Fast Track to E911 Compliance

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Welcome

You are reading this handbook because you or someone in your organization has likely become aware of new Federal E911 legislation that impacts all businesses that operate or lease their own telephone systems in the United States.

The clock is ticking toward compliance deadlines. The question on your mind is likely, **Will this affect my organization?** The short answer is yes. That is why we created this handbook.

This handbook is made up of two parts:

Part 1

Demonstrates how Kari's Law and the RAY BAUM Act are critical for employee safety and the overall risk management in your business. You will learn the specific deadlines around this important legislation.

Part 2

Shares insight into how businesses and organizations of all types can immediately begin preparing for an E911 project. You will get task lists with actionable steps to move your business toward compliance, direction on working with key players in your organization, as well as budgeting tips.

It's everything you need to kick off and manage a project that will push your business toward compliance!

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Part 1

Understanding E911 Regulations

Compliance Begins with Understanding E911

Times have changed since the advent of 911. Technology has advanced, and people are no longer only dialing 9-1-1 from home phones and traditional office phones, callers are increasingly more mobile. Finding a caller's exact location in an emergency has become a much more dynamic undertaking, involving new devices and technologies that continually change. Of course, user mobility should not come at the cost of employee safety or the confidence that your organization is managing its risk.

That's where Enhanced 911, or E911, comes in. E911 is service that makes 911 work for the modern enterprise and lies at the heart of compliance with the laws we'll discuss.

Whether a person is in the office, at home, or on the road, E911 finds the exact location of the 911 caller. Additional industry emergency response innovations include routing that location information directly to the appropriate emergency dispatcher, and immediately notifying the appropriate security personnel within the caller's network.

E911 has proven itself as a lifesaving innovation. However, its use has not been required across the nation until recently.

240 M

Calls are made to 9-1-1 in the USA each year

An estimated 240 million calls are made to 9-1-1 in the United States each year (NENA). In an emergency, "seconds count" is universally understood. Even children understand that dialing 9-1-1 means protection and help will arrive quickly.

All enterprises using a Multi-Line Telephone System (MLTS) must comply with this legislation, no exceptions!

New E911 Legislation: It's the Law!

On August 1st, 2019, the U.S. Federal Communications Commission (FCC) adopted a Report and Order that created rules which affect business and organizations of all types and sizes. As a non-legislative body, the FCC will create a Report and Order to develop rules and regulations for a proposed law affecting telecommunications. These rules are passed to Congress, which will enact the legislation. Prior to August 1st, the laws around E911 were relegated to the individual states. The FCC sought to create a standard across the nation to ensure all citizens had basic access to reliable emergency services. This Report and Order was then enacted into federal law on January 6th, 2020.

This legislation affects all enterprises using a Multi-Line Telephone System (MLTS). Many sectors, like healthcare (hospitals), education (universities), and government agencies have previously been exempted from certain state E911 legislation. However, these new federal laws leave no loopholes, and cover all organizations (the FCC insisted no exceptions be made for small businesses, schools, non-profits, government agencies, or health facilities.)

Moving forward, all enterprises must comply with this legislation, with the only caveat being: If a state has more stringent E911 regulations, those state-level laws must be treated as primary.

This new legislation includes two key components: Kari's Law and Section 506 of the RAY BAUM Act. Each has specific rules, requirements, and deadlines for compliance. The following chapters provide the details.

Kari's Law: Direct Dialing and Notifications

Kari's Law Background

In 2016, Kari Hunt Dunn was murdered by her estranged husband in a hotel room. Kari's daughter was present and attempted to call 9-1-1 four times. However, she was unable to reach help because the hotel's phone system required dialing "9" before any outgoing call. Kari's father, Hank Hunt, turned his grief into action, and made it his mission to ensure no one would ever experience the struggle Kari's daughter faced that day. Mr. Hunt succeeded in leading a nationwide movement that resulted in the U.S. House of Representatives passing Kari's Law with a vote of 408-0, as well as unanimous consent by the U.S. Senate.

Kari's Law seeks to accomplish:

Direct Dialing
Accessibility to 9-1-1

Notification
Awareness of emergency situations by internal personnel.

Kari's Law was signed into federal law on: February 16, 2018.

