

December 2020 Newsletter

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Reflections On 2020 And Looking Ahead

As 2020 draws to a close, we reflect upon a year with almost unparalleled challenges, but also one where many of the changes already underway in public safety technology were accelerated. Nationwide, the impacts of the pandemic, the unrest primarily in reaction to the George Floyd and Brianna Taylor deaths, and the police reform movement have had a singular and unprecedented impact on the delivery of public safety services. As we approach 2021, many of the challenges that originated in 2020 remain unresolved: but the expanded rollout of the COVID-19 vaccines is a critical step in the nation's and the world's recovery from the pandemic.

The pandemic combined with other major incidents in 2020 created a singular challenge to most jurisdictions in determining how to rapidly implement and adapt transformative technologies that support their on-going efforts to work smarter, faster, safer, in an increasingly uncertain world. All governments have had to rethink the delivery of critical services to adjust to the reality of remote workforces and significantly constrained budgets, and many have embraced the benefits of technologies in the areas of as-a-service technology provisioning and advanced analytics to more efficiently delivery services.

Primary Operational Initiatives

Our industry continues to accept and adopt ever maturing technologies to support the effective delivery of services. From our perspective, key public safety technology initiatives include:

- Cloud Based Solutions—Managing the operational, IT Support and security requirements of cloud deployments (cloud native, cloud hosted, web-based, etc.) and Software as a Service (SaaS).
- Mobility – Increasing use of mobile devices and social media applications will require close network and security integration and coordination.
- Big Data/Analytics - The move to Smart Cites and Open Data initiatives increases the need for advanced data analytics and reporting capabilities to include the creation of fusion centers and real time crime centers.
- Cyber Security – Modernizing and deploying security protocols that balance business needs with the inherent risks that come with

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.

Our Areas of Expertise encompass all segments of Public Safety, including:

- PSAP Consolidation
- NG911 Strategic Planning and Implementation
- Public Safety Communications and Telephony
- Public Safety Applications and Systems Requirements and Implementation Support
- Mission Critical Facilities Design and Fit-Out
- 311 Call Centers and Implementation
- PSAP Staffing and Operations Analysis

- increased levels of system connectivity.
- Artificial Intelligence (AI) – The integration of AI to support analytical services i.e. Crime Analysis, Early Intervention Systems.
- Internet of Things (IoT) – Managing the explosion of data that the widespread adoption of IoT devices and sensors generate.
- Drones – The increasing use of drones and other advanced sensing and alerting technology to enhance situational awareness and command and control capabilities
- 5G – The continued roll-out of 5G capabilities nationwide and its integration with available municipal public safety data network options (FirstNet, LMR, Wi-Fi, etc.)
- 311/Customer Relationship Management (CRM)– Providing citizens enhanced non-emergency response capabilities and tracking of citizen requests and complaints.
- Body Worn Cameras – Increased adoption of BWC technology to increase overall accountability and oversight of direct citizen interactions.

Other Key Operational initiatives

- Remote Call Taking – The City of Alexandria was the first public safety answering point in the country to configure their Computer Aided Dispatch, radio and telephony infrastructure to facilitate their 911 call takers’ ability to work from home.
- Regional Coordination – Many jurisdictions have increasingly understood the efficiencies and communications benefits to be gained by combining and consolidating regional call taking and dispatch operations. There have been great improvements in the technology marketplace supporting these consolidation efforts, primarily in the CAD to CAD field.
- Emergency Services Internet Protocol Network (ESInet) – More and more jurisdictions are moving to implement managed IP network for emergency services communications, and the rate of migration is expected to accelerate in 2021.

Many issues and challenges still continue to plague the industry; however, paramount among these is the need to identify a source of reliable and steady funding. NENA, APCO, NASNA, iCERT and many other industry associations have kept this issue at the forefront and the national and state level, but problems still persist. As telecommunications technologies continue to advance while legislative terminology (inaction) stays the same, the traditional phone surcharge has not kept up with budget needs and operational requirements in most states. This situation has created a funding issue for 9-1-1 across the country. New solutions to fund 9-1-1 systems, operations and staffing will need to be identified to support the 911 systems in 2021 and beyond. Many states’ 9-1-1 funds continue to face pressure from legislatures as they attempt to balance their budgets., While there was no action on federal funding in 2020, there is always hope that new funding legislation will be introduced in 2021, most likely as part of a larger infrastructure bill.

International Emergency Communications Enhancements Continue

There have been a number of notable advances across the globe to support citizens’ ability to get access to the critical services provided by 911, 999, 112, and other emergency communications centers. These include:

- Ho Chi Minh City, Vietnam is moving towards the creation of a comprehensive Smart City infrastructure, to include a major 9-1-1 upgrade
- Malaysia continues to plan for a major upgrade to its 999 system
- Thailand is planning a new national 9-1-1 solution

- The Caribbean region is implementing its regional Police Information Management System and Crime Registry, and looking to enhance its emergency communications infrastructure
- Peru is looking to integrate its existing three key emergency response numbers (105, 106, and 116) into a consolidated 9-1-1 system
- Riyadh, Saudi Arabia is enhancing its crisis response capabilities, and implementing a Smart Cities initiative.

