

Wireline Transition Primer

In a Nutshell Last August, The Texas Commission on State Emergency Communications (CSEC) approved the transition of Texas 9-1-1 database management responsibilities. It was decided to migrate from local telephone service providers (TSPs) to SCC Communications Corporation (SCC), the leading 9-1-1 database management service bureau in the world.


Naturally, SCC had to pass muster and completed a pilot test program in August of this year. They proved themselves more than able to meet the state's 9-1-1 database management needs. Following the pilot test, Angelina County was selected to be the first to make the transition due to a Year 2000 programming issue. The County will make the transition to SCC's Database management services during the fourth quarter of 1999.


Where Angelina County, Texas.


What Transition of 9-1-1 database management services from multiple local TSPs (statewide) to a single service bureau, SCC.

Why? The CSEC's decision to move forward with the transition was based on the following benefits:

“When it comes to managing 9-1-1 records, SCC is the undisputed leader.” CSEC Deputy Director Carey Spence

 a solid performance track record for SCC established through sterling operations in 28 states

 proven ability to meet the safety needs of Texans during a pilot test period in the Greater Harris County 9-1-1 Emergency Network

 consolidation of 9-1-1 databases providing a single point of contact for state public safety officials

 state-wide standardization of database information format...among others.

Who To oversee a smooth transition, SCC has formed a special team called “The Angelina County Transition Team” (ACTT).

This team is made up of members from each relevant SCC operational unit having direct responsibility for transition activities in the County.

To smooth the transition, the ACTT has added an official from Angelina County as well as team members from TSPs TXU and GTE to make sure every base is covered.

Progress Report Angelina County will embark upon its Transition Plan beginning with a Kick-off and Alignment meeting set for November. As you can see in the attached Transition Process Overview, we are at the beginning of the road. (Look it over and tell us what you think at the addresses and numbers listed below.)

The purpose of the Kick-off meeting is to develop a vision statement, identify roles/responsibilities, key objectives, critical activities, and any barriers that might impede the progress or success of the transition. [To get your own copy of a standard Agency Transition Plan go to www.scctexas.com/ATP.htm.]

We know the whole process can be confusing so we summed it up in an implementation plan. You can review an implementation overview at www.scctexas.com/wirelineimp.htm.

For More Information SCC is committed to delivering Texans safe, secure 9-1-1 database management services second to none. We are proud of the work we do and the industry standards we have, and continue to, set.

If you have any questions about us or the transition process, please, don't hesitate to drop us a line at www.scctexas.com/welcome.htm (just click on *ask a question*), or call _____ at _____.

The Transition Process Step by Step

Roles and Responsibilities

Genre	Critical Activity	CSEC	COG	SCC	TSP
PM	Kickoff and Alignment Process	x	x	x	x
PM	Establish contact with all TSP's in the area	x	x	x	x
PM	Develop Agency Transition Plan			x	
PM	Maintain transition schedule and update as necessary			x	
PDE	Define trouble ticket handling and escalation procedures				
PDE	Provide documentation for error correction processes			x	
NET	Provide 911Net software to PSAPs			x	
NET	Train TSPs and COG/PSAPs on 911Net		x	x	x
MSAG	Develop MSAG Process & Procedures	x	x	x	x
MSAG	Establish MSAG conversion date			x	x
MSAG	Transfer of initial MSAG file			x	x
MSAG	Analyze and publish initial MSAG file statistics to sending TSPs			x	
MSAG	COG/PSAPs send MSAG updates to SCC and TSPs during cutover period		x	x	x
MSAG	MSAG management		x	x	x
MSAG	Provide daily MSAG updates to TSP via Delta MSAG process			x	
SOI	Provide NDM connection or 911Connect software to TSP for SOI transfer			x	
SOI	Provide 24 hour contact for SOI transfer problems			x	x
SOI	Test data transfer methods/connectivity			x	x
SOI	Determine SOI (Service Order Input) file naming conventions			x	x
SOI	Establish TN record conversion date			x	x
SOI	Establish start date for daily SOI transfer from TSPs			x	x
SOI	Transfer of initial TN record file			x	x
SOI	Transfer Service Order Record updates and provide back stats and errors			x	x
SOI	Analyze and publish initial TN record file statistics to sending TSPs			x	
SOI	SOI error correction			x	x
SOI	Non-Host TSPs send SOI updates to SCC and Host TSP during cutover period			x	x
SOI	Process TN data reconciliation and provide results			x	x
SOI	After PSAP cutover, dual mode ends and SOI updates go only to SCC			x	x
RC	Develop RC update data reconciliation software/process (where applicable)			x	
RC	Transfer initial RC update file from SCC to Host TSP (where applicable)			x	x
RC	Transfer Recent Change updates to the SWBT selective router (where applicable)			x	x
ALI	Supply/test connectivity of PSAPs to ALI		x	x	x
ALI	Determine, implement, and test ALI steering processes			x	x
ALI	Verify format for ALI delivery		x	x	
ALI	Provide 24 hour contact for ALI delivery problems			x	
ALI	Develop and train Process & Procedures for System Monitoring	x	x	x	x
ALI	Complete ALI delivery data connectivity		x	x	

ALI	Make ALI delivery CPE connection		x		
ALI	Change responding ALI from Host TSP to SCC (PSAP Cutover)		x	x	
ALI	Resolve No Record Found ALI bids; SCC will act as a single point of contact to the State and will refer to the TSP when applicable.			x	x
ALI	Resolve Incorrect ALI received during a 911 call; SCC will act as a single point of contact to the State and will refer to the TSP when applicable.		x	x	x
METRIC	Provide performance metrics			x	