MicroAutomation Assists Defense Logistics Agency with E-911 Strategy

Background

The Defense Logistics Agency (DLA) is the US Department of Defense's (DoD) largest logistics combat support agency, providing worldwide logistics support in both peacetime and wartime to the military services as well as several civilian agencies and foreign countries. As America's combat logistics support agency, the DLA provides the Army, Marine Corps, Navy, Air Force, other federal agencies and partner nation armed forces with a full spectrum of logistics, acquisition and technical services. DLA sources and provides nearly all of the consumable items America's military forces need to operate – from food, fuel and energy to uniforms, medical supplies and construction material.

DLA also supplies nearly 90 percent of the military's spare parts, manages the reutilization of military equipment, provides catalogs and other logistics information products, and offers document automation and production services to a host of military and federal agencies. DLA employs about 27,000 employees. Headquartered at Fort Belvoir, Virginia, DLA is a global enterprise – wherever the United States has a significant military presence, DLA is there to support.

Challenge

The tragic shooting of U.S. military personnel at Fort Hood in November 2009 sparked an initiative by the DoD to implement Enhanced 911 (E-911) services commensurate with and supportable by E-911 systems in the surrounding local communities. The E-911 system must provide the basic capability of automatically notifying dispatchers of a caller's location.

In support of this initiative, DLA Headquarters identified four DLA sites with a need for new or upgraded Emergency Operation Centers (EOC): DLA Columbus, DLA Susquehanna, DLA Richmond, and DLA San Joaquin. The solutions for these sites needed to provide basic E-911 services using the existing base telephone switch, incorporate a simple Computer Aided Dispatch (CAD) and Records Management System (RMS), comply with DoD security guidelines, and be tested and certified by the DoD Joint Interoperability Test Command (JITC). Ideally, the solution needed to be centralized at the Navy's Space and Naval Warfare Systems Command (SPAWAR) headquarters in San Diego, CA and shared among the four DLA sites for information transparency between the sites.

The Warfighters' Logistics Combat Support Agency
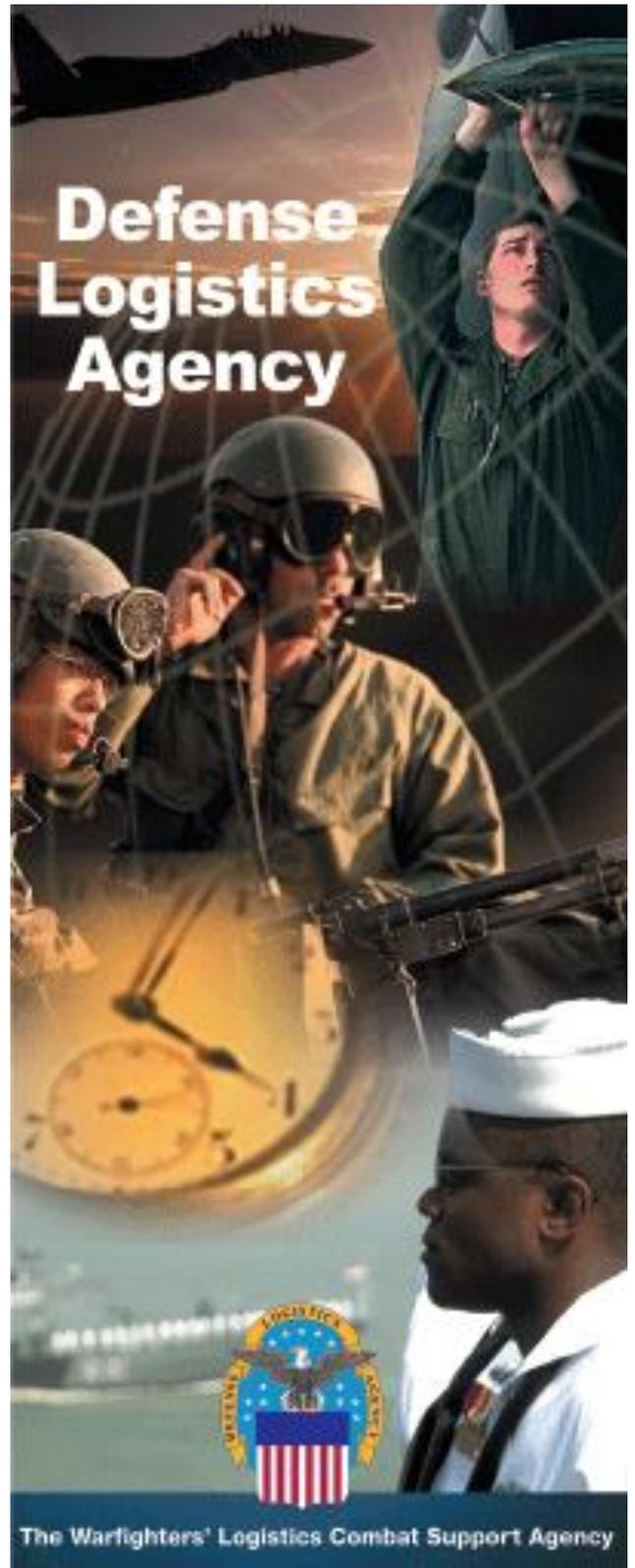
Solution

