

NENA Technical Organization and Standards Process

Overview

The National Emergency Number Association (NENA) is the premiere public safety industry organization for defining technical issues and recommending solutions for technology service providers, equipment manufacturers and industry related standard setting bodies. NENA has established itself as an industry leader in recommending technical solutions and standards that will:

- enable compatibility of 9-1-1 technologies;
- minimize costs involved in provisioning and maintaining public safety communications;
- increase the effectiveness of 9-1-1 call handling and emergency response;
- promote teamwork among industry providers of public safety products and services.

Purpose

This document defines the technical organization and processes NENA has established for defining and solving complex technology issues related to the provision of emergency services. Such technology is inclusive of the hardware, software, private and public safety networks, data and Public Safety Answering Point (PSAP) apparatus used for emergency communications.

This document further identifies roles and responsibilities of individuals and committees involved in the development, review and approval process for NENA Technical documents such as Standards and TIDs.

The overall NENA Technical Organizational Structure Chart, Standards Process Flow Chart and the NENA Technical FAQ Administrative Process Flow diagrams are on pages 14, 15 and 16.

Technical Structure

The NENA Technical Committees consist of industry experts from both the public and private sectors. Each year the incumbent NENA President can consult with the NENA Executive Director and nominate a Technical Chair/Liaison and a Technical Advisory Board Chair subject to approval by the NENA Executive Board.

The NENA Technical Committee Chair/Liaison appoints Technical Committee Chairs to focus on select segments of the public safety industry. Although new Technical Committees may be created when warranted, current knowledge requirements and technology complexities have resulted in the establishment of the following Technical Committees:

- Network Technical Committee
- Data Technical Committee
- PSAP/CPE Technical Committee
- Non Traditional Technical Committee
- Wireless Technical Committee

Each Technical Committee Chair selects subject matter experts from the NENA membership to serve on the appropriate problem solving team. They may also create special working groups to focus on unique issues that may have a significant technology impact on emergency communications services. Although each member of a Technical Committee must be a NENA member, it is recognized that working groups may need to include individuals having specialized technological expertise and only limited public safety involvement. Because it is understood that these special members of a working group is temporary, NENA membership is not necessary.

Technical Committee Chair/Liaison

The NENA Technical Committee Chair/Liaison is a standing member of the NENA Technical Advisory Board.

The Technical Committee Chair/Liaison works closely with the Technical Issues Director and coordinates and ensures continuity of technical problem solving efforts and aids in steering technical issues to the proper Technical Committee for action.

The Technical Committee Chair/Liaison is responsible for administering the NENA Standards Process and coordinating technical issues for resolution among the technical committees.

Additional responsibilities are:

- recruiting technically competent individuals to serve as committee chairs;
- coordinate Technical Issues and overall direction between technical committees to insure strategic alignment;
- assist the Technical Issues Director in coordinating Technical Issues between NENA Technical Committees and industry standard setting bodies;
- Lead in establishing and planning the Technical Development Conference (TDC) and assist with Critical Issues Forums (CIFs)
- Direct Frequently Asked Questions (FAQs) to the appropriate Technical Committee received from the Technical Issues Director.

Technical Chair Role

The NENA Technical Chairs are standing members of the NENA Technical Advisory Board. The Technical Chairs appoint NENA members to serve on their respective committees and coordinates team efforts to:

- evaluate public safety technology issues;
- create specialized working groups, as warranted;
- provide recommendations for technical standards and solutions;
- work closely with standards setting bodies, when required;
- respond to FAQs received from the Web Administrator;
- assist in establishing Technical_Development_Conference (TDC) tracks and Critical Issues Forums (CIFs) and in recruiting technical speakers;
- provide leadership for the TDC and CIFs
- submit Technical Committee status reports, when requested.

Technical Issues Director (TID)

The Technical Issues Director is responsible for the overall direction and coordination of technical issues. The Technical Issues Director works closely with the Technical Committee Chair/Liaison to help develop standards for NENA.

