



**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 | | | |

- 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 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.
- 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 |

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