

# NENA

## Document Development and Approval Process



NENA Document Development and Approval Process

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NENA Development Steering Council

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## NENA ADMINISTRATIVE DOCUMENT

### NOTICE

The National Emergency Number Association (NENA) publishes this document to describe the Document Development and Approval process for the benefit of NENA members, partners and affiliated entities. This process has been developed to clearly define the development and approval process for NENA documents that address the complex operations and technology issues related to the provision and management of emergency communications services.

This document has been prepared solely for the use of those individuals and agencies involved in the development and approval of NENA documents. NENA reserves the right to revise this document for any reason.

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.

The leadership of NENA's Development Steering Council developed this document.

Recommendations for change to this document may be submitted to:

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### Acknowledgments

The National Emergency Number Association (NENA) NENA Development Steering Council developed this document.

NENA recognizes the following industry experts and their employers for their contributions in development of this document.

NENA Board of Directors Approval Date: 01/15/2018

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## 1 Executive Overview

The National Emergency Number Association (NENA) is the premier 9-1-1 public safety organization for defining operational and technical issues, recommending processes and procedures for Public Safety Answering Point (PSAP) managers, administrators and practitioners, defining technical issues and providing solutions for technology service providers, equipment manufacturers and other industry-related standard-setting bodies. NENA is an industry leader in public safety and emergency communications, and is uniquely qualified to foster and develop model procedures and best practices and standards that will:

- Establish model procedures and guidelines for PSAPs that result in improvements in overall service delivery and have a positive impact on an agency's ability to save lives and protect property.
- Enable compatibility among 9-1-1 technologies.
- Provide PSAP managers and administrators with peer-reviewed and peer-developed model procedures, methods and resources for greater accountability and effectiveness in delivering emergency communications services.
- Promote the standardization of critical components of emergency communications administration and management (i.e., policies, procedures, hiring/training).
- Minimize costs involved in provisioning and maintaining public safety communications.
- Increase the effectiveness of 9-1-1 call handling and emergency response.
- Promote teamwork among industry providers of public safety products and services.

This document describes the process and procedures that apply to the NENA Development Group (NDG). These procedures have been developed to clearly define the method of developing consensus documents by the NENA Development Group to provide information, define requirements and develop NENA standards for the public safety industry. This document and other NENA ADM documents are prepared and approved by the Development Steering Council after review by all Committee, Subcommittee and Work Group Co-Chairs, with the concurrence of the NENA Board of Directors.

Use of this document will ensure that all processes and procedures are adhered to in the managing of the Development Group process.

Adoption of the procedures contained in this document will provide or enable:

- a uniform method for developing NENA documents
- processes to be followed that allow for issue submission and tracking
- for appropriate documentation and follow-up procedures
- Development Group members to thoroughly understand the Committee process
- Development Group leaders and members to understand their roles and responsibilities
- a standard development process similar to other Standards Development Organizations (SDO)
- a smoother referral process to other Standards Development Organizations (SDO)

## 2 Introduction

This document is written for NENA Development Group leadership and members. A requirement of participating in the NENA Development Group process is to adhere to all procedures outlined in this and other Administrative Documents. It is intended that NENA Development Group leadership and members



will work in concert when developing NENA Information, Requirements, Standards and Reference documents.

The NENA Development Group processes conform to the American National Standards Institute (ANSI) [Essential Requirements](#) (ER) document [4] , which serves as the authoritative source.

## 2.1 Public Sector/Government Impacts Summary

Public Sector and Governmental agencies may be impacted by this document to the extent that its employees are involved in the *NENA Committee* structure and document development processes, which will benefit the industry by providing consistent and appropriate Standards, Requirements, Information and Reference documents.

## 2.2 Private Sector/Commercial Impacts Summary

Private Sector and Commercial enterprises may be impacted by this document to the extent that its employees are involved in the *NENA Committee* structure and document development processes, which will benefit the industry by providing consistent and appropriate Standards, Requirements, Information and Reference documents.

## 2.3 Security Impacts Summary

No known impacts.

## 2.4 Document Terminology

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

## 2.5 Reason for Issue/Reissue

NENA reserves the right to modify this document. Upon revision, the reason(s) will be provided in the table below.

Version	Approval Date	Reason for Changes
NENA-ADM-002	03/26/2012	Initial Document Establishing the Document Development and Approval Process
NENA-ADM-002.1	08/14/2012	Revisions to clarify terms, content, and for compliance with ANSI Essential Requirements
NENA-ADM-002.3-2015	11/12/2015	Complete reissue – many changes & adjustments and the document number was brought in line with current numbering scheme.
NENA-ADM-002.4-2018	01/15/2018	Complete review. In addition to minor editorial changes, the following major changes were made:

		<ul style="list-style-type: none"><li>• Definitions added to terms where missing</li><li>• Simplified Section 3.4 Issue Status Tracking</li><li>• Throughout the document where “Authoring Committee Review” was referenced it has been modified to reflect the first step in the review process is now “All Committee Review.” The “Authoring Committee Approval Ballot” has been moved to occur just before “Stable Form Notice,” which is reduced to 30 days.</li><li>• Section 6.1.1.8 identifies a new Document Correction Form (NENA-ADM-007). Associated instructions are defined in Section 7.3.2.1 and 7.3.2.2.</li><li>• Section 7.2.5 clarifies informal ballots and formal approval ballots.</li><li>• Sections 7.3.1.1-7.3.1.4 clarify Maintenance methods of American National Standards</li><li>• Section 7.5.1 clarifies when WG ballots are required.</li><li>• Section 7.5.5 changes public review from business days to calendar days.</li><li>• Section 7.5.6 clarifies Authoring Committee approval ballot for content.</li><li>• Section 7.5.8 reduces SFN to 30 days.</li><li>• Section 8.1 table updated to reflect modified approval process steps and changes public review from business days to calendar days.</li></ul>
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## 2.6 Recommendation for Additional Development Work

This document provides a complete process for document development and approval.

## 2.7 Date Compliance

Not applicable to this document.

## 2.8 Anticipated Timeline

Upon approval of this document, all Development Group leaders and members must read and comply with these processes and procedures in order to participate in the NENA Development Group document development processes.

## 2.9 Cost Factors

The cost associated with the administration of this process is internal to NENA. Any costs incurred by participating members and/or their employers are internal to those entities, unless otherwise specified herein.

## 2.10 Cost Recovery Considerations

Not applicable to this document.

## 2.11 Additional Impacts (non-cost related)

The information or requirements contained in this NENA document is not expected to have additional impacts, beyond those stated herein, based on the analysis of the authoring group.

## 2.12 Intellectual Property Rights (IPR) Policy

All NENA members and all non-NENA members who participate on *NENA Committees* & working groups shall comply with the Intellectual Property Rights Policy [14] as promulgated by the NENA Board of Directors as a condition of membership in the Association, and / or as a condition of participation by any non-NENA members to participate on *NENA Committees* & working groups.

NOTE – The user’s attention is called to the possibility that compliance with this standard may require use of an invention covered by patent rights. By publication of this standard, NENA takes no position with respect to the validity of any such claim(s) or of any patent rights in connection therewith. If a patent holder has filed a statement of willingness to grant a license under these rights on reasonable and nondiscriminatory terms and conditions to applicants desiring to obtain such a license, then details may be obtained from NENA by contacting the Committee Resource Manager (CRM) identified on NENA’s website at [www.nena.org/ipr](http://www.nena.org/ipr).

Consistent with the NENA IPR Policy, available at [www.nena.org/ipr](http://www.nena.org/ipr), NENA invites any interested party to bring to its attention any copyrights, patents or patent applications, or other proprietary rights that may cover technology that may be required to implement this standard.

