

Getting Ready for FirstNet – First Steps of Implementation

By Tom Goodwin | December 19, 2017



As of this blog posting, 64% of U.S. states and territories have opted-in to [FirstNet](#). [nb: we may need to update right before this goes out] Given the features and benefits that are promised, it is not surprising that more states continue to join in FirstNet. The system will allow for images, videos, geolocation, weather, traffic, patient information, and mapping applications to be instantly available to first responders. Delivered on a reliable Broadband network, this multi-channel information influx will greatly improve the effectiveness of first responders. It will also correspondingly increase the amount of data to be stored for evidentiary or retention requirements.

FirstNet Launch

The initial FirstNet deployment will provide mission critical, high-speed data services and non-mission-critical voice to augment the existing Land Mobile Radio (LMR) systems. Advanced capabilities of FirstNet will complement the LMR by use of a new device that allows on-site reports and other data to be transmitted in addition to the radio. The challenge will be to ensure that all inbound and outbound data are synched with the metadata. This includes recordings created from radio transmissions.

In the above noted challenges, the requirement for advanced interaction storage, analytics and retrieval capability is obvious. Whether capturing additional information needed by first responders, or ensuring that all the data gathered is reliably synched with its metadata, the systems that capture, store and use the data must move beyond just voice recording. In a [previous blog](#) several crucial factors were noted to create relevant data handling and analytics. This post is focused on the implementation aspects of some of these factors:

Organization. Organizing metadata requires that the metadata be collected. Successful deployment of metadata capture depends on the connection of internal and external systems through APIs and ensuring smooth dataflow.

Proper Use/Security. All data and information from these sources must be properly validated, formatted, and securely stored so that when retrieved, it is accurate and correctly matched. Implementation focuses on data organization, timing, synchronization, and encryption to meet storage and retention requirements.

Analysis. With the vast amount of information being received and processed, metadata analytics as well as correlation engines must be reliable and readily available. Implementation of these processes requires training, identifying best practices, and establishing procedures that bring accurate and useful results.

Implementation of new interaction storage and analytics will be a necessity to take full advantage of FirstNet. FirstNet deployment will begin soon, and planning for interaction recording, storage and analytics should begin now. What are your thoughts on getting ready for interaction recording and storage with FirstNet?

About the Author - Tom Goodwin is the Vice President of Marketing at HigherGround. His background in telecommunications and data networking has been augmented with work in data analytics and automated reporting prior to joining HigherGround. Click [here](#) for more information on Tom and the rest of the HigherGround team!

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