

# **Kansas NG911 geoMSAG, EGDMS, and GIS Director Quick Guide**

## **The Basics**

### **What is a geoMSAG?**

A geoMSAG is just an MSAG, but instead of being maintained directly by editing MSAG records, a geoMSAG is created from and edited by GIS data.

### **What is West Safety Service's EGDMS?**

Enterprise Geospatial Data Management System (EGDMS) is the system that provisions GIS data to the i3 network for geospatial call routing and makes a geoMSAG. It also performs data validation before that process begins.

As a local data maintainer in Kansas, you will not need to access EGDMS. When you submit data through the NG911 Portal as you always have, that data is aggregated with all the other GIS data in the state and submitted to the West EGDMS Portal by the Coordinating Council. You may receive notices about errors found in EGDMS, but that will be all. We are working to get the validation tests on the NG911 portal to match the validation tests on EGDMS so that there are no errors found after submission.

### **What is West Safety Services' GIS Director?**

Historically, when you look at MSAGs and phone records (TNs), you do it through a web application called 911Net. GIS Director is a web application that is available at the same website, and it does many of the same things, but it adds a map that shows the link between the MSAG you're looking at and the map data that created it. 911Net and GIS Director look at the exact same data.

# MSAG vs geoMSAG

## **Besides GIS data, what changes will the geoMSAG bring?**

- GeoMSAGs only change when GIS data is submitted, without exception. Even the AT&T database clerks cannot change a geoMSAG.
- Things will take longer than everyone is used to. Editing the MSAG could be accomplished in a few minutes by logging in and submitting a change. Editing a geoMSAG can take a lot longer. The whole point is to make sure everyone is working off of the exact same data, but that coordination simply takes more time. The GIS data must pass strict validation tests before it can be submitted. Once it is validated, any changes pass through several systems before they end up in the geoMSAG.
- Every agency will need to consider who will be responsible for the geoMSAG. GIS data is required to edit it, but if any of those edits require attention, someone will need to sign in to 911Net or GIS Director and review the changes. That person needs to have a basic understanding of both the GIS data that generated the change and what the new geoMSAG record should look like. This may mean shifting the responsibility entirely to the GIS Data Maintainer, or it may mean discussing locally how the responsibilities will be divided up.

## **Can my local telephone company work with a geoMSAG?**

Absolutely. In fact, making sure that telephone companies don't have to change their systems is part of the reason the geoMSAG works like it does. The biggest difficulty most the local telephone companies will face is the clean-up process before the geoMSAG conversion.

## **How does whole geoMSAG process work?**

- Step 1 - Updated GIS data is submitted to the KS NG911 Portal
- Step 2 - In the Portal, the data is tested rigorously
- Step 3 - Data that passed the tests is submitted to EGDMS
- Step 4 - EGDMS performs more data quality tests

Step 5 - Data that passes those tests is moved into the ESInet for Geospatial Call Routing

Step 6 - Data changes are translated into MSAG CRs and submitted to the geoMSAG

Step 7 - The MSAG CRs are processed into the geoMSAG automatically unless those changes would orphan a telephone record. Any changes that would orphan a telephone record are held back and a notification is sent to the local GIS or MSAG Coordinator. That person will need to log into GIS Director, review the proposed changes, and provide any corrections needed.

### **How does EGDMS recognize GIS data submission changes and how do they get into the geoMSAG?**

GIS data submissions are processed through the EGDMS data validation portal. The validation process checks for data standard adherence, data structure, data values, and also identifies any changes (called “deltas”) from the previous submission.

