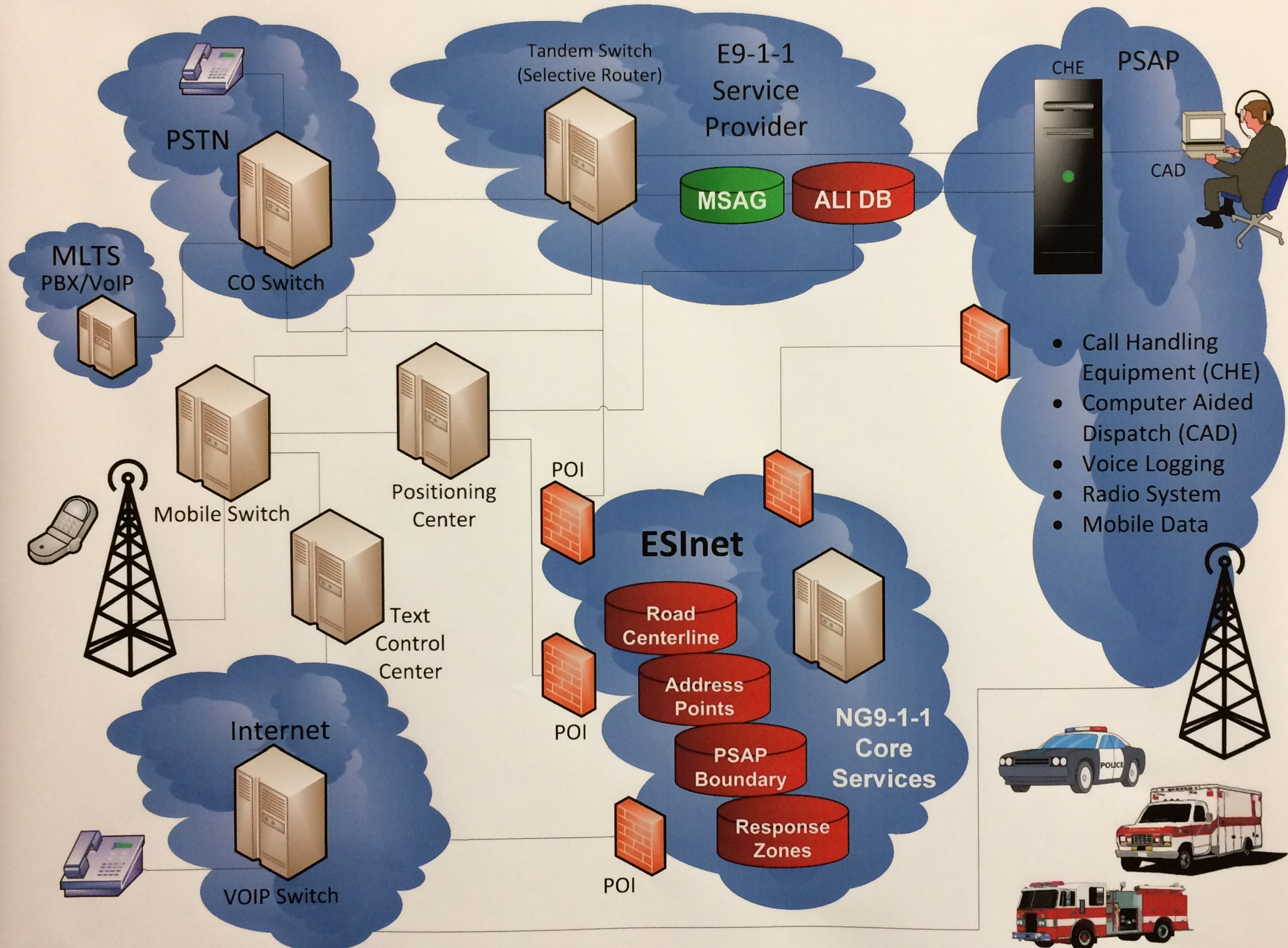


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#1 Initiative 1A

Identify, specify, and adopt a standard or set of standards for a baseline level of 9-1-1 service and capabilities

*GOAL 1 - BASELINE LEVELS

ADD TEXT-2911 & EMD & LOCATION.
FRAME FROM "PUBLIC EXPECTATIONS"
PERSPECTIVE.

