WINBOURNE™ CONSULTING, LLC

June 2019 Newsletter

What Big Data Means to Public Safety

Big Data Defined. Big data refers to the unprecedented amount of data created through an increasingly connected and mobile world, cloud computing, and, above all, the Internet of Things. The volume and velocity of data available today was unthinkable even a few years ago and have overwhelmed traditional data processing and analytical techniques. In response, new databases and analytical tools were created with the capacity to deal with these extremely large data sets.

The Promise of Big Data. The aim of big data analytics is to identify trends and relationships in the data that would otherwise not be apparent. This in turn empowers management to better assess operations and drive service improvements. Big data analytics is particularly useful in smart city initiatives such as transit and traffic planning; public safety, including the data-rich NG911 environment; mobile workforce optimization; and any other area where large data sets are a product of operations and service delivery.

Developing Your Big Data Strategy. Harnessing and properly leveraging this vast amount of data is a major challenge for public sector managers and agencies. To get the most out of big data an agency needs to develop a strategic approach which will deliver value to your agency. Addressing the following considerations will assist in this effort:

1. *What is your goal for big data initiative?* How will this effort help you accomplish your mission? Do you want to deliver service efficiencies? Increase effectiveness? Discover relationships to better understand current operations? Predict future actions? Facilitate cross-team collaboration? Do you need a public access/open data effort? Do you need an enterprise strategy, or one limited to an agency or function? Many big data efforts fail to provide value due to poor alignment with the agency's goals and mission.

2. *What is your data inventory?* Baselining the relevant current data sets available to you is critical. Where does the data reside in your agency that is required to deliver on your goals? What formats are involved? Is it structured or unstructured? Does the data reside across agencies or locations? Does it reside on multiple sources, mediums? Is there a requirement for new data sources, or outside sources? Without access to the right data sets you will not be able to execute your plan.

3. *How will you collect the data?* How will the data be collected, consolidated, and maintained? Is there a need for a continual data feed, scheduled updates, or is a one-time data dump sufficient for your goals?

4. *What is your existing capability?* Do you have access to big data tools in-house? Do you have the necessary talent in-house to do the data collection and analysis tasks? Your staff may require training to

Winbourne Consulting offers a full range of public safety services, including strategic planning, systems integration, specifications development, solution acquisition, and implementation project management and quality assurance.

effectively conduct the analyses you require.

5. *What is the output?* Who are the consumers of the analysis? Do you require high-level dashboards or more detailed analytical products? What data visualization techniques are appropriate for the data collected? Presentation is a critical component to making big data understandable.

90% of the data ever created was created in the last two years.

– McKinsey

By addressing the above you will have gone a long way to developing your overarching big data strategy as well as an implementation plan that has a good chance of success.

Winbourne Consulting has entered into a partnering agreement with the Boston-based Institute for Excellence in Government, Inc., to provide a variety of big data-related services for our clients. Our focus will be on helping government managers in building, executing, and maintaining an effective big data program, strategy development, management-level training, and tailored consulting services.   For more information on how **Winbourne Consulting** can assist your organization in addressing their Bid Data requirements, please contact **Winbourne Consulting** at info@w-llc.com or call us at 703.584.5350

Winbourne Happenings

Julie Heimkes, Winbourne Consulting co-presented with Steve Tait, MN Regional Interoperability Coordinator and Judy Diehl, Central Region ESB NG 9-1-1 Committee Chair during the Minnesota Public Safety Communications Conference May 29, 2019. The title of the presentation was Statewide CAD-to-CAD Interoperability Project.

Jeff Winbourne will speak at the US-ASEAN Smart City Partnership conference in Washington, DC on July 10, 2019. The conference will host representatives of the Association of Southeast Asian Nations (ASEAN) smart city projects.
The conference is a follow up to ASEAN Smart City conference in Singapore in 2018. Vice President Mike Pence announced at the 2018 conference the formation of the US-ASEAN Smart City Partnership.
 "This effort will spur renewed American investment in the region's digital infrastructure, advancing prosperity and security in Southeast Asia," Pence said, adding that the Partnership is aimed at enhancing the USA's cooperation with the influential regional association.
ASEAN Smart Cities initiatives are considered essential to member countries that are facing rapid urbanization and explosive growth of Internet related technology use in the region. The growing urbanization is illustrated by cities like Ho Chi Minh City, Vietnam and Jakarta Indonesia growing by 250-300,000 residents annually creating major challenges to municipal governments ranging from traffic congestion, education, public safety, water and air quality, to cyber security.