> Hank and I were there that day. And Kari's daughter was there as well. With the President's signature, the baton was passed to the FCC. Last year, we proposed rules to implement Kari's Law. These rules will make it easier for Americans in hotels, office buildings, and campuses to dial 911 and reach the help that they need in an emergency."
>
> **Ajit Pai**
> *Chairman of the FCC, on August 1, 2019*

In the following pages, you will find the details of these requirements, and why they matter for your organization.

Kari's Law: Direct Dialing

What Does Direct Dialing Require?

The official "direct dialing" requirement pertaining to businesses reads as follows: "...any person engaged in the business of installing, managing, or operating an MLTS may not do so unless the MLTS is configured so that a user may dial 9-1-1 directly" (U.S. Federal Communications Commission/FCC, 2019). All "new" phones (whether first sale, newly manufactured, updated, or newly installed) must be able to directly dial 9-1-1 without any additional digit, prefix, or trunk-access code beforehand.

What Does This Mean For YOU?

Businesses are now obligated to make sure their communication systems do not hinder a person from dialing 9-1-1 in any way. A person must be able to pick up a phone, dial 9-1-1, and get through to a dispatcher.

This is required for all "new" phones after February 16, 2020. "New" is in quotations, because Kari's Law defines a "new" system as completely brand new OR systems that have undergone significant improvements to their cores. Meaning, even if your organization purchases a major software update for your existing communications system, you will need to be sure your system is compliant with the rule implementing Kari's Law.

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Compliance Deadline:
Direct Dialing: February 16, 2020

What Does Notification Require?

The official "notification" requirement pertaining to businesses reads as follows: "[any person engaged in the business of installing, managing, or operating" MLTS for use in the United States] shall configure the system to provide a notification to a central location at the facility where the system is installed or to another person or organization regardless of location, if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system (Federal Communications Commission. (2019))".

All capable MLTS devices from which 9-1-1 is dialed must provide a notification to a central location at the facility where the system is installed, alerting another person (security, admin, emergency response team) to the existence of an emergency call, the phone number that dialed 9-1-1, and the location of the caller.

What Does This Mean For YOU?

When a person dials 9-1-1 from an enterprise communication system, whether on or off-premise, relevant personnel (the front desk, security team, etc.) must be informed.

A notification of an emergency call without context is meaningless. That's why Kari's Law also requires the notification to include the location or the caller, and the phone number that dialed 9-1-1.

For a communication system to be able to do this, the help of E911 technology is necessary. The Everbridge E911 solution makes meeting compliance requirements fast and easy.

Compliance Fast Track

E911 software is able to provide much more detailed location information such as floor, room, and suite alongside these required notifications (considered "dispatchable location"). Investing in solutions that provide more detailed information for your emergency notifications will keep your enterprise safe AND put you ahead of the compliance curve. Everbridge can help.

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Compliance Deadline:
Notifications: February 16, 2020

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Official Definition:

Section 506 of The RAY BAUM'S Act defines "dispatchable location" as "the street address of the calling party, and additional information such as room number, floor number, or similar information necessary to adequately identify the location of the calling party (Federal Communications Commission. (2019))".

Section 506 of the RAY BAUM Act: Dispatchable Location

The RAY BAUM Act Background

Named in honor of the late Energy & Commerce staff director, Section 506 of the RAY BAUM Act embodies the original goals E911 sought to accomplish. Primarily created in order to accurately locate 911 callers, the FCC has been working to incorporate E911 into all communication systems nationwide.

This most recent Report and Order attempts to do exactly that by ensuring all MLTS phones automatically provide emergency dispatch centers with what the FCC is calling the "dispatchable location" of the caller. Environments such as campuses, sprawling warehouses, multi-floor buildings and hotels require a much more detailed, or granular, level of location information. If a phone system automatically provides exactly where a 911 caller is located, or the caller's "dispatchable" location, the emergency dispatcher can more effectively guide first responders to the site of emergency.

Ultimately, the goal of this section of the RAY BAUM Act is to ensure the dispatcher efficiently sends first responders to the appropriate location of the emergency without life-threatening delays.

This new legislation includes two key components: Kari's Law and Section 506 of the RAY BAUM Act. Each has specific rules, requirements, and deadlines for compliance. The following chapters provide the details.

