

# 911 Inform Compliance

## State of Arizona – Agency Name

### Change Request

September 20, 2023

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**Agency Vision**  
Engage effective systems, programs and  
funding to provide successful 9-1-1  
operations for the State of Arizona



# Project Team Introduction

## Roles Present at ITAC

- Taylor Chenery - *Project Coordinator*
- Vedang Thakur - *Project Manager*
- Steven Jenkins - AZNet Director - *Service Owner*
- Paul Koppen - Infrastructure Architect - *Technical Lead*
- Suzan Tasvibi - ADOA Chief Operating Officer - *Sponsor*

# Project Introduction

Date/high-level overview of the approved original project investment justification (PIJ):

On *8/19/2022*, ADOA ASET approved the original project investment justification (PIJ) to procure the *911inform Location Discovery* solution.

This solution:

- Brings the State into compliance with Kari's Law and The Ray Baum's Act
- Enhances situational awareness of 911 calls and creates clearer communication
- Reduces emergency responder response times
- Providing a GeoFence coverage area for citizen cellular 911 calls at 27 locations

# Project Change Request Overview

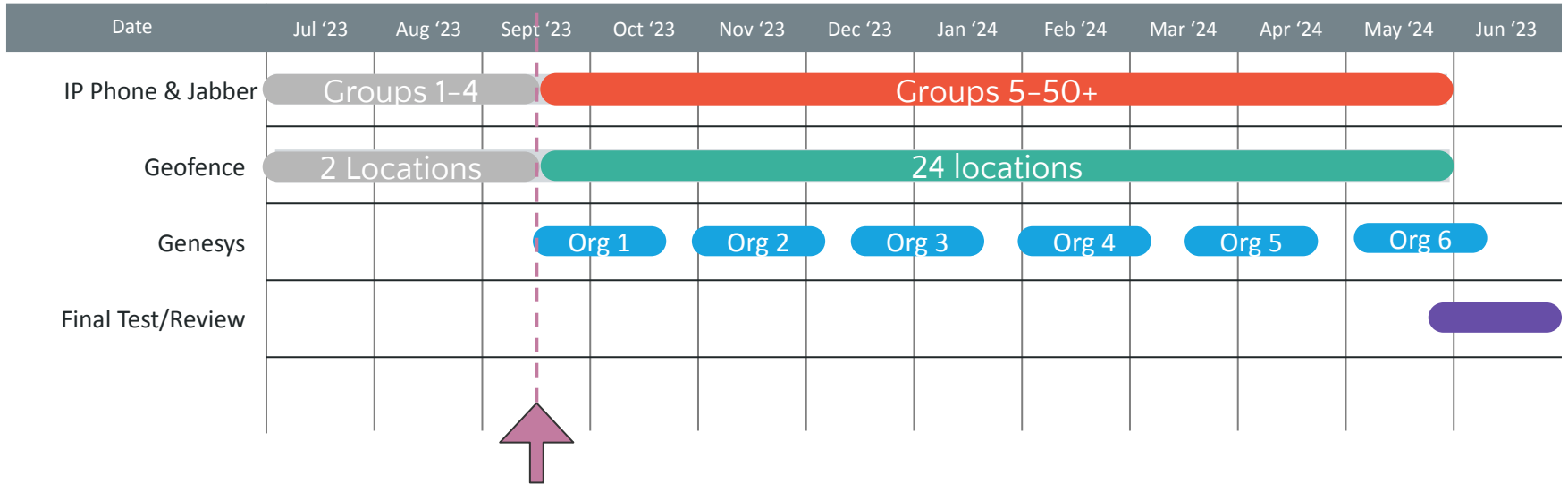
## What in the PIJ is changing?:

- ✓ Timeline
  - From 8/31/2023 to 6/30/2024

## What initiated this change?:

- Under estimated effort to have agencies gather and verify data which led to the decision to add additional subnetting to capture device location via technology
- Loss of PM on both State and 911inform: PM's have been replaced
- Missing knowledge: Enhanced the end user experience to add phone number to registration email
- Updated & edited training materials
- Eliminated LDS Pop up
- Built API to integrate ServiceNow & 911inform

# Project Timeline



**Currently Live: Groups 1-4** (12 sites = 2 Geofence = 17 agencies = 1000 devices)

# Q & A Session

# Recommended Conditions

## ADOA-ASET Conditions

1. Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.
2. Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health. The first status report for this project is due on November 15, 2023.
3. Prior to system production environment launch or go live, the Agency must work with the Department of Administration (ADOA) and Department of Homeland Security (AZDOHS) Cyber Command, to assure the System Security Plan document is completed and approved by Cyber Command in order to ensure that the selected solution will provide an appropriate level of protection for State data.