

FirstNet Apps and Artificial Intelligence

By Mike Halliwell, Vice President Sales | October 18, 2017



Last week FirstNet and AT&T [announced the launch](#) of their first developer program that is geared towards creating apps for first responders. These apps will be available at a private store, and will offer purpose-built solutions focused on (but not limited to):

- Situational awareness
- In-building mapping
- Field reporting and records management
- Wearable devices and telemetry solutions
- Forensic intelligence

This is an excellent first step forward for ensuring that public safety personnel will have fully vetted and secure apps to help them achieve their mission.

As these first responder apps become more commonly used, the need for interaction storage capabilities will correspondingly increase to support the increased data availability. As noted in a [previous blog](#) these apps will exponentially increase the volume and rate of data streaming through the network. One of the challenges discussed is the need for analysis with relevant context.

This is where Artificial Intelligence (AI) capabilities could come into play. AI can present context using both qualitative and quantitative analysis. Utilizing big data engines and sophisticated algorithms, it is possible to take advantage of the increased volume of data transmitted through these apps via the FirstNet network. By instructing AI to learn and adapt through policies, use cases, and human experience, interaction storage can move from a descriptive (incident recreation) to prescriptive capability. For example, a prescriptive environment might be envisioned as events x, y and z are occurring, and the resulting action would be to automatically contact / deploy resources to deal with situation. In a commercial environment, these types of prescriptive actions are already occurring daily. The Public Safety industry could greatly benefit from this technology by improving communications during critical situations, deploying the right resources in a more timely manner, and generally employing more proactive procedures.

To effectively utilize these commercial applications in the PSAP space, developers must carefully program initial iterations of the learning /algorithm refinement. This would include understanding where the data is coming from and what had happened previously when certain states of data emerged. Programming would also be needed to establish policies and proper responses to “teach” the AI to recognize signals in the data, act on them, and produce positive results.

The introduction of apps in FirstNet will increase available data, and to handle that data will require Artificial Intelligence (AI) capabilities. Are you excited or fearful of these future changes? Let us know your thoughts on [social media](#).