Beyond the 98%™: Solving the GIS Puzzle in NG9-1-1

Course Description

NG9-1-1 is evolving quicker than ever before, the timeline to ensure your PSAP and GIS is ready for NG9-1-1 is decreasing at an alarming rate. While portions of the NG9-1-1 world has yet to be developed, GIS has been identified as a mission-critical component. GIS is used in many 9-1-1 centers, public safety responder agencies, as well as, local, state and federal government processes in the United States. In an NG9-1-1 environment, GIS will be used in a much different manner. Unlike use in post-call processes, GIS will take on a critical role in pre-call delivery through NG9-1-1 call routing. This course will introduce standard, best practices and introductory workflows required to ensure NG9-1-1 data readiness to get your data Beyond the 98%™ required by NENA.

COURSE OBJECTIVES

1. Introduction to 9-1-1 – timelines and transitions
    a. Basic 9-1-1
    b. Enhanced 9-1-1
    c. Next Generation 9-1-1
    d. Database and applications
2. Introduction to GIS – non-GIS users
    a. Common terminology
    b. GIS systems
    c. Legacy system interaction with GIS
    d. GIS in public safety
3. Introduction to NG9-1-1
    a. NG9-1-1 system overview
    b. NG9-1-1 call routing
    c. GIS application in NG9-1-1
    d. GIS application in Next Generation Core Services
4. Roles, Responsibilities and Data stewardship
    a. Implications of silos and benefits of crosswalks
    b. Introduction to workflows
    c. Stakeholder responsibilities
    d. Cooperation and data sharing
5. NG9-1-1 Data Implications
    a. Introduction to NENA NG9-1-1 Data Model
    b. GIS data reconciliation
    c. Data quality and completeness

        d. Minimum requirements for ECRF and LVF

        e. A need for order

6. GIS data validations

        a. Address points

        b. Road centerlines

        c. MSAG

        d. ALI

        e. Gap analysis

COURSE AUDIENCE

This course is recommended for State and Local 9-1-1 Program Managers, GIS Managers, Public Safety Technologists, Elected Officials and local addressing authority decision-makers who assign addresses, maintain GIS data for 9-1-1 and maintain MSAG or ALI for PSAPs. The recommended course length is four hours.

COURSE PREREQUISITES

None

COURSE MATERIALS

None

STUDENT EXPECTATIONS

DATAMARK encourages attendees engage the instructors and other attendees throughout the course to build a collaborative learning session.

CLASSROOM ETIQUETTE

This workshop is a forum for the exchange of ideas. Ideas and interpretation of standards, best practices and workflows may stimulate conversations. Each attendee has the right to express his/her viewpoint in an open forum. Responses to varying opinions will be respectful and responsible.

ADADEMIC INTEGRITY

DATAMARK supports a vendor agnostic educational approach; therefore, content is a derivative of various standards, best practices and informational documents. Data sources will be provided throughout and at the end of the course for reference. DATAMARK reserves the right to modify content to meet the needs of the specific audience or to align content with real-time standards and best practices.

ASSIGNMENTS

None

Course Syllabus: Beyond the 98%™