

THE CONNECTION

Giving Thanks to the DII’s Talented Group of Volunteers

November is National Gratitude month and it’s probably no coincidence that it and Thanksgiving fall at the same time.

In the spirit of giving thanks, the DII extends its gratitude and appreciation to the volunteers making this initiative possible.

Marc Baker
FirstWatch

Patrick Donovan
Verizon

Robert Farmer
NICE

David Gleason
Seculore

Jeanna Green
T-Mobile

Shelly Guenther
NGA911

Joe Hanna
Directions

Laurene Heinsohn
Intrado

Anatoli Levine
Softil

Erik Loberg
Geo-Comm

Matthew MacDonald
Intertalk Systems

Lisa Madden
Motorola Solutions

Jay Malin
Agent511

Tania Mazza
Comtech

Matthew Melton
Amazon Web Services

Don Mitchell
NG911 Services

Jonathan Mitchell
CentralSQ

Ellen O’Hara
iCERT

Jay Paull
DII Chair

William Pellegrini
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Matt Schreiner
Mission Critical Partners

Francesca Schuler
Motorola Solutions

Kim Robert Scovill
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Matt Serra
Rave Mobile

Todd Stout
FirstWatch

Mark Traeger
Eventide

Henry Unger
Pulsiam

Bryan Wiens
Intertalk Systems

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News Bytes

- In honor of **Veteran’s Day** this month, the DII thanks its volunteers and all others for their military service to our country.
- An **all-hands, all-volunteer meeting** will be scheduled for January 2021 to kick off the new year and further information will be forthcoming.
- New DII **volunteers are always welcome!** Varied background and experience are important so don’t forget to recruit your colleagues. There’s a special **“Extra” edition of The Connection for recruitment** that compiles helpful information about the DII and answers lots of questions in a FAQ. Contact Kim Scovill for a package of recruitment materials if you know someone interested in joining the DII.
- The DII wishes its volunteers and their families in the United States a **happy and enjoyable Thanksgiving** holiday!

The Dashboard with Jay & Matt

Jay Paull, *Chair* & **Matt Schreiner**, *Program Manager - Data Integration Initiative*



While we're all focused on the effort underway in our working groups with great progress over the last three months related to data integration, the DII is only one organization assessing the impact of data to public safety.

NENA, FirstNet, NIST and others also are looking at various aspects of data's role in

the industry. For example, the updated FirstNet Authority Roadmap released last month highlights the need for interoperability and open interfaces as well as the challenges posed to public safety as more sources of data become available.

It's important that all industry-wide efforts

underway addressing this relevant topic can share conclusions, results and recommendations so work can be complementary and have a meaningful outcome for the industry. iCERT and DII leadership are exploring opportunities to bring these various parties together.

The Front End with Ellen & Kim

Ellen O'Hara, *Chair - Board of Directors, iCERT* & **Kim Robert Scovill**, *Executive Director, iCERT*

There is no doubt that iCERT's Data Integration Initiative (DII) and the associated Working Groups are valuable in their own rights. Cracking the "code" for data management and integration will yield immeasurable benefits for public safety, and it will drive product development and marketplace adoption, and increased revenue, for members. However, as Executive Director and Chair, we also value them as demonstrated unique value propositions for iCERT membership.

Yes, we confess – increasing the value of iCERT to prospective (and current) members is an important component of the roles of Chair and Executive Director – one of the reasons we are continually promoting projects like the DII. And, we're asking for every member's help as well. Please tell your colleagues, business partners, and even competitors about the DII, and iCERT. Reflect on, and share, your positive iCERT experiences. We all grow when iCERT grows. Happy to help - contact executivedirector@theindustryCouncil.org Thank you.



"Criminal-justice authorities are using new digital tools and big data to improve operations. New technology allows data to be synthesized and made geographically relevant for a patrol officer in innovative ways. Increasingly, the solutions to urban problems turn on how new technologies allow data to be curated, mined and delivered to those who can act on the information."

