



**North Carolina 911 Board
Technology Committee Meeting
Thursday April 8, 2021
10:00-12:00**




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. ESINet/GIS Implementation Update	Gerry Means
a. Implementation Update	
b. GIS project Update	
c. NMAC update	
d. Cybersecurity update	
i. Revision to schedule	
ii. EEC Contract Extension	
e. SIP Admin Lines Update	
6. 2021 Goal Plans	Gerry/Pokey
a. Update on	
b. Timelines	
7. Adjourn	Pokey Harris

Next Meeting: Next Meeting: May 13, 2021



	<p>North Carolina 911 Board Technology Committee Meeting MINUTES Thursday, March 11, 2021 10:00-12:00 Meeting Conducted by Use of Simultaneous Communication</p>
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Attendance

Phone/Teams In-Person Absent

Members	Phone/Teams	In-Person	Absent
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	Phone/Teams	In-Person	Absent
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			
Jeff Kulp – Bladen Co			

- 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 on the March 911 Board meeting there would be an agenda item for approval of the Northern Piedmont and Mountains 2022 orthoimagery project. It would include 26 counties and cost \$3,3430,142.
- February 11, 2021 Meeting Minutes Approval** – Motion by Bo Ferguson and seconded by Greg Hauser. Minutes vote was unanimous.

Minutes Vote

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

- Legislative Update** – Richard Bradford provided the FCC fee diversion update. He advised that comments are due March 23, 2021. He said the NPRM is not intended to preempt state law. He recommended to wait until other states to comment before the NC 911 Board submits comment. Pokey Harris advised that Mr. Bradford has been nominated by the Attorney Generals Office as a Strike Force member.
- ESInet/GIS Implementation Update** - Gerry Means provided NG911 project status updates. He advised NC State Highway Patrol will be a migrated as hosted Vesta. He advised there is an ongoing parsing problem with a particular vendor. The issue lies with the vendor using an older system and parsing is a very tedious process. Seven PSAPs are still in TBD status for scheduling due to changes at the PSAP. Mr. Means advised the overall project has been able to stay on track despite challenges from COVID-19. He advised there has been no updates on the military installations.
- GIS Update** – Gerry Means advised 74 counties are i3 ready or live on i3. High Point has not made a GIS upload in a year and the first upload had many errors. The scheduled migration date of May 3, 2021, may not be possible. Five counties have made little or no i3 progress. Chairman Shipp asked for a state boundary update. Mr. Means advised so far there has not been much issue on the northern, southern, and western borders.



- 8. NMAC**– Gerry Means provided the NMAC update. He advised the NMAC is looking at how to reinstitute SolarWinds. Stanley Meeks confirmed that not having SolarWinds increases NMAC response time to issues. A meeting is scheduled with SolarWinds technical and DIT staff. The current NMAC calls per day is 15. Most of those calls are during the daytime. Rick Blumer is being transitioned from contract employee to full time 911 Board staff.
- 9. Cyber Security** – Gerry Means advised close to 100% of PSAPs have been engaged. Approximately four PSAPs are in a status with no progress. There was progress made for Gaston County after a conversation with the Gastonia CIO. Progress has been made with the Eastern Band (EBCI). An ESInet only vendor has been unable to provide evidence of their cyber security posture. Mr. Means advised assessments should be completed by end of April. May and June will be used for reporting. Ms. Harris stated staff may call on Board members to help with jurisdictions where no forward progress is being made. Mr. Means said that most of the approved extension time is used for up front discussions with the PSAP, not the reporting. The reporting from End to End has been very efficient.
- 10. SIP Admin Line** – Gerry Means provided the SIP admin line project update. He advised Durham Emergency Communications Center will be the first turn up and scheduled to test numbers by the end of March. A software update on Viper has been completed. He said the contract that governs SIP was extended 3 years. Mr. Means said the NMAC would have a lead role in SIP admin line features and capacity management.
- 11. Technology Committee Goals** – Ms. Harris stated that after a PSAP has been migrated, cost of moving would be the responsibility of the PSAP. Ms. Harris stated she and Richard Bradford have had discussions regarding the topic. Mr. Means advised conversations were had with Charlotte regarding and alternate/abandonment plan. Mr. Means advised the hosted CAD ad-hoc could work on creating technical policy for interface standards for hosted CAD environment. Ms. Harris advised it would be possible for an outside party to facilitate conversations. Rachel Bello stated there may or may not be national resource available for discussions. She recommended bringing in national NENA as an impartial resource. Greg Hauser asked if this had been socialized with the PSAP community. Ms. Harris stated the ad-hoc would determine the path forward. She noted this is the second year hosted CAD has been a Board goal. Red Grasso recommended project management support with technical knowledge. Ms. Harris stated Mr. Grasso’s comments are valid, but the group needs to get together first per the Board goal and determine a path forward. Ms. Bello suggested the group be referred to as something other than “hosted CAD” as it seems like a decision of a path forward had already been made. Ms. Harris stated it was important to clarify.
- 12. Adjourn** – 11:51 PM



