

THE CONNECTION

The Connection Highlights:

- ❖ The year in review
- ❖ Upcoming all-hands meeting in January
- ❖ Working Group updates
- ❖ Volunteer Spotlight: Bryan Wiens

DII Celebrates A Year of Accomplishments

While the DII prefers to look to the future rather than the past, the end of the year is an appropriate time to review some of the DII's many accomplishments.

In April iCERT leadership first socialized the concept of establishing an initiative to promote effective use of data in public safety operations.

A few short months later in June, the DII was created identifying a

core leadership team that put a structure in place. Since then the momentum has been unstoppable...

June: DII formation announcement and call for volunteers with initially 20+ people responding.

July: All-hands kickoff followed by all-hands brainstorming meetings

August: Creation of Working Groups with team leads and Working Group Kickoff meetings

September - December: Regularly scheduled Working Group meetings commenced, identifying deliverables and outcomes.

Collectively we've also created a mission statement, launched The Connection, briefed iCERT's Board and membership, issued News Releases, and created awareness about the DII. While there's exciting work ahead, thanks to everyone's efforts over the last few months making the DII successful!

News Bytes

- An **all-hands, all-volunteer meeting** is scheduled for Friday, January 15, 2021 to kick off the new year, which will be an important discussion related to the DII's upcoming goals and activities. Individual Working Groups also will provide updates. You should have received an invitation and please try to attend!
- Welcome to new iCERT and DII members, **Mark Woody** at Exacom Inc. and **Christian Militeau** at Bandwidth Inc.! We look forward to Mark and Christian's experience and background enhancing our working groups.
- New DII **volunteers are always welcome!** Varied background and experience are important so don't forget to recruit your colleagues. Contact Kim Scovill for recruitment information you can send to interested parties.
- A new monthly **Activities Calendar** launches on page 5 in this issue.
- The DII wishes its volunteers and their families best wishes for **happy holidays!**

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The Dashboard with Jay & Matt

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



This issue, in addition to providing helpful Working Group updates, uses the end of year to review some of the DII's accomplishments, but we wanted to focus more on the future.

The next phase of the DII's activities may be the most important as Working Groups concentrate on

deliverables. In addition to a report, the Groups are actively working on developing and delivering industry surveys, planning a "hack-a-thon" as well as other activities.

The January all-hands meeting will discuss the roadmap ahead including the DII's goals plus seek your feedback. The DII has made lots of progress

in a short period of time and we look forward to continuing the momentum in the new year.

None of this would be possible without you and thanks for your continued effort, enthusiasm and commitment to the DII.

Happy new year from the Dashboard!



The Front End with Ellen & Kim

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

Volunteers are the lifeblood of any trade association, and so it is with iCERT. But, it's not just the "output" of a volunteer group's effort that is important. Too often overlooked, in our opinion, is the value of the experience of volunteering on a Work Group or Committee to the individual participant and that person's organization – a new and valuable advocacy and management opportunity that is, unfortunately, often lacking in today's "do more with less" "thin management" world.

Maybe right now you're not part of a team with the diversity of talents, and range of "personalities", inside your company that you would encounter in an iCERT Working Group or Committee. Experience explaining your views, advocating your opinions, leading to consensus a diverse group of experts, and related experiences, in a low-risk environment, is an opportunity with material personal and organizational value you should not pass up. Are we "selling" the idea of volunteering – you bet! But, it's a "win-win" proposition, in our view – so take the leap and join up soon.

To join the DII, contact executivedirector@theindustrycouncil.org. Hope everyone has a safe and joyous holiday season. See you in 2021!



"Predictive crime involves leveraging data (for multiple sources) and sophisticated computer algorithms to identify patterns or trends that can be used to respond more effectively."

-- Government Technology "10 Ways Public Safety Agencies Are Using Data To Innovate"

Working Group Snapshots

Data Value

Matt Schreiner, *Team Lead*

The last meeting of the year was dedicated to a retrospective on the year's activity and a look forward to the activities planned in order to hit the ground running in 2021! We reviewed the iCERT Incident Management Lifecycle and the Data

Categories, which will be used by all the working groups to help focus our work. For 2021 we agreed that we'd engage the expertise of a data scientist to help in our quest to define data value. Additionally, we each agreed to find a

practitioner (ECC Director, Police or Fire Chief, Telecommunicator, etc) and invite them to join our Working Group to discuss which Data Integrations are the most value to them in their day-to-day workflows!

Existing Data Integration

Robert Farmer, *Team Lead*

The existing data integration group has been exploring options related to creating a database or repository that could be used as a resource industry-wide. As part of this effort, the group has been engaged with the creators of the Response Knowledge

Base or "RKB," to understand better the foundation, processes and outcome of that effort.