Please address the information to:

National Emergency Number Association  
1700 Diagonal Rd, Suite 500  
Alexandria, VA 22314  
202.466.4911  
or [commleadership@nena.org](mailto:commleadership@nena.org)

### 2.13 Acronyms/Abbreviations, Terms and Definitions

See NENA-ADM-000, NENA Master Glossary of 9-1-1 Terminology, located on the [NENA web site](#) for a complete listing of terms used in NENA documents. All abbreviations used in this document are listed below, along with any new or updated terms and definitions.

<b>Term or Abbreviation(Expansion)</b>	<b>Definition / Description</b>	<b>**New (N) / Update (U)</b>
<i>ANS (American National Standard)</i>	A standard document accredited by the American National Standards Institute (ANSI).	
<i>ANSI (American National Standards Institute)</i>	Entity that coordinates the development and use of voluntary consensus standards in the United States and represents the needs and views of U.S. stakeholders in standardization forums around the globe. Please refer to: <a href="http://www.ansi.org/">http://www.ansi.org/</a>	
<i>Authoring Committee</i>	The group that approves the content of a NENA document after all review periods are completed, and whose vote demonstrates evidence of consensus.	
<i>CRM (Committee Resource Manager)</i>	The Committee Resource Manager may be a NENA staff or contractor position. The CRM role provides administrative support to the DSC volunteer leadership and to the Process Review Committee (PRC).	
<i>Consensus Body (Content)</i>	The Authoring Committee is the “content consensus body,” which is determined by a formal approval ballot of all Authoring Committee members.	U
<i>Consensus Body (Process)</i>	The Process Review Committee is the “ANSI consensus body” for certifying that all document development processes and procedures were adhered to. This is determined by a formal approval ballot of all Process Review Committee members.	N

<i>Deliverable</i>	A Deliverable is a written output of a NENA Committee. This includes, but is not limited to, reports, information documents, administrative documents, standards, drafts, specifications, software, schema, tables, web pages, slides, emails, or similar materials. All parts of such outputs are Deliverables without exception.	U
<i>Development Committee</i>	<i>The Development Committees are established to address the complex operations and technology issues related to the provision and management of emergency communications services in specific topical areas.</i>	
<i>DSC (Development Steering Council)</i>	The DSC acts as a steering and alignment body for the Development Committees. It is led by two Co-Chairs, one appointed from the "Private Sector" membership classification and one from the "Public Sector" membership classification. In addition to the Co-Chairs, the DSC consists of the Co-Chairs from each Development Committee, NENA Staff, and a NENA Board of Directors Liaison.	
<i>ESIF (Emergency Services Interconnection Forum)</i>	An open, technical/operational forum, under the auspices of the Alliance For Telecommunications Industry Solutions, with the voluntary participation of interested parties to identify and resolve recognized 9-1-1 interconnection issues. The interest of all members will be served by observing the principles of openness, fairness, consensus, and due process. ESIF will liaise with standards and governmental organizations to apprise them of its deliberations and decisions. Discussions will be focused on the FCC's Wireless Phase I and II mandates, and into other areas of emergency services interconnection." Please refer to: <a href="http://www.atis.org/esif/index.asp">http://www.atis.org/esif/index.asp</a>	

<i>IETF (Internet Engineering Task Force)</i>	Lead standard setting authority for Internet protocols.	
<i>IPR (Intellectual Property Rights)</i>	Includes patents, published and unpublished patent applications, copyrights, trademarks, and trade secret rights, as well as any intellectual property right resembling a member of the foregoing list as such right may exist in a particular jurisdiction. <a href="http://www.nena.org/IPR">www.nena.org/IPR</a>	
<i>ISF (Issue Submission &amp; Charter Form)</i>	A form used to submit ideas to the Development Steering Council for possible assignment to a Development Committee. <a href="http://www.nena.org/Submit_IssueNDG">www.nena.org/Submit_IssueNDG</a>	
<i>NDG (NENA Development Group)</i>	The term NDG Committee/WG Member is used to allow for the inclusion of persons in NENA Committee/WG activities that may not be NENA Members, as defined by that specific term.	
<i>NENA (National Emergency Number Association)</i>	The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of “One Nation-One Number.” NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9 1 1 systems. <a href="http://www.nena.org">www.nena.org</a>	
<i>Participant</i>	A Participant is a Member who has attended more than one meeting of a particular NENA Committee, as reflected in the committee minutes, and who has not terminated his or her involvement by giving written notice of withdrawal to the Committee Co-Chairs.	U

<p><i>PSAP (Public Safety Answering Point)</i></p>	<p>An answering point operated by non-public safety entities with functional alternative and adequate means of signaling and directing response to emergencies. Includes training to individuals intercepting call for assistance that is in accordance with applicable local emergency telecommunications requirements. Private 9 1 1 Emergency Answering Points are an adjunct to public safety response and as such must provide incident reporting to the public safety emergency response centers per local requirements.</p>	
<p><i>PRC (Process Review Committee)</i></p>	<p>The Process Review Committee is the designated "ANSI consensus body" in the document development and approval process, and consists of balanced representation from at least three interest categories: users, producers and general interest. The PRC certifies to the NENA Board of Directors that the NENA processes and procedures have been adhered to during the document development and approval process.</p>	<p>U</p>
<p><i>SDO (Standards Development Organization)</i></p>	<p>An entity whose primary activities are developing, coordinating, promulgating, revising, amending, reissuing, interpreting, or otherwise maintaining standards that address the interests of a wide base of users outside the standards development organization.</p>	
<p><i>Substantive Change</i></p>	<p>A substantive change in a NENA document is one that directly and materially affects the use of the standard. Examples of substantive changes are:</p> <ul style="list-style-type: none"> <li>• “shall” to “should” or “should” to “shall”;</li> <li>• addition, deletion or revision of requirements, regardless of the number of changes;</li> <li>• addition of mandatory compliance with referenced standards.</li> </ul>	<p>N</p>
<p><i>WG (Working Group)</i></p>	<p>A group of people formed to discuss and develop a response to a particular issue. The response may result in a Standard, an Information Document, Technical Requirements Document or Liaison</p>	

### 3 NENA “Issue” Process

Creation of a NENA Issue is the mechanism by which work is initiated in the NENA Development Group and any associated Working Group (WG). An Issue may be thought of as similar to a project proposal, where the problem, or opportunity, and proposed resolution are defined, and a suggested timeline for completing the Issue resolution is developed.

Work corresponding to Issue resolution is tracked via the “Issue Process” defined below.

NOTE: Issues are tracked via NENA Workspace (the Development Group collaboration website at <http://dev.nena.org>).

#### 3.1 Submitting an Issue

A NENA Issue Submission & Charter Form (ISF) (NENA-ADM-003)[7] must be completed in order for any proposed work to be considered by the Development Steering Council (DSC) for possible assignment to a Development Committee, and for all Issues generated by Committees, Subcommittees and Working Groups that are clearly within their designated scope as described below.

When a new topic comes up within a Committee (including Subcommittees and Working Groups) that is clearly within the designated scope of the Committee, and has a logical association to the already defined deliverables of the Issue being worked, the Committee, Subcommittees or Working Group may decide to take it on as self-assigned. In this event, a new or updated Issue form must be submitted to the CRM for approval by the DSC.

New Issues may be submitted by any individual with a direct and material interest in the Issue, including NENA *Members*<sup>1</sup>, or *Participants*<sup>2</sup> of any *NENA Committee*<sup>3</sup> (including Working Groups and Subcommittees), either on their behalf or on behalf of the Committee. In addition, Issues may be generated as a result of an incoming liaison or equivalent form of communication submitted to NENA from an outside source, typically a Standards Development Organization (SDO) or other Entity (for example, organization, company, government agency, or the output from a non-NDG NENA entity such as an Industry Collaboration Event (ICE)).

