Workshop Recap

Sydney – May 2017

KEY ITEMS

- 3rd Annual Industry Engagement Forum
- ICEMS Expansion
- Australian Updates
- New Zealand Update
- AML in New Zealand
- National Telephony Standards
- Challenges to Location Identification
- Which NG Standard for Aus/NZ?

Events

November 2017

- NECWG-A/NZ – Adelaide

April 2018

- EENA Conference – Ljubljana, Slovenia

May 2018

- NECWG-A/NZ – Christchurch, New Zealand

June 2018

- NENA Conference – Nashville, Tennessee, U.S.A.

INTERNET OF THINGS

SMART BUILDING

OPEN DATA

SMART HOME

SMART RETAIL

SMART DEVICE

SMART MOBILITY

SMART HEALTH

SMART GOVERNMENT

SMART GRID / ENERGY

SMART COMMUNICATIONS ENVIRONMENT 2027

3rd Annual Industry Engagement Forum

Smart Communications Environment 2027

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3rd Annual Industry Engagement Forum

'Smart Communications Environment 2027'

In May 2017, the 3rd Annual Industry Engagement Forum was conducted in conjunction with the NECWG – A/NZ workshop. Over 40 representatives of public safety focused vendors again joined with members of the emergency communications sector to hear about progress on the Next Generation Triple Zero strategy (NG000 strategy) and discuss the topic of the meeting – the Smart Communications Environment of 2027.

As a result of this Forum, and in support of the NG000 strategy, the NECWG-A/NZ is joining with the Queensland University of Technology to develop a leadership paper on the Smart Communications Environment 2027.

The Forum contained 4 sessions – a panel of emergency communications professionals providing insights into current operations and future challenges; a presentation on disruptive thinking in emergency communications; industry speed dating; and a workshop on the Forum topic.

Panel Session – Glenn Horton (Qld Police), Judith Barker (SA Ambulance), Colin Ryles (SA Fire), Mark Morrow (NSW SES), and Jane Elkington (Telstra ECP)

A panel of professionals in emergency communications discussed current operations and also highlighted the challenges facing them in looking toward a Smart Communications Environment.

Key points included:

- Reliance on aging technologies such as paging;
- Incorporating automation into decision making processes;
- Focussing on community expectations of service;
- Virtualisation and remote connectivity (e.g. telemedicine);
- Demand and availability of information (and how to distil it);
- Tailored public safety responses and health care;
- Decentralised or centralised?
- Changing workforce profile;
- Changing business relationships and collaboration models;
- Emergency communications are based in voice but community expectations shifting;
- Integration and seamless working across the service.

There are clearly some significant challenges for emergency communications organisations in developing their own business within the purview of how they understand the sector to be evolving. But what happens when a disruptive influence comes to bear (Uber, Airbnb, etc.)?

Dr Ivano Bongiovanni – Queensland University of Technology

Dr Bongiovanni is the Chair on the Digital Economy from QUT and explored this question.

Various scenarios were raised in relation to disruptive thought and how it could impact on emergency communications. Dr Bongiovanni focused on six themes: Oppositional Thinking; Device; Utilise; Scale-Up; Coupling; and Enhance.

He challenged the emergency communications professionals and industry to challenge themselves and look at their world differently – through other people's eyes – and to consider service from an opposing perspective.

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3rd Annual Industry Engagement Forum

Industry Information Sessions – Avaya; Fujitsu; NEC; Motorola; Ericsson; Accenture; PwC

These members of the public safety communications community conducted 15 minute information sessions with attendees to describe their views on future capability and/or some of the products they have that could assist ESOs in meeting the future challenges.

Workshop on the Smart Communications Environment of 2027

Using the challenges presented in the panel session, the disruptive thought of Dr Bongiovanni, and the capability expectations gained from the industry sessions, the attendees split into 6 groups to consider and document the Why; How; What; and Impacts of heading toward this target space.

The groups investigated and proposed thought on:

- The key disrupters and their implications;
- The key functions of the smart communications environment;
- The changes (people, process, technology, facilities, policy, etc.) to enable the smart communications environment;
- The risks, challenges, and benefits of achieving a smart communications environment.

The results of the day are to be used in the development of a leadership paper developed by the QUT in conjunctions with the NECWG-A/NZ and its industry colleagues.

The Industry Engagement Forum continues to evolve. It has moved from an information and scene setting presentation in 2015, through a hot topic identification and broad thought process in 2016, to a collaborative effort to help set a target for the future capability of emergency communications.

The leadership paper will be released through the NECWG-A/NZ website (www.necwg-anz.org)

NECWG-A/NZ wishes to thank all participants for their open engagement as we all work for stronger emergency communications.

