



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

**November 10, 2022
10:00 AM - 12:00 PM**

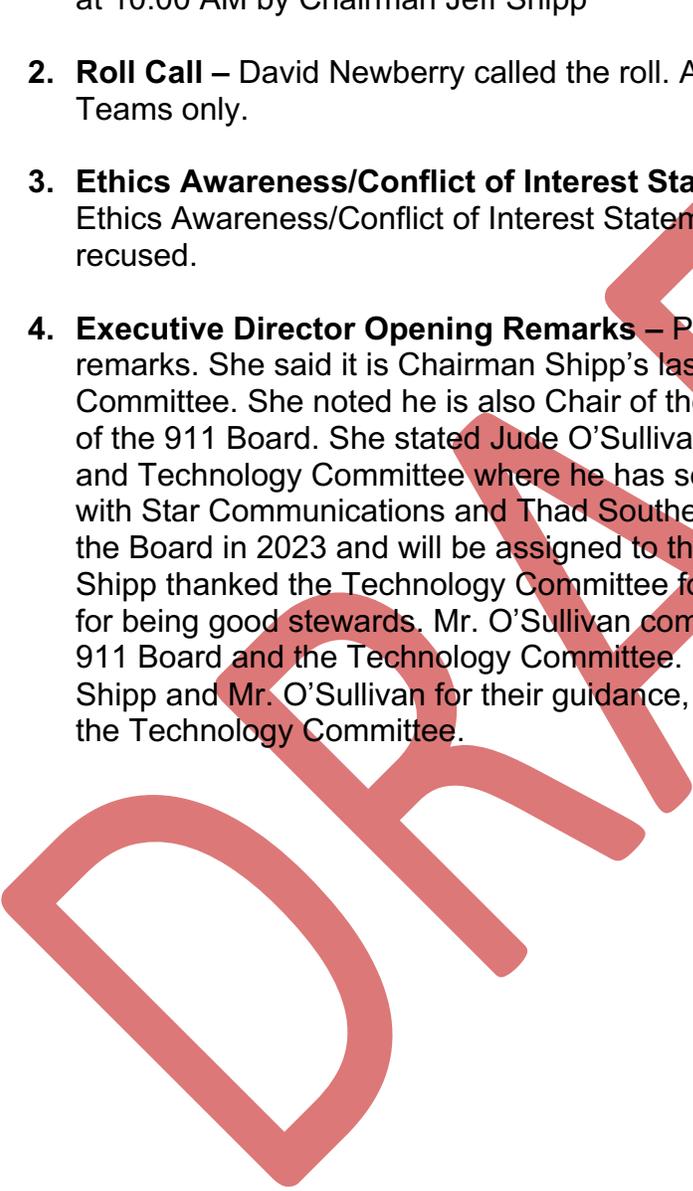
Meeting Conducted by Use of Simultaneous Communication

Attendance

	Phone/Teams	In-Person	Absent
Members			
Rachel Bello			NP
Randy Cress	P		
Bo Ferguson	P		
Red Grasso	P		
Greg Hauser			NP
Lee Kerlin	P		
Glenn Knox	P		
John Moore	P		
Jude O'Sullivan	P		
Jeff Shipp	P		
Earl Struble	P		
Staff			
Stephanie Conner	P		
Greg Dotson	P		
Kristen Falco	P		
Tina Gardner	P		
Pokey Harris	P		
Jesus Lopez	P		
David Newberry	P		
Amanda Reeder			NP
Tom Rogers	P		
Marsha Tapler	P		
Sarah Templeton	P		
Angie Turbeville	P		
Tyree Grant			
Guests			
Josh Briggs – AT&T			
Doug Workman – Cary PD			
Steven Ingram – Cary PD			
Justine Buxton – Randolph County 911			

Chad Deese – Robeson County 911			
Buck Mims – National Public Safety Group			
Bill Grey – National Public Safety Group			
Justin Combs – Alexander County 911			

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** – David Newberry called the roll. All attendees were by phone or Teams only.
3. **Ethics Awareness/Conflict of Interest Statement** – Chairman Shipp read the Ethics Awareness/Conflict of Interest Statement. No Committee members recused.
4. **Executive Director Opening Remarks** – Pokey Harris gave the opening remarks. She said it is Chairman Shipp’s last meeting with the Technology Committee. She noted he is also Chair of the Grant Committee and Vice Chair of the 911 Board. She stated Jude O’Sullivan is also coming off the 911 Board and Technology Committee where he has served for 4 years. Kyle Randleman with Star Communications and Thad Southers with Carolina West will be joining the Board in 2023 and will be assigned to the Technology Committee. Chairman Shipp thanked the Technology Committee for its work and thanked the PSAPs for being good stewards. Mr. O’Sullivan commented on the level of talent on the 911 Board and the Technology Committee. Mr. Ferguson thanked Chairman Shipp and Mr. O’Sullivan for their guidance, passion, and willingness to be on the Technology Committee.



- 5. October 2022 Meeting Minutes Approval** – Motion to approve minutes made by Lee Kerlin and seconded by Bo Ferguson. Roll call vote was conducted by David Newberry and the motion carried unanimously.