Changes or “Deltas” are turned into “add”, “edit”, or “delete” MSAG Change Requests (MSAG CRs). An MSAG CR made from an “add” automatically passes through the system for processing because no telephone number records (TNs) are affected. An MSAG CR made from an “edit” or a “delete” that does not orphan a TN also passes automatically through the system. MSAG CRs from “edit” or “delete” changes that would orphan a TN have to be dealt with manually. Once the system is fully configured, an email will be sent out notifying you whenever there is an MSAG CR that must be reviewed

Types of changes that could orphan TNs include:

1. Reducing an address range
2. Deliberately or accidentally changing a road name
3. Deliberately or accidentally changing a community name
4. Deleting a road

### **How will this change affect local responsibilities?**

When an agency has a geoMSAG, there must be regular cooperation between the GIS Data Maintainer and the MSAG Coordinator. Someone must be assigned responsibility for each of the tasks listed below:

- Being AT&T's first point of contact about TN records that do not fit an existing MSAG.
- \*Receiving notifications that GIS data changes would orphan a TN
- Reviewing those changes in GIS Director or 911Net to determine:
  - If they should be approved and the TNs changed
  - If they should be rejected and the GIS data changed
  - If they were misinterpreted by the EGDMS system and should be reported - *This one requires view access to the attribute tables of the original GIS data and a basic understanding of how the data goes from road centerline attributes to geoMSAG records.*
- Submitting TN change requests through the 911Net or GIS Director and contacting local telephone companies directly, when needed.

Each agency must determine locally how to assign these responsibilities. Some agencies have kept things the same as before the conversion. Others have shifted all of these duties to the GIS Data Maintainer or kept both involved but shifted duties a little. \*Once the decision is made, the person responsible for receiving notifications about changes that would orphan a TN must be reported to Sherry Massey or Eileen Battles so they can be set up to receive the automated emails.

## GIS Director

### When will I need to use GIS Director?

The Short Answer: Standard changes to your GIS data shouldn't require any action in GIS Director. Standard changes include things like expanding address ranges, adding new streets and/or address points, and adjusting ESNs for responder boundaries. If all of your TNs exist in your address point data and your data passes the Kansas NG911 Toolbox's RCLMATCH then you should not have any need to use GIS Director.

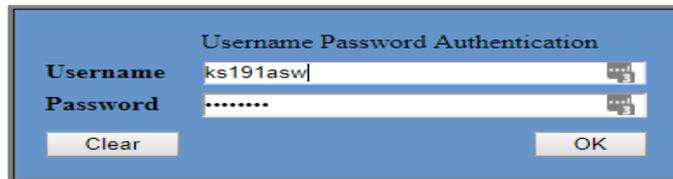
The Longer Answer: In the future, you will need to go into 911Net or GIS Director to look at MSAG CRs when something in the GIS Data orphans a phone record. Most updates will just happen, and you won't have to interact with them at all. But GIS Director is there in case there is trouble.

For example, let's assume GIS adds a new road called Main St and also accidentally deletes another road called 1st St. When they submit the GIS data, the system will create MSAG CRs for each of those edits. The one for the new road will be automatically approved. Main St will just appear in your geoMSAG. The MSAG CR deleting 1st St would orphan a phone record though, so it will not be automatically approved. Instead, it will wait for you to either submit changes to the TNs currently on it and then approve the MSAG CR or reject the MSAG CR and update the GIS data to fix the mistake.

## **How to handle an MSAG CR notification**

1. Log into GIS Director at <https://iup.intrado.net>

**intrado**<sup>®</sup>



Username Password Authentication

Username

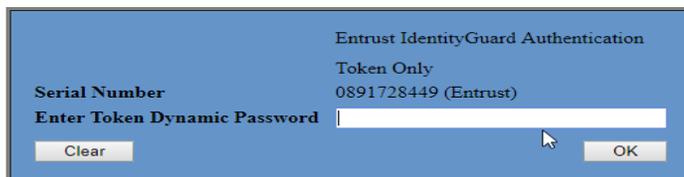
Password

[\[Forgot Password?\]](#)

[\[Self Registration\]](#)

