

# Our proven methodology for transitioning to Next Generation 9-1-1

Managing the complex journey of Next Generation 9-1-1 (NG9-1-1) can be daunting. Understanding all the options in order to make the right choices is essential. Lumen enables you to design a NG9-1-1 solution that meets the unique needs of your community. We can help you navigate your transition to NG9-1-1 services so you can focus on what matters most, protecting your community.

## Solution transformation methodology

Lumen® Solution Transformation Methodology is a pragmatic, structured approach to designing a NG9-1-1 solution. It is a dynamic, collaborative session that allows us to understand your challenges and opportunities, the impact on your agency and your organization's ability to address them. It then defines NG9-1-1 solutions and resources that will deliver the greatest value.

## Better conversations drive better changes

Lumen believes that great solutions are achieved with great partnerships. We offer complimentary sessions that allow us to explore your challenges with you. In the Executive Strategy Session and the Solution Development Workshop, we examine your current public safety ecosystem and the degree to which it serves your objectives. Then, we formulate plans of action and recommendations, which can enable you to pivot to a path of greater success.

## Discovery and decision-making

### The executive strategy session

What is standing in your way of implementing NG9-1-1 solutions? In an executive strategy session, Lumen meets with your leadership and employs the Solution Transformation Methodology to discuss goals and generate customized plans of action.

- **Insight and alignment:** Before the session even begins, we start by listening. Our team will consult with your leadership to set an agenda customized to your concerns and needs.
- **Analysis:** We examine your desired outcomes and key IT projects and explore how well they align. This helps to fill execution gaps in your IT strategy.
- **Action:** Our experienced public safety team provides prioritized NG9-1-1 recommendations. These recommendations identify ways to accelerate and enhance your transition to NG9-1-1 solutions so that they deliver optimal results.

## The solution transformation methodology helps agencies

- Adopt NG9-1-1 solutions
- Protect your agency from security compromises
- Improve support for big data, data analytics and decision sciences
- Transport, store and learn from all the new data made available to the PSAP by NG9-1-1
- Respond more effectively to rapidly changing requirements
- Transition into a managed services model
- Connect disparate applications and networks

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## A deeper dive

### The solution development workshop

We gather with the personnel most directly responsible for accomplishing your journey to NG9-1-1 to dig into the details of your challenges.

- **Preparation:** Before the workshop begins, we define the project scope, develop targeted agendas, initiate pre-data gathering, identify required resources and set a date for the workshop.
- **On-site discovery:** This is the deep dive into your technical requirements for the in-scope project. Working with various subject matter expert teams, we explore, discuss and gather requirements in order to develop a targeted solution.
- **Solution development:** Using insights and gathered data, we work together to create an executable solution for your NG9-1-1 transformation.
- **Solution presentation:** At the completion of the solution development workshop, Lumen's expert public safety advisors prepare a plan that addresses your technical requirements, with proposed solutions focusing on your primary objectives. The documentation includes a collaboration map, technical design and high-level pricing.

### Maximizing impact

Digital transformations are only effective if they address the relevant concerns of your organization, and have successful implementation. Lumen specializes in not just providing products and services, but in helping customers find solutions that deliver lasting results.

**To schedule an executive strategy session or a solution development workshop, call or email your Lumen representative, or visit: [Lumen.com/publicsafety](https://lumen.com/publicsafety)**