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



State of Illinois

# Application for 9-1-1 Modification Plan

# 911 GENERAL INFORMATION

DATE:			
Type of Change:	ation Plan		
Current System Na	me:	Population Serve	ed Land Area in Sq Miles

List PSAPs:	Primary	Secondary

11 System Contact:	
treet Address:	
ity, State and Zip Code:	
ffice Telephone:	
ellular Telephone:	
mail:	

#### Wireless Coverage for Consolidated System:

\_\_\_\_% Phase II compliant

\_\_\_\_% Phase I compliant

#### Please check if applicable:

- \_\_\_\_\_NG9-1-1 capable
- \_\_\_\_\_ Receive 9-1-1 Text
- \_\_\_\_\_ Receive 9-1-1 Video

### VERIFICATION

I, Brent Reynolds \_\_\_\_\_, first being duly sworn upon oath, depose and say that I am \_\_\_\_\_\_, of \_\_\_\_\_\_\_, of \_\_\_\_\_\_\_\_\_\_\_\_\_; 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, HLINOIS

OFFICIAL SEAL LISA A GOODWIN NOTARY PUBLIC, STATE OF ILLINOIS MY COMMISSION EXPIRES: 08/05/2027

# 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 Carybne 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.

	Car	рупе АРЕЛ Ассертансе Tests									
5.13			Site Name: APEX Version:	Site Level	911-glenview	911-hpark	Text2911	Dal-In	Lobby	Admin	All Stations
۲ ۲			APEX Site Confluence Page Link:	Test Once	(708) 401-6986	(708) 540-2709		(708) 401-9238	(708) 401-6650	(708) 401-6856	Verify on all stations
A.											
#	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		Verify PC minimum requirements for installing	PC should match the minimal requirements according to our " <u>APEX</u>								
		APEX	minimal requirements" document. Make sure that the public and static Ip adress(s) provided by the								
2	!Mandatory!	Site Public IP(s) white listed	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	Verify Windows audio devices are correctly configured and								
	aitattory.	correctly	appearing(Speakers, Headset, Etc)								
5	User Assignment	Verify all licenses configured and reachable via PC	Verify the User Assignment Across Agencies feature login works								
5	Across Agencies	verify all licenses configured and reachable via PC	correctly per each license shortcut configurations.								
			Login Success, Call taker screen appears								Pass
6	!Mandatory!	Login to APEX	[Verify Login with Call Taker, Trainer and Admin user role users]								
$\vdash$			If customer integrated his "User management system" with Carbyne								
			SSO, Create your test users with the integration, and verify the CART								
7	SSO	Carbyne Single Sign On feature	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. Make sure new incoming call doesn't ring the station								
9	!Mandatory!	Set station to not ready	[2 online stations needed]								
10	Not Ready	Verify "Not Ready Reason Status" are configured	Switch between the dissfrent "NR - Reason" statuses configured for								
	Reason Status	verity not nearly nearon status are compared	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.								
11	Skiiset	User Skill Set Vernication	[Skill sets are configured per customer requirements]								
			Verify you can switch between the different user skill sets [Skill Set								
12	ACD Skill Set	User Skill Set Switch verification	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		User Skill Set Switch verification	Switch back to your default skill set.								
14		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. Verify that the Error message disappears on APEX UI, and station is								
16	!Mandatory!	Connect back the audio headset	functional.								
17	Raise Hand	Verify the Raise Hand feature button	Click and Verify the Raise hand button is working and functional.								
H		•	Under Agent Status tab, verify other logged in users on different								
18	!Mandatory!	List other logged in Apex Users	stations are appearing correctly in the list. [2 online stations								
19	!Mandatory!	Make outgoing call	needed] Call is answered, two-way audio can be heard?						I		
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				P				
	-		equipment, according to Customer requirement. Make Sure the Sound level of the call is according to to Customer				An				
22		Audio level Verification	requirement. [Default is 0.5]				Au				
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	Call is ended on both apex and mobile device?								
H	,.	from caller side									
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								
H			selected ringtone Verify the In-queue RAN for the relevant queue to customer audio,				<u> </u>				
28	RAN (In queue)	for In-queue	on caller side while call ringing.								
						-	-		-	-	