Dispatchable Location is not just one thing.

It is a term which refers to the necessary location information required to find a person who has dialed 9-1-1. For example, if a person dials 9-1-1 from a small café, an adequate "dispatchable location" may simply be: 123 S. Main St.

If a person dials 9-1-1 from an office in a 20-floor building, the "dispatchable location" might look more like: 456 W. Chicago Ave., Floor 17, Suite 1702, Office A.

What Does This Require?

Your communication systems will need to automatically provide a "dispatchable" location alongside every 911 call from fixed (hard-wired) MLTS devices, non-fixed MLTS devices, and off-premise devices.

What Does This Mean For YOU?

If a person dials 9-1-1 from within your enterprise communications system – even if off-premise – your business or organization is responsible for ensuring the dispatchable location of that caller is automatically sent to the nearest Public Safety Answering Point (PSAP, location of emergency dispatch services). This location information must be adequate to effectively find the caller within the environment from where they are dialing. This means the "dispatchable location" may differ depending on the environment.

E911 technology, like the Everbridge E911 solution, is capable of properly identifying a caller's "dispatchable" location, then routing that information to the appropriate PSAP.

With approaching deadlines, your business must evaluate its current telecommunications situation and future roadmap. Planning to deploy an E911 solution that provides a "dispatchable" location with every 911 call is no longer optional. Whenever someone dials 9-1-1 from your enterprise network, your business will need to be in compliance with FCC Rules implementing the RAY BAUM Act.

While the timeframe varies depending on device type, the trend toward mobility is inevitable. Having a solution in place that encompasses your remote workers will keep your business compliant and future-proof.

Whenever someone dials 9-1-1 from your enterprise network, your business will need to be in compliance with FCC Rules implementing the RAY BAUM Act.

Compliance Deadlines:

1. **Fixed MLTS devices**
   Jan 6, 2021

2. **Non-Fixed devices**
   Jan 6, 2022

3. **Off-Premise devices**
   Jan 6, 2022

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Part 2

Steps Towards Compliance

Step 1: Define Your Enterprise

Understanding and defining your enterprise breaks down into three components: FIND, ROUTE, and NOTIFY.

Find

Who in your enterprise might dial 9-1-1, and how will you **find** them even if the device they are using moves throughout the enterprise or off-premise completely?

Route

How will these 9-1-1 calls be dynamically **routed** so that the emergency call will be sent to the appropriate emergency response center?

Notify

How will security and administrative personnel be **notified** that a person has dialed 9-1-1 from a device on your network, and what types of notifications will be required to respond effectively?

Find PT. 1

Acquiring Enterprise
Information

Now that you've learned about compliance requirements in Part 1, you know that "dispatchable location" is the primary component of both Kari's Law and the RAY BAUM Act. So how do you understand what "dispatchable location" looks like for your unique enterprise, and how does this contribute to finding a 911 caller?

Acquiring Enterprise

We will now explore the first of two areas in FIND: How to acquire the information you need across the enterprise.

Physical Locations, Devices, and Mobile Users are the things you need to first consider when thinking about how to deliver accurate and compliant "dispatchable locations" for your unique enterprise. Auditing your networks, locations, devices, and mobile users will provide you the necessary information to begin understanding what kind of E911 solution will be optimal for your organization's safety and compliance.

Physical Location

In order to efficiently provide accurate dispatchable locations, you should begin to identify and document all the physical locations where a 911 call can take place within your enterprise. This might begin with the address of all buildings your business operates out of, then the floors, then down to specific room or office numbers.

When creating the list of all enterprise physical locations, an easy way to determine how specific you need to be is to simply imagine an employee dialing 9-1-1 from where you are standing. What information needs to be conveyed in order to effectively guide an emergency responder to that employee?

Once a responder arrives at your building's street address, the dispatchable locations should include what floor they need to go to. Once on that particular floor, will they be able to clearly see where the emergency is happening, or will a caller's location be obstructed by a tall cubicle wall? Is there an office door or a common area wall that would obscure visibility?

All these steps a first responder would have to take in order to get to the caller need to be identified and documented. These, in turn, will be utilized to develop an accurate dispatchable location for any emergency caller on your enterprise.

