. GIS project Update
    c. NMAC update
    d. Cybersecurity update **(Closed Session)**
    e. SIP Admin Lines Update

6. 2021 Goal Plans	Gerry/Pokey

    a. Update
    b. Timelines

7. Adjourn	Pokey Harris

Next Meeting: Next Meeting: July 8, 2021

North Carolina 911 Board
Technology Committee Meeting
MINUTES
Thursday, April 8, 2021
10:00-12:00
Meeting Conducted by Use of Simultaneous Communication

Attendance

	Phone/Teams	In-Person	Absent
Members			
Rachel Bello	X		
Randy Cress			X
Bo Ferguson Left at 10:58	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		
Kristen Falco	X		
Kenneth Fullwood			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			
Chad Deese – Robeson Co			
Doug Workman – Cary PD			

1. **Chair's Welcome & Goals for Today's Meeting –** Meeting was called to order at 10:00AM 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. She advised the item of costs of moving has been brought back up internally and will be brought to Technology and Funding Committees.

4. **March 11, 2021, Meeting Minutes Approval –** Motion by Bo Ferguson and seconded by Red Grasso. Minutes vote was unanimous.

Minutes Vote

Rachel Bello	NP
Randy Cress	NP
Bo Ferguson	Y
Red Grasso	Y
Greg Hauser	NP
Glenn Knox	NP
John Moore	Y
Jude O'Sullivan	NP
Jeff Shipp	Y
Earl Struble	Y

5. **Legislative Update –** Mr. Bradford advised there were no legislative updates.

6. **ESInet/GIS Implementation Update --** Gerry Means provided NG911 project status updates. He advised the project was on track for 80 PSAPs migrated by the end of April. He advised the TBD PSAPs are Motorola sites and that dates are being scheduled into November 2021. Highway Patrol had to pivot on scheduling due to a training location opportunity that opened. Mr. Means advised the Technology Committee should have a statement regarding new buildings that a broadband study for vendor diversity should be completed. Mr. Means advised there were military updates. Pokey Harris stated that most PSAPs pivoting are doing so because they understand the benefit of a hosted solution. She advised continuity planning is much different between small and large PSAPs. She advised larger PSAPs will perhaps need to share call load with several PSAPs. This shows the importance of a statewide data sharing initiative.

7. **GIS Update –** Mr. Means advised 74 PSAPs are i3 live or ready. He advised High Point is 98%+ for GIS data. Because of Motorola scheduling, it is unknown if High Point will make the scheduled May migration date. Erin Lesh with NCDOT reviewed and provided feedback on the governance policy. NCCGIA created a website showing days since last PSAP data upload that will be used for monitoring.

8. **NMAC–** Gerry Means provided the NMAC update. He stated that high level conversations with SolarWinds took place. Mr. Means advised he believes it would be safe to restart SolarWinds. He reiterated the need for this tool to help with outages. Ms. Harris stated the level of confidence with Maria Thompson's office is good and that SolarWinds will be more resilient. John Moore asked about vulnerabilities regarding DDoS attacks. Mr. Means advised the AT&T network is closed with no internet access. Port security is enabled on hosted sites, physical security measures are taken at the PSAP, and AT&T scanning is very extensive. Mr. Means advised Kenneth Fullwood who is an NMAC contract staff member is leaving. He stated interviews will take place for that position and an additional position. Stanley Meeks provided a ticket update and stated the trend was down for February and March. A meeting was held with Central Square to address parsing issues. He stated that Craig Rizk joined AT&T as a service manager and will assist with troubleshooting. Mr. Meeks advised he is working on a root cause analysis (RCA) form. Ms. Harris stated the RCA document would be shared with the PSAP manager and allow for distribution to city/county leadership, PSAP supervisors, etc. Meeks identified two significant issues in the past week. On March 31, Guilford Metro 911 calls were being routed to High Point 911 while Anson County programming was happening. On April 3, there was loss of ANI/ALI. Mr. Meeks stated he was waiting on RCA from AT&T and that it appeared to be related to a bad configuration file. Ms. Harris stated that Mr. Means and Mr. Meeks are working on a job description and that PSAPs are a potential recruitment opportunity for NMAC staff.