On a transition note, Rob Farmer is departing iCERT and the DII as he shifts to new professional opportunities.

He will be missed and we greatly appreciate his contributions and willingness to lead this working group. Rob looks forward to re-engaging with iCERT in the near future. Good luck with your future endeavors, Rob!



Enablers & Roadblocks

Lisa Madden & Francesca Schuler, *Team Leads*

The Enablers/Roadblocks Working Group has been focused on developing the most useful and succinct survey for the public safety stakeholders to solicit information on the success and challenges in using data in Emergency Call Centers (ECCs)/PSAPs, Law Enforcement, Fire, and EMS agencies. This survey is expected to be distributed in early

2021; summarized results of the survey will be available.

The survey responses will be used to develop a larger strategy to expand the tools and processes that are successful and mitigate the roadblocks that have hindered the sharing of data. We will then prioritize areas of impact in Focus Groups to

discuss, in more detail, mitigation strategies.

We thank the public safety community in advance, and look forward to a robust participation from our public safety friends in this important effort.

Working Group Snapshots

Future Data Integration

Matthew MacDonald, Team Lead

"Those who ignore the past are doomed to repeat it" are stark words for a group focused on exploring future technology and the data integrations that come with it. But they ring true! How can anyone possibly predict the future landscape without

having a firm grasp on the geography of today and the artefacts of yesterday? As the future data integration team continues to refine their outreach survey we remind ourselves that the future opportunities that may exist for data integration depend

entirely on the subjective notion of what already exists. To that end, we are actively crafting the contextualizing parts of our survey to ensure that the current plane of technology is taken into account when casting toward the future horizon.



Volunteer Spotlight

Bryan Wiens

Senior Product Manager, Cloud Services
Intertalk Critical Information Systems
Halifax, Nova Scotia - Canada

City where I was born... Halifax, Nova Scotia. Once you live on an ocean, you can't get away from it.

Why do you like your job? The mission is meaningful and my teammates are awesome.

Favorite food? Southern BBQ. Or sushi. Or Thai. Or Wings.

Top vacation spot? NYC.

On a Sunday morning I'm usually.... In church or off for a jog.

My last text was from... My wife, letting me know she was done work and on her way home.

Best thing about being an iCERT member? Connecting with smart professionals on a common mission. I'm looking forward to our next in-person annual meeting!

Something people may not know about me is... I'm a Canadian who's not a fan of hockey or Tim Horton's. Shameful!

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

Activities

iCERT members are welcome **to join any DII meeting as a guest** to learn more about the Initiative's activities and to contribute. If you're interested in joining any of the Working Group or other events, please **confirm the dates, times (all shown ET) and your participation in advance** by using the contact information below.

January 2021						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1 2:00 pm - 3:00 pm DII - EXISTING DATA INTEC	2
3	4	5	6	7 1:00 pm - 2:00 pm DII - FUTURE DATA INTEGI	8 2:00 pm DII - DATA VALUE 2:00 pm DII - ROADBLOCK	9
10	11	12 3:30 pm - 4:00 pm DII - EXECUTIVE MEETING	13	14	15 2:00 pm - 3:00 pm DII - EXISTING DATA INTEC	16
17	18	19	20	21 1:00 pm - 2:00 pm DII - FUTURE DATA INTEGI	22 2:00 pm DII - DATA VALUE 2:00 pm DII - ROADBLOCK	23
24	25	26 3:30 pm - 4:00 pm DII - EXECUTIVE MEETING	27	28	29 1:00 pm DII - DII LEADERSI 2:00 pm DII - EXISTING DA	30
31	1	2	3	4 1:00 pm - 2:00 pm DII - FUTURE DATA INTEGI	5 2:00 pm - 3:00 pm DII - ROADBLOCKS AND E	6

CONTACT INFORMATION

Data Value Working Group:	Matt Schreiner at mattschreiner@mcp911.com
Existing Data Working Group:	Matt Schreiner at mattschreiner@mcp911.com
Enablers & Roadblocks Working Group:	Lisa Madden at lisa.madden@motorolasolutions.com Francesca Schuler at francesca.schuler@motorolasolutions.com
Future Data Working Group:	Matt MacDonald at mmacdonald@intertalksystems.com
Leadership Huddle:	Jay Paull at jay.icert@gmail.com
All-Hands Meeting:	Matt Schreiner @ mattschreiner@mcp911.com
General iCERT and DII inquiries:	Kim Robert Scovill at executivedirector@theindustrycouncil.org

This calendar, with any updates, also can be viewed online (access required through SharePoint):
<https://theindustrycouncil.sharepoint.com/sites/iCERTDataIntegrationInitiative/Lists/Data%20Integration%20Initiative%20Calendar/calendar.aspx>