| | Emergency Telephone System Board of DuPage County Monthly Report | December Board Meeting |

Emergency Telephone System Board of DuPage County Monthly Report | **December Board Meeting**

Submitted for your consideration is the DuPage ETSB monthly report for activity November 1 through November 30. This report highlights the activities of the DuPage ETSB by ETSB and PSAP staff, work groups, committees, and consultants.

Congratulations on a Job Well Done!

Thank you for your service – Good News and Bad News. The ETS Board extends a thank you and farewell to **Member Robert Toerpe,** Citizen Representative. We appreciate his service and his contributions and wish him well. The ETS Board is happy to welcome back **Ms. Sheryl Markay** as his replacement. A proclamation will be presented at the meeting for **Member Toerpe's** service.

As 2024 comes to a close, ETSB would like to thank all of the Telecommunicators, Technicians, and Administrative staff that work behind the scenes each and every day in the PSAPs and at ETSB who keep things going and do such an excellent job. ETSB would also like to thank all the administrative help at the County in the County Board Office, Finance, HR, Auditor's Office, the Clerk's Office and the State's Attorney's Office who help to make our jobs easier.

Have a safe and Happy New Year!

ADMINISTRATION

911 Services Advisory Board (SAB) and 911 Legislation:
November 18, 2024 Cancelled
December 16, 2024

The November meeting was cancelled.

County Ordinance 20-40: Emergency Telephone System Board
The ETS Board had requested changes to the ordinance regarding super majority and the spending authority for the Executive Director. The County Chair authorized additional changes recommended by the States Attorney's Office to align the ordinance with state statutes and to update it with current County ordinance language. The ETS Board received a copy of the changes and a memorandum outlining the changes along with the County Board on Friday, November 22. The changes were approved at the November 26 County Board meeting by unanimous vote. There was no discussion by the County Board. Assistant State's Attorney Winistorfer will review the changes at the December ETS Board meeting.

Appointment – Policy Advisory Committee
On the agenda this month is the appointment of Deputy Chief Craig Jensen of the Tri-State Fire Protection District, as the ACDC Fire Representative. Deputy Chief Jensen replaces Chief Johl, who replaced Chief Kramer on the ETS Board.

Salary Adjustments ETSB Staff
On the agenda this month is a resolution to adjust the salaries of the ETSB staff in concurrence with the County Board for FY25 at 3.5%.

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PROCUREMENT/MAJOR CONTRACTS

<u>Purchase Orders</u>

<u>Key Tower LLC</u>**:** Purchase Order 924029 (carry over from November)
On this agenda is an affirming resolution for an Emergency Procurement to repair and replace systems within the Hidden Lake tower for functionality. The tower had a controller within the shelter with a faulty capacitor and the obstruction lighting failed. The lighting system is crucial to aircraft safety and required by the FCC under penalty for non-compliance. Chair Schwarze approved the Emergency Procurement on October 16. A replacement lighting kit was installed and is operational and the Notice to Airmen/Air Mission (NOTAM) was canceled.
Total amount of the replacement: $25,744.19.

<u>Environmental Systems Research Institute, Inc. (ESRI)</u>: PO 924038 (carry over from November)
Recommendation for a one (1) year renewal in service of ArcGIS Desktop Advanced software maintenance. ArcGIS software is used to edit and manage geographical data and includes advanced analysis and cartography tools. This renewal period will run January 1, 2025 through December 31, 2025.
Total cost of the renewal: $18,555.00.

<u>Motorola Solutions, Inc.</u>: PO 924030 (carry over from November)
This request is for Motorola engineers to develop an encryption plan for the DuPage Emergency Dispatch Interoperable Radio System. The encryption project is to convert the current Advanced Digital Privacy (ADP) software in the radios to 256-bit Advanced Encryption Standard (AES-256), the industry standard. This proposal encompasses Phase 1, which will assess the magnitude of the project and develop the plan. Additional information is provided under the DEDIR System Encryption section.
Total amount of $200,836.99.

<u>Alliant Insurance Services, LLC</u> PO 924039
This request is for insurance services for one (1) year. The policy period runs from December 19, 2024 to December 19, 2025. Alliant Insurance Services continues as the insurance broker for the County and ETSB and has made recommendations for the upcoming year based on the current state of the market.

Property/Equipment/General Liability: The VFIS (Volunteer Firemen's Insurance Services, Inc.) policy covers equipment, property, portable equipment, general liability, management liability, and umbrella insurance coverage through National Union Fire Insurance Company of Pittsburgh, PA for a cost of $75,762.00. There is a reduction in the amount of $13,998.00 in cost commensurate with increased property values and decreased equipment. The deductible for property and lost/broken radios remains at $2,500 per claim.

Cybersecurity: The cybersecurity application was sent to six (6) carriers, each of whom declined because of the nature of ETSB operations. The cybersecurity proposal was obtained through the previous carrier, Hudson Specialty Insurance Co., and provides full cyber liability including privacy breach response, extortion, business interruption, media liability, as well as a professional liability component for technology services liability for a cost of $20,524.00. The cybersecurity policy has a 0.10%, or $19.00, increase with no change in terms.

Alliant representatives will be available via Zoom to answer questions.
Total Amount: $96,286.00.

Open Purchase Orders for FY2024

There is one open purchase order on the agenda for FY2025 for Motorola. The open purchase order format was recommended by the Auditor's Office in 2010 as the proper process to allow staff to purchase small consumable replacement parts and equipment necessary for daily operations in a timely manner. The request is for thirteen (13) months, from December 1, 2024 through December 31, 2025, to allow for overlap into the next fiscal year to avoid a gap in purchasing ability.

Motorola Solutions, Inc.: PO 924031 Open Purchase Order (carry over from November)
This request is for a thirteen (13) month blanket PO which will allow ETSB to service and maintain the portable and mobile radios and radio consoles in the DEDIR System. ETSB will be utilizing the new IL STARCOM Master Contract CMT2028589.
Total Authorized Amount: $75,000.00.

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY24 CDW-G	$ 25,000.00	$ 6,958.25	$ 18,041.75
FY24 Dell	$ 30,000.00	$ 8,542.13	$ 21,457.87
FY24 Motorola	$ 50,000.00	$ 35,403.42	$ 14,596.58

Change Orders:

Priority Dispatch: Change Order #4 for 920110/4330-1 (carry over from November)
Change Order #4 is requested to incorporate new contract pages into the purchase order for FY25-26. In June 2024, Protocol 41: Caller in Crisis (P41) was released in response to the rise in mental health distress calls. This new protocol requires one-time training for all TCs and is not in the current contract. Training quantities for courses have been adjusted, including P41, within a consolidated One Voucher Plan instead of individual certification quantities for ease of registration. Optional resources and services have also been quoted should the PSAPs choose to utilize them. Funds have been budgeted for the length of the contract in the amount of $791,626.22. The licensing and training costs within the new contract pages is $594,400.00, a decrease of $197,226.00, not including any optional products. Upon expiration of this contract on November 30, 2026, any remaining funds within the contract will be released.
There is no monetary change being made to this contract.