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

ESINet Update

In-Production sites

Primary PSAPs operational as of 4/2/2021

Alleghany County	Beaufort County	Bertie County	Burke County	Cabarrus County	Carteret County
Cary PD	Cherokee County	Chowan County	City of Durham	City of Jacksonville	City of Lumberton
City of New Bern	City of Rocky Mount	Clay County	Cleveland County	Columbus County	Craven County
Cumberland County	Dare County	Davidson County	Davie County	Eastern Band Cherokee Indians	Edgecombe County
Forsythe FD	Franklin County	Gaston County	Gates County	Granville County	Guilford Metro
Havelock PD	Henderson County	Hoke County	Iredell County	Jackson County	Kings Mountain PD
Lincoln County	Madison County	Martin County	McDowell County	Mitchell County	Montgomery County
Moore County	Nash County	New Hanover County	Onslow County	Pasquotank County	Perquimans County
Pitt County	Polk County	Randolph County	Richmond 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	Wayne County	Wilson County	Winston-Salem PD	Yancey County	

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Secondary PSAPs Operational as of 4/2/2021					
Concord PD	Durham SO	Elkin PD	Forsythe SO	Hendersonville PD	Kannapolis PD
Kernersville PD	Moore County SO	Mooresville PD	Mt. Airy PD	Statesville PD	

