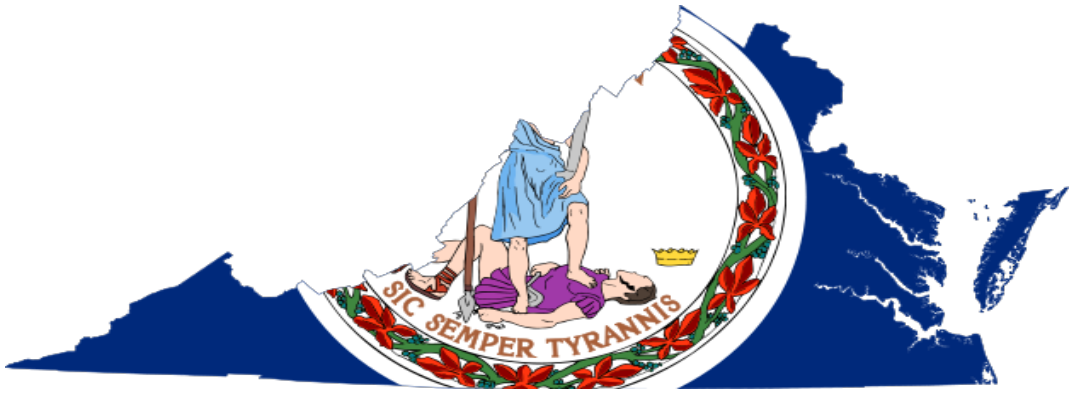
Not your Grandpa's Logging System

How NG requirements impact logging system requirements, procurement, implementation and use.



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Learning Objectives

Requirements in a NG911 Environment

Procurement

Implementation

Use, maintenance and access

Requirements in a NG911 Environment

- How are your logging recorder requirements different in a NG environment?
- What should, could, would you capture? Store? Access? Share? Protect? Preserve?
- Old school – we captured audio from phones and radio
- NG – we now are processing (or planning to process) video, texts, pictures, other forms of notifications and communications such as ACN, smart clothing/devices, social media and so on

Requirements in a NG911 Environment

- Old school – we manually pulled data into our research to package with audio
- NG – we will need to ‘pull’ data from multiple sources into a accurate timeline depiction of an event(s) from start to finish, and at times into the follow up activities

- Storage needs and capabilities to comply with retention policies have changed the way we acquire, use, access and distribute/share data

Requirements in a NG911 Environment

- Old school – we procured logging systems as part of a package deal when acquiring our phone systems or radio systems
- Many vendors have resell agreements and installation techs, and administrative training with the logging systems that they offer as part of their package

Requirements in a NG911 Environment

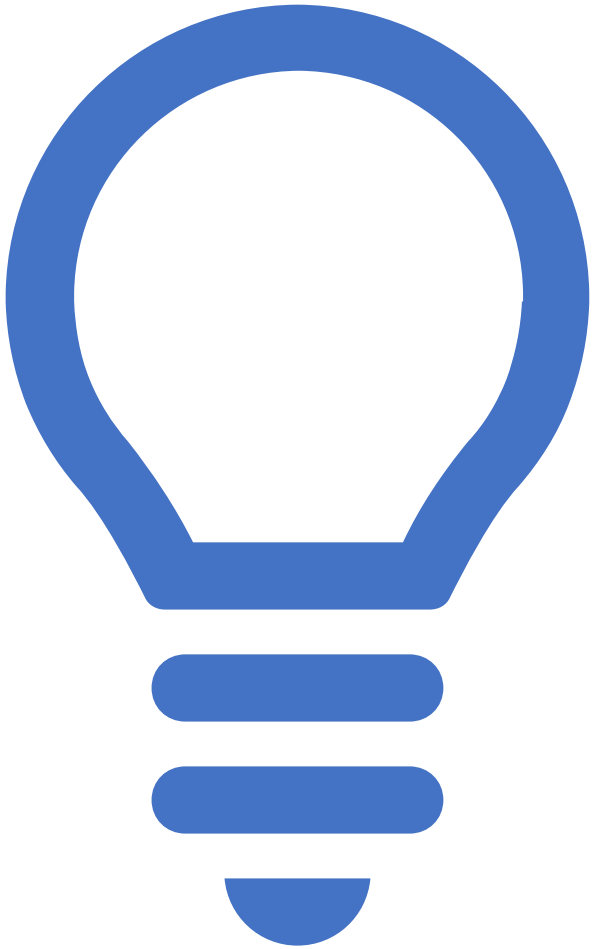
- Unlike the complexities of defining requirements for a phone or radio system, logging recorder requirements may be as minimal as:
- *How* many lines and channels/talkgroups do you want to record?
- *How* long do you need to keep those recordings?
- *How* many people/entities require access and from where?

- There is typically little discussion about *what* do you need to capture beyond the audio components of the work product? – or , *what* are your future logging needs? – or, how best to store and access?

Requirements in a NG911 Environment

To insure that current and future logging NG needs are met, a requirements (functional specifications) development process is critical

Steps to take to make sure you have fully defined your requirements include:	Fully understand the capacity, functionality and features of your current system(s)
	Identify gaps that are not being met in the current system(s)
	Determine what is needed in a new system to meet capacity and to address gaps
	Project planned/anticipated NG needs; e.g. texts, video, pics, storage, access



Requirements in a NG911 Environment

- Don’t try this alone
- Engage staff and technical support (internal and external); reach out to your peers in other PSAP environments for their experience and lessons learned; use resources from professional organizations such as NENA and APCO
  - Understand the risk of using another municipality’s/agency’s procurement documents
- If expertise is not available or not sufficient, seek professional support that is *not* affiliated with a vendor

Procurement

1. Research and check out all available solutions
2. Focus on storage, retention, access and networking – cloud storage and sourcing
3. Thoroughly document the entire requirements definition process
4. Engage procurement/purchasing and legal staff to help compile into a procurement document and process
5. Include your staff, technical support, internal and external resources, to vet the procurement document(s) and process before release

Procurement

- Make certain that your procurement proposal/quote request is uniform and requires vendors to respond in kind
- Develop rating and ranking criteria based on your specific needs; prioritize those needs; weight the ratings to allow for ranking
  - Defensible
  - Ease of process
  - Bonus -- Can be repeated for other technology procurements
- Bring on the dog and pony show! Require the top-ranked vendors to demonstrate their product in a live scripted environment – no PPTs, no closed training demo on a stand alone laptop

Procurement

Make, document and notify of your selection decision

If your procurement folks can provide a contract, insert your requirements and give to selected vendor to begin negotiations

More likely, the selected vendor will want/be required to give you're their sample contract to begin negotiations

Be prepared to walk away if negotiations go south

Either way, make certain to have technical and legal expertise on your side of the table

Don't forget about the distribution of payments and maintenance costs – SLAs are where the vendors really make their money

Implementation

In contract negotiations, pay attention to scope of work, project management and timelines

Do not accept a list (quote) of hardware and software components as your scope of work; make sure there is a description of what, who, how, when and where for the implementation

Guarantees, warranties, responsible parties, acceptance – all must be tied to payments

Cutover/go-live explicit results and metrics are necessary and should be tied to final payment

SLAs must pick up immediately without gaps through the life cycle of system

Use, Maintenance and Access

- Maximize training for administers and users up front – avoid train the trainer when possible
- If you bought it, use it
  - Many features and functions go unused because folks do not know how to use them, or the system was not configured properly
- Fully understand and use the vendor support and your own technical support
- Don’t continue the old habits when it comes to use and access
- With consideration for HIPPA and CJIS requirements, allow access to appropriate agencies/entities via network/web access

Discussion and Questions

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