			Verify that the Queue rings according to the queue ringing strategy					
			[ACD - Ring All or ACD - Longest Idle]. Ring All - Verify all stations in the queue are ringing at the same					
20		Verify that the Queue operators rings according	time.					
29		to the queue ringing strategy configured	Longest Idle - Verify a call without answering it. each station will ring					
		[Ring All or Longest Idle]	per 20 sec according to the most idle station(longest online), Verify					
			call is moved in a round robin way according to the longest idle CT's connected.					
				-				
30	Auto Answer	Verify Queue Auto Answer Mode	If Configured - Verify the Call is being answered automatically on the relevant queue without clicking on anything on the APEX Client.					
			If "AUTO" - You should get SMS\WA automatically, immediately	-		 	 	
			when calls enter the queue (while queue rings)					
			If "AUTO ON ANSWER" - You should get SMS\WA automatically,					
			ONLY when calls is answered					
			If "MANUAL" - You should click the manual send button for sending verification.					
31	!Mandatory!	Verify Queue VLR mode	if "PHONE NUMBER UPDATE AFTER ANSWERED" - Send the VLR					
			when a number is changed from P_ANI to ANI and the call is					
			answered. if "SEND VLR ON USER PHONE NUMBER UPDATE" - Send the VLR					
			when a number is changed from P ANI to ANI.					
			If "OFF" - VLR SMS and WA send is disabled for the site.					
32	SMS	SMS Message Link Received	Make sure you get SMS msg with valid session link.					
33	WhatsApp	Whatsapp Message Link Received	If configured - Make sure you get Whatsapp mss with valid session link					
34	VLR Status	Verify VLR status indications	Verify VLR status indications is showing for the CT UI, after a					
34		verity ven status multations	messege was sent. If configured, Verify if the WhatsApp location feature is working by					
35	WhatsApp	2 Way messeging service verification	sending the WA location as a response to the WA VLR, withput					
	Location	,	clicking the VLR Link.			 		
20	Caulauna I	Varify Carburg M.D.Lasetian	Open one of the links, Make sure your location works, If configured					
36	Larbyne Location	Verify Carbyne VLR Location	Verify Traffic and ongoing\recent calls layers are visible.					
37	!Mandatory!	Verify Metric\Imperial system	According to your customer choose, verify that the values are					
	-		presented in the right system(Metric\Imperial)					
38		Map Layers - Traffic	Verify Map layers traffic features is displaying when clicked Verify Map layers recent calls feature is displaying when clicked					
39	Map Layers	Map Layers - Recent Calls	according to "recent calls time" configured.					
40	Breadcrumbs	Map Layers - Breadcrumbs	Verify Map layers breadcrumbs feature location trails is displaying when clicked.					
	Carbyne Live		Open one of the links, Make sure your Video works stable with no					
41	Video	Verify Live Video	errors on APEX and c-All.					
42		Verify the video view according to mode	Verify the video is displaying according to it's view mode					
74	video view iviode	[Live/Blurred/Hidden]	[Live/Blurred/Hidden]			 		
43	NLP	Verify NLP Transcript on Video pane	Verify NLP transcript and translation(if configured) is appearing on the video pane when you talk from both caller and CT sides.					
$\vdash$			Verify Transcription pane is available for the operator, Verify NLP					
44	NLP Transcription	Verify Transcription pane	transcription and translation(if configured) is displaying during a call					
	/ Translation	· · ·	when entering the pane.		 	 		
		Verify Translation is available for relevant site	Verify Translation is available for all the relevant site supported					
45		languages	languages					
40								
46		Verify Caller Snapshot from c-All browser Verify image upload from the Caller gallery side	Take a snapshot from the caller browser during the call.					
47	Caller Snapshot	via c-All browser	Verify image upload from the Caller image gallery via the c-All browser.					
	Operator							
48	Snapshot	Operator Snapshot	Take and verify a snapshot from the CT video pane.					
40	Contract Chair	Marife Chart	Verify on APEX and c-All, Make sure your Chat works both ways,					
49	Carbyne Chat	Verify Chat	Verify snapshot photos uploads are displayed if configured.					
	Responder		Verify that responders connect button generates a valid links, and					
50	Connect	Verify Responder connect feature	you can view your RC link session(location, video) from a web					
+	Responder		browser.				 	
51		Verify Responder connect authentication method	Open the RC link on a web browser, verify user login authentication					
	Access	,	method appears and works correctly.					
F 2		Verify RC Pane is enabled insted of the copy RC	Veirfy the new Responder Connect pane is enabled instead of the					
52		link button	old "RC copy link button".					
I T	Responder				 	 		
53	Connect Link		If configured for the site, verify that RC link can be sent via SMS					
$\vdash$		Verify if RC link can be sent via SMS and/or WA	and/or WA.					
54	Responder Connect	Verify Responder connect display mode	Open the RC link on a web browser, Verify the session layout(location, video) is according to customer needs.					
			a reactionation, viacor is according to customer needs.					

