



Kansas NG9-1-1

Policy and Procedure for Agent Account Creation on Statewide NG9-1-1 System

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1 Introduction

The Next Generation 911 (NG911) Policy and Procedure for Agent Account Creation (Policy) outlines the method of procedure for agent account creation within the Data Distribution Services (DDS) Server for the Kansas NG911 Call Handling System (System). This server provides the means to create agent accounts on the System and, at this time, is limited to a single concurrent user. In an effort to eliminate conflict on the DDS Server, and to eliminate problems created by users not remaining familiar with the infrequent use of the DDS Server, this Policy has been created.

2 Scope

The Policy provides guidance for AT&T Tiger Team members, 911 Coordinating Council members and staff, and Public Safety Answering Point (PSAP) personnel. This Policy governs all System agent account creations and will remain in effect until rescinded.

3 Purpose

The purpose of this Policy is to provide policy and procedures, including education, for use of the Kansas NG911 web portal to request and have created, modified or deleted, an agent account for the System.

4 Communication Plan

The Policy will be distributed to PSAPs via email. PSAPs will be contacted by telephone or in person visits to ensure that the Policy has been received and is understood. Webinar training (live and recorded) will be provided to ensure that PSAP personnel are fully understanding of the procedures for agent account creation requests. The Policy will also be distributed to AT&T Tiger Team members and 911 Coordinating Council members and staff, via email and follow-up conversations.

5 Roles and Responsibilities

The roles and responsibilities of the various personnel governed by this policy are detailed in the Policy, Workflow and Instructions sections of this Policy. The table on the following page (Table1) provides a high level overview of the roles and responsibilities of these personnel:

PSAP Managers or Their Designees →	Coordinating Council Personnel →	AT&T Tiger Team Members
Attend provided training for education on use of the web portal for creation of Agent Accounts	Provide notification of and training on this Policy to all effected personnel. This will include providing the “Instructions For Requesting Agent Accounts For Kansas NG911 Call Handling System” document.	Receive notifications of requests for agent account creation, modification or deletion.
Access the NG911 Web Portal at https://portal.kansas911.org and enter a DDS Agent Account Registration form to request creation, modification or deletion of Agent accounts.	Monitor the status of pending requests to ensure completion of the request.	Perform requested agent account actions within the DDS Server.
Receive notification of completion of the agent account action requested	Monitor completion notifications to ensure communication of the completion of the request	

Table 1

6 Policy

The following procedures will be utilized to request account creation on the DDS Server for the Kansas NG911 Call Handling System:

1. Airbus DS Communications (Airbus) trainers will not provide DDS Server training as a part of the Vesta Administrator Training Course. Airbus may, in lieu of DDS Server training, provide instruction on use of the web portal to request agent account creation.
2. Completion of the DDS agent account requests on the portal will be listed as a site remediation requirement for all PSAPs coming onto the System after the effective date of this policy. PSAP managers will be contacted approximately two weeks before equipment installation by the 911 Liaison. During this contact the PSAP manager will be provided with the “Instructions for Requesting User Accounts for Kansas NG911 Call Handling System” document and training on use of the portal to request additions, modifications or deletions of user accounts in the DDS server.
3. For PSAPs coming onto the System after the effective date of this policy, PSAP Managers will be reminded, on the expectations call prior to installation of the Vesta System at the PSAP, to complete the portal DDS user account requests for all PSAP personnel to be trained. Confirmation of receipt of the “Instructions for Requesting User Accounts for Kansas NG911 Call Handling System” document by the PSAP Manager will be requested on that call.
4. Should a PSAP fail to submit the requests on the portal prior to training, the data collection form (Appendix B in the “Instructions for Requesting User Accounts for Kansas NG911 Call Handling System” document) may be used to collect the necessary data and the AT&T Installation (Tiger Team) Technicians will create the necessary user accounts prior to beginning training. This

procedure is provided only as a failsafe in the event that a PSAP fails to complete the request process.

5. All PSAPs will create a request for creation or modification of agent account by completing a DDS Agent Account Registration form on the portal in the following circumstances:
 - a. New Hire – Whenever a new call-taker is hired a request for creation of a user account for the call taker will be made.
 - b. Promotion – Whenever a call-taker is promoted to a supervisory position, where the PSAP desires the employee to have supervisory privileges on the system, a request for change to an existing user account will be made.
 - c. Name Change – Whenever an employee of the PSAP has a change in name, where the PSAP desires to reflect the updated name of the employee, a request for change to an existing user account will be made.
 - d. Password Change – Should the need for a password change be required, a request for change to an existing user account will be made.
 - e. Termination or Separation – Whenever an employee leaves the employ of the PSAP, whether voluntary or involuntary, a request to remove an existing user account will be made.