FINANCIAL

Budget Transfers

There are two budget transfers carried over from the November agenda.

Encryption Plan: Requested transfer of funds for FY24 from 4000-5820-53830 (Other Contractual Expenses) to 4000-5820-53090 (Technical/Professional Services) for the development of an encryption plan for the DEDIR System.
Total amount of requested transfer: $200,837.00 for a new account total of $256,037.00.

Annual Contract Payment #3 for Radio Contract: Requested transfer of funds for FY25 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment and Machinery) in

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preparation for the third annual lease payment to Motorola Solutions Credit Company, Contract #680-0025142-000, for the DEDIRS radio replacement project PO 5522-1. The invoice is due on December 1 in the amount of $6,651,399.48.
Total amount of requested transfer: $6,651,400.00 for a new account total of $7,302,672.00.

Payment of Claims:
On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chair's authorization letter, Detail listing of obligations vs. budget, and *Bank Account Payment History Report* for Internal and External Payments for FY24 and FY25.

Bills List FY24
Internal Payments FY24
The November Bills list will also include the interdepartmental transfer from ETSB to various County departments for cost sharing purposes and copy paper charges through the Mailroom. The amount of the transfer is: $180,657.78.

External Payments FY24
Total for Fund 5820 for November 13 meeting: $1,407,044.73.
This bills list includes the second of six financing payments to Motorola for the console project in the amount of $1,167,644.09.

Total for Fund 5820 for December 11 meeting: $1,182,925.47.
This bills list includes a $1M payment per the PSAP IGA ($650,000 to DU-COMM and $350,000 to ACDC).

Bills List FY25
External Payments FY25
Total for Fund 5820 for December 11 meeting: $6,651,399.48.
This bills list is for the third of four financing payments to Motorola for the DEDIR System radio replacement project.

Revenue and Expenditures
Equalization Revenue Reports are on the consent agenda. Total revenue: $2,376,652.49

The December 11 FY25 Equalization Revenue Report:
The July surcharge was received on November 7 in the amount of $1,159,349.63.

The November 13 FY24 Equalization Revenue Report:
The June surcharge was received on October 7 in the amount of $1,185,197.86.

$28,985.00 FSA Optional Equipment Reimbursement. This is for the optional equipment installed in the new Hanover Park Fire Station. ETSB procured the equipment through PURVIS and HPF made a reimbursement payment to ETSB.

Miscellaneous revenue:
$2,400.00 This is the fourth of ten annual payments from AT&T under ETS-R-0057-20 for a license agreement for antennas and equipment on the tower located at 136 N. County Farm.

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$720.00   Dr. Lilly Peer to Peer training course from an outside agency that attended the course.

9-1-1 CORE SYSTEM MANAGEMENT

Cybersecurity:
Tech Focus is in discussion on cybersecurity. The ETSB IT Deputy Director is in the process of reviewing the current security policies and discussing these policies with the County IT cybersecurity personnel.

Customer Premise Equipment (CPE):
Hardware/software and NG911 Migration: ETSB, Motorola, and AT&T are actively addressing issues identified following the migration to the NG911 system. Of the issues reported since the cutover, 18 have been resolved, with 9 remaining outstanding. It is important to note that these outstanding items do not impact citizens' ability to reach emergency centers. They pertain to data configuration and parsing within application fields. ETSB is collaborating closely with vendors to resolve these issues and holds weekly meetings to ensure sustained focus and timely resolution.

At the end of the monthly report are the monthly and yearly stats for call handling of 911 and 10-digit dial calls for each PSAP. The ACDC calls will not be accurate for the month of September through November because of the migration to NG911. DU-COMM stats for October and November will also be inaccurate during the transition.

CPE VESTA Mapping: On November 26, 2024, ETSB updated the VESTA Map Local system with the most accurate data and configurations for the ACDC and DuComm PSAPs. The updates included reorganizing the VESTA Map Local filter for improved accessibility, enhancing the visibility of bodies of water on the map, and submitting a new data layer. This layer enables the use of ESN Fire and ESN Police filters to outline agency jurisdiction boundaries, eliminating duplication with the place and fire beat filters for more efficient use by telecommunicators.

DuJIS CAD:

| Category | Year to Date | | Past Month | | | | | |
| | | | Totals | | Categories of Open Tickets | | | |
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	487	431	31	25	0	4	2	1
MPS	547	577	48	43	0	40	0	3
Total	1034	1008	79	68	0	44	2	4

Edge Frontier Issue: The CAD system continued to experience issues with the Edge Frontier interface on the following dates and times:

- November 1, 2024   12:00 AM outage time for all components to be restored
- November 6, 2024   4:10 to 4:21 pm outage time for all components to be restored

These issues impacted several interfaces that support applications for agencies including fire station alerting. On November 4, at 4:15 pm, ETSB spoke with Bartlett Fire who agreed to rolled back the system to the last configuration prior to changes made to Table Command which when the system issues began.

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December update: ETSB and Bartlett Fire worked with Tablet Command and Hexagon to resolve the issues.

Projects:

ProQA Upgrade Project: Priority released the .41 training on June 5, 2024. ProQA Medical and Fire versions .50 was made available July 3. PSAPs have been advised and they are currently working on the translation tables. The installation of the .50 update will be scheduled and testing will commence when PSAPs advise they are ready.

The PSAPs have registered their personnel for .41 training and PSAPs will advise ETSB when that training has been completed. ACDC advised its personnel have been trained on .41 protocol.

AQUA: System bug (Ticket 10240) ticket pending, waiting for Priority to provide training for the new version of AQUA. Priority Dispatch has released training for the new version. The software was installed May 21. The training for the PSAPs was available June 18.   PSAPs are currently in the process of training. Once training is completed the version can be rolled out to production. The update remains the same for the month of November 2024.

LEADS 3.0 Upgrade:

ETSB continues to collaborate with the PSAPs, Hexagon, and the ISP to finalize preparations for the transition to the LEADS 3.0 environment. The final cutover is scheduled for December 3, 2024. Further updates and details regarding the cutover will be provided upon its completion.

Network

Absolute Secure:

| Category | Year to Date | | Past Month | | | | | |
| | | | Totals | | Categories of Open Tickets | | | |
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
Absolute Secure	112	109	14	14	0	0	0	0

Absolute Secure Access: ETSB reports no issues for the month of November. Currently the system has approximately 950 devices registered.