DLA selected E-9 Corporation to be the prime contractor for the initiative who enlisted InterAct Public Safety (now Caliber Public Safety) and MicroAutomation for the E-911 solution. InterAct was selected because they provide a software-based CAD and RMS system which could be hosted at a single site and configured as a multitenant solution capable of being shared by multiple sites.

MicroAutomation's JITC-certified CallCenter Millennium (CCM) E-911 Solution was selected because of its ability to operate with the various telephone switches at each base instead of relying on an embedded and costly telephone switch for exclusive use of the Emergency Operations Center. The MicroAutomation CCM E-911 solution is JITC certified to operate with most DoD telephone switches including the Avaya (formerly Nortel) CS2100 switch, Avaya (formerly Nortel) Meridian SL-100 switch, Avaya (formerly Nortel) CS1000 switch, Avaya (formerly Nortel) Meridian 1 switch, Avaya S8xxxx series switch, and the Cisco UCM switch.

The MicroAutomation CCM E-911 solution leverages the existing base telephone switch for call routing and delivery. E-911 (aka CAMA) circuits from the local telephone carrier are connected to the base telephone switch via gateway systems provided by MicroAutomation to receive calls from commercial base facilities (e.g. restaurants, housing, etc) and from wireless callers. Emergency Operations Center (EOC) dispatchers use telephones (standard or VoIP) provisioned on the base telephone switch to receive emergency and administrative calls from base personnel and visitors.

The solution uses Computer Telephony Integration (CTI) to communicate with the base switch to receive call event information when emergency calls are routed to dispatchers in the EOC. The caller's telephone number is used by the system as a key to retrieve location information for the caller from local and remote Automation Location Identification (ALI) databases and automatically display the ALI and call back information to the dispatcher. Integration with the InterAct CAD system allows ALI information to be transmitted to the CAD to be automatically incorporated into the CAD incident record.

For each DLA facility, a different configuration of the MicroAutomation CCM E-911 solution was implemented to accommodate the different telephone switching infrastructures. As DLA migrates from legacy telephone switches to more modern, Voice Over IP (VoIP) telephone switches, the solution can be quickly reconfigured to support the new base telephone switch and utilize SIP endpoints for virtual desktop configurations for call takers.

Results

The flexibility of the MicroAutomation CCM E-911 solution allowed for each site to implement unique customizations for their environments. The solution was deployed with relative ease at each of the selected sites and is able to support switch upgrades with a simple configuration change.

The MicroAutomation CCM E-911 solution was recently recertified under Desktop Review at JITC for the new Windows 2012 R2 operating system to comply with new Security Technical Implementation Guide (STIG) standards currently mandated by the DoD. In addition, the latest version of the CCM E-911 solution allows the dispatcher workstation to be used as a SIP end point device eliminating the need for a physical telephone and allowing full integration of shared telephone line features in the application.

About MicroAutomation

MicroAutomation's legacy Enhanced 911 and new Next Generation 911 PSAP 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 911 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 911 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
- Complete PSAP and ESINet architecture and design
- Configurable, custom application development
- Turnkey implementation
- Comprehensive 24-hour/7-day customer support
- Compliant with NENA standards
- Joint Interoperability Test Command (JITC) Certification

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