INITIATIVE A:

"STANDARDS" TO INCLUDE ESTABLISHED
STANDARDS AND ALL OTHER POLICIES.
MUST FACILITATE INTEROPERABILITY.
BALANCE LOCAL CHOICE AND
REQUIREMENTS.

USER FRIENDLY.

"ADOPT OR DEVELOP" TECH OPS
NEED INPUT TO GRANT COMMITTEE
MATRIX

TASK 1A:

SEPERATE TECH OPS.

DEVELOP METRICS (INTERNAL, PUBLIC)
USE A "REPORT CARD".

TASK TO IDENTIFY INTEROP ISSUES.
GRANTS TO HELP CLOSE GAPS.

#2 Initiative 2A

Implement statewide standards and best practices to enhance incident information sharing

GOAL 2 - SITUATIONAL
THROUGH INFO
INTERPRETATION SHOULD INCLUDE
MORE THAN JUST PSAP
(LIKE VDOT, ~~ETC~~ SP, V...
"...AND OTHER PUBLIC SA

INITIATIVE A: (standards)

DATA SHARING STANDARDS AND
ENTITIES THAT PROVIDE/USE
IS A CLEARING HOUSE APPROACH
OIC & OEC HAS STANDARDS.
SECURITY. HIPAA. NIST (DH)

INITIATIVE B: (planning)

GRANTS AS "CARROT"
DASHBOARD

INITIATIVE C: (implementation)

GRANTS CLEARING HOUSE AS

#2 Initiative 2A

Implement statewide standards and best practices to enhance incident information sharing

#3

Initiative 2B

Identify and adopt a planning methodology that enhances technology implementation coordination throughout a project life cycle and improves change management

#4

Employ
allows
automation
communi
incident
between

GOAL 2 - SITUATIONAL AWARENESS
THROUGH INFO SHARING
INTERPRETATION SHOULD INCLUDE
MORE THAN JUST PSAP SYSTEMS
(LIKE VDOT, ~~ETC~~ SP, VDEM, ETC).
"...AND OTHER PUBLIC SAFETY SYS."

INITIATIVE A: (attribution)

DATA SHARING STANDARDS AMONGST ALL
ENTITIES THAT PROVIDE/USE DATA.
IS A CLEARING HOUSE APPROPRIATE?
OIC & OEC HAS STANDARDS.
SECURITY. HIPAA. NIST(DHS) FIRSTNET

INITIATIVE B: (planning)

GRANTS AS "CARROT"
DASHBOARD

INITIATIVE C: (implementation)

GRANTS CLEARING HOUSE AS PR.

#4

Initiative 2C

Employ technology that
allows for seamless
automatic bi-directional
communications of
incidents information
between PSAPs

Initiative 2C

technology that
seamless

bi-directional
actions of

information
SAPs

#5 Initiative 3A

Maintain stable and
sustainable funding for
the overall Q-HI system(s)
in the Commonwealth

GOAL 3 - FUNDING TO MAINTAIN
AND IMPROVE SERVICE

IDENTIFY EST COST AND THEN
CLOSE GAPS IN CURRENT FUNDING
MODEL.

INITIATIVE 3A: NO COMMENTS

TASK 3A: DETERMINE AUTHORITY
FOR PROCUREMENT

SOME FUNDING MODEL ARE IP'D
BY FCC.

"MISSION CRITICAL" INFRASTRUCTURE
IS KEY.

#6 Initiative

Establish a
for funding the
deployment of

INITIATIVE 3B

DOES CONSOLIDATION
MULTI JURISDICTIONAL
HOSTED SOLUTIONS?

