



Case Study: Lee County Florida Department of Public Safety

AT A GLANCE

Location

Lee County Florida Department of Public Safety

Challenge

Lee County 911 officials were looking for a holistic, comprehensive view of the 911 network and more knowledge around network activities that could compromise emergency response operations.

Solution

An MCP dynamic network discovery and a custom dashboard that provides real-time visibility over all activities impacting network performance, as well as co-managed support.

Results

24/7 visibility into Lee County's 911 environment through one, simple-to-use platform that is scalable to its needs.

Florida County Gains 911 Network Visibility with MCP's Co-Managed IT Platform

Challenge

Located on the southwest coast of Florida, the Lee County Florida Department of Public Safety serves 739,000 residents and thousands of visitors by providing 911 services from four primary public safety answering points (PSAPs) and one secondary PSAP. Lee County has won awards for its preparation efforts during Hurricane Irma, an incredibly powerful Category 5 hurricane that set multiple records for intensity. Irma made landfall in Florida on September 10, 2017.

Maintaining network uptime during large-scale disasters like Irma, but also during normal operations, was top of mind for Lee County 911 officials. Its call-handling network spanned five sites, and the network's breadth and complexity had grown over time. Despite several vendors providing monitoring services, Lee County officials weren't satisfied with the level of service they were receiving. They sought greater clarity on network activity and more customization (instead of an off-the-shelf solution), and mechanism for identifying current and historic network activities.

"When you oversee a mission-critical network, it's imperative to know everything possible about its makeup and health and have trust that you'll be notified immediately if there's an issue. There's no room for error," said Matt Rechkemmer, E911 Program Manager.

Solution

To address these challenges, Lee County relies on several co-managed information technology (IT) solutions from Mission Critical Partners (MCP) that provide enhanced visibility into the organization's network health and activity.

First, MCP completed a dynamic network discovery of the call-handling network to map how it was configured and to identify the systems that comprise it. "This was very eye-opening for us. We knew we had five sites, but we were uncertain about what equipment and devices were located at each of them, and how they were interconnected," Rechkemmer said.

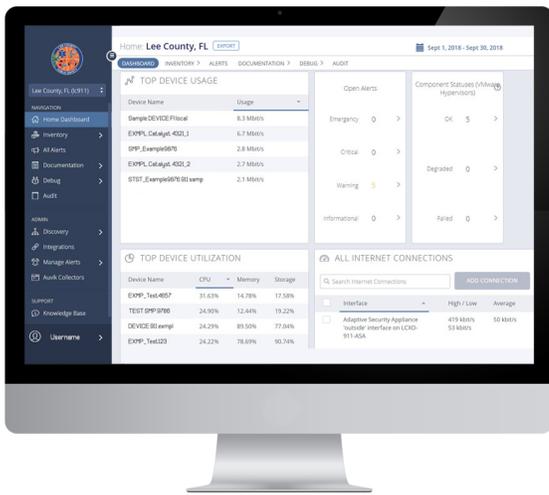
Not only did this exercise empower Lee County officials with critical information, it helped them better troubleshoot issues, which saves time long term because problems and root causes can be identified and resolved faster.

The next step was working closely with MCP's experts to build a custom monitoring profile that would provide a secure, real-time view of the ongoing health of the county's

network and a means to measure bandwidth and utilization of each system, device and circuit. This is designed to provide three pieces of critical information:

- Notification about issues that require real action, instead of delivering an overwhelming and unmanageable amount of information
- A notification plan that outlines what steps are taken when an alarm goes off and who needs to be involved
- A fluid client support plan that keeps all stakeholders at Lee County and MCP aligned

This information is available to Lee County via an online dashboard that is custom-designed and branded for Lee County. A plethora of information can be accessed via the dashboard, including an up-to-date, live network diagram and information on active alarms and ticket status, as well as reporting capabilities, data capture, history and trend reporting of critical network attributes.



MCP provides ongoing support for the Lee County platform, user training and monthly analytics and analysis.

level of reliability. And, we've improved our overall security posture because we always have an up-to-date inventory of our network," Rechkemmer said. "We know that this 'one-to-many' approach means that we will receive network information in a clear, consistent manner from single-source provider.

Results

The MCP monitoring solution and dashboard help Lee County see only what matters across its 911 network and expeditiously respond and correct issues that could impact network performance. County officials have gained control over the network and have enhanced real-time visibility that enables them to resolve critical device and circuit issues before disruptions occur.

"We immediately saw value in this solution and have already taken actions to ensure that our network is functioning at a higher

level of reliability. And, we've improved our overall security posture because we always have an up-to-date inventory of our network," Rechkemmer said. "We know that this 'one-to-many' approach means that we will receive network information in a clear, consistent manner from single-source provider.

"With MCP's co-managed IT platform, we gained 24/7 visibility into our 911 environment through one, simple-to-use platform that is scalable to our needs. This is crucial, because we can't protect what we can't see."

– Matt Rechkemmer, E911 Program Manager, Lee County Florida Department of Public Safety

About Mission Critical Partners

Mission Critical Partners is a professional and co-managed services firm that helps clients enhance and evolve their public safety systems and operations through extensive experience, knowledge and resources. By providing insight and support every step of the way, our clients are able to transform their mission critical operations, maximize the value of their investments and ensure optimal performance and success.

For more information, visit MissionCriticalPartners.com

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