WINBOURNE CONSULTING, LLC™

September 2021

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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.

Cloud-Based Software Considerations

Cloud-based computing has been implemented in the business world for several decades, but with COVID-19 it has accelerated, and now is making its way into the Public Safety landscape. While there were some early adaptors, primarily in cloud-based RMS (record management system) solutions, cloud-based CAD (computer aided dispatch) solutions are just now being offered by multiple Public Safety vendors, albeit most of them are in the early adaptor phase.

What is the appeal of cloud-based computing for Public Safety?

- Less reliance on internal IT (information technology) departments
- Application solutions including CAD, mobile, mapping, RMS, etc., are maintained by the vendor, not internal IT
- New version upgrades to the application solutions are completed by the vendor, not internal IT
- Typically, the cloud-based applications are compatible with many devices including desktops, laptops, tablets, smartphones, etc.
- Changes to the application solutions occur more frequently and are based on the user community and their preferences
- Typically cloud-based solutions are subscription based with less up-front cost and predictable yearly costs
- Cost effective Disaster Recovery models

Why are cloud-based computing applications for Public Safety not more prevalent?

- Vendors were slow to re-architect their applications because the cost of developing cloud-based solutions is extremely high
- Fear of the cloud-based applications being compromised by hackers
- Internet speeds were not fast enough and reliable enough for mission critical applications
- Internal systems and technologies were adequate
- Agencies were not demanding cloud-based solutions
- It is difficult, costly and time consuming to upgrade to new applications, whether on-premise or cloud-based

Over the past eighteen months we have witnessed many events that caused us to alter our way of life and the way we interact with each other and the community at large. During this time, Public Safety, especially law enforcement, has seen a rise in domestic violence and destruction of property as well as an attack on the law enforcement establishment. Additionally, during the height of the pandemic, 911 centers had to implement innovative ways to keep dispatch operations running and keep their first responders safe.

Innovative approaches were introduced by a number of dispatch centers, including remote 911 dispatch operations and dispatch from home. At the same time, law enforcement started evaluating new approaches for responding to calls/incidents, working with local groups to create civilian review boards, and

updating or creating new policies/procedures dealing with use of force and mental health incidents.

To effectively deal with all of these changes, law enforcement agencies need to consider operational and technological changes including:

- Policy and Procedure changes
- Training curriculum changes
- Use of video feeds to evaluate situations and determine proper responses
- Use of video teleconferencing to communicate operational and situational information with officers, other first responders, management and, in some cases, the media and the public
- Criteria based dispatching that takes into consideration domestic abuse, social welfare, mental issues, etc.
- Working remotely on a consistent basis including remote dispatch

There have been a wide variety of initiatives undertaken to deal with these changes including:

- Community outreach programs through different media outlets including social media to encourage public safety and improve community relations.
- Implementation of remote dispatching
- Providing real-time information to surrounding agencies, the media and the public in crisis situations can mitigate false narratives and instill confidence in the public safety community
- Incorporating social media information into the public safety decision making process
- Increased implementation of Body Worn Camera systems
- Implementing greater cyber security

All of these initiatives require either new or updated systems to be able to track and handle these additional requirements. This translates into the installation of either new software or software updates, acquiring new hardware and systems software, training on the new software, and creation of policies and procedures dealing with the new initiatives. Unfortunately, most of the public safety applications including CAD, Mobile and RMS were developed prior to the smartphone and multi-media revolution, and they are not designed to interact with social media applications or real-time video feeds. All public safety agencies, regardless of size, are faced with the daunting task of implementing these new programs which requires a significant amount of resources including operational and technical expertise, that many agencies are short on, especially technical expertise. By moving to cloud-based solutions, agencies are able to more readily move to new applications and programs that are being demanded of them.

While on-premises solutions can provide external connectivity, cloud-based solutions are designed from the ground-up with the latest technology and can easily integrate with external information such as traffic/business video, body worn cameras, internet, and social media feeds.

Cloud-based solutions also have the following advantages:

- Subscription based pricing with predictable yearly fees
- Cloud-based solutions utilize hosted data centers with built-in disaster recovery policies and procedures that guarantee 99.999% uptime
- Software upgrades are performed by the vendor with no or minimal downtime because they utilize redundant systems that can be turned on and off during a software upgrade
- Limited internal IT support required. Typically, internal IT only has to provide and maintain two high speed internet connections to the cloud-based host site and the internal network
- Cloud-based solutions natively support various devices including desktops, laptops, tablets, smartphones, etc. This native support allows

Winbourne Areas of Expertise:

- **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**

end-users to switch between devices with ease, with no additional training required
- Cloud-based software utilizes current technology and architecture with the capability of integrating and adapting new technologies such as NG911, IoTs (Internet of Things), wearable devices, etc. more easily and quickly

Winbourne Consulting has been serving the Public Safety and Law Enforcement community for over 20 years, and our subject matter experts can help develop a strategic plan and roadmap to support both cloud-based and/or on-premises solutions. We work with all of the major Public Safety vendors in supporting law enforcement agencies with application software, body worn cameras, social media and real-time video connectivity solutions. For additional information, contact **Winbourne Consulting** at Info@w-llc.com.

