



**North Carolina 911 Board
Technology Committee Meeting
Thursday November 4, 2021
3:00 pm-5:00 pm**



Meeting Conducted by Use of Simultaneous Communication

<u>Topic</u>	<u>Presenter</u>
1. Welcome	Jeff Shipp
2. Roll Call	David Newberry
3. Approval of Minutes	David Newberry
4. Opening Remarks	Pokey Harris
5. Proposed 2022 Dates (VOTE REQUIRED)	David Newberry
6. 2021 – 2022 Goal Plans (VOTE REQUIRED)	All
a. Update	
b. Timelines	
c. Discussion of priorities	
d. Finalize language	
7. ESINet/GIS Implementation Update	Gerry Means
a. Implementation Update	
b. GIS project Update	
c. Data Analytics Award	
d. NMAC update	
e. Cybersecurity update	
f. SIP Admin	
g. Transition Planning	
8. Adjourn	Pokey Harris

Next Meeting: Board Goals Meeting: December



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

**Thursday, October 14, 2021
10:00-12:00**



Meeting Conducted by Use of Simultaneous Communication

Attendance

Phone/Teams In-Person Absent

Members			
Rachel Bello			NP
Randy Cress	P		
Bo Ferguson	P		
Red Grasso	P		
Greg Hauser	P		
Glenn Knox	P		
John Moore	P		
Jude O'Sullivan	P		
Jeff Shipp	P		
Earl Struble	P		
Staff			
Amy Berenson	P		
Rick Blumer			NP
Richard Bradford	P		
Chris Carlin	P		
Stephanie Conner	P		
Iesha Duffy	P		
Kristen Falco	P		
Bernard Gardner			NP
Tina Gardner	P		
Pokey Harris	P		
Jesus Lopez			NP
Gerry Means	P		
Stanley Meeks	P		
David Newberry	P		
Tom Rogers	P		
Marsha Tapler	P		
Sarah Templeton	P		



Angie Turbeville	P		
Guests			
Gray Baker – Rapid Deploy			

- Chair’s Welcome & Goals for Today’s Meeting** – Meeting was called to order at 10:00AM by Chairman Jeff Shipp
- Roll Call** – David Newberry called the roll. All attendees were by phone or Teams only.
- Executive Director Opening Remarks** – Pokey Harris delivered opening remarks. Ms. Harris stated that she and Gerry Means accepted the Enterprise IT Management Initiatives award for the Next-Gen 911 Project from NASCIO at the Seattle, WA. She advised a press release would be coming soon and congratulated the 911 Board, Committees, and staff. Gerry Means stated the work in North Carolina is being recognized. He also commented on how the IT community has responded to the needs of citizens. He stated that Durham was recognized as the first hosted ESInet site in the state at the conference. Pokey introduced Tom Rogers who is taking the roll of network engineer and program manager for the NG911 project. Mr. Rogers is formally of Brunswick County.
- July 2021 Meeting Minutes Approval** – Motion made by Bo Ferguson, 2nd by Earl Struble.