2. Then input the number on your token

**intrado**<sup>®</sup>



Entrust IdentityGuard Authentication

Token Only

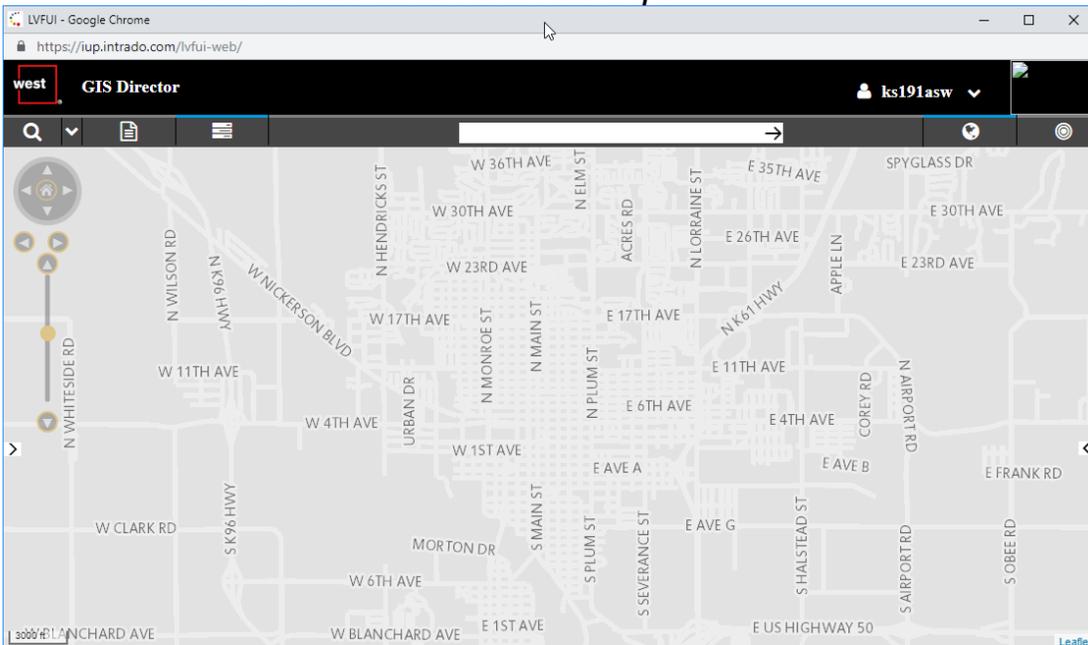
Serial Number 0891728449 (Entrust)

Enter Token Dynamic Password

3. Select GIS Director from the Menu

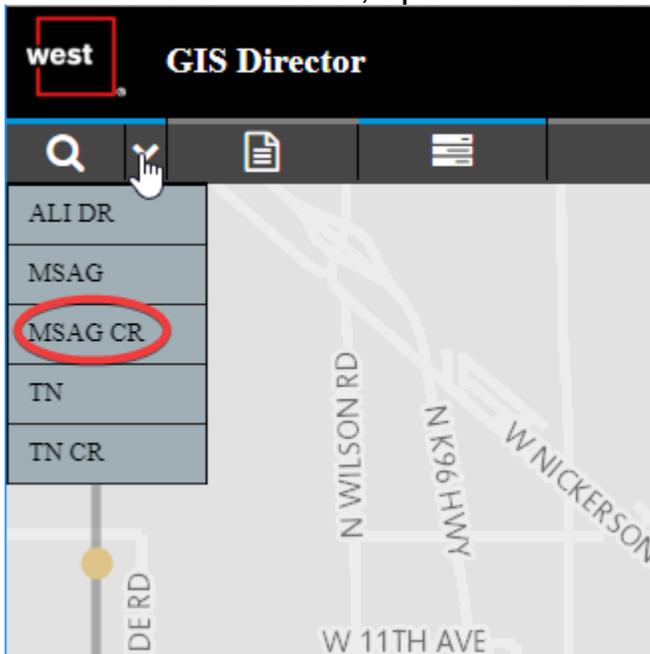


*This is what should come up:*



*It takes a little while to load the first time, but if you get a blank screen and the map does not ever appear for you, contact Sherry Massey [gistech@kansas911.org](mailto:gistech@kansas911.org)*

