

We understand the language, philosophy and organizational alignment of the CJIS environment essential for the ASAP success.



CommSys Inc - Dayton, OH

CSAA members, via their central stations, provide monitoring services to the 36 million alarm systems in the United States. Both organizations saw the need to improve the communications method and path between Alarm Company central station and the PSAP.

The goals of the Alarm Service Option via ConnectCIC™ are for dispatch centers to eliminate the following:

- Phone Calls or Alarms
- Errors in Information Transfer
- Remove the Need for Re-entry of Information
- Provide Real-Time Details to Public Safety
- Response Delays

[www.CommSys.com](http://www.CommSys.com)

CommSys is intent on supporting “ASAP to PSAP” innovation, and has the experience and knowledge with the related systems and infrastructure.

CommSys can assist your company in the development and deployment of an ASAP interface to your CAD product. We provide training, consulting and management services in four areas:

- **ASAP Product Management/Marketing**
- **Interface Engineering and Consulting**
- **Software Testing and Validation**
- **ASAP Implementation Project Management**

*CommSys is here to help your organization become more familiar with the ASAP Service and Protocol without having to develop the knowledge on your own. And not having to go through the painful experience of developing empirical knowledge of the capability.*

### **ASAP Product Management/Software Development Training and Consulting**

CommSys can provide initial training and understanding to your product management and software development teams. This will allow your teams to be able to assess the difficulty and challenges associated with developing the ASAP Interface to your CAD product.

Our offerings in these areas include:

- **ASAP to PSAP Boot Camp for CAD Providers –**  
High level to understand ASAP and its value to PSAPs
- **Software Development Planning and Issues for the ASAP Interface –**  
As a product or development manager what is needed in the interface
- **How to deploy the ASAP –**  
Understanding the process and challenges associated with deploying the ASAP Interface to your customer PSAPs

*These courses are available as a 1 to 3 hour webinar or can be delivered on-site to better work with your team. Quotes are available by contacting CommSys.*

### **Interface Engineering and Consulting**

The ASAP interface is a specialized form of a CAD to CAD interface. However, like every interface it has its own unique requirements and behavior. We can provide training and consulting services to the technical areas of your organization.

Our training program is directly aimed at your programmer's responsible for development of ASAP interface. The purpose of this training is to educate them before they lay down a line of code. In the training we discuss the workflow of the four core messages that make up the ASAP Service. Ultimately we are providing information that typically causes pain for CAD programmers as they implement the interface.

*The ASAP for the CAD Programmer course is available by Webinar or on-site training. Please contact CommSys for a quotation.*

Call for details:

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CommSys provides knowledge and insight to the Nlets, CSAA and APCO implemented ANSI-approved standard, proven to reduce 9-1-1 processing times and eliminate mistakes between alarm monitoring companies and PSAPs.

In addition to the training program, CommSys can work with your company to review the interface implementation strategy. We have the experience to point out weaknesses and/or challenges from outsider and end user perspective.

### Software Testing and Validation

The greatest challenge with implementing the ASAP Interface is in having gained confidence that your interface is implemented properly. CommSys can coordinate testing with the ASAP Service in both a 'Test' environment and a 'Production' environment as applicable, and these may be done at separate times.

As part of these services, CommSys will work with your team to establish a test plan and test cases; *The purpose of the testing is to ensure that the end product conforms to the APCO/CSAA ANS 2.101.1-2008 standard and the ASAP to PSAP Service from CSAA (Yes, they are related, but separate!)*

### ASAP Implementation and Project Management Services

To assist you with your initial deployments or dealing significant PSAPs, CommSys can provide implementation and project management services.

- **Coordination efforts** with the agency's executive stakeholders, their CAD provider, state CJIS staff, the CSAA ASAP Service, and alarm monitoring central stations.
- **Work with agency officials** to ensure CAD system connectivity State CJIS system and Nlets, or other transport method if available.
- **Oversee training of PSAP staff** in learning ASAP Service workflow and requirements.
- **Coordinate alarm companies** that are operating with the ASAP Service with agency officials.



*Whatever Your ASAP Challenge, We Can Help...*

Learn more about the ASAP Service from the CSAA at:  
[www.csaintl.org/asap-to-psap-program](http://www.csaintl.org/asap-to-psap-program)

**CommSys, Inc. has over 20 years of experience in developing and implementing technology solutions** that provide strategic assets to solution providers in the public safety service and technology supply; along with those involved in state, regional and national agencies requiring access to Criminal Justice Information Systems (CJIS).

We continuously build and maintain relationships with those operating the CJIS environments in order to stay up-to-date on agency requirements, legislation, expectations and the overall technology knowledge needed to manage integration development. We are always obtaining insight and information on changes before they become policy.

The CommSys team makes all the difference, and by partnering with CommSys, solution providers benefit from the unmatched expertise from our IT and engineering professionals. These professionals apply their incredible depth of experience – combined with broad technical knowledge of all IT systems – to deliver the right technology to meet our public safety solution providing partners' business challenges.

**Our goal is to provide our partners with reliable software technology, products, service and information to help their business thrive.**

If you have any questions or need additional information on our products or services, please feel free to contact us:

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# ASAP to PSAP Support Services