9. **Cyber Security –** Gerry Means advised close to 100% of PSAPs have been engaged. Seventy-nine final reports have been issued. For ESInet only sites, a specific vendor has not been forthcoming with cyber security information. Mr. Means advised network segregation and encryption are of particular concern.

10. **SIP Admin Line –** Gerry Means provided the SIP admin line project update. He advised technicians have test numbers and are testing software for transfers. Mr. Means stated Durham would be the first pilot site and a kickoff meeting was held.

11. **Technology Committee Goals –** Mr. Means advised staff is working to get a CAD data sharing kick off meeting scheduled. Ms. Harris confirmed it will be referred to as CAD data sharing and will discuss facilitation. Ms. Harris advised the language will be addressed in the 2022 Goals. Ms. Harris stated we will be moving forward with state plan vendor.

12. **Adjourn –** 11:50am

![NC DIT 911 Board logo]

Welcome to 2021…the year we get it DONE!

ESINet Update
In-Production sites

Primary PSAPs operational as of 6/4/2021

Alleghany County	Ashe County	Beaufort County	Bertie County	Burke County	Cabarrus County
Caldwell County	Carteret County	Cary PD	Cherokee County	Chowan County	City of Durham
City of Jacksonville	City of Lumberton	City of New Bern	City of Rocky Mount	Clay County	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	Graham 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	Moore 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				
Approved Secondary PSAPs Operational as of 6/4/2021					
Concord PD	Durham SO	Elkin PD	Forsythe SO	Hendersonville PD	Kannapolis PD

Kernersville PD	Moore County SO	Mooresville PD	Mt. Airy PD	Statesville PD	

Unfunded/Independent

| Apex PD	State Highway Patrol Troops ACD	State Highway Patrol Troop E			

Next Up Migrations: June

Alamance County (6/28)	Asheville PD (6/23)	Avery County (6/9)	Buncombe County (6/23)	Burlington PD (6/28)	Caswell County (6/9)
Cornelius PD (6/16	Halifax County (6/30)	Johnston County (6/10)	Pineville PD (6/16)	Washington County (6/24)	NC Highway Patrol: Troops FG (6/14) GRANT

Current status of PSAP deployments by service type

Current Deployment Service Types		End-State deployment Service Types	
Hosted Viper	**35**	**Hosted Viper**	**50**
Hosted Vesta	**32**	**Hosted Vesta**	**55**
ESINet Only	**13**	**ESINet Only**	**22**
Total	**80**		**127**

