Topic	Presenter
1. Welcome	Jeff Shipp
2. Roll Call and Approval of Minutes	David Newberry
3. Opening Remarks	Pokey Harris
4. Discussion of Fee Diversion Legislation	Pokey Harris
	Richard Bradford
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. Assignments
      b. Timelines
      c. Required resources

7. Adjourn	Pokey Harris

Next Meeting: Next Meeting: March 2021

North Carolina 911 Board
Technology Committee Meeting
MINUTES
Thursday, January 14, 2021
10:00-12:00
Meeting Conducted by Use of Simultaneous Communication

	Phone	In-Person	Absent
Members			
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		
Staff			
Richard Bradford	x		
Rick Blumer			x
Chris Carlin			x
Stephanie Conner	X		
Kristen Falco	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			
Anna Verrill (NCCGIA			
Matt McLamb (NCCGIA)			
Doug Workman (Cary PD)			

1. **Chair's Welcome & Goals for Today's Meeting –** Meeting was called to order by Executive Director Pokey Harris.

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

3. **Executive Director Opening Remarks –** Pokey Harris made opening remarks. She advised the 2021 Technology Committee goals were approved at the December 2020 Board Meeting.

4. **November 12, 2020 Meeting Minutes Approval –** Motion by Bo Ferguson and seconded by Jude O'Sullivan. Minutes vote was unanimous.

Minutes Vote

	YES	NO	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		

5. **Legislative Update –** Richard Bradford provided the legislative update. Document attached

6. **ESInet/GIS Implementation Update --** Gerry Means provided NG911 project status updates. He advised there are 64 PSAPs active on ESInet. Cabarrus County, Concord, and Kannapolis are scheduled to migrate week of January 11. He advised that migration dates have been planned through September 2021. Means stated that there is competition for technical resources across the country. Chatham and Buncombe counties are TBD and may be pushed to 2022. All military installations will be ESInet only. Pokey Harris advised a point of contact has been assigned from the Army, Marines, and Airforce and are planning to engage the Coast Guard.

7. **GIS Update –** Gerry Means advised 61 Counties are i3 ready. Means said the GIS governance model document is under review. This document will set standards for items such as who the GIS authority is and provide control mechanism for data. Means advised the document will be sent to Technology Committee after edits are completed.

8. **NMAC–** Stanley Meeks provided the NMAC update. He advised a tier 1 staff member was released at the end of the year. Contractor Kenneth Fullwood was hired. His previous position was with the AT&T Resolution Center. Gerry Means advised there is a plan to add more staff in 2021 due to more PSAPs coming online. Gerry Means advised the SolarWinds application was taken offline as it was an impacted release. He advised no malware has been introduced into the AT&T network. He advised the

loss of the application has an impact on proactive monitoring but does not impact ability to process tickets. Pokey Harris advised staff will continue to monitor situation but not be looking for a replacement.

9. **Cyber Security –** Gerry Means advised 36 final reports have been issued. The contract with End-to-End ends in March. He has asked End-to-End to provide proposal to extend contract until June. Means said he expected to bring contract cost number for approval at February Technology Committee Meeting. Means advised Motorola is proving to be challenging and have not allowed vulnerability scans. They also have not produced scans completed by Motorola. Pokey Harris advised engagement from NC Emergency Management, NC National Guard, and other partners may be required.

10. **SIP Admin Line –** Gerry Means advised the SIP circuitry is installed and should be able to test numbers in January. He advised there is significant interest from the PSAPs

11. **Technology Committee Goals –** Gerry Means provided an update regarding the December Continuity Planning seminars. Means advised there is commitment to 60 ESInet migrations with a target of 64 for 2021.

    a. Cyber Security Framework - Means asked for volunteers to develop cyber security framework. Glen Knox and Randy Cress volunteered.
    b. GIS ALI – Perform analysis of AT&T application for automation. Pokey Harris directed Regional Coordinators to have conversation with PSAP community for volunteers. Rachel Bello volunteered to participate.
    c. Hosted CAD exploration– Pokey Harris advised a SWOT analysis will be paramount and a work group will need to be assembled including PSAP, law enforcement, and fire/EMS. Ms. Harris advised a vendor for facilitation of discussions may be required.