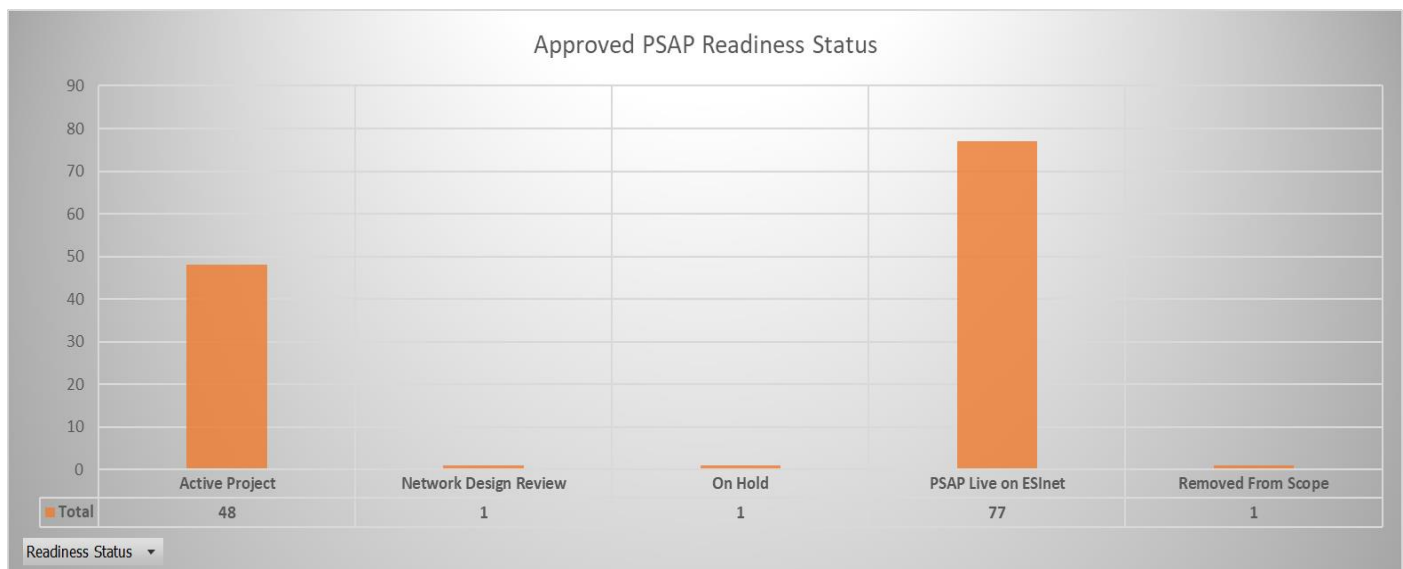
Next Up Migrations: April/May

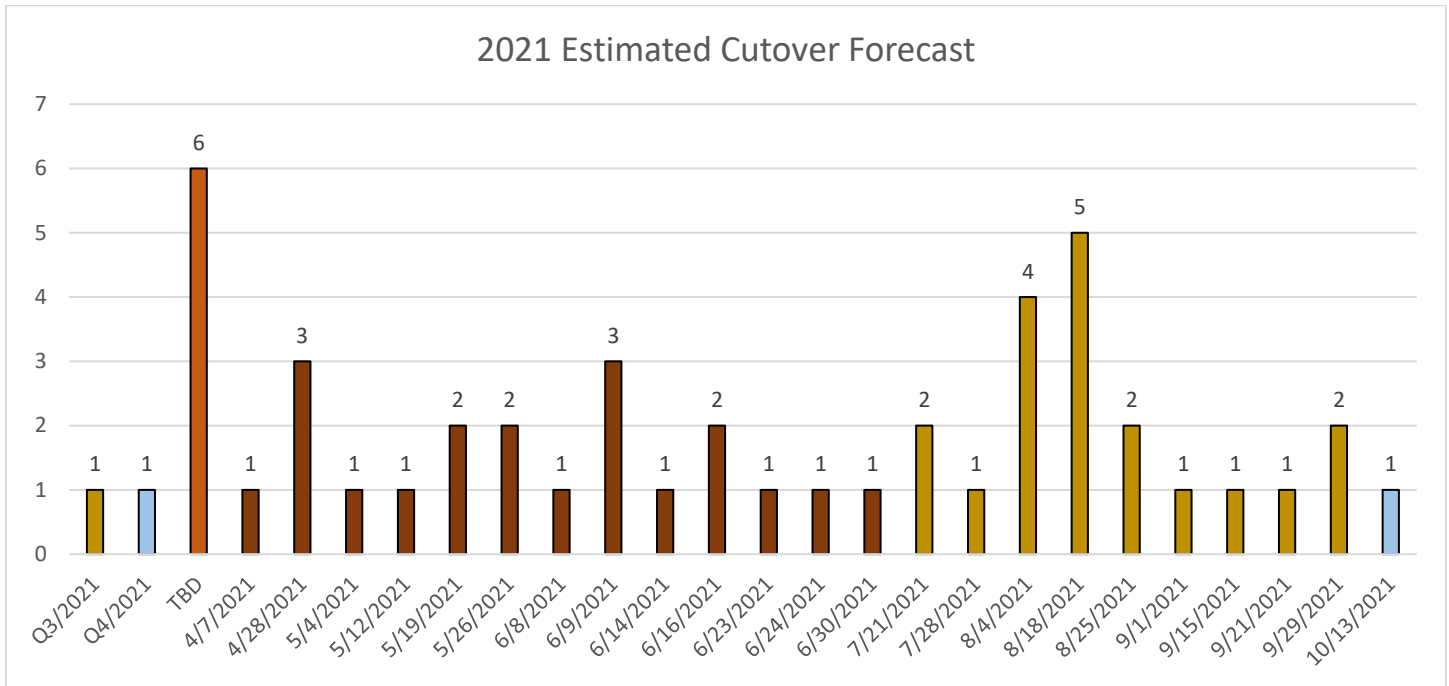
Alamance County (5/26)	Ashe County (4/7)	Burlington PD (5/26)	Caldwell County (4/28)	Cornelius PD (4/28)	Duplin County (5/19)
Graham County (5/12)	Mt. Holley PD (5/19)	Pineville PD (4/28)	Lenoir PD (4/28)	NC Highway Patrol: Troops ACD (5/19)	NC Highway Patrol: Troop E (5/19)

Current status of PSAP deployments by service type

Current Deployment Service Types		End-State deployment Service Types	
Hosted Viper	34	Hosted Viper	51
Hosted Vesta	30	Hosted Vesta	55
ESINet Only	13	ESINet Only	22
Total	77		128

Currently at 60.62 % completion rate for total statewide PSAP migration.





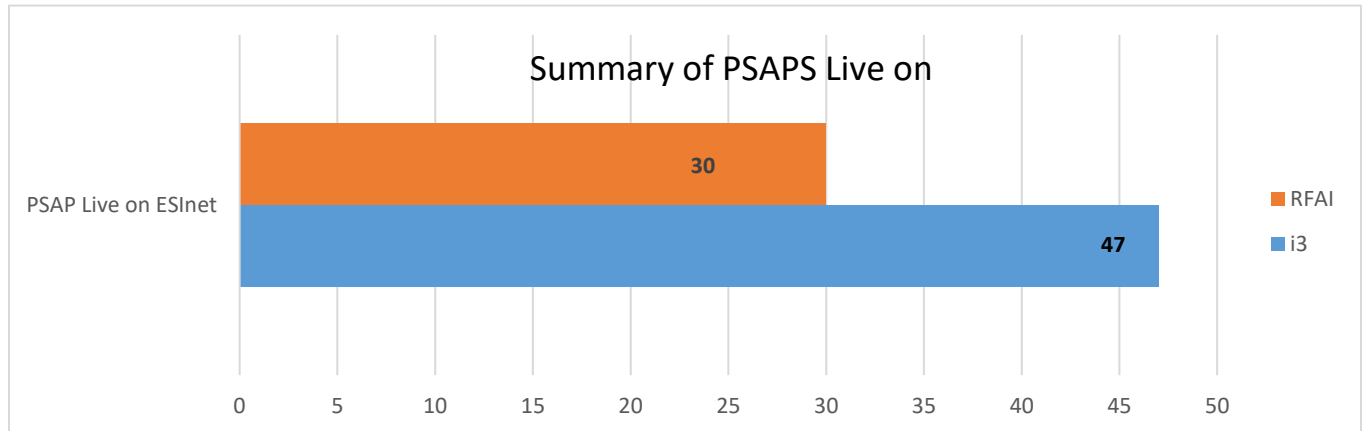
Striving for 99% project completion by 12/30/2021 despite the ongoing potential for continued COVID impacts to scheduling and availability of vendor implementation resources. To make the 99% completion will require firm dates for the six “TBD” status PSAPs and the two Q3/Q4 PSAPs. Our major push for the month of April is to firm up dates for all unscheduled PSAPs. The biggest barrier to success will likely be the availability of Motorola resources. **Still on track to reach the 100th PSAP migration on August 4, 2021.**