Additional responsibilities are:

- the preparation and/or selection of documents of a technical nature which will appear in Association publications;
- Represent the Association at meetings, hearings or other proceedings of a technical nature, as requested by the Executive Director, and will interact with NENA's attorneys in developing positions to be taken by the Association on technical issues;
- Assist in the creation and operation of a critical issues program featuring seminars to be held throughout the United States;
- Respond to Frequently Asked Questions (FAQs) from the NENA Home Page.

Technical Advisory Board Role

The NENA Technical Advisory Board Chair appoints committee members to serve on the NENA Technical Advisory Board. The Technical Advisory Board consists of both industry and jurisdictional NENA members having a keen overall knowledge of industry trends and public safety needs. The Technical Advisory Board advises the NENA Executive Board during the approval process of standards and other technical issues upon request.

Web Administrator Role

The Executive Director appoints the Web Administrator to oversee all aspects of the National NENA Internet home page. The Web Administrator will establish a technical section linked to the home page to:

- Enable members to post frequently asked questions (FAQs);
- Post related Technical Committee responses;
- Post Technical Committee documents (ie. standards, position) as instructed by the NENA Technical Committee Chair/Liaison soliciting comments from NENA members for 20 days;

As Technical Committee documents are posted, the Web Administrator shall immediately notify the Technical Advisory Board Chair and the Technical Committee Chair/Liaison of such postings.

During the 20-day comment period, comments shall be addressed to the Technical Advisory Board Chair with a copy to the Technical Committee Chair/Liaison

The Web Administrator will forward FAQs to the Technical Issues Director for response. The Technical Issues Director will respond to the questions or consult with the Technical Committee Chair/Liaison to determine which Technical Committee will need to respond to the FAQs.

Technical Standards Process

The following steps are required in establishing NENA Standards:

- Step 1** The Technical Committee Chair will review issues/concerns as expressed by the NENA membership, and determine which topics are candidates for consideration as a NENA Standard. Dependent on the team's aggregate assessment, key issues will be selected for analysis.

- Step 2** The Technical Committee will analyze the selected issues and possible solutions, and obtain team consensus for a recommended position for NENA (be it a policy, practice, procedure, information document or a technical standard).
- Step 3** Upon reaching consensus, the Technical Chair will develop and forward a draft to the Technical Committee Chair/ Liaison. The Technical Committee Chair/Liaison will distribute the draft to the other Technical Chairs for review and comment. Each recipient must return their comments within 10 business days for consideration by the authoring committee.
- Step 4** After the authoring committee evaluates the comments and finalizes the document, the authoring Chair will forward the draft to the Technical Committee Chair/ Liaison identifying who is in support and who dissents with the draft and their reasons for doing so.
- Step 5** The Technical Committee Chair/ Liaison will forward copies of the recommendation to the Technical Advisory Board Chair and the Web Administrator to post on the Web for a 20 day comment period. Following the comment period, the Technical Advisory Board Chair must forward their comments to the NENA Executive Director and the Technical Committee Chair/Liaison within 5 days.
- The Technical Advisory Board will attempt to mediate any issues which they feel should be addressed during this period through the Technical Committee Chair/Liaison.
- Step 6** If the Technical Advisory Board concurs with the draft document, the Technical Advisory Board Chair will submit a report to the NENA Executive Director copied to the Technical Committee Chair/Liaison with an endorsement for approval by the NENA Executive Board.
- If the Technical Advisory Board fails to concur with the recommendation and it is the first time the recommendation has been reviewed by the board, the Technical Advisory Board Chair will submit a report to the Technical Committee Chair/Liaison. The Technical Committee Chair/Liaison will return the report to the authoring Technical Committee Chair with comments for Technical Committee re-consideration.
- However, if the Technical Advisory Board fails to concur with the recommendation and it is the second time the recommendation has been reviewed by the board, the Technical Advisory Board will forward the draft document along

with a report to the NENA Executive Director copied to the Technical Committee Chair/Liaison with concerns expressed by the Technical Advisory Board.

Step 7 The NENA Executive Director will present the draft document to the NENA Executive Board along with any positions expressed by the Technical Advisory Board.