The Issue being identified may be:

- A totally new topic, not related to any existing Issue or ongoing NENA work activity, or
- Associated with, or an extension of, a current Issue, or

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<sup>1</sup> In this document, the term *Member* (and plural usage) is used in accordance with its definition in the NENA Intellectual Property Rights Policy [14] .

<sup>2</sup> In this document, the term *Participant* (and plural usage) is used in accordance with its definition in the NENA Intellectual Property Rights Policy. This includes but is not limited to filing of license declaration forms and Patent notices as prescribed in the Intellectual Property Rights Policy [14] .

<sup>3</sup> In this document, the term *NENA Committee* (and plural usage) is used in accordance with its definition in the NENA Intellectual Property Rights Policy [14]



- Associated with, or an extension of, a previously resolved Issue, or
- Associated with an existing NENA document, or
- Associated with a NENA document still under development.

If input of this nature arrives outside of a NENA Issue Submission & Charter Form ISF) (NENA-ADM-003)[7] **and** it requires substantive action by an NDG Committee/entity, such input will be encapsulated within an NENA-ADM-003 form by the Committee Resource Manager (CRM) before it is processed by the DSC as described below. If the DSC determines the content does not constitute what NENA considers to be an “Issue”, the matter will be rejected through the most expedient means available (e.g., email, phone call to the submitter). If necessary and applicable, the action taken can be handled through a NENA-ADM-005[9] External Liaison form to provide a history of the action(s) taken by NENA in response to the input.

The following steps shall be followed when submitting an Issue.

### 3.1.1 Originator Completes ISF

Originator completes a NENA Issue Submission & Charter Form (ISF) (NENA-ADM-003) and submits the completed Issue Form to the Committee Resource Manager (CRM).

- Originator may be any individual with a direct and material interest in the Issue, including NENA Members, or a *Participant* acting on their behalf or on behalf of a *Participating Entity*.
- Issues that require expedited handling should be brought to the attention of the DSC Co-Chairs when submitted.

### 3.1.2 Logging and DSC Leadership Review

The CRM logs the Issue into NENA Workspace (the Development Group collaboration website at <http://dev.nena.org>) and sends a link to the DSC Leadership. The DSC Leadership will review the ISF to determine if it satisfies the following criteria:

- The subject matter is clearly defined via the NENA Issue Submission & Charter Form (ISF) (NENA-ADM-003).
- The issue is not intended to disrupt NENA processes defined in the NENA administrative documents.
- The subject matter is within the scope of the NENA Development Group

This review is not intended to judge the merits of the ISF content.

### 3.1.3 NENA Development Group 10-day Review of ISF

The ISF will be released to all NDG members by the CRM for a 10-day comment window to consider the following:

- Is NENA the most appropriate organization to take on the work?
- Is the requisite expertise available within the NDG?
- Is there an existing committee or work group that should take on the work?
- Is a new committee or work group needed?

- What should the scope and deliverables be?
- Is the issue intended to benefit any corporate or individual interest, or intended to frustrate competition?
- Is there already an existing solution for the problem or opportunity, or can the existing solution(s) be enhanced to gain efficiencies, (e.g. operational, policy, functionality)?
- Is the Issue of sufficient importance to justify resolving it within NENA?
- Will resolving the Issue provide benefit to the 9-1-1 Community as a whole?
- Are there sufficient resources available to resolve the issue without unduly affecting existing committed resources?

The DSC will consider these criteria along with submitted comments when deciding whether to accept or reject the issue and if accepted, to which committee it should be assigned.

#### **3.1.4 DSC Acceptance or Rejection of ISF**

Within thirty (30) days of the closing of the ten (10) business day review, the DSC will consider accepting or rejecting the Issue based on the acceptance criteria (see 3.1.2) and consideration of the comments received within the 10-day review. Issues may be referred back to the originator for clarification before final decision on disposition can be completed. The originator is notified of the disposition of the Issue (accepted or rejected), and if it was rejected, the reasons for rejection. If the Issue is outside the scope of the NENA Development Group but still internal to NENA, the Issue may be referred accordingly, and the submitter will be so advised. The DSC will have no further responsibility for that Issue. The decision to accept or reject will be recorded in the minutes of a DSC meeting, entered into the Issue status pages by the CRM and added to the ISF.

#### **3.1.5 DSC Suggests Scopes, Timelines, Deliverables and Assigns**

The DSC determines which existing Development Committee is best suited to work accepted Issues. The originator's recommendation, the NDG review comments, and any DSC suggested scopes, timelines & deliverables. The DSC will determine, and the CRM will populate the applicable ISF fields (e.g., the desired due date etc.), and use it as a hand-off to the assigned NDG Committee.

#### **3.1.6 Issue Submission & Charter Form (ISF)**

Prior to any Working Group meeting being scheduled, the assigned Development Committee Co-Chairs in consultation with their existing Subcommittee and Working Group Co-Chairs must complete the Charter portions of the ISF (NENA-ADM-003)[7] by establishing scope, intermediate milestones and estimated times for both intermediate milestones and Final Deliverables. The completed Charter is to be returned to the CRM within 30 days. Any comments received prior to accepting the issue should be considered during the development of the charter. The CRM will share the completed ISF, including Charter, with the assigned Committee members and DSC. The assigned Committee should make an assessment if it has members with sufficient expertise and willingness to advance the work, and if these members constitute a broad enough population to achieve openness and balance (see 7.2.1). If the committee doesn't feel this to be the case, it

may either attempt to recruit new members to progress the issue or return the issue to the DSC for reevaluation.

The initial WG meeting shall review the Charter provided and provide any feedback to the Committee leadership so intentions are known, and overall Committee development schedules can be recognized and managed as necessary. The schedules shall be reviewed between the Working Group and Committee leadership periodically so there may be an early warning of any jeopardy relating to the schedules. Monthly WG status updates are to be provided via NENA-ADM-006, [10] Scopes and Goals to the Development Committee Co-Chairs so they may submit a monthly report to the CRM of all Committee activities.

Because volunteer time for both leaders and members is limited, and the development needs are often large, the DSC shall establish development priorities across the NENA effort. Recommendations may be set to assign priority to specific development areas at both the WG level and, in some cases, the subject areas within WGs. These priorities shall be communicated to the WG Co-Chairs in order to assist them in managing workload. WG leaders and volunteers who are members of more than one WG are expected to self-manage the application and balancing of their time according to these priorities. WG leaders shall communicate to the Committee leaders where matters arise relating to WG membership conflicts (e.g. competing time slots for meetings).

### **3.1.7 DSC Approves Charter**

The DSC approves the Working Group Charter. The CRM enters the approval date in the appropriate field of the ISF form and sends a copy of the updated form along with a hyperlink to the ISF to the originator. The applicable Development Committee Co-Chairs take responsibility for further oversight of the Issue until it is completed and provides status in the monthly Scopes & Goals report NENA-ADM-006.[10]

### **3.1.8 CRM Posts ISF & Charter**

Upon acceptance of an ISF, the CRM will post the form to NENA Workspace and notify NDG membership via Workspace email. The CRM will also update the [www.nena.org](http://www.nena.org) Committee page to reflect the associated WG, with a link to the ISF stored on NENA Workspace. Additionally, and where applicable, at the instruction of the DSC, the CRM will notify those organizations that may be impacted by or have an interest in the subject matter of the ISF, in accordance with ANSI Essential Requirements for Standards Development Notice [4] .

## **3.2 Charter Updates**

ISF Charter deliverables and objectives shall be reviewed by the Development Committee Co-Chairs frequently to keep the Working Group on track. In addition, intermediate milestones representing major accomplishments toward the end results shall be identified and documented. No major changes to Scope shall occur without review by the leadership of the Committee(s) (i.e. Development Committee Co-Chairs & DSC Co-Chairs. Any major changes in scope or due dates require an update to the Charter. The Working Group Co-Chairs shall return an updated Charter to the CRM for distribution to DSC for their approval.

