

Kansas NG911 PSAP Security Policy

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Prepared by Security Subcommittee

Prepared for Jay Coverdale, Chair Technical Committee

**Document Change Record**

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# Introduction

This NG911 Security Policy (“Security Policy”) reviews with each Public Safety Answering Point (PSAP) the essential aspects of security that ensure that the Kansas NG911 system is not compromised either accidentally or intentionally. Because NG911 is our Next-Generation of emergency response technology, some of these aspects remain the same, and some aspects are new or different.

# Scope

The local PSAP may complement their local security policy with this NG911 Security Policy. For example, some PSAPs may have Kansas Criminal Justice Information Systems (KCJIS) security policies. However, this NG911 PSAP Security Policy shall establish the minimum security standard.

This PSAP Security Policy addresses only the protection of the Kansas NG911 infrastructure system that is leased by the Kansas 9-1-1 Coordinating Council (“Council”) on behalf of the State, and it does not address PSAP data, records or process.

# Purpose

The purpose of this PSAP Security Policy is to standardize the minimum security requirements for the protection of the Kansas NG911 system. Therefore, non-compliance with this NG911 Security Policy is subject to review by the Council and may, depending on the severity of the infraction, require remediation and/or corrective action of the deficiency.

# Communication Plan

The NG911 Security Plan and supporting Policies are distributed by the PSAP Memorandum of Agreement (MOA) and posted on the Council website. Updates and changes to the Security Plan and Policies are communicated by program directives. NG911 Security is a standing topic at regional NG911 meetings and conferences such as Association of Public-Safety Communications Officials, International (APCO). Periodic security communication is essential for establishing and maintaining security awareness and compliance integrity.

# Roles and Responsibilities

The chairperson of the Council Security Subcommittee serves as the NG911 Security Officer (NSO) and is the single point of contact for NG911 security issues. He or she is supported by the Security Subcommittee, the NG911 Administrator and the NG911 Liaison as described in table 1.

Table 1 NG911 Security Organization

|  |  |  |
| --- | --- | --- |
| NG911 Governance → | NG911 Operations → | NG911 Policy Structure |
|  |  |  |
| 9-1-1 Coordinating Council Chair.*Final authority accepting NG911 security provisions* | **Executive Committee Chair**.*Security advisor to Council Chair* | Security Plans.*Provides general methodology for NG911 security* |
|  |  |  |
| Technical Committee Chair.*Heads the Security Subcommittee* | **Security Subcommittee Chair, NG911 Security Officer**.*Establishes and administers the NG911 security program* | Security Policy and Standards.*Stipulate compliance requirements* |
|  |  |  |
| Operations Committee Chair.*Security advise from Ops perspective* | **Training Subcommittee**.*Integrates security awareness* | Program Security Directives.*Interim security announcements as required for integrity* |
|  |  |  |
| Administrative Committee.*Governance, policy enforcement and independent security audit* | **NG911 Administrator**.*Evaluates NG911 security financial impacts* | NG911 Strategic Plan.*Establishes NG911 roadmap for the future* |
|  |  |  |
| GIS Committee.*Security advise from GIS perspective* | **DASC**.*Determines potential GIS data threats* | DASC Security Plan.*Defines GIS data security compliance* |
|  |  |  |
| NG911 Liaison.*PSAP security follow-up and feedback* | **Implementation Technical Support Specialist** (ITSS).*Addresses Operations and Maintenance (O&M) perspective* | NG911 Security Audit.*Periodic assessment and evaluation* |
|  |  |  |
| Change Advisory Board.*Addresses high-impact security related CORs* | **Change Control Board**(s).*Addresses Low-Medium impact security related CORs* | Change Management Plan.*Formal control mechanism for security changes* |
|  |  |  |
| Local Agency Security Officer (LASO) | **Local PSAP.***Ensures that local PSAP implements and complies with security requirements* | Memorandum of Agreement.*PSAP agreement to abide by NG911 Security Policy* |
|  |  |  |
| Infrastructure Provider AT&T.*Furnishes security imbedded end-to-end Solution as a Service (SaaS)* | **AT&T 9-1-1 Resolution Center**.*Assures compliance of infrastructure such as network routers, switches, firewalls, workstations, storage devices.* | AT&T Security Statement.*NG911 infrastructure security compliance w/ federal, state and industry best practice requirements and expectations* |
|  |  |  |

The Local Agency Security Officer (LASO) is responsible for the implementation, support and compliance with this Security Policy for their agency. The PSAP Manager is responsible for signing the Security Certificate of Conformance, Appendix A.