Minutes Vote

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



- 5. Legislative Update** – Richard Bradford provided the legislative update. He stated the FCC was directed by congress to identify acceptable vs. not acceptable use of 911 funds. Mr. Bradford noted that the commission believes cybersecurity is allowable but no further guidance was given. Mr. Bradford noted it will be important for his replacement to follow petitions to modify current funding and use of funds. He stated it will be important for CAD and radio discussion and will inform the NC 911 Board, but not control the board. Ms. Harris encouraged non board members to join the October Board meeting as Mr. Bradford will provide a full update.
- 6. ESInet/GIS Implementation Update** – Gerry Means provided the ESInet update and advised 110 PSAPs are live. Alamance County was #100. He projected 122 PSAPs will be live by the end of 2021. He stated he was personally proud to add the State Highway Patrol which integrates Public Safety across the state of North Carolina. He stated there is risk to schedule of Charlotte-Mecklenburg PD, Charlotte Fire, and Charlotte Medic due to Cisco routers that have been on order since May. Mr. Means advised State CIO Jim Weaver has been engaged to aid with expedited shipping. No updates from DOD sites since mid-summer.
- 7. GIS Update** – Mr. Means provided the GIS update. All counties have i3 data ready and all counties are engaged with GIS. The goal is to have all RFAI sites migrated to i3 by mid-year 2022. Mr. Means advised he recently received inquiry from Virginia to use NC data as the border. Ms. Harris noted the GIS element came after ESInet migrations started and the i3 GIS component is missing from several projects across the state. Mr. Means stated NENA standard is ANSI certified and the Technology Committee should pay close attention changes moving forward. Ms. Harris stated the GEOCOM is engaged in NENA workgroups.
- 8. Business Intelligence Invitation for Bid** – Mr. Means advised five vendors submitted proposals for data analytics IFB including AT&T, Intrado ECaTs, EthosIQ, Texcido, and Ithena. He advised Texcido and Ithena were not invited to make a presentation. Mr. Means advised AT&T partnered with Rapid Deploy. ECaTs responded and presented an updated product. EthosIQ does not have an off the shelf product. Mr. Means advised bids were reviewed and the award was made to AT&T. Staff is in the process of negotiating delivery of the product. The ECaTs contract expires in December and staff is engaged in transition discussion planning. AT&T will use server-based capture for hosted sites and an appliance will be used for ESInet only sites. Mr. Means advised a deployment schedule will be provided with detailed requirements for ESInet only sites. Ms. Harris advised staff will host regional meetings with PSAPs to provide information about the data analytics product.
- 9. NMAC**– Ms. Harris advised Stanley Meeks, NMAC Manager, has offered his resignation. Ms. Harris stated she is working with HR for a replacement. Stanley Meeks provided the NMAC staffing update. He advised there is a current staff of 5. Troy Whitfield joined the team. Staff is working with HR to revamp the positions and add FTEs. Bo Feguson wished Mr. Meeks best of luck and thanked him for his contributions and service. Red Grasso thanked Mr. Meeks for his work getting the NMAC up and running. Greg Hauser thanked Mr. Meeks for his partnership with ESF2.
- 10. Cyber Security** – Gerry Means provided the cyber security update. He advised 3 post assessment discussions were held to determine value and impact. Mr. Means stated he believes the Technology Committee should continue to be engaged and that cybersecurity could play a pivotal role for CAD data sharing. Ms. Harris noted that the FCC Strikeforce used the word ‘cybersecurity’ for recommended acceptable use of 911 funds. She stated the 911 Board should stay proactive and Secretary Weaver is interested in keeping cybersecurity in the Board goals. There may be some opportunities to work with CISA and National Guard on a path forward.



- 11. SIP Admin Line** – Gerry Means provided the SIP admin line project update. The infrastructure is built out. Ms. Harris stated she hopes to work with Mr. Bradford for a legislative path forward. SIP admin lines offer operational and fiscal efficiency. She noted that admin lines are intended for calling back a 911 caller that disconnected. She noted that up to \$75 is allowable per approved position.
- 12. Technology Committee Goals** – Mr. Means advised the first Data Sharing Ad Hoc has kicked off. Mr. Means advised he proposed a NIST framework document that is being reviewed by the Ad-hoc to see how it can be applied to NC. There was discussion on the proposed 2022 goals. John Moore commented that there may be some compliance considerations such as HIPAA. Mr. Bradford advised there are not HIPAA or privacy concerns. Greg Hauser asked about PSAP manager representation on the Technology Committee. Earl Struble stated he has a concern with using First Net as a goal and would rather see more conversation around the technology problem solving instead of introducing a particular vendor. Greg Hauser stated alignment with the Statewide Communication Interoperability Plan is needed. He noted the SCIP states “Ensure that the Network Monitoring and Assistance Center (NMAC) is integrated into the existing daily information sharing process.” Mr. Bradford commented that First Net cannot be purchased with 911 Funds. Jeff Shipp advised to keep data sharing as step 1, and hosted CAD as a long-term goal. Randy Cress offered possible wording for cybersecurity goal as “Identify process to complete bi-annual cybersecurity assessments.” Ms. Harris stated staff will need to follow-up by email and approved committee goals are due November 16, 2021, so they can be included in the board meeting packet which is sent out November 19th.

Bo Feguson left at 12:00pm, Jude O’Sullivan left at 12:06

13. Adjourn – 12:10 AM



Welcome to 2021...the year we get it DONE!

Technology committee 2022 Goals Discussion

Goal 1A: Develop Hosted CAD and CAD data sharing technical standards and schemas to enable CAD data portability and interconnection across the NC NG911 service platform. Sub-team A

Data Format and Schemas

Sub team-Gerry Means, Tom Rogers, Jimmy Stewart

Goal 1B: Develop Hosted CAD and CAD data sharing access control and reporting framework to ensure data security across the PSAP and public safety communities

Data Access Control

Sub team-Randy Cress, David Newberry

Goal 2: Develop plan for integration methodologies and standards for extension of calls to secure mobile network(s) that align with the Statewide Communications Interoperability Plan.

Goal 3: Develop framework for cybersecurity policy based on recommendations from the cyber-security assesment completed in June 2021

Goal 4: Solicit input to develop plans for the Technology Committee membership to include additional PSAP representation.

