

**Task Title:** Support Staff Development Criteria

**Committee Chair:** VA APCO/NENA

**Committee Participants:**

## Task Business Case

<b>Overview</b>
The staffing analysis document developed by RAC 1.0 is incomplete and does not have a defined purpose. GIS-related positions need to be added to the document and it appears that this document was intended to be used as a best practice. In order for it to be used as a best practice, staffing level guidance needs to be included. The best practice would be used by the support staff development criteria work group to develop minimum training recommendations, which would need to be validated by the PSAP community.
<b>Benefit/Jeopardy</b>
Completion of this task will provide guidance to local governments on the minimum training recommendations necessary for NG9-1-1 PSAP operations.
<b>Goal/Objective</b>
Develop minimum training recommendations necessary for PSAP personnel to support NG9-1-1 as defined in the 9-1-1 capabilities and services for Virginia PSAPs standard document.

## Deliverables

<b>Milestone 1</b>
Complete staff selection and technical system support staff best practice by December 31, 2017.
<b>Milestone 2</b>
Identify minimum training recommendations.
<b>Milestone 3</b>
Develop draft document for review by RAC.

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## Initiatives Resources and Dependencies

### Resources Required

The most critical resource is the time commitment of knowledgeable SMEs.

### Dependencies

Completion of this task is dependent upon the availability of work group members. The hand-off between this task and future work on staff recruitment and retention needs to be addressed to avoid inconsistencies and gaps between efforts.

### Risks

This task is a heavy lift and will require significant time commitments among work group participants to complete identified deliverables. Any significant delays will impact the ability to provide deliverables by established deadlines.

## Schedule

### Overall Schedule

This task will be accomplished through bi-monthly conference calls. Work products are to be completed by March 31, 2018.