### 3.3 Completion of ISF Deliverables

After the goals or deliverables have been completed or abandoned, the ISF shall be formally closed, the Working Group will be retired, and all ANSI required materials will be archived as appropriate. NOTE: Once a Working Group is retired, all approval process documentation that is handled by the CRM will be archived on the NENA server by the CRM, and the “Group” (not the members) will be archived in NENA Workspace.

### 3.4 Issue Status Tracking

The CRM maintains a spreadsheet that tracks the status for every open Issue. The spreadsheet will be available on the publicly accessible section of the NENA Workspace at <https://dev.nena.org/higherlogic/ws/public/documents?view>.

## 4 NENA External Outgoing Liaison (NENA-ADM-005)

Liaisons are used by the DSC, Committees, Subcommittees, and Working Groups as a means of relaying a NENA position on a particular subject, or to request specific information from or action by an outside entity (e.g. APCO, ESIF, IETF) (External).

NOTE: Internally, between NDG Committees/entities emails may be exchanged via NENA Workspace to solicit or share information that doesn't require formal actions on the part of the NDG Committee/entity being contacted. If actions will be required, the originating NDG Committee/entity must use NENA-ADM-003.[7]

The following steps shall be followed when handling an outgoing External Liaison:

1. The need to generate an outgoing Liaison is presented to the DSC by the originator, using a NENA External Liaison Form (NENA-ADM-005)[9].
  - a. Originator may be a Development Committee Co-Chair or Working Group Co-Chair, or the DSC Co-Chairs or NENA Staff.
  - b. Liaisons that require expedited handling should be brought to the attention of the DSC Co-Chairs when submitted.
2. All External Liaisons shall be published for 10-day NDG review and comment.
3. DSC Co-Chairs consult with all Development Committee Co-Chairs, if applicable. If the DSC Co-Chairs agree the Liaison needs to be sent, they will submit the completed form to the Committee Resource Manager (CRM) to have it logged into the Liaison Tracking process. If it is a response to a previous incoming Liaison, the original form may be used to track the response (in the resolution section of the form).
4. CRM completes the form as needed, and places it in 30-day follow-up, at which time the CRM will check with the DSC Co-Chairs and the designated Staff member for a status inquiry.
5. External Liaisons are generally sent by the designated NENA Staff member.
6. When a response to the outgoing Liaison is received it is logged by the CRM, and returned to the originator.

7. If further communication is needed between NENA and the external party, the original form may continue to be used (updated as necessary), or a new Liaison form may be created for such follow-up.

## 5 Meetings

Meetings, whether face-to-face, or virtual via conference call, are scheduled as required by Committee and/or Working Group Co-Chairs, on an as-needed basis, based upon the Committee and/or Working Group workload and industry priorities. Meetings shall be conducted in accordance with NENA AGENDA & NOTES DOCUMENT (NENA-ADM-008)[12] as described in Section 5.3. A meeting leader shall be one of the Co-Chairs or their designee. The leader is responsible for conducting the meeting, making the required IPR and minutes announcements, adhering to the agenda, and determining consensus of those present.

The Development Committees conduct an annual meeting (NENA Standards & Best Practices Conference) during which all Development Committees participate and all members are strongly encouraged to attend. The Development Committees may also meet during the NENA Annual Conference and during the Joint Committee Meeting, as appropriate.

The Development Steering Council generally meets in person each year to prepare for the NENA Standards & Best Practices Conference and the NENA Annual Conference.

### 5.1 Meeting Notices

Where possible, all face-to-face meetings shall be announced via email and posted to the NENA Workspace no less than 30 calendar days prior to the meeting date.

All Development Committee meetings, including virtual meetings and conference calls, are scheduled on an as-needed basis and should be announced via email and posted to the NENA Workspace no less than five calendar days prior to the meeting. Special exceptions may be made as appropriate. When an exception is necessary, the Development Committee will announce the meeting as soon as practical.

Working group meetings are held on an as needed basis as scheduled by the WG leader in a manner that accommodates maximum WG member participation. To comply with NENA's IPR policy, the meeting agenda must be distributed through NENA Workspace before the meeting, at least 24 hours in advance, and agreed to by the group at the beginning of each meeting.

### 5.2 Meeting Notes and Draft Document Changes

NENA Development Committee Leadership, Subcommittees and Working Groups Co-Chairs or their designee shall publish fair, objective and unbiased meeting notes (NENA AGENDA & NOTES DOCUMENT (NENA-ADM-008))[12] developed by consensus and ensure they accurately reflect the activities, resolutions and action items that result from meetings. It is required that all meeting notes, draft document updates, along with the meeting agenda and attendance record shall be filed in the designated storage location following every meeting within 5-business days. Meeting/call notes must be posted in time to be of value prior to the next call.

During the document development process, but before the NENA Review Process begins, and once the first draft document is uploaded to NENA Workspace, all future revisions shall be uploaded by using the "Add a

**Revision**” feature so that the most current draft is the only document seen in the “Draft WG Documents” folder, unless a different document is simultaneously being developed. Once the NENA Review Process begins, document updates that result from each review steps’ comments shall be posted in the appropriate Review Process folder; i.e., All Committee Review, Process Review Committee, NENA Board of Directors.

*Contributions*<sup>4</sup> from individuals to the WG should be clearly shown in the WG’s draft document as changes or new text using the track changes feature, highlighting, or underlining. The modified draft shall be posted to NENA Workspace as described above. At subsequent meetings, the WG shall review the proposed changes, reach consensus and accept or reject the proposed changes. Written contributions shall be submitted by posting to the NENA Workspace “Contributions” folder, or via an email thread initiated within NENA Workspace, where they can be retained for possible ANSI audit.

In addition to retaining agendas & minutes for every Committee/WG meeting, if a draft document is being worked on, an updated copy should be saved after every meeting and posted as a document revision on the NENA Workspace. This will ensure that document edits are retained for each meeting should any questions or issues arise in the future.

### **5.3 NENA Agenda and Notes Document (NENA-ADM-008)**

Notes for each Committee, subcommittee or working group meeting shall be taken.

Meeting notes shall include at a minimum the mandatory fields included in the meeting agenda & notes template.

NENA’s development processes, in accordance with ANSI requirements dictate that all meetings must have meeting notes that accurately reflect the activities, resolutions and action items that result from meetings. That includes noting all issues, consensus agreements, dissenting parties and reason, action items with timelines (if applicable) etc. This doesn’t require taking verbatim minutes, nor is that desirable. It does mean that high-level generalities about the outcomes of the meeting are insufficient, unless that was truly the outcome. The notes should be a source of how an Issue reached its current state, and should provide a memory jogger for action items.

### **5.4 NENA Document Collaboration – Meeting Notes and Document Retention Guidelines**

All NDG documents, contributions, emails, drafts and meeting agendas/notes, regardless of their age, will be archived on NENA Workspace. WG members are expected to contribute ideas, text, and review effort toward the goals of the WG. If the WG Co-Chairs determine that they are not receiving these contributions in a timely manner, they shall identify this situation to the Committee Co-Chairs as soon as possible. The Committee Co-Chairs will attempt to rebalance the efforts of existing volunteers and seek out new resources.

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<sup>4</sup> In this document, the term *Contribution* (and plural usage) is used in accordance with its definition in the NENA Intellectual Property Rights Policy [14]

Since the WGs are formed to address technical and operational Issues, the WG leader shall convey to their Committee Co-Chairs when any policy matter inhibits progress on technical or operational topics. Anything that might constitute a significant policy matter, or affect NENA policy or NENA's financial resources, shall be escalated to the Committee Co-Chairs for resolution with DSC and NENA staff.

