WHEN EVERY SECOND COUNTS!

Advanced Communication Technologies for Improving School Safety & Security

Know your options from research, planning, budgeting, implementation and support

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TECHNOLOGY PROFESSIONALS
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Introductions:

Joe Rittenhouse
President of Business Development
Converged Technology Professionals, Inc.
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Johan Aasheim
Director, North American Public Sector (SLED)
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

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

Mitel / SUCCESS FACTORS

- $1.3Billion in sales 2018
- Approx $90M Public Sector Sales in 2018
- 49% Purchase thru Government Contracts

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

4

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
- https://www.congress.gov/bill/115th-congress/house-bill/582

Trusted Consultant

Sourcewell

Federal Laws

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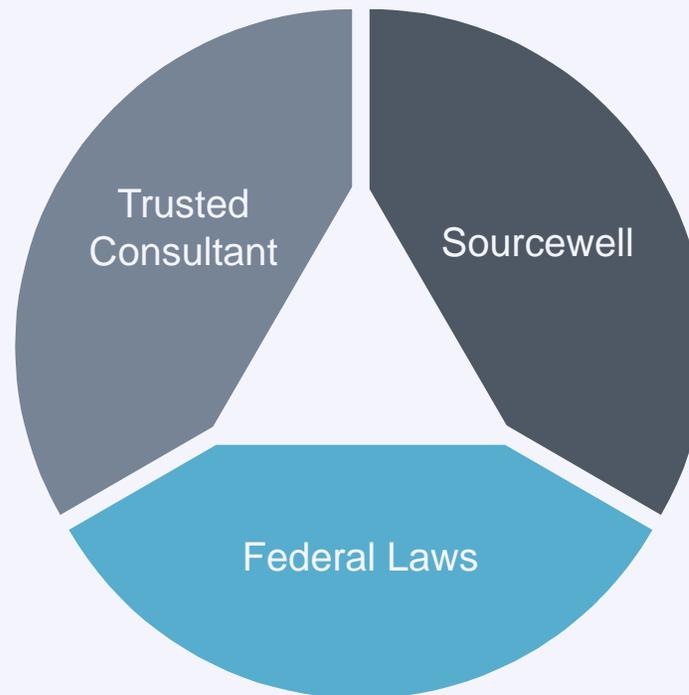
A brief overview
Kari's Law Act of 2017

Jan 17 2017
Rep. Gohmert, Louie
Introduced to Congress

Feb 06, 2018

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

| Feb 16 2013 | Introduced | Passed House | Passed Senate | Resolving Differences | To President | Became Law |

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.

Jan 23, 2017

No differences.
Unanimous Consent

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6

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 post-fix, 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.

https://www.congress.gov/bill/115th-congress/house-bill/582

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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"!

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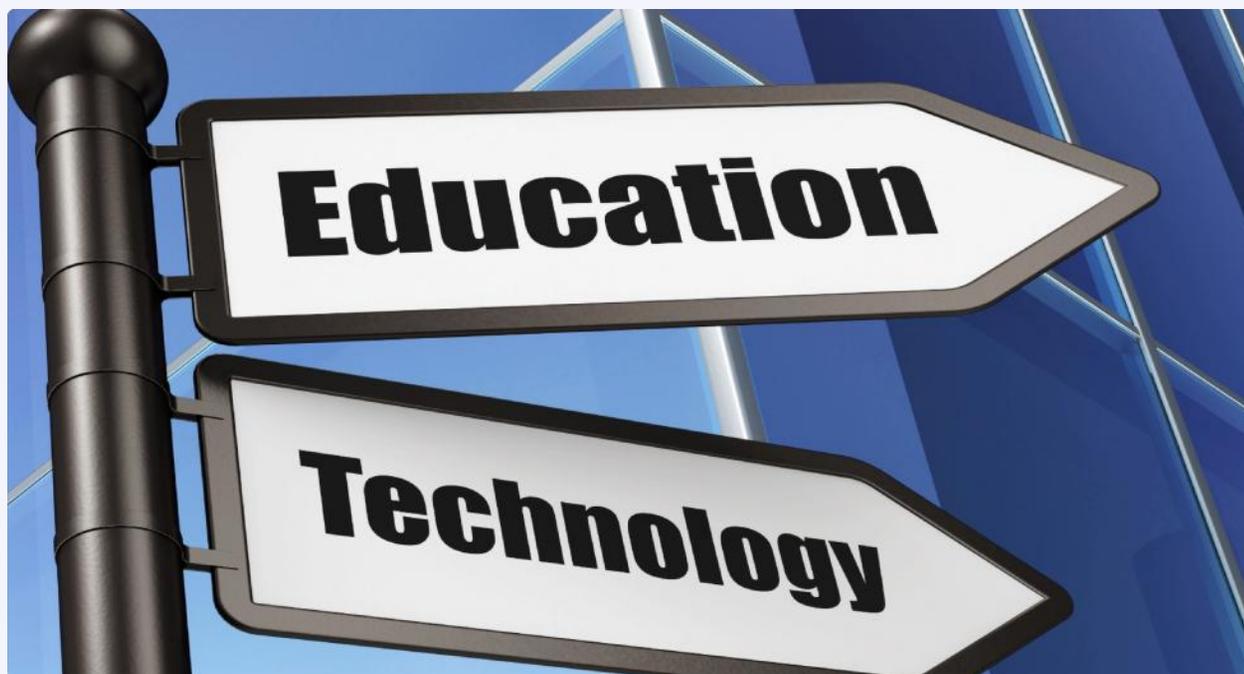
What is Your Emergency Communications Plan (ECP)?