Work with your facilities and real estate teams to develop consistent naming conventions for all your locations. Staying organized and consistent across your entire enterprise will ease the management of your future E911 database. Additionally, naming conventions should be made clear to the security personnel, so they can further assist responders upon arrival.

Auditing all physical location details is critical in providing accurate emergency response.

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Devices

It is important to remember that E911 determines a caller's location from the location of the device from which they called. Therefore, properly identifying the physical locations above is vital. However, it also means you must know what devices can dial 9-1-1 using your enterprise network within any of the physical locations you've documented.

Identify the number and types of devices those may be. These may be static or mobile across your enterprise. Once you begin looking for an E911 solution to fit your organization, will you need to accommodate devices that never move, or those which move around from desk to desk, floor to floor, even building to building?

The E911 solution you implement will be highly determined by the number and type of devices your organization has on-premise.

Once you have thought about on-premise devices, then begin to think about what happens when your employees begin taking devices home with them.

Mobile Users

It is now common practice to issue devices, such as laptops or tablets with softphone capabilities, to nearly all employees, who often bring these devices home each night. Identify how many employees carry enterprise devices off-premise. This is your number of mobile users. Do these mobile users carry multiple enterprise devices? Do they only have one?

These devices are typically built out to allow secure access to enterprise systems. When these mobile users dial 9-1-1 from a network-connected softphone on their device, the employer who issued the device is responsible for ensuring that device's dispatchable location can be properly communicated to the PSAP.

All of this requires your business to implement an E911 solution that is capable of understanding when a mobile user's device becomes off-premise and away from any of the physical locations you've just mapped out. If you have any mobile users, your solution must be able to update their device's dispatchable location even as they move outside of your physical enterprise.

Task List: Acquiring Enterprise Information

Audit your entire physical enterprise

+ Document each building address, floor, room, and office

+ Standardize naming conventions across your entire enterprise

+ Share this "map" with your security team

Audit all on-premise devices

+ Document the number and physical locations of voice devices which will remain on-premise

+ How many are static (will stay in one physical location)?

+ How many are mobile (might move physical locations)?

Audit all mobile users and devices

+ Document the number of mobile users

+ How many devices does each mobile user have?

Find PT. 2

Finding Enterprise Devices

Statically Provisioned Device Location

Third-Party Applications

Self-Discovery

End User Self Provisioning

We will now provide a bit of technical information about how your enterprise devices will be found regardless of physical location. Enlist the help of your telecommunications and IT colleagues to help with this step. A device's location discovery can happen in four ways:

1. Statically Provisioned

2. Self Discovered Device

3. Third Party E911 Applications

4. End User Self Provisioning

Statically Provisioned Device Location

Static discovery means that the dispatchable location of a device is manually put into a database by a system administrator. Each time a phone moves, the system administrator must be alerted, and they need to access the database and update the location of the phone.

If your organization has devices that move around the enterprise in the normal course of a business day, this method is not recommended. This method requires considerable time and labor to continuously keep the location of all enterprise phones accurately updated. Additionally, this method can lead to incorrect location information, as employees may move a phone and not be aware that a location change needs to be communicated to an administrator.

Self-Discovery

There are some IP phone systems that are capable of self-discovery. This means that the call server system has the ability to automatically assign devices a location from within your enterprise, even if they change locations. This is possible due to the use of either Layer 3 Network Discovery or Wi-Fi Access Point Discovery.

Layer 3 Method: Network Regions and IP Ranges

This discovery method uses an endpoint's native IP address to determine location. Network connections are important components of Layer 3 Network Discovery and include things such as ethernet ports you find on walls near desks. When a device connects to the network, the system assigns the IP address to the endpoint or telephone. In the call server, ranges of IP addresses, also known as a subnet, are associated with a dispatchable location. Upon registration, the device is then associated with the dispatchable location of the IP range.

WiFi

Softphones on laptops that move throughout your enterprise can be discovered as they connect from access point to access point on a WiFi network. Each access point can be associated to a defined physical location, which would then provide a device that connects to this point a specific physical location.

If you have a phone system that can automatically assign itself a physical location in your enterprise using Layer 3 Network Discovery or Wi-Fi, this location may be sufficient to be deemed a dispatchable location, and therefore comply with federal legislation. However, this requires that your enterprise network has been deployed with physical location in mind in the first place.

