

While the CAD system is the core system used by the call takers and dispatchers, there are many other systems (applications) required to be available and functioning in an optimal manner in order to efficiently and effectively enable communications between the call takers, dispatchers, and HPD/HFD response personnel when responding to 911 emergency incidents.

Other key components comprising the City of Houston's public safety system are shown in Table 3-2:

Table 3-2. [REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

The above list highlights those device components also required to be operational in order for all data to be successfully transmitted to and from the CAD system. In the event that any one of the above device components is not properly functioning, back-up procedures are activated in order for HPD/HFD emergency response personnel to continue responding to 911 emergency incidents.

[REDACTED] Table 3-3:

Table 3-3. [REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

The Tables depict the various groups involved in the end-to-end delivery of the HEC IT portfolio. Figure 3-1 illustrates the complexity of the operations and support for the public safety system. Root cause analysis of a perceived system problem may require multiple organizations to become involved in order to validate and verify that their particular scope of supported component is not the root cause of the problem or issue being experienced. Finally, outages to the system may be prolonged due to differences in service levels from the various groups identified below. While some groups and organizations provide 7x24 support for their components, other groups are only responsible for delivering support during regular business hours Monday through Friday.

As is the case with the device components and subsystems, public safety system performance may become degraded or unavailable to all or portions of the public safety system users when any of the above systems are not properly functioning. While back-up/contingency processes and procedures are instantly activated in order to eliminate disruptions to 911 emergency operations, unavailability of any of these components may have a performance impact to the CAD system.