12. **Adjourn –** 12:05 PM

VOTE REQURIED

Welcome to 2021…the year we get it DONE!

Fee Diversion Discussion
 Federal update
 Impact to NC

ESINet Update
In-Production sites

  Primary PSAPs operational as of 2/1/2021

Beaufort County	Bertie County	Burke County	Carteret County	Cary PD	Chowan County
City of Durham	City of Jacksonville	City of Lumberton	City of New Bern	City of Rocky Mount	Cleveland County
Craven County	Cumberland County	Davie County	Eastern Band Cherokee Indians	Edgecombe County	Forsythe FD
Franklin County	Gaston 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	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	Stokes County
Surry County	Swain County	Tarboro PD	Union County	Vance County Henderson	Wake County Raleigh
Wayne County	Wilson County	Winston-Salem PD	Yancey County		
Secondary PSAPs Operational as of 2/1/2021					
Durham SO	Elkin PD	Forsythe SO	Hendersonville PD	Kernersville PD	Mooresville PD
Mt. Airy PD	Statesville PD				

Next Up Migrations: February-March

Alleghany County	Cabarrus County	Cherokee County	Clay County	Columbus County	Dare County
Davidson County	Gates County	Montgomery County	Moore County	Stanly County	Warren County
Concord PD (sec)	Kannapolis PD (sec)				