Every IP range and Wi-Fi access point in your enterprise must be associated to their actual physical location. Otherwise, a device will automatically assign itself an incorrect or inadequate dispatchable location.

Furthermore, even if your enterprise network was built with physical location in mind, your IP or Wi-Fi ranges may span across closed-door offices. Best practices suggest the dispatchable location of a device behind a closed-door office would require further specificity than a Layer 3 Network Discovery or Wi-Fi discovery method could provide.

Third-Party Applications

Do you have phones that move across your enterprise? Was your network not deployed with physical location in mind? Do your network ranges cover closed-door offices, or spaces with visual obstructions such as tall cubical walls? It might be best to employ the help of a third-party.

Third-party applications can fill in the gaps of location discovery potentially left by Layer 3 or Wi-Fi Network Discovery. Software solutions can do this by providing Layer 2 Network Discovery along with Call Server Integration. Adding these will then completely cover all the physical locations inside your enterprise where a device might dial 9-1-1.

Layer 2 Method: Port Level Discovery

Layer 2 Discovery, or Port Level Discovery, allows a dispatchable location to be mapped to an entire switch, a group of ports on a switch, or an individual port. This method grants the flexibility to provide dispatchable locations in environments where a Layer 3 approach would fail.

If your environment requires a Layer 2 approach, you will need to make sure to have a very accurate wire map, as well as employing an efficient process for any moves, adds, and/or changes to maintain this map. An accurate wire map ensures that all cables and ports are identified and accurately located. Therefore, when an emergency call is made from a device connected to a specific port, the Layer 2 Network Discovery will be accurate. Work with your network team to validate and test your wire map as part of your overall testing process for your E911 deployment.

Call Server Integration

If you employ the help of a third-party application that provides Call Server Integration with your PBX or call server, the locations of devices are automatically tracked when the phone moves throughout the enterprise. The updated location information is then sent to the service provider.

End User Self Provisioning

If an enterprise employs the help of a thirdparty application, the option may be available to offload the responsibility of providing a device's "dispatchable location" from the organization to an end user (the individual using any given enterprise device).

For a device that remains on-premise, an organization administrator might provide access to a portal in which an end user can update the static location of a device if it moves locations in the enterprise. This still requires the organization to maintain on-premise device locations in a database.

Additionally, for devices that move off-premise with an end user, an organization administrator would instruct the end user to download an E911 application that would recognize when that device has moved outside the enterprise. The application would then prompt the end user to self-provision their current location.

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Determine the Method of Device Discovery

Which of these methods on this page makes the most sense for your organization? They are not all mutually exclusive. However, when beginning your E911 project it will be helpful to know if the majority of your enterprise will be statically provisioned versus needing the help of a third-party application, for example.

Finding Enterprise Devices Flow Chart

Static Discovery?

+ You only have a few phones that rarely move location

Self-Discovery?

+ You have an IP phone system that is capable of self-discovery
+ You do not have any devices that may be behind closed doors or tall cubicles
+ You have deployed your entire network with physical location in mind

    + Check your IP Ranges and Wifi Regions
    + Are these mapped to specific physical locations within your enterprise?

Third-party application?

+ You have many phones that move around your enterprise
+ You have closed-door offices and areas with visual obstructions
+ You need an application to link your Network Discovery elements to your enterprise's physical locations

    + Begin documenting the physical locations in your enterprise associated with your IP Ranges and Wifi Regions
    + Begin collecting your PBX/Call Server Information

        + How many PBX/call servers do you need to interface with?
        + What type(s) of PBX/call servers do you use? (i.e. Model, Version x.0)
        + What is the Location/Address of each PBX/call server? How many/types of devices are regitered to each server?

+ You live in a state that requires Layer 2 or Port Level Network Discovery to meet granularity requirements

    + Consult your lawyers or an E911 vendor to review your state's granularity requirements

End User Self Provisioning?

+ Do you have employees that move their own devices across the enterprise?
+ Do you have employees that bring enterprise devices off premise?