-- Stephen Goldsmith, Harvard Kennedy School Ash Center for Democratic Governance & Innovation

Working Group Snapshots

Data Value

Matt Schreiner, *Team Lead*



We've made good progress in answering some key questions about data value, including focusing on what data value means in various contexts. For example, is there monetary value to some data? In some contexts, yes, because better

more streamlined data can determine the difference between dispatching a truck and an engine vs sending just an engine to a fire alarm incident. Operational and technical aspects of data are more obvious, but value can be defined

in terms of quicker and more accurate response times. Next steps are to begin to quantify the value of some of these data integrations and provide real-world examples that could be demonstrated in a hack-a-thon setting.

Existing Data Integration

Robert Farmer, *Team Lead*

The existing data integration sub-group has continued its work to define "data" as it exists in our environment today, and how the capabilities of each vendor's integrations contributes to the evolution of the emergency call center. Quite a bit of time has been spent exploring what

became of the "Responder Knowledge Base" (RKB) that was developed in the national post-9/11 first-responder community, and how it's archived structure and content may complement our work in this group.

Our goals are to assure that the work done here is to assure a meaningful

and valuable resource for those in the emergency communication space, both vendors and their customers alike.

Please let us know if you would like to participate in our EDI sub-group.



Enablers & Roadblocks

Lisa Madden & Francesca Schuler, *Team Leads*



We have had many lively conversations recently defining the scope of our pending Stakeholder Survey, and clarifying the generic term "data" as it will apply to the information we hope to gather from the public safety community. We have determined that data, in the context of this working group, is "information that comes in with a 9-1-1 call up to

the point of First Responders arriving on an active emergency scene. This data may help the public safety agency manage an incident in real time and as an example, may include: caller and first responder location information, building blueprint, medical information, and fixed or mobile video." The output of this survey will

determine the topics and content of upcoming Focus Groups, expected to be held virtually in early 2021. This Focus Group will provide an opportunity for a deeper dive into topics identified in the survey.

Working Group Snapshots

Future Data Integration

Matthew MacDonald, *Team Lead*

Carving out a pathway to the future requires an understanding of the problems faced today and how new and emerging technology can enable us to overcome those obstacles. It also requires the ability to adapt to unexpected changes and an anticipation of what

may change.

We want your feedback. We want to know how you – the dispatcher, the PSAP coordinator, the stakeholder in the 911 process – are facing challenges today and how you see the future unfolding. We are working on a survey to

gather insight into ways working on a survey to gather insight into ways in which future data technology may be better integrated into PSAP environments, identifying the types of emerging data which may become more useful and what that may mean for people and processes.



Volunteer Spotlight

Anatoli Levine

Director

Products & Standards

Softil Innovative Communications

Stamford, Connecticut

City where I was born... Minsk, Belarus (it was still USSR back then).

Why do you like your job? Product Management is an art. You have to negotiate your path to success both internally (R&D/Development/QA/Sales) and externally (make your customers happy). Every day is a new day and a new challenge – never boring.

Favorite food? When it comes to the questions about “favorites,” “indecisive” might be my middle name. I like pretty much any tasty food – from French to Indian to Thai and everything in between. But if I have to name one, it is probably potatoes – in any form.

Top vacation spot? Bora Bora (never been), Hawaii, Aruba, any small town in France...

On a Sunday morning I’m usually.... Making breakfast for the family. Love cooking and making people happy.

My last text was from... My kids saying that we can have lunch together (yes, we all live in the same house, but everyone is busy with their own schedule).

Best thing about being an iCERT member? Networking and an opportunity to engage with likeminded people while creating something new and good for the sake of the industry as a whole, and for the world.

Something people may not know about me is... Until high school, my dream was to become an archaeologist. Note that it predates any of the Indiana Jones movies.

About iCERT

iCERT, the Industry Council for Emergency Response Technologies, is the only trade association exclusively championing commercial public safety response technology providers, software developers, cloud providers and all related organizations serving the public safety community.

The association leads the emergency response industry’s efforts to promote growth and investment by facilitating industry collaboration, advancing effective public policies and developing best practices.

Learn more about iCERT, its activities and members at theindustrycouncil.org