Comcast Maintenance/Trouble Tickets: No maintenance notifications or tickets opened for the month of November 2024. Comcast alerted ETSB of an emergency security patch update and that was applied to the environment.

Network Tickets: No network issues have been reported for the month of November 2024.

VMware Maintenance: No maintenance updates for the month of November 2024.

Windows Patching: Quarterly patching was completed with no issues reported.

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Fire Station Alerting System (FSAS):

	Year to Date		Past Month				
					Categories of Open Tickets		
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	186	160	25	22	4	0	2

Fire Station Alerting: On Thursday, November 14, as part of the review of the system and as a result of the survey, ETSB and Purvis presented to the fire agencies an overview of the system's current features and provided context on historical decisions that shaped its current configuration. Additionally, Purvis delivered a detailed presentation outlining the system's full range of capabilities. The session was offered to all fire agencies and attended by several agencies. It provided an opportunity for ETSB and Purvis to gather valuable feedback on issues encountered by the agencies. It also facilitated a collaborative question-and-answer session with the vendor.

Geographic Information Systems (GIS):

	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	Open Tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	524	367	79	30	28	0	0		1	0

GIS Projects: No projects currently pending.

GIS Redistricting Annual Status:
ETSB issued a reminder to all agencies regarding potential changes for major projects before the year's end. Several agencies confirmed that no updates were needed.

Wheaton Fire: Wheaton Fire provided updated data. ETSB has worked closely with County GIS, and Wheaton Fire's updates have successfully been pushed into production, completing that effort. Currently, no other agencies have requested updates. Beginning in 2025, ETSB will send reminders on a semi-annual basis to ensure timely updates are submitted.

NG9-1-1 GIS Mapping:
ETSB is collaborating with County GIS, Intrado, Motorola, and AT&T to address parsing issues affecting the routing and plotting of wireless and VoIP calls. These issues have caused occasional misrouting and mis-plotting, as well as challenges with ANI/ALI spill configurations. Progress is ongoing, with the most recent data submission for updates provided by DuPage County GIS on November 9, 2024.

State of Illinois GIS NG 9-1-1:   County GIS continues to work with our neighbors on aligning the edges of our mapping boundaries to ensure accuracy.

State of Illinois Text to 911: As reported last month, the PSAPs, ETSB and Intrado staff met to review the training and functionality of text to 9-1-1 in the system   ETSB and County staff met on September 3 to discuss partnering in a public education campaign for text to 9-1-1, 988 and 211.

Public Education will depend on the go-live of the PSAPs to NG9-1-1 and text to 9-1-1 training. Certain CPE tasks remain from cutover that create dependencies for a formal go-live of this service.

NG9-1-1 Grant opportunity CAD to CAD interface: New grant opportunities are available that ETSB is investigating with neighboring 9-1-1 Systems.

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
130	0	0	0	6

New Memos: There were no new memos in this rating period.

Closed Memos: There were no closed memos during this rating period.

Open Memos: Memo 103: CAD/Vesta Standardization. The CAD Focus Group requested a standardized way to search for locations on the map for both CAD and CPE. Currently this is not an option. Motorola is investigating whether a change can be applied to the new CPE mapping software.

Memo 108: Change ANI/ALI dump workflow in CAD. The CAD Focus Group requested a change to the workflow for the ANI/ALI dump of data from the CPE to CAD. Currently this is not an option. ETSB staff will investigate options in the new CAD software once it is implemented.

Memo 110: Options for Tones in Fire Station Alerting. DU-COMM requested exploring different options for toning in FSA. DU-COMM has successfully completed testing their solution with one note: Static was noticed on Fire West. DU-COMM requested pausing the testing of this solution until the testing on the combination of Fire West and Fire North concludes on April 10, 2024.

Memo 113: Shot/Stab Event Type. ACDC requested investigating creating two separate event types: One for shot and one for stab. This is currently at the Directors' level for review.

Memo 127: MFA in Command Central Aware. The Tech Focus Group is reviewing a request to add multi-factored authentication for Command Central Aware. This is currently being investigated.

Memo 128: MFA Infrastructure implementation.   The Tech Focus Group is reviewing the implementation of multi-factored authentication and the impact of operations on other ETSB systems. This is different than memo 127 because Command Central Aware has different security concerns.

Memo 129: Event Subtype adjustment.   There was a request to eliminate Residential and Commercial from the PD Alarm subtype and to add subtypes that match a uniform list published by the Alarm Monitoring Association. These options are being discussed with the PSAP operations groups.

DuJIS PRMS:
The RMS Manager's monthly memorandum for November has been attached to this report, as well as the Hexagon Service Manager's summary, and the Resident Systems Analyst's (RSA) weekly report(s).

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

AXS Consoles: Chicago Communications is the vendor that will be doing the installation and will be staging the material as Motorola's channel partner. Chicago Communications will be onsite the week of November 4, 2024 to install one workstation as a test.

December Update: The testing and training schedule is in process. The deployment plan has an encryption plan dependency.

Encryption: The encryption proposal will be on the agenda for PAC and ETS Board consideration. At the time the contract was executed in 2021, several individuals were employed by various entities who would be involved with the encryption plan. These individuals are no longer employed with their respective agencies.   Additionally, the philosophy of the police chiefs regarding encryption has evolved since that time. These factors, along with the fact that while the system manager is capable of overseeing the DEDIR System and managing a deployed encryption plan, he does not have the engineering capacity and the access to the internal workings of STARCOM to complete this assignment. ETSB sent several people within the 911 and DEDIR System to training, however, these people have neither the time nor the internal knowledge of STARCOM to complete this assignment.

Note: After discussion at the PAC on November 4, 2024, the PAC members voted in favor of recommending approval of the proposal to the ETS Board. Aye: 6 Opposed: 0 Abstain: 0

APX8500 mobile: Motorola has provided an option for the 8500 mobiles, the APX6500 dual radio. The demo units have been received and the focus group is working with the Radio System Manager to program the unit.   Several agencies have submitted their review of the APX6500 dual radio. Agencies were reminded that the change order which includes the Channel Selector mic cannot be completed until all agencies have weighed in on the APX6500 dual radio.

NFPA Committee: Nothing to report this month.

APXNext XN: This Fire Focus Group is working on the configuration of the radio with the Radio System Manager.   ETSB staff are working with agencies to review their templates depending on the agency, Erik Maplethorpe/DU-COMM and Jim Connolly/ACDC have been invited to participate in the meetings.

Motorola Radio System Manager Report:
The System Manager's memorandum is located at the end of the monthly report.

Policy Advisory Committee (PAC):
The PAC December 2, 2024 meeting was cancelled.