Initiative 3A

able and
nding for
-1 system(s)
nwealth

ING TO MAINTAIN
IMPROVE SERVICE
COST AND THE N
CURRENT FUNDING

COMMENT

WINE AUTHORITY
MENT

MODEL ARE IP'd

#6 Initiative 3B

Establish a strategy
for funding the statewide
deployment of NG9-1-1

INITIATIVE 3B

DOES CONSOLIDATION HAVE A ROLE?
MULTIJURISDICTIONAL PROJECTS?
HOSTED SOLUTIONS?

#7

Adopt s
procurement

INITIATE 3C
BALANCE
AND
TASK SHO

ive 3B

strategy
statewide

NG9-1-1

HAVE A ROLE?
PROJECTS?

#7

Initiative 3C

Adopt statewide
procurement guidelines

INITIATE 3C:

BALANCE BETWEEN LOCAL CHOICE
AND PROCUREMENT STATEWIDE.

TASK SHOULD ADDRESS AUTHORITY

8 Initiative 4A

Identify PSAP and technical staffing needs

9 Initiative 4B

Identify and adopt minimum criteria for training, certification and retention programs to support 9-1-1 professional and technical support personnel

10

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and co
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GOAL 4 - PROFESSIONAL DEV. OF PSAP & TECH PERSONNEL

INITIATIVE 4A:
STAFFING & TRAINING?
KSA & CORE COMPETENCIES.
ESTABLISH CLEARINGHOUSE OF STAFFING
METHODOLOGIES.

INITIATIVE 4B:
CONTINUE TO USE PCJS CERT AND
EXPAND TO ACCOMMODATE NEW TECH
AND OPS.
BENCHMARK CURRENT STATE.

ative 4B

adopt
for training,
and retention
support 9-1-1
technical
level

#10 Initiative SA

Identify PSAP assets
and communications
infrastructure attributes

#11 Initia

Support 9-1-1
staff in form
Continuity of
(CoPs) for the
respective PSAP

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assets
ons

tributes

#11 Initiative 5B

Support 9-1-1 center
staff in formalizing
Continuity of Operations
(COOPs) for their
respective PSAP

#12 Initiative 5C

Adopt a QA/QI and
monitoring program to
document and report the
effectiveness of baseline
level service and
capabilities criteria

#13

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plan
exter

GOAL 5 — PROTECT LIABILITY & SECURITY.

PERSPECTIVE OF TECH & OPS.

ESTABLISH A CLEARINGHOUSE OF
RESOURCES TO BE PUBLICLY AVAILABLE

INITIATIVE 5A:

TASK A:

} NO COMMENTS

INITIATIVE 5B:

INCLUDE CYBER SECURITY.

TASK 5B: DEVELOP TEMPLATE. VDEM
OR OTHER PSAPS.

VDEM
OR
TEMP

CONFIRM COOPS ARE IN PLACE
COORDINATE W/ TELCO
MAINTAIN ALSO.

TASK 5C: LEVERAGE EXISTING.

#13

Initiative 6A

Develop a communications plan for internal and external stakeholders

#14

Initiative 6B

Develop guidelines for an effective stakeholder education and outreach program, to include legislators

GOAL 6 - IMPROVE SERVICE DELIVERY THRU ENHANCED COMMUNICATIONS.

INITIATIVE 6A: DASHBOARD.

INITIATIVE 6B:
NEWSLETTER, WEBINARS

#15 Initiative 7A

Support coordination
and collaboration of
Q-HI between the PSC
Coordinator and VGIN

#16 Initiative 7B

Validate and improve
GIS data quality and
integration for public
safety purposes

GOAL 7 - LEVERAGE GIS TO BETTER
LOCATE & ENHANCE SERVICE

INITIATIVE 7A:

TASK 7A INTERNAL COORDINATION,
STATE TO LOCALITY.

EDUCATE GIS FOLKS ON NG911
TRAINING & SME FOR SEMINARS.
ADD IT FOR INFRASTRUCTURE NEEDS.

INITIATIVE 7B:

TASK 7B: TIMELINESS OF UPDATES,
CONTRACTUAL PROVISIONS FOR
OUTSOURCING.

USER REQUIREMENTS ARE
VENDOR SPECIFIC
NEED BENCHMARKS.