Currently at 62.3 % completion rate for total ststewide PSAP migration.
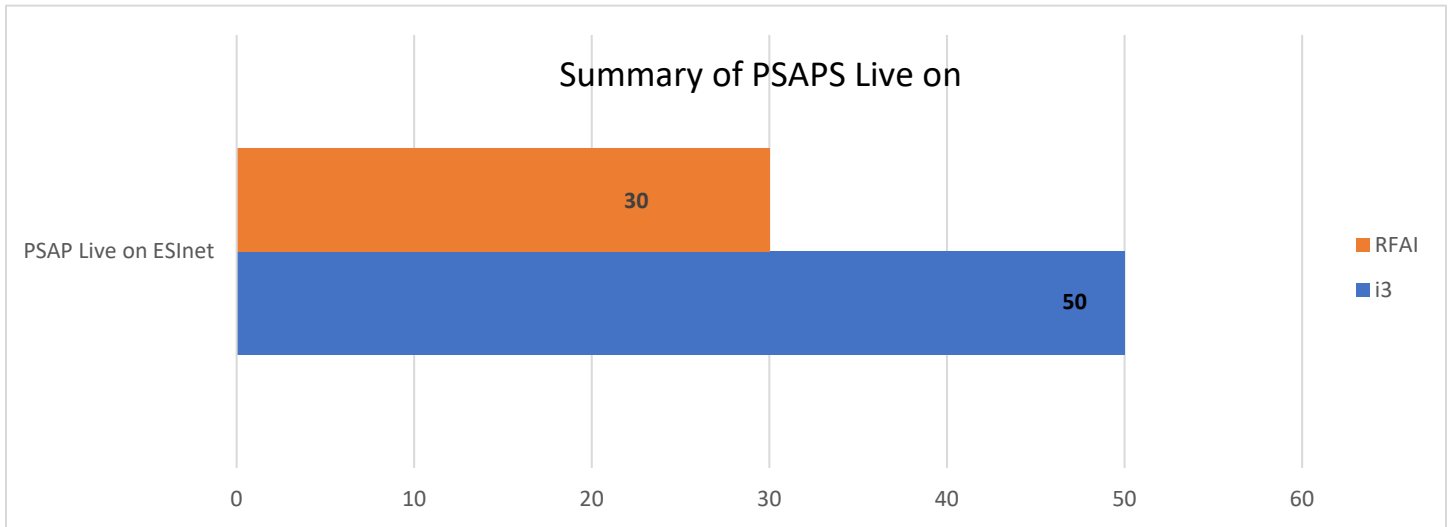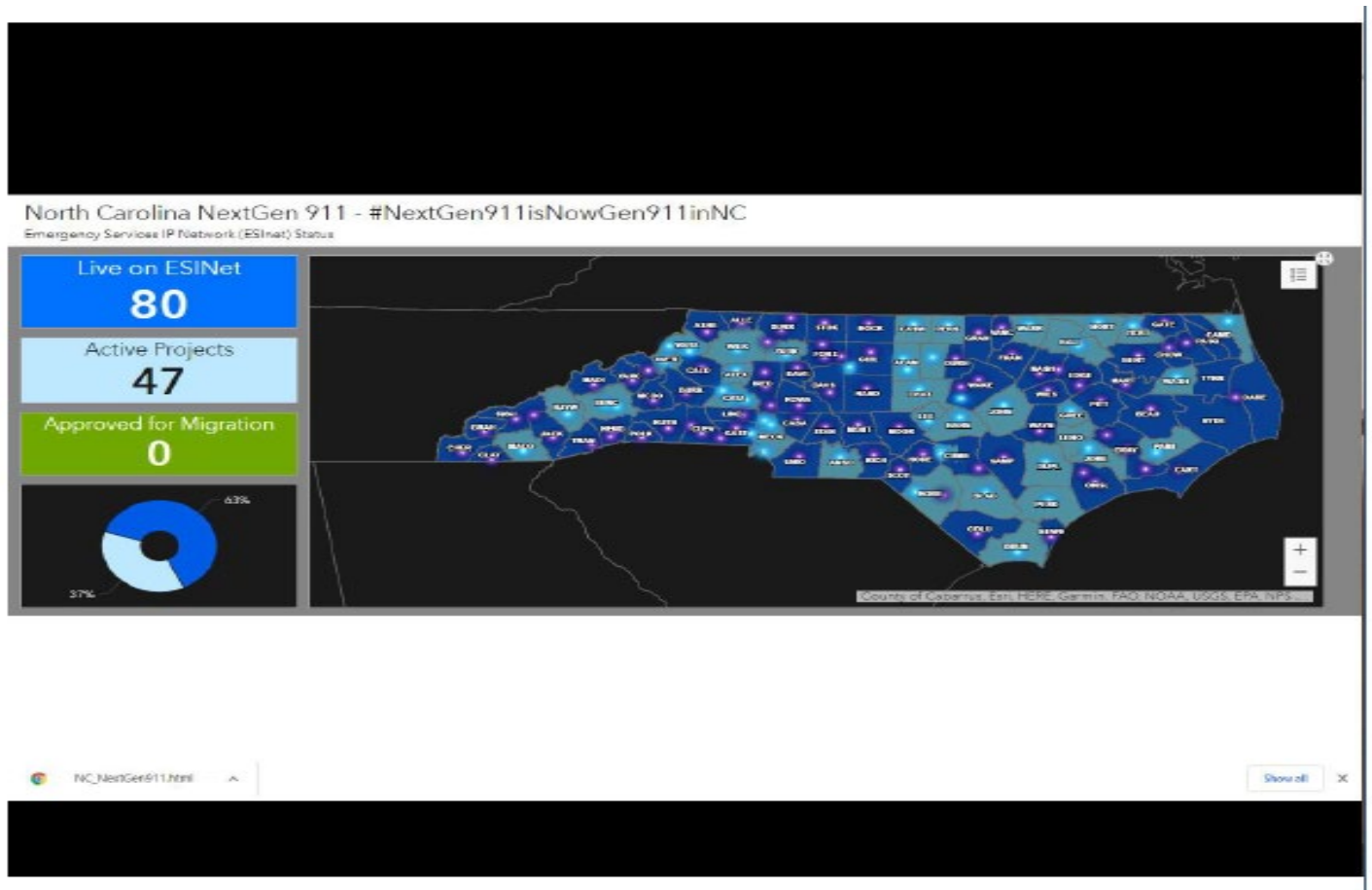
2021 Estimated Cutover Forecast
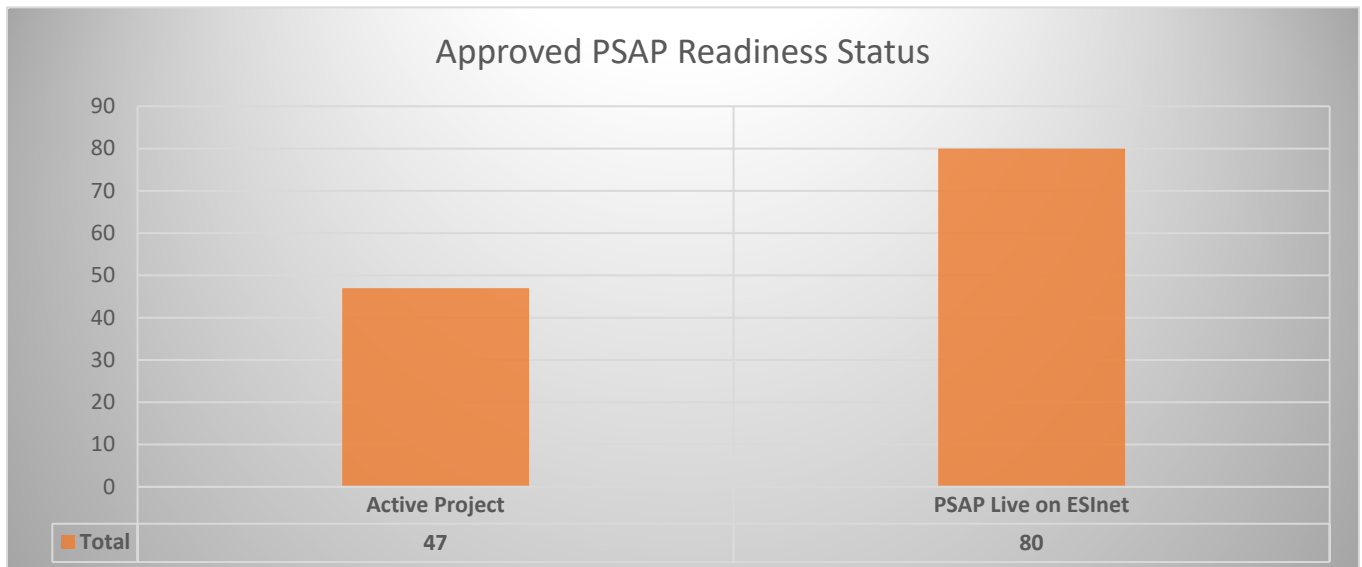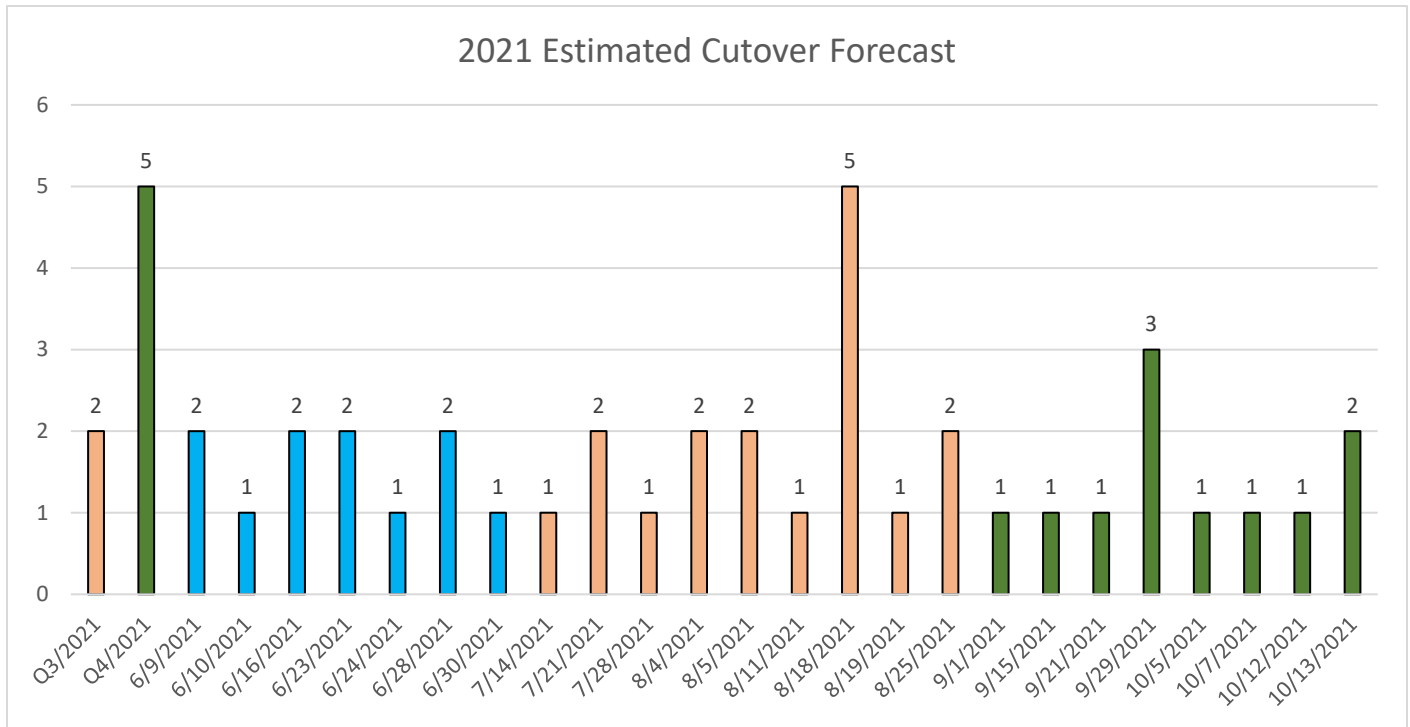
Firm dates for project completion for 37 PSAPs by 12/30/2021 which takes us to 117 live PSAPs. Seven (7) PSAPs are awaiting firm schedules but are possible for 2021. The remaining three (3) will likely move to 2022. A 97.6% migration can be achieved if 44 PSAP migrations can be completed in 2021. As noted earlier in the year, Motorola resources are very tight, but we are seeing some movement in terms of resource availability. Any further Hosted Vesta delays would likely move more cutovers to 2022. Determination of firm dates for the ten projects lacking firm dates is the focus for the next two months. Have seen more movement with ESINet Only PSAPs wishing to pivot to Hosted. Most surprising is interest shown by Charlotte-Mecklenburg. Still on track to reach the 100th PSAP migration early August 2021.

