# ILLINOIS STATE POLICE
## Office of the Statewide 9-1-1 Administrator


**State of Illinois**

# Application for 9-1-1 Modification Plan

ISP 7-310 (4/22)

# 911 GENERAL INFORMATION

DATE: 10/07/2022

| Type of Change: ☒ Long Form Modification Plan | ☐ Short Form Modification Plan | |
|---|---|---|
| Current System Name: | Population Served | Land Area in Sq Miles |
| Central Daleys Dispatch (Dolton, Lynwood, Burnham) ETSB | 35,818 | 11.6 |

| List PSAPs: | Primary | Secondary |
|---|---|---|
| Central Dispatch | X | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

911 System Contact: Ronald Robertson

Street Address: 1234 E. Sibley Blvd.

City, State and Zip Code: Dolton, Illinois 60419

Office Telephone: (708) 201-3240

Cellular Telephone: (708) 259-4815

Email: rrobertson@cms911.org

**Wireless Coverage for Consolidated System:**

100 % Phase II compliant

100 % Phase I compliant

**Please check if applicable:**

X NG9-1-1 capable

X Receive 9-1-1 Text

_____ Receive 9-1-1 Video

# VERIFICATION

I, Ronald R Robertson, first being duly sworn upon oath, depose and say that I am Executive Director, of Central Dispatch; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.

Ronald R Robertson

Executive Director

Subscribed and sworn to before me

this 16th day of October, 20 22.

"OFFICIAL SEAL"
NORMA HEREDIA
NOTARY PUBLIC, STATE OF ILLINOIS
My Commission Expires 07/23/2025

NOTARY PUBLIC, ILLINOIS

# 9-1-1 SYSTEM PROVIDER
# LETTER OF INTENT

October 10,2022
(Date)

Lisa Wirtanen
(9-1-1 System Provider Company Representative)

AT&T
(9-1-1 System Provider Company Name)

4918 W 95th St.
(Street Address)

Oak Lawn, IL 60453
(City, State, Zip Code)

Dear Lisa:

This letter is to confirm our intent to modify our 9-1-1 System. Enclosed is your copy of our modification plan to be filed with the Department of the Illinois State Police for approval. Thank you for your assistance in this matter.

Sincerely,

Executive Director
(Name)
(Title)

enclosure: Modification Plan

# NARRATIVE STATEMENT:

*(Provide a detailed summary of system operations for a modified 9-1-1 plan. Also, if incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205 b)12).*

1) Indicate the name of the certified 9-1-1 system provider being utilized.
2) Explain the national standards, protocols and/or operating measures that will be followed.
3) Explain what measures have been taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.
4) Explain 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.
5) Explain how split exchanges will be handled.
6) Explain how the databases will be maintained and how address errors will be corrected and updated on a continuing basis.
7) Explain who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday.
8) Explain what security measures will be 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.

Plan Narrative:

Central Dispatch 9-1-1 is transitioning from E9-1-1 to next Generation 9-1-1 (NG911). AT&T is the System provider ("SSP")
Central Dispatch 9-1-1 System will comply with all Federal and State Laws and with national Emergency Number Association Standards (NENA) that pertain to NG911 including the NENA i3 standard for Next generation - NENA-STA-010.3a-2021.
The State of Illinois has selected AT&T to provide a statewide Next Generation 9-1-1 System. AT&T ESinet combines AT&T network capabilities with technology from Intrado Life&Safety, Inc. (Intrado). The AT&T ESinet solution will facilitate an efficient transition from legacy 9-1-1 networks to networks capable of supporting the growing demands of a mobile society. With AT&T ESinet, the state is taking advantage of AT&T's investment in a pre-built, cloud based solution that delivers next-generation functionality. AT&T is also providing their industry-leading AT&T VPN MPLS network for primary access to all PSAPs.
AT&T ESinet solution is a combination or their IP network and Next Gen Core Services (NGCS) components that iincludes industry leading SLAs, management services and tools to help ensure that they provide the best possible service.
The design is based on building redundant systems to avoid any single point of failure (SPOF) in the ESinet and the overall NG9-1-1 Network Architecture. The NG9-1-1 system will provide flexibility in the routing of calls. The ESinet being deployed has all PSAPs connected and can route calls based on not only location, but also by availability. In a Next Generation solution, a call will be answered through intelligent routing. Additionally, there will be more available positions to answer calls because all connected and tested PSAPs will be technically able to answer the call and will be able to dispatch or transfer the call to another PSAP.
AT&T ESinet defense-in-depth security is built into the architecture. AT&T Global IP network is monitored by 8 different Security Operations Center (SOC) facilities located across the world. AT&T uses it security portfolio capabilities to protect their data centers and networks.
AT&T ESinet provides six (6) geographically diverse and fully redundant facilities to increase resiliency and survivability in natural and man-made disaster scenarios, with scalable capacity capable of supporting more than twice the 9-1-1 busy hours call for the entire United States. AT&T has documented business continuity and restoration plans, including complex disaster and evacuation contingencies. The 24X7 operations center employs an incident Handling process modeled on FEMA's Incident Command System, with notifications built into the process.
The ESinet is monitored 24X7X365 from a NOC with tier 2 and tier 3 technical resources dedicated to the AT&T ESinet. AT&T 9-1-1 resolution Center has dedicated public safety resources.

