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NENA Template for Creating Or Updating E9-1-1 Operational Standards/Model Recommendations Documents

Replace the above Title with wording appropriate to your particular document’s Title. The Title should concisely describe the purpose of this NENA Operational Standard/Model Recommendation. KEEP the word DRAFT on this document throughout its development cycle. ONLY AFTER it has been approved is the word DRAFT to be removed, just prior to publication.

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NENA Template for Creating Or Updating E9-1-1 Operational Standards/Model Recommendations Documents (substitute with the correct document name)

Document 51-002 (use doc number as defined in NENA 51-001)

August 26, 2003 (use DRAFT here till the new document is approved and use DRAFT in the heading found starting on page 2)

Prepared by:

National Emergency Number Association (NENA) Operational Committee Chairs (substitute with the authoring committee or workgroup)

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NOTICE

This Operational Standard/Model Recommendation is published by the National Emergency Number Association (NENA) as an information source for the voluntary use of communication centers and is provided as an example only. It is not intended to be a complete operational directive.

NENA reserves the right to revise this for any reason including, but not limited to, conformity with criteria or standards promulgated by various regulatory agencies, utilization of advances in the state of operational techniques or services described herein.

It is possible that certain federal, state or local regulations may restrict or require modification of the recommendations contained in this document. Therefore, this document should not be the only source of information used. NENA members are advised to contact their legal counsel to ensure compatibility with local requirements.

By using this document, the user agrees that NENA will have no liability for any consequential, incidental, special, or punitive damages arising from use of the document.

NENA’s Operations Committee has developed this document. Recommendations for change to this document may be submitted to:

National Emergency Number Association
422 Beecher Rd
Columbus, Ohio, 43230
800-332-3911

Acknowledgments:

This document has been developed by the National Emergency Number Association (NENA) Operations Committee Chairs. **Replace the words “Operations Committee Chairs” with wording appropriate to your particular document’s creators (i.e. Human Resources Committee). The verbiage should concisely describe the Operations Committee(s) that developed this NENA Standard. This explanatory text IS TO BE REMOVED prior to submitting the document for approval.**

The following individuals are recognized for their contributions in development of this document.

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Add rows as needed, or delete unnecessary rows. Sort the TABLE by “Company” after acknowledging NENA Staff, NENA Chairs and other notable NENA members, such as WG Leaders etc. if they participated in the development of this NENA Standard. **This explanatory text IS TO BE REMOVED prior to submitting the document for approval.**

This TOC will build itself if the “style” rules are not changed. **See the last section of this document for instructional details.** (Moderate proficiency in WORD is a prerequisite to authoring or “WORD-smithing” a new or revised NENA document.)
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1. Executive Overview

This document is provided as a template for the construction and publication of Operational Standards/Model Recommendations by the various Operations Committees of the National Emergency Number Association.

To standardize our documents, as recommended in NENA publication 51-001, Operations Committee Organization and Standards and Model Recommendations Process, this template provides appropriate “boilerplate” language to be included in the introductory section. This section includes the following topics:

- Reason to Implement
- Benefits
- Document Terminology
- Reason for Issue
- Reason for Re-issue
- Acronyms/abbreviations

In addition, this document provides the framework and outline format for all documents proposed by the Operations Committees.

As illustrated by this example, this section should contain a one-page summary of the entire document. Its purpose is to provide a synopsis of the document for the reviewing executive. **This explanatory text IS TO BE REMOVED prior to submitting the document for approval.**

2. Introduction

2.1 Purpose and Scope

This “NENA Template for Creating Or Updating E9-1-1 Operational Standards/Model Recommendations Documents” is a tool for NENA operations committees to use in the development of operational standards/model recommendations for general publication. It defines the required elements to be contained within each operational standard/model recommendation document, as well as the overall style of the document . **Replace the “Purpose and Scope” section’s wording with wording appropriate to your particular document’s content. The verbiage should concisely describe the Purpose and Scope. This section is intended to serve in lieu of a “General” section.**

This explanatory text IS TO BE REMOVED prior to submitting the document for approval.

2.2 Reason to Implement

This paragraph would contain information relating to the need for implementation of the listed standard/model recommendation. **Replace the “Reason to Implement” section’s wording with wording appropriate to your particular document’s content. This verbiage will sometimes seem duplicative of the Purpose listed in the above section, but should be more precise in explaining why this Standard needs to be implemented. This explanatory text IS TO BE REMOVED prior to submitting the document for approval.**

2.3 Benefits

Use of this “NENA Template for Creating Or Updating E9-1-1 Operational Standards/Model Recommendations Documents” as a document model will:

- provide a consistent look and feel to any and all Operational Standards/Model Recommendations documents produced by the NENA operations committees
- reduce the work required to format the appearance of these documents
- assure that all required elements are included in all future documents, including boilerplate text.

Replace the “Benefits” section’s wording with wording appropriate to your particular document’s content. This verbiage should concisely explain the benefits gained by implementing this Standard. This explanatory text IS TO BE REMOVED prior to submitting the document for approval.

2.4 Technical Impacts Summary

This section is to contain verbiage applicable to the impacts this NENA Operational Standard/Model Recommendation will/may have on technical aspects of the E9-1-1 industry, particularly with the 9-1-1 network (including data) and/or CPE equipment. **This explanatory text IS TO BE REMOVED prior to submitting the document for approval.**

2.5 Document Terminology

The terms "shall ", "must " and "required" are used throughout this document to indicate required parameters and to differentiate from those parameters that are recommendations. Recommendations are identified by the words "desirable" or "preferably".

