

## Are you live as i3 on the ESInet?

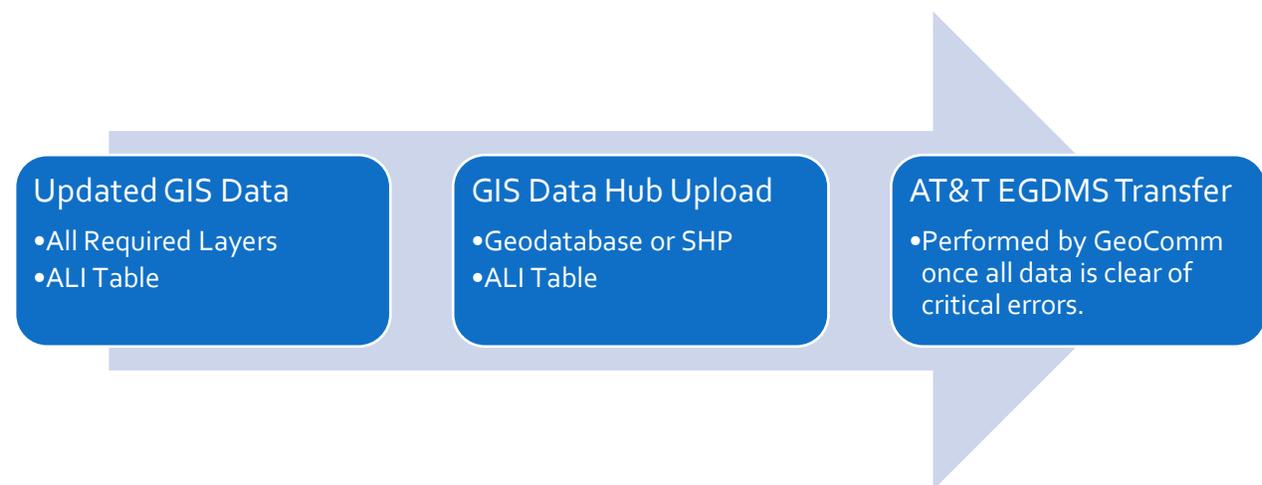
GeoComm's GIS Data Hub is the GIS authority for Next Generation 911. On an i3 system, the GIS data is being used for call routing. Once you are live on an ESInet i3 system, you need to continually upload your updated GIS data in GeoComm's GIS Data Hub.

## Have you added new roads or adjusted road ranges in your GIS data? Have you added new addresses?

It is recommended that updates are provided on at least a monthly basis. If road updates occur frequently, you may want to consider more frequent uploads. The addresses represented in your address points and road centerline layers are utilized to route landline 9-1-1 calls. Also, until a new road is in the i3 system, citizens may not be able to get a landline phone because this does not exist for the phone provider to validate.

**If a new subdivision is added and you do not update your GIS data and upload it to GIS Data Hub, you run the risk of 9-1-1 calls from that subdivision not being directed to the correct PSAP!**

## GIS Data Maintenance Workflow:



## Important Links:

[North Carolina's GIS Data Hub](#)

[GIS Data Hub User Guide](#)

[GIS Data Hub How-to Video](#)

**See the next page for things to keep in mind before and after uploading in GIS Data Hub.**

## Prior to GIS Data Hub Upload:

- Refrain from file or field name changes as this would require new layer/field mapping in GIS Data Hub.
  - To see what layer and field names are being used, navigate to the Configure Processing, Define Data page in GIS Data Hub.
    - All previously mapped layers from your system are listed under Source Dataset.
    - All fields being referenced can be found using the Gear Icon next to each layer listing.
- Ensure all required layers are uploaded and all required fields within those layers are being updated as new features are being added to those datasets.
  - Recalculate the Parity Left and Right Fields
  - Recalculate the NGUID fields
- If you have changes you would like to make to your provisioning boundary border, coordination with your neighbor(s) needs to occur. This most likely would require sharing data to ensure your boundaries are exactly coincident. The PSAP, Law, Fire and EMS layers' outside boundary needs to remain coincident with your provisioning boundary to avoid gaps or overlaps with your neighbors' data, which can result in 9-1-1 call misroutes.
- GIS Data Hub reports boundary topology issues that may have been introduced between data uploads. To expedite data provisioning to the Emergency Call Routing Function (ECRF), which utilizes the GIS data for call routing, run individual boundary gap and overlap topology checks as well as confirm the provisioning boundary is 100% covered by the PSAP, Fire, Law and EMS polygons and vice versa.
- If you are live on ESInet as i3 and need to request an ALI snapshot, you should submit a ticket to the Network Management Assistance Center (NMAC).
- Remember the ALI table must maintain the same file and tab names as what was previously uploaded.

## Post GIS Data Hub Upload:

- If any critical errors are reported, fix these as soon as possible and reupload your data to GIS Data Hub to ensure the most current, correct data is utilized for 9-1-1 call routing.
- Reference the QC Fallouts geodatabase to assist with fixing any critical errors.
  - The QC Fallouts geodatabase can be found in the Exceptions folder of the download file sent by GIS Data Hub.
- Continue to maintain your GIS data and upload on a monthly or more frequent basis.
- The MSAG should be maintained and updated using 911 Net. If you already a user of 911 Net, you may need your role modified to have the AT&T ALI added. Please reach out to your AT&T Project Manager to coordinate this with the DIU.

## Important Contacts:

- GeoComm NC Team, GIS Data Hub Support | 1-844-282-4507, [NCTeam@geo-comm.com](mailto:NCTeam@geo-comm.com)
- Matthew McLamb, CGIA, Local County Support | 919-754-6732, [matthew.mclamb@nc.gov](mailto:matthew.mclamb@nc.gov)
- Brandon Moore, King-Moore, Local County Support | 276-356-8224, [moore@king-moore.com](mailto:moore@king-moore.com)
- Anna Verrill, CGIA, Local County Support | 919-754-6593, [anna.verrill@nc.gov](mailto:anna.verrill@nc.gov)