

Best Practices Steering Committee Charter and Project Plan

General Information

The Best Practice (BP) effort will be organized and led by ISP staff. The Regional Advisory Council will serve as the Best Practice Steering Committee. Best Practice Workgroups will be formed to gather, compile and/or develop specific best practices. The workgroups may consist of RAC members as well as members of the Commonwealth's stakeholder community (staff from local government, PSAP, GIS, IT, private sector, etc.) as subject matter experts (SMEs). There may also be other workgroups associated with VITA – ISP and/or the RAC that work on, among other tasks, Public Safety Answering Point (PSAP)/9-1-1 and/or Geographic Information System (GIS) specific, best practices. ISP staff will participate with those workgroups, assuring relevant Best Practices are vetted and reviewed by the Best Practices Steering Committee.

Point of Contact

VITA Integrated Services Program Point of Contact:

Stefanie McGuffin

Regional Coordinator,

stefanie.mcguffin@vita.virginia.gov

[\(540\) 579-4459](tel:(540)579-4459)

Executive Summary

In short, a best practice is a generally accepted method that, when followed, shows consistent superior results based on experience and/or research. Best practices should be used as a benchmark by which to maintain quality, and are an alternative to mandatory legislated standards. When developing a best practice, it is important to identify the core principle, purpose and/or goal of the practice, while allowing flexibility for how it is implemented so it remains flexible for a variety of local conditions. Also, when best practices are considered for implementation on a wide scale, the committee must remain aware of sites with minimal to no resources, and consider how those sites will be supported in order to create the desired outcomes.

The best practices established and published through this effort are not standards. They are guidance that can be used and applied, as found appropriate by the local jurisdiction(s).

Purpose/Business Need

During the 2015 planning process of the VITA - ISP, three important documents were created. These include the [NG9-1-1 Network Feasibility Study](#), the [9-1-1 Comprehensive Plan](#), and the [Virginia GIS Strategic Plan](#). Each document contained language regarding the development and/or adoption of best practices to support 9-1-1 and GIS related goals across the Commonwealth, with particular emphasis on the preparation for Next Generation 9-1-1 implementation. Best practices are necessary to help ensure that, when applied appropriately, processes, systems, data, and etc., can be integrated and will function correctly in this interconnected environment. While it is important to pay particular attention to developing and using best practices to aid in the transition to the NG9-1-1 environment, it is also equally important to establish best practices that support current needs and operations in both 9-1-1 and GIS. It will be the purpose of ISP staff and the Best Practice Steering Committee to weigh these needs, and to determine the best approach to identifying, developing/gathering, refining,

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promoting/educating users on, and evaluating the use of relevant 9-1-1 and GIS best practices for the Commonwealth.

Description and Scope

Approach:

The best practice effort will be facilitated by ISP staff (Stefanie McGuffin).

The thirteen member RAC will serve as the Best Practice Steering Committee.

- One RAC member will serve as the BP Steering Committee chair.

As necessary, workgroups will be organized (or existing workgroup utilized) to address specific best practice topics.

While the entire best practice effort will be organized and facilitated by ISP staff. The RAC and associated work groups will also have significant responsibilities.

In general the RAC (or individual members) will be responsible for:

- Compiling a relevant BP topics list.
- Prioritizing the BP topics list.
- Serving as SMEs on BP workgroup(s).
- Assisting in identifying members for workgroups
- Providing feedback on and refining the BP process, template and documents.
- Reviewing draft BP documents completed by ISP staff and workgroup
- Acceptance of final BP document
- Participating in BPs maintenance and update cycle

Workgroups (may also be existing task workgroups) will be responsible for:

- Gathering, compiling and/or writing BP documents
- Refining the BP document(s) into a final draft
- Participating in BPs maintenance and update cycle

In addition to the work described above, ISP staff will be responsible for:

- Informing the E-911 Services Board and VGIN Advisory Board of the BP effort and progress
- Informing and educating stakeholders on BPs
- Publishing BPs