

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




State of Illinois

Application for
9-1-1 Modification Plan

VERIFICATION

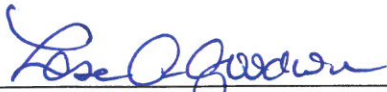
I, Brent Reynolds, first being duly sworn upon oath, depose and say that I am Director, of Glenview Public Safety Dispatch; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon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



Brent Reynolds

Subscribed and sworn to before me

this 3rd day of JUNE, 2024.



NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

(Date)

(9-1-1 System Provider Company Representative)

(9-1-1 System Provider Company Name)

(Street Address)

(City, State, Zip Code)

Dear _____:

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,



Brent Reynolds

Director of Public Safety Support Services)

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:

See next page.

Narrative

Carbyne is working with Glenview Public Safety Dispatch Center (GPSDC) to replace their current on premise call handling solution with its APEX, cloud based, call handling solution. To accomplish this goal, Carbyne is working with AT&T and Intrado to change the way they deliver ESInet into Glenview's PSAP. In the current solution, AT&T/Intrado have physical routers in place at Glenview that deliver ESInet and connect it to their current call handling system. The Carbyne solution will replace this architecture with two Points of Interconnect (POIs) in place of the physical, on premise routers. These POIs are located in geographically diverse locations, in data centers located in Dallas, TX and Ashburn, VA. These POIs then connect to Carbyne's cloud infrastructure in the AWS GOV Cloud, East and West.

The Carbyne APEX, cloud call handling solution, is currently in place at RioCOG in Texas and OPCD in New Orleans.

The day before cutover, all APEX call taker positions will be installed and tested at both centers, North and South. We will do the go-live over two days, North on day one, South on day two. The first day of cutover, at the North location, call takers will begin receiving 911 calls using APEX. Initially, Admin calls will remain on the current CHE. During the cutover, half of the call takers will login to APEX, AT&T will then swing calls to APEX so that those call takers logged into APEX will begin receiving calls. Carbyne will then validate all 911 capabilities work as expected. Next, Carbyne will cutover the Admin lines and validate they are received as expected. Lastly, all remaining call takers will login to Carbyne APEX and begin receiving all calls via APEX. We will repeat this process the next day at the South location.

Currently Glenview doesn't offer Text-to-911 and has plans to implement and begin offering Text-to-911 sometime after the Carbyne APEX implementation.

Carbyne provides its own network and firewalls, which are integrated with the PSAPs network and their firewall policy. Carbyne is providing a security layer, and all network traffic to and from the cloud is encrypted. The Carbyne firewall connects into the PSAPs router (GPSDC Router). Carbyne is integrating with Nice VR via SIPREC and providing i3 data to the recorder. Carbyne is integrating with Tyler CAD and providing i3 data to the CAD vendor. Carbyne is integrating with RingCentral PBX for admin lines. All admin calls will come through the PBX and will be directed into APEX. Glenview's existing numbers will stay the same. There is no plan to change them.

If Carbyne goes down, the PBX will route calls to the number the PSAP provides expressly for this purpose.

The initial training will be conducted using Carbyne's self-led online learning platform. This training will lead users through orientation of the APEX user interface and navigate through each feature within the platform. Additionally, administrative staff will receive training in the use of Control Center and Events History. The online training will be available to users for two full weeks in order to allow for each user to complete it. Following the two week online training, a Carbyne Customer Success Manager will report onsite to complete a skills sign-off with each user. This will be completed in groups of up to 10 users, according to staffing needs, in 2-hour sessions. This will take place on the APEX training stations. The skills sign-off will be completed over the course of 3 consecutive days.

The day to day back up plan is the Glenview south PSAP backing up Glenview North PSAP and Glenview North PSAP backing up the Glenview south PSAP. The Northbrook and CENCOM PSAP's are in effect predetermined alternate routes, that in the event that either the Glenview south PSAP or the Glenview North PSAP is not available to backup the other PSAP.

- **ECC Connectivity AWS Direct Connect with Private Eth or DIA Last Mile Circuits**
- **SIP Trunk Service for Outbound Dialing**
- **AT&T ESINet (Intrado i3) NNI at Carbyne POI**

ATTACHMENTS

Ordinance - The local ordinance which created an ETSB prior to January 1, 2016.

Contracts - The contract for a new 9-1-1 system provider or for NG 9-1-1 service.

Intergovernmental Agreement

Back-up PSAP Agreement - The agreement that establishes back-up service due to interruptions or overflow services between PSAPs.

Backup Plan

The back-up agreement with Northbrook and Cencom PSAP's will remain in place. These backups will only be used if we lose both of our PSAP's. There is no change to the current backup arrangement. Glenview North PSAP and Glenview South PSAP will continue to back up each other.

Network Diagram - Diagram provided by the 9-1-1 System Provider. Re-evaluate P.01 grade of Service for cost savings and network efficiency.

