

## FL NENA 2019 FALL TRAINING CONFERENCE & EXPO

Course Descriptions/Instructors *(Please refer to Conference Schedule for dates and times)*

Course Name	Course Description	Instructor(s)	Affiliation
<b>Lessons Learned from a State's NG911 Deployment</b>	This course will provide insights and lessons learned from Arizona's path to NG9-1-1. As the State of Florida begins working with regions and counties for a transition to NG9-1-1, PSAP leaders can take an advantage of learning from a recent NG9-1-1 deployment. As a former State of Arizona 9-1-1 Project Manager and City of Yuma GIS Coordinator, both presenters were key contributors to the statewide planning, preparation, and deployment. Topics will include a review of lessons learned, pitfalls and successes related to funding, GIS data requirements, statewide and local workflows, standards, collaboration and stakeholder engagement.	Sandra Dyre & Brian Brady	Datamark
<b>PSAP Performance Metrics - How does your PSAP Measure up</b>	We've all heard the saying "You can't manage what you can't measure." This especially rings true in 911, where seconds can mean the difference between life and death. All 911 centers have performance targets – but how do you know if you're measuring the right things? And is there an easier way to track metrics than spending countless hours manually compiling spreadsheets and data? In this session, we'll share best practices on the 'what, why and how' of creating and measuring PSAP KPIs and reveal results from the recent PSAP Performance Metrics benchmarking survey.	Robert Farmer	NICE
<b>Top 12 Things to Consider when Moving your PSAP</b>	This is a presentation on what things a PSAP should consider if they are building a new PSAP building or renovating their current building. It is filled with examples of our experiences with PSAP moves we have project managed over the last year. Time frame: Course would run approximately 45 minutes including time for questions/answers	Jenny Fisher	Inteserra
<b>Preparing for NG Core Services</b>	How do I prepare for NGCS? What do I ask the providers? What information do I need to gather to adequately converse with the providers? How do I ensure my GIS data will be ready for geospatial routing? How do I ensure my GIS data is maintained accurately going forward? Come and discuss issues haunting the back corners of your mind.	Chuck Rhonsegan	Motorola Solutions
<b>2019 Cyber Attacks Against PSAPs</b>	A review of recent cyber attacks affecting PSAPs- ransomware, Cryptojacking, TDoS	Chuck Spalding	Palm Beach Co Sheriff's Office
<b>Federal Dollars Are Here! Now What?</b>	This course will provide an overview of what PSAP and GIS administrators must consider when deciding how to move forward now that millions of dollars will be available for a transition to NG9-1-1. The State of Florida has been awarded more than \$6.3M for NG9-1-1, is your PSAP ready to begin supporting the statewide initiative? This course will outline some steps PSAPs must take so that they are prepared for federal and statewide initiatives to achieve NG9-1-1. Topics include NG9-1-1 GIS assessments, strategic planning, workflows, stakeholder engagement and identifying sustainable funding mechanisms.	Mark Whitby	Datamark
<b>Site Structure Address Points Requirements and Considerations</b>	Site and structure address points will be discussed from the context of their requirement in the NENA NG9-1-1 GIS Data Model as well as the NENA Site Structure Address Point information document. Use history, NG9-1-1 role, and their relationship to the ALI/MSAG, as well as other GIS data, will be covered.	Richard Kelly	Geospatial Solutions