

Critical Factors for Implementing First Responder Public Safety Communication Systems



Government organizations embarking on large-scale public safety communications infrastructure projects must balance multiple and often conflicting aspects of program implementation amongst diverse stakeholder needs. Environmental conditions, technological capabilities and network architectures, system security and the varying needs of individual First Responders must all be considered and addressed. Above all, those in need of emergency services must have absolute confidence that their call for help will be received—every time.

Through its Land Mobile Radio (LMR) wireless communications and project implementation experience, General Dynamics understands the mission-critical requirements to successfully implement large-scale public safety communications systems.



In a First Responder/Public Safety Environment "THERE ARE NO SECOND CALLS"

Partnership is the Foundation for Success

Structuring the project with a collaborative partnership framework versus a traditional procurement and contractor model is critical to ensuring that the long term needs of the First Responders are clearly understood and the ongoing expertise is retained.

Shared Vision and Plan

Creating a program structure that fosters a collaborative project approach between the customer and contractor partner will provide the optimal working environment to ensure that the program objectives and deliverables are clear and supported by all stakeholders. Doing so enables critical initial tasks including project scope, schedule, cost structure, and contracting approach to be finalized and agreed on before the project initiation.

Flexible Contracting Approach

Individual regions and site deployment locations face different issues including leasing, environmental, and construction requirements that can only be identified during implementation. A flexible contracting approach allows maximum customer control while expediting decision making and managing change.

Integrated Customer-Contractor Governance Structure

To expedite decision making, the governance structure should address the various levels (executive, program, and project) of the program and include the customer, contractor, and key stakeholders. A formal review schedule and process should be established with clear indication of required participation and approval structure.

Understand How Government Procurement Works

Program success requires a clear understanding of the government procurement process and the constraints under which the customer must work for major government programs. Contracting partners must have similar systems/processes and have the flexibility to adapt those systems/processes to maximize customer and program success.

Wireless Systems Integrator Delivers Best Value

The technical complexity and total life cycle approach of secure large-scale, public safety communications systems is best supported through a wireless systems integrator. A wireless systems integrator specializes in bringing together component subsystems into a whole and ensuring that those subsystems function together.

Vendor Agnostic – Provide Industry Best Solutions

Wireless systems integrators are focused on delivering the best solution for the customer. They understand how to combine industry's best solutions in order to provide the end users with a choice of equipment and integrate them with legacy systems to ensure that interoperability needs are met, without being restricted by proprietary technologies.

Involved in the Public Safety Industry Standards Bodies

A wireless systems integrator that participates in the LMR Public Safety industry standards bodies is able to influence standards direction on behalf of their customers, not the product/service providers.

Systems Engineering for the Full Life Cycle

A wireless systems integrator that understands and has experience in all aspects of the life cycle (design,

implementation, operations, maintenance, and disposal) begins with a holistic approach and knowledge of how to deliver a LMR system with the lowest total life cycle costs.

Invests in Integrating Public Safety Industry Solutions

By partnering with a wireless systems integrator that regularly invests in understanding and integrating LMR public safety commercial products and services in its systems integration labs, the customer can be assured that it will have an evolutionary and future-proofed system.

Understand How to Manage Commercial Obsolescence

To take advantage of industry's best solutions, an experienced systems integrator has the processes in place to continually monitor, evaluate and manage commercial product changes that impact the system.

Large-Scale System Deployment Experience is Critical to Program Success

Province-wide public safety communications programs need a contractor partner with experience in deploying large-scale public safety communication systems to reduce risk and maximize program success.

Site Acquisition a Schedule Driver

Each region and site will have its unique characteristics and issues. Using an experienced team that fully understands the industry and the activities related to site acquisition is critical.

Managing Parallel Activities is a Necessity

Experience managing many parallel activities is crucial in a large-scale rollout. Having established and proven processes and tools already in place allows the customer to leverage the lessons learned from previous large-scale public safety communications programs.

Environmental Needs are Key to Maintaining Cost and Schedule

The ability to work through the various construction and environmental issues (soil irregularities, displaced protected species, etc.) is critical. It is essential to have this specific expertise and experience on the project.

Use Local Companies as Much as Possible

No one knows the local processes and issues as well as local companies. Contracting to a team of companies with roots in the local region will help mitigate location specific issues and draw on the individual strengths each team member provides.

Work as a Team on Site Leasing

Working up front with the customer to develop leasing templates and guidelines allows the contractor to use their sizable resources to work through the very time-consuming site lease process.

Understand Network and Systems Operation

Understanding network and systems operation before the system is deployed is vital to making sure the system is deployed properly and users can quickly be migrated to the new system.

General Dynamics Brings Unparalleled Experience

To ensure that first responders' public safety needs are met, General Dynamics brings together highly experienced, world-class Canadian companies with a presence in the local region. Leveraging its experience in delivering a nationwide public safety communication system for the US Department of Justice, General Dynamics has the technical and management credentials needed to successfully design, construct and operate a reliable and secure public safety communication system.

GENERAL DYNAMICS

- North America's premier wireless communications systems integrator
- Prime contractor for U.S. Department of Justice's Integrated Wireless Network, a Land Mobile Radio system providing interoperable communications to 80,000 federal law enforcement officers and agents nationwide
- Prime contractor for U.S. Coast Guard's Rescue 21 system, a nationwide Land Mobile Radio-based command, control and communication network
- Canada's premier defence, security and communications systems integrator with facilities in Ottawa, Calgary and Halifax, leveraging the skills of more than 2,000 employees nationwide.
- Stringent systems engineering, software engineering, and program management processes (CMMI Level 5)
- Public safety program management leader
- Deployed/modified 38,800 wireless communication sites including 20,000 over the past five years
- Proven web-based site management tools providing contractor/customer direct visibility into deployment status and information

General Dynamics has got you covered!

GENERAL DYNAMICS
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