

# Office of Interoperability Newsletter



## Message from John T. Stevens, Statewide Interoperability Coordinator (SWIC) & Single Point of Contact (SPOC) for FirstNet in NH



On December 28th, 2017 Governor Sununu “Opted-in” to FirstNet and joined all 50 States, 5 Territories, and the District of Columbia electing to have AT&T construct the FirstNet initiative nationwide and specifically here in New Hampshire. FirstNet awarded its core contract to AT&T in March of 2017 and has been working in a collaborative effort to promote this nationwide wireless broadband network. New Hampshire, through the Statewide Interoperability Executive (SIEC) Committee has conducted a host of meetings with FirstNet/AT&T for the past year, illustrating the State’s needs and defining areas where coverage is a necessity, not only for first responder safety, but also providing increased broadband coverage to areas of the State that have been severely lacking.

We have every intention of working with FirstNet/ AT&T and making this effort successful on behalf of all our first responders, but I would be remiss if I didn’t mention our sincere appreciation for the extraordinary efforts of Rivada Networks over this past year in providing New Hampshire with an extremely attractive and viable Alternative FirstNet Plan. Although the decision was made to take a different pathway, everything we learned over the past several years has and will enable us to represent the State of New Hampshire and Public Safety specifically, by being more informed and dramatically more enlightened as to how to approach our first responder needs and provide FirstNet coverage to areas of the State that today is non-existent.

As we approach this New Year, the SWIC’s Office will be reaching out to communities and public safety agencies throughout the State to introduce FirstNet/ AT&T capabilities and programs. It’s important for you as a consumer to understand the cost and capability of FirstNet in your given area and to assess if this represents an advantageous opportunity, in comparison of costs and coverage, for your community and your public safety agencies. This will be your opportunity to assess your current area wireless broadband provider, measuring that against the offerings of FirstNet/ AT&T and provide your community with the best possible options for broadband coverage. With this in mind, I have attached a list of questions that you should consider when deciding upon your broadband service provider and should not hesitate to ask when you meet with them. Keep in mind that FirstNet was created as a dedicated Public Safety Network established for the expressed purpose of providing wireless broadband LTE coverage, with priority preemption to all first responders in times of critical needs. FirstNet chose to have a national carrier provide this service and although the decision was to “Opt-in,” it is a local decision as to what service provider provides the best opportunity (cost and coverage) for you to handle your communication needs. The Office of Interoperability stands committed to work with communities throughout New Hampshire in detailing the FirstNet program and credentialing the opportunities that will enhance your individual LTE experience.

If this office can provide any additional information or if you wish to set-up an appointment with FirstNet/ AT&T please don’t hesitate to contact us at [NHSWIC@dos.nh.gov](mailto:NHSWIC@dos.nh.gov) or call 603-223-8003. Expansion of wireless broadband coverage is becoming a reality in New Hampshire and we are happy to assist any community or Public Safety agency in the development of this opportunity.

## MEMORANDUM

New Hampshire's Statewide Interoperability Executive (SIEC) Committee has worked with various stakeholders and has adopted the following list of questions that can be used during the negotiations with any potential broadband service provider. Public Safety demands a continuous and uninterrupted communications network, answers to these questions will serve to address and achieve this goal.

1. In what ways will *Vendor Name* meet or exceed the service levels currently available with our current broadband service provider?
2. What advantages do you offer compared to what has been promised by FirstNet?
3. Can we use our existing devices (handhelds, vehicle modems, CAD interface, etc.)?
  - a. If not, can we get discounts on new equipment?
4. Can you describe the applications provided through your broadband service that are available today to increase our communications capability?
5. Are the applications you describe interoperable with all carriers on all devices?
6. Is Priority and Preemption available? How do I get access to these services?
7. How are users managed? Who has the ability to manage devices?
8. Will your management tool allow me to determine the status of cellular sites in my jurisdiction?
9. How are lost or stolen devices managed?
10. Do you have any case studies or contacts for agencies that are currently using your service?
11. What are the costs for *Vendor Name* services and devices?
12. Can you provide guaranteed or realistic Coverage and Capacity maps for my jurisdiction?
13. Can you please describe how the following will be addressed:
  - a. Expanded large event capacity, including pre-planning and enhanced capacity solutions
  - b. Adequate in-building coverage, including underground parking
  - c. How will *Vendor Name* address the known coverage gaps in our jurisdiction?
14. What training will *Vendor Name* provide for public safety users and device managers prior to beginning to use the service?
15. Will there be secure back-end connectivity to PSAP/Dispatch/Data Centers for access to CAD, crime data, and other local applications/databases? Specifically, how will these secure connections be provided?
16. Will there be adequate cyber-security and security of sensitive law enforcement data (CJIS, CRIMS, COPLINK, ARIES Data Warehouse, etc.), at no extra cost for those users who need access to law enforcement data?
17. How will *Vendor Name* address technology refresh and upgrade cycles? Will this involve system downtime and how will we be informed of downtimes? Will technology refreshes have an additional cost?
18. Can you provide a copy of the SLA's and Terms/Conditions of the contract?

## Goals and Objectives 2017

- ✓ Complete a multi-jurisdictional table top training exercise (TTX)
- ✓ Complete alternative New Hampshire state plan for the National Public Safety Broadband Network (NPSBN)
- ✓ Evaluate FirstNet state plan with NH stakeholders
- ✓ Develop and coordinate Executive Management Group
- ✓ Continue outreach amongst police, fire, EMS
- ✓ Make a presentation at the NHEDA conference
- ✓ Collaborate with the AG's Office on developing a spectrum lease agreement with FirstNet/NTIA
- ✓ Collaborate with the AG's Office on creating an inter-state compact regarding FirstNet
- ✓ Maintain interoperability training for all first responders recruit level and online in-service
- ✓ Update the SIEC charter
- ✓ Maintain quarterly SIEC meetings
- ✓ Maintain and engage SIEC work groups
- ✓ Maintain a positive relationship with the NTIA and FirstNet
- ✓ Continue engagement with the NHSP for improvement to infrastructure and increased interoperability
- ✓ Maintain cooperative relationship with all New England states
- ✓ Continue to work in with SWICs and SPOCs throughout the country
- ✓ Continuing updates and getting the FirstNet message out through our newsletter, website and social media pages

## Highlights from 2017



Have a news story you'd like us to feature? Drop us a line.  
NHSWIC@dos.nh.gov | [www.nh.gov/firstnet](http://www.nh.gov/firstnet)

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