

Agency Operations Plan 2013-15

Agency:

Department of Emergency Services

Line of Business: (optional)

NDDDES conducts planning coordination, communications and operations for the safety and security of all citizens in North Dakota.

Contact:

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Technology Strategy:

Maintain technology that allows and also facilitates NDDDES to plan, coordinate, and communicate to ensure the safety and security of all citizens in North Dakota.

Technology Infrastructure:

SERVERS and SYSTEMS

The following is a listing of the NDDDES Architecture:

System Name: Message Switch

Description: Law enforcement information routing.

Purpose: This system connects all law enforcement throughout North Dakota for the purpose of retrieving data from federal and state systems.

Database: Oracle

Operating System: AIX

IT Service Provider: Computer Projects of Illinois (CPI) and DES Staff

System Name: Zetron Phone System

Description: This system controls the dispatch phone system

Purpose: This system has two parts, a proprietary controller and PCs for the dispatchers to use. This system handles all dispatch incoming and outgoing calls plus 911 caller information.

Database: MS SQL

*Operating System: Controller is proprietary and PC's us XP Pro
IT Service Provider: ECI (Electronics Communications Inc.) and DES Staff*

*System Name: Zetron Max Dispatch
Description: Tower controller for the dispatch center
Purpose: This system controls the towers for the dispatchers
Database: N/A
Operating System: Firmware and Windows 7
IT Service Provider: ECI (Electronics Communications Inc.) and DES Staff*

*System Name: Eventide Voice Recorder
Description: Voice system recorder
Purpose: Century code requires recording of voice in the dispatch center. This unit records tower and phone circuits.
Database: Eventide Proprietary
Operating System: Embedded Linux
IT Service Provider: Electronic Communications Inc (ECI) and DES Staff*

*System Name: Radio System
Description: Radio System
Purpose: State Radio Channels 1,2, and 3 for statewide communications for state, local and federal law enforcement plus emergency services such as EMS and Fire
Database: N/A
Operating System: N/A
IT Service Provider: DOT Staff and DES Staff*

*System Name: WebEOC
Description: Web based emergency management program
Purpose: Web-enabled crisis information management software that delivers real-time data to emergency managers and first responders.
Database: MS SQL
Operating System: N/A
IT Service Provider: Intermedix, ITD, and DES Staff*

*System Name: WebEOC Mapper
Description: GIS Mapping for WebEOC
Purpose: GIS-based mapping and interoperable crisis management software
Database: MS SQL
Operating System: N/A
IT Service Provider: Intermedix, ITD, and DES Staff*

*System Name: BULLBERRY INSIGHT
Description: 911 Mapping System Software*

Purpose: This software program provides 911 mapping for the dispatch center for wired and wireless calls.

Database: Access and SQL

Operating System: Windows and Server 2003

IT Service Provider: Zuercher, ITD and DES Staff

System Name: Computer Aided Dispatch

Description: 911 Mapping System Software

Purpose: This software program provides 911 mapping for the dispatch center for wired and wireless calls.

Database: SQL

Operating System: Windows and Server 2003

IT Service Provider: Intergraph, ITD and DES Staff

System Name: Computer Aided Dispatch Mobile

Description: Intergraph I/Mobile and I/Informer

Purpose: This provided in car data to officers

Database: SQL

Operating System: Windows and Server 2003

IT Service Provider: Intergraph, ITD and DES Staff

System Name: Spectracom Time Synchronization

Description: Time synchronization system for law enforcement communication systems.

Purpose: Keep data and voice systems stamped with the correct times for legal requirements.

Database: NA

Operating System: Firmware

IT Service Provider: ECI (Electronics Communications Inc.) and DES Staff

System Name: Peak Performance

Description: NCIC Compliance System

Purpose: Maintain users compliance with NCIC.

Database: MS SQL

Operating System: Server 2008

IT Service Provider: Peak Performance and DES Staff

System Name: EAS (Emergency Alert System)

Description: EAS (Emergency Alert System)

Purpose: This system is used to provide over the air alerts to the citizens of North Dakota such as Amber Alerts.

Database: N/A

Operating System: Firmware

IT Service Provider: DES Staff

System Name: ANI/ALI

Description: ANI/ALI Routing

Purpose: Provide video streaming of media information in the EOC

Database: N/A

Operating System: Red Hat

IT Service Provider: DES Staff and Zuecher

System Name: Agency Video Recorder

Description: DES Video system

Purpose: Building Security

Database: MS SQL 2008

Operating System: Window 7

IT Service Provider: ITD and DES Staff

System Name: Agency Server

Description: Agency onsite server

Purpose: DES has a server on site through ITD. This server is on site for emergency operations

Database: N/A

Operating System: Server 2008

IT Service Provider: ITD and DES Staff

System Name: Grant Management System

Description: Web based grant management system

Purpose: Web based interactive grant and financial management tool

Database: SQL 2012

Operating System: Windows Server 2012

IT Service Provider: ITD Staff, DES Staff and MB3

System Name: ND Basemap Project/Geolynx

Description: State Basemap Storage and Processing

Purpose: Store and process GIS data for the State Basemap Project

Database: MS SQL 2008

Operating System: Windows Server 2008

IT Service Provider: ITD Staff, DES Staff and GeoComm

DESKTOPS

Windows 8

Windows 7-64

Minimum four year replacement

LAPTOPS

Windows 8

Windows 7-64

Windows 7-32

Minimum four year replacement

MOBILE DEVICES

iPad, Motorola Zoom, iPhone and Droid phone

Email

Two years

Planned Activities:

The agency is working with ITD to transition to Next Generation 911. NG911 is an Internet Protocol (IP)-based system that allows digital information (e.g., voice, photos, videos, text messages) to flow seamlessly from the public, through the 911 network, and on to emergency responders.

Additional law enforcement clients and dispatch centers will continue to be added to the agency Computer Aided Dispatch (CAD) system.

Technologies being considered or investigated:

The agency continues to explore the use of tablets for disaster assessments that can be transmitted electronically in real time.

ITD along with our agency is working with FirstNet to see how it can be incorporated into North Dakota to provide data and voice to Public Safety. FirstNet will provide emergency responders with the first nationwide, high-speed network dedicated to public safety.