Lisa Madden, Vice President Business Development and Emerging Technologies attended the 2019 NENA Conference in Orlando, Florida.

The VA Port Authority Police (VPAPD) went live on their new Zuercher (Central Square) CAD, Mobile and RMS system on June 11, 2019. **VPAPD contracted with Winbourne Consulting to provide a needs assessment, requirement development, RFP release and implementation for a new CAD, Mobile and RMS system to replace their end of life RMS system.**

Our Clients include city, county, state, and federal agencies located throughout the United States and the world, as well as countries in Europe, the Middle East, Asia, the Caribbean, and South America.

Madison County and Onondaga County (NY) tasked Winbourne Consulting with determining the benefits of a potential consolidation of their 9-1-1 centers, including whether a consolidation would improve service to citizens and increase the safety of First Responders. Winbourne Consulting completed this study in May and held a public presentation for the stakeholders, on Jun 27, 2019. The Madison County Board of Supervisors announced on Jun 28th that they were immediately implementing Phases One and Two of our recommendations.   For additional information visit: https://www.oneidadispatch.com/news/local-news/public-hearing-for-madison-onondaga-county-merger-sees-questions-concerns/article_d7aad7d4-99b0-11e9-9e0f-cbe959e2ac1b.html

Winbourne Consulting is assisting the City of Indio, CA in replacing their current CAD/RMS system. We are initially developing a detailed needs assessment and assisting with the procurement process, which includes Offeror evaluations, vendor demonstrations, and evaluation of negotiation points. We will also assist in providing project management and quality assurance in the implementation phase of the project, to include system installation, configuration, testing, training and go-live and post-go live stabilization activities.

Winbourne Consulting is assisting the City of Virginia Beach in performing an operational assessment, strategic planning, vendor selection, and implementation of an enterprise Customer Relationship Management ("CRM") system.   We are currently assisting Virginia Beach in developing a detailed procurement process, which includes Offeror evaluations, vendor demonstrations, and negotiation points. We will also assist in providing project management and quality assurance in the system implementation phase of the project, to include system installation, configuration, testing, training and go-live and post-go live stabilization activities.

Public Safety News

NG911 TECHNOLOGY TAKEAWAYS FROM NENA 2019

[In mid-June] the CJIS GROUP team attended the 2019 National Emergency Number Association (NENA) conference. We were excited to see what innovations would be highlighted, and how these would align with NENA's just released i3 Standard for Next Generation 9-1-1. As we expected, panels discussed ways cloud based data systems could benefit users across PSAPs. Another hot topic was debate over the cost of IP systems. While agencies might hesitate at investing in new systems, working to patch legacy systems and upgrade individual components, this usually ended up costing more than system replacement over time and eventually placed agencies in a position where legacy systems could no longer operate and had to be replaced despite continual piece meal upgrades.

One topic trending this year was AI, Augmented Intelligence. AI uses data and patterns to provide 9-1-1 operators additional information as they are on a call. For example, a fusion center might use a gunshot detection system, city cameras and GIS to connect data across multiple calls and provide details to an operator, prompting additional questions and smarter response. This augmented intelligence doesn't replace operators, but allows them to make more intelligent and informed decisions as they are dispatching.

NENA's i3 Standard for Next Generation 9-1-1 is out now, and comments are open until July 8th. Comments from vendors and agencies will help shape the future of NG9-1-1 system development and implementation. We will be following comments and noting how agencies and vendors are adapting to new standards.