Additional project notes:

- State Highway Patrol cutover went well on May 19th with most senior SHP officers attending. Pictures posted on social media. First major "in-person" event for staff in 2021.

- Military Sites: No change with NC based military bases. Still waiting for updates on Service Branch negotiations with DoD command.

- I3 vs. RFAI Status: See chart below:

Summary of PSAPS Live on

PSAP Live on ESInet	RFAI: 30
	i3: 50

Chart showing PSAP Live on ESInet with RFAI = 30 and i3 = 50.

NC NG911 Deployment Map

North Carolina NextGen 911 - #NextGen911isNowGen911inNC
Emergency Services IP Network (ESInet) Status

Live on ESINet: 80
Active Projects: 47
Approved for Migration: 0

Of note: for first time since the project began, there are no green counties!

GIS Update

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

- Eighty-one counties with production i3 ready GIS data or live as i3. Only three (3) localities have not processed any data.

- Counties must have data fully compliant 60 days prior to NG911 migration Operational Readiness Testing (ORT). We have several that have missed this target, but we are continuing to provide assistance and encouragement.

- Fifty (50) PSAP jurisdictions are live as i3. Plans are active for the conversion of four live RFAI PSAPs to i3 coincident with neighboring SAP migrations:

  - Cumberland w/ City of Fayetteville

  - City of Lumberton w/ Robeson County

  - Town of Cary, Raleigh-Wake w/ Holly Springs

  - Gaston County w/ Mt. Holley

- GIS Governance Model document requires more modifications after wider review. Met with Kansas and received great information on how they developed a GIS Governance structure. Have their permission to use their material where it fits with our objectives. Therefore, the NC GIS Governance document is undergoing a complete re-write.

- In support of the governance policy, the link below will be used to monitor compliance for making timely updates to the data set.

[NC NextGen911 Days Since Last Upload Dashboard (arcgis.com)](#)

NMAC

- Solar Winds rebuild has begun with buildout of new server VMs. New secure software load is available under the prior license agreement. New PO for maintenance to obtain the new version has been issued

- Have added two new contractors to replace Kenneth and Saman. Will add one additional as we begin the next fiscal year. Have successfully migrated the two Tier 2 Techs to permanent employee status.

- Ticketing overview report: NMAC Dashboard and Trends - Stan Meeks.

Cyber Security (closed session)

Status Brief

PSAPs By Size	Final Reports Issued	Final Reports Remaining
Blue/Large	5	1
Green/Medium	39	0
Orange/Small	79	1
Totals	**123**	**2**

Remaining Assessments

1. **Charlotte Fire and Meck PD** – All components completed, and report is ready to be issued. However, PSAP conducted their own vulnerability scans, but did not provide the details to inform the consolidated analysis for the demographic report.

2. **Beaufort** – Forwarded information to the PSAP to begin the assessment. Waiting on response.

SIP Admin Lines Update

- All infrastructure buildout is complete.

- Formalized participation of Union County and Perquians County as the two system test sites. The administrative portal for administration of the service by the NMAC has been completed and an initial training class on its use was held on May 14, 2021. AT&T has confirmed call intake/outbound/transfer capability at both data centers and all configuration elements are in place.

- Other PSAPs who on-standby will receive further instruction once the Union and Perquimans test have begun. AT&T has reserved numbers in each test PSAP area to allow controlled testing. PSAPs will decide what numbers will be ported once the test with new numbers is complete.

- NMAC will have the lead role on SIP Admin line feature and capacity management which is quire extensive.

- An introductory package for the PSAPs has been prepared and provided to staff for the initial roll out.

2021 Goals Discussion: Key topics this month

    CAD Data Sharing: Update

    Cyber Security Next Steps

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
• CAD Data Sharing (re: 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