Our Thanks

As always, we want to extend our thanks and appreciation to the public safety community, our clients and business partners; whether they are first responders, government entities, technology and communications agencies, private sector firms, or international organizations. We also want to acknowledge the hard work and dedication of our staff, who have adjusted to the realities of the pandemic to continue to provide our clients best-in-class services and support.

Our industry continually evolves, creating new technical and operational approaches, as well as challenges. We are looking forward to serving our industry and our clients in 2021 by continuing to provide innovative and cost-effective solutions in the areas of operations and technology consulting, and systems integration services.

All of us at Winbourne Consulting want to extend a warm Holiday Season Greeting to each of you. May 2021 be a wonderful, healthy, and successful year for you and yours.

Winbourne Happenings



Winbourne Consulting is completing the initial phase of the Chula Vista Police Department's Unmanned Aerial System (UAS/Drone) Program. Winbourne has successfully assisted them in completing a Strategic Plan, Policy & Procedures Document and a Best Practice Guide. The guide can be used by other agencies interested in starting or expanding their own UAS/Drone program and contains several lessons learned. The use of drones in public safety is quickly expanding. Maintaining management oversight, utilizing industry standard policies for use of the drone and involving the community stakeholders are critical to success. Winbourne Consulting can assist agencies in developing a UAS program.



On December 9th the Winbourne team and the Department of Information and Communications of Ho Chi Minh City (Saigon) launched the Intelligent Operations Center (IOC) project. Under this US government-funded project Winbourne will help the city develop its

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.

requirements and operational model for the facility. When complete the IOC will house data from multiple city agencies and provide analytical and operational support to first responders, city government, and the citizens. The IOC is core enabler of HCMC's Smart City initiative which it hopes will be a model for the Southeast Asia region.

Public Safety News



December 21, 2020

A coalition of public safety stakeholders have worked together to try to repeal the provision to auction the spectrum contained in section 6103 of P.L. 112-96 (February 22, 2012). The National Public Safety Telecommunications Council (NPSTC) has been a leader in this process. NPSTC conducted two studies on the feasibility of public safety moving out of the spectrum. The studies confirmed that in five of the eleven metropolitan areas impacted there is no alternate spectrum in which to move. In 2018, the General Accountability Office (GAO) agreed with NPSTC's findings and concluded that the Congressionally mandated auction of those frequencies should be reconsidered.

In December 2019, and again in May 2020, Federal Communications Commission (FCC) Chairman Pai called for repealing the T-band auction. His statement is consistent with NPSTC and public safety calls for repeal of section 6103 for the last six years and is consistent with the GAO report on T-Band. NPSTC has been a leader in calling for the repeal of section 6103 and the need for public safety to be able to keep the spectrum. More recently, Commissioner Rosenworcel has also called on Congress to repeal the auction provision. This action finally removes the cloud of uncertainty facing public safety licensees who have T-Band systems. Prior to this action, licensees did not know whether to enhance their T-Band systems or prepare to replace them. Hundreds of licensees in the top eleven markets in this country were affected with the possibility of losing critical communications capacity. The decision to allow public safety to retain the T-Band was not only the right thing to do, it will assure the continued safety of millions of citizens by retaining necessary communications links for first responders.

NPSTC thanks Chairman Pai, the GAO, Commissioner Rosenworcel, and the Congressional backers of the many attempts to get legislation supporting public safety maintaining this critical T-Band spectrum.

For more information about our services and solutions, visit our website at:

www.winbourneconsulting.com

Industry Events

9-1-1 GOES TO WASHINGTON

NENA Cancels In-Person 2021 9-1-1 Goes to Washington Conference

On October 27, NENA announced that it has cancelled its upcoming 9-1-1 Goes to Washington event, originally planned for February '21, due to the ongoing public-health and safety concerns related to the coronavirus (COVID-19) pandemic. NENA is exploring the possibility of hosting a virtual 9-1-1 Goes to Washington in February of 2021.

NENA Cancels In-Person 2021 NG9-1-1 Standards & Best Practices Conference

On October 27, NENA announced that it has cancelled its upcoming in-person NG9-1-1 Standards & Best Practices Conference, originally planned for January '21, due to the ongoing public-health and safety concerns related to the coronavirus (COVID-19) pandemic. NENA looks forward to resuming the in-person Standards & Best Practices Conference in January of 2022.

Articles of Interest



A Quiet, Steady Communications Revolution Has Radically Improved Response In Public Safety

In moments of crisis, quick action- and modern technology- are critical to successfully respond to emergency events. For front-line professionals to be impactful, they need communication systems that function well, enable broader coordination, and are interoperable. Often, critical events push technology to higher standards, and industry partners play an important role in delivering solutions to meet unforeseen needs.

