

System Name: DeKalb County
Case # 19-M-256
Date Filed: 12/19/19

Department Review of Plan Modification

Requirement		Information Included	Staff Comment
Contact and 9-1-1 System information		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	DeKalb County 9-1-1 Glenna Johnson 150 N. Main St. Sycamore, IL 60178 815-899-4559 gjohnson@dekalbcounty.org
Verification		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Letter of Intent		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Plan Narrative (if incorporating an NG9-1-1 solution, narrative must include the following:)		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<p>DeKalb County ETSB is filing its modification plan to implement a Next Generation 9-1-1 (NG9-1-1) System and to change its 9-1-1 System Provider from Frontier to NG-9-1-1, Inc.</p> <p>The DeKalb County system has two PSAPs. One is located at the DeKalb County Sheriff PSAP which includes seven positions and the DeKalb Police Department PSAP which includes six positions. The two PSAPS will provide backup services to each.</p> <p>There will be two fully functional IP portable workstations that can be transported anywhere for use as command post workstations or deployed in various other situations. The workstations can connect to the Emergency Services Information Network (ESInet) and receive 9-1-1 calls.</p>
	Name of certified 9-1-1 system provider	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	NG-911, Inc.
	Explanation of the national standards, protocols and/or	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	The DeKalb County 9-1-1 design is IP-based and is fully compliant with all current NENA i3 standards; it is geographically diverse and

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	operating measures that will be followed		has a redundant configuration and design to avoid any single points of failure.
	Explanation of measures taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	<p>DeKalb County's new 9-1-1 service provider, NG-911, Inc., has contracted with Syndeo in order to provide the ESInet network in the NINGA project. There are two geographically diverse, fully redundant NG-911, Inc. operated data centers which house the NG911 core services. One data center is located at the DeKalb County Sheriff Department Jail Annex, 180 E. Exchange Street, Sycamore, Illinois and the second data center is located at the Belvidere Fire Department, 353 East 6th Street, Belvidere, IL.</p> <p>The NG9-1-1 system design not only serves DeKalb County ETSB, but will host multiple remote PSAPs in multiple 9-1-1 jurisdictions. The other 9-1-1 authorities involved are Boone, Bureau, Carroll, Jo Daviess, Ogle, Stephenson, Whiteside and Winnebago Counties who have joined in a collaborative effort to migrate to NG9-1-1 service and share resources in an effort to reduce cost. This group is called 9-1-1 Northern Illinois Next Generation Alliance (NINGA). Each 9-1-1 authority will file individual modified plans.</p>
	Explanation of how the existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	<p>The NG9-1-1 System will handle calls from all carriers that are answered today. Carriers may connect to the ESInet at various points on the Fiber Ring. The points of interconnection (POI) have been mutually agreed upon by NG-911, Inc. Syndeo and each of the carriers. Carriers were also given the ability to choose from Legacy (SS7/ISDN) or newer protocols for trunk signaling (SIP) connectivity at the POI.</p> <p>The NG9-1-1 architecture is comprised of an ESInet which will connect the PSAP using IP signaling. The system will also enable the ability for users who are hearing impaired, speech impaired, non-English speaking and text to communicate with 911.</p> <p>Private Switch customers will also be migrated to the new network.</p>
	Explanation of how split exchanges will be handled	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Split exchanges will be routed the same as they are today.

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	<p>Explanation of how the databases will be maintained and how address errors will be corrected and updated on a continuing basis</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>	<p>DeKalb County has designed and purchased a NENA i3 standards based system. The system will provide ALI and ANI and selective routing to the PSAP using dynamic routing. In addition the system will feature geo-spatial, policy-based functionality. All database elements comply with NENA Data Formats for ALI, MSAG and GIS.</p> <p>NG-911, Inc. will ensure the database records are received from each carrier and reviewed for location accuracy, accepted, validated and integrated into the active working records. Carriers will transmit the database updates to NG-911, Inc. who will work closely with each carriers directly on database updates.</p> <p>Database updates will be completed on a daily basis. NG-911, Inc. will utilize multiple logic checks that guard against invalid ALI updates and increase the reliability of the data. The database system supports direct service order entry, manual update as well as the import and export of NENA format. NG-911, Inc. will maintain the database in a manner that ensures that no one else can alter the data.</p> <p>GIS coding will be added to all service order records that update the ALI.</p>
	<p>Explanation of who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>	<p>The software will enable NG-911, Inc. to manage the ALI database. The software fully integrates with the NG9-1-1 core services and the NG9-1-1 system to manage data validation, request/response software, data quality and provides real-time communication tools.</p>
	<p>Explanation of security measures placed on the IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it.</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>	<p>Session Border Controllers are installed in each data center and will provide access control for protection from unwarranted cyber- attacks, denial of service attacks and/or focused network overloads. The design is in accordance with the NENA i3 Standards.</p> <p>Each PSAP will be composed of a number of positions plus security appliances and software necessary to prevent intrusion by unauthorized personnel. Each individual PSAP will have a diverse IP transport network between the remote PSAPs and the system cores. The system has varying levels of security and administration privileges for managing, configuring, monitoring, maintenance and diagnostic</p>

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			activities. All access to the PSAPs will be restricted with a code access. The computer network is password secured and all workstations are updated regularly and scanned for threats with security software.
Financial Information			
	Annual recurring 9-1-1 network costs prior to modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$ 194,257.08
	Projected annual recurring 9-1-1 network costs after modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$ 194,982.60
	Installation cost of the project	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$ 116,200.00
	Anticipated annual revenues	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$1,420,845.00
Five Year Strategic Plan		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Communities Served		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Participating Agencies		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Adjacent Agencies		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Carrier Listing		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Attachments		If changes necessitate new versions	
	Ordinances	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Not applicable
	Intergovernmental agreement(s)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Not applicable

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	Contracts	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	Back-up PSAP agreement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	Network Diagram	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	Call-Handling and Aid outside jurisdictional boundaries agreements	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Test Plan		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

Conclusions:

The DeKalb County modification plan meets the requirements set forth in 83 Illinois Administrative Code Part 1325.205 for a modification plan.

Reviewed by: Marci Elliott

Date: January 8, 2020