Step 8 The NENA Executive Board will determine whether the Technical Committee Recommendation for Standard will be accepted or rejected.

Step 9 The NENA Executive Director will inform the Technical Issues Director and the Technical Committee Chair/Liaison of the final status of the document.

If the NENA Executive Board rejects the document, the NENA Executive Director will advise the Technical Issues Director and the Technical Committee Chair/Liaison of the reasons for denial, so that those issues may be re-evaluated by the committee.

Step 10 Once accepted by the NENA Executive Board, the NENA Executive Director will distribute the approved document to the NENA membership in the most efficient and effective way.

Step 11 The Technical Committee Chairs and team members will use all industry contacts and avenues to gain acceptance of the document by standard setting bodies (i.e.; USTA, PCIA, CTIA, etc.) and will foster widespread adoption of the NENA Standard.

Note: *Approved NENA standards will be re-evaluated each year by the authoring Technical Committee to ensure they are still applicable. Should it become necessary to modify the standard, these same steps will be followed.*

Web FAQ Process

Technical questions from NENA members entered into the National NENA Internet home page Frequently Asked Question (FAQ) segment, will be forwarded to the Technical Issues Director for response.

The Technical Issues Director will send responses back to the Web Administrator for posting or forward to the Technical Committee Chair/Liaison for determination of which Technical Committee Chair will respond.

The Technical Committee Chair/Liaison will forward FAQs to the appropriate Technical Committee for response. The Technical Committee Chair will send responses to Technical Liaison. The Technical Liaison will formulate the response and send to the Technical Issues Director and the Web Administrator for posting.

Document Format Rules

NENA documents will be registered by the NENA Executive Office and assigned an identifying number in accordance with the following numbering plan:

NENA-xx-yyy

Where “xx” represents the categories:

Administration

00 for NENA Document Administration

Technical Standards and Technical Information Documents

01 for General Technical Documents
02 for Technical Data Documents
03 for Technical Network Documents
04 for Technical PSAP Documents
05 for Technical Wireless Documents
06 for ALEC and Private Switch Documents
07 for Non Traditional Communication Documents
|
50

Operational Standards and Operational Information Documents

51 for General Operational Documents
52
53
54
55
56
57
|
100

and “yyy” represents the document number (i.e; 001, 002, 003, etc.)

001 – 500 Standards

501 - 999 Information Documents

All documents will show the document number in the upper right corner of each page as follows:

Document Title
NENA-xx-yyy

September 1, 1996 (zzzzzz)

Where “zzzzzz” is the term “Original” if new, or the term “Revised” if a revision is being issued.

Document Content Rules

NENA Standard

At a minimum, a NENA Standards Document offered by the Technical Committee must contain a subsection addressing the following topics as set fourth in the NENA Standards Template.

- Title Page
- Disclaimer
- Acknowledgements
- Table of Contents
- Executive Overview
- Purpose and Scope
- Reason to Implement
- Benefits
- Operational Impacts Summary
- Document Terminology
- Reason for Issue
- Reason for Reissue
- Year 2000 Compliance Statement
- Cost Factors
- Cost Recovery Considerations
- Acronyms/Abbreviations
- Technical Description
- References
- Exhibits

NENA TID

At a minimum, a NENA Technical Information Document offered by the Technical Committee must contain a subsection addressing the following topics as set fourth in the NENA TID Template:

- Title Page
- Disclaimer
- Acknowledgements
- Table of Contents
- Executive Overview
- Purpose and Scope
- Reason for Issue
- Reason for Reissue
- Recommendation For Standards Development
- Cost Factors
- Acronyms/Abbreviations
- Technical Description
- References
- Exhibits