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55	Canned Messages	Verify the Canned messages appear and can be sent	On Chat pane, verify the site configured canned messages are appearing and can be sent to the caller.					
56	!Mandatory!	While call is running, Add 1 more incoming call.	While the 1st call is running, 2nd station on the queue should ring. [According to Queue Strategy]					
57	!Mandatory!	Mute a call	when on a call press the mute and make sure no one can hear you.					
58	!Mandatory!	Put a call in Public Park	See that it was added to the Parked Call tab					
			Verify the Parked RAN for the relevant queue to customer audio, on					
59	RAN (Parking)	for Parked calls	caller side while call is being parked.					
60	!Mandatory!	Retrieve call from Parked Call list / Mute	Call is pulled, two-way audio can be heard, CT to mute and confirm					
61	!Mandatory!	Public Parking Data sharing	when you take a parked call you will see its location/video/chat					
62	!Mandatory!	Private Parking(Hold)	After taking the call back, place it in private park(hold) mode, verify that you are the only one whos able to view the call in the park menu, and verify a successful unpark of the call.					
63	!Mandatory!	End The Incoming call from APEX side	Call is ended on both apex and mobile device?					
	Call termination	Verify the Agent status is according to the	After ending the call verify the Agent status is according to the					
64	status	configured termination status.	configured termination status.					
$\vdash$	JULUJ	toring area serimitation status.	Make another incoming call to the queue, leave it ringing for 3					
65	!Mandatory!	Verify Incoming call is ringing for 3 minutes	minutes without answer, verify the call is not ended before the 3(m). [Only on NON auto answer queues]					
66	Review Mode\Event PB	Verify Review mode\Event playback feature	Go to your recent calls TAB and playback your last session, verify all is presented(Video, location, etc)					
67	Audio Alarms	If Alarms are set for the relevant site, verify it function and alarms are going OFF\ON according to the relevant timers set by customer	If Alarms are set for the relevant site, verify it function and alarms are going OFF\ON according to the relevant timers set by customer requirements timers(Abandoned Calls, Parked Calls, Waiting Calls)					
		requirements timers. Make another Incoming call, answer and END it	and thresholds.					
68	!Mandatory!	from caller side	Call is ended on both apex and mobile device?					
69	3rd party IRR Button	Verify 3rd party IRR Button is functional	Verify IRR button is present and function for the relevant station					
70	3rd party IRR Button	Verify 3rd party IRR is functional	Verify IRR button launching the 3rd party IRR website, verify the website is recording the APEX calls.					
71	3rd Party TTY	Verify 3rd Party TTY button	Verify 3rd Party TTY button is present and function for the relevant station, verify it opens the 3rd party application and it's functional.					
72	Audio Arbitration	Verify Audio Arbitration equipment during a call	If Configured - Check and Verify Audio arbitration equipment is functional during a new APEX session.					
73	!Mandatory!	Verify Barge in button during a new call [Only via Trainer user role]	Using a Trainer role user, Initiate an incoming call on one station and Make a barge in from other station, verify the call was bridged correctly, and End the Call.					
74	!Mandatory!	Conference call	Make a Conference call with 2 contacts from your contact list OR 2 dialed numbers from your dialer. Verify the conference call					
75	!Mandatory!	End Conference call	operated properly. End the conference call, verify the call end correctly.					
		Verify Monitor and Whisper buttons during a new	Using a Trainer role user, initiate a new incoming call on one station,					
76	!Mandatory!	call [Only via Trainer user role]	Monitor(infinity button) the station via another station, on the same site, then switch to Whisper mode. verify both modes works					
	In Annual Street	Internal Call to other extension(S1-1001, S2 -	correctly, and End the Call. Call to another extension using the dialer entry, Verify the internal					
77	!Mandatory!	1002, etc)	calls between the operators are working.					
78	!Mandatory!	Verify Waiting Call is working	Make sure the tested station is the only station in "Ready" state on the queue(Change all other stations to "Busy" Mode), And while a call is running make new call to the queue. Make sure APEX is showing "Waiting call" indication, and the caller					
79	Waiting Calls	Verify if Enabled the waiting Call menu section	gets an "waiting call" sound. Verify if Enabled that in a case of a waiting call, The waiting call menu section will show a detailed information on the waiting caller, Else if OFF it will show a could be available of waiting calle.					
80	ЮТ	Verify an IOT Call	will show only the number of waiting calls. Initiate a new call using IOT application\mockapp and verify the service is working according to the IOT provider information.					
81	i3	Verify an i3 Call	Initiate a new call using i3 application\mockapp and verify the service is working according to the i3 provider information.					
82	AML\ELS	Verify an AML\ELS Call	Service is working according to the is photoer monitation. Initiate a new call using AMLEES real/mockapfELS manager/AMLEMU) country settings, and verify the service is working and functional. Once call answered[without clicking the VLR link] the location should appear automatically.					
83	TTY Hotkey	Verify TTY hot keys are functional	Verify when pressing on "Alt+7" hotkey, Chat tab opens and set the channel type to TTY.					
84	Text to 911	Verify a MSRP\ RTT\ TTY call to the Text to 911 specific Queue	Verify a MSRP\ RTT\ TTY call according to the customer requirements, make sure the silent msgs are working correctly both					
		queue	ways.			1	1	