Winbourne Happenings

Winbourne Consulting has been engaged by the Fairfax County, Virginia Circuit Court to provide project management and business analyst support for the implementation of an electronic filing solution. Our scope includes analyzing, updating, and documenting the relevant workflows; managing the e-filing product integration to the court's existing case management system; training of users and attorneys; acceptance testing; and migration to the new environment. The new environment will provide significant efficiencies for both court staff and outside attorneys.

Winbourne Consulting has been awarded a contract to conduct an assessment for Iredell County, NC. This assessment includes the technical and operational assessment of the current fire, rescue and EMS dispatching operations including the use of Tac channels and current contracts for dispatching. The project also includes conducting an assessment of their 911 center's training policies, procedures and practices.

Industry Events

Emerging Technology Forum

November 2-4, 2021
Now a Virtual Event

If you have never been to a Tech Forum, now is your chance to experience this dynamic meeting where members and industry leaders share their vision of the future of emergency communications.

Attendees can earn 12 CDEs and the sessions will be available to all registrants after the virtual event, even if you find yourself unable to attend.

Please contact the APCO Events Department at apcoevents@apcointl.org with questions.

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Articles of Interest

GCN

FirstNet Posts Resource Guide For Emergency Managers
To help emergency responders get the most benefit from the nation's dedicated nationwide wireless broadband network, FirstNet authorities have issued a guide detailing the network's major features and how public-safety agencies can best leverage those assets in their communities.

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

www.winbourneconsulting.com

The guide covers a number of topics related to emergency management communications, including features managers may use in their daily roles as well as those dedicated to incidents. It begins by explaining FirstNet's suite of tech platforms and apps and also highlights functionalities that can be used for local mutual aid.
The full article can be viewed at: **https://gcn.com/articles/2021/09/27/firstnet-guide.aspx**

VMware, Slack Announce Secure Cloud Services
The Federal Risk and Authorization Management Program (FedRAMP) has awarded VMware Cloud on Amazon Web Service's GovCloud (US) an authority to operate at the high impact level.

Announced Sept. 21, the ATO was sponsored by the U.S. Marshals Service, which has included the VMware Cloud on AWS GovCloud service as a component of its multicloud strategy.

VMware Cloud on AWS offers U.S. public-sector agencies VMware's software-defined data center software in the AWS GovCloud, enabling them to securely run applications across VMware vSphere-based private, public and hybrid cloud environments. The VMware Cloud service operates in the AWS GovCloud (US-West) region.

VMware Cloud on AWS GovCloud integrates VMware's compute, storage and network virtualization products and optimizes them to run on dedicated, elastic, Amazon EC2 bare-metal infrastructure that is fully integrated as part of the

AWS GovCloud.

The FedRAMP High authorization will make it easier for agencies to move their highly sensitive workloads and applications to cloud environments.
To read the full article visit: https://gcn.com/articles/2021/09/21/vmware-slack-secure-cloud-services.aspx

FCC Introduces Proposal Aimed at Protecting PSAPs from Autodialed Calls

The FCC introduced a further notice of proposed rulemaking (NPRM) that would take steps to prevent public-safety answering points (PSAPs) from receiving autodialed calls.

In 2012, as required by the Middle Class Tax Relief and Job Creation Act, the FCC adopted rules establishing a "do-not-call" registry for telephone numbers used by PSAPs and prohibiting autodialed equipment from contacting those numbers. At the time, the FCC noted that there were still several aspects of the registry that needed to be addressed.

For example, it was determined that granting callers access to a potential trove of PSAP telephone numbers as the method to prevent autodialed calls to those numbers, without thorough vetting of registry users, could make disruptive robocalling to PSAPs easier instead of harder.
To read the full article visit:
https://www.rrmediagroup.com/News/NewsDetails/NewsID/21001

9-1-1 Fee Diversion Task Force Delivers Report to Congress, FCC

The Ending 9-1-1 Fee Diversion Now Strike Force delivered its report on how to end 9-1-1 fee diversion to the FCC and Congress.
At the end of last year, Congress passed a coronavirus relief package that included a provision directing the FCC to establish the task force, which was tasked with examining multiple sides of the issue and delivering a report to the FCC and Congress.

"We all have confidence that our work will have meaning and lasting impact, and will result in improving and enhancing 9-1-1 communications now and in the future," said Strike Force Chair Kelli Merriweather during the group's September 17 meeting.

Strike Force Vice Chair Steven Sharpe highlighted the report's key findings and conclusions during the meeting. (*Highlights follow in the complete text*)
To read the complete article visit:
https://www.rrmediagroup.com/Features/FeaturesDetails/FID/1075

New Emergency-Communications System To Integrate Cross-Jurisdictional Data Into One Digital Space
Over the last two decades, the emergency-management community has recognized that natural disasters and other emergency situations don't always follow county lines or town borders. Interagency collaboration is vital—mutual-aid agreements expand the capacity of first responders, for example, and data-

sharing solutions can give local telecommunicators regionwide data at the click of a mouse button.

One such cloud-based advancement scheduled to soon be released by the New York-based emergency technology company RapidSOS, the Emergency Data Exchange, will enable real-time interoperability (the ability of computer or software systems to exchange information) through digital automation—even if different centers aren't using the same programs or devices.

To read the complete article visit: https://urgentcomm.com/2021/09/22/new-emergency-communications-system-to-integrate-cross-jurisdictional-data-into-one-digital-space/

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

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