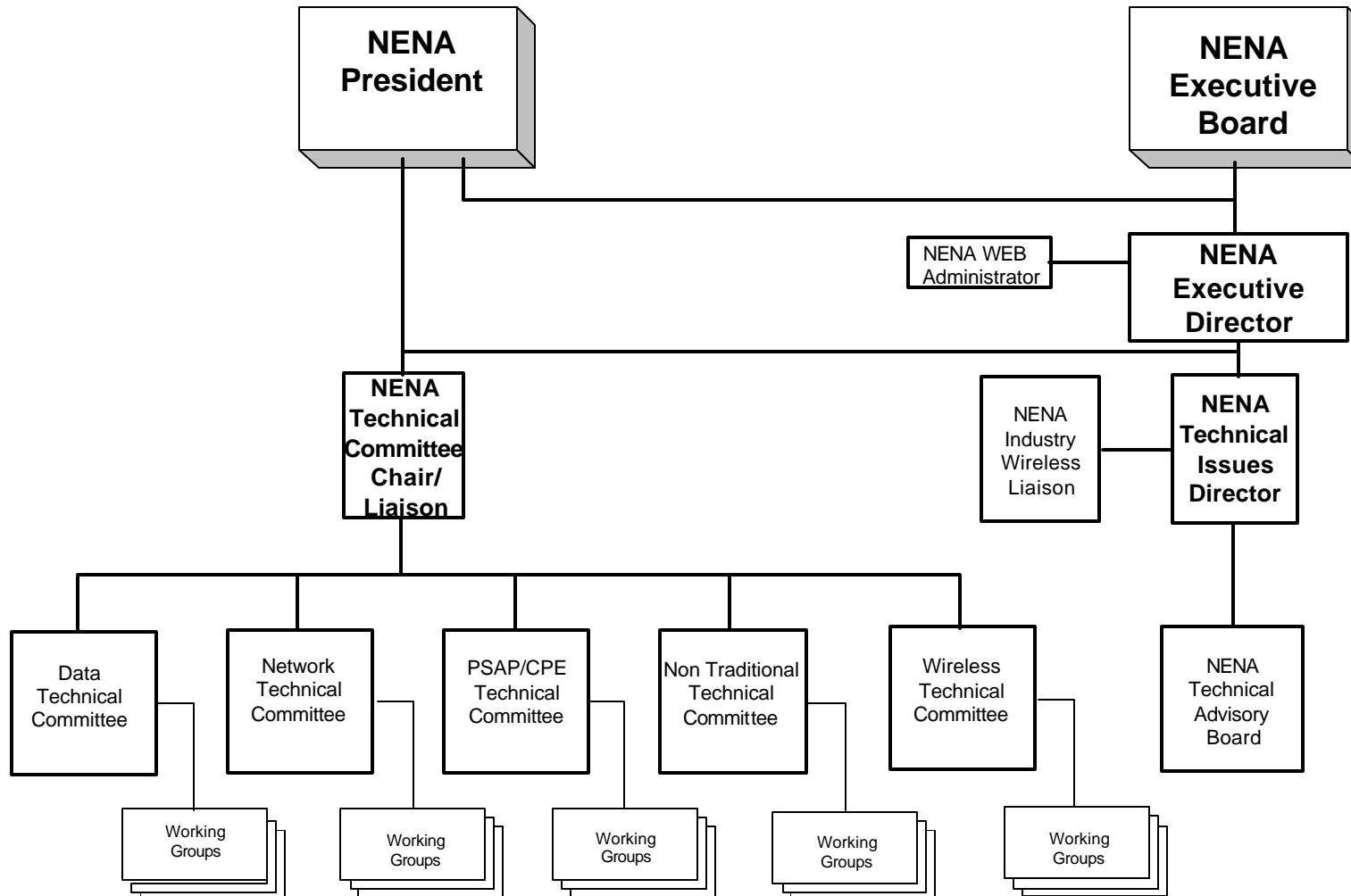
Acronyms/Abbreviations

This document contains the following acronyms and abbreviations:

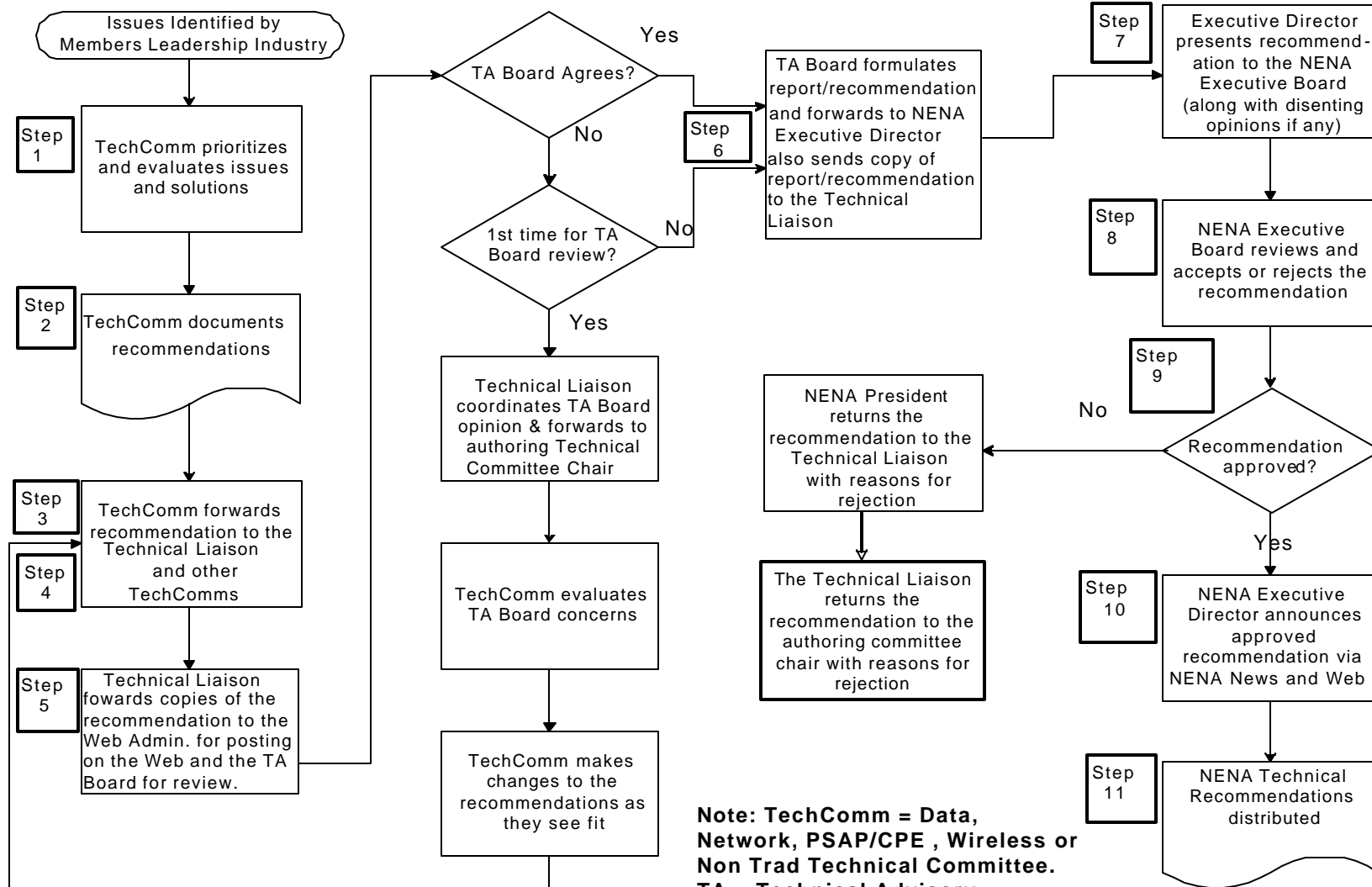
Term	Definition
ALEC	Alternative Local Exchange Carrier

ALI	Automatic Location Identification
CTIA	Cellular Telephone Industry Association
FAQ	Frequently Asked Questions
NENA	National Emergency Number Association
PCIA	Personal Communications Industry Association
PSAP	Public Safety Answering Point
PSA	Private Switch ALI
Telco/Vendor	Refers to telecommunications service providers and equipment vendors
TID	Technical Information Document
USTA	United States Telephone Association
Web	World Wide Web or Internet

NENA Technical Committee Organization



NENA Standards Process Flow



NENA Technical FAQ Administrative Process Flow

