State 9-1-1 Program Updates

APCO/NENA Quarterly Meeting - DPSST

March 7, 2018
“New”
Program Update Structure & Process

Updates align within major 9-1-1 Program focus areas improving overall communications and progress reporting:

• **Program Process Improvement** & Activities
• **Stakeholder Engagement** *(PSAP, State Partners, Vendor Community)*
• **Technology Strategy** *(Program, PSAP Priorities, NG9-1-1)*
• **Funding** *(All Program Areas)*
Program Staffing Update
Program Process Improvement Activities
Hardware and Software Lifecycle Management

Benefits:

• Maximize value of hardware and software
• Predictable upgrade path and plans for future CPE upgrades
• Data to validate vendor future offerings (i.e., Hosted CPE)
• Data to better predict/validate cost benefits of new CPE capabilities
• Lower total cost of ownership

Activities:

• Program staff developing data collection model
• Working with vendors to provide regular data extracts/reporting to support lifecycle management processes
GIS Vendor Process Management

VESTA Map GIS Data Updates

Status

• 24 PSAPs currently using VESTA Map
• 14 Quarterly updates performed
• Airbus working through channel partners (CL and FTR)
GIS Vendor Process Management

Challenges

Procedural:
• staff turnover/reassignment
• role definition
• scheduling

Technical:
• LAN/server access
• network connectivity
• site-specific configuration
GIS Vendor Process Management

Roles

OEM:
• Scheduling
• Coordination between PSAP, GIS maintainer, and Airbus
• Database preparation

Airbus:
• Map Package configuration
• Delivery of database to VESTA Map servers
• Testing
## GIS Vendor Process Management

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Automating Routine Tasks for Data Updates and Quality Checks

• Why it is important to automate some routine processes
• GIS updates and Quality Checks (QC) overview
• GIS data standardization and preparation overview
Reasons for Automating Tasks

• Save time and resources
  • Tasks can be completed in minutes rather than hours
  • Click a button and the computer does the rest
  • Anyone can do it, not just a GIS person with specific knowledge
• Lessen chance for errors
• Remove hurdles or barriers of data processing and update procedures
Data Quality Checks and Updates

Automated procedures that prepare, measure and report data quality for MSAG, ALI and GIS Data based on predefined sets of criteria

- Macros – Prepare MSAG and ALI Tables for QC Process
- Python Toolbox
  - *Updates GIS Data to a master GeoDatabase*
  - *Updates Locators*
  - *Runs QC Process*
- QC processing, tracking and reporting
Data Quality Checks and Updates (continued)

QC tracking and reporting
- Reports how in sync data is with each other
  - Such as GIS Data to MSAG or ALI or to other GIS Data
- Reporting and tracking outputs
  - *Summary Report of unmatched records*
  - *Export of all unmatched records with all fields*
- A goal is to, over time, increase, maintain and report quality standards
GIS Data Standardization and Preparation Overview

- Goal is to translate GIS Data into a common field naming convention
  - So it can be used in applications and other uses
  - Fields are translated from original source to an empty layer schema
- Data validation
  - ALL CAPS, No NULL values, No extra spaces, Field lengths/types
- Data conversions and definitions
  - Layer type
    - Not multi-point, single-point ONLY
  - Layer projection/coordinate system
Summary: Automating Tasks

- Automating routine tasks is essential for the health of some systems
- Removes barriers that impede data update procedures
- Less need for knowledge specific staff
9-1-1 Jurisdiction Plan Update
Stakeholder Engagement Activities
PSAP Planning for Success Workshop!

**Workshop Purpose**
- Bringing the statewide PSAP community together on a voluntary basis for the development of a prioritized baseline for the improvement and modernization of 9-1-1 services and technology throughout Oregon

**PSAP Representation**
- 27 participants represented 15 of the 43 statewide PSAPs
- PSAPs of all sizes and geographic areas throughout Oregon were represented
- Attendees included PSAP Directors, Managers, Operations, Technical, Telecommunication Staff
Activities

- NG9-1-1 Vision & Definition Work
- PSAP Operational Issue & Need Identification
- Priority Voting
General Observations
See final report for additional information

- Themes identified were determined to apply to or benefit all statewide PSAPs
- Improved location for wireless 9-1-1 calls – (#1 priority)
- Security (#2 priority)
- Funding accountability and funding level placed #3 and #4 in priority
- NG9-1-1 dependency did not appear until priority #5 theme
- Interest was expressed regarding the value of the workshop and hosting this type of event annually
PSAP Participation/Experience
Next Steps
See final report for additional information

• Provide Advisory Committee with post-workshop report for review and use
• Post-workshop report available on the OEM NG9-1-1 Web Page
Updated NG9-1-1 Web Page

- More user and mobile device friendly
- Defined categories to better assist with locating information and documents
- Aligns with 9-1-1 Program Focus Areas
Technology Strategy
Activities
Portfolio Management (9-1-1 Program)
(PSAP Quarterly Meeting – May 2017)

Vision

Mission

Organizational Strategy and Objectives

Portfolio Management
Strategic Planning and Management of Projects, Programs and Operations

Management of On-Going Operations (recurring activities)
Producing Value

Management of Authorized Programs and Projects (projectized activities)
Increasing Value Production Capability

Organizational Resources

Increase Project Success

# Management of Program Activities & Projects

*(PSAP Quarterly Meeting – May 2017)*

## OEM 9-1-1 Program
Projects & Operational Assignments

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Summary of Program Focus Area Activities

Program Process Improvement
- Operational Tasks
- Projects
Summary of Program Focus Area Activities

Program Process Improvement
- Operational Tasks
- Projects

Stakeholder Engagement
- PSAP Needs & Priorities
Summary of Program Focus Area Activities

Program Process Improvement
- Operational Tasks
- Projects

Stakeholder Engagement
- PSAP Needs & Priorities

Technology Strategy
Foundational Approach
NG9-1-1 Projects
IBM Managed Services
Contract Update

• IBM contract term does not end until March 31st, 2019
• State partner agencies are continuing to develop procurement plans
• An update will be provided at May quarterly meeting
Program Funding
Funding Updates

- Pause hiring vacant FTE
- Pause in CPE replacements
  (Lifecycle management activities key component)
- Grant opportunities
Questions