## Plan Narrative:

The AT&T ESinet provides a flexible routing platform the supports both ESN (tabular) and GIS (spatial) routing on the same Emergency Call Routing Function (ECRF).
The AT&T Esinet solution will interconnect to legacy selective routers as defined per NENA standards. AT&T provides redundant, public safety grade points of presence in each LATA for OSP ingress locations for Legacy Network Gateways (LNGs).
AT&T will interconnect to Legacy Selective Routes to transfer and/or receive calls with Automatic Number Identification (ANI) and automatic Location identification (ALI) information to the State's NGCS via legacy means through the Legacy Selective Router Gateway (LSRG). Interconnections will also allow legacy PSAPs served by selective routers to serve as the abandonment route for PSAPs served by the AT&T ESinet solution.
Connectivity extends beyond the internal ESinet transport to external network and OSP interfaces. The ESinet supports both TDM and IP OSP ingress at geographically distributed Points of Interconnection (POIs). The ESinet supports standard-based protocol interfaces to external ESinets for call hand-off and call transfers. With pre-established connectivity capabilities, PSAPs, on the ESinet have the ability to transfer calls to PSAPs on other ESinet or PSAPs that have yet transitioned off legacy routers.
AT&T will coordinate getting the OSPs records into AT&T Esinet database. AT&T will also jointly plan the interconnecting network with the OSP. Circuits will be ordered and implemented between the OSP and the ESinet POI. The Esinet POI may reside in an AT&T office or hub. AT&T will cooperatively test and turn up all trucking arrangements with the OSP. Traffic migrations from the legacy to new AT&T infrastructure will follow.
Integrated Text-to-911 is supported by the Esinet.
AT&T is responsible for negotiating interconnection agreements and trucking arrangements with each service provider. Interconnection agreements will include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, split rate centers, tandem to tandem and IP connections.
GIS data is submitted to the AT&T ESinet via a web-based spatial interface (SI) portal. The portal provides secure GIS file transfer. 9-1-1 Authorities can maintain their local database Schema and configure database changes using attribute field mapping tools.
The Spatial Interface (SI) validation engine logs errors and refers errors back to the originating 9-1-1 Authority in comprehensive reports that are retrieved in the 9-1-1 Enterprise Geospatial Database Management System (9-1-1EGDMS). Validation errors are corrected by the 9-1-1 Authority within their own GIS database. Updates are submitted and processed on an on-going basis.
AT&T Esinet cyber security policies, standards, and guidelines are consistent with industry best practices as defined by International Organizations for Standardization and Control Objectives for information and related Technology. The AT&T Esinet is a highly secure, private managed IP network providing IP based call routing services for next generation 9-1-1call delivery. All inbound and outbound traffic interactions are with pre-authorized entities, utilized agreed upon protocols and traverse controlled access points. Call processing and real-time data delivery are protected through both physical and logical controls.
Sensitive data resides in trusted data centers the employ logical and physical access control. All hardware and software elements deployed in a production environment go through stringent release management process that incorporate thorough penetration scan testing. Corporate and development environments are separate from production and are not used in development or system test environments. Inter-zone traffic is restricted to only that of authorized personnel and the necessary protocols destinations used to support the management and applications of the ESinet with all other traffic implicitly denied by way of redundant and diverse Session Border Controllers (SBC) and state firewalls.
A Network Operations Center (NOC) staffed 24 hours a day, seven days a week, 365 days a year to actively monitor and manage the AT&T ESinet end-to-end service is provided. When a potential or actual Customer-affecting issue is detected, the Incident Administration team is engaged by the NOC. The team uses established processes that are ISO 9001:2008-compliant for immediate escalation, notification, resolution and reporting. All buildings, NOC and Date Center access are monitored by 24X7 security and access control systems.
Central Dispatch backup agreement with ECOM remains unchanged (ECOM is Central's offsite backup located at 1154 Ridge Rd, Homewood, IL 60430) after the implementation of NG911.
Central Dispatch Centers call handling agreements remain unchanged after the implementation of NG911.
Central accepts Text to 911 through TTY using Intrado.
There is no changes in any of our call handling agreements.