7 Workflow

The following process defines the workflow of requests to create, modify or delete agent accounts:

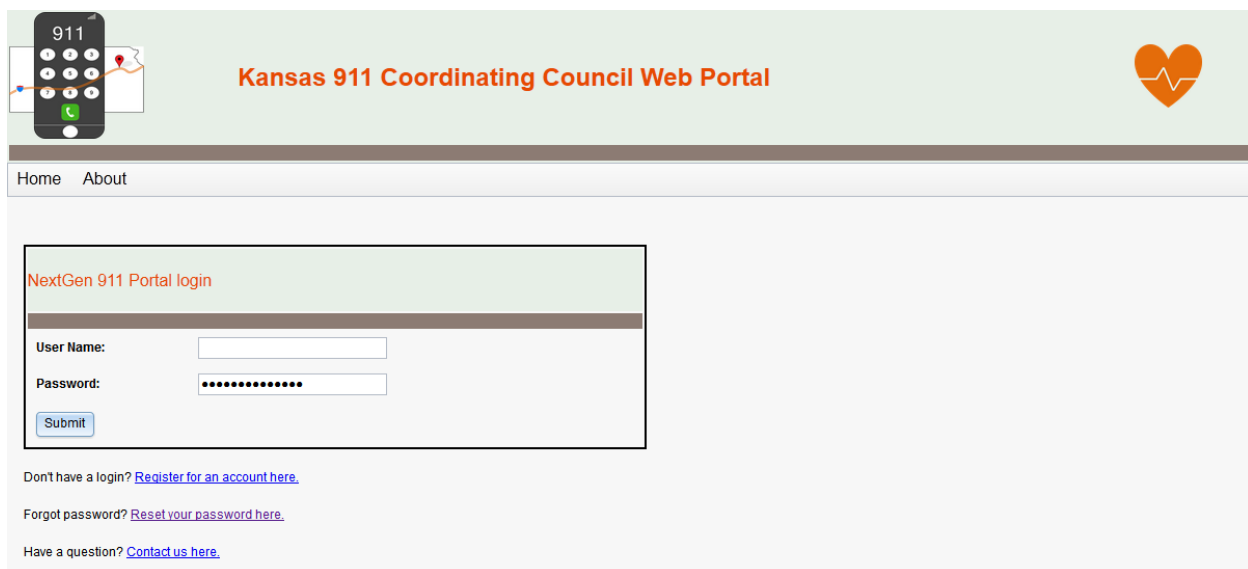
1. PSAP personnel needing to make an agent user request goes to the [web portal](#), selects the DDS menu, and chooses "Enter DDS".
2. PSAP personnel completes all of the fields:
 - a. vesta agent ID
 - b. PSAP
 - c. First name
 - d. Last name
 - e. Password
 - f. Role or agency assignment (Call-Taker or Supervisor)
 - g. Add/change/remove
 - h. Notes/comments.
3. The request date defaults to the current date but can be changed.
4. PSAP personnel clicks save, a record is written to the database for every field **EXCEPT** password. An email containing everything but the password is sent to:
 - a. Requestor
 - b. DASC Personnel
 - c. NG911 Administrator
 - d. 911 Liaison
 - e. AT&T Tiger Team members

5. A text is sent out containing the unique record ID and the password to the AT&T Tiger Team members, NG911 Administrator and 911 Liaison.
6. One of the Tiger Team members creates the account in the DDS Server using the information provided in the email and text message.
7. Once one of the Tiger Team members creates the account, they follow the instructions on the text and reply back with the code provided.
8. The record is automatically deleted from the database and an email notification is generated to the recipients identified above.
9. If for any reason the code provided in the reply cannot be found in the database (i.e., someone other than the Tiger Team member who created the account replied to the text) the person sending the reply will receive a message saying that this ID doesn't exist or has already been closed.
10. If for any reason the text message cannot be replied to by the Tiger Team member, after they have created the account, the Tiger Team member can access the record on the portal, under the DDS menu, View DDS. They (or any admin) can go to this page to see what requests are pending and can close the request from this page.

