

Task Title: RAC Communications Plan/9-1-1 Clearinghouse

Committee Chair:

Committee Participants:

Task Business Case

Overview
The RAC needs a communications plan that articulates the policy and process through which communications will take place among stakeholders. This plan should support RAC objectives and tasks, be consistent with the group's charter, and encourage stakeholder feedback. It should also identify how the 9-1-1 clearinghouse would operate as a single source of information for the commonwealth's implementation of NG9-1-1.
Benefit/Jeopardy
The commonwealth's ability to implement NG9-1-1 is dependent upon how well it can communicate with stakeholders and how effectively it can distribute timely and accurate information. A well-executed RAC communications plan can only help to improve communications with stakeholders.
Goal/Objective
Effective communications will result in more organized and effective collaboration within the RAC. In addition, it is essential that communications between stakeholders and the RAC is accurate, transparent, and consistent. Complete program success is only possible with good communications; this plan will help ensure good communications.

Deliverables

Milestone 1
Develop communication objectives and policy that defines the methodology for planning and executing effective RAC communications.
Milestone 2
Identify RAC communication channels, targets, and frequency, as well as opportunities for the RAC to leverage a 9-1-1 clearinghouse to provide information to stakeholders on the commonwealth's implementation of NG9-1-1.
Milestone 3
Combine the results from Milestone 1 and 2 into a draft communications plan

Initiatives Resources and Dependencies

Resources Required

The most critical resource is the time commitment of knowledgeable SMEs.

Dependencies

Completion of this task is dependent upon the availability of work group members. This plan is necessary to provide consistent and reliable information throughout the NG9-1-1 deployment process and needs to be in place before PSAP NG9-1-1 readiness and deployment plans are developed.

Risks

This task is a heavy lift and will require significant time commitments among work group participants to complete identified deliverables. Any significant delays will impact the ability to provide deliverables by established deadlines and may impact ISP's ability to develop PSAP NG9-1-1 readiness and deployment plans in the first half of calendar year 2018.

Schedule

Overall Schedule

A draft of the RAC communications plan must be completed by the end of calendar year 2017.