4. Inside GIS Director, open the menu and select MSAG CR



5. You can limit your search, or you can just hit Submit to see all CRs

Search (MSAG CR)

MSAG CR Query

Field Label	Data Entry
Status	All ▼
House #: From	
House #: To	
O/E	▼
Dir	
Street	
Community	
County	
Transaction ID	
Date Created: From	YYYY-MM-DD HH:mm:ss 📅
Date Created: To	YYYY-MM-DD HH:mm:ss 📅
ESN	
Entity	
Exchange	
Request Type	All ▼

Reset Submit

6. Review the list. “New” means you haven’t looked at it yet. “In Process” means you have looked at it but haven’t resolved it. “Confirmed”/”Rejected” mean you’ve completed it.

Results						Page	1	of 1 ( 12 records )	
<input type="checkbox"/>		Status ▲	Low	High	Dir	Street			
<input type="checkbox"/>		<a href="#">New</a>	1	1		EMAIL TEST FOR SHERI			
<input type="checkbox"/>		<a href="#">Confirmed</a>	100	113		BONEBRAKE LN			
<input type="checkbox"/>		<a href="#">Confirmed</a>	1400	1419		1200 AVE			
<input type="checkbox"/>		<a href="#">Confirmed</a>	2788	2799		LARK RD			
<input type="checkbox"/>		<a href="#">Confirmed</a>	3550	3599		QUAIL RD			
<input type="checkbox"/>		<a href="#">Confirmed</a>	1701	1799		RD 70			
<input type="checkbox"/>		<a href="#">In Process</a>	1200	1225		LARK RD			
<input type="checkbox"/>		<a href="#">In Process</a>	900	949		MINK RD			
<input type="checkbox"/>		<a href="#">In Process</a>	700	743		NAIL RD			
<input type="checkbox"/>		<a href="#">In Process</a>	700	799		HIBBARD ST			
<input type="checkbox"/>		<a href="#">In Process</a>	800	903		HIBBARD ST			
<input type="checkbox"/>		<a href="#">In Process</a>	1226	1264		LARK RD			

7. Review the CR. It shows the Current MSAG that will be edited by the CR and the intended change to that CR, along with some metadata on the CR itself, like when it was created and when it was last updated. Editing a CR in this window will take your MSAG out of alignment with your GIS data. So even if you can, please do **NOT** do it. The only field you should be working in is the Comments field.

**▼ MSAG CR**

Field	Current MSAG Information
Status	In Process
Request Type	CHANGE
Created: On	2018-06-11 12:43:48
Created: By	swintesinet
Last Updated: On	2018-06-14 06:18:40
Last Updated: By	ks191asw
Transaction ID	201806110222
Recipient	ks191asw

**▼ MSAG Information**

Field	Current	Change
MSAG Type	geoMSAG	N/A
Low	1201	1200
High	1265	1225
O/E	O	
Dir		
Street	LARK RD	LARK RD
Community	ABILENE	ABILENE
County	041	041
State	KS	KS
MSAG COID	KS	KS
ESN	1113	1113
Entity	P3	P3
Exchange	ABL	ABL
MSAG System	DCKNKS	DCKNKS
CLLI		
MSAG Note	GEOMSAG	GEOMSAG

**\*Comments**

Reset
Reject
Confirm

8. If TN fallout would occur, you will see a banner with a FALLOUT link. You can click that to see what TNs would be affected by the change.