Task List: 911 Call Routing

+ Talk to your network and security teams to determine how 911 calls will be sent from your call server to a service provider

+ Research and select a service provider that can route your 911 calls to the appropriate Public Safety Answering Point (PSAP)

+ Determine if your enterprise requires multiple routing schemes

Your 911 calls may be routed to your PSTN (public switched telephone network) provider, which may be a local, regional, or national provider. Alternatively, you can choose a Third-Party Provider, such as Everbridge.

When a 911 call is made, the PSAP receives the call and retrieves the dispatchable location information from the regional ALI (Automatic Location Identification) database. Work with your network and security teams to make sure you can send the calls out from your call servers.

Multiple Routing Schemes: Does your organization have on-site security that is the primary responder for any 911 calls, rather than a Public Safety Answering Point? If so, evaluate E911 solutions that route a 911 call based on the geo-boundary of the enterprise.

Route

When a 911 call is made, it must be routed to the correct Public Safety Answering Point (PSAP).

Notify

When a 911 call is made, security and/or other enterprise personnel need to be notified of the call in progress. Additionally, they need to be provided with the location of the caller in order to direct emergency responders quickly to the site of the emergency.

Various providers offer different types of notifications.

Task List: Notification

+ Document the security response procedures for each physical building in the enterprise.

+ Map the security response notifications required for the enterprise. A particular security team may only be responsible for one building.

+ Make sure your E911 solution provides the ability to segregate notifications by locationand by type of personnel.Who else, besides security, in the organization will need to benotified, and how? For example, will the principal of an individual school, as well asother administrators, need to be notified of an emergency at that particular school?

Task List: Testing and Auditing

Deployment testing and post-deployment auditing are key components for successful long-term E911 enterprise protection. These few steps will help you to properly test and audit your E911 solution.

+ Prep a team to test at least 10% of your devices to validate proper location identification.

+ Determine if monitoring, barge-in, or recording of 911 calls for response and/or audit purposes is needed.

+ Evaluate what types of reporting your E911 solution offers. These reports can help identify improvements in response and/or complement safety compliance reports.

Your security personnel receives enhanced screen pop with alarm

Step 2: Identify Stakeholders

There are multiple stakeholders within the organization that will be affected in some way by the implementation of E911. It's important to connect with them to explain the project, identify how E911 will affect them, and gain their support for the project. While this outreach will help ensure success for the implementation phase of the project, it's often the most important success factor in obtaining executive and financial approval for an E911 project.

Telecommunications

The telecommunications team will often have the best understanding of E911, how it works, and what it costs. Traditionally, they are the ones tasked with implementing E911 to support the voice network. Your telecom team will be the subject matter experts for explaining E911 to the rest of your company. They will be the group that needs to solicit cooperation from all other groups and coordinate the meetings necessary to gain consensus across the business.

IT Services

Your IT organization may have the largest impact on E911 strategy and project plans. Depending on voice technology status with regard to Voice over IP, TDM, and unified communications platforms, the IT department needs to be a willing partner in the development and support of deploying an E911 solution. The IT group will be indispensable, whether for clarifying your voice network architecture, weighing in on if a cloud solution is necessary, or assisting with implementation. Make sure to include the IT department early and keep them involved throughout deployment.

Security / Safety

E911 improves emergency response within the enterprise or campus by refining on-site security response times and by accurately directing emergency responders to the exact location of a 911 emergency. The security/safety team can support the project as follows:

+ Provide specific emergency problem definitions and metrics

+ Assist with gathering enterprise incident reports and 911 metrics for:

   911 calls made daily, monthly | Average response time | Quantifying risk for the enterprise.

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Legal / Corporate Counsel

It is the responsibility of the Corporate Counsel to ensure the company is in compliance with federal, state, and local regulations. To that end, the legal team should be well versed with E911 compliance issues, especially the new federal legislation, Kari's Law and the RAY BAUM Act (see pages 7-11).

Previous to these new federal laws, E911 rules and regulations were restricted to the states. The FCC issued a report and order in August 2019 which consolidates these new laws. Everbridge can consult with your legal team to help shape your plan of action, as federal law compliance dates begin to impact your business.

