

Presents

# Useful Knowledge of Next Generation 911

## Applications, Technologies, and Architectures

The technology we use to communicate with one another is rapidly expanding and changing; we don't depend on our landline phone as much any more. Cell phones, text messages, Internet telephony and social networks are now part of the communications fabric in the United States. Voice and data systems are coming together at an incredibly rapid pace. To best serve your community, your PSAP needs to be ready for these new technologies. The blueprint for adapting your PSAP is developing right now, and your planning team should include expertise in both voice and data. This one day seminar will assist you in building your community's plan and creating your team to move your PSAP to NG 911.

### Course Topics

- **The Evolving World of Communications Technology:** An overview of new communications tools, including mobile voice, messaging, and data, Voice over Internet Protocol (VoIP), and Social Networks
- **Next Generation 911 Service Architectures:** A look at network based, premises based, and hybrid network architectures for your PSAP, and the vendors that offer these alternatives
- **Standards and Regulatory Status:** How the standards are developing, what they're likely to be, and the government agencies involved in regulation
- **Open Q&A Session**
- **Team Planning Breakouts**

### Two Convenient Course Dates:

Half-Day Session Part 1: October 22, 2009  
8:00 a.m. and repeated 1:00 p.m.  
Half-Day Session Part 2: October 23, 2009  
8:00 a.m. and repeated 1:00 p.m.

Full Day Session October 27, 2009 8:00 a.m. to 4:00 p.m.

### Location:

Lakewood Cultural Center Community Room  
480 S. Allison Parkway North Building  
Lakewood, CO 80226

**Registration Fee \$250.00 single**  
**Or... bring your team! 5 seats: \$1000.00**

### To Register:

Simply email us at:  
[alan@useful-knowledge.com](mailto:alan@useful-knowledge.com)

or on-line at:  
[www.useful-knowledge.com](http://www.useful-knowledge.com)

Or call us!  
303.725.8570

### Your Instructors



**Sharon K. Black, M.S., J.D.**, is an international telecommunications attorney and consultant with more than 25 years of practical experience in both the public and private sectors. She has served as the Executive Director for Emergency Communications for Jefferson County Colorado.



**Alan J. Rubin, MBA**, has over 25 years of industry experience in sales, consulting, and training in telecommunications, specializing in helping non-engineers understand technical material. He has also assisted local communities in developing Continuity of Operations plans.