TEST PLAN DESCRIPTION

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

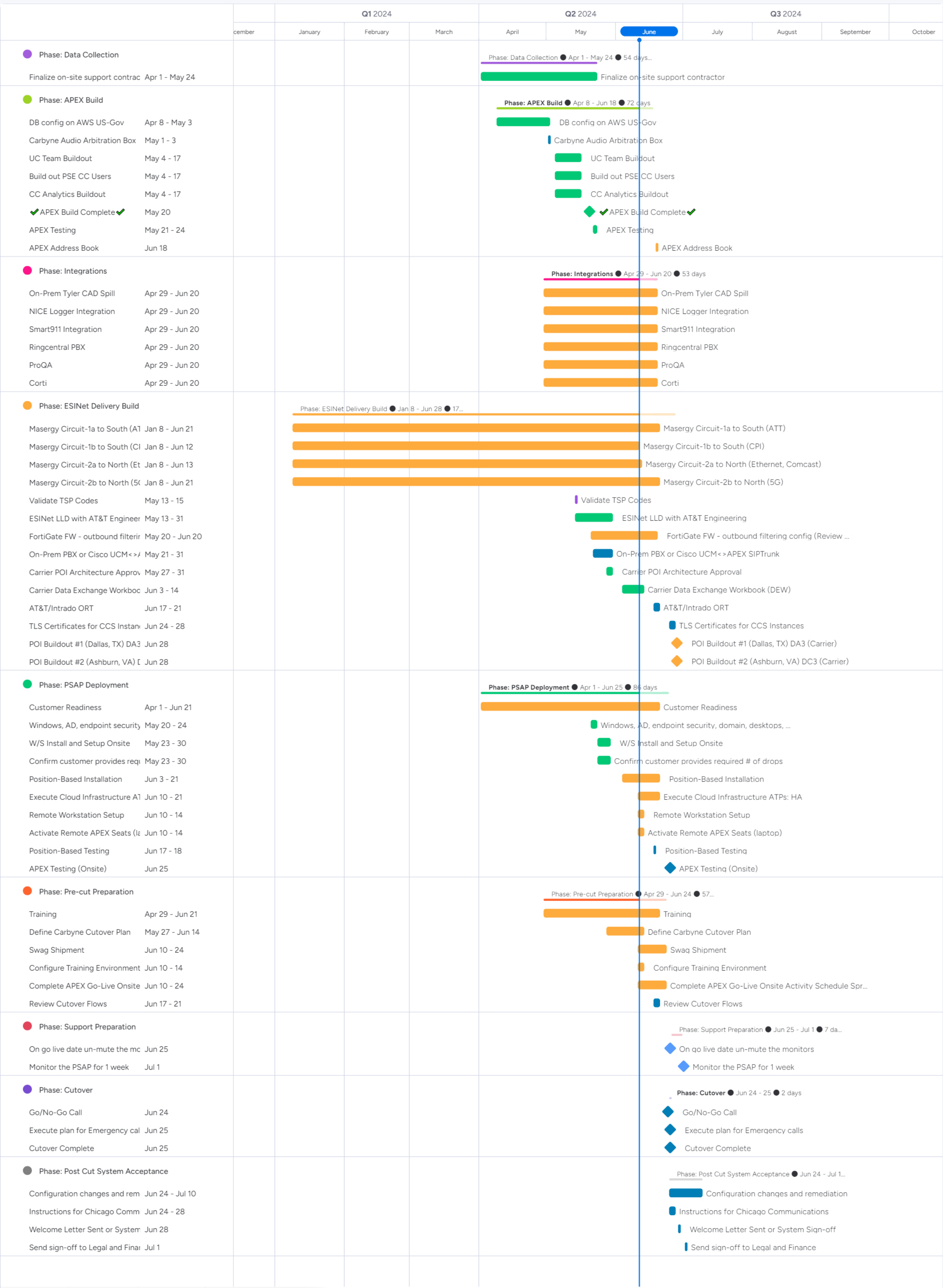
See attached

2) List wireline exchanges to be tested.

