NENA Template for Creating Or Updating E9-1-1 Operational Information Documents (OID)

NENA Template for Creating Or Updating E9-1-1 Operational Information Documents (substitute with the correct document name)
Document 51—003 (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 starting on page 2)

Prepared by:
National Emergency Number Association (NENA) Operations Committee Chairs (substitute with the authoring committee or workgroup

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OPERATIONAL INFORMATION DOCUMENT

DO NOT REPLACE OR MODIFY the "NOTICE" section's wording! This is boilerplate text and is to REMAIN in all NENA OID's. This explanatory text (in red) IS TO BE REMOVED prior to submitting the document for approval.

NOTICE

This Operational Information Document 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

One Nation 9-1-1 One Number

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. Accessibility Committee).**
The verbiage should concisely describe the Opetrations Committee(s) that developed this NENA OID.
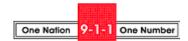**This explanatory text IS TO BE REMOVED prior to submitting the document for approval.**

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

TABLE OF CONTENTS

1. Executive Overview

This document is provided as a template for the construction and publication of Operational Information Documents 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:

- Purpose and Scope of Document
- Reason to Implement
- Reason for Re-issue
- Recommendations for Standards Development Work
- Cost Factors
- 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 of Document

This "NENA Template for Creating Or Updating E9-1-1 Operational Information Documents" is a tool for NENA operations committees to use in the development of OID's for general publication. It defines the required elements to be contained within each OID, as well as the overall style of OIDs. **Replace the "Purpose and Scope of Document" 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 <u>IS TO BE REMOVED</u> prior to submitting the document for approval.

2.2 Reason to Implement

This document is issued to serve as a document model for all future NENA OID's developed or modified. The purpose of this "NENA Template for Creating Or Updating E9-1-1 Operational Information Documents" is to identify the minimum requirements as well as desirable elements for future published documents. **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 the OID recommendations should be implemented. This explanatory text <u>IS TO BE REMOVED</u> prior to submitting the document for approval.**

2.3 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 <u>REMAIN</u> 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 <u>IS TO BE REMOVED</u> prior to submitting the document for approval.

2.4 Recomendation for Standards Development Work

The "Recomendation for Standards Development Work" section is to contain yes or no answers to the questions "is technical standards development work needed for this topic and/or is operational standards development work needed for this topic?" The section MUST also contain supporting reasons for the yes or no answers. **Replace the "Recomendation for Standards Development Work" section's wording with wording appropriate to your particular document's content as you answer the question, and provide supporting reasoning.**
This explanatory text <u>IS TO BE REMOVED</u> prior to submitting the document for approval.

2.5 Cost 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.**

2.6 Acronyms/Abbreviations

Some acronyms/abbreviations used in this document have not 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 http://www.nena.org/9-1-1TechStandards/nena_recommended_standards.htm.

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. E**nsure 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 detailed 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.**
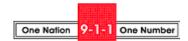
4   References

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 OID. Some NENA OID's will also include an Exhibits Section, which will come after the References Section if applicable. And some NENA Operational Information 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.
This explanatory text IS TO BE REMOVED prior to submitting the document for approval.

Instructional Details For Using This File As A "NENA OID" Template
REMOVE THIS ENTIRE SECTION BEFORE SUBMITTING ANY DOCUMENT FOR FINAL APPROVAL REVIEW!

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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One Nation 9-1-1 One Number