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

State of Illinois

Application for
9-1-1 Modification Plan
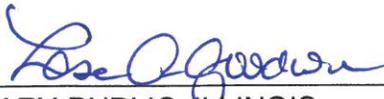
911 GENERAL INFORMATION

DATE:

Type of Change:	☐ Long Form Modification Plan		☐ Short Form Modification Plan	
Current System Name:			Population Served	Land Area in Sq Miles

List PSAPs:	Primary	Secondary

911 System Contact: _____

Street Address: _____

City, State and Zip Code:_____

Office Telephone:_____

Cellular Telephone: _____

Email:_____

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 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_____, 20 24.

_____
NOTARY PUBLIC, ILLINOIS

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

Carbyne APEX Acceptance Tests

ATP v 5.13

Site Name: APEX Version:
APEX Site Confluence Page Link:

#	Feature	User Test	User Result	Site Level Test Once	911-glenview (708) 401-6986	911-hpark (708) 540-2709	Text2911	Dal-In (708) 401-9238	Lobby (708) 401-6650	Admin (708) 401-6856	All Stations Verify on all stations
				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 dissfrent "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.								

#												
29	Queue Strategy	Verify that the Queue operators rings according to the queue ringing strategy configured [Ring All or Longest Idle]	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 time. **Longest Idle** - Verify a call without answering it. each station will ring 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.									
31	!Mandatory!	Verify Queue VLR mode	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. 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 messege was sent.									
35	WhatsApp Location	2 Way messeging service verification	If configured, Verify if the WhatsApp location feature is working by sending the WA location as a response to the WA VLR, withput clicking the VLR Link.									
36	Carbyne Location	Verify Carbyne VLR Location	Open one of the links, Make sure your location works, If configured - 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	Map Layers - Traffic	Verify Map layers traffic features is displaying when clicked									
39	Map Layers	Map Layers - Recent Calls	Verify Map layers recent calls feature is displaying when clicked according to "recent calls time" configured.									
40	Breadcrumbs	Map Layers - Breadcrumbs	Verify Map layers breadcrumbs feature location trails is displaying when clicked.									
41	Carbyne Live Video	Verify Live Video	Open one of the links, Make sure your Video works stable with no errors on APEX and c-All.									
42	Video View Mode	Verify the video view according to mode [Live/Blurred/Hidden]	Verify the video is displaying according to it's view mode [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.									
44	NLP Transcription / Translation	Verify Transcription pane	Verify Transcription pane is available for the operator, Verify NLP transcription and translation(if configured) is displaying during a call when entering the pane.									
45	NLP Transcription / Translation	Verify Translation is available for relevant site languages	Verify Translation is available for all the relevant site supported languages									
46	Caller Snapshot	Verify Caller Snapshot from c-All browser	Take a snapshot from the caller browser during the call.									
47	Caller Snapshot	Verify image upload from the Caller gallery side via c-All browser	Verify image upload from the Caller image gallery via the c-All browser.									
48	Operator Snapshot	Operator Snapshot	Take and verify a snapshot from the CT video pane.									
49	Carbyne Chat	Verify Chat	Verify on APEX and c-All, Make sure your Chat works both ways, Verify snapshot photos uploads are displayed if configured.									
50	Responder Connect	Verify Responder connect feature	Verify that responders connect button generates a valid links, and you can view your RC link session(location, video) from a web browser.									
51	Responder Connect - User Access	Verify Responder connect authentication method	Open the RC link on a web browser, verify user login authentication method appears and works correctly.									
52	Responder Connect Pane	Verify RC Pane is enabled instead of the copy RC link button	Veirfy the new Responder Connect pane is enabled instead of the old "RC copy link button".									
53	Responder Connect Link Send	Verify if RC link can be sent via SMS and/or WA	If configured for the site, verify that RC link can be sent via SMS 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.									

#	Feature	Test	Description								
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								
59	RAN (Parking)	Verify the RAN (Recorded Announcement) feature for Parked calls	Verify the Parked RAN for the relevant queue to customer audio, on 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?								
64	Call termination status	Verify the Agent status is according to the configured termination status.	After ending the call verify the Agent status is according to the configured termination status.								
65	!Mandatory!	Verify Incoming call is ringing for 3 minutes	Make another incoming call to the queue, leave it ringing for 3 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 requirements timers.	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) and thresholds.								
68	!Mandatory!	Make another Incoming call, answer and END it 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 operated properly.								
75	!Mandatory!	End Conference call	End the conference call, verify the call end correctly.								
76	!Mandatory!	Verify Monitor and Whisper buttons during a new call [Only via Trainer user role]	Using a Trainer role user, initiate a new incoming call on one station, Monitor(infinity button) the station via another station, on the same site, then switch to Whisper mode. verify both modes works correctly, and End the Call.								
77	!Mandatory!	Internal Call to other extension(S1-1001, S2 - 1002, etc..)	Call to another extension using the dialer entry, Verify the internal 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 gets an "waiting call" sound.								
79	Waiting Calls	Verify if Enabled the waiting Call menu section	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 only the number of waiting calls.								
80	IOT	Verify an IOT Call	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	Initiate a new call using AML\ELS real\mockapp(ELS 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+T" 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 ways.								