# FINANCIAL INFORMATION

| | |
|---|---|
| Annual recurring 9-1-1 network costs prior to modification | $ N/A |
| Projected annual recurring 9-1-1 network costs after modification | $ N/A - TBD |
| Installation cost of the project | $ N/A - TBD |
| Anticipated annual revenues | $ N/A |

# FIVE YEAR STRATEGIC PLAN
# FOR MODIFIED PLAN

(Provide a detailed summary of the proposed system's operation, including but not limited to, a five-year strategic plan for implementation of the modified 9-1-1 plan with financial projections)

Narrative:

N/A

# COMMUNITIES SERVED

Provide a list of all communities to be served by the proposed 9-1-1 System. Please include the name of the community and the official mailing address including street address, city and zip code.

*USE ADDITIONAL SHEETS AS NECESSARY*

| City, Town or Village | Street Address, City, Zip Code |
|---|---|
| Village of Dolton | 14122 Martin Luther King Jr Dr, Dolton, IL., 60419 |
| Village of Burnham | 14450 Manistee Ave., Burnham , IL 60633 |
| Village of Lynwood | 21460 E. Lincoln Hwy., Lynwood, IL., 60411 |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

# PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each Agencies land area(s) in square miles and estimated population which will have access to the proposed 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Districts. Each agency that appears on this list should also have signed a call handling agreement.

| 9-1-1 Participant Agencies | Street Address, City, Zip Code | Administrative Telephone No. | Direct Dispatch | Transfer | Call Relay |
|---|---|---|---|---|---|
| Dolton Police/Fire/EMS | 14122 Martin Luther King dr, Dolton 60419 | (708) 849-4000 | X | | |
| Lynwood Police/Fire/Ems | 21460 E Lincoln Hwy, Lynwood 60411 | (708) 758-4744 | X | | |
| Burnham Police/Fire/EMS | 14450 Manistee, Burnham, 60633 | (708) 862-9150 | x | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

# PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each Agencies land area(s) in square miles and estimated population which will have access to the proposed 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Districts. Each agency that appears on this list should also have signed a call handling agreement.

| 9-1-1 Participant Agencies | Street Address, City, Zip Code | Administrative Telephone No. | Direct Dispatch | Transfer | Call Relay |
|---|---|---|---|---|---|
| Lake County Ind Disp | 2293 N Main St, Crown Point IN 46307 | (219) 660-0000 | | x | x |
| Cook County Dispatch | 1401 Maybrook Dr., Maywood, IL 60153 | (708) 865-4700 | | x | x |
| ILL State Police | 9511 Harrison St.,DesPlaines, IL 60016 | (847) 294-4400 | | x | x |
| ILL Tollway Auth | 2700 Ogden Ave., Downers Grove, IL 60515 | (630) 241-6800 | | x | x |
| Cal Comm Dispatch | 12419 Ashland Ave. Calumet Park IL 60827 | (708) 926-7345 | | x | x |
| ECOM Dispatch | 1154 Ridge Rd., Homewood,IL 60430 | (708) 799-3787 | | x | x |
| Calumet City Dispatch | 1200 Pulaski Rd., Calumet City, Il 60409 | (708) 868-2500 | | x | x |
| Lansing Dispatch | 2710 E 170th St., Lansing IL 60438 | (708) 895-7150 | | x | x |
| Orland Dispatch | 15100 Ravinia Ave. Orland Park, IL 60462 | (708) 349-4111 | | x | x |
| Chicago OEMC | 1411 W Madison St., Chicago IL 60607 | (312) 746-9111 | | x | x |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

