



MicroAutomation Assists US Army with Emergency Management Modernization Program (EM²P)

Background

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.

The independent review found that there was no DoD policy for implementing public law requiring a 911 capability on DoD installations. Civilian communities already have Enhanced 911 (E-911) programs funded through a national tax on phone services; but, most DoD installations did not, because DoD installations were not part of the Congressionally mandated requirement. The commission determined that military personnel should receive the same emergency response services as their civilian counterparts.

To that end, the DoD established the Emergency Management Modernization Program (EM²P) to ensure that DoD installations met the directive and had Full Operational Capability (FOC) for E-911 services by 2014. E-911 services were to be commensurate with and supportable by E-911 systems in the surrounding local communities and consist of the basic capability of automatically notifying dispatchers of a caller's location and broadcasting emergency notifications to designated geographic locations.

Challenge

The EM²P program had several challenges to overcome in carrying out the DoD initiative. First, DoD installations are typically secure facilities making it difficult for systems to interact with outside services such as databases maintained by the local carriers. Second, any solution deployed on a DoD installation must comply with DoD security guidelines and be tested and certified by the DoD Joint Interoperability Test Command (JITC). Third, DoD installations typically maintain their own telephone switching systems and the telephone switches were dated and inconsistent among the installations which made selecting a single E-911 solution for all Army installations challenging.

Solution

To administer the EM²P program, the DoD engaged Leidos (formerly SAIC) to solicit, qualify, and select E-911 vendors to implement E-911 solutions at all of the major DoD Army installations. Leidos awarded the contract to three vendors that demonstrated that they had products that met the basic requirements, were versatile to support various unique site configurations, and had achieved JITC certification for their products. MicroAutomation was selected to implement the MicroAutomation CallCenter Millennium (CCM) E-911 solution at six DoD Army installations: Fort Lee, Fort Irwin, Fort Knox, Fort Jackson, Tobyhanna, and White Sands Missile Range.



The MicroAutomation CallCenter Millennium 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 MicroAutomation E-911 solution utilizes Computer Telephony Integration (CTI) to receive call event information from the switch when emergency calls are received by 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. Computer Aided Dispatch (CAD) integration is facilitated via standard interfaces to the CAD system.

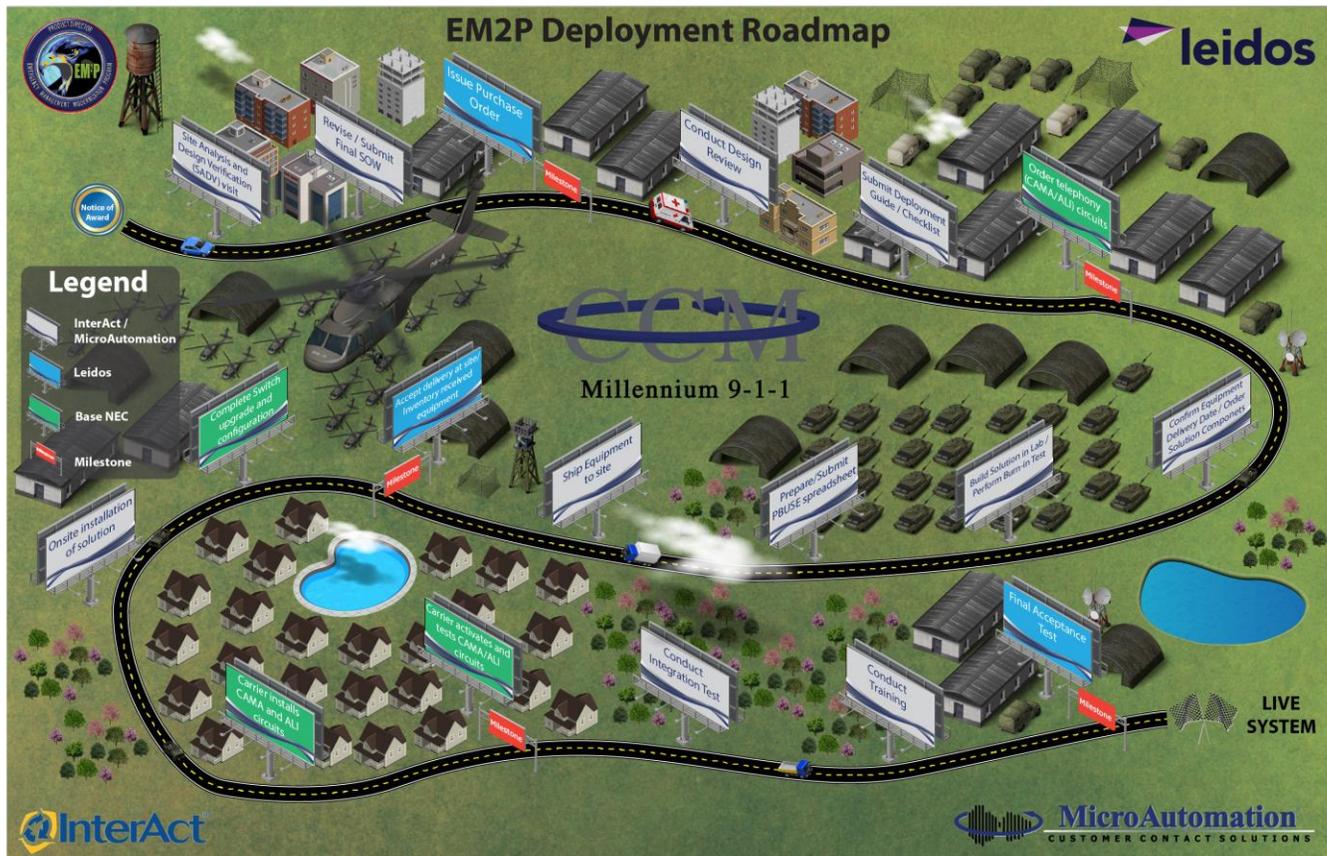
Each of the DoD installations under the EM2P program utilized a different telephone switch requiring unique customization of the solution for every base. The MicroAutomation CCM E-911 solution is JITC certified to operate with many telephone switches including the Avaya (formerly Nortel) CS2100 switch, 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.

For each base, a different configuration was implemented to accommodate the different requirements for each facility. To aid the sites with the complex activities required to implement an E-911 solution, MicroAutomation prepared a Deployment Roadmap that illustrated the steps and milestones involved in the process.

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 at JITC for the new Windows 2012 R2 operating system to comply with new Security Technical Implementation Guide (STIG) standards currently mandated by the US Army. 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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