# Training

**Initial Security Briefing**. Prior to go-live cutover, the LASO will receive an Initial Security Briefing that serves as initial security awareness training.

**NG911 Welcome Kit**. Prior to go-live cutover, the LASO will receive a NG911 Welcome Kit. The NG911 Welcome Kit contains a brief explanation of NG911 and overview of differences from the legacy environment. The Welcome Kit summarized the basics of this Security Policy and serves as awareness training.

**NG911 Security Directives.** From time to time, specific NG911 security issues may arise unexpectedly. In this case, a Security Bulletin is issued by the NG911 Liaison to all PSAPs. Then the issue is incorporated into the regional security refresher training materials.

**NG911 Regional Security Refresher Training**. Regional training such as APC0 is held throughout the year to refresh PSAPs on the criticality of key security topics.

# Unacceptable Use

The purpose of the NG911 system is to provide the latest call handling technology available. It is intended for public safety and not for personal use. Therefore, NG911 end-users are expected to use NG911 for its intended purpose only. This includes but is not limited to social engineering and personal browsing of the Internet. For example, the PSAP Security Officer should instruct their call-taker not to use the system to access Facebook or “surf the Internet.”

The NG911 equipment suite may include a dial-up modem for assessing the health and status of the equipment at the PSAP. This modem is dedicated to the NG911 system and the PSAP shall not use the modem.

# Security Audit

The Council reserves the right to audit NG911 systems and procedures on a periodic basis to ensure compliance with this security policy. From time to time, a random security audit may be conducted to ensure the integrity of our NG911 system and compliance with this PSAP security program.

Following the Security Audit, a compliance report will be submitted to the PSAP and the NG911 Security Subcommittee. If necessary, the NG911 Liaison will assist the LASO to remediate any areas of concerns.

# Security Incident Response

In the event of a security breach or compromise, the Agency shall contact the AT&T 9-1-1 Resolution Center at 866-722-3911 immediately. Within four (4) hours of the incident, the LASO shall complete and send a Security Incident Report (Attachment B) to the NG911 Liaison.

# Physical Protection

The PSAP shall provide a physically secure location with both the physical and personnel security controls sufficient to protect NG911 and associated information systems.

The PSAP shall ensure adequate visitor access and control so as to not compromise the integrity of NG911. Normally, the PSAP has already imposed such requirements with their legacy E9-1-1 system.

The PSAP shall authorize and control NG911 system-related items entering and exiting the physically secure location. In the event that any NG911 equipment is lost, broken or stolen, including an Airbus Command Post, the Agency shall contact the AT&T 9-1-1 Resolution Center at 866-722-3911 immediately. Within four (4) hours of the incident, the LASO shall complete and send a Security Incident Report (Attachment B) to the NG911 Liaison.

# Removable Media

Council or PSAP staff may only use the Council or PSAP removable media in their work computers. Council or PSAP removable media may not be connected to or used in computers that are not owned or leased by the Council or PSAP without explicit permission of the Council or PSAP Information Security staff.

Removable media shall be used for the manual transfer of GIS data updates onto the NG911 Vesta Locate Administration workstation for self-maintaining PSAPs and for the storage of GIS ancillary data, specifically NG911 Imagery. No other data or unrelated files may be stored on the removable media; it must be used solely for NG911 GIS data. The NG911 or GIS System Administrator is responsible for securely handling and storing media and shall ensure the media is securely disposed of when no longer required.