# CARRIER LISTING

(Wireline, Wireless, VoIP)

Provide a list of each carrier that will be involved in the proposed system.

*(USE ADDITIONAL SHEETS AS NECESSARY)*

| CARRIERS | STREET ADDRESS, CITY, ZIP CODE | TELEPHONE NUMBER |
|---|---|---|
| AT&T/Cricket | 11760 US Highway SUite 300, N Palm Beach.FL 33408 | (800) 635-6840 |
| Metro PCS/Sprint/Nextel/ | 4 Sylvan Way, Parsippany, NJ 07054 | (866) 537-0911 |
| TMobile | 4 Sylvan Way, Parsippany, NJ 07054 | (973) 292-8911 |
| Trac Phone | 9700 NW 112th Ave., Medley FL 33178 | (800) 820-8632 |
| Verizon | 180 Washington Valley Rd., NJ 07921 | (800) 451-5242 |
| Virgin Mobile | 10 Independence Blvd.200, Warren NJ 07059 | (866) 868-6622 |
| Vonage | 23 Main St. Holmdel NJ 07733 | (866) 243-4357 |
| Xfinity Mobile | 1701 JFK Blvd., Phildelphia PA 19103 | (800) 934-6489 |
| Comcast | 1701 JFK Blvd., Phildelphia PA 19103 | (800) 331-0500 |
| AT&T Mobility | PO BOX 97061 Redmond, WA 98073 | (800) 331-0500 |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

# TEST PLAN DESCRIPTION

1) Description of test plan (back-up, overflow, failure, database).

2) List wireline exchanges to be tested.

3) List of wireless and VoIP Carriers to be tested.

| | |
|---|---|
| Date | 7-Oct-22 |
| Intrado Project Manager | Ehtisham Hague |
| Intrado Technician Name | Kevin Cronk |
| Site Name | Daley's Ambulance |
| Site Contact | Ron Robertson |
| Site Phone Number | 708-259-4815 |
| Site Address/City/State/ZIP | 1234 Sibley Blvd, Dolton, IL |

| General Site ☑ | Back Room | POS 1 | POS 2 | POS 3 | POS 4 | POS |
|---|---|---|---|---|---|---|
| Ensure all packing materials and spare equipment are removed from site | Y | N/A | N/A | N/A | N/A | N/ |
| Verify VPN access is working and have HD move Logmein from New Sites to the PSAP site name | Y | N/A | N/A | N/A | N/A | N/ |
| Verify switch configuration is pointing to IP address of the POTS-SRV for proper time sync | Y | N/A | N/A | N/A | N/A | N/ |
| Verify all software versions installed are correct per SOW and most recent KB listing | Y | N/A | N/A | N/A | N/A | N/ |
| Verify all Windows Event logs for Intrado services are error free. Review sysdiag for errors | Y | N/A | N/A | N/A | N/A | N/ |
| Verify teaming per MOP | Y | N/A | N/A | N/A | N/A | N/ |
| All ports to be set to Intrado specification. Refer to MOP's and TA's as needed. | Y | N/A | N/A | N/A | N/A | N/ |

| Viper ☑ | Back Room | POS 1 | POS 2 | POS 3 | POS 4 | POS |
|---|---|---|---|---|---|---|
| Validate ANI / ALI functionality | Y | N/A | N/A | N/A | N/A | N/ |
| Validate 911 Tandem Transfers | Y | N/A | N/A | N/A | N/A | N/ |
| Validate ANI/ALI before answer (if applicable) | Y | N/A | N/A | N/A | N/A | N/ |
| Verify Abandoned Calls functionality | Y | N/A | N/A | N/A | N/A | N/ |
| Confirm ringing and lamping on 911 and Admin Lines | Y | N/A | N/A | N/A | N/A | N/ |
| Verify CDR output functionality | Y | N/A | N/A | N/A | N/A | N/ |
| VIPER 7 - Ensure Positional CAD is configured<br>VIPER 5.1 - Ensure Dual CAD Router is configured | Y | N/A | N/A | N/A | N/A | N/ |
| Verify CAD output functionality | Y | N/A | N/A | N/A | N/A | N/ |