Industry Events

August 7 - 10, 2019
Georgia World Congress Center
Atlanta, GA

Fire-Rescue International (FRI), the annual conference and expo of the IAFC provides senior-level leadership training to fire chiefs. As an organization, the IAFC represents the world's leading experts in the first responder community. The IAFC's commitment to excellence is seen throughout FRI—from the classroom to the expo, the IAFC delivers when it comes to quality and value.
For more info: https://www.iafc.org/events/fri

APCO's Annual Conference & Expo is where the industry goes to discover innovative solutions for NextGen 9-1-1, cybersecurity and much more!
For more info: https://www.apco2019.org/

Since 1893, the IACP has been shaping the law enforcement profession. The IACP Annual Conference and Exposition has been the foundation, providing leaders with new strategies, techniques, and resources they need to successfully navigate the evolving policing environment.

Don't miss out on the opportunity to spend four days with law enforcement leaders from around the globe as they address your most pressing challenges. Register now for the most comprehensive law enforcement conference and exposition in 2019.
For more info: https://www.theiacpconference.org/

Articles of Interest

How Agencies Can Control Access To IoT Data

Mobile devices, embedded software and internet-of-things sensors are now used almost everywhere – in automotive systems, industrial control, health care, construction and climate monitoring. IoT devices and smart technologies are now slowly emerging in the government sector, providing significant opportunities for agencies to operate more efficiently and effectively.

IoT devices collect data that is moved into a storage platform from which users can run analytics to generate insights on anything from productivity and security to perfecting processes, reducing costs, creating new services, protecting public health and safety and so much more.

To read the full article visit:
https://gcn.com/articles/2019/05/09/secure-iot-data-storage.aspx?admgarea=TC_IoT

FirstNet to Release Road Map, Outlines 6 Technology Domains

The First Responder Network Authority (FirstNet Authority) said the road map announced at is March meeting will be released later this summer and will advance the public-safety broadband network. At a June 26 meeting in Indianapolis, the FirstNet board supported the direction of the road map and its alignment with public safety's communications needs.

FirstNet staff is building the road map around six technology domains — the FirstNet core, coverage and capacity, situational awareness, voice, secure information exchange, and user experience — that it said reflect the most important communications capabilities for public safety's mission.

To read the full article visit:
https://www.rrmediagroup.com/News/NewsDetails/NewsID/18428

statescoop

911 Call Centers Get A Map To Look Up Other Call Centers

Calls to 911 usually find their way to the nearest emergency communications center, but when they don't, operators rely on a special address book of call centers. The list is a kind of yellow pages for 911 dispatchers, so they can reroute the wayward calls to a closer location. But operators have been using the same directory for more than two decades.

On Wednesday, though, the National Emergency Number Association announced it has rebuilt its version of that database, using a modern mapping platform that will make it easier to look up call-center data and integrate the contact information with other tools.

To read the full article visit: https://statescoop.com/911-call-centers-get-a-map-to-look-up-other-call-centers/

Mark43, Polaris Wireless Partner To Deliver First-Responder 3D Location Information To CAD system

Polaris Wireless has announced plans to have its three-dimensional (3D) location technology integrated into the 911 computer-aided-dispatch (CAD) system from new partner Mark43 to help monitor the location of firefighters and other public-safety personnel, particularly when responding to an incident inside a multi-story building.

Public safety has long utilized GPS technology to track the XY location of personnel and vehicles at a response scene, but GPS is of limited use when a responder is inside of a building, because the structure often blocks the satellites' signals from connecting directly to the user's device. In addition, GPS does not provide any information about the elevation of the user, which can be troublesome in a multi-story building.

Visit https://urgentcomm.com/2019/06/18/mark43-polaris-wireless-partner-to-deliver-first-responder-3d-location-information-to-cad-system/ **to read the complete article**

**We Are Interested in Your Thoughts on the Above Topics.
To share them with us, please:**

Email us at: **info@w-llc.com**
Or
Twitter us at **https://twitter.com/winbournellc**

For more information about our services and solutions, visit our website at:
www.winbourneconsulting.com

Look us up on LinkedIn
https://www.linkedin.com/company/winbourne-consulting-llc?trk=biz-companies-cym