Details			
<div style="border: 1px solid black; padding: 2px;"> <span style="color: red;">⚠</span> TN Fallout would occur. <span style="float: right; border: 1px solid red; border-radius: 50%; padding: 2px;">Fallout</span> </div>			
Field	Current	Change	
MSAG Type	geoMSAG	N/A	
Low	2700	2788	
High	2799	2799	
O/E			
Dir			
Street	LARK RD	LARK RD	
Community	ABILENE	ABILENE	
County	041	041	
State	KS	KS	
MSAG COID	KS	KS	
ESN	1108	1108	
Entity	P3	P3	
Exchange	ABL	ABL	
MSAG System	DCKNKS	DCKNKS	
CLLI			
MSAG Note	GEOMSAG	GEOMSAG	
TN Fallout			
<input type="checkbox"/>	Telephone #	Pilot TN	Customer Name
<input type="checkbox"/>	(785) 598-2023	(785) 598-2023	WALZ GREGGORY
<input type="checkbox"/>	(785) 598-2477	(785) 598-2477	MAYES JR JOHN

9. If you need to research the change, you can come back to it later. If it is acceptable, you'll need to enter a comment and hit CONFIRM. You will also need to submit TN CRs (see below) for any TN records that need to change. If it is unacceptable because of a GIS data mistake, enter a comment that corrected GIS data will be submitted and hit REJECT. If it is unacceptable because your GIS data was not properly interpreted by the system, use the comment field to reexplain what change should have been made and hit REJECT.

10. To create a TN CR, you can either select the TN from within the CR or by searching TNs directly and click CREATE CHANGE. If all the displayed TNs need to change in the same way (change the community or change street type for example), you can select them all and click MASS CHANGE.

The screenshot shows a software interface with a table of TN records. Above the table, there are fields for 'MSAG Note' and 'GEOMSAG'. Below the table, there are buttons for 'Export', 'Create Delete', 'Create Change', and 'Mass Change'. The 'Create Change' button is circled in red.

	Telephone #	Pilot TN	Customer Name
<input checked="" type="checkbox"/>	(785) 598-2023	(785) 598-2023	WALZ GREGGORY
<input type="checkbox"/>	(785) 598-2477	(785) 598-2477	MAYES JR JOHN

11. Once you CONFIRM or REJECT the MSAG CR and create any TN CRs needed because of that change, you are finished. Remember that if the telephone company that owns the TN record is not AT&T, they may not always see your TN CR in a timely manner. You may need to contact that company directly about the change they need to make.

## **How do I found out if my MSAG CRs are fixed?**

You sign in to GIS Director and check on it. Getting MSAG CRs you need to work should be pretty rare. You might not ever get one. But when you do, the only way to see if it has been implemented is to go back to GIS Director and look.

## **What are the little red globes in GIS Director and why don't they match my GIS data?**

The little red globes mean the system failed to map a given geoMSAG record. That doesn't necessarily mean the record isn't in the GIS data, just that the system didn't find in it time to draw it for you. Often, you can search again, and the globe will go away. However, GIS Director currently cannot display two different communities on the same segment. For example, in the image below you see geoMSAG records made from the left and right side of a single road segment. Whichever one it gets to first, it will map for your display. The second one will get the red globe. West is aware of the issue, but it does not affect your geoMSAG or how your data functions.

<input type="checkbox"/>	<a href="#">geoMSAG</a>	1	FAIR RD	DICKINSON COUNTY	041	2701	2799	O
<input type="checkbox"/>	 <a href="#">geoMSAG</a>	1	FAIR RD	ABILENE	041	2700	2798	E

## **Do I still need access to 911Net?**

If there are fewer than 10,000 TN records in your county, 911Net is the easiest way to get a download of those records. And it is the best place to work with ALI DRs. Finally, everything you can do in GIS Director, you can also do in 911Net, except for seeing a map. So while you may not need 911Net, it may be more convenient for some tasks than GIS Director.

## **What is an ALI DR and why do I care?**

ALI DR stands for Automatic Location Identification Discrepancy Report. It's a report the PSAP files when a 911 call comes in with incorrect information on the ALI record or no information at all. Since that report is about a telephone record, it is recorded in the same system as any other TN change. ALI DRs can be viewed in GIS Director, but the real tools for creating and working with ALI DRs are in 911Net.