| Multi-Node Specific | Back Room | POS 1 | POS 2 | POS 3 | POS 4 | PO |
|---|---|---|---|---|---|---|
| **Power Metrica/ECaTS** ☑ | **Back Room** | **POS 1** | **POS 2** | **POS 3** | **POS 4** | **PO** |
| Serial Cable Connected to DM Com port | Y | N/A | N/A | N/A | N/A | N/ |
| Verify the RDDM is getting serial dump | Y | N/A | N/A | N/A | N/A | N/ |
| Verify All options are checked in CDR spill and Supplemental Call Events are enabled in Common Directory | Y | N/A | N/A | N/A | N/A | N/ |
| VIPER 5.1 only - Verify MIS installed on RDDM | Y | N/A | N/A | N/A | N/A | N/ |
| Verify Agent IDs have been configured | Y | N/A | N/A | N/A | N/A | N/ |
| Verify Transfer service is working (data getting to ECATs FTP). ECATs Support: 855-333-0827 | Y | N/A | N/A | N/A | N/A | N/ |
| **ACD** ☐ | **Back Room** | **POS 1** | **POS 2** | **POS 3** | **POS 4** | **PO** |
| **Power 911** ☑ | **Back Room** | **POS 1** | **POS 2** | **POS 3** | **POS 4** | **PO** |
| POWER 911 properly installed and running on the Server per MOP including all SPs and KBs | Y | N/A | N/A | N/A | N/A | N/ |
| Power 911 workstation configured per MOP including all SPs and KBs | N/A | Y | Y | Y | Y | Y |
| Validate phone numbers, transfers, speed dials and agencies and user interface properly configured. | N/A | Y | Y | Y | Y | Y |
| Validate User Interface and features are laid out per CCS | N/A | Y | Y | Y | Y | Y |
| Verify all stations can log on to P911 with securities | N/A | Y | Y | Y | Y | Y |
| Confirm ringing and lamping on 911 and Admin Lines | N/A | Y | Y | Y | Y | Y |
| Test 911 call flow (presented, routed, answered and logged) through the CPE. | N/A | Y | Y | Y | Y | Y |
| Verify request for retransmission of ALI | N/A | Y | Y | Y | Y | Y |
| Validate the ability to submit manual ALI query NOTE: DBR requests not supported for i3 | N/A | Y | Y | Y | Y | Y |
| Retrieve a call from hold using the line panel | N/A | Y | Y | Y | Y | Y |
| Retrieve a call from hold using the active calls list | N/A | Y | Y | Y | Y | Y |
| Test Admin call flow (presented, routed, answered) through the CPE. | N/A | Y | Y | Y | Y | Y |
| Receiving an admin call with Caller's ID (subject to service configured on the provided line) | N/A | Y | Y | Y | Y | Y |
| Test NNX's built and working | N/A | Y | Y | Y | Y | Y |
| Place outgoing call (local, long distance, toll free) | N/A | Y | Y | Y | Y | Y |
| Establish conference with another IWS position | N/A | Y | Y | Y | Y | Y |

