Data Center FAQs

INTRODUCTION

What is the IAED ("Academy") Data Center?
The IAED Data Center is an emergency dispatch data warehousing service which was created to help improve the process of acquiring data from agencies to support our research studies. It enables agencies to seamlessly send data at desired intervals without having to export and upload data. This allows for greater data availability to support dispatch research, as it relates to public safety.

GETTING SET UP

Is participation in the Data Center service voluntary?
Yes. Participation is voluntary.

How do I get set up in or troubleshoot the Data Center service?
Participating in the data center service is simple. Either send an email (Software.Support@prioritydispatch.net) or make a call (1.801.363.9127 ext. 2 [International] or Toll Free: 1.866.777.3911 [U.S./Canada]) to the Priority Dispatch Corp (PDC) Software Support Help Desk.

What information is required from agencies to get set up?
If interested, the only things needed to get you set up are:
- Your approval (an email suffices).
- Name of your agency/institution.
- Contact (IT/representative) person to work with the PDC Software Support team to install the data center App.

What happens next after an agency has been set up?
Once the data starts to be received in the data center, the IAED Data Analyst will reach out to the agency with relevant instructions on how to access the dashboards. The dashboards are all interactive. The agency's contact person's information will also be added to the data center user group listserv for communication.

DATA SUBMISSION

Why is the App set up to submit data to both the Academy and FirstWatch—through Fusion.prioritydispatch.net and Fusion.firstwatch.net, respectively?
FirstWatch is for the Academy Analytics product. If you have not purchased Academy Analytics, then only the fusion.prioritydispatch.net is needed.

Are the IPs for Fusion.prioritydispatch.net and Fusion.firstwatch.net completely static?
All the firewall rules are IP-based, so any changes to the IP will cause the system to stop working immediately. They are static. That does not preclude a possible change to the static IP's at some point in the future (thus URLs) but there is no change planned.

Is firewall exception required only to 67.51.217.226:14450?
Yes. If the install is for Academy Analytics, then you will need to add an exception for 66.185.165.137:14450.

What are the minimum permissions required for the user account for the Fusion Client?
If it is the XLerator user account, just a standard user that has been assigned to each alias that the data will be collected from.

DATA COLLECTED

What data is being collected?
For now, the only Data we collect is the ProQA database. These are the datasets created during the use of the ProQA software. These datasets contain everything you have entered in the software. This is quite literally everything entered in the XLerator/ProQA client.

Can the agency decide what data element to be collected?
Yes. The IAED Data Center App provides features to enable agencies (if they so desire) to anonymize/deidentify/exclude a number of data elements (e.g., address, phone, names [if any], etc.) before data gets encrypted and sent to the Data Center. Additionally, for the analytics, all data is deidentified and aggregated. Publicly available analytics reports dashboards—based on deidentified and aggregated data from all participating agencies, for benchmarking—can be accessed via this link: https://aedrjournal.org/analytics-dashboard-home/

DATA USAGE

How is the data going to be used?
The deidentified data collected from participating agency is used by the Academy for research to improve the effectiveness of the Emergency Dispatch Protocols and provide specialized analytics for participating agencies. As documented in the Academy Data Center Data Protection Policy, the data shared is for analytics only—to support continued dispatch research

BENEFITS TO AGENCIES

What are the main benefits to the agencies?
All participating agencies will have access to two (2) interactive analytics reports dashboards:

a) *Benchmarking dashboards*: These publicly available dashboards contain analytics reports based on pooled, deidentified and aggregated data from all participating agencies across the globe. Agencies use the analytics for benchmarking purposes.

b) *Agency-specific dashboards:* The agency-specific dashboards (based on deidentified aggregated data) are accessible only by respective agencies. These analytics are useful for agencies to monitor their own data for continued improvements, among many others.

IAED DATA CENTER ANALYTICS VS. ACADEMY ANALYTICS – powered by FirstWatch

What is the difference between IAED Data Center and Academy Analytics (powered by FirstWatch) reports?
The *IAED Data Center Analytics* (*aka* Academy Analytics – *Research)* provides analytics based on longitudinal/history data for agencies willing to share their data with the IAED to support dispatch research. The participating agencies receive regular reports for their use.

The *Academy Analytics*, powered by FirstWatch (*aka* Academy Analytics – *Operations*) is a paid service that provides analytics for agencies interested participating in more reporting options through FirstWatch, such as real-time alerts and triggers.

DATA AND SYSTEM SECURITY

Is the data secured?
The Academy has implemented administrative, physical and technical security measures specifically designed to protect the Data from loss, theft, misuse, unauthorized access, disclosure, alterations, and destruction.