8 Instruction

The following instructions detail the procedures for making a request for creation or modification of an agent account on the statewide NG911 Call Handling System:

1. Go to the NG911 web portal at <https://portal.kansas911.org/>.
2. You will arrive at the login screen (Figure 1) as shown here:



The screenshot shows the login page for the NextGen 911 Portal. At the top, there is a header with a 911 phone icon on the left, the text "Kansas 911 Coordinating Council Web Portal" in the center, and a heart icon with a pulse line on the right. Below the header is a navigation bar with "Home" and "About" links. The main content area features a login form titled "NextGen 911 Portal login". The form has two input fields: "User Name:" and "Password:". The password field is masked with dots. A "Submit" button is located below the password field. At the bottom of the form, there are three links: "Don't have a login? [Register for an account here.](#)", "Forgot password? [Reset your password here.](#)", and "Have a question? [Contact us here.](#)"

Figure 1

3. Enter your user name and password and click submit. If you do not have a Portal login, click the “Register for an account here” link, complete the resulting form, and click “Register”. You will receive an email providing your password once your account has been approved. Be sure to remember the user name that you create on the form.
4. Once you have logged into the portal, click on the DDS link, and then on the Enter DDS link:

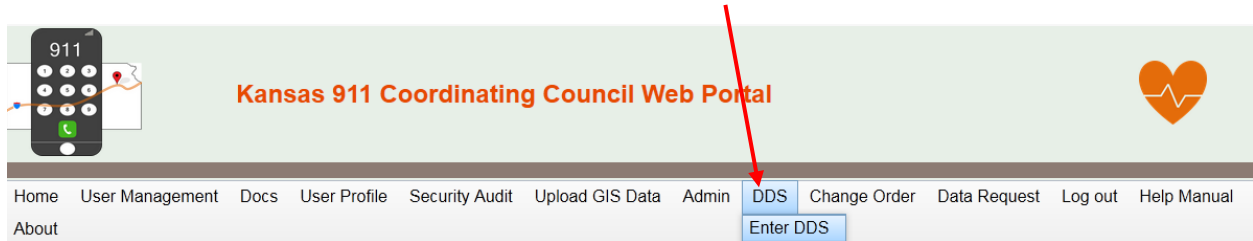


Figure 2

5. Complete the resulting form:

Vesta DDS Agent Account Registration

Request Date: ← Automatically populated date

Vesta Agent ID: ← User ID: See #6 below

PSAP/Agency: ↓

First Name: ← Agent First Name

Last Name: ← Agent Last Name

Password: ← Password: See #7 below

Role or Agency Assignment: ↓ ← Role: See #8 below

Add/Change/Remove: ↓ ← Action requested: See #9 below

Notes/Comments: ← Notes/Comments: Any information you think the Tiger Team should know

Figure 3

6. The Vesta Agent ID is the user ID for the account being requested. The User ID must meet the following criteria:
 - a. Unique logon shall have a 4-character prefix corresponding to the PSAP County Code and Agency (See Appendix A).
 - b. The leading 4-character prefix may be followed by whatever remaining characters desired, according to individual PSAP policy.
 - c. The logon shall have maximum character length of 32 and use only alpha-numeric characters (no special characters such as “!@^&” may be used).
7. The password for the account being requested must meet the following criteria:
 - a. Have a minimum length of eight (8) characters

- b. Not be a dictionary word or proper name (best practice)
 - c. Not be the same as the User ID (best practice)
 - d. Password shall not be shared.
8. The Role or Agency Assignment field is a drop-down list and offers the following options:
- a. Call-Taker – The individual is a call taker only and will not perform any supervisory functions such as creating new speed dial entries.
 - b. Supervisor – The individual will perform supervisory functions.
9. The Add/Change/Remove field is a drop-down list that offers the following options:
- a. Add New User – Create a new user account for a Call-Taker or Supervisor
 - b. Change Existing User – Modify an existing user account (i.e., change password for an existing user).
 - c. Remove Existing User – Delete the identified user account.
 - d. Select the appropriate action:
 - i. New Hire – Whenever a new call-taker is hired a request for creation of a user account for the call taker will be made.
 - ii. Promotion – Whenever a call-taker is promoted to a supervisory position, where the PSAP desires the employee to have supervisory privileges on the system, a request for change to an existing user account will be made.
 - iii. Name Change – Whenever an employee of the PSAP has a change in name, where the PSAP desires to reflect the updated name of the employee, a request for change to an existing user account will be made.
 - iv. Password Change – Should the need for a password change be required, a request for change to an existing user account will be made.
 - v. Termination or Separation – Whenever an employee leaves the employ of the PSAP, whether voluntary or involuntary, a request to remove an existing user account will be made.
10. The Notes/Comments field is a free text field. Enter any relevant comments or notes that you would like to share with the Technicians who will create or modify the account in the NG911 System. This field can accept many more characters than the box implies.
11. Once the form has been filled out completely, click on the “Save” button. An e-mail will be automatically generated to the Technicians to alert them to the user account request. A Technician will perform the requested account maintenance and you will be notified by e-mail when the requested maintenance is complete.
12. A data collection form is included as Appendix B to facilitate collecting the necessary data from all users for completing the DDS form on the portal. This form can be used to collect data on all PSAP employees to make data entry easier to complete.