CFO / Corporate Finance

Cooperation from the CFO is critical to the success of your E911 compliance project. The CFO will be able to weigh in on the following facets that an E911 project may encompass:

+ Enhanced Security Profile

+ Enhanced Emergency Preparedness

+ Risk Mitigation – Mitigation of Civil Lawsuits for Negligibility

+ Enhanced Corporate Profile – Organizations can enhance their brand with superior employee safety programs

Corporate Finance may want to evaluate these issues:

+ Purchase Structure: One-time purchase, subscription, or managed service?

+ Potential insurance discounts with E911 deployments

+ Increased safety measures; stock protection

Real Estate/Facilities Management

The Real Estate and Facilities organization should be a partner in developing and advocating for your E911 plan. This group controls the physical infrastructure and may be required to maintain E911 on an on-going basis. Often Building, Real Estate and Facilities must work closely with the Telecom and IT teams to help define the project parameters.

Risk Management

Larger enterprises may have a separate Risk Management organization, typically reporting to the CFO or the Corporate Counsel. This group is normally involved in evaluating financial risk, network security, physical security and compliance.

For this project, understand the role of the Risk Management team for the following:

+ OSHA and other workers compensation issue

+ Compliance with health and safety regulations that apply to local company operations

+ Physical security

Step 3: Budget & Procurement

With federal E911 compliance deadlines approaching, it's important to begin your project proactively, especially if you have a large organization with a significant telecommunications configuration.

Budget

Knowing how and what to budget for across an E911 deployment is a key component to the overall success of the project. Work closely with your stakeholders during this step.

+ Know when the budgeting calendar begins and ends so that budgetary submittals are prepared well in advance.

+ Require the E911 vendor to submit budgetary numbers for review.

+ Identify any projects that may have synergy with the E911 project. For example, is the organization making a call server or networking purchase in the next 12 months? Could the E911 project be submitted as part of the overall call server project?

+ Discover if the company has the appropriate project management resources for an E911 project. If not, a consultant or third-party project management source may need to be included.

The experienced Everbridge team makes E911 easy. Everbridge will help you design the right E911 solution for your enterprise. We'll work with your team to craft an efficient deployment strategy, making sure your solution meets any budget parameters. Everbridge solutions keep your business 100% compliant from the start, and are future-proofed so the organization can concentrate onyour core business.

Procurement

Purchasing is a department that can speed up or significantly slow down a project. Ensure the streamlining of your project by reviewing the purchasing guidelines below.

+ Process – Make sure you have a clear understanding of your purchasing process. Engage with purchasing early.

+ Contracts – Purchasing may have requirements as it relates to "how" you purchase your E911 solution: state, federal or vendor contract vehicles. You may also want to get a copy of the vendor contracts to submit to purchasing and/or legal for review as this process can be time consuming.

+ Make sure you communicate with purchasing to determine whether you will need to put out an RFP or multiple bids for your E911 project. Work with your voice and/or IT partners or value-added reseller to determine the specifications for an RFP or bid.

+ Be sure to ask for a total cost of ownership, as E911 vendors often price items very differently.

+ Determine if your E911 deployment will require a phased installation and how you would like tha priced. You may find better value in purchasing the entire solution up front, even if the deployment is in phases.

+ Most organizations work closely with many different partners for various components of operations For an E911 deployment, purchasing may require you to work with a specific IT, voice or service providers. They will be additional stakeholders and will help you identify any contracts and/or budget buckets that you can tap into for your E911 project.

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Everbridge Makes E911 EASY... and FAST!

Free Solution Design

Leave the details to Everbridge! You may now have a good idea of how you envision your E911 solution and implementation project. Everbridge Solution Design Engineers can now efficiently map out a comprehensive customized E911 plan for your organization. Whether it's a full nationwide deployment or a phased approach, experienced Everbridge engineers ensure all the components of your solution are thoughtfully considered, from call server integration

E911 Budgetary Planning

From the most complex contract vehicles, to multi-year, subscription-based planning, we work with you to develop an efficient budgetary strategy. Our goal is to make sure you to see the value of every dollar spent.

Remember, with federal E911 compliance deadlines approaching, it's important to give yourself enough time to plan for and deploy the right solution for your enterprise.

Give Everbridge a call. The quicker you start, the quicker you cross the finish line. We'll have you up and running in as few as 48 hours!

Let's Talk

Want to learn more about Everbridge Critical Event Management? Get in touch or just call us at +1-818-230-9700 to learn more.