	Text to 911						
85	Automated Call	Verify Text to 911 Automated Call Greeting	Verify is configured the Text to 911 Automated Call Greeting feature according to site configurations.				
	Greeting		according to site comparations.				
86	Text to 911	Verify Text to 911 translation	Verify a Text to 911 translation is working properly according to the				
00	Translation	Verify Text to 911 translation	site configurations				
87	KPI Monitoring	Verify Roll Bar receives alerts upon hitting configured KPI thresholds	if configured, Verify Roll Bar receives alerts upon hitting configured KPI thresholds (Waiting Calls, Abandoned Calls).				
88	Web Relay	Verify the Web Relay(Light poles, DCC) configurations and behavior	Verify that the Web relay configurations and behavior are working accordingly, per your attached operator configurations and per the web relay purpose(Light poles, DCC, etc)				
89	Automatic Messages for Abandoned Calls	Verify Automatic Messages for Abandoned Calls	Verify you received a message in the desired messaging platform configured(SMS, WA), after the call abandoned. Verify abandoned call status in APEX is changed according to your message reply (1\2). 1 - See status is changed to "Require Call Back" 2 - See status is changed to "Disregard Call", and verify the "trash" icon removes the call from the list.				
90	!Mandatory!	Verify Abandoned calls	Make a call to one of the APEX site queues, Do not answer the call, Instead Hang Up the call from the caller side. Open the "Abandoned calls" on the APEX station, Do you see the unanswered call?				
91	!Mandatory!	Call to the last "Unanswered Call"	Following the step above, Call the last unanswered call showing in your "Abandoned calls" TAB and answer the call, Is it successful?				
92	CT Status on Login	Verify the Call taker status after Login	if configured, Verify the with any station, that the initial status is NOT_READY/READY. When not configured default will be READY.				
93	Misrouted Calls marking	Verify Misrouted calls button	Verify if configured that the "misrouted calls" button is appearing and Functional for your station, validate after session that the call was marked in the Event History ticket.				
94	Outgoing ITSP Failover Support	Verify Outgoing ITSP Failover Support	Verfy outbound calls is going out with with correct(primary) CallerID. Ask UC team to failover to 2nd ITSP, See that the outbound calls is going out with with correct(primary) Caller ID via the secondary ITSP.				
95	!Mandatory!	Verify APEX station can upgrade automatically	Install one operator with early version installer of APEX (The version released before the latest), verify after installation the auto version upgrade is performed on the station, and "upgrade" message appears on the APEX clients(after update is downloaded- approx 10- 15 minutes)				
96	Control Center	Control Center Login	Login to the site Control Center with a customer admin role user successfully.				
97	Control Center	Control Center - Event History	Verify your APEX sessions reports are appearing properly on the Site Control Center Event History.				
98	Control Center	Control Center - Event History Ticket verification	Get inside your latest call ticket, verify all relevant features are appearing according to your last session.				
99	Control Center	Control Center - Event History Ticket verification [Rich Data]	Verify Ticket has all rich data used in the call [Video, Chat, Location, Call Transcript]				
##	MFS	Control Center - Event History Ticket verification [MFS] [Verify on all Site Queues, including Outgoing]	Play the recorded video. Verify the Call audio is mixed with the call. [Verify This step on all queues tested tickets made to ensure recording (including outgoing)]				
##	Control Center	Control Center - Users	Go to Users menu, Create a test user, verify its created successfully.				
##	WallBoard	Control Center - WallBoard	If configured - Verify the Site Wallboard Queues and Stations according to customer's requirements.				
##	WallBoard	Control Center - WallBoard [Stations View]	Verify the site Wallboard station view is displaying, station are ordered with the right station matrix according to customer requirements.				
##	WallBoard	Control Center - WallBoard [Stations View]	Verify the stations colors are changed following stations status change[Busy, Ready, etc] according to the wallboard station status colors.				
##	WallBoard	Control Center - WallBoard [Queues View]	Verify the site Wallboard Queue view is displaying, Queues are ordered with the right priority according to customer requirements.				
##	WallBoard	Control Center - WallBoard [Queues View]	If configured - Verify the queue alerts[Audio\Color\Both alerts] are working following a threshold values configured reach.				
##	WallBoard	Control Center - WallBoard [Queues View]	Make sure each Queue statistics numbers["Available", "On Call", "Unavailable", waiting Calls", "Longest Idle waiting time"] of the CNC are changing according to incoming calls to the queue.				
##	Video Board	Control Center - Video Board	If configured - Verify the Site Video board is accessible and shows the site's video live streams.				
##	Analytics	Control Center - Analytics	If configured - Verify if the CC analytics is displaying correctly according to the tickets created for the site.				
-			and and the traces areated for the alter				