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	2	3	4	5
IMPORTANCE OF AN EMERGENCY COMUNICATIONS PLAN	**WHAT ARE THE CRITICAL ELEMENTS**	**GUIDELINES AND BEST PRACTICES**	**KEEP THE PLAN ALIVE!**	**HOW CAN WE HELP?**

IMPORTANCE OF YOUR EMERGENCY COMMUNICATIONS PLAN

- #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

CRITICAL ELEMENTS   People / Stakeholders

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?

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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

15

CRITICAL ELEMENTS Compliance

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?

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GUIDELINES
FOR YOUR EMERGENCY COMMUNICATIONS PLAN

Recruit

Form a designated team

From different areas

Look at Skills, not Job Function

Brainstorm

Types of emergencies

Past events, yours or other schools

Prioritize based on **LIKELIHOOD** & **SEVERITY**

Needs

Per each constituent group

Onsite or offsite?

Multiple parties?

Decision making & by whom?

Inventory

Current communications systems

How would you use it during each crisis?

Reliable? Scalable?

Effective for communications?

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Invest	Training	Scenario Run-Through	Physical Testing
As necessary ------ Focus first on Prioritized list of scenarios ------ If not, could be a budget buster!	Assess training levels of staff ------ Who needs to understand the technology? ------ They must be comfortable with the technology ------ Can they handle high stress? ------ Providers & vendors should offer training & implementation	Review the following for each scenario: • Internal & external communications • Physical needs • Tech needs • Potential for injury (people/structures) ------ What actions to take to address each need? ------ Use spreadsheet checklist for each need per each scenario for each review	Test one or more critical emergencies! ------ 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 ------ During Regular or Off Hours?

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12 Best Practices for Physical Testing

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?

2 Enough team members properly trained?
CPR-certified staff, notification activation permissions, IT support, ready-to respond?

3 Eval of physical resource allocation?
Emergency kits, IT backups, closure signs, communication infrastructure?

4 Additional training needed?
From vendors, management, local responders?

5 Determining Testing Frequency
How many staff are included? Additional staff to participate for simulations?

6 Did it provide the right information to parents, staff & teachers in a timely manner?

7 Scalable or Limited?
Make sure your solution supports the number of resources and load without crashing

8 Communication management
Does the system send notifications and communications in the least amount of time during an emergency?

9 Simultaneous Notifications
Is this an efficient and easy process to manage?

10 On and Off-site Alerts to people?
Alert notifications should work on and off site when appropriate

11 Targeted messaging for specific groups
Capable of simultaneously activating notifications for specific locations or groups of people?

12 Remote Access
Can notifications and alerts be managed off-site remotely and by whom?

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How can we help?

Converged Technology Professionals is an Awarded Contract Supplier

Mitel
PLATINUM PARTNER

Sourcewell
Formerly NJPA
Awarded Contract

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

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Keep it Alive!

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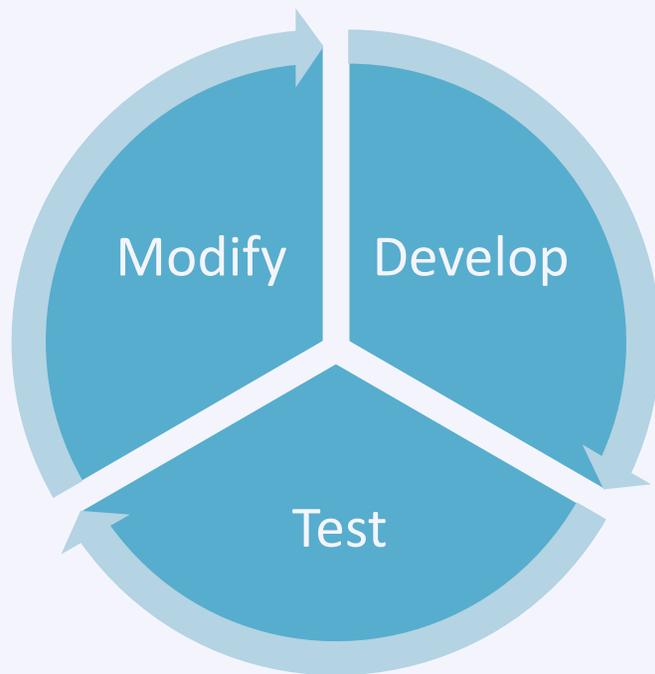
Keep the document alive!!
- Ongoing revisions
- New locations
- New stakeholder groups
- New regulatory requirements

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.