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TO: Linda Zerwin, ETSB Executive Director

FROM: Andy Saucedo, Motorola System Manager

DATE: December 2, 2024

SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:
DEDIR System Radio Replacement

- APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has provided the proposal for the cutover plan.

- APX 4000: A firmware update was released and a schedule was developed in Monday.com to for agencies to update their equipment. Emergency activation configuration change has been applied to 15 agencies/73 radios have been programmed. There are 5 agencies/22 radios that remain to be programmed. (Oak Brook/1, Itasca/1, Elmhurst/12, Lombard/7, Wheaton/1).   At the time of this report 23 out of 32 agencies have had the firmware updated to the latest version.

- APX8500: Alternate options to the APX8500 are being considered. APX6500 mobiles have been received and have been staged for demo to Fire Focus. Additional APX6500 mobiles have been configured and provided to Addison Fire for install and testing.

- APXNext XN Fire: Fire radio configuration templates need IGA finalization with outside agency. Testing of the XN Demo radios was completed the week of June 17, 2024. AES encryption plan is pending. Motorola Solutions has provided the proposal for the cutover plan.

Programming – Projects
Code plug updates:

- Glen Ellyn Police Department requested to change Zone 1 GEP PD Channel 4 from FD NORTH to FD EAST. Configuration was modified and radios were updated.

Codeplug Creation:
There were none last month.

Consolidations:
There were none last month.

Radio Alignment:
There were none last month.

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Service Tickets

| Category | Year to Date | | Past Month | | | | | |
| | Opened | Closed | Totals | | Categories of Tickets | | | |
			Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	76	56	2	0	1			1
APX Next (police)	133	100	14	8	2	6	3	3
APX NextXN (fire)	1	0	0	0				
APX 8500 (mobiles)	30	28	1	0			1	
APX4000	9	4	1	0			1	
Total	249	188	18	8	3	6	5	4

STARCOM21 Scheduled Maintenance:
System Patches:
- The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 11/13 and 11/14. These patches caused an impact to the system in all Zones. would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

    Thursday, 11/14/24
    8:45 am- Site Trunking Event (~5 Minute Event)
    Red X's on Consoles for 5 Minutes as well
    2:45 pm - Site Trunking Event (~5 Minute Event)
    Red X's on Consoles for 5 Minutes as well

- IL_STARCOM Monthly Application of Windows Motopatch 2024.10 – Patching 11/15/24 Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:
[Scheduled Maintenance] Command Central Products (United States)
Start: 18/Nov/2024 @ 12:00 AM CST (UTC-5)
End: 18/Nov/2024 @ 7:00 AM CST (UTC-5)

[Scheduled Maintenance] Command Central Products (United States)
Start: 19/Nov/2024 @ 12:00 AM CST (UTC-5)
End: 19/Nov/2024 @ 7:00 AM CST (UTC-5)

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SmartConnect Patches:
[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 18/Nov/2024 @ 12:00 AM CST (UTC -6)
End: 18/Nov/2024 @ 7:00 AM CST (UTC -6)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 19/Nov/2024 @ 12:00 AM CST (UTC -6)
End: 19/Nov/2024 @ 7:00 AM CST (UTC -6)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 21/Nov/2024 @ 2:00 AM CST (UTC -6)
End: 21/Nov/2024 @ 4:00 PM CST (UTC -6)

Radio Central Patches:
There were none last month.

Radio Management CPS Patches:
There were none last month.

Releases**:**
- APX Portables and Mobiles (APX 4000 and APX 8500) Firmware Devices R33.40.00 2024.1 CPS R33.00.01 is a maintenance release and was available 8/22/24. It included new product and features. No defect repairs included. Minor update and application is optional.

- APX NEXT Firmware. R07.02.00 CPS 2.150.244.0 is a maintenance release and was available 10/1/24. It included new product and features. No defect repairs included. Minor update and application is optional.

STARCOM21 Unscheduled System Outages:
There were none last month.

Meetings:
- November PAC meeting 11/4/24
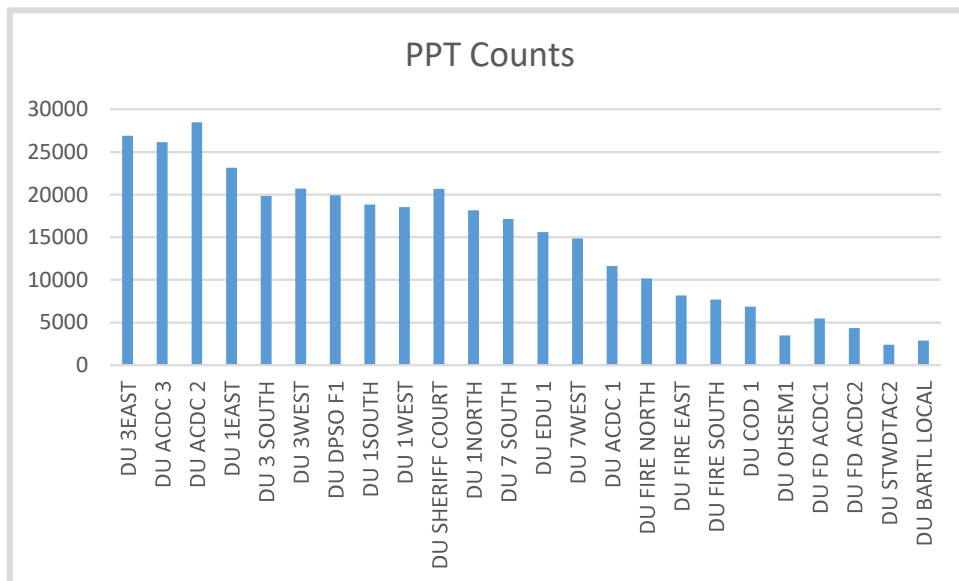
Training:
- APX Radio Management Workshop 10/30/24–11/1/24

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Grade of service report:

Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	21.68	3.69	6.71	31.00	2635.03	13270.77	5.04	0.00	0.00	0.00
1:00:00	0.00	18.66	3.17	7.23	31.00	2232.26	11417.32	5.11	0.00	0.00	0.00
2:00:00	0.00	16.65	2.83	7.57	31.00	1965.97	10191.48	5.18	0.00	0.00	0.00
3:00:00	0.00	13.39	2.28	8.12	31.00	1501.48	8197.42	5.46	0.00	0.00	0.00
4:00:00	0.00	12.98	2.21	8.19	31.00	1441.52	7944.81	5.51	0.00	0.00	0.00
5:00:00	0.00	14.36	2.44	7.96	31.00	1609.71	8786.52	5.46	0.00	0.00	0.00
6:00:00	0.00	16.34	2.78	7.62	31.00	1883.35	10001.58	5.31	0.00	0.00	0.00
7:00:00	0.00	23.60	4.01	6.39	31.00	2785.00	14444.29	5.19	0.00	0.00	0.00
8:00:00	0.00	30.88	5.25	5.15	31.00	3701.13	18899.39	5.11	0.00	0.00	0.00
9:00:00	0.00	34.48	5.86	4.54	31.00	4159.06	21099.39	5.07	0.06	6.16	95.50
10:00:00	0.00	34.85	5.93	4.47	31.00	4199.29	21330.45	5.08	0.06	1.42	22.00
11:00:00	0.00	34.37	5.84	4.56	31.00	4201.68	21036.94	5.01	0.00	0.00	0.00
12:00:00	0.00	35.57	6.05	4.35	31.00	4257.26	21768.13	5.11	0.03	0.16	5.00
13:00:00	0.00	36.93	6.28	4.12	31.00	4396.23	22599.26	5.14	0.10	1.65	17.00
14:00:00	0.00	35.99	6.12	4.28	31.00	4379.10	22028.94	5.03	0.03	1.32	41.00
15:00:00	0.01	37.36	6.35	4.05	31.00	4582.48	22863.90	4.99	0.39	5.90	15.25
16:00:00	0.00	37.50	6.37	4.03	30.00	4588.07	22949.67	5.00	0.00	0.00	0.00
17:00:00	0.74	35.79	6.08	4.32	31.00	4403.81	21903.58	4.97	32.55	349.39	10.73
18:00:00	0.00	32.98	5.61	4.79	31.00	4085.10	20182.00	4.94	0.00	0.00	0.00
19:00:00	0.00	33.19	5.64	4.76	31.00	4116.06	20312.32	4.93	0.00	0.00	0.00
20:00:00	0.00	32.13	5.46	4.94	31.00	3989.52	19666.03	4.93	0.16	2.23	13.80
21:00:00	0.00	30.53	5.19	5.21	31.00	3782.39	18686.26	4.94	0.00	0.00	0.00
22:00:00	0.00	27.88	4.74	5.66	31.00	3500.06	17060.90	4.87	0.00	0.00	0.00
23:00:00	0.00	25.51	4.34	6.06	31.00	3183.42	15612.84	4.90	0.00	0.00	0.00

October 2024 Starcom21 GoS Report

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Solving for safer. Communities, schools, hospitals, businesses everywhere.

Group Alias	PTT Count
DU 3EAST	26906
DU ACDC 3	26130
DU ACDC 2	28455
DU 1EAST	23127
DU 3 SOUTH	19842
DU 3WEST	20687
DU DPSO F1	19899
DU 1SOUTH	18816
DU 1WEST	18519
DU SHERIFF COURT	20666
DU 1NORTH	18144
DU 7 SOUTH	17157
DU EDU 1	15619
DU 7WEST	14850
DU ACDC 1	11615
DU FIRE NORTH	10161
DU FIRE EAST	8159
DU FIRE SOUTH	7701
DU COD 1	6877
DU OHSEM1	3476
DU FD ACDC1	5476
DU FD ACDC2	4335
DU STWDTAC2	2392
DU BARTL LOCAL	2901

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Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Closed)	Closed Date
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed	04/22/20
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed	03/16/20
3	03/17/20	CAD	Auto Verifiation of address	disable automatically geo-verifying addresses that are unique in the system.	Enhancement tot product development	
4	03/17/20	CAD	on-off ramp entries	enhance the TCs' ability to identify on and off ramps for the highways	closed	03/15/22
5	03/14/20	CAD	Pro-QA data export	request to escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed	03/16/20
6	03/18/20	CAD	Elminate the 2 or 3 digit code from Pur	removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20
7	03/17/20	CAD	Half addresses	presentation of two options for how to handle half-addresses.	Closed	03/16/20
8	04/03/20	CAD	Command Line Font size	the font size larger on the command lines- expanded to the multi-command line	Enhancement tot product development	
9	04/03/20	CAD	PI-Delay	adjust an event code that corresponded to a car accident with injuries that was delayed	Closed	04/08/20
10	04/06/20	CAD	Street Aliases	discuss options for alias street names in the CAD system. This would apply to streets such as North Ave AKA Route 64	Closed	10/06/20
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed	01/23/20
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for exepnses relating to changes in systems	Closed	01/23/20
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed	03/02/20
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formating options	Closed	05/14/20
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20
21	03/02/20	FSA	Additional Goals	expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed	03/14/20
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed	06/22/20
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20
24	02/02/20	TECH	ICD from Hexagon for LEADS	review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Enhancement tot product development	
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog times	Closed	04/22/20
26	04/20/20	CAD	Macro request On-Unit	DU-COMM request a macro to combine to add the vehicle when logging a unit on duty	Closed	04/22/20
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed	03/09/21
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed	05/26/20
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed	05/19/20
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed	07/31/20
31	05/04/20	CAD	Fire Priorities	Requet to re-visit the Fire events priorities from ACDC	Closed	01/15/21
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed	06/07/20
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed	06/07/20
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed	03/15/24
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20
36	05/27/20	TECH	WMware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed	06/22/20
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	In Process	
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed	01/18/22
39	05/28/20	CAD	Updated Macro	request to reduce the CDCMDKEY	Closed	07/21/20
40	06/01/20	CAD	Update LEADS Trigger words	reintroduce trigger words from SOS for DL status	Closed	07/21/20
41	06/03/20	TECH	NICE Upgrade	Connect lines and positins to the NICE Recorder/DSO end of life update	Closed	06/22/20
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed	03/01/20
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in infomrer	Closed	09/15/20
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Enhancement tot product	
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Enhancement tot product	
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Enhancement tot product	
51	07/06/20	CAD	Infomrer Hot Key	Add a hot key that opens up into Informer	Enhancement tot product	
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed	12/29/20
53	07/06/20	CAD	Dispatch Assign mutiple units	Allow dispatch assign to work with multiple units	Enhancement tot product development	
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Enhancement tot product	
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Enhancement tot product	