Deployment Service Types

Hosted Viper	32
Hosted Vesta	23
ESInet Only	11
Total	66

Approved PSAP Readiness Status

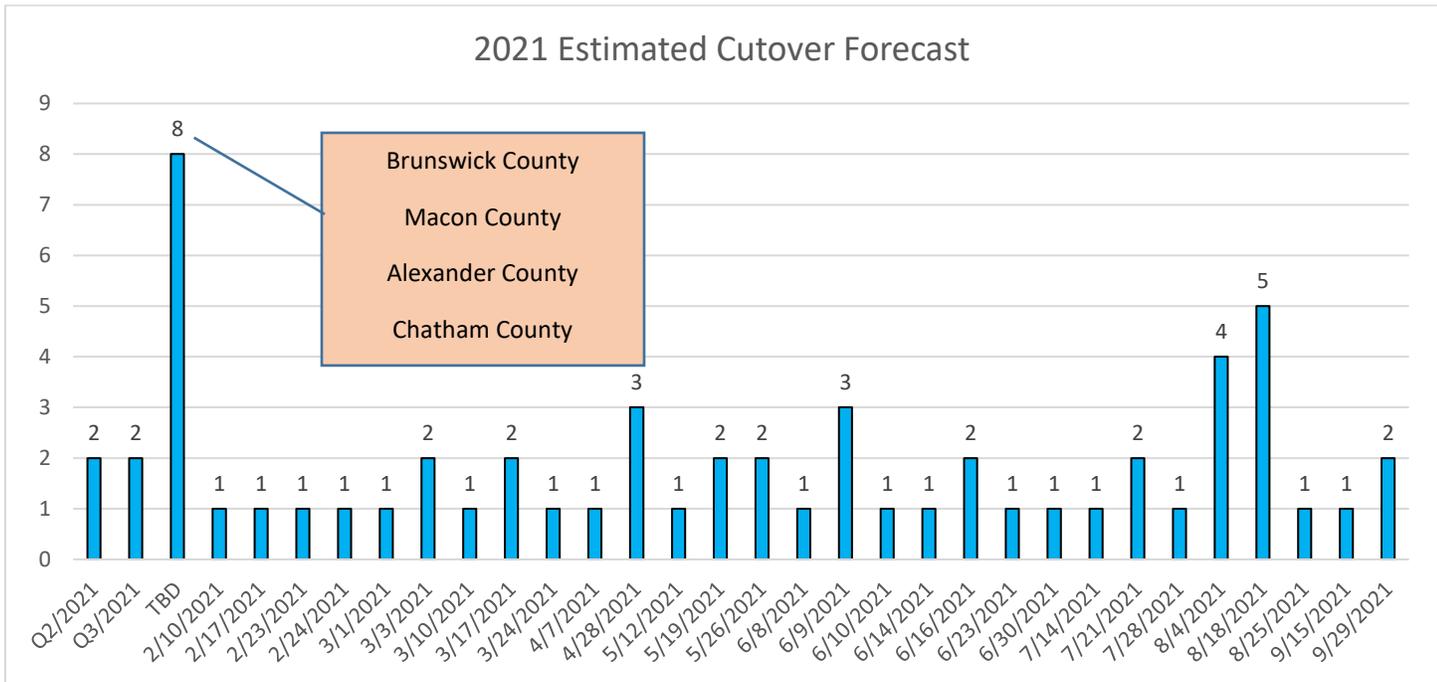|	Active Project	Network Design Review	On Hold	PSAP Live on ESInet
Total	59	1	2	66
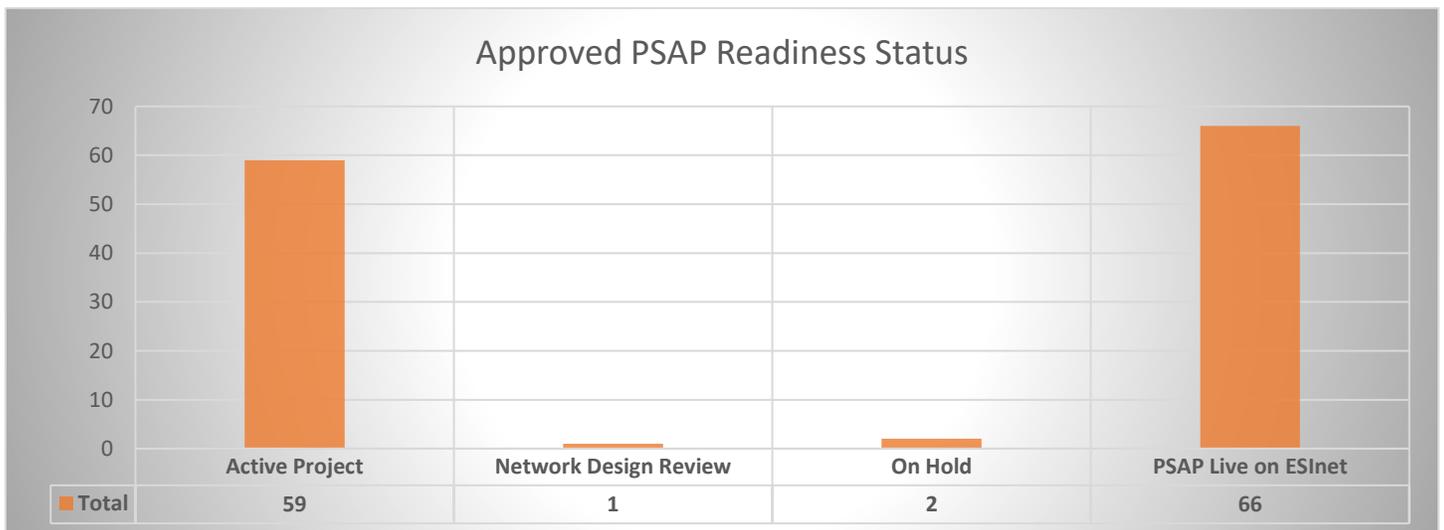
Note: all PSAPs now engaged with projects. Halfway point of live sites vs. projects

Deployment Type	Totals
ESInet Only	23
Hosted Viper	50
Hosted Vesta	55
Grand Total	**128**

CenturyLink Sites	45
AT&T Sites	35
Frontier Sites	12
A911	34
Other	2

2021 Estimated Cutover Forecast

Striving for 99% project completion by 12/30/2021 considering the potential for continued COVID impacts to scheduling and implementation resources. At present there are four PSAPs in the TBD designation that we are working to complete in the 4th qtr. 2021 that are doubtful. Continuing the effort to anchor above dates to secure vendor resources and then slotting PSAPs in dates as the ongoing COVID-19 environment evolves.

