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

Attendance

	Phone/Teams	In-Person	Absent
Members			
Rachel Bello	P		
Randy Cress	P		
Bo Ferguson Left at 10:58			NP
Red Grasso	P		
Greg Hauser – Left at 11:00AM for another meeting	P		
Glenn Knox			NP
John Moore			NP
Jude O'Sullivan	P		X
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 – Joined at 10:27 AM	P		
Bernard Gardner	P		
Tina Gardner	P		
Pokey Harris	P		
Jesus Lopez	P		
Gerry Means	P		
Stanley Meeks			NP
David Newberry	P		
Marsha Tapler	P		
Sarah Templeton	P		
Angie Turbeville – Joined at 10:32 AM	P		

Guests			
Kyle Thaggard – High Point	P		
Ashe Mede – End to End	P		
Carlton Harris – End to End	P		
Shawn Vaughns – End to End	P		
Esteve Mede – End to End	P		
Rob Main – NC DIT	P		

1. **Chair's Welcome & Goals for Today's Meeting –** Meeting was called to order at 10:00 AM by Chairman Jeff Shipp

2. **Roll Call –** Stephanie Connor called the roll. All attendees were by phone or Teams only.

3. **Executive Director Opening Remarks –** Pokey Harris delivered opening remarks and welcomed new staff to the team, Amy Berenson, Iesha Duffy, and Bernard Gardner.

4. **April 8, 2021, Meeting Minutes Approval –** Motion by Bo Ferguson and seconded by Red Grasso. Minutes vote was unanimous.

Minutes Vote

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

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

6. **ESInet/GIS Implementation Update** Gerry gave the ESInet update. Eighty-two PSAPs live and with Johnston County today, that will make 83. Mr. Means advised infrastructure is built for mobile carriers to move calls to legacy by selective routers and access points, etc. As the state moves to i3 the information is more efficient. Carriers are looking at the costs of operating the legacy equipment vs. direct connect to AT&T. Carriers are looking to simplify platforms; AT&T deconstructing and going straight IP. Mr. Means believes other carriers will do the same. Mr. Means stated we need to be mindful of that as it could cause some service issues as this conversion occurs.

7. **GIS Update –** Mr. Means provided the GIS update.

8. **NMAC–** Gerry Means and Stanley Meeks provided the NMAC update. SolarWinds has been reconnected and the NMAC can now see the status of the routers. Mr. Means stated this is a very valuable tool that we use,and we are glad to have that back in operation. Mr. Means thanked Chris Carlin and Rick Blumer for their efforts to bring this back into service. Mr. Means introduced new staff, Iesha Duffy and Bernard Gardner and gave further staffing updates. Mr. Means also briefly spoke on the Vesta 2 issue that occurred earlier in the week. He advised we are awaiting RCA from Motorola.

9. **Cyber Security** Gerry corrected the agenda on closed session. After discussion with Mr. Bradford, it was decided not to go into closed session. Gerry gave an update on the scan/assessment process. Ms. Harris gave kudos to End to End with accomplishment of the deliverable, even though COVID. Ms. Harris advised after review of the draft document and discussion with Mr. Bradford, we cannot discuss the information that was delivered in the document even in closed session. We do not want to deliver anything that would be impactful to a PSAP. Any information that could get into the wrong hands, would create issues that we are trying to prevent. Gerry will present an overview today and will talk with the Board in the same manner. We have determined that each PSAP has a wonderful deliverable in their hands, and they can work with their senior leadership to determine how they can have better cyber health. We will focus on policies that we want to put in place to preserve the integrity of the statewide ESInet. This will then be put forth to the board for approval. Mr. Means read a prepared statement. (See Attachment A) Randy Cress advised from local perspective may or should include potential funding or reimbursement for implementation. Ms. Harris advised there has been preliminary discussion and as we review the final report, gathering individuals to discuss policies this is worthwhile discussion. A question was asked if these assessments will continue, so we are looking at what can happen from a Board perspective to the PSAPs to ensure the integrity inside and outside the PSAP walls. Ms. Harris thanked Mr. Cress for his comment. Mr. Means wanted to applaud End to End for the responsiveness and delivering on their promises. They met their timeline and delivered their report before the end of June and that should be commended. He advised we all had to deal with COVID last year and this had a major impact on what we were trying to do, but it was accomplished. Ms. Harris also thanked the entire team as well. She advised the project was a huge success and resulted in a wonderful deliverable. Each PSAP can utilize this document to help improve their cyber health. What End to End has delivered is so impactful to the PSAPs. Both Mr. Means and Ms. Harris commented on how they enjoyed working with the End-to-End team. Mr. Cress also advised with representing the local governments and the smaller group that worked with them, End to End was very adaptive and very understanding He advised working with them was very enjoyable. They took every option they could to make the project successful and meet the timeline, kudos! Rob Main advised their efforts should be noteworthy. He advised he enjoyed working with them and kept things in line and moving, echoing Randy Cress as well. Mr. Means advised this is significant growth for the Board and we learned a lot, and we now know what we did not know. We now have much more to go on to make informed decisions on how we choose to treat this. He said it was a wise decision by the Board to make this investment and a great accomplishment. Esteve Mede, with End to End, thanked the Board for allowing them to support the State. He said it has been a great pleasure to work with the Board and looks forward to working with the State in future projects.