#	Date	Dept	Title	Description	Status	Date
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Enhancement tot product	
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Enhancement tot product	
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Enhancement tot product	
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20
63	07/30/20	CAD	Mutiple Clearing units	Change programming to allow multiple units to be cleared	Enhancement tot product development	
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Enhancement tot product development	
65	07/30/20	CAD	Mutiple On units	Want the ONU command to work for multiple units	Closed	04/20/21
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	In-Process Research	
67	07/30/20	CAD	Adjust name and tx field	add field for alalrm and to companies that doesn't impact LOI	Closed	08/18/20
68	07/30/20	CAD	Alias EMD codes	want the EMD numeric code entered as alias for event type	Closed	08/06/20
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021	
70	08/04/20		Monday.com	Online project management tool	Closed	
71	08/04/20	TECH	Vmware upgrade	upgrade to VMware version 6.7	Closed	02/22/22
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Enhancement tot product development	
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed	04/20/21
75	09/10/20	CAD	K9 Event codes	add event codes for the different types of dogs	Closed	09/12/20
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed	03/23/21
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21
80	10/30/20	TECH	Power Supply	Procure redundant power supllies for switches etc	Closed	03/23/21
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed	12/15/20
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21
84	01//26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed	
89	04/16/21	CAD	KH and Business names Spec Situatio	Remove the KH and businesss files from notification	Closed	05/09/21
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21
91	05/18/21	TECH	TRE change	redesign the TRE to ensure it passes to Starcom	Closed	
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed	09/28/21
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed	06/18/21
94	06/28/21	CAD	Standardized RR names	tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed	02/05/21
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews"in Live Mum different than CAD	Closed	08/11/22
96A	07/12/21	FSA	Border Station Depth	Analsyis of station depth for border agencies	Closed	08/11/22
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed	07/28/22
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percetages	Closed	08/11/22
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed	07/16/21
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused	05/18/23
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Pending -Research	
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed	11/19/21
105	11/16/21	CAD	Add a layer to the map	Create a layer for Divison 10 in the CAD map	Closed	09/13/22
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed	
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Pending Research	
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	In Process/Testing	
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed	
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22
113	10/3/2022	CAD	Shot Stab event type	separate out the shot fired and gunshot into two type codes	Pending Research	
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed	4-May-23
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23

121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed	5-Sep-23
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecuirty	Closed	5-Sep-23
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed	7-Nov-23
124	10/3/2023	CAD	New Event code request	new or modified event type for Car vs Building	Closed	26-Mar-24
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed	26-Mar-24
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	Closed	
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	Pending Research	
128	7/11/2024	Tech	MFA Infrstructure/Applications	Decision to implement MFA within the ETSB 911 system	Pending Research	
129	7/30/2024	CAD	Adjust incident types for Alarms	Alarm companies are beginning to use numbers to define alarm types. There is a request to add those types in CAD	Pending Research	
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for division 16	Closed	27-Aug-24

In process/Testing
Implemented
Pending Research
Closed

Incident Number	Site	State Reason	Ticket Open Date	Ticket Resolution Date	Priority Text	Resolution	short_description	Description
INC0001515965	DuComm Dispatch CTR	Completed	11/4/2024 11:44:14 AM	11/4/2024 2:32:18 PM	P3	FSO confirmed that axs console being installed as demo at position 24. Customer agreed to unmanage op and vpm 24 in uem while demo is in place. Closing ticket.	SZ01401D48:OP 24:FAULT MANAGER:COMMLOSSTIMEOUT	Assure1 Generated Incident. SiteAlias:SZ01401D48 MSI_ProbeSC:10.1.48.24:MotVpmMcc7500disp:DeviceComm Summary: Fault Manager lost communication to the device. Reason: Timeout on device response. 2024-11-04 16:53:32 UTC : (Priority: P3) INC0001516590: SZ01401D48:VPM 24:FAULT MANAGER:COMMLOSSTIMEOUT
INC0001516590	DuComm Dispatch CTR	Completed	11/4/2024 11:53:32 AM	11/4/2024 2:32:18 PM	P3	Resolution notes copied from Parent Incident: FSO confirmed that axs console being installed as demo at position 24. Customer agreed to unmanage op and vpm 24 in uem while demo is in place. Closing ticket.	SZ01401D48:VPM 24:FAULT MANAGER:COMMLOSSTIMEOUT	Assure1 Generated Incident. SiteAlias:SZ01401D48 MSI_ProbeSC:10.1.48.140:MCC7500_VPM:DeviceComm Summary: Fault Manager lost communication to the device. Reason: Timeout on device response.
INC0001521492	Addison Consolidated Dispatch Center	Completed	11/5/2024 9:31:41 AM	11/6/2024 11:22:16 AM	P3	FSO unmanaged op5/VPM5 in UEM. ChiComm installed AXS console in this position for testing. FSO spoke with Keith/customer who gave ok to unmanage. Keith/cust will notify FSO when op5 back in service so we can manage it again in UEM.	SZ01401D47:OP 5:FAULT INFORMATION OUT OF SYNC	Assure1 Generated Incident. SiteAlias:SZ01401D47 MSI_ProbeSC:10.1.47.5:MotVpmMcc7500disp:DeviceSync Summary: Fault information for this device may be out of date. Reason: there may be missing event information a loss of communication or a failure to synchronize with the device.
INC0001552101	DuComm Dispatch CTR	Completed	11/11/2024 9:55:34 AM	11/21/2024 10:49:42 AM	P3	Ted/FSO worked with the customer, reviewing the data and the fact that nothing was found to indicate any issues. The customer has approved closure and will monitor the issue. If another one occurs, a new INC will be opened and related to this one.	Position 33: we are seeing requested denied because the requesting ID is no registered.	Position 33: we are seeing requested denied because the requesting ID is no registered.
INC0001559033	Addison Consolidated Dispatch Center	Completed	11/12/2024 12:19:41 PM	11/12/2024 12:25:16 PM	P3	[Case Awareness] This ticket was an auto notification for awareness of activity that has occurred on the customer system. No field action is required, unless activity was not authorized or cannot be explained. This INC is for informational purposes only and has been auto resolved.	SEC01401D47:OP 16:Validation Required – User account MotoSaInst was deleted, from machine unknown @ Nov 12 11:15:37 local time	The SOC conducted an investigation and determined that account MotoSaInst is no longer accessible. Reason for Incident Creation: This ticket is sent to provide awareness of the situation. This incident can be marked as resolved without SOC approval once the customer or responsible field technician has been notified of the issue. Recommended Field Actions: Customer or responsible field technician should verify if MotoSaInst is still a legitimate account. If it is, then access should be restored unlocked, enabled, re-added in Active Directory. If the account was locked out due to repeated authentication failures that cannot be explained, then the account should have its password reset immediately.
INC0001561216	DuComm Dispatch CTR	Completed	11/12/2024 4:45:07 PM	11/12/2024 4:46:23 PM	P3	[No Active Threat Present] This activity has been determined to be non-malicious. [Additional Info] Auth failures are for PVT\ account coming from MSI VDI instance. This is not suspicious activity.	SEC01401D48:OP 33:Awareness - Authentication failures for user account ctr054 on z001s048op33.nmd48.zone1 from LMRACCHD0076 @ Nov 12 15:42:05 local time	The SOC has conducted an investigation and determined that ctr054 unsuccessfully attempted to access the system from LMRACCHD0076 Reason for Incident Creation: This ticket is sent to provide awareness of the situation. This incident can be marked as resolved without SOC approval once the customer or responsible field technician has been notified of the issue. If this was an unauthorized attempt it is recommended that the account have its password reset immediately. Event Details Activity: A user or device unsuccessfully attempted to authenticate using local or domain credentials at least 3 times. Failure Reason: Unknown user name or bad password.
INC0001574932	Addison Consolidated Dispatch Center	Completed	11/14/2024 11:14:04 AM	11/15/2024 9:45:05 AM	P3	Removed patch from op14, re-established at op16. Keith/customer gave ok to close ticket.	SZ01401D47 - Addison Consolidated Dispatch Center - ASTRO - Since morning update patching resources are tied up	Keith Marc/Customer/requested via phone to open a priority (P2) dispatch Incident. He stated since morning update patching resources are tied up. DS created an incident

