MicroAutomation Implements Advanced Communications System at Tinker Air Force Base

Background

Tinker Air Force Base (AFB), located in Oklahoma City, Oklahoma, is the headquarters of the Air Force Materiel Command's (AFMC) Oklahoma City Air Logistics Center (OC-ALC), which is the worldwide manager for a wide range of aircraft, engines, missiles, software and avionics and accessories components. The base has more than 26,000 military and civilian employees and is the largest single-site employer in the state of Oklahoma. The installation covers approx. 9 square miles (23 km2) and has 760 buildings with a building floor space of over 15,200,000 square feet. Tinker AFB is home to major Department of Defense, Air Force and Navy units with national defense missions.

The tragic shooting of U.S. military personnel at Fort Hood in November 2009 underscored the need for the Department of Defense (DoD) to thoroughly review its approach to force protection and to broaden its force protection policies, programs, and procedures to go beyond their traditional focus on hostile external threats. As a result of the incident, the U.S. Army commissioned an independent review related to Fort Hood to assist the DoD in identifying existing gaps and deficiencies and to help broaden the DoD's focus protection approach to reflect more effectively the challenging security environment in which the DoD operates.

Challenge

Tinker AFB wanted a 9-1-1 solution that met the stringent requirements of the US Air Force. In order to be considered a solution had to be:

- JITC certified (Joint Interoperability Test Command)
- comply with DoD Interoperability (IO) standards
- meet Cybersecurity (CS) and Information Assurance (IA) requirements outlined in the DoD Security Technical Implementation Guides.

JITC IO compliance identifies a limited number of JITC certified telephone switches with which the solution must be proven to interoperate.

Once considered "certified and secure", the solution needed to operate on the Air Force Assured Service LAN with an approved authority to operate (ATO) certification. Specifically, the solution needed to be tested on the Air Force networks and meet even more stringent IA standards and Air Force operating system requirements.

Lastly, the need to meet evolving standards was prioritized by Tinker AFB. The team wanted a solution that could support Next Generation 9-1-1 (NG9-1-1) standards for their Emergency Communications Center (ECC) and also provide command and control capabilities required for their Maintenance Operations Center (MOC). The solution needed to allow an operator to communicate over telephone and radio using a single headset and allow them to continually monitor radio traffic for the base. Ideally, radio traffic would be broadcast to the headset until an incoming call pre-empted radio monitoring.

Solution

Tinker AFB reached out to Atos/Unify and its partner, MicroAutomation, to commission a JITC certified, NG9-1-1 solution that met each and every one of their requirements. MicroAutomation and Atos/Unify designed and deployed a comprehensive, integrated NG9-1-1 and command and control solution for the Tinker AFB that supports both the ECC and the MOC. The solution consists of MicroAutomation's JITC-certified CallCenter Millennium (CCM) E-911 product coupled with a carrier-grade VoIP communications system called OpenScape from Atos/Unify.

The MicroAutomation CallCenter Millennium E-911 solution utilizes the OpenScape telephone switch for call routing and

delivery. E-911 (aka CAMA) circuits from the local telephone carrier are connected to the CCM E-911 system to receive calls from commercial base facilities (e.g. restaurants, housing, etc) and from wireless callers. ECC and MOC operators use the CCM E-911 application on standard PC workstations to receive emergency and administrative calls from base personnel and visitors.

The MicroAutomation CCM E-911 solution accesses both local and remote databases to retrieve location information (ALI) for incoming calls to automatically display to the operator when calls are received. The caller's telephone number is used by the system as a key to retrieve the location information.

The solution is fully Common Access Card (CAC) enabled meeting DoD security requirements and adheres to the DoD Information Assurance Certification and Accreditation Process (DIACAP) with all STIGs meeting APG requirements.
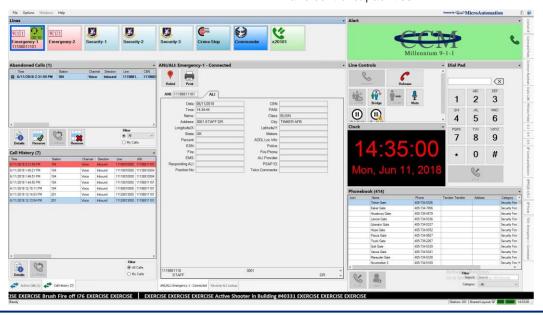
Summary of Results

➢ **Supports multiple operation centers from a single solution**

➢ **Utilizes standard, off-the-shelf, PC hardware components**

➢ **JITC certified E-911 Solution with DoD <u>and</u> Air Force CS/IA/IO certifications**

➢ **Ready to support NG9-1-1 communications (e.g. text messaging) when Tinker AFB is ready**

Results

The flexibility of the MicroAutomation CCM E-911 solution allowed for Tinker AFB to deploy a single system that supports both the ECC and MOC. Each center operates independently of the other center but use the same communications infrastructure. Screen layouts are different for each of the centers allowing complete operational autonomy.

The latest version of the JITC-certified, CCM E-911 solution, renamed Omni911, supports any legacy or IP telephone switch to provide full Next Generation 9-1-1 and command and control capabilities.

About MicroAutomation

MicroAutomation's legacy Enhanced 9-1-1 and new Next Generation 9-1-1 ECC solutions are proven, powerful and reliable. Developed to be effortless and intuitive when every second counts, Emergency response solutions from MicroAutomation expertly accommodate expanding communities, changing technologies and evolving 9-1-1 standards. MicroAutomation's purpose-built Next Generation solutions adapt seamlessly to all PSAP requirements and call-taker needs while adhering to NENA i3 specifications to meet the 9-1-1 technologies of today – and tomorrow.

MicroAutomation also offers Emergency Operations Center products and professional services including:

- CallCenter Millennium E-911
- Integration with legacy telephone switching environments
- Configurable, custom application development
- Turnkey implementation
- Comprehensive 24-hour/7-day customer support
- NENA i3 standards compliant
- Current Joint Interoperability Test Command (JITC) Certification

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