# Identification and Authentication

**User ID Requirements**. The PSAP Manager shall require a unique logon ID to the Call Handling software system for every dispatcher (but not the PC Windows):

* This unique logon shall have a 4-character prefix corresponding to the PSAP County Code and Agency (Appendix D).
* The leading 4-character prefix may be followed by whatever remaining characters desired according to individual PSAP policy.
* The logon shall have maximum character length is 32 and use only alpha-numeric characters (no special characters such as “!@^&” may be used).

**Password Requirements.** PSAP shall include the following minimum standards for establishing passwords:

* Have a minimum length of eight (8) characters
* Not be a dictionary word or proper name (best practice)
* Not be the same as the User ID (best practice)
* Password shall not shared.

# Software Installation

Employees may not install software on NG911 computing devices operated within the PSAP network.

# Change Request

In the event that the LASO desires the Council to consider a change to the NG911 Security Policy, the LASO shall complete an NG911 Change Order Request (COR). A sample COR is provided in Appendix C.

# Terms, Definitions, Acronyms

## Acronyms

|  |  |
| --- | --- |
| APCO | Association of Public-Safety Communications Officials, International  |
| COR | Change Order Request |
| GIS | Geographic Information System |
| KCJIS | Kansas Criminal Justice Information Systems |
| LASO | Local Agency Security Officer |
| MOA | Memorandum of Agreement |
| NENA | National Emergency Number Association |
| NG911 | Next Generation 911 |
| NSO | NG911 Security Officer |
| PSAP | Public Safety Answering Point |
| SOP | Standard Operating Procedure |

## Terms

**AT&T 9-1-1 Resolution Center**. The end-to-end monitor and maintenance center NG911.

**Call Handling Equipment**. Is special equipment that allows PSAP call takers to accept, manage and, if necessary, transfer emergency 9-1-1 calls. Typically, this equipment is computer based and uses one or more monitors to facilitate the handling of emergency calls.

**Customer Premises**. Refers to the facility where the PSAP operates. Customer premises are specified in documents such as the SOR and Site Survey.

**Customer Premise Equipment** (CPE). Refers to the equipment that the Council’s provider (AT&T) is furnishing at the PSAP in order to provide the hosted call handling service of NG911.

**Jurisdiction**. Refers to the geographic area served by a PSAP or the PSAP itself. Throughout this agreement jurisdiction refers to the geographic area served by, or Hutchinson/Reno County Emergency Communications.

**Memorandum of Agreement** (MOA). Document that forms the relationship and participation between the PSAP jurisdiction and the Council for the acquisition and support of NG911 hosted call handling services from the Council’s provider AT&T.

**Next Generation 9-1-1 (NG911).** The national initiative for updating our outdated 9-1-1 call handling service with special emphasis on the increased dependency of our society on wireless (cellular) communication rather than traditional wireline telephone.

**NG911 Administrator**. Staff position for the Council responsible for the overall deployment and operation of Kansas NG911. The NG911 Administrator reports administratively to the Adjutant Generals Office, and reports programmatically to the Council Chairperson.

**NG911 Implementation Technical Support Specialist** (ITSS). Consultant for the Council has a primary responsibility for working with Kansas PSAPs providing technical guidance and support. The ITSS reports directly to the NG911 Administrator.

**NG911 Liaison**. Staff position for the Council responsible for the day-to-day relationship with Kansas PSAPs. The NG911 Liaison reports directly to the NG911 Administrator.

**Operations Manager/Supervisor**. This role has primary responsibility for operational oversight of the PSAP. The person filling this role possesses intimate knowledge of day-to day PSAP operations.

**PSAP** (Public Safety Answering Point) operated by a city or county that operates on a 24-hour basis and whose primary function is to receive incoming 911 requests for emergency assistance and relay those requests to the appropriate public safety responder or agency.

**Telecommunicator**. A person who answers incoming 911 requests for public safety assistance.

# Appendix A - Certificate of Conformance

I certify that I have read, understand and agree to comply with all NG911 Council security policies, and guidelines. I further understand that failure to comply with these policies and guidelines may result in decision of the Council to temporarily disconnect the PSAP until the security infraction is corrected.