## **6 NENA Development Group Published Material**

### **6.1 Document Types & Descriptions**

NENA reserves the right to revise NENA documents for any reason including, but not limited to, conformity with criteria or standards promulgated by various regulatory agencies or advances in the state of operational techniques or services. It is possible that certain federal, state or local regulations may restrict or require modification of the recommendations contained in these documents. Therefore, they should not be the only source of information used. NENA members are advised to contact their legal counsel to ensure compatibility with local requirements.

NENA documents are developed according to the Issue Process as defined in Section 3 above and numbered in accordance with the NENA Document Numbering Scheme shown in Section 6.2.

Drafts of NENA documents during their development phase should not be used to support business claims of NENA compliance for procedures, processes, and/or products. This concept is captured in the templates as follows: *This DRAFT document is not intended for distribution beyond the groups developing or reviewing the document. The document is also not intended to be used or referenced for development or procurement purposes until final publication. All draft material is subject to change and it is possible that the document itself may never be approved for publication.*

Documents in development are the responsibility of one Working Group. The scope of the document must be within the charter of that Working Group. The document editor is appointed by the Co-Chairs of the Working Group and may be replaced by the Co-Chairs at any time. Such an action is appealable. The editor maintains a working copy of the document in accordance with the consensus of the Working Group, which shall be posted to NENA Workspace as described above. The Working Group owns the document (not the editor or any original submitters). The editor must always reflect the consensus of the Working Group when editing the document.

#### **6.1.1 NENA Administrative Document (ADM)**

NENA Administrative Documents provide for the organizational structure of the association and its committees, establish the process of document development and approval, and provide the appropriate forms to document committee work.

##### **6.1.1.1 NENA Master Glossary of 9-1-1 Terminology (NENA-ADM-000)**

This document is a guide for readers of NENA publications and tool for members of the *NENA Committees* that prepare them. It defines the terms, acronyms and definitions associated with the 9-1-1 industry. Intended users of this document are any person needing NENA's definition/description of a 9-1-1 related term.

#### **6.1.1.2 NENA Development Group Organizational Structure (NENA-ADM-001)**

This document describes the Organizational Structure of the NENA Development Group. This structure defines the role, function and relationship of the NENA Development Committees that address the complex operations and technology issues related to the provision and management of emergency communications services.

#### **6.1.1.3 NENA Document Development and Approval Process (NENA-ADM-002)**

This document describes the process and procedures that apply to the NENA Development Group. These procedures have been developed to clearly define the method of developing consensus documents by the NENA Development Group to provide information, define requirements and develop NENA standards for the public safety industry.

#### **6.1.1.4 NENA Issue Submission & Charter Form (ISF) (NENA-ADM-003)**

The NENA Issue Submission & Charter Form allows anyone to bring a subject to the attention of experts participating within the NENA Development Group. When properly executed the form provides the Development Steering Committee (DSC) with sufficient information to identify: the subject needing attention, the *NENA Committee/Working Group* best equipped to handle the Issue presented, and the submitters suggested approach to resolving the Issue. See Section 3 above.

#### **6.1.1.5 (NENA-ADM-004)**

Reserved for future use.

#### **6.1.1.6 NENA Liaison (External) (NENA-ADM-005)**

The NENA External Liaison form is used to track the progress of a request made between NENA and outside entities to ensure the matter is not forgotten or unduly delayed. Such entities may include other SDOs, Government agencies, etc. It is not necessary to use an external liaison form for situations that can be easily handled through other forms of communications, such as email, phone call, etc. See Section 4 above.

#### **6.1.1.7 NENA Development Committee Scopes & Goals Document (NENA-ADM-006)**

The NENA Scopes & Goals document provides a common format for *NENA Committees* and their Working Groups to inform others of the tasks they are engaged in, and other pertinent plans. In order for it to be an effective tool it must be kept up to date by each Committee Co-Chair team.

The “NENA INDIVIDUAL DEVELOPMENT COMMITTEE SCOPES AND GOALS” (NENA-ADM-006)[10], published by a Development Committee Co-Chair for their respective Committee, is used to report the current status of all activities underway within each Committee. A monthly reminder notice will be generated by the CRM via the NENA Workspace with a note indicating the reports are due within five business days to the Committee Resource Manager for posting within one business day of receipt to the <http://www.nena.org/> web page. A Development Committee Co-Chair will email the monthly report to the CRM who will update management reports and upload the document to NENA Workspace.



#### **6.1.1.8 NENA Document Correction Form (NENA-ADM-007)**

The NENA Document Correction Form, NENA-ADM-007, is used to identify errors outside of the review period in any published document, including schemas & registries. Corrections may be needed when a revised version is not forthcoming within a reasonable timeframe and the information is essential to communicate to the 9-1-1 Community. The correction will be incorporated into the existing document with a notice of what was changed in the “Reason for Reissue” section and then posted on the NENA website.

#### **6.1.1.9 NENA Agenda & Notes Document (NENA-ADM-008)**

The NENA Agenda & Notes document provides a common format for *NENA Committees* and their Working Groups to establish meeting agendas and render pertinent notes during meetings. Use of the agenda is mandatory for meetings that involve activity that is intended to result in a NENA publication or deliverable. It is also the means by which NENA memorializes significant actions taken during the development of a NENA publication or deliverable, which enables NENA to meet ANSI requirements for such records.

Meetings shall be conducted, and notes taken in accordance with the NENA Agenda and Notes Document (NENA-ADM-008)[12] .

#### **6.1.1.10 NENA Development Group Committee Leadership Application (NENA-ADM-009)**

The NENA Development Group Committee Leadership Application form is used by any NENA Member willing to volunteer to take on the responsibilities associated with NENA Development Group leadership roles.

Any Member interested in serving in a Committee Leadership position, whether a vacancy exists or not, may submit a NENA Development Group Committee Leadership Application (NENA-ADM-009)[13] to indicate their interest and their qualifications.

#### **6.1.2 NENA Information Document (INF)**

NENA Information (INF) documents are published to distribute information on a particular subject to the public safety community. Information documents may contain background information, best practices, check lists, and other material representing the collective knowledge and experiences of the NENA community. These documents do not contain normative statements and are not intended to be used to establish conformance requirements in procurement or development activities.

The NENA INF Template may be downloaded from the [Administrative Procedures & Templates Documents Page](#) on NENA Workspace.

#### **6.1.3 NENA Requirements Document (REQ)**

NENA Requirements (REQ) documents are published as an information source primarily for use by *NENA Committees* and working groups as guides for their development of NENA Standards. The contents of

NENA Requirements documents are derived from a combination of the expressed needs of public safety agencies and the capabilities of the vendors of equipment and services. Requirements documents are not intended for use in development or procurement processes because their content does not include standard methods, processes, or specifications needed to support interoperability among the various 9-1-1 system elements.

The NENA REQ Template may be downloaded from the [Administrative Procedures & Templates Documents Page](#) on NENA Workspace.

#### **6.1.4 NENA Standard Document (STA)**

NENA Standard (STA) documents are published for the use of the public safety community. A NENA Standard is intended to describe methods, processes, and specifications that, if implemented as specified, should result in successful operation of the 9-1-1 emergency call and incident processing system. Most importantly, independent implementations that conform to NENA STA documents should interoperate with each other, providing seamless 9-1-1 emergency call and incident processing within a jurisdiction using multiple vendors and between jurisdictions that use different vendors. NENA STA documents may be used by system developers, service providers, public safety agencies, regulatory authorities and others for the purposes of development, procurement, and management of 9-1-1 emergency call and incident processing products and services. Some NENA Standard (STA) documents may be published as [American National Standards \(ANS\)](#). The STA document may include sections on the NENA Registry System and XML Schemas Considerations, if applicable.

The NENA STA Template may be downloaded from the [Administrative Procedures & Templates Documents Page](#) on NENA Workspace.