Analytics Enterprise Access       Analytics Enterprise Access (Quicksite) verification       Verify your Analytics Enterprise Access to selected sites is accasiable and working from quicksite, according to procedure.         ##       Control Center       Control Center - Contacts       Go to Contacts menu, Create a new contact with a test number for verification, configure also speed dial for the contact, and attach it to a created group.         ##       Control Center       Control Center - Contacts Verification       Go to to the contact, be speed dial for the contact, and attach it to a created group.         ##       Control Center       Control Center - Contacts Verification       Dial to the new Contact, Does it function correctly?         ##       Control Center       Control Center - Contacts Verification       Dial to the new Contact, Does it function correctly?         ##       Control Center       Control Center - Activity Log       Delete the test user created, Delete the test contact created and logged.         ##       Control Center       Control Center - Deletion       Delete the test user created, Delete the test contact created and verify.       Create a region failover, and verify it works with no errors.         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Test a new incoming call session(with Video, location and chat] and verify it will work on new region you failed over to. [Secondary]         ##       Region Failover       Verify Region Failover [Only on GOV region site]       <	
##       Control Center       Control Center - Contacts       for verification, configure also speed dial for the contact, and attach it to a created group.         ##       Control Center       Control Center - Contacts Verification       Go to your APEX Client, Restart it and log in. Check the Contact/PhoneBook menu, does your new record appears correctly?         ##       Control Center       Control Center - Contacts Verification       Dial to the new Contact, Does it function correctly?         ##       Control Center       Control Center - Activity Log       Go to the Activity Log, verify the actions you made were listed and logged.         ##       Control Center       Control Center - Deletion       Delete the test user created, Delete the test contact created and verify.         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Create a region failover, and verify it works with no errors.         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Test a new incoming call session[with Video, location and chat] and verify it will work on new region you failed over to. [Secondary]         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Concert to the failover region Control Center FI, verify the session	
##       Control Center       Control Center - Contacts Verification       Contact/PhoneBook menu, does your new record appears correctly?         ##       Control Center       Control Center - Contacts Verification       Dial to the new Contact, Does it function correctly?         ##       Control Center       Control Center - Activity Log       Go to the Activity Log, verify the actions you made were listed and logged.         ##       Control Center       Control Center - Deletion       Delete the test user created, Delete the test contact created and verify.         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Create a region failover, and verify it works with no errors.         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Test a new incoming call session[with Video, location and chat] and verify it will work on new region you failed over to. [Secondary]         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Contect to the failover region Control Center FL, verify the session	
##       Control Center       Control Center - Activity Log       Go to the Activity Log, verify the actions you made were listed and logged.         ##       Control Center       Control Center - Deletion       Delete the test user created, Delete the test contact created and verify.         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Create a region failover, and verify it works with no errors.         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Test a new incoming call session[with Video, location and chat] and verify it will work on new region you failed over to. [Secondary]         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Connect to the failover region Control Center EH, verify the session	
##       Control Center       Control Center       Control Center       Control Center       Delete the test user created, Delete the test contact created and verify.         