Further, in the event that the current LASO no longer has responsibility for security, his/her acting replacement shall be communicated immediately to the NG911 Liaison. The NG911 Liaison will then issue a new Certificate of Conformance.

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PSAP Manager signs here.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print or Type Name of PSAP Manager here

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_/ \_\_\_\_/ \_\_\_\_\_

NG911 Liaison signs here.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print or Type Name of NG911 Liaison here

# Appendix B – Security Incident Report

ACTION Team: sample Report here with link to blank form (fully electronic mechanism, Scott)?

If the local agency encounters a NG911 security breach, compromise or infraction, then the Local Agency Security Officer (LASO) shall fill out this form and send email to the NG911 Liaison within two (2) hours of the incident.

|  |
| --- |
| **Kansas NG911 Security Incident Report**For instructions, refer to NG911 Security Policy. For assistance call NG911 Liaison (below). |
| Time/Date of Incident: 1500 hours, June 20, 2015 | Time/Date of Report: 1330 hours, June 21, 2015 | Date Resolved: June 25, 2015 |
| Name of LASO:Wyatt Randall | Location of Incident:Shawnee City Comm. Center | Contact Information:913-485-9911 |
| Incident Description:* Visitor was processed correctly but was unattended during bathroom visit.
* Visitor entered PSAP control center and accidentally used personal thumb drive at workstation.
 |
| Method of Detection:Closed circuit monitoring. |
| Corrective Action Taken:* PSAP Security Officer called NG911 Liaison at 1630 hours, June 20, 2015.
* PSAP Security Officer called AT&T Resolution Center 866-722-3911 at 1650, June 20, 2015.
* Visitor thumb drive confiscated for analysis by NG911 security.
* Visitor asked to remain in our communication center until incident reported.
 |
| Next Steps:* Visitor booked into county jail pending investigation.
* NG911 Liaison told me to fill out this Security Incident Report and send to him today.
* NG911 Liaison will schedule an After Action Review (AAR) next week.
* PSAP Security Officer requested to appear before the NG911 Security Subcommittee for questioning during the AAR.
 |
| Miscellaneous Information that you think we should know:I am very sorry. I should have paid better attention during the annual security refresher. |
|  **After completing this form, please send to the NG911 Liaison** (list phone, email) |

# Appendix C - Change Order Request

ACTION Team: sample COR here with link to blank form (fully electronic mechanism, Scott)?

Use this Change order Request (COR) to request or recommend a change to any aspect of the Kansas NG9-1-1 program. For instructions, refer to our NG911 Change Management Plan. As each Step is completed, by the person filling out the form, it is understood that person is responsible on that date. This serves as an electronic signature, and no formal signature is required. However, for the completed COR to be consummated, it must be formally signed by the two (2) parties represented Step #7.

**Step #1 Requestor** completes this section of form,then sends to the Change Manager, Randall White.

|  |  |  |
| --- | --- | --- |
| **Type Change:** Emergency | **Date of Request:** 12/22/14 | **Requestor:** Bill Kelly |
| **Requestor’s Org / Dept:** OITS Networking | **Requestor’s Phone:** 785-296-1861 |
| **Priority:** HIGH **Risk:** Low | **Program Area:** Infrastructure | **Service-affecting?** Y/N |
| **Scope / Description:**PSAP connectivity from Shawnee PSAP to Regional ESInet from single T1 to bonded 2xT1 circuit. |
| **Reason or Purpose of Change:**Increase bandwidth to handle additional voice traffic. |
| **Performance Impact:**1.544 Mbps to 3 Mbps | **Schedule Impact:**at&t typical install interval is 30-45 days. | **Estimated Cost Impact:**From $250.42/mo to $472.35/mo incurred by PSAP. |

**Step #2 Change Manager** completes this section of form, then sends to the CCB Chairperson of affected program area.

|  |  |  |  |
| --- | --- | --- | --- |
| **Received:** 12/23/14 | **Reviewed:** 12/24/14 | **Change Mgr:** Randall White | **Phone:** 913-485-9911 |
| **ID:** COR\_00001 |  |  |  |
| **Recommendation:**Requests is reasonable |
| **Disposition:**Forwarding to Technical Committee Chair for consideration. |