#	Feature	Test	Description
85	Text to 911 Automated Call Greeting	Verify Text to 911 Automated Call Greeting	Verify is configured the Text to 911 Automated Call Greeting feature according to site configurations.
86	Text to 911 Translation	Verify Text to 911 translation	Verify a Text to 911 translation is working properly according to the 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	Verify 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.

##	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 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 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]	Connect to the failover region Control Center EH, verify the session tickets displaying correctly with all information. [Secondary]		
##	Region Failover	Verify 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	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 back to.[Primary]		
##	Region Failover	Verify 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]		
##	!Mandatory!	ATT's ORT testing	ATT's ORT testing before Go Live		
##	!Mandatory!	Network failover	Live call up, pull the 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!	Error conditions	Verify behavior when different types of errors occur – what happens when calls aren't answered, what happens when all calltakers are busy, what happens when Carbyne has a problem – whatever SIP errors Carbyne could send 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!	i3 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).		
##	!Mandatory!	i3 Calls - PIDF-Lo	Verify the TLS certificates are working for authentication.		
##	!Mandatory!	RTT call	Verify Test to 911		
##	!Mandatory!	Multi party conference	Make outgoing call and add 5 or more participants including 10 digit numbers and test audio, mute, drop.		
##	!Mandatory!	Transfers	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 10d transfers should also be tested.		
##	!Mandatory!	CAD Integration	Test ALI Spill		
##	!Mandatory!	Voice Recorder Integration	Test ALI Spill to Voice Recorder		
##	!Mandatory!	Voice Recorder Integration	Test SIP REC call		
##					

Gantt

		Q1 2024			Q2 2024			Q3 2024		
	cember	January	February	March	April	May	June	July	August	September	October

Phase: Data Collection ● Apr 1 - May 24 ● 54 days...

Task	Dates	
Finalize on-site support contrac	Apr 1 - May 24	Finalize on-site support contractor

Phase: APEX Build ● Apr 8 - Jun 18 ● 72 days

Task	Dates	
DB config on AWS US-Gov	Apr 8 - May 3	DB config on AWS US-Gov
Carbyne Audio Arbitration Box	May 1 - 3	Carbyne Audio Arbitration Box
UC Team Buildout	May 4 - 17	UC Team Buildout
Build out PSE CC Users	May 4 - 17	Build out PSE CC Users
CC Analytics Buildout	May 4 - 17	CC Analytics Buildout
✔APEX Build Complete✔	May 20	✔APEX Build Complete✔
APEX Testing	May 21 - 24	APEX Testing
APEX Address Book	Jun 18	APEX Address Book

Phase: Integrations ● Apr 29 - Jun 20 ● 53 days

Task	Dates	
On-Prem Tyler CAD Spill	Apr 29 - Jun 20	On-Prem Tyler CAD Spill
NICE Logger Integration	Apr 29 - Jun 20	NICE Logger Integration
Smart911 Integration	Apr 29 - Jun 20	Smart911 Integration
Ringcentral PBX	Apr 29 - Jun 20	Ringcentral PBX
ProQA	Apr 29 - Jun 20	ProQA
Corti	Apr 29 - Jun 20	Corti

Phase: ESINet Delivery Build ● Jan 8 - Jun 28 ● 17...

Task	Dates	
Masergy Circuit-1a to South (A	Jan 8 - Jun 21	Masergy Circuit-1a to South (ATT)
Masergy Circuit-1b to South (C	Jan 8 - Jun 12	Masergy Circuit-1b to South (CPI)
Masergy Circuit-2a to North (Et	Jan 8 - Jun 13	Masergy Circuit-2a to North (Ethernet, Comcast)
Masergy Circuit-2b to North (5	Jan 8 - Jun 21	Masergy Circuit-2b to North (5G)
Validate TSP Codes	May 13 - 15	Validate TSP Codes
ESINet LLD with AT&T Engineer	May 13 - 31	ESINet LLD with AT&T Engineering
FortiGate FW - outbound filterir	May 20 - Jun 20	FortiGate FW - outbound filtering config (Review ...
On-Prem PBX or Cisco UCM<>/	May 21 - 31	On-Prem PBX or Cisco UCM<>APEX SIPTrunk
Carrier POI Architecture Appro	May 27 - 31	Carrier POI Architecture Approval
Carrier Data Exchange Workboc	Jun 3 - 14	Carrier Data Exchange Workbook (DEW)
AT&T/Intrado ORT	Jun 17 - 21	AT&T/Intrado ORT
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 ● Apr 1 - Jun 25 ● 86 days

Task	Dates	
Customer Readiness	Apr 1 - Jun 21	Customer Readiness
Windows, AD, endpoint security	May 20 - 24	Windows, AD, endpoint security, domain, desktops, ...
W/S Install and Setup Onsite	May 23 - 30	W/S Install and Setup Onsite
Confirm customer provides requ	May 23 - 30	Confirm 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 ● Apr 29 - Jun 24 ● 57...

Task	Dates	
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 ● Jun 25 - Jul 1 ● 7 da...

Task	Dates	
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 ● Jun 24 - 25 ● 2 days

Task	Dates	
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 ● Jun 24 - Jul 1...

Task	Dates	
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

Legend: ● 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.

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

Project Plan

Embedded Here

Glenview APEX
Project Plan.pdf

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.

Test Plan

Embedded Here

Glenview APEX
Acceptance tests scr