#### **6.1.5 NENA Reference Publication (REF)**

A NENA Reference Publication may contain any of the following examples that do not fit into a typical Standard, Information or Requirements document:

- Public Education
- PSAP Training
- White Paper
- Checklist
- Web site material

NENA Reference publications may be subject to different approval processes, and may require expedited approval under DSC control.

The NENA REF Tracking Form may be downloaded from the [Administrative Procedures & Templates Documents Page](#) on NENA Workspace.

## 6.2 Document Numbering, Versions and Revisions

Documents frequently must be reissued due to experience implementing, new industry developments, user experience or new requirements. The NENA document numbering schema below describes “Version Numbers” and “Revision Numbers”. A “Version” is a major release of new information, where substantial effort will be needed by implementers to modify existing implementations to conform to a new Version. Version numbers start at 1 for the first release of a document.

Revisions can be only be published to correct errata, which include scrivener’s errors such as typos, grammatical errors, style/numbering errors, and incorrect references/links to documents. These corrections do not necessarily require Working Group participation and may be implemented by the CRM with concurrence of the DSC, Committee and Working Group Co-Chairs.

The first release of a new version will not have a revision number, and the first revision of that version will carry a revision number of 1.

### 6.2.1 Document Numbering Schema

Per [Section 7, Document Development Process](#) the CRM assigns the document number (if applicable) in accordance with the numbering schema as outlined in this section. AAA-XXX.Y.Z -yyyy

Where:

AAA = Document Type: STA (Standard) or INF (Information) or REQ (Requirements) or REF (Reference) or ADM (Administrative). If additional document types are created, they will follow this 3-character naming format.

XXX = Document Sequence Number with each Document Type starting with 001.

Y = Version Sequence Number starting with .1 for the ORIGINAL.

Z = Revision Sequence Number starting with .1 for the first non-substantive revision.

yyyy = The year the document or an update was approved.

Examples:

The first Standard document would be NENA-STA-001.1-2014

The second version of NENA-STA-001.1-2014 would be NENA-STA-001.2-2014

The first non-substantive revision of NENA-STA-001.1-2014 would be NENA-STA-001.1.1-2014

The first Information Document would be NENA-INF-001.1-2014

The third version of NENA-INF-001.1-2014 would be NENA-INF-001.3-2014

The second non-substantive revision of NENA-INF-001.3-2014 would be NENA-INF-001.3.2-2014

All published documents shall show the document number in the upper right corner of each page as follows:

Document Title

NENA-AAA-XXX.Y-yyyy, Month Day, Year (based on approved date)

If the document is being drafted as an American National Standard the DRAFT cover page shall include the word “ANS CANDIDATE” in front of the regular document numbering. That designation is removed prior to publication.

Where possible, any Reference materials should be numbered by the CRM for identification and tracking.

### **6.2.2 Plan for renumbering existing (old) NENA Documents**

Existing NENA documents will be renumbered as they are updated or changed. To provide a cross-reference capability to ensure that old document numbers can still be found as they become known by a new number, on the nena.org webpage, and on the document cover page the existing (old) number will continue to be listed with a hyperlinked reference to the new document, until the new document is subsequently revised. At that time the old number will be removed.

## **6.3 Document Publication Rules**

### **6.3.1 Use of Templates**

All NENA documents shall adhere to the appropriate NENA template, which can be obtained from NENA Workspace, [Administrative Procedures & Templates](#) Group.

### **6.3.2 Sequencing of publication of material**

Publication of any materials that are dependent upon each other must be coordinated to ensure timely availability. Examples include but may not be limited to NENA Schemas or Registries [NENA-STA-008] [15] , which must be available for review during the approval process to accommodate publication coincident with the associated Standard. Changes to an associated NENA Registry or Schema may require an update of the associated NENA Standard.

## **7 Document Development Process**

With the exception of work performed under the annual or biennial basis [7.3], or special unforeseen circumstances, NENA document development normally begins with the acceptance of a formally submitted Issue Submission & Charter Form (ISF) (NENA-ADM-003).[7] Once an Issue has been assigned to the most appropriate Development Committee, the Development Committee Co-Chairs assign the Issue to a Working Group (existing or new), where work begins on resolving the Issue. The DSC, the Development Committees and the Working Groups shall prioritize work to ensure efficient and timely completion of assignments. When establishing Working Group schedules consideration must be given to inter-Committee resource impacts, to minimize overlapping work schedules to the extent possible.

To ensure that *NENA Committee* Documents are developed with openness and balance, each Committee (Development Committee, Sub-Committee & Working Group) that begins work on a new or revised document shall seek *Participants* from different interest categories. The relevant interest categories and their definitions shall be documented, and consideration shall be given to at least the following categories (as defined in ANSI Essential Requirements, Balance):

- a) Producer: Developers and/or providers of 9-1-1 related software, hardware, systems and/or networks, processes and services.

- b) User: Those who utilize 9-1-1 related software, hardware, systems and/or networks, processes and services, including but not limited to PSAP and 9-1-1 Authority personnel.
- c) General interest: other interested parties, including but not limited to associations, non-9-1-1 specific county, state and federal governmental groups, and other SDO representatives.

Where appropriate, additional interest categories should be considered.

### **7.1 Roster and meeting attendance tracking**

Rosters and meeting attendance must be maintained in the NENA Workspace, and the record shall reflect each *Participating Entity*, *Designated Participant* and interest category.

### **7.2 Due Process**

Essential requirements for the development of NENA documents include due process, consensus and openness. Accordingly, the following requirements apply to the adoption, review and revision of all NENA documents. The Essential Requirements of the American National Standards Institute (ANSI) serve as a model for this process [Ref [4] ].

Due process means that any Entity (for example, organization, company, government agency) or individual with a direct and material interest has a right to participate by: a) expressing a position and its basis, b) having that position considered, and/or c) having the right to appeal. Due process allows for equity and fair play. The following constitute the minimum acceptable due process requirements for the development of consensus.

#### **7.2.1 Openness and Balance**

All those having an interest in a NENA document have the right to participate in its development and shall be afforded the opportunity to provide input, express their opinion, have their position considered, and have a right to appeal. A cross section of interested parties shall be sought and encouraged to participate in committee work to avoid dominance by any individual, group or organization and to provide a balance of interests. Participation in the development of NENA documents shall not be restricted to NENA members, but shall be open to all those who are directly and materially affected by the activity in question.

Participation by non-members having specialized knowledge on an “as needed” basis may be sought to support development activity, as approved by the Development Committee Co-Chairs, with notice given to the DSC Co-Chairs. When the task assigned to the Committee, Subcommittee or Working Group is the development of a NENA document, participation shall be open to any individual with a direct and material interest in the Issue, and there shall be no undue financial or technical barriers to participation. *Participants* have a right to participate by: a) expressing a position and its basis, b) having that position considered, c) consensus voting, and/or d) having the right to appeal.

To ensure that NENA Standards are developed with openness and balance, each Committee (Development Committee, Sub-Committee & Working Group) that begins work on a new or revised Standard shall seek *Participants* from different interest categories; where appropriate, additional interest categories should be considered (See interest categories detail in Section 7 Document Development Process).

The leadership of the committee shall ensure that the document development process is not dominated by any individual or organization. If an interested party expresses a concern in writing that the process is

dominated or influenced to the exclusion of fair and equitable consideration of other viewpoints, such concern shall be addressed in accordance with Section 9 Appeals.

The NENA Intellectual Property Rights policy shall be followed during all committee work, and all *Participants* shall agree to be bound by this policy. All *Participants* shall file the applicable Licensing Declaration Form and Patent Information Form as required in NENA's IPR policy.

### **7.2.2 Issues Notice**

Notice of all Issues that are assigned to a Development Committee and/or Working Group in accordance with this process shall be posted on the public section of the NENA collaboration website.

A link to the Issues will also appear on [www.nena.org](http://www.nena.org).

