

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.

The NENA Technical Organization Structure chart is on page 8.

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 creation of a NENA recommendation for an industry technical standard.

The overall NENA Technical Recommendation for Standard Process Flow and the NENA Technical FAQ Administrative Process Flow diagrams are on pages 9 and 10.

Technical Structure

The NENA Technical Committees consist of industry experts from both the public and private sectors. Each year the incumbent NENA President consults with the NENA Executive Director and the NENA Technical Issues Director and nominates a Technical Liaison subject to approval by the NENA Executive Board.

The NENA Technical Issues Director 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 NENA Technical 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
- ALEC/PS 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 study 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 study groups may need to include individuals having specialized technological expertise and only limited public safety involvement. In such instances, NENA membership is not necessary.

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 Liaison and the Technical Committee Chairs to help develop standards for NENA. The Technical Issues Director chairs the Technical Advisory Board and appoints members to the Board in addition to the standing members.

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 Liaison

The Technical Liaison coordinates and ensures continuity of technical problem solving efforts and aids in steering technical issues to the proper Technical Committee for action.

The Technical 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;
- assist in establishing and planning the Technical Development Conference (TDC) and 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 Committee Chairs appoint NENA members to serve on their respective committees and coordinates team efforts to:

- evaluate public safety technology issues;
- create specialized study 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.

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 recommendations (ie. standards, position) as instructed by the NENA Technical Liaison and approved by the Technical Issues Director soliciting comments from NENA members for 30 days;

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

During the 30-day comment period, comments shall be addressed to the Technical Advisory Board Chair.

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 Liaison to determine which Technical Committee will need to respond to the FAQs.

Technical Standards Recommendation Process

The following steps are required in establishing NENA Recommended 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 Recommendation for 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 or a recommended technical standard).
- Step 3** Upon reaching consensus, the Technical Committee Chair will develop and forward the recommendation to the Technical Liaison and the other Technical Committee Chairs. Each recipient must return their comments within 15 business days for consideration by the authoring committee.
- Step 4** After the authoring committee evaluates the comments and finalizes the recommendation, the committee Chair will forward the draft recommendation to the Technical Liaison identifying who is in support of and who dissents with the recommendation and their reasons for doing so.
- Step 5** The Technical Liaison will forward copies of the recommendation to the Web Administrator to post on the Web for a 30 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 within 30 days.
- The Technical Advisory Board will attempt to mediate any issues which they feel should be addressed during this period.
- Step 6** If the Technical Advisory Board concurs with the draft recommendation, the Technical Advisory Board Chair will submit a report to the NENA Executive Director copied to the Technical 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 Liaison. The Technical Liaison will return the report to the

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 recommendation along with a report to the NENA Executive Director copied to the Technical Liaison with concerns expressed by the Technical Advisory Board.

Step 7 The NENA Executive Director will present the draft recommendation 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 Liaison of the final status of the recommendation.

If the recommendation is rejected by the NENA Executive Board, the NENA Executive Director will advise the Technical Issues Director and the Technical 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 recommendation 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 recommendation by standard setting bodies (i.e.; USTA, PCIA, CTIA, etc.) and will foster widespread adoption of the NENA Recommendation for Standard.

Note: *Approved NENA recommended 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 recommendation, 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 Liaison for determination of which Technical Committee Chair will respond.

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

Document Format Rules

NENA Recommendations for Standard 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:

- 01 for Technical Standards Administration
- 02 for Technical Data Standards
- 03 for Technical Network Standards
- 04 for Technical PSAP Standards
- 05 for Technical Wireless Standards
- 06 for ALEC and Private Switch Standards

and “yyy” represents the practice number (i.e; 001, 002, 003, etc.)
All documents will show the document number in the upper right corner of each page as follows:

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

At a minimum, each NENA Recommendations for Standard document offered by the Technical Committees must contain a subsection addressing the following topics:

- Disclaimer
- Overview

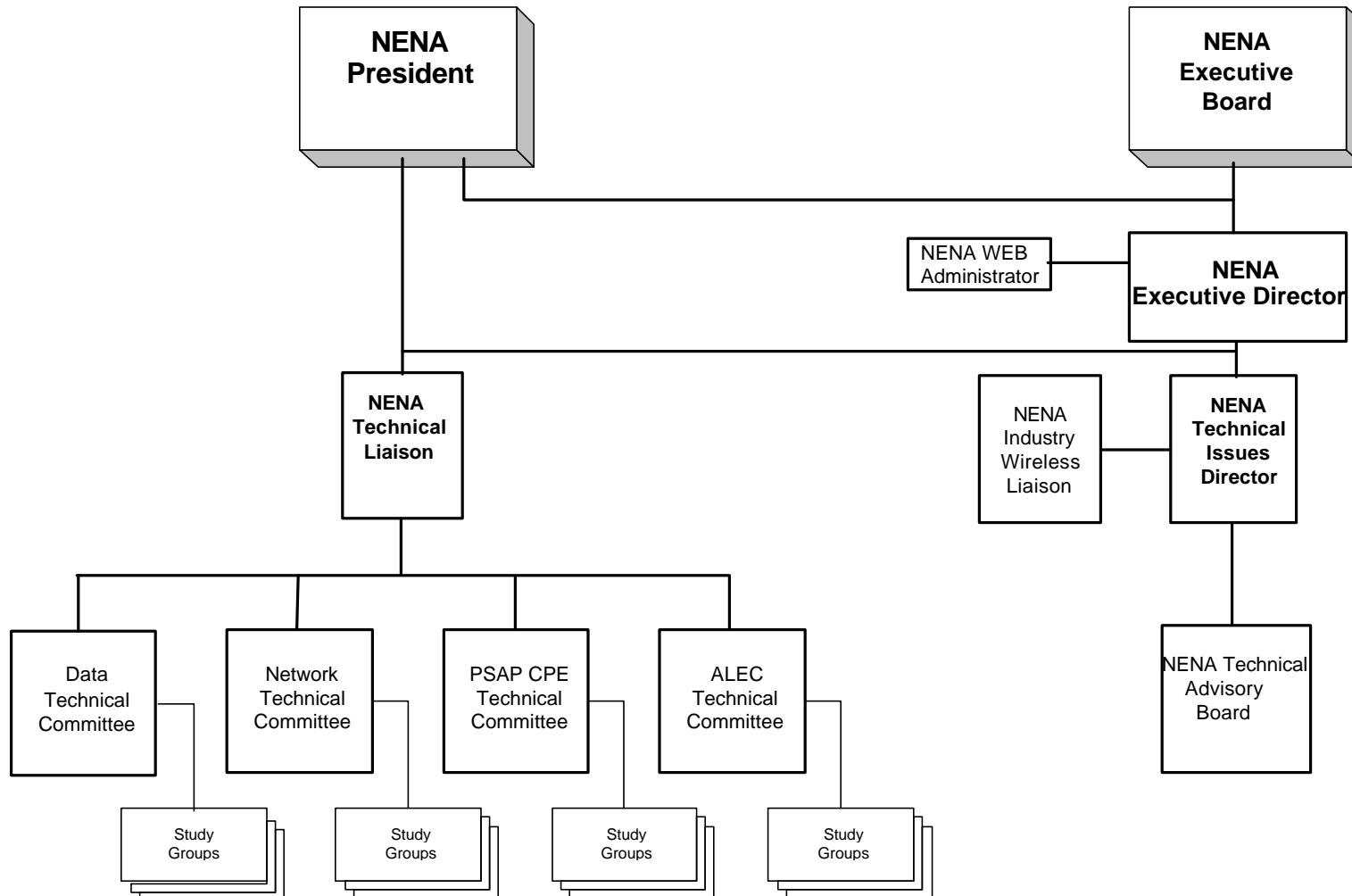
- Purpose
- Reason to Implement
- Acronyms/Abbreviations
- Benefits
- When to Implement

