Abstract -
Emergency response is meant to be quick and efficient. As technologies continue to evolve, communication has expanded into various medias. This presents an opportunity for both the public and emergency services to connect easier and, with various circumstances, could make the difference in saving someone’s life. The Public Service Answering Points (PSAPs), who dispatch the emergency responders, in past have gotten their information through the telephone. This information passes through various systems before reaching the local PSAP. In today’s age, the public has access to texting, photos and video media that could be useful information when reporting an emergency. PSAPs are migrating into a new system, Next Generation 911, that allows for such media to be accepted. It will cut out the various transfers that occur before reaching the Public Service Answering Point because the system is Internet Protocol (I.P.) based and uses geolocation. In preparation to migrate into the I.P. based system, operators of PSAPs need to prepare their system for this transition. This includes considering system security against cyber threats, system architecture and governance issues. Recommendations created by a self-assessment tool will aid PSAPs in awareness for this transition to achieve a maturity state deemed fit for an I.P. based system.