DO NOT REPLACE OR MODIFY the “Document Terminology” section’s wording! This is boilerplate text and is to REMAIN in all NENA Operational Standards/Model Recommendations! It is important for all NENA WG members to adhere to these definitions for the terms explained in this “Document Terminology” section. This explanatory text (in red) IS TO BE REMOVED prior to submitting the document for approval.

2.6 Reason for Reissue

NENA reserves the right to modify this document. Whenever it is reissued, the reason(s) will be provided in this paragraph.

The ABOVE paragraph in this section is to REMAIN in the final document! REPLACE this instructional paragraph’s (red) text with wording appropriate to your particular document’s Reason for Reissue. This section is intended to grow each time the document is reissued. Each “Reason for Reissue” should remain unchanged until a MAJOR reissue is made. Each “Reason for Reissue” entry should be associated with the version that it addresses. Example: Issue 1.2 added a section to address new technology . . . (blah, blah, blah). Issue 1.3 changed section 2 to address new ways to . . . (yada, yada, yada). (like that!) This explanatory text IS TO BE REMOVED prior to submitting the document for approval.

2.7 Costs Factors

The Cost Factors section is intended to provide a brief summary of potential system or application cost impacts regarding the subject of this NENA document. If it is not applicable in any given document, simply enter “Not Applicable “ in this section. **Replace the “Cost Factors” section’s wording with wording appropriate to your particular document’s content. This explanatory text IS TO BE REMOVED prior to submitting the document for approval.**

2.8 Cost Recovery Considerations

The Cost Recovery Considerations section is intended to provide information for cost recovery, if applicable (e.g. ; grants, surcharge funds, etc.). If it is not applicable in any given document, simply enter “Not Applicable” in this section. **Replace the “Cost Recovery Considerations” section’s wording with wording appropriate to your particular document’s content. This explanatory text (in red) IS TO BE REMOVED prior to submitting the document for approval.**

2.9 Acronyms/Abbreviations

The acronyms/abbreviations used in this document have not as yet been included in the master glossary. After initial approval of this document, they will be included. Link to the master glossary is located at.....insert web link.

The above paragraph in this section is to REMAIN in the final document! Use a WORD “table” structure to display Acronyms/Abbreviations for this document. Ensure that any Acronyms/Abbreviations used in this document are consistent with the Master Glossary.

Example:

The following Acronyms are used in this document:	
ALI	Automatic Location Identification
ANI	Automatic Number Identification
ATIS	Alliance for Telecommunications Industry Solutions

Temporarily list any “document specific” new terms here. These would be any new terms or definitions that are introduced as a result of the new or revised document, that do not already exist in the NENA Master Glossary of 9-1-1 Terminology. These new terms & definitions will remain in this section as long as the document is in a “**DRAFT**” state. Once approved, the terms & definitions will be transferred to the NENA Master Glossary of 9-1-1 Terminology. **Replace this paragraph’s wording with wording appropriate to your particular document’s terms & definitions.**

3 Operational Description

(Your Document Specific Headings Start Here. This explanatory text (in red) IS TO BE REMOVED prior to submitting the document for approval.)

The Operational Description serves as the beginning of the specific standards portion of your document. The author(s) of your document would add any necessary headings to complete your document. Remember to apply the appropriate “**Heading style**” to each of your headings. (Moderate proficiency in WORD is a prerequisite to authoring or “WORD-smithing” a new or revised NENA document, however some basic help is provided herein.

See the last section of this document for instructional details.)

This explanatory text IS TO BE REMOVED prior to submitting the document for approval.

4 References

Generally, the reference section of a document will be located at or near the end of the document, and will probably not be section 3 as it is in this Template. It will list all documents or other media used in development of this NENA Standard. Some NENA Standard documents will also include an Exhibits Section, which will come after the References Section if applicable. And some NENA Standard documents will contain an Appendix Section, which would come last if applicable.

Replace the “References” section’s wording with wording appropriate to your particular document’s content.

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5 Exhibits

The Exhibits section is an optional section intended to include descriptive samples of the subject matter described in the other portion of your document.

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**Instructional Details For Using This File As A “NENA Standard” document Template
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An important feature of Microsoft Word is the application of “**Styles**”. A style is a set of formatting characteristics that you can apply to text in your document to quickly change its appearance. When you apply a style, you apply a whole group of formats in one simple task. For example, you may want to format the title of a document to make it stand out. Instead of taking three separate steps to format your title as 16 pt, Arial, and center-aligned, you can achieve the same result in one step by applying the Title style.

A paragraph style controls all aspects of a paragraph's appearance, such as text alignment, tab stops, line spacing, and borders, and can include character formatting. The style used for this paragraph is called Body Text. It's attributes are:

Attribute	Value
Font:	Times New Roman
Size:	12
Alignment:	Flush Left
Line Spacing:	Single
Widow/Orphan Control:	On
Space Before:	4 points
Space After:	4 points

If you want a paragraph to have a particular combination of attributes that aren't in an existing style (for example, a bold, italic, center-aligned heading in the Arial Narrow font), you can either create a new style or edit the existing style. Changes made to a style can be automatically updated throughout the document by a single mouse click.

To generate a table of contents, **after the body of your document is complete**, go to the table of contents page and place your cursor anywhere within the table of contents. Right click your mouse button once. The entire table of contents will become highlighted and a pop-up menu will appear. Select the **Update Field** menu item and then select **update the entire table**.

NOTE: This assumes that the instruction above has been followed. If the appropriate Heading style has not been applied to each of your headings this automatic table of contents update will fail!

For additional help with formatting WORD documents it is recommended that the author or “WORD-smither” avail themselves of a formal WORD training course, and or refer to the WORD HELP menu for specific subjects.

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