Goal 5: Address technical and governance structure concerning admin lines to enable the eventual migration to SIP based admin lines.

Other goals for consideration from the floor



New slogan suggestion: Welcome to 2022...NG911 Phase 2

ESINet Update

In-Production sites

Primary PSAPs operational as of 10/29/2021

Alamance County #100!	Alleghany County	Ashe County	Asheville PD	Avery County	Beaufort County
Beech Mountain PD	Bertie County	Boone PD	Brunswick County	Buncombe County	Burke County
Cabarrus County	Caldwell County	Carteret County	Cary PD	Caswell County	Catawba County
Cherokee County	Chowan County	City of Durham	City of Fayetteville	City of High Point	City of Jacksonville
City of Lumberton	City of New Bern	City of Rocky Mount	Clay County	Cleveland County	Columbus County
Cornelius PD	Craven County	Cumberland County	Dare County	Davidson County	Davie County
Duplin County	Eastern Band Cherokee Indians	Edgecombe County	Forsythe FD	Franklin County	Gaston County
Gates County	Graham County	Granville County	Guilford Metro	Halifax County	Harnett County
Havelock PD	Henderson County	Hoke County	Holly Springs PD	Iredell County	Jackson County
Johnston County	Kings Mountain PD	Lee County (Sanford)	Lincoln County	Madison County	Martin County
McDowell County	Mitchell County	Montgomery County	Moore County	Mt. Holly PD	Nash County
New Hanover County	Onslow County	Orange County	Pamlico County	Pasquotank County	Pender County
Perquimans County	Pineville PD	Pitt County	Polk County	Randolph County	Richmond County
Robeson 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	Warren County	Washington County
Watauga County	Wayne County	Wilson County	Winston-Salem PD	Yancey County	
<i>Approved Secondary PSAPs Operational as of 10/29/2021</i>					
Burlington PD	Elkin PD	Hendersonville PD	Hickory PD	Kernersville PD	Mooreville PD
Mt. Airy PD	Newton PD	Statesville PD			

Unfunded/Independent

Apex PD	Concord PD	Durham SO	Forsythe SO	Kannapolis PD
State Highway Patrol Troops A/C/D	State Highway Patrol Troop E	State Highway Patrol Troops F/G	State Highway Patrol Troop B	State Highway Patrol Troop H

Next Up Migrations: November-December

Chatham County (11/2)	Alexander County (11/3)	Yadkin County (11/10)	Bladen County (11/17)	Haywood County (11/17)	Jones/Lenoir Counties (12/16)
Person County (12/15)					

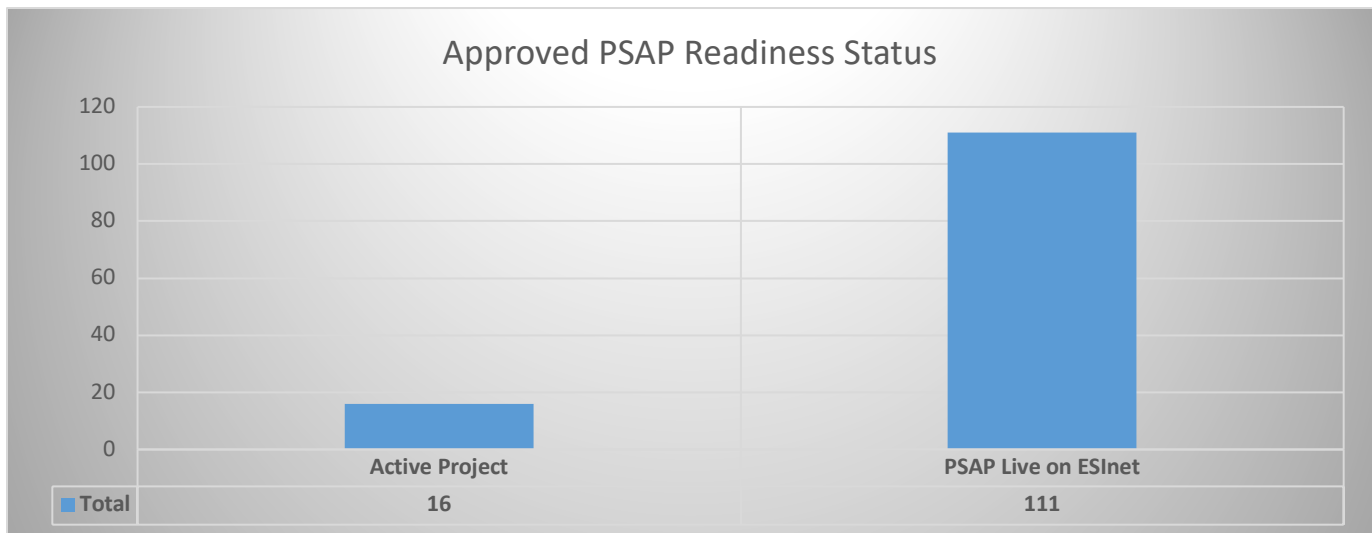
2021 cutovers delayed to 2022 due to recent events: Charlotte PD, Charlotte Medic, and Charlotte Fire all delayed to 2022 due to supply chain issues with Cisco equipment. Greene County delayed due building construction being incomplete. Macon County postponed due to circuit installation delays.