In the last 20 years, a quiet and steady communications revolution has been taking place; our service members and first responders are communicating with more speed, precision and unity than ever before in response to internal and external threats. They can now better anticipate, predict and respond to the myriad of evolving threats posed by foreign adversaries, cyber assailants and Mother Nature. With every threat or crisis, the industry reacts with solutions that meet the latest challenge.

To read the full article visit:

<https://gcn.com/articles/2020/12/22/public-safety-communications-interoperability-p25.aspx>

Prioritizing Data Backup To Defend Against Ransomware Threats

There were nearly 200 million ransomware attacks globally in the third quarter of 2020 alone. Cybercriminals are evolving – no longer targeting just frontline systems, but recovery solutions and data backups. The consequences of these attacks are devastating, and agencies must consider platforms with security built in, as well as backup and recovery measures to prepare for ransomware attacks that target the last line of defense: data backups.

Recent guidance from the Cybersecurity and Infrastructure Security Agency recommended that agencies should routinely backup systems, reinforce basic cybersecurity awareness and education and revisit cyber incident response plans.

As IT leaders focus on looming threats, they must develop a data strategy with security and recovery performance in mind -- to avoid system down time. Such a strategy helps prevent the devastating effects of cyberattacks that could reduce productivity, cost millions, threaten mission-critical work or interrupt essential citizen services.

The full story can be viewed at:

<https://gcn.com/articles/2020/12/21/ransomware-defense.aspx>

National 911 Program Releases Resources for New 9-1-1 Laws

The National 911 Program released resources and tools to help public-safety professionals and the public understand Kari's Law and Ray Baum's Act. The FCC recently approved rules implementing those two acts.

Kari's Law requires that multiline telephone systems (MLTS) allow direct dialing of 9-1-1. The law is named after Kari Hunt, who was killed in a Texas hotel room by her estranged husband in 2013. Hunt's young daughter attempted to call 9-1-1 four times but was unable to because she did not know the phone required the dialing of 9 before a number to get out.

The requirements from Kari's Law went into effect on February 16. Under the law, vendors and manufacturers must configure new phone systems to support direct dialing of 9-1-1.

The full story can be viewed at:

<https://www.rrmediagroup.com/News/NewsDetails/NewsID/20343>



18,000 Organizations Possibly Compromised In Massive Supply-Chain Cyberattack

Nation-state attackers used poisoned SolarWinds network management software updates to distribute malware; US government orders federal civilian agencies to immediately power down the technology.

In what may well turn out to be one of the most significant supply-chain attacks in recent years, a likely nation-state backed group compromised systems at SolarWinds and inserted malware into updates of the company's widely used Orion network management products that were released between March and June 2020.

In total, about 33,000 of SolarWinds' 300,000 customers — which include numerous government agencies, 499 of the Fortune 500 companies, and over 22,000 managed service providers — could have potentially received the compromised software updates. Some 18,000 organizations worldwide may have actually installed the poisoned software on their systems, SolarWinds said in a SEC filing Monday.

The filing suggested that attackers might have initially broken into SolarWinds' systems by compromising the company's emails and using that to access other data in its Microsoft Office 365 environment.

To read the complete article visit: <https://urgentcomm.com/2020/12/17/18000-organizations-possibly-compromised-in-massive-supply-chain-cyberattack/>



Modernizing State And Local IT To Meet New Demands And Drive Long-term Financial Efficiency

IT and financial decision makers need a modern environment to help save time and money while reducing disruption.

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<https://www.linkedin.com/company/winbourne-consulting-llc?trk=biz-companies-cym>

State and local governments are adapting to a long-term distributed workforce – bringing an increased need for digital services, IT infrastructure, and training. While health and safety precautions are at the forefront of leaders’ minds, this shift also brings an increased need for digital services, IT infrastructure, and resources to support a remote workforce. At the same time, the COVID-19 pandemic had triggered budget cuts and furloughs within state and local governments across the country.

The National Governors Association says \$500 billion in state and local aid is needed to make up for lost revenue. Many states including Maryland, California, Michigan, and Iowa are still asking the federal government for money to stay afloat.

The loss of state and local revenue places great pressure on IT departments to reduce costs and at the same time, deliver expanded digital services and support a newly distributed workforce.

Every state has a responsibility to recoup as many dollars as possible to offset budget shortfalls and anticipated temporary workforce reductions – and meet new needs. Short-term, cost-cutting efforts are easy, but longer-term cost optimization planning via collaboration across teams is more difficult.

Against this backdrop, IT teams can pursue potential cost savings as well as long-term efficiency by eliminating outdated technology and processes, gaining better visibility into the state and local government resources, and centralizing operations and security.

The full story can be viewed at:

<https://www.americacityandcounty.com/2020/12/07/modernizing-state-and-local-it-to-meet-new-demands-and-drive-long-term-financial-efficiency-2/>

**We Are Interested in Your Thoughts on the Above Topics.
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