| | | | | | | |
|---|---|---|---|---|---|---|
| Verify 3 way calling is enabled. Place an outgoing call then perform a same line conference NOTE: This is contingent on the Telco/PBX admin trunk having this feature | N/A | N/A | N/A | N/A | N/A | N/ |
| Verify Barge-in functions both incoming and outgoing | N/A | Y | Y | Y | Y | Y |
| Redialing a previous call using the agent call list | N/A | Y | Y | Y | Y | Y |
| Test Intenal Call Recorder (ICR) | N/A | Y | Y | Y | Y | Y |
| Save a recorded call (ICR) | N/A | Y | Y | Y | Y | Y |
| Delete a saved recorded call (Unsave) - ICR | N/A | Y | Y | Y | Y | Y |
| Receiving a baudot call. *Note: TTY testing should be done to and from an external TTY device if possible. Use a fresh call for each test, baudot may not be detected after 30 seconds. NOTE: Can use a relay service in the state or enable on an Android/Iphone to enable TTY mode* | N/A | Y | Y | Y | Y | Y |
| Initiate a call to a baudot TTY machine | N/A | N/A | N/A | N/A | N/A | N/ |
| Verify the system acknowledges abandoned calls VIPER 5.1: Confirm CAD router is installed on Obj. Server VIPER 7: Verify P911 server is running | N/A | Y | Y | Y | Y | Y |
| Verify message board functionality works | N/A | N/A | N/A | N/A | N/A | N/ |
| Verify call history is functioning (actual call records displayed) | N/A | Y | Y | Y | Y | Y |
| Verify active calls are displaying in the call list | N/A | Y | Y | Y | Y | Y |
| Verify agent names are displaying in the call list | N/A | Y | Y | Y | Y | Y |
| Verify position timing is in sync with other IWS and network timing and NTP is running | N/A | Y | Y | Y | Y | Y |
| Test IWS Network printer is allowed in securities | N/A | Y | Y | Y | Y | Y |
| Have customer verify and test all agencies | N/A | Y | Y | Y | Y | Y |
| Validate wireless ALI types are configured correctly | N/A | Y | Y | Y | Y | Y |
| Verify Line Types are configured correctly | N/A | Y | Y | Y | Y | Y |
| Workstation and Server Software manuals and CDs on site (along with recovery CDs) | N/A | Y | Y | Y | Y | Y |
| Verify audio levels for handset and headset refer to MOP. | N/A | Y | Y | Y | Y | Y |
| Verify Call Gate function, where applicable | N/A | N/A | N/A | N/A | N/A | N/ |
| Verify IVR function, where applicable | N/A | N/A | N/A | N/A | N/A | N/ |
| VPN ONLY: If VPN Laptops were part of the solution, verify VPN connection works | N/A | N/A | N/A | N/A | N/A | N/ |
| P911 6.4 Only: Verify which position(s) have P911 Configurator on them and confirm PSAP Admin can log in | N/A | N/A | N/A | N/A | N/A | N/ |

| ITRR ☑ | Back Room | POS 1 | POS 2 | POS 3 | POS 4 | PO |
|---|---|---|---|---|---|---|
| Verify ITRR is recording radio | N/A | Y | Y | Y | Y | Y |
| Verify ITRR is recording telephone | N/A | Y | Y | Y | Y | Y |
| Verify last phone conversation functionality | N/A | Y | Y | Y | Y | Y |
| Verify last radio conversation functionality | N/A | Y | Y | Y | Y | Y |
| Verify Shuffle (search) through phone conversation | N/A | Y | Y | Y | Y | Y |
| Verify Shuffle (search) through radio conversation | N/A | Y | Y | Y | Y | Y |
| ITRR 2.0 or higher: Verify List function and call will playback from list module | N/A | Y | Y | Y | Y | Y |

| MapFlex/SCC ☐ | Back Room | POS 1 | POS 2 | POS 3 | POS 4 | PO |
|---|---|---|---|---|---|---|

| PowerOPS ☐ | Back Room | POS 1 | POS 2 | POS 3 | POS 4 | PO |
|---|---|---|---|---|---|---|

| ePrinter ☐ | Back Room | POS 1 | POS 2 | POS 3 | POS 4 | PO |
|---|---|---|---|---|---|---|

| TXT29-1-1 ☑ | Back Room | POS 1 | POS 2 | POS 3 | POS 4 | PO |
|---|---|---|---|---|---|---|
| Verify that site IP addressing has been given to TxT2911 team | N/A | Y | Y | Y | Y | Y |
| Confirm connectivity to TxT2911 routers | N/A | Y | Y | Y | Y | Y |
| Complete all required testing with TXT team, including PSAP initiated TXT | N/A | Y | Y | Y | Y | Y |