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Create a region failover, and verify it works with no errors.         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Test a new incoming call session[with Video, location and chat] and verify it will work on new region you failed over to. [Secondary]         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Connect to the failover region Control Center EH, verify the session	
##       Control Center       Control Center - Deletion       verify.         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Create a region failover, and verify it works with no errors.         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Test a new incoming call session[with Video, location and chat] and verify it will work on new region you failed over to. [Secondary]         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Connect to the failover region Control Center EH, verify the session	
##       Region Failover       Verify Region Failover [Only on GOV region site]       Test a new incoming call session[with Video, location and chat] and verify it will work on new region you failed over to. [Secondary]         ##       Region Failover       Verify Region Failover [Only on GOV region site]       Connect to the failover region Control Center EH, verify the session	
##       Region Failover       Verify Region Failover [Unity on GOV region site]       verify it will work on new region you failed over to. [Secondary]         ##       Region Failover [Unity negotine Failover [Only on GOV region site]       Connect to the failover region Control Center EH, verify the session	
## Region Failover [Only on GOV region site] Perform a fail back to the primary region, verify the fall back happen correctly without errors.	
## Region Failover [Only on GOV region site] Test a new incoming call session[with Video, location and chat] and verify it will work on new region you back to.[Primary]	
## Region Failover [Only on GOV region site] Connect to the fail back region Control Center EH, verify the session tickets displaying correctly with all information. [primary]	
## IMandatory! ATT's ORT testing ATT's ORT testing before Go Live	
##         !Mandatory!         Network failover         Live callure, publiche plug on a circuit and/or router to verify voice           fails over to the other circuit, and the calltaker should barely notice for all circuits/routers.	
##       !Mandatory!       "Host" failover       Verify behavior when a Carbyne node goes out of service. At a minimum, the testing should verify that all Carbyne nodes function as expected when one or more of the nodes are out of service.	
##       !Mandatory!       Fror conditions       Verify behavior when different types of errors occur – what happens when all calltakers are busy, what happens when calls aren't answered, what happens when all calltakers are busy, what happens when calls aren't upon call delivery attempt errors Carbyne obset back to AT&T upon call delivery attempt should be tested to verify AT&T handles them correctly (i.e. policy route to neighbor, or send call to other node, etc.)	
## !Mandatory! i3 Calls - PIDF-Lo Place an emergency call and verify PIDF-Lo is processed, location is displayed both by value and reference .	
##         !Mandatory!         13 Calls - PIDF-Lo         HELD (geolocation) queries occur for location, LoST queries occur for responders, and ADR (call-info) queries occur for other call data as necessary (subscriber/service/provider info).         Image: Comparison of the call data as necessary (subscriber/service/provider info).	
##         !Mandatory!         i3 Calls - PIDF-Lo         Verify the TLS certificates are working for authentication.         Image: Call Column 2 and	
##         !Mandatory!         RTT call         Verify Test to 911         Output	
##     !Mandatory!     Multi party conference     Make outgoing call and add 5 or more participants including 10 digit numbers and test audio, mute, drop.	
##     !Mandatory!     Make outgoing call and test trasnfer to all Glenview's neighbors should be done, to both legacy and NG PSAPS. Every transfer they have configured today should be replicated on the new Carbyne CHE and tested. Manual JOB transfers should also be tested.     Image: Configure of the new Carbyne	
##         !Mandatory!         CAD Integration         Test ALI Spill         Mandatory!         CAD Integration         Mandatory!	
##         !Mandatory!         CAD Integration         Test ALI Spill         Control         Contro         Control         Contro <th></th>	
##         !Mandatory!         CAD Integration         Test ALI Spill         Mandatory!         CAD Integration         Mandatory!	