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

Carbyne APEX Acceptance Tests				Site Level	911-glenview	911-hpark	Text2911	Dal-In	Lobby	Admin	All Stations
ATPV 5.13				Test Once	(708) 401-6986	(708) 540-2709		(708) 401-9238	(708) 401-6650	(708) 401-6856	Verify on all stations
#	Feature	User Test	User Result	Result (Pass/Fail) [Fail-Comment reason]	Result (Pass/Fail) [Fail-Comment reason]	Result (Pass/Fail) [Fail-Comment reason]	Result (Pass/Fail) [Fail-Comment reason]	Result (Pass/Fail) [Fail-Comment reason]			Result (Pass/Fail) [Fail-Comment reason]
1	PC Requirements	Verify PC minimum requirements for installing APEX	PC should match the minimal requirements according to our "APEX minimal requirements" document.								
2	!Mandatory!	Site Public IP(s) white listed	Make sure that the public and static Ip adress(s) provided by the customer are whitelisted for the CCS services. If not whitelisted, APEX will not be able to log in.								
3	!Mandatory!	Verify PC Power Saving settings	Verify and make sure all the PC Power saving settings are according to linked guide .								
4	!Mandatory!	Verify Windows audio devices are configured correctly	Verify Windows audio devices are correctly configured and appearing(Speakers, Headset, Etc.)								
5	User Assignment Across Agencies	Verify all licenses configured and reachable via PC	Verify the User Assignment Across Agencies feature login works correctly per each license shortcut configurations.								
6	!Mandatory!	Login to APEX	Login Success, Call taker screen appears [Verify Login with Call Taker, Trainer and Admin user role users]								Pass
7	SSO	Carbyne Single Sign On feature	If customer integrated his "User management system" with Carbyne SSO, Create your test users with the integration, and verify the CART functionality with the integrated SSO users. Verify also the integration does not affecting non SSO users from logging in to the system regularly.								
8	!Mandatory!	Duplicate Login with same user	Verify that when login with same user to 2 stations, the 1st station will be logged out automatically.								
9	!Mandatory!	Set station to not ready	Make sure new incoming call doesn't ring the station [2 online stations needed]								
10	Not Ready Reason Status	Verify "Not Ready Reason Status" are configured	Switch between the disffrent "NR - Reason" statuses configured for the site, verify they are all appearing and functional.								
11	SkillSet	User Skill Set verification	Make Sure your Test CT user has its required default skill set configured, and all other skill sets are listed. [Skill sets are configured per customer requirements]								
12	ACD Skill Set	User Skill Set Switch verification	Verify you can switch between the different user skill sets [Skill Set user roles selection appears on APEX client Screen] Test the switch with an incoming call to the skill set queue, and verify the operator is ringing.								
13	ACD Skill Set	User Skill Set Switch verification	Switch back to your default skill set.								
14	!Mandatory!	Set station back to ready	Make sure station is available again.								
15	!Mandatory!	Disconnect the audio headset	Verify that an Error message appears on APEX UI.								
16	!Mandatory!	Connect back the audio headset	Verify that the Error message disappears on APEX UI, and station is functional.								
17	Raise Hand	Verify the Raise Hand feature button	Click and Verify the Raise hand button is working and functional.								
18	!Mandatory!	List other logged in Apex Users	Under Agent Status tab, verify other logged in users on different stations are appearing correctly in the list. [2 online stations needed]								
19	!Mandatory!	Make outgoing call	Call is answered, two-way audio can be heard?								
20	Long Distance call	Make a long distance outgoing call	If enabled for site, Call is answered, two-way audio can be heard?								
21	Audio Input	Audio Input Verification	Make sure the relevant Audio is going In and Out via the correct equipment, according to Customer requirement.								
22	Audio Input	Audio level Verification	Make Sure the Sound level of the call is according to to Customer requirement. [Default is 0.5]								
23	!Mandatory!	End Outgoing Call from APEX Side	Call is ended on both apex and mobile device?								
24	!Mandatory!	DTMF on call	When on the call, switch to the APEX dialpad tab and press required digits to generate DTMF (minimum: inbound 911, inbound non-emergency, and outbound)								
25	!Mandatory!	Make another outgoing call, answer and END it from caller side	Call is ended on both apex and mobile device?								
26	!Mandatory!	Make a new call from local mobile smart phone	Verify an in coming call to the queue.								
27	Queue Ringtone	Verify the Queue Ringtone	If configured- Verify the Queue rings according to the customer selected ringtone								
28	RAN (In queue)	Verify the RAN (Recorded Announcement) feature for In-queue	Verify the In-queue RAN for the relevant queue to customer audio, on caller side while call ringing.								





● Done ● N/A ● Scheduled ● To Do ● Working on it

GPSDC Modification Plan

Prepared by Carbyne
5/24/2024

Narrative

Carbyne is working with Glenview Public Safety Dispatch Center to replace their current on premise call handling solution with its APEX, cloud based, call handling solution. To accomplish this goal, Carbyne is working with AT&T and Intrado to change the way they deliver ESInet into Glenview's PSAP. In the current solution, AT&T/Intrado have physical routers in place at Glenview that deliver ESInet and connect it to their current call handling system. The Carbyne solution will replace this architecture with two Points of Interconnect (POIs) in place of the physical, on premise routers. These POIs are located in geographically diverse locations, in data centers located in Dallas, TX and Ashburn, VA. These POIs then connect to Carbyne's cloud infrastructure in the AWS GOV Cloud, East and West.

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Project Plan

Embedded Here



Glenview APEX
Project Plan.pdf

Backup Plan

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Test Plan

Embedded Here



Glenview APEX
Acceptance tests scr