Acronyms/Abbreviations

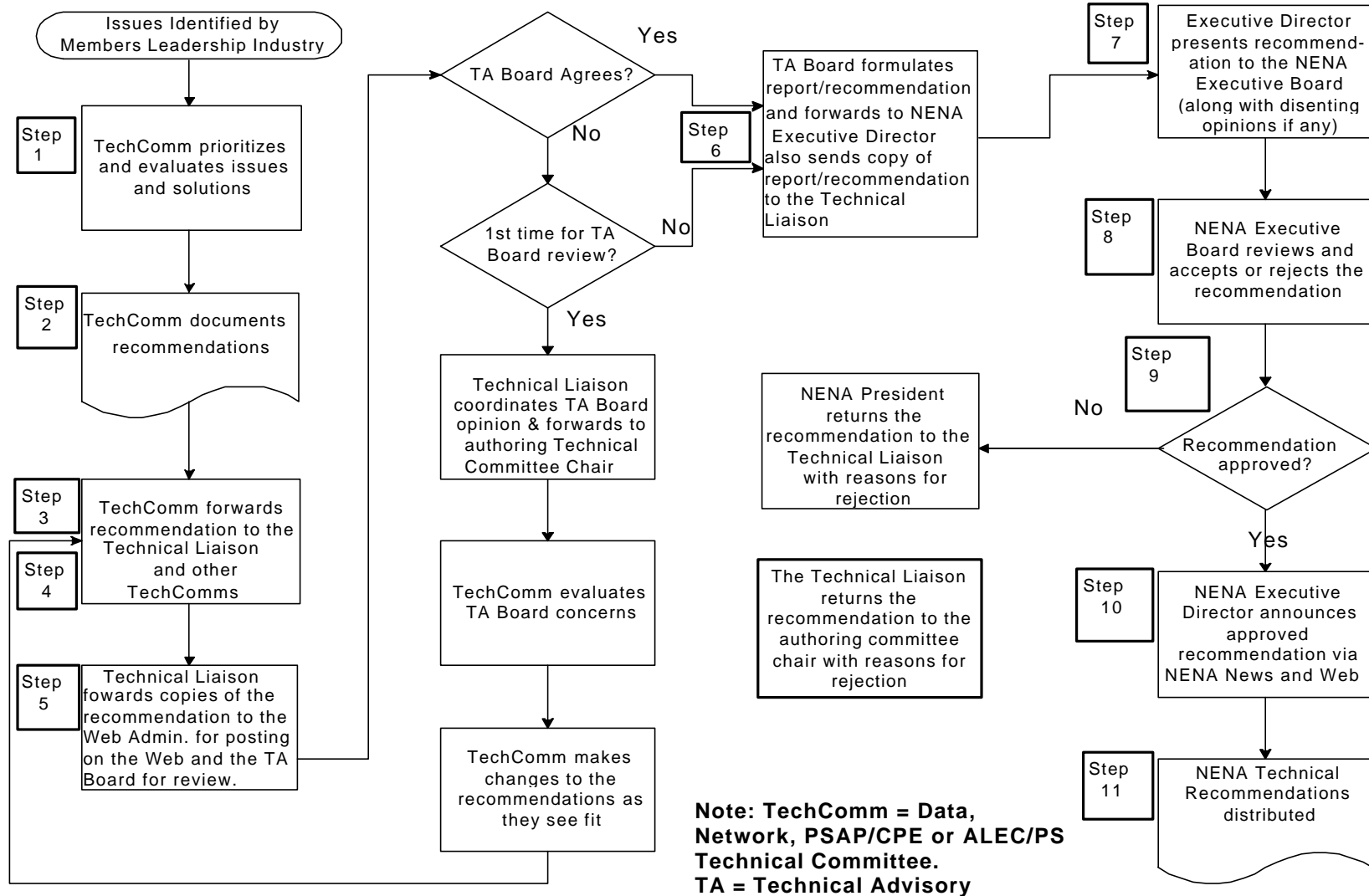
This document contains the following acronyms and abbreviations:

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
USTA	United States Telephone Association
Web	World Wide Web or Internet

NENA Technical Committee Organization



NENA Recommendation for Standard Process



NENA Technical FAQ Administrative Process Flow