### **7.2.3 Standards Development Notice**

Once a Development Committee and/or Working Group with the concurrence of the DSC has determined that their output may result in a NENA Deliverable (of any type), notice shall be given by the CRM to ANSI in accordance with the ANSI Essential Requirements, Section 2.5: Due process requirements for American National Standards, (current edition) (see [4] ).

### **7.2.4 Discontinuance of ANSI Standards Action**

In the event it is determined that NENA will no longer pursue development of an American National Standard, a withdrawal notice shall be given to ANSI in accordance with ANSI Essential Requirements [Ref [4] ]. Justification for such withdrawal shall be provided upon request, and may include:

- A determination that the proposed standard duplicates or conflicts with an existing American National Standard (ANS) or a candidate ANS that has been announced previously in Standards Action.
- Inability to achieve consensus in accordance with the procedures defined herein.
- The DSC decides not to publish the document as an ANS for any reason.

### **7.2.5 Consensus**

Consensus is the method used by the NENA Development Committees and Working Groups to reach resolution of issues, unless specifically otherwise provided for in these procedures.

Consensus means substantial agreement has been reached by directly and materially affected interests. This signifies the concurrence of more than a simple majority, but not necessarily unanimity. Consensus requires that all views and objections be considered, and that a concerted effort be made toward their resolution. Since a *Participant's* silence may be perceived as agreement by the committee and its leadership, if *Participants* do not agree, they should be encouraged to speak up and voice their opinion. Consensus requires that all views and objections be considered, and that a concerted effort be made toward their resolution. Under some circumstances, consensus is achieved when the minority no longer wishes to articulate its objection. In other cases, the opinions of the minority should be recorded with the report of the substantial agreement, or consensus, of the majority. All determinations of consensus are made by the

meeting leader and shall be recorded in meeting notes. If consensus is uncertain, the meeting leader may use the collaboration chat function to document the opinions of the participants in order to indicate consensus.

When there are questions or disputes regarding consensus, leaders or *Participants* should ask an objecting *Participant(s)* to state the rationale for the objection and provide an opportunity for full discussion aimed at achieving full understanding and consideration of the objection.

#### **7.2.5.1 Use of the Informal Ballot to Determine Consensus**

If the meeting leader is unable to determine preference on a call or if the issue requires a decision from the entire Working Group, he/she will initiate an informal poll (using the Workspace “Add Ballot” function). The Co-Chairs shall propose language to appear on the informal ballot, which must be discussed, and a decision obtained by the Working Group. If the Working Group is unable to determine preference on the wording of an informal ballot, the Co-Chairs shall document the problem, the various positions on the informal ballot language and the DSC shall determine the wording of the informal ballot (Workspace “Add Ballot”).

Informal ballots require at least half of the eligible *Participating Entities* to vote to be considered a valid ballot.

If more than two options appear on the ballot and no one position gains two-thirds of the votes, the top two options determined by the votes cast will be used in a 2nd informal ballot

When an informal ballot includes only two options, the goal is for one option gain two-thirds of the votes cast. If a two-thirds consensus is not reached, the informal ballot process should be run again, starting by reviewing the pros & cons of each option. If after it is run again, and two-thirds is still not achieved, the matter may require further WG discussion before subsequent ballots.

#### **7.2.5.2 Use of the Approval Ballot**

The approval of a document requires a formal Approval Ballot (using the Workspace “Add Approval Ballot” function) (see sections 7.2.6, 7.5 and 8). Each *Participating Entity* shall have one vote cast by their designated *Participant*. An Approval Ballot is considered to be valid when at least half of the eligible *Participating Entities* have voted (counting abstentions).

An Approval Ballot is considered to be approved when at least two-thirds of those casting ballots (not counting abstentions) vote “yes”.

*Participants* are required to vote in all ballots.

Voting for the approval of a document may be obtained by letter, fax, recorded votes at a meeting, or electronic means, with the assistance of the CRM if necessary. All *Participating Entities* shall have the opportunity to vote in accordance Sections 7.2.6 and 8. When recorded votes are taken at meetings, members who are absent shall be given the opportunity to vote before, or for a reasonable time after the meeting.

## 7.2.6 Polling Documentation

During any Development Committee or Working Group polling process, informal or formal, for document development and approval, a *Participating Entity* is given a single vote. A *Participating Entity* is defined as any entity, including its affiliates that employ or control a *Participant* who participates in a *NENA Committee*; therefore, if there are five committee members from the same employer, or commercial entity, only one vote by that entity is permitted.

The DSC designated polling tools will be used for all ballots.

Surveys may be taken during calls using the informal join.me collaboration system's Chat Box survey function; however, results only represent the opinions of the meeting's participants.

For issues that require agreement by the entire Working Group an informal or opinion voting process (the "Add Ballot" function on NENA Workspace, NOT limited to NENA Members) will be used for gaining agreement on issues or moving a document to the next step of the approval process. This is a less formal, but more flexible ballot for identifying the preferences of group members.

When the Authoring Committee votes to approve a final draft (after ALL previous substantive comments have been adjudicated), a formal voting process (the "Add Approval Ballot" function on NENA Workspace, **limited to only NENA Members**), managed by the CRM will be used.

The criteria for consensus determination shall be as specified in Section 7.2.5 above.

The polling options for a formal ballot (the Approval Ballot function on NENA Workspace, limited to only NENA Members) will be:

- Affirmative, comments optional – Indicates agreement with the proposed text.
- Negative, comments required - Indicates disagreement with the proposed text for the reasons stated. Comments must be specific as to the points or omissions being objected to, and must state what changes or actions would resolve the objection. Comments shall be acknowledged in writing by an Authoring Committee Co-Chair and shall be addressed in the same manner as during the comment resolution process.
- Abstain, comments optional.

Members will be provided NENA Workspace polling process instructions as a document is routed through the approval process.

## 7.3 Published Document Review/Reconsideration

### 7.3.1 Timely Review of Published Documents

On an established timely basis, or at the determination of the Development Committee Co-Chairs, or upon receipt of a viable request to the DSC, a review of published Administrative (ADM), Information (INF), Requirement (REQ), Standard (STA) and Reference (REF) documents will be undertaken by the Authoring Committee (or an alternate group determined by the DSC Co-Chairs) to ensure their continued applicability, relevance and completeness in light of the following events:

- National legislative or regulatory changes that require 9-1-1 system or operational changes



- Technology changes that significantly affect/expand system capabilities
- Standards or changes from other SDOs that affect 9-1-1 functionality or capability
- New originating services or changes to current ones that require new or different 9-1-1 system or operational capabilities
- Changes to an associated NENA Registry or Schema
- Other unforeseen impacts?

The review date will be recommended by the Authoring Committee and once approved the date will be identified on the cover page of the document.

A reminder will be issued to the Committee Co-Chairs via NENA Workspace to determine if the document needs to be updated. The review activity shall include a validation that all external References and hyperlinks are still valid. If the document requires substantive changes, the updating process shall be initiated using an NENA-ADM-003[7] ISF& Charter form.

Upon completion of the review or update work, a new review date shall be recommended by the Authoring Committee and once approved the date will be identified on the cover page of the document.

Exception: The review of ANSI documents is governed by the ANSI Essential Requirements timeframes, which is a maximum of 5 years.

#### **7.3.1.1 Maintenance of American National Standards**

American National Standards shall be kept current and relevant by means of timely revision, reaffirmation or action to stabilize. Obsolete standards shall be withdrawn. Except in the case of the national adoption of ISO and IEC standards as American National Standards, when the maintenance provisions contained in the ANSI Procedures for the National Adoption of ISO or IEC Standards as American National Standards shall apply, standards developers are permitted three options – periodic maintenance, continuous maintenance or stabilized maintenance – as outlined below.