Current status of PSAP deployments by service type

Current Deployment Service Types		End-State deployment Service Types	
Hosted Viper	45	Hosted Viper	50
Hosted Vesta	49	Hosted Vesta	55
ESINet Only	17	ESINet Only	22
Total	111		127



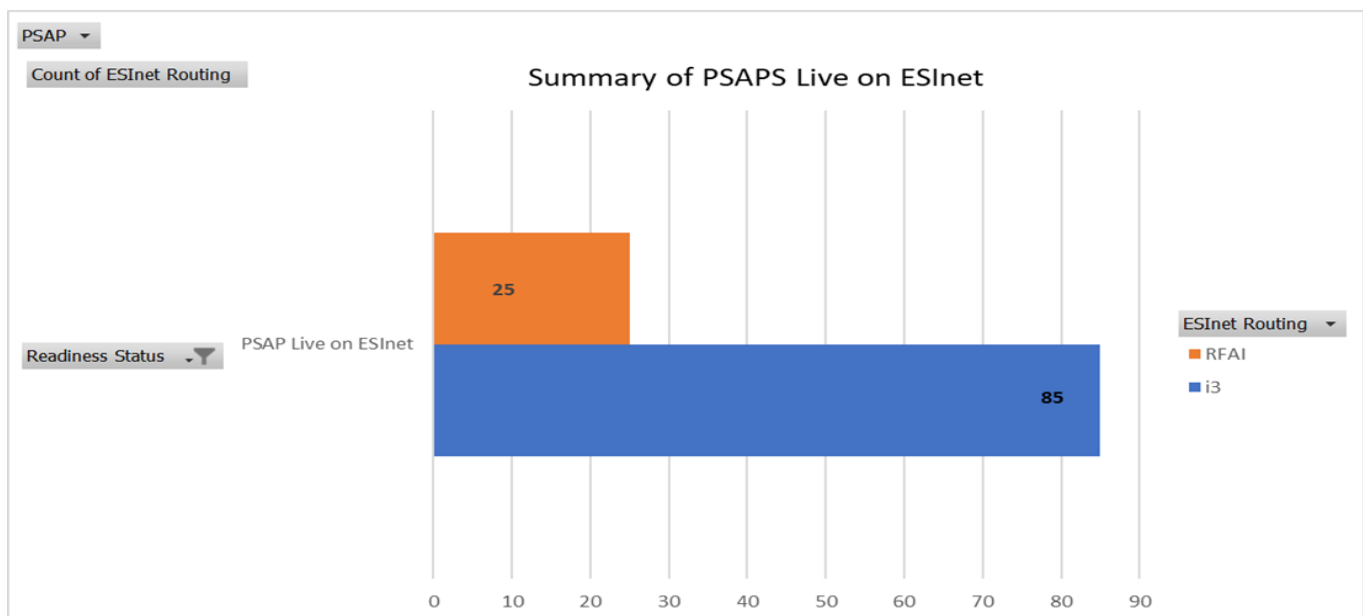
Currently at 87.40 % completion rate for total statewide PSAP migration.



Firm dates for project completion by 12/30/2021 have been confirmed for 7 PSAPs which takes us to a total of 118 live PSAPs by EoY 2021. The remaining nine (9) PSAPs: Anson, Charlotte (3) Currituck, Greene, Macon, Northampton, and Wilkes will move to 2022. A 93.7% migration attainment will be achieved with the PSAP migrations to be completed in 2021.

