



ConnX NG911 Assessment & Audit

Preparing Emergency Communications for Next-Generation Readiness

Legislative Readiness Focus

- **Alyssa's Law** – Panic alerts and direct law enforcement notification
- **Kari's Law** – Direct 911 dialing and on-site emergency notification
- **RAY BAUM'S Act** – Accurate dispatchable location delivery



The Challenge Public Safety Organizations Face

Emergency communications environments are evolving rapidly, yet many agencies must operate across:

- **Legacy E911 and transitional architectures**
- **IP-based networks and cloud-enabled services**
- **Increasing data, location, and interoperability demands**
- **Heightened expectations for resiliency, security, and accuracy**

NG911 is not a single technology upgrade, it is a fundamental transformation of how emergency calls, data, and location information are delivered and managed.

WITHOUT A CLEAR UNDERSTANDING OF READINESS, AGENCIES RISK SERVICE DISRUPTION, COMPLIANCE GAPS, AND DELAYED RESPONSE.

ENSURE YOUR 911 ENVIRONMENT IS READY FOR WHAT COMES NEXT.

A comprehensive assessment of NG911 readiness—designed to evaluate current capabilities, reduce operational risk, and support a secure, standards-aligned transition to next-generation emergency communications.

What the ConnX NG911 Assessment & Audit Delivers

The ConnX NG911 Assessment & Audit provides a structured, end-to-end evaluation of technical, operational, and governance readiness for NG911.

The ConnX Difference

ConnX brings deep communications expertise combined with public safety and network modernization experience.

- ☑ **Understanding of legacy, transitional, and NG911 environments**
- ☑ **Integrated view of network, security, and operations**
- ☑ **Vendor-neutral, objective assessments**
- ☑ **Clear translation of technical readiness into executive insight**

THIS ASSESSMENT HELPS ORGANIZATIONS ANSWER CRITICAL QUESTIONS SUCH AS:

- How prepared is our current environment for NG911 services?
- What gaps exist across network, security, and call handling systems?
- Are location, routing, and data capabilities aligned with NG911 expectations?
- What should we prioritize to move forward safely and confidently?

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Scope of the Assessment

911 Architecture & Network Readiness
- Review of current E911 and transitional architectures
- Evaluation of IP network readiness for NG911 traffic
- Assessment of redundancy, resiliency, and failover

Call Handling, Routing & Interoperability
- Call routing, selective routing, and call transfer workflows
- Interoperability between PSAPs and partner agencies
- Readiness for multimedia and data-rich communications

Location Services & Data Management
- Evaluation of location accuracy and routing dependencies
- Review of GIS data management and governance
- Alignment with NG911 location and data expectations

Security & Risk Considerations
- Network and system security posture supporting NG911
- Segmentation and protection of emergency communications
- Risk exposure across legacy and IP-based systems

Operational Processes & Governance
- Policies, procedures, and operational workflows
- Vendor, service provider, and partner coordination
- Readiness for testing, validation, and phased migration

Standards & Regulatory Alignment
- Alignment with NG911-related standards and guidance
- Identification of gaps impacting compliance or readiness
- Maturity assessment across people, process, and technology

Deliverables

Executive Summary
NG911 readiness posture and key risks

Current-State Overview
Architecture, systems, and operations

Gap & Risk Analysis
Technical, operational, and governance findings

Readiness & Maturity Insights
Alignment with NG911 expectations

Prioritized Roadmap
Clear next steps toward NG911 readiness

The Outcome

- **Clear understanding of NG911 readiness and gaps**
- **Reduced risk during transition and modernization**
- **Increased confidence in resiliency and interoperability**
- **A defensible foundation for planning and investment**
- **A practical roadmap to support next-generation emergency services**

The ConnX Assessment & Audit Process

A PRACTICAL, DEFENSIBLE APPROACH DESIGNED FOR PUBLIC SAFETY ENVIRONMENTS:

Discovery & Intake
- Stakeholder interviews
- Review of architecture, documentation, and service models
- Identification of operational and regulatory priorities

NG911 Readiness Analysis
- Evaluation of network, systems, and workflows
- Identification of architectural and operational gaps
- Risk assessment across current and future-state designs

Findings & Readiness Insights
- Clear identification of readiness strengths and gaps
- Prioritization based on operational and public safety impact
- Maturity observations across NG911 capability areas

Actionable NG911 Roadmap
- Practical recommendations for readiness improvement
- Phased guidance to support safe migration
- Foundation for funding, planning, and implementation

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