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TO: PRMS Oversight Committee and ETS Board

FROM: Don Ehrenhaft, PRMS Manager

DATE: November, 27, 2024

RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project planning is ongoing.
  - OnCall Records 10.0 is fully installed and functional in test environment.
  - Scheduling first delta workshop with agency work groups.
- Agency user groups established for RMS RFP.
- Deployed new user management service.
  - Reduces the burden on agency personnel, simplifying the process of adding or changing employees.
  - Necessary to avoid operational issues associated with inconsistent user management.
  - Streamlines billing process and prevents overcharging.

Action Items:

- RMS RFP Process
  - Schedule requirements assessment interviews.
- NetRMS/CJIS
  - Move legacy system off of aging hardware to dedicated server.
  - Phase 1, which includes only CJIS, is anticipated to deploy on Dec. 15, 2024.
  - Preparation for phase 2 (NetRMS) is underway.

RSA – Customer Support Collaboration:

- Maintained RMS weekly status review call, standing call at 1:00 pm on Thursday.
- Maintained bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.
- Requested support push from Hexagon support team.
  - More than 60% of open cases have been closed as a result.

Next Month's Actions Items:

- Begin Staging Phase of MFR/OCR 10.0 project.
- Continue to work with Data Sheet Refresh subcommittee.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.

November Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	TJ MCGEE
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB

New Change Requests	None	Reporting Period End	**November 30, 2024**

Support Overview

Open Tickets		SRs		CRDs		CREs	
On target	✓	P2	1	P2	0	P2	0
Below target	☐	P3	27	P3	6	P3	6
Above target	☐	P4	1	P4	0	P4	0

RED	One or more of the following remain unhandled: significant risks and/or issues; behind schedule by >10%
YELLOW	There is a plan in place to rectify one or more of the following: significant risks and/or issues; behind schedule <=10%
GREEN	No significant risks or issues

Support Performance - Period ending November 30, 2024

GREEN	Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged. RSAs from Hexagon are continuing to provide value added performance and operating hand in hand with Customer Support.

Support Activities

Objectives Completed This Period

1. Weekly meetings were held. No Onsite meetings were held this month.

2. **14** support tickets were resolved in the month of November 2024. (This does include some cases where licensing was requested)

3. CAD Upgrade complete. We will work with RSA to confirm that previous defects have been resolved with the new version.

Objectives NOT Completed This Period - Mitigation tasks to align schedule are provided in the Notes Section with the coresponding #

Objectives for Next Period Remaining Project Items (All Numbers are utilizing the DuPage Schedule DUPG2 Schedule)

1. Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:

RSA Weekly Status Report: RMS/CAD

Date / Report / Author: Stakeholders for Distribution:	11/29/2024 RSA Weekly Status Report - Steve Burrell, RSA **DuPage:** Anthony McPhearson, Linda Zerwin, Gregg Taormina, Don Ehrenhaft, Dave Jordan **Hexagon:** Ben VanHorne, Tammy Heaton, Eric Smith, Anthony Capasso, Stephen Starnowsky, Patrick Mellin, TJ McGee, Wendy Mann

Topic	Status Summary	Assignment / Escalation	Status
	Closed Cases (07)		
00390335	**Upgrade and configure NIBRS software on TEST system.**	**RSA**	**Closed**
00384682	**EF Tablet Command interface**	**RSA / Support**	**Closed**
00390815	**Intermittent issues with stuck ActiveMQ**	**RSA / Support**	**Closed**
00391003	**Upgrade NIBRS PROD to 2.3.2410 +hotfix**	**RSA**	**Closed**
00387797	**NIBRS - Potentially malformed XMLs**	**RSA / Support**	**Closed**
		RSA	**Closed**
		RSA	**Closed**
	High Priority (P1) Items		
	none		

Summary of Additional Work Performed This Week			
	Worked on open tickets and sent out follow up emails.	RSA	
00332505	**I/Netviewer Search not Working for custom range.** Patch install planed for week of OCT 14 *INetViewer & INetDispatcher install TBD by DuPage CAD team.*	RSA / Support	In-Process
LEADS 3.0 Interface	**LEADS 3.0 Interface** Testing completed. G0-Live is tentative week of DEC 02, 2024 waiting on State of IL and DISP availability.	RSA / Hexagon / DuPage	Ready for cutover on DEC 3
00360239	**Messaging Error in Mobile Responder** **Fix ready to install (update version)**	RSA / Support	In-Progress
00380749	**F12 key issues.**	RSA	Waiting on Customer
00384680	**Mobile Responder Error when Trying Opening CFS**	RSA / Support	In-Progress
00384932	**Unable to delete unknown suspect from an Incident in OCR/WebRMS**	RSA / Support	In-Progress
00320392	**ProQADispatchTrans**	RSA / Support	Waiting on Customer

Environment Versions & Discrepancies:

This section highlights program versions and any differences between the environments

Production	Test
FBR: 3.7.2012.6 (build date: 05/18/2021)	**FBR**: 3.7.2012.6 (build date: 05/18/2021)
SSRS: n/a	**SSRS** 2017 (using 2103 rdl)
OCA: 2212 *(newest available ver. is 2309)*	**OCA**: n/a
OCR: 3.7.2104 *(newest ver. is 2310)*	**OCR**: 3.7.2104 *(newest ver. is 2310)* *Refresh 08/02/24*
NIBRS: 2.3.2410	**NIBRS**: 2.3.2410
Address Server: 2.7.2004.02	Address Server: 2.7.2004.02
IFCADRMSLINK: 9.4.0.50297 (H1_2020)	**IFCADRMSLINK**: 9.4.0.50297 (H1_2020)
CAD: 9.4.0.63255 (2023 H2)	**CAD:** 9.4.0.63255 (2023 H2)

Action Items

The following section is to cover all items that are ongoing outside of SR work to track to completion. This includes tasks for the RSA as well as the agency.