Is there a policy about sharing data for 3rd and 4th party use?
As documented in the Academy Data Center Data Protection Policy, the Academy does not share the data housed in the Data Center, with any other parties. The data is solely to support research conducted by the Academy.

Can data be returned or destroyed?
In addition to the analytics, agencies have access to the data they share. For unforeseen reasons, should an agency desire for their data to be returned or destroyed, they can request that the data to be returned and/or destroyed by contacting the Data Protection Officer at privacy@emergencydispatch.org

Will the data be stored/hosted only inside the United States?
Yes.

Are any industry standard security frameworks implemented such as PCI, NIST or ISO?
Yes, we maintain security to the level of PCI compliance.

Are application security audits such as FedRAMP, CJIS, HIPPA, SOC/1/2/3 completed?
Yes, the Academy has third-party external vulnerability scans quarterly, and third-party assessments annually.

Is the data encrypted in transit and at rest (online and offline media)?
The data is encrypted in transit using AES 256-bit encryption. It is not encrypted at the source (XLerator) or destination (Data Center).

What is the Recovery Point Objective (RPO)? What is the Recovery Time Objective (RTO)?
Backups are done daily.

How is data backup handled and can an individual agency's data be rolled back in case of data corruption or user negligence?
Backups are done at the database level. Restore of data would be en masse, not an individual agency.

Can agencies backup or export their data? Can that backup and/or export be automated?
The agency cannot backup or export their own data. That function is limited to IT team at PDC.

How are users authenticated? Is two factor auth supported, and if so what types?
Users are authenticated with Microsoft Active Directory. Two-factor is not implemented due to it not being accessibly publicly.

Can agency identity infrastructure be used via SAML, ADFS or other Single Sign On methods?
No.

How does the IAED control and log access to agency data?
The Data Center database is audited daily for access control events.

How does the Academy inform agencies of a data breach or other security incidents?
In the unlikely event of a security incident, the Academy will contact the agencies within 72 hours.

Does the Academy have a secure data destruction policy/process for agency data, equipment not in service and removable media? Is there a data loss policy?
The Data Center retains data to use for longitudinal/historical research studies on the science of emergency dispatch, and for research and development of the protocols. The aggregated dashboards are also based on longitudinal/historical data. The use of the data for research is essential to 911's role in public safety.

The Academy will never publish any private information for any caller or telecommunicator, and the information is stored on a secure server and only viewed by the IAED research team. Any data used or published will not only be de-identified but aggregated, meaning there is no way for readers or end users of the data to identify the agency, the calltaker, the caller, or the patient. If the IAED chooses to conduct a research study with a specific agency, it will contact that agency for approval and allow them to review and approve any findings (still de-identified!) that might be published and/or shared.

Does the IAED have data security or cyber liability insurance?
Yes.

Are there statistics or dashboards available regarding system availability?
Yes. System uptime is tracked—and it is pretty good. However, the statistics are kept internally and not available for external access.

Does the application install as a Windows Service? Are registry changes also required? Any other installation impacts?
Yes, as a Windows Service. No registry changes are required. (Typical registry entries for a Windows install.) No install impacts.

Are the executables signed and countersigned and what is the update process and schedule for this component?
It is signed with DigiCert certificate. Updates are as needed.

Can Fusion Client be run on a separate server to XLerator?
Yes. It was intended that Fusion Client would run on a server that could access the internet and the XLerator server.

TROUBLESHOOTING

Where are log files stored?
The log files are stored at C:\Windows\SysWOW64\config\systemprofile\AppData\Roaming\Priority Dispatch\Fusion.

How do I troubleshoot the data center service?
There are 2 options. First, try the first option and if the service does restart sending data, then try the second option:

Option 1:

a) Stop then start the PDC Fusion Client service in Services
b) Add recovery options for the PDC Fusion client service. Please right click on the *Service→Properties* and select *Restart the Service* for first, second and subsequent failures.

Typically, this service is found on the ProQA Xlerator server. If you receive an error restarting the service, please reboot the server. Alternatively, you may run the command '*net stop PDCFusionClientSvc*' then '*net start PDCFusionClientSvc*' in an administrative session of command prompt.

Option 2:

Renaming the "fusion" folder in the roaming location commonly fixes the issue if a restart does not initially. This will regenerate the data mine files, sent files, and logs contained in this folder. See below for a detailed step-by-step for each item:

a) Access the Fusion folder located by default in
    C:\Windows\SysWOW64\config\systemprofile\AppData\Roaming\Priority Dispatch\Fusion
b) Stop the PDC Fusion Client
c) Rename the Fusion folder here to "Fusion_old"
d) Start the PDC Fusion Client