# Gantt



		- Aran, indude okr
TLS Certificates for CCS Instan, Jun 24 - 28		TLS Certificates for CCS Instances
POI Buildout #1 (Dallas, TX) DA3 Jun 28		POI Buildout #1 (Dallas, TX) DA3 (Carrier)
POI Buildout #2 (Ashburn, VA) [ Jun 28		POI Buildout #2 (Ashburn, VA) DC3 (Carrier)
Phase: PSAP Deployment	Phase: PSAP Deployment  Apr 1 - Jun 25	36 days
Customer Readiness Apr 1 - Jun 21		Customer Readiness
Windows, AD, endpoint security May 20 - 24	<ul> <li>Windows,</li> </ul>	AD, endpoint security, domain, desktops,
W/S Install and Setup Onsite May 23 - 30	W/S	Install and Setup Onsite
Confirm customer provides req: May 23 - 30	Confir	rn customer provides required # of drops
Position-Based Installation Jun 3 - 21		Position-Based Installation
Execute Cloud Infrastructure A1 Jun 10 - 21		Execute Cloud Infrastructure ATPs: HA
Remote Workstation Setup Jun 10 - 14		Remote Workstation Setup
Activate Remote APEX Seats (la Jun 10 - 14		Activate Remote APEX Seats (laptop)
Position-Based Testing Jun 17 - 18		Position-Based Testing
APEX Testing (Onsite) Jun 25		APEX Testing (Onsite)
Phase: Pre-cut Preparation	Phase: Pre-cut Preparation	● Apr 29 - Jun 24 ● 57
Training Apr 29 - Jun 21		Training
Define Carbyne Cutover Plan May 27 - Jun 14		Define Carbyne Cutover Plan
Swag Shipment Jun 10 - 24		Swag Shipment
Configure Training Environment Jun 10 - 14		Configure Training Environment
Complete APEX Go-Live Onsite Jun 10 - 24		Complete APEX Go-Live Onsite Activity Schedule Spr
Review Cutover Flows Jun 17 - 21		Review Cutover Flows
Phase: Support Preparation		Phase: Support Preparation ● Jun 25 - Jul 1 ● 7 da
On go live date un-mute the mc Jun 25		On go live date un-mute the monitors
Monitor the PSAP for 1 week Jul 1		Monitor the PSAP for 1 week
Phase: Cutover		Phase: Cutover ● Jun 24 - 25 ● 2 days
Go/No-Go Call Jun 24		Go/No-Go Call
Execute plan for Emergency cal Jun 25		Execute plan for Emergency calls
Cutover Complete Jun 25		Cutover Complete
Phase: Post Cut System Acceptance		Phase: Post Cut System Acceptance ● Jun 24 - Jul 1
Configuration changes and rem Jun 24 - Jul 10		Configuration changes and remediation
Instructions for Chicago Comm Jun 24 - 28		Instructions for Chicago Communications
Welcome Letter Sent or System Jun 28		Welcome Letter Sent or System Sign-off
Send sign-off to Legal and Finar Jul 1		Send sign-off to Legal and Finance





#### **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.

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

# **Project Plan**

**Embedded Here** 



# Backup Plan

The back-up agreement with Northbrook and Cencom PSAP's will remain in place and they will only be backup if we lose both of Glenview PSAP's.

# **Test Plan**

**Embedded Here** 