Additional project notes:

- COVID protocols for on-prem vendor resources to segment personnel from cross utilization at multiple PSAPs during mandated 14-day quarantine windows.

- Continued work with NC based military bases with latest discussions concerning technical reviews and GIS considerations. Ft. Bragg and Seymour Johnson have CPE contracts and deployments in flight. Camp Lejeune TBD.

- PSAPs live as i3 have now surpassed those initially implemented as RFAI. Thirty-four PSPAs are operating as i3 versus 32 as RFAI.

[NC NG911 Deployment Map](#) .

GIS Update

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

- Sixty-three counties with production i3 ready GIS data or live as i3.

- Counties must have data fully compliant 60 days prior to NG911 migration ORT

- Thirty-four (34) PSAP jurisdictions are live as i3.

- Still at (8) counties that have made little or no GIS i3 progress.

- GIS Governance Model document is in final draft form and awaiting approval from staff and CGIA. The Governance model provides guidance on the maintenance of the i3 data sets along with roles and responsibilities at the State and local levels. Copies of the draft can be furnished upon request.

NMAC

- Adding NMAC as resource point for GIS support by centralizing post ESInet i3 requests for ALI data with the NMAC. Allows ticketing of requests to build analytics on the level of activity and to provide operational consistency.

- With the recent Solar Winds data breach the NMAC the team has been investigating other alternatives but nothing to report as yet.

- New staff added in January, Kenneth Fullwood who comes to us from the AT&T Resolution Center. Kenneth worked in the RC supporting 911 and other public safety related network services.

Cyber Security

Project status

	Number of PSAPs
Actively Engaged - Kickoff Meeting/ Campaign Questionnaires Distributed	**93**[1]
Final Reports	51
Draft Reports	7
Assessments in Progress	21
Assessments on Hold	9[2]
Campaign Questionnaires – Waiting on PSAP's Response	23
***Campaign Questionnaires -Past Due**	2
Remaining PSAPs to Engage	**34**

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[1] Brevard PD was absorbed by Transylvania.
[2] Draft Reports were issued to 2 PSAPs on hold.

By Size	Total	Engaged	Remaining PSAPs to Engage	Draft Reports Issued	Final Reports Issued	Final Report Remaining
Blue/Large	7	7	-	-	4	3
Green/Medium	39	36	3	3	18	21
Orange/Small	81	50	31	4	29	52
Totals	127	93	54	7	51	76

- Project extension to June 30, 2021 due to COVID delays and workarounds.

- Proposal from EEC has been formalized and accepted. Funding request to be voted on at the February 911 Board Meeting. Additional expense to be incurred is $296,243.68. New contract total is $1,481,218.40.

- Made good progress this month with the resumption of kick off meetings. Kickoffs will continue throughout the month. Also got several long delayed kickoffs activated and moving forward.

- Detailed analysis of the demographics of the final reports issued so far will begin this month. Analysis will be ongoing as the assessments for all PSAPs are completed. Summary of high-level preliminary findings is anticipated by the end of the engagement.

- Analysis will provide the framework for the NG911 Cyber–Security Governance policy document using a similar framework as the GIS Governance policy document.

SIP Admin Lines Update

- Transport circuit orders are complete, and circuits are up in Columbia and Raleigh.

- Routers installed.

- A software version release for the Viper instances is required to activate the SIP admin line function and is in motion.

2021 Goals Discussion : Key topics this month

Hosted CAD

Continuity Planning

2021 Goals

Technology Committee	
• 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
• 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
• Cyber security – Develop framework for minimum requirements for connection to ESInet based on cybersecurity assessment findings and review.	9/30/2020
• GIS – Exploration of ongoing ALI database maintenance via automated applications.	9/30/2020
• 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