WHEN EVERY SECOND COUNTS!
Advanced Communication Technologies for Improving School Safety & Security
Know your options from research, planning, budgeting, implementation and support
Introductions:

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Mitel  
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About

Total of over 250 schools deployed across 5 states. Supporting one of the largest school districts in the U.S.
Mitel and the EDU Sector

Why Mitel technology?
- Collaboration
- Safety & Security
- Mobility

Special Government Division
- 6 Government Account Managers/2 Gov Program Managers
- Experienced in Sourcewell and NASPO
- Case Studies

The Right Partners
- Educated on Government Contracts & Procurement Process
- Certified Project Managers/Experienced Installation Staff and Support Personnel in K-12
- 24x7 Support Personnel

SUCCESS FACTORS

Oshkosh Public Schools
- 20+ Facilities
- 1200 Handsets
- Mitel Emergency Notification
- Enhanced Paging

Chicago Public Schools
- 550+ Schools
- 30,000 Handsets
- Centralized Voicemail
- Centralized Management

Milwaukee Public Schools
- Virtualized Call Control
- Survivable Gateways at Each School
- Centralized SIP Trunking
- 132 Schools/4000+ Handsets

Jefferson County Public Schools
- 150 buildings
- 16,000 Handsets
- 1,000 Bus Transportation Fleet
- SIP Trunking

- $1.3Billion in sales 2018
- Approx $90M Public Sector Sales in 2018
- 49% Purchase thru Government Contracts
WHERE TO GO FOR HELP?

01. Trusted Consultants

- Experienced in K-12/Higher Education
- Understand the RFP and Bid Process
- Can help build an Emergency Communications Plan
- Can help in other areas like data-infrastructure and carrier services

02. Sourcewell

- Satisfy customer competitive contract requirements
- Save time and money
- Provide established, discounted ceiling based pricing
- Government Agency

03. Federal Laws

- Kari’s Law
Kari’s Law Act of 2017

Jan 17 2017
Rep. Gohmert, Louie
Introduced to Congress

Feb 16 2013
Kari’s daughter could not call
911 direct from a hotel room
to get help from Kari’s
estranged husband who
attacked and murdered her.

Feb 16 2013
Feb 06, 2018
Passed
Passed
Senate

Feb 16 2018
Became Public Law No: 115-127.
Amends the Communications Act of 1934

Feb 16 2017
To President
Resolving
Differences

Jan 23, 2017
No differences.
Unanimous Consent

To President
Became Law
Kari’s Law Act of 2017

APPLIES TO COMMERCIAL BUSINESSES, SCHOOLS & GOVERNMENT FACILITIES

Kari’s Law Act of 2017
(Sec. 2) This bill amends the Communications Act of 1934 to prohibit businesses from manufacturing or importing for use in the United States, or selling or leasing in the United States, a multi-line telephone system unless it is pre-configured to allow users to directly initiate a call to 9-1-1 (without dialing any additional digit, code, prefix, or postfix, including any trunk-access code such as the digit "9") from any station equipped with dialing facilities.

Businesses are prohibited from installing, managing, or operating multi-line telephone systems without such a direct 9-1-1 call configuration.

Businesses installing, managing, or operating such systems for use in the United States must configure the systems to provide a notification to a central location at the facility where the system is installed, or to another person or organization regardless of location, if the system is able to be so configured without an improvement to the hardware or software.

CREATING SCHOOL SAFETY & ENHANCING PUBLIC SAFETY POLICY

- School safety and providing a safe environment for all is one of the top considerations for Superintendents, School Boards, K-12 faculty and parents.

- Including onsite notification & mass notifications can accelerate a communications project

- Public safety budgets can help pay for a new solution

- Any enhancement to public safety policy is a “win”!
What is Your Emergency Communications Plan (ECP)?
BUILDING AN EMERGENCY COMMUNICATION PLAN

Multiple Options and Methods. Which technologies are right for you?

- Emergency Mass Notification
- Mobile & Desktop Alerts
- Unified Networks
- Paging, Intercoms, Digital & Analog Displays
OVERVIEW OF THE ENTIRE PLAN PROCESS
5 Building Blocks to a ECP plan

1. IMPORTANCE OF AN EMERGENCY COMMUNICATIONS PLAN
2. WHAT ARE THE CRITICAL ELEMENTS
3. GUIDELINES AND BEST PRACTICES
4. KEEP THE PLAN ALIVE!
5. HOW CAN WE HELP?
#1 Responsibility is the safety of children at all times

You have a choice to be proactive or reactive

There are ways to be proactive but we get distracted with daily responsibilities

That’s why must start NOW to be proactive

A Plan Must Be:
- Well thought out for ALL scenarios
- Tested
- Regularly reviewed

Scenario Examples
- School shootings
- Weather/Hazardous Conditions
- School closings
- Disease
- Building/Structural Damage
CRITICAL ELEMENTS OF YOUR EMERGENCY COMMUNICATIONS PLAN

People/Stakeholders  Facilities  Compliance
Who are the stakeholders?

- Teachers
- Staff
- Students
- Parents
- Police
- Local Responders

What do they need from us?
What do we want them to do?