Minutes Vote

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

- 6. Legal Brief** – Amanda Reeder was absent with approved leave so there was no legal brief.
- 7. Cybersecurity Ad hoc** – Tom Rogers and Pokey Harris gave the update. It was noted that \$1.4 million dollars was set aside by the 911 Board for cybersecurity remediation based on findings from 2020-2021 PSAPs assessments. All 127 PSAPs completed the assessment and were provided a report. An ad hoc group was assembled with objectives to include partnering with CISA for regional tabletop exercises (TTX), which are scheduled for May 2023. CISA will provide an after-action report (AAR) at no cost. The 911 Board will cover travel, lodging, and food for attendees. Ms. Harris noted that 911 Board members and Technology Committee Members are welcome to attend the TTX. As a second initiative, Ms. Harris said staff and the ad hoc group are working on a process and funding drawdown for implementation of multi-factor authentication (MFA) in PSAPs. She also noted that there will be a planning workshop in the future to help PSAPs plan a response to a cyber incident and additional training initiatives are coming. Mr. Cress stated the ad hoc group is trailblazing with regards to the tabletop exercises.
- 8. ESInet Update** – Mr. Rogers provided the ESInet update. He advised Northampton County migrated to the ESInet on November 9 as hosted Vesta. St. Pauls (unfunded PSAP) went live and are the first on the Vesta 3 host. Anson County is the only remaining PSAP to be migrated. He said the breakdown is 55 hosted Vesta, 49 Hosted Viper, and 22 ESInet only.
- 9. GIS Update** – Mr. Rogers provided a GIS update. He stated staff attended North Carolina Geographic Information Coordinating Council meetings with

NCCGIA to stress the importance of keeping GIS data up-to-date. Feedback from the meetings has been very positive. He stated Scotland migrated from RFAI to i3 on November 9, 2022. He also noted the North Carolina Emergency Management (NCEM) 24-Hour Watch ESInet project kicked off on October 24, 2022. Ms. Harris stated NCEM is tentatively expected to migrate April 2023. She noted the Director of Emergency Management, Will Ray, wanted the 24-Hour Watch to become more efficient and forward leaning with intelligence, which the ESInet connection helps provide.

- 10. Data Analytics Update** – Mr. Rogers provided the data analytics update for the implementation of Rapid Deploy Eclipse. He confirmed training was completed on October 27, 2022, and the online academy is up and running.
- 11. SIP Admin Pilot** – Mr. Rogers stated that Richmond County ported their administrative numbers as part of the SIP Admin pilot project. Perquimans, Richmond, and Union counties have all been ported, with two other counties pending in the pilot. He stated 40 other PSAPs have expressed interest in moving to the SIP offering after completion of the pilot. Ms. Harris stated this is another first for the country. She stated there have been/are many hurdles, including legislation, to work through with multiple variables. She noted it's a proven concept in three PSAPs. Mr. Rogers said he anticipates a white paper release in early 2023.
- 12. NMAC Update** – Greg Dotson provided the NMAC update. He stated there is an NMAC design meeting at the end of the week to discuss preliminary remodel plans. He noted a rotating NMAC staff schedule begins Saturday, November 12, 2022. He stated CRM training with Angie Turbeville (Eastern Regional Coordinator) is planned for NMAC staff to better utilize the information. He stated November tickets created are 165 and 2090 year-to-date.
- 13. AT&T Update** – Josh Briggs provided the AT&T update. He stated the PH2 migrations are full speed ahead. He said the migrations will not meet the end of 2022 goal but are still way ahead of schedule. Mr. Briggs noted 20 partner organizations have also been connected or are scheduled to be connected to the ESInet including SHP, NCEM, and other non-funded PSAPs.
- 14. 2022 Goals Review** – Ms. Harris reviewed the 2022 goal accomplishments of the Technology Committee. She noted for Goals 1&2, there are limitations for CAD data sharing. Industry partners such as AWS are investigating how to increase the data sharing. Goal 3 - In September, NASNA hosted an interoperability workshop. NC representatives included Greg Hauser (NCEM), Pokey Harris, Tom Rogers, Amanda Reeder (911 Board Staff) and Monica Fuller (DIT policy representative). Workshops were attended and there were discussions about exchange of data for first responders. North Carolina is way ahead in plans for notification and data sharing. Goal 4 – Proven proof of concept with the SIP pilot. Goal 5 – Initiatives in progress such as the CISA

partnership for tabletop exercises and multi-factor authentication. She confirmed the Committee successfully met the 2022 goals.

15. 2023 Goals – Pokey Harris, Tom Rogers, and David Newberry presented the following goals for consideration.

- **Goal 1:** *Address technical infrastructure and administration of Session Initiated Protocol (SIP) administrative call capabilities for a hosted PSAP for reestablishing contact with a 911 caller. This includes the completion of the SIP Admin Pilot Project and presentation of proof of concept.*
- **Goal 2:** *Continuing cybersecurity remediation initiatives and ongoing collaboration with cybersecurity focused partners to assist PSAPs with establishing holistic cyber hygiene.*
- **Goal 3:** *Explore and investigate industry best practices for 911 call data interoperability to support technical standards with the NextGen 911 ecosystem.*
- **Goal 4:** *In partnership with other Board Committees explore emerging technologies/initiatives and how they may be funded. ** Not intended as eligibility approval process ***

Motion to approve the 2023 Technology Committee Goals was made by Bo Ferguson and seconded by John Moore. Roll call vote was conducted by David Newberry and the motion carried unanimously.

2023 Technology Committee Goals Vote

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

16. 2023 Meeting Dates – David Newberry presented the proposed 2023 Technology Committee Meeting Dates.

January 12	July 13
February 9	August 10
March 9	September 14
April 13	October 12
May - No Meeting	November 9
June 8	December – No Meeting

Motion to approve the 2023 Technology Committee meeting dates was made by Randy Cress and seconded by Red Grasso. Roll call vote was conducted by David Newberry and the motion carried unanimously.

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

17. Other – Chairman Shipp thanked the Committee and stated he was proud of the 2022 accomplishments. John Moore thanked Chairman Shipp for his service to the 911 Board and Technology Committee.

18. Adjourned – Mr. Shipp adjourned the meeting at 11:12 AM.