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21

Learning Never Stops, So How Do We Keep Up?
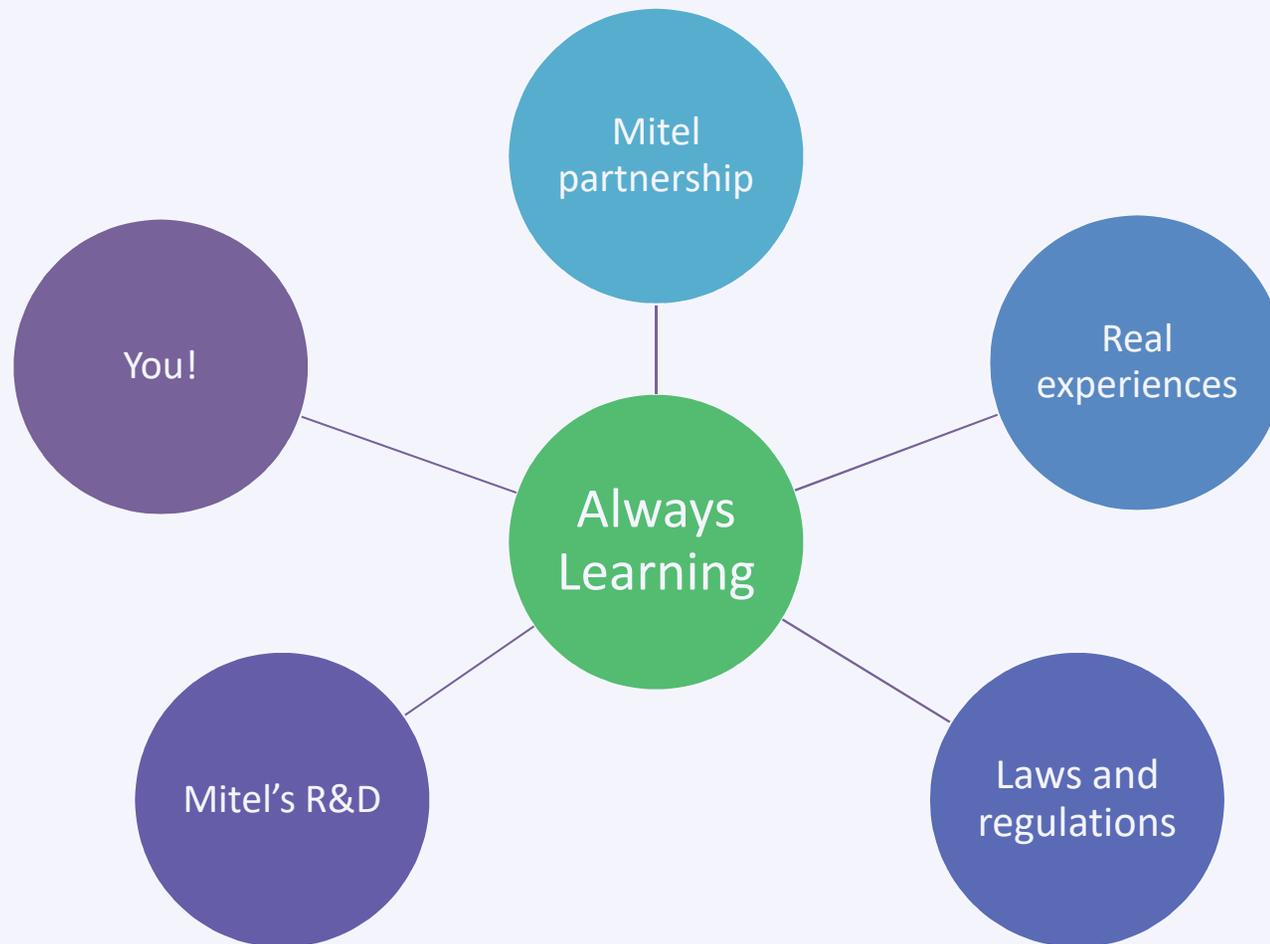
Mitel partnership

Real experiences

You!

Always Learning

Mitel's R&D

Laws and regulations

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