APPENDIX A

PSAP Codes

PSAP Name	PSAP Code	PSAP Name	PSAP Code
Allen Co.	ALCO	Harper Co	HPCO
Anderson Co.	ANCO	Harvey Co	HVCO
Andover PD	BUAN	Haskell Co	HSCO
Atchison Co.	ATCO	Hays PD	ELHA
Augusta DPS	BUAU	Hodgeman Co	HGCO
Barber Co.	BACO	Horton PD	BRHO
Barton Co.	BTCO	Hutch/Reno	RNHU
Brown Co.	BRCO	Independence PD	MGIN
Butler Co.	BUCO	Jackson Co	JACO
Chase Co.	CSCO	Jefferson Co	JFCO
Chautauqua Co.	CQCO	Jewell Co	JWCO
Cherokee Co.	CKCO	Johnson Co	JOCO
Cheyenne Co.	CNCO	Junction City PD	GEJC
Clark Co	CACO	Kansas City, KS PD	WYKC
Clay Co	CYCO	Kearny Co	KECO
Coffey Co	CFCO	Kingman Co	KMCO
Coffeyville PD	MGCO	Kiowa Co	KWCO
Colby PD	THCO	Labette Co	LBCO
Comanche Co	CMCO	Lane Co	LECO
Concordia PD	CDCO	Larned PD	PNLA
Cowley Co	CLCO	Leavenworth Co.	LVCO
Crawford Co	CRCO	Leavenworth PD	LVLV
Decatur Co	DCCO	Leawood PD	JOLW
Dickinson Co	DKCO	Lenexa PD	JOLN
Doniphan Co	DPCO	Liberal/Seward Co	SWLB
Douglas Co	DGCO	Lincoln Co.	LCCO
Edwards Co	EDCO	Linn Co.	LNCO
Elk Co	EKCO	Logan Co.	LGCO
Ellsworth Co	EWCO	Lyon Co	LYCO
Ford Co	FOCO	Marion Co.	MNCO
Franklin Co	FRCO	Marshall Co.	MSCO
Ft. Scott PD	BBFS	McPherson Co.	MPCO
Garden City PD	FIGC	Meade Co.	MECO
Graham Co	GHCO	Miami Co.	MICO
Grant Co	GTCO	Mitchell Co.	MCCO
Gray Co	GYCO	Morris Co.	MRCO
Greeley Co	GLCO	Morton Co.	MTCO
Greenwood Co	GWCO	Nemaha Co.	NMCO
Hamilton Co	HMCO	Neosho Co.	NOCO
Ness Co	NSCO	Norton Co.	NTCO



APPENDIX A

PSAP Name	PSAP Code	PSAP Name	PSAP Code
Osage Co.	OSCO	Sedgwick Co	SGCO
Osborne Co.	OBCO	Shawnee Co	SNCO
Ottawa Co.	OTCO	Shawnee PD	JOSH
Overland Park PD	JOOP	Sheridan Co	SDCO
Parsons PD	LBPA	Sherman Co	SHCO
Phillips Co	PLCO	Smith Co	SMCO
Pittsburg PD	CRPT	Stafford Co	SFCO
Pottawatomie Co	PTCO	Stanton Co	STCO
Prairie Village PD	JOPV	Stevens Co	SVCO
Pratt Co.	PRCO	Sumner Co	SUCO
Rawlins Co.	RACO	Trego Co	TRCO
Republic Co.	RPCO	Wabaunsee Co	WBCO
Rice Co.	RCCO	Wallace Co	WACO
Riley Co.	RLCO	Wamego PD	PTWA
Rooks Co.	ROCO	Washington Co	WSCO
Rush Co.	RHCO	Wichita Co	WHCO
Russell PD	RSRS	Wilson Co	WLCO
Salina PD	SASA	Woodson Co	WOCO
Scott City PD	SCSC		

APPENDIX B



Data Collection Form for Account Requests

User First Name	User Last Name	User ID	Password	Role (Call-Taker or Supervisor)