**Step #3 CCB Chairperson of affected area** completes this section of form, then sends to the CAB Chairperson, Scott Ekberg.

|  |  |  |  |
| --- | --- | --- | --- |
| **Received:** 12/26/14 | **Reviewed:** 12/27/14 | **CCB Chair:** Jay Coverdale | **Phone:** 785-296-3937 |
| **Recommendation:**Since the PSAP is likely to outgrow a bonded T1 bandwidth within nine (9) months, we recommend changing from the current T1 connectivity (1.544 Mbps) to a Fractional DS3/T3 circuit (44.736 Mbps). The schedule impact is 45-90 days. The cost impact is from $250.42/mo to $715.20/mo. |
| **Disposition:**We returned this COR to Change Manager for reconsideration of change. Bill Kelly agreed that DS3 circuit is more cost effective in the near term. |

**Step #4 CAB Chairperson** completes this section of form,then either (a) returns to Change Manager for final disposition, or (b) sends to Executive Committee for an opinion.

|  |  |  |  |
| --- | --- | --- | --- |
| **Received:** 12/28/14 | **Reviewed:** 12/29/14 | **CAB Chair:** Scott Ekberg | **Phone:** 785-438-8440 |
| **Recommendation:**Since the PSAP is likely to outgrow a bonded T1 bandwidth within nine (9) months, we recommend changing from the current T1 connectivity (1.544 Mbps) to a Fractional DS3/T3 circuit (44.736 Mbps). The schedule impact is 45-90 days. The cost impact is from $250.42/mo to $715.20/mo and potential CLEC construction costs. |
| **Disposition:**We returned this COR to Change Manager for reconsideration of change. Bill Kelly agreed that DS3 circuit is more cost effective in the near term. The COR will be changed accordingly.We are forwarding this COR to the Executive Committee for consideration of potential CLEC construction costs that could exceed $10,000.00 and affordable by the PSAP. |

**Step #5 Executive Committee Chairperson** completes this section of form, if requested, then returns to CAB Chairperson for final disposition.

|  |  |  |  |
| --- | --- | --- | --- |
| **Received:** 12/30/14 | **Reviewed:** 12/31/14 | **Exec Chair:** Col. Stratmann | **Phone:** 913-826-1010 |
| **Recommendation:**We agree that DS3 service is prudent. The Council will cover up to $8,000.00 construction costs. |
| **Disposition:**We are returning this COR to the CAB for final processing.  |

**Step #6 CAB Chairperson** returns the final COR to the Change Manager for records and final disposition.

|  |  |  |  |
| --- | --- | --- | --- |
| **Received:** 01/02/15 | **Reviewed:** 01/03/15 | **CAB Chair:** Scott Ekberg | **Phone:** 785-438-8440 |
| **Recommendation:**Approve change of Shawnee PSAP connectivity from current T1 to DS3 service. The Council will cover up to $8,000.00 in potential construction costs. Program Manager to request formal quotation from CLEC, and fast-track implementation schedule Not Later Than (NLT) 60 days. |
| **Disposition:**As of 01/04/15 we are returning this approved COR to the Change Manager for final disposition. |

**Step #7** **Formal Signatures for this COR**. Normally, this is the NG911 Administrator for the Council

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_/ \_\_\_\_/ 2015 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_/ \_\_\_\_/ 2015

NG911 Program Manager NG911 Administrator

*Notes:*

1. *All changes are subject to terms and conditions of original contract(s).*
2. *Any supporting information must be attached to this COR. Some examples might be cost models (Admin), technical trade studies (Tech), work flow diagrams (Ops), Data Model (GIS).All CORs and their supporting data* ***must*** *be stored on our Program Portal.*

