

Kansas 911 Coordinating Council Learning Management System Return on Investment

First Release January 15, 2019
Last Revised September 20, 2019

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Prepared for Training Subcommittee

Introduction

The purpose of the Return on Investment (ROI) analysis is to determine the cost-benefit of the FirstNet Learning Inc. “Software, Learning Management System (SLMS)”.

Background

The Kansas 911 Act stipulates that the 911 Coordinating council (“Council”) shall “(E) establishing training standards and programs related to the technology and operations of the NG911 hosted solution.”

To that end, the council issued a Request for Proposal (RFP) for “Software, Learning Management System (SLMS)”, May 18, 2016, that

It is the intent to obtain a Software Learning Management System (SLMS). See Attachment A for initial requirements. It is desired to have the contractor host the system, accessible from the web in a “subscription” basis. In your proposal identify the licensing model (per user, per named user, types of users, or other method(s)). It is the intent to have limited customization/modifications and utilize the contractor provided system.

A contract for the “Software, Learning Management” was awarded to FirstNet Learning Inc. on September 8, 2016 with a period of performance of September 15, 2016, through December 31, 2019, with options to renew, if desired. On or about, November 27, 2017, NEOGOV™ announced that

NEOGOV a market and technology leader in SaaS human resources software for the public sector and higher education markets, announced today that it has acquired FirstNet Learning, a leading provider of comprehensive online learning solutions, specializing in training public agencies and higher education ... Led by Roy Burger, FirstNet Learning and its team of professionals will continue operations and servicing its customers as a NEOGOV company.

The end of the initial contract term is December 31, 2019. At that time, the 911 Coordinating Council has the option to renew annually. NEOGOV announced a change to its platform that would allow for more flexibility in the delivery and administration of online learning. Demonstrations of these

enhancements were provided. Live rollout of these changes would not occur until the new contract is executed.

Return on Investment

The Return on Investment (ROI) is determined based on data and statistics of use for 2017-2019 as well as from stakeholder feedback. This result is then compared to the average comparable cost for PSAP training for other commercial public safety offerings.

Prior to LMS:

- Typical PSAPs training alternatives:
 - Use trade publications home-grown courses or commercial videos.
 - APCO charges \$350 for basic telecommunicator course; then must retain certification with required continuing education hours
 - Priority Dispatch module on line tracks offered are Medical, Fire, Police. Priority Dispatch charges about \$30,000/year/PSAP/disciple plus \$25/test for accreditation.
 - Power Phone less expensive \$3,700/PSAP for EMD program.
 - Police Legal Services.
 - Agency hosted classes which require significant costs to bring instructor in, curriculum materials and overtime expenses to require staff attending off duty
- This approach worked satisfactorily for training although there was no common expectations or requirements for training.

Since LMS began:

- LMS also allows for tracking of student and coursework.
- Used for pushing common, mandated technical training to PSAP's in a timely manner
- PSAP's are able to use this platform for internal use to allow for customizable training modules to be uploaded and then shared across PSAP's, if desired
- Used for Council staff to push out messaging to all PSAP staff in a timely and uniform manner
- NEOGOV has rolled out a new platform for a more user friendly experience

Conclusions

The ROI analysis in the preceding documentation demonstrates that the NEOGOV contract provides Kansas PSAPs a cost-benefit ratio of far greater than using other training alternatives. The Council has a single solution to share trainings and other key information in consistent manner that will notify all PSAP staff.

Recommendation

The NEOGOV product satisfies the 911 Act requisites at the lowest cost, and therefore, the contract should be extended for one year assuming the contract cost is essentially the same as the current contract. We will evaluate the new platform during the extended year and provide a detailed ROI.



NG911 RapidDeploy Training Plan

Initial Release October 7, 2019
Revised September 23, 2019
Last Revised September 28, 2019

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Prepared for Operations Committee



Document Change Log

Date	Author	Change	Reason
09/23/2019	L Alexander	Initial draft	
09/28/2019	L Alexander	Updates to schedule and modules	



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1 Executive Summary

Training for the Statewide RapidDeploy Radius mapping and Nimbus cloud based solution for the end user and administrator is necessary for the successful launch of the application. The training plan has been developed in alignment with current emergent standards for NG911 addressing administration, train the trainer, agent or user, mapping, mapping administration and cloud based solution.

Continuing education is necessary because technology will continue to evolve and grow. It's important to be cognizant of the latest technology, capabilities and functionality of the systems provided. As future versions of the software are released and capabilities become available, training will be expanded and delivered to incorporate those changes.

2 Introduction

RapidDeploy Radius Plus is a cloud-based tactical 9-1-1 mapping solution for PSAPs. The solution is accessible via a web browser, Radius Plus offers enhanced location and supplemental location services and additional situational awareness tools.

The GIS, Operations and Training committee of the 911 Coordinating Council is tasked with the following responsibilities:

- Review and acceptance of the mapping standards, features and functionality
- Review and acceptance of the CAD call type and disposition codes
- Outreach to PSAP community for personnel information
- Develop delivery plan for delivery of training to the PSAP community
- Provide recommendations to the Council encompassing all the above.

3 Scope and Purpose

The following training program shall be provided by RapidDeploy:

- Scheduling and registration via on-line tool
- Weekly recurring webinars to begin late October 2019
- Q&A discussions and scenarios
- Train-the-trainer
 - PSAP Superuser or Training Staff
 - PSAP end user driven by PSAPs
- Training Materials and Reference Guides
- Continuing refresher training including expanded training as new features and functionality are added to the system

4 Training Schedule

Initial PSAP training beginning mid-October

Inset training schedule here!



5 Training Modules

5.1 Radius Mapping User Training

- Login and Profile
- Functions and Features
 - Informational Ribbon
 - Search Function
 - Call Log
 - Map
- Incident Event Flow

5.2 Radius Mapping Admin Training

- Login and Profile
- Functions and Features
- Incident Event Flow

5.3 Nimbus Admin Training

5.4 Nimbus User Training