ICEMS Expansion Imminent

ACT are rolling out the ICEMS protocol.

Queensland are on track to join them and New South Wales in the use of the ICEMS protocol to provide a direct communication channel between the Fire, Police, and Ambulance services avoiding the need to call when looking for support from other Agencies.

Australian Maritime Safety Authority are also looking to join the ICEMS network.

Once implemented locally, the Agencies will turn their view to cross border connections creating an integrated communications network.

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Australian Update

ACMA – noted they are to undertake a Triple Zero (000) awareness survey. The ACMA also advised that a draft of changes for the IPND code is to be released for consultation.

ACE – The Australian Communications Exchange – operators of the 106 National Relay Service – advised that TTY is in the process of being exited as there is less than 10% utilization.

Telstra – Advised moving some network components into the Cloud and also trialing drones. Advised ISDN will be exited by 2020.

NBN – Advised of a new service (FTTKerb) which will service 4 houses per connection and reduce costs of retaining Telstra copper cable.

Vodafone – advised that 2G shutdown has been deferred until March 2018.

New Zealand Update

New Zealand's Wellington Free Ambulance has implemented new mental health arrangements including a warm handoff to a mental health worker.

New Zealand Fire noted advice from Spark that they are looking to shut down the paging network. NZ Fire has refreshed its network to maintain capability for the immediate future.

NZ Fire advised their metro and rural services are joining up. The associated Act comes into effect on 1 July 2017.

WiFi to challenge location identification

Vodafone advised that WiFi calling technology to be introduced in Q3 2017 will not provide 'push MoLI' information.

If a cell tower is not available, the device will divert the call to WiFi.

New Zealand Lead Way with AML

Ben Quay from the New Zealand Ministry of Business, Innovation and Employment presented on the recent implementation of the Advanced Mobile Location (AML) capability for NZ Police, Fire, and Ambulance.

They have renamed it to Probable Caller Location (PCL) but it provides the same device based GPS location data to the Agencies for their use in responding to requests for assistance.

Ben discussed functions of the PCL process and addressed questions such as privacy, accuracy, and performance.

Kate Jennings supported the presentation through a discussion on the implementation from a Wellington Free Ambulance perspective.

The PCL capability – which is only released on Android phones at present – interrogates the phone's GPS and sends it to the Agencies when a person dials 111.

The AML capability is the same as used in Europe and the subject of the NECWG-A/NZ white paper on mobile location.

The New Zealand implementation is the first in the Australasian region.

Next Generation Standards – Which one for A/NZ?

Bill Mertka, representing NENA, presented on the emerging discussion in the United States in relation to the NENA i3 Standard and the IP Multimedia Subsystem (IMS) Standard. Bill provided insight into what the Standards mean in the context of the Australia and New Zealand Next Generation Emergency Communications space.

The NECWG-A/NZ members considered the Standards in respect to the nomination of a Standard for the local market and determined that the identification of a specific Standard is not appropriate and that the Vendors should be able to demonstrate capability on Standards based development. This allows Agencies to not get drawn into highly technical discussions on the Standards rather focus on their operational needs and know they are being built to the appropriate Standards.

NBN Battery Backup Update

The Australian and New Zealand Emergency Management Committee (ANZEMC) are seeking to develop a national position on redundancy.

Safecom and the Commonwealth Attorney-General's Dept. have submitted a paper to ANZEMC for discussion to develop national telephony standards to deal with power outages in the NBN environment.

There is no defined timeline for this standard to be developed, however the NECWG-A/NZ will monitor and update as appropriate.

SoftSIM Devices to Challenge Caller and Location Details

Devices are being installed with a SoftSIM which simulates multiple devices sharing a single number.

In reality, each SIM will have a unique number recorded in the IPND although it will have a master number listed with others listed as sub-numbers.

The risk and challenge for emergency communications is where a person makes contact with Triple Zero (000) via a peripheral device (e.g. IPhone) and the caller believes it is using the same primary number as their phone. If they are disconnected and the PSA tries to reconnect with them, it will be with the device not the phone – which may no longer be in their proximity.

This situation will be monitored by the NECWG-A/NZ and updates provided.

NECWG – A/NZ Overview

NECWG – A/NZ is established to address the core issues of the Emergency Call Services in both Australia and New Zealand, establish standards and policies for the interaction with the ECS, to foster the relationship between emergency and non-emergency service providers and, to ensure that the relevant issues are considered within both an individual nation and Australasian framework.

For more information:
contact your local
NECWG – A/NZ Representative

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