Additional project notes:

- Growing list of new PSAP sites has presented a challenge. Plan is to move forward with conversions this year to the greatest extent possible. New PSAP sites coming online on 2022 is driving a “lets delay” mindset that Board staff is handling on a case by case basis.
- Military Sites: No change with NC based military bases. Still waiting for updates on Service Branch negotiations with AT&T for ESINet access services.



- I3 vs. RFAI Status: See chart below:



[NC NG911 Deployment Map](#) .

GIS Update

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

- Seventy-four counties with production i3 ready GIS data or live as i3.
- Counties must have data fully compliant 60 days prior to NG911 migration Operational Readiness Testing (ORT). Special note to City of High Point for one of the fastest 0-98%+ GIS data projects since the project began.
- Forty-seven (47) PSAP jurisdictions are live as i3.
- GIS Governance Model document received additional input over the last two weeks and many suggested improvements received from Erin Lesh at NC DOT. Will require more modifications but the end product should be better received. In support of the Governance policy, CGIA team developed a tracking website to show which counties are keeping their i3 data current by plotting the frequency of updates. See attached link.

[NC NextGen911 Days Since Last Upload Dashboard \(arcgis.com\)](#)

NNMAC

- Have reached a positive decision on Solar Winds reinstatement after an extensive overview and incident deep dive by key Solar Winds senior management representatives. The hour-long meeting provided a much better view of the SolarWinds hack and what steps have been taken that will enable us to be confident in the viability of restarting the application.
- Adding one additional Tier 2 to permanent employee status. Will add two additional T1 contractors afterward as additional headcount needed with the loss of a contracted team member who accepted a permanent job offer



- Ticketing overview report: NMAC Dashboard and Trends - Stan Meeks.

Cyber Security

Project status

	Number of PSAPs
Actively Engaged - Kickoff Meeting/ Campaign Questionnaires Distributed	126*
Final Reports	79 ¹
Draft Reports	2 ²
Assessments in Progress	37
Assessments on Hold	4 ³
Campaign Questionnaires – Waiting on PSAP’s Response	19

By Size	Draft Reports Issued	Final Reports Issued	Final Reports Remaining
Blue/Large	-	4 (57%)	3
Green/Medium	2	30 (76%)	9
Orange/Small	-	45 (56%)	36
Totals	2	79 (62%)	48

- Continuing to make good progress. As of the March Technology Committee meeting there were 13 PSAPs remaining to engage. That has now been reduced to 0. Results is that 54 PSAPs have been engaged since February. Several final reports are on track to be released to PSAPs this week.
- PSAPs with assessments on hold have been contacted and staff is attempting to work out final arrangements for accommodating special requests.
- Dashboards roll up now has enough data to begin to show common areas of insufficient security postures with two-thirds of the PSAPs having completed the assessment.

SIP Admin Lines Update

- Transport circuit orders are complete and AT&T techs are installing software on call handling infrastructure to begin the trial. Will use test numbers from the Raleigh Durham area to test call flows

¹ Brevard PD was absorbed by Transylvania.

² Wayne and Winston Salem.

³ Winston Salem, Beaufort, Chatham, and Currituck



- Project plan reviewed with the five trial PSAPs on March 18th. Key takeaway is the need to reiterate the one Concurrent Call Path (CCP) per approved call taker position is the standard to enable abandoned caller call backs
- NMAC will have the lead role on SIP Admin line feature and capacity management.
- The AT&T team has developed a framework for billing that will provide the appropriate PSAP delineation that is needed for expense tracking by PSAP.

2021 Goals Discussion : Key topics this month

CAD Data Sharing

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"> • Hosted CAD – Assemble workgroup or ad hoc sub-committee to being 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