# Appendix D - PSAP Code

|  |  |
| --- | --- |
| **PSAP Name** | **PSAP Code** |
| Allen Co. | ALCO |
| Anderson Co. | ANCO |
| Andover PD | BUAN |
| Atchison Co. | ATCO |
| Augusta DPS | BUAU |
| Barber Co. | BACO |
| Barton Co. | BTCO |
| Brown Co. | BRCO |
| Butler Co.  | BUCO |
| Chase Co. | CSCO |
| Chautauqua Co. | CQCO |
| Cherokee Co. | CKCO |
| Cheyenne Co. | CNCO |
| Clark Co | CACO |
| Clay Co | CYCO |
| Coffey Co | CFCO |
| Coffeyville PD | MGCO |
| Colby PD | THCO |
| Comanche Co | CMCO |
| Concordia PD | CDCO |
| Cowley Co | CLCO |
| Crawford Co | CRCO |
| Decatur Co | DCCO |
| Dickinson Co | DKCO |
| Doniphan Co | DPCO |
| Douglas Co | DGCO |
| Edwards Co | EDCO |
| Elk Co | EKCO |
| Ellsworth Co | EWCO |
| Ford Co | FOCO |
| Franklin Co | FRCO |
| Ft. Scott PD | BBFS |
| Garden City PD | FIGC |
| Graham Co | GHCO |
| Grant Co | GTCO |
| Gray Co | GYCO |
| Greeley Co | GLCO |
| Greenwood Co | GWCO |
| Hamilton Co | HMCO |
| Harper Co | HPCO |
| Harvey Co | HVCO |
| Haskell Co | HSCO |
| Hays PD | ELHA |
| Hodgeman Co | HGCO |
| Horton PD | BRHO |
| Hutch/Reno | RNHU |
| Independence PD | MGIN |
| Jackson Co | JACO |
| Jefferson Co | JFCO |
| Jewell Co | JWCO |
| Johnson Co | JOCO |
| Junction City PD | GEJC |
| Kansas City, KS PD | WYKC |
| Kearny Co  | KECO |
| Kingman Co | KMCO |
| Kiowa Co | KWCO |
| Labette Co | LBCO |
| Lane Co | LECO |
| Larned PD | PNLA |
| Leavenworth Co. | LVCO |
| Leavenworth PD | LVLV |
| Leawood PD | JOLW |
| Lenexa PD | JOLN |
| Liberal/Seward Co | SWLB |
| Lincoln Co. | LCCO |
| Linn Co. | LNCO |
| Logan Co. | LGCO |
| Lyon Co | LYCO |
| Marion Co. | MNCO |
| Marshall Co. | MSCO |
| McPherson Co. | MPCO |
| Meade Co. | MECO |
| Miami Co. | MICO |
| Mitchell Co. | MCCO |
| Morris Co. | MRCO |
| Morton Co. | MTCO |
| Nemaha Co. | NMCO |
| Neosho Co. | NOCO |
| Ness Co. | NSCO |
| Norton Co. | NTCO |
| Osage Co. | OSCO |
| Osborne Co. | OBCO |
| Ottawa Co. | OTCO |
| Overland Park PD | JOOP |
| Parsons PD | LBPA |
| Phillips Co | PLCO |
| Pittsburg PD | CRPT |
| Pottawatomie Co | PTCO |
| Prairie Village PD | JOPV |
| Pratt Co. | PRCO |
| Rawlins Co. | RACO |
| Republic Co. | RPCO |
| Rice Co. | RCCO |
| Riley Co. | RLCO |
| Rooks Co. | ROCO |
| Rush Co. | RHCO |
| Russell PD | RSRS |
| Salina PD | SASA |
| Scott City PD | SCSC |
| Sedgwick Co | SGCO |
| Shawnee Co | SNCO |
| Shawnee PD | JOSH |
| Sheridan Co | SDCO |
| Sherman Co | SHCO |
| Smith Co | SMCO |
| Stafford Co | SFCO |
| Stanton Co | STCO |
| Stevens Co | SVCO |
| Sumner Co | SUCO |
| Trego Co | TRCO |
| Wabaunsee Co | WBCO |
| Wallace Co | WACO |
| Wamego PD | PTWA |
| Washington Co | WSCO |
| Wichita Co | WHCO |
| Wilson Co | WLCO |
| Woodson Co | WOCO |