



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

**Thursday, June 11, 2020
10:00-12:00**

Meeting Conducted by Use of Simultaneous Communication

	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		

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 reported it is day 94 of working virtually due to COVID-19. She noted the Regional Coordinators have been making regular contact with the PSAPs. One PSAP had to execute their backup plan for cleaning due to a positive COVID-19 employee. On May 20, Mitchell County was the first ESnet migrated PSAP since COVID-19 restrictions began They were the 37th PSAP migrated.
4. **May 14, 2020 Meeting Minutes Approval** – Motion by Glen Knox, seconded by Jude O’Sullivan. Approved unanimously by roll call vote.

	YES	NO	Absent
Rachel Bello			X
Randy Cress			X
Bo Ferguson			X
Red Grasso	X		
Greg Hauser			Not Present for Vote
Glenn Knox	X		
John Moore	X		
Jude O’Sullivan	X		
Jeff Shipp	X		
Earl Struble	X		

5. **ESnet/GIS Implementation Update** -- Gerry Means provided NG911 project status updates. Mr. Means advised 4 PSAPs are i3 ready. He also advised there are 9 cutovers scheduled for Q3 and Q4.
6. **GIS Update** – Mr. Means advised 4 PSAPs are i3 EGDMS ready and 25 PSAPs are GHD ready. The GeoComm database will be the call routing authority for North Carolina.
7. **NMAC**– Mr. Means advised the NMAC is fully operational. Saman Gharib joined the team as the newest Tier 1 technician. Mr. Gharib comes from Cisco and worked on the team that supported Bank of America. Mr. Means advised SolarWinds is operational however waiting on additional pieces to see the edge router at PSAPs. The next phase for SolarWinds will be developing analytics. Tier 2 tech Christopher Carlin is in the final stages of transitioning from contractor to full time employee.
8. **Cyber Security** – Mr. Means advised that one PSAP in the North Central region had been compromised. The cyber security project is in progress. The first 6 PSAPs to be assessed are ESnet only. The End to End Computing team is working diligently. Phase 1 and phase 2 of assessments are in progress. Phase 3 which includes the on site assessment is delayed due to COVID-19 restrictions. Mr. Means thanked Randy Cress

of Rowan County and Rob Main with NC ESRO for their input and involvement as part of the cybersecurity assessment effort in vendor selection and ongoing project review.

- 9. SIP Admin Line** – Mr. Means explained the SIP admin line design. He noted that if a PSAP had to move to an alternate location, the admin calls could be alternate routed just as 911 calls. For this to happen the PSAP must be a hosted site and would have to port their admin line numbers to AT&T. SIP admin lines can be procured under the state's 925T contract. SIP admin would be a significant cost savings to the 911 Board when compared to traditional admin lines. The SIP lines would be billed directly from AT&T to the 911 Board. The plan supports 500 concurrent calls and would cost \$72,000 per year. Mr. Means advised the concurrent calls could be doubled to 1000 and the cost would still be less than half of traditional POTS. Glen Knox concurred this is a great plan. Chairman Shipp asked for an implementation plan. Mr. Means advised the entry cost would be the same for 1 PSAP or 50 so outreach to the PSAPs for interest will be required. Ms. Harris denoted that the Regional Coordinators and Mr. Means will coordinate outreach.
- 10. Continuity Planning** – Ms. Harris advised the 2-day PSAP Manager workshop planned for April 2020 was cancelled due to COVID-19. Continuity planning will continue to be discussed internally. The ad hoc committee name has been changed to Continuity Planning Ad Hoc and a few more members will be added. Regional Coordinators will start considering who to add to the committee and may look at operational personnel as well. The goal of the backup workshop was to provide information to the PSAPs to assist them in the development of their own plans. Ms. Harris advised the ad hoc group can look at what policies need to be introduced and will have SMEs speak at the meetings, setting the stage with the framework to assist PSAP managers. Ms. Harris pointed out there have been 4 cyber incidents in 2020 involving PSAPs.
- 11. ECaTs** – Mr. Means advised ECaTs is not getting traction with the hosted solution. 911 Board staff is investigating alternatives and close to possible trials long side ECaTS. He advised staff is working with AT&T for access.
- 12. New Business** – Red Grasso provided a FirstTech update. A white paper was written regarding the use of UNCTV to broadcast paging tones.
- 13. Adjourn** – **Time Needed**