| Historical Power MIS ☑ | Back Room | POS 1 | POS 2 | POS 3 | POS 4 | PO |
|---|---|---|---|---|---|---|
| Move MIS server to new VIPER domain | N/A | N/A | N/A | N/A | N/A | N/ |
| Confirm MIS reports can be run for historical purposes. | Y | N/A | N/A | N/A | N/A | N/ |

| Sentry/VIPER Alarm Monitoring/TPS ☑ | Back Room | POS 1 | POS 2 | POS 3 | POS 4 | PO |
|---|---|---|---|---|---|---|
| Verify Sentry is sending alarm notifications and the alarm panel is located in the communications center or a visible area. | Y | N/A | N/A | N/A | N/A | N/ |
| Confirm Help Desk has configured alarming and alarms are being received by Help Desk. NOTE: PjM may have to engage INFOSEC to open ports for Sentry access in the DMZ | Y | N/A | N/A | N/A | N/A | N/ |

| Symantec Update Service/Windows Update (Care Access/TPS) ☑ | Back Room | POS 1 | POS 2 | POS 3 | POS 4 | PO |
|---|---|---|---|---|---|---|
| Verify Symantec Update Service is configured. PjM will provide the public key | NO | N/A | N/A | N/A | N/A | N/ |
| Verify Windows Update Service is configured and running on each position | Y | N/A | N/A | N/A | N/A | N/ |

| Discrepancy items not resolv |
|---|

**Test Plan Description i3**

| TEST # | TEST CASE | TYPE |
|---|---|---|
| 1 | Trunk Verification (SIP) | Call Routing |
| 2 | Trunk Verification (SS7 Ingress from LSR) | Call Routing |
| 3 | Trunk Verification (SS7 Egress from AGC to LSR) | Call Routing |
| 4 | Perform reboot and validation on each AT&T network edge router at PSAP | Failover test |
| 5 | Perform WAN interface shutdown and validation on each AT&T network edge router at PSAP | Failover |
| 6 | Perform reboot and validation on each ATT Interface Router (between CPE and AT&T router) | |
| 7 | Wireline Call Routed to PSAP through AT&T ESInet | Equipment |
| 8 | Wireless Call Routed to PSAP through AT&T Esinet | Equipment |
| 9 | VOIP Call Routed to PSAP through AT&T ESInet | Equipment |
| 10 | CPE bids i3 Components | Call Handling |
| 11 | i3 Routing Fails, Routing via SRDB for Wireline call | Call Routing |
| 12 | i3 Routing via ECRF for Wireline call | Call Routing |
| 13 | i3 Transfer: Fixed Bridge Conferencing Confirmation (Call to IP PSAP then bridge to i3 PSAP if available – willing PSAP) | Call Handling |
| 14 | S/R Transfer: Selective Bridge Conferencing Confirmation, if used by the PSAP | Call Handling |
| 15 | S/R Transfer: Fixed Bridge Conferencing Confirmation | Call Handling |
| 16 | S/R Transfer: Fixed Bridge Conferencing Confirmation | Call Handling |
| 17 | PSTN Transfer: Fixed Bridge Conferencing Confirmation | Call Handling |
| 18 | Manual Transfer to valid local TN | Call Handling |
| 19 | Manual conference bridging to invalid unassigned number | Call Handling |
| 20 | Manual conference bridging to a valid 8YY number | Call Handling |
| 21 | Manual conference bridging to a valid Busy number | Call Handling |
| 22 | Manual conference bridging to a Multi-Party Conference | Call Handling |
| 23 | Manual conference bridging to a valid long-distance cell | Call Handling |
| 24 | Alternate Routing | Call Routing |
| 25 | Ring no Answer Timer | Call Routing |
| 26 | No position Logged In | Call Routing |
| 27 | Abandonment Routing | Call Routing |
| 28 | Un-Abandonment Routing | Call Routing |
| 29 | Abandonment Routing – PAD Testing (if PAD available) | Call Routing |
| 30 | Un-Abandonment Routing – PAD Testing (if PAD available) | Call Routing |
| 31 | Test line appearances that appear on each CPE | Call Processing |
| 32 | TTY call | Call Handling |
| 33 | TTY conference call | Call Handling |