10. **SIP Admin Line- –** Gerry Means provided the SIP admin line project update. He advised there will be five PSAPs as a part of the SIP Admin trial but will start with Union and Perquimans to test. Gerry advised we are excited to get started. Chairman Shipp asked about timeline for test and info packets to the PSAPs. Mr. Means advised he would like to give a 30-day soak and test many different things before moving to the other five. Once we move through each, by early fourth quarter, this should be available for the PSAPs. This is for hosted PSAPs only. This cannot be done for ESInet only PSAPs. Ms. Harris also stressed this is for the admin line only at the console that already has approval. For migration of non-eligible admin lines we can help facilitate process, but admin lines at this time are at the console that are deemed eligible

11. **Technology Committee Goals –** Mr. Means advised the first CAD Data Sharing Ad Hoc is this week. We will start the framework as to what data sharing will look like. For Cybersecurity, staff will convene a committee to talk about policy creation based on information from the assessments. Ms. Harris spoke on the goals and how this will keep staff and committee busy. She suggested the working group that was used for evaluation of the cybersecurity project and wanted to keep that same group. She advised David Newberry will help facilitate a meeting for this. She advised we can then begin looking at policies that potentially should be addressed. Randy Cress and Rob Main stated they were still willing to assist.

12. **Adjourn –** 11:15am

Attachment A- Cyber Security Public Statement

The implementation of Next Generation 911 (NG911) network services for all NC citizens is a complex task. The migration to NG911 entails creation of a statewide IP transport system for 911 call traffic via a private IP network built specifically for Public Safety Answering Points. Like any IP based network, it is beneficial only if maintains a high level of system availability. Therefore, the importance of maintaining uniform security standards is amplified in a shared network environment.

A robust multi-layered cybersecurity environment is mission critical for NC PSAPs to maintain service delivery objectives in a NG911 environment. And, while AT&T is responsible for the overall approach to network security for the ESInet and its hosted applications, PSAPs have the responsibility for the cybersecurity profile of their internal networks that connect to the ESInet. The assessment has provided a detailed view of the existing PSAP cybersecurity environment across the State. The report provides recommendations that will enable the 911 Board to determine the policy environment that will be necessary to ensure ESInet operational availability. Creation of such policies will serve to protect the contract interests of the State with AT&T while also helping the PSAPs to derive maximum benefit from the NG911 ESINet environment.

Best practices that govern IP networks are specified in numerous Federal and State security standards. The assessment governance for this project was distilled from numerous standards to create a subset that was tailored to the State's NG911 environment. While the assessment was a snapshot in time view, it has pointed out that regular audits should be performed either internally or by approved third parties to ensure cybersecurity requirements are met. This observation presents an opportunity for the Technology Committee to provide guidance to the Board on a potential strategy. This is also an EEC recommendation in their overall findings report.

PSAPs should provide an IP environment that logically separates the ESInet and its related components and services from the local government's IP infrastructure and services. The 911 Board is obligated to follow this rule of separation to ensure that the NG911 network is not compromised in order to protect the security and availability of NG911 services. Consequently, a policy framework should be developed to articulate this policy as an ongoing element of the Board's oversight responsibility. Such a policy must stipulate a clear delineation of operational and fiduciary responsibilities.

The assessment reports provided to each PSAP will help guide each PSAP in establishing a secure environment to maintain the highest levels of 911 service availability. This will ensure citizens will always have their 911 calls answered and acted upon as expediently as possible