

**ENHANCED 9-1-1 PROJECT IMPLEMENTATION
CATEGORIES TO INCLUDE IN SCHEDULE
COUNTY/COMMUNITY** _____

<u>ACTIVITY</u>	<u>START</u>	<u>COMPLETE</u>
Implementation Plan Assembled Key dates assembled		
Customer Meeting		
Other Telco Meeting		
Product Team Meeting Review Customer needs/issues		
Project Team Meeting Assemble all implementation facilities		
Engineering End Office/Control Office facilities PSAP facilities Customer PSAP CPE Control Office equipment End Office Equipment Node (if necessary)		
PSAP Prepare PSAP estimates Estimate approved Order PSAP CPE Manufacture equipment		
Control Office Prepare estimates Estimate approved Order Control Office equipment Manufacture equipment		

Node

- Prepare estimates
- Estimates approved
- Order Node equipment
- Manufacture equipment

End Office

- Prepare estimate/Trunk orders
- Estimate/Trunk orders approved
- Order End Office equipment

Facility Orders

- Issue PSAP orders
- Voice and Data
- Engineer PSAP facility orders
- Install PSAP facilities
- Issue End Office/Control Office facility orders
- Issue Node facility orders IC/ISCS
- Install End Office/Control Office facilities
- Install Node facilities

MSAG

- Write SAG extract*
- SAG extract to System Provider
- MSAG created
- Customer begins ESN selection
- Write TN extract*
- MSAG error review – resubmit to Customer
- Customer SAG/MSAG change procedures
- Write update extract*
- MSAG corrections/review
- Final MSAG (Customer approval)
- Test and final TN loads
- MSAG ready for live load

Installation – Equipment

- PSAP CPE installation
- End Office installation
- Control Office installation
 - Software
 - Hardware
- Node installation

Installation Complete (Milestones)

- PSAP equipment
- PSAP facilities
- End Office equipment
- End Office facilities
- Control Office equipment (hardware and software)
- Node equipment
- Node facilities

Control Office – Database Meld

- Questionnaire
- Provide forms
- Database tape provided for merge
- E 9-1-1 Control Office tape provided for merge
- Tapes merged
- Database and Control Office tapes loaded
- Error correction

Training

- Installation and maintenance training
- Control Office Maintenance
- Customer training

Trouble Reporting

- Systems identified
- Trouble reporting and dispatch procedures
- Control Office update procedures
- Trouble report form
- Test center (PSAP)
- Coin test through procedures
- Residence/Business test through procedures
- Plant test procedures

System Tests

- Alarm and dispatch operational
- Ready for testing
- Begin 100% Coin test
- Begin Residence/Business testing
- Testing complete

Live E 9-1-1

*After initial programming of the individual system, only 2 to 3 days will be required to provide the output for a specified customer.