Where are they as it relates to the situation?

How do we reach them?
CRITICAL ELEMENTS Facilities & Infrastructure

What’s happening in the physical environment?
- Lockdown
- Evacuation
- Keeping them in or moving them out

Do you have a backup plan?
- Remote access to communication tools & software
- Data backup – onsite and off site
- Redundancies – if one location is down, will another become active during a crisis?
  - Phones, communications, hardware
  - Carrier/circuits – PRI, SIP, etc.

How do we communicate (what’s available?)
- Types of Communication Tools:
  - Internal: Audio, Digital
  - External: Text, phones, AA
1. Whose jurisdiction and authority?

2. What are the state, regional and local codes for schools?

3. Is there an approval and audit process?

4. Are there budgetary restrictions?
<table>
<thead>
<tr>
<th>GUIDELINES FOR YOUR EMERGENCY COMMUNICATIONS PLAN</th>
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<tbody>
<tr>
<td>Recruit</td>
</tr>
<tr>
<td>Form a designated team</td>
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<tr>
<td>From different areas</td>
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<tr>
<td>Look at Skills, not Job Function</td>
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<tr>
<td>Brainstorm</td>
</tr>
<tr>
<td>Types of emergencies</td>
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<tr>
<td>Past events, yours or other schools</td>
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<tr>
<td>Prioritize based on LIKELIHOOD &amp; SEVERITY</td>
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<tr>
<td>Needs</td>
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<tr>
<td>Per each constituent group</td>
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<tr>
<td>Onsite or offsite?</td>
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<td>Multiple parties?</td>
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<tr>
<td>Decision making &amp; by whom?</td>
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<tr>
<td>Inventory</td>
</tr>
<tr>
<td>Current communications systems</td>
</tr>
<tr>
<td>How would you use it during each crisis?</td>
</tr>
<tr>
<td>Reliable? Scalable?</td>
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<tr>
<td>Effective for communications?</td>
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### GUIDELINES FOR YOUR EMERGENCY COMMUNICATIONS PLAN

<table>
<thead>
<tr>
<th>Invest</th>
<th>Training</th>
<th>Scenario Run-Through</th>
<th>Physical Testing</th>
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<tbody>
<tr>
<td>As necessary</td>
<td>Assess training levels of staff</td>
<td>Review the following for each scenario:</td>
<td>Test one or more critical emergencies!</td>
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|                             | Who needs to understand the technology? | • Internal & external communications  
• Physical needs  
• Tech needs  
• Potential for injury (people/structures) | Involves role playing as if crisis is real:  
• Good practice & muscle memory  
• Includes communications & technology testing  
• Remind staff of the test & what their role is |}
| Focus first on Prioritized list of scenarios | They must be comfortable with the technology | What actions to take to address each need?  
Use spreadsheet checklist for each need per each scenario for each review | During Regular or Off Hours? |
|                             | Can they handle high stress?      |                                                                                      |                                       |
|                             | Providers & vendors should offer training & implementation |                                                                                      |                                       |
### 12 Best Practices for Physical Testing

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| **1** | **Was the plan followed?**  
If not, why not? Was it due to a deviation in process? Failure in process? Do we need to alter the process? | **5** | **Determining Testing Frequency**  
How many staff are included? Additional staff to participate for simulations? | **9** | **Simultaneous Notifications**  
Is this an efficient and easy process to manage? |
| **2** | **Enough team members properly trained?**  
CPR-certified staff, notification activation permissions, IT support, ready-to-respond? | **6** | **Did it provide the right information to parents, staff & teachers in a timely manner?** | **10** | **On and Off-site Alerts to people?**  
Alert notifications should work on and off site when appropriate |
| **3** | **Eval of physical resource allocation?**  
Emergency kits, IT backups, closure signs, communication infrastructure? | **7** | **Scalable or Limited?**  
Make sure your solution supports the number of resources and load without crashing | **11** | **Targeted messaging for specific groups**  
Capable of simultaneously activating notifications for specific locations or groups of people? |
| **4** | **Additional training needed?**  
From vendors, management, local responders? | **8** | **Communication management**  
Does the system send notifications and communications in the least amount of time during an emergency? | **12** | **Remote Access**  
Can notifications and alerts be managed off-site remotely and by whom? |
How can we help?

Converged Technology Professionals is an Awarded Contract Supplier

Mitel®
PLATINUM PARTNER

Compliant  50,000 Members  Over 300 Vendor Contracts  Volume Discounts  Saves Time  Saves Money  Saves Resources  No Cost  No Obligation
Keep it Alive!

EMERGENCY COMMUNICATIONS PLAN

Keep the document alive!!
- Ongoing revisions
- New locations
- New stakeholder groups
- New regulatory requirements

Determine time period for reviewing
- Prep dates, Test dates Post-test review dates
- Could be determined by industry regulations
- At minimum, do full reviews manually

Ultimate goal:
Provide solid guidelines & ongoing practice to ensure staff is confidently able to respond during a crisis.
Learning Never Stops, So How Do We Keep Up?

- Mitel partnership
- Real experiences
- Laws and regulations
- You!
- Mitel’s R&D
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