Additional project notes:

- Military Sites: No updates on Service Branch negotiations with DoD command. No updates since mid-summer.
- I3 vs. RFAI Status: See chart below:





[NC NG911 Deployment Map](#)

Of note: there are no green counties! All the RC's have only 3 or 4 PSAPs remaining to migrate in each region

GIS Update

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

- 110 jurisdictions with production i3 ready GIS data or live as i3. All localities have data and only 10 are not yet i3 ready. See below
 - Cleveland County – RFAI-not scheduled (11,469 critical errors/0.40%)
 - Kings Mountain – RFAI-not scheduled (6 critical errors/68.06%)
 - Edgecombe and Tarboro-RFAI not scheduled (15,207 critical errors/21.25%)
 - Lincoln County – RFAI-not scheduled (8,254 critical errors/83.71%)
 - Onslow County – RFAI-not scheduled (64,955 critical errors/79.06%)
 - Polk County – RFAI-not scheduled (2,377 critical errors/83.35%)
 - Scotland County – RFAI-not scheduled (467 critical errors/97.24%)
 - Vance County – RFAI-not scheduled (954 critical errors/92%)
 - Wilson County – RFAI-not scheduled (53,235 critical errors/96.60%)
- Two RFAI to i3 conversions are still delayed due to technical issues with MCA supplied firewalls. Both are live RFAI migrating to i3. The vendor initially believed the software issue had been resolved but testing revealed issues under high call volume.
 - Gaston County
 - Rutherford County
- 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 \(arcgis.com\)](#)

Business Intelligence IFB Posting

- Data Analytics IFB awarded on October 6, 2021.
 - Winning vendor is AT&T proposing Rapid Deploy Eclipse Analytics
 - Contract amount is \$926,100.00 for year 1 with two annual renewals



- AT&T has appointed a project manager for the project with the initial kickoff meeting scheduled for November.
- Staff has negotiated with Intrado for extension of the current annual contract to enable the transition between ECaTs and Rapid Deploy Eclipse
- Contract award discussion

IFB language describing the service need

The NC 911 Board's authority is set forth in NC General Statutes § 143B-1400 *et seq.* This includes IP based 911 call delivery to all North Carolina Public Safety Answering Points (PSAPs) by means of a dedicated network (the State ESInet). Connections between the public internet and the State ESInet are not permitted. The ESInet service is supplied by AT&T in conjunction with various vendor partners. The shift from a legacy network comprising multiple wireline telecommunications companies' infrastructure provides several advantages including creating a greater uniformity of service delivery, providing access to a wider range of system and user performance data, and redundancies for call routing. All of these advantages assist the State and local governments in serving the citizens.

Improving data analyses will support the Board's Statewide 911 Plan, which is available on the Board's webpage: <https://it.nc.gov/media/1435/download?attachment>. The Board's goals include using improved data analyses to enhance 911 call routing for redundancies, policy-based call routing, PSAP-to-PSAP backup and regionalization of PSAPs.

The 911 Board (Board) seeks a secure cloud solution that will provide near real time analytics of 911 call data generated by PSAPS across the State. Call data is currently captured at each PSAP, however, the ESInet enables richer data sets improving data collection and analyses. The Board seeks a solution deploying enterprise business intelligence (BI) and data warehousing. The mission of these systems is to provide users, e.g., the Board staff and PSAP personnel, with access to a complete, consistent, non-redundant, and centrally consolidated data source. NC 911 Board stakeholders are demanding better access to data, faster development of BI and analytics applications, and agile solutions in sync with evolving requirements in the evolution to an IP based 911 system. See Section 3.8 for solution specifications and Section 3.9 for key deliverables.

NMAC

- Received the resignation of Stanley Meeks on October 11, 2021. His last day with the State was October 25, 2021
- Have added a new contractor, Troy D Whitfield who is service as a Tier 1 technician in the NMAC.
- Now looking to expand T1/T2 with permanent hire with PSAP technical support experience. Developing the job posting now. Budget was accounted for in the 2021-2022 plan.
- Also posting the job advertisement for the NMAC manager replacement the week of November 1st



- Ticketing overview report: NMAC Dashboard and Trends – Tier 2 Staff

Cyber Security

- Topic of further discussion re: goals for 2022

SIP Admin Lines Update

- All infrastructure buildout is complete. Two pilot sites still have infrastructure on place.
- Project will halt at this time due to issues with financial authorization for the service under current reimbursement statutes.
- Discussion item for today's meeting

2021 Goals Discussion: Key topics this month

CAD Data Sharing: Update

Cyber Security Next Steps



2021 Goals

Technology Committee	
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> Cyber security – Develop framework for minimum requirements for connection to ESInet based on cybersecurity assessment findings and review. 	9/30/2020
<ul style="list-style-type: none"> GIS – Exploration of ongoing ALI database maintenance via automated applications. 	9/30/2020
<ul style="list-style-type: none"> CAD Data Sharing (re: Hosted CAD) – Assemble workgroup or ad hoc sub-committee to bring 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