#### **7.3.1.2 Periodic maintenance of American National Standards**

Periodic maintenance is defined as the maintenance of a standard by review of the entire document and action to revise or reaffirm it on a schedule not to exceed five years from the date of its approval as an American National Standard. Note: This is the typical option that NENA uses.

#### **7.3.1.3 Review American National Standards under Continuous Maintenance**

The following is an example of how Continuous Maintenance is defined by the ANSI Essential Requirements, as “the maintenance of a standard by consideration of recommended changes to any part of it according to a documented schedule for consideration and action by the consensus body.”

No portion of the standard under continuous maintenance is excluded from the revision process. Accordingly, recommended changes to any portion of the standard may be submitted for consideration using one of two methods. An Issue Submission Form (ISF) may be submitted in accordance with the NENA Issue Process described in Section 3 of this document, or an e-mail may be sent to [commleadership@nena.org](mailto:commleadership@nena.org) outlining the proposed changes. These suggested changes shall be considered, reviewed and published in accordance with these procedures.

Each published standard under continuous review **SHALL include the following statement** of the intent to consider requests for change and information on the submittal of such requests:

- This document is open for continuous review and NENA will consider requests for recommended changes. Such requests may be submitted via a NENA Issue Submission Form ([NENA-ADM-003](#)).

When received, each request for change shall be individually considered per the established NENA-ADM-002 steps for handling ISFs, in a timely, and no portion of the standard shall be excluded from the revision process.

Cumulative approved changes shall be published in a timely manner, but in no event shall be later than the end of the calendar quarter following their approval.

In the event that no new versions are issued for a period of four years, action to revise, reaffirm, or withdraw the standard shall be initiated in accordance with the ANSI procedures.

#### **7.3.1.4 Stabilized maintenance of American National Standards**

A standard that is maintained under the stabilized maintenance option shall satisfy the following eligibility criteria:

- a) the standard addresses mature technology or practices, and as a result, is not likely to require revision; and
- b) the standard is other than safety or health related; and
- c) the standard currently holds the status of American National Standard and has been reaffirmed at least once; and
- d) at least ten years have passed since the approval or last revision of the standard as an ANS; and
- e) the standard is required for use in connection with existing implementations or for reference purposes.

The due process and consensus requirements defined herein apply to the decision to maintain an ANS under the stabilized maintenance option. A developer who wishes to maintain one or more ANS under the stabilized maintenance option shall include a provision or notification to this effect in its accredited procedures.

#### **7.3.2 NENA Document Correction Process**

##### **7.3.2.1 Non-Substantive Error Correction Process**

Once an individual identifies an error in a NENA document, they may submit the Document Correction Form (ADM-007). Once the form is completed, it is submitted to the Committee Resource Manager (CRM). In the event an informative error (for example, scrivener's errors, typos, grammatical errors, style/numbering errors, and incorrect hyperlinks, alignment of a term with the approved Master Glossary) in a published document is brought to the attention of the Committee Resource Manager outside of the review period, the CRM may correct such errors without requiring WG participation and may be implemented by

the CRM with concurrence of the Authoring Committee Co-Chairs. Section 2.5 of the subject document shall be updated with the Reason for Re-issue, and the document number shall be amended to reflect the revision in accordance with Section 6.2. In any event, the entity reporting the error will be notified by the CRM of the disposition of the reported error.

Once a non-substantive correction has been approved, the CRM will be responsible for posting the updated document on the NENA website.

#### 7.3.2.2 Substantive Error Correction Process

In the event the errors identified in ADM-007 are more substantial than scrivener's errors, typos, grammatical errors, style/numbering errors, and incorrect hyperlinks, the CRM will forward the request to the appropriate Authoring Committee Co-Chairs. The Authoring Committee Co-Chairs may authorize the CRM to make the correction or shall forward the correction to the appropriate Working Group to review and validate the requested correction. When the review and validation is completed the Authoring Committee or Working Group leadership will complete and return the Document Correction Form (ADM-007) to the CRM for distribution to all DSC. The DSC will direct the CRM to post the corrected version on the NENA website where appropriate. The corrected version will be numbered in accordance with the NENA Document Numbering Scheme shown in Section 6.2.

Once a substantive correction has been approved, the CRM will be responsible for posting the updated document on the NENA website and providing notification through eBlast and all NENA Development Group members.

### 7.4 Document Archiving

In the event any NENA Document is superseded by an American National Standard, or becomes obsolete or is superseded by one or more NENA Documents, the Document shall be archived on the NENA public website.

### 7.5 Document Review Categories

Any Deliverable (a draft Standard, Requirements, Reference or Information document or other written product that results from working an Issue) requires review before it is published. There are multiple categories of document review listed below. For each review step, the document must be stored in NENA Workspace, and the reviewers must use the Comment Manager tool in NENA Workspace to post review comments. At each review, all comments must be individually considered by the Working Group, and a response to the comment must be agreed to, documented and provided to the commenter. All comments must be reviewed, responded to by the Working Group and accepted or rejected by the commenter.

If the commenter rejects the WG's disposition, the WG will attempt to reconcile the comment. However, the WG retains the right to override any commenter's objection to the WG disposition of their comment. If a commenter fails (for any reason) to respond to the WG disposition of their comment in a reasonable period of time, the WG's action is considered to be accepted for purposes of the approval process steps. This applies throughout this document wherever there's a reference to the need for the commenter to accept or reject results.

The Development Committee Co-Chairs shall keep the CRM updated on the status of Deliverables on the monthly Scopes & Goals Report (NENA-ADM-006).[10]

### **7.5.1 Working Group Approval Ballot**

When the Working Group completes work on an original draft of a deliverable or completes substantive modifications as a result of comments received in any of the other reviews (All-Committee, Public,), the Working Group Co-Chairs shall conduct an Approval Ballot on NENA Workspace. The Co-Chairs make this determination by Consensus (See Section 7.2.5). The Approval Ballot is a process that includes a ballot to approve moving the document to the next step and also invites comments. The Co-Chairs announce a Working Group review via the Working Group email list. The Approval Ballot period is a minimum of 10 business days, but the Co-Chairs are free to extend the review period if the document is large and/or there are many revisions to review. All Participants in the work group, regardless of their participation in the development of the deliverable should review and vote on the Approval Ballot for the deliverable. If the edits in the document as a result of the comment resolution process from the Working Group Review are substantial, the Co-Chairs may run another Working Group Approval Ballot.

- A WG Co-Chair will poll WG members using the NENA Workspace “Approval Ballot” established procedures. (See Section 7.2.6 above, Polling Documentation)
- All eligible WG members are required to respond to the poll. Failure to respond to polls may cause a participant to be dropped from the Working Group.
- If the results of the poll indicate consensus, the WG Co-Chairs will forward the document to the CRM with a copy to the Authoring Committee Co-Chairs for presentation to the DSC.
- If the results of the poll indicate an absence of consensus the document will remain in the WG for further revision.

### **7.5.2 Development Steering Council Review**

The Development Steering Council shall consider the Deliverable upon completion of the All Committee Review and take appropriate action. Such action may include the following:

- In the case of a Standard, Requirements or Information Document, the DSC shall submit the document for Public Review.
- In the case of other Deliverables, the DSC shall determine the appropriate disposition.

### **7.5.3 Development Group/All Committee Review**

In the case of a Standard, Requirements, or Information Document, the CRM announces an All-Committee review via the email lists of all NENA development work groups. The review period is a minimum of 10 business days, but the DSC is free to extend the review period if the document is large and/or there are many revisions to review. All Participants of all Working Groups are encouraged to review the Deliverable. Following Working Group resolution of comments from All Committee Review, if the WG Co-Chairs determine that substantive changes were made, another All Committee review will be completed. DSC can also require another All Committee Review if they determine that the changes in the document are so substantial that such a review is needed.

#### 7.5.4 Development Steering Council Review

Development Steering Council reviews and authorizes the CRM to proceed to the Public Review