Project	Summary	Owner	Status	Next Steps
BEAST Interface for OCR 10	**Discussions ref BEAST Interface for OCR 10.**	RSA / DuPage	<mark>Waiting on Customer</mark>	DuPage is having internal discussions regarding this and will inform us when they have arrived at a decision.

Open P2 Items – *This section provides an update on P2 items.*

SR Number	Summary	Product	Status	Target Resolution Date	Work Around?
00387797	NIBRS - Potentially malformed XMLs (Address block)	NIBRS	Waiting or release of fix. eta NOV 18	NOV 18	Need fix

Current Open SR list for discussion:
This section is just a copy/paste from a SR list with the following fields as shown for items actively being worked by the onsite RSA (Assigned, In Process, Customer Update, GPC-Escalated). Note: This is not all SR's, just the ones currently being worked by the onsite RSA
(Sorted by SR Number)

SR Number	Priority	Summary	Product	Status	Substatus/Next Steps
00005926 (OnCall Records)	P3	**WebRMS returns no longer have linkable fields**	MPS	RSA / Support	**09/28/2023** - On hold until LEADS 3.0 interface is in place.
00006232 (OnCall Records)	P3	**Cancelled BOLOS show up in Informer returns**	Informer	RSA / Support	**08/01/2024 –** To be reviewed by Development.
00006235 (OnCall Records)	P3	**Violation field in MPS informer WebRMS return does not show violation.**	Informer	RSA / Support	**09/28/2023** - On hold until LEADS 3.0 interface is in place.
00006934 (OnCall Records)	P3	**Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports**	FBR	Escalated	CR has been filed. CR# 321488
00181662	P3	**Can a Drivers license field be added to the supplemental information page?**	I/Netviewer	RSA	**02/09/2024** - Escalated to GTC.
00223623	P3	**IUCR Interface and Local Ordinance updates**	OCR / XALT	RSA / Support	**10/10/2024 –** interface config in place in TEST environment. DuPage RMS team is reviewing oitput and performance.
00230097	P3	**Error Accessing 1 Offender's Bookings**	OCR	RSA	**07/08/2024 –** Also seeing 1 other name with same issue. Occurring at same agency
00273810	P3	**IUCS - Leader interface -** citations coming from IUCS are feeding into OCR with the incorrect statute.	LEADER	RSA / Support	**08/30/2024 -** Teams working session today with Derek Smith & DuPage. Discussed more details ref the Clerks interface and translation / matching fileds

		The ClerkCMSViolationKey, which is not being sent, needs to match statute_code.regional_code which comes from IUCS to OCR via the Statute Code Import interface. We cannot fix this in the interface, DuPage needs to get IUCS and the statute code table back in sync. It is out of sync due to a customer requested NIBRS configuration.			from the Clerk's XML to OCR and other interfaces such as LEADER. Clerk's Office to do some work on their end ref the data output. Next meeting is scheduled for 1 week on SEPT 3.
00284543	P3	**Bookings with aliases not linking to master names**	RMS	RSA/Support	Need to gather additional logs of newer occurrence.
00320392	P3	**ProQADispatchTrans**	I/Dispatcher	RSA	Is it possible to disable the default translation (*) in the translation table? – Not without negative performance consequences. **11/28/2024** – Waiting on Customer.
00321237	P3	**Booking Cleanup Needed (**from previous EdgeFrontier issue in April 2023)	OCR	RSA	**08/07/2024 –** Reviewing information
00331421	P3	**BI Direct: Event register and Incident Recall (from DUCOMM folder) reports not working**	SAP CAD-BI	Support	**11/28/2024 –** Support continuing to work on this. Reports are working.
00332505 AZDO 756324	P2	**I/Netviewer Search not Working for custom range.**	I/Netviewer	RSA / Support	**11/28/2024 – I**nstall files ready. Implementations team needed for install.
00343130	P3	**F12 key will not create ticket when curser is in the notes field**	I/Dispatcher	RSA/Support	**09/05/2024 –** Support unable to reproduce. Need workflow from customer. **11/13/2024 –** support still unable to reproduce issue even with all of the DuPage customizations loaded.
00360238	P3	**Messaging Error in Mobile Responder**	MR	RSA	**09/24/2024 –** reviewing information **11/08/2024 –** Need to schedule personnel for install.

00306275	P3	DISPATCHER not assigning CREW on Dispatch question.	I/Dispatcher	RSA	**09/25/2024 –** Need CAD team to reproduce and collect logs along with details on how the station crews are configured for the involved units.
00360278	P3	Shared Crew units not going out of service when E31 marked AV	I/Dispatcher	RSA	**09/26/2024 –** reviewing information.
00336360	P3	Units on Event monitor adding custom field	I/Dispatcher	RSA	**10/01/2024 –** Reviewing information.
00380746	P3	monitor configurations not saving	I/Dispatcher	RSA	**10/25/2024 –** Need clarification if this involves the window itself or just the columns inside the window. DuPage to provide feedback.
00384680	P3	Mobile Responder Error when Trying Opening CFS	Mobile Responder	RSA / Support	**11/08/2024 –** Need to schedule personnel for install.
00384932	P3	Unable to delete unknown suspect from an Incident in OCR/WebRMS	RMS	RSA / Support	**10/30/2024 –** Researching with Support.
00387536	P3	DUC-CAD21 EVS closed on Dispatcher when they pressed summary button.	CAD	RSA / Support	**11/08/2024 –** Reviewing information
00388272	P3	I/NetViewer only displays unit # not Ofc Name	I/NetViewer	RSA / Support	**11/08/2024 –** Reviewing information
00388273	P3	"@Common" Not Working	MPS	RSA / Support	**11/08/2024 –** Reviewing information
00389491	P3	Reporting Officer Name field is blank in MERIT reports	RMS	RSA / Support	**11/21/2024 –** Reviewing information
00392105	P3	Using GPS on MPS Desktop – static location	MPS	RSA / Support	**11/25/2024 –** Reviewing information

Wellness items for discussion:

This section is just a copy/paste from a SR list with the following fields as shown for just OnCall Records products for items in the wellness worksheet

SR Number	Priority	Product	Title

Summary				Status/Next Steps

No Items at this time.

Client Requests for System Modifications for discussion:
This section is to capture client requests for system changes that are not part of a standard upgrade.

SR Number	Priority	Product	Title	
Summary				**Status/Next Steps**
1-6091909121	**P-3**	OnCall Records	Link a BOLO to a Field Interview (OCR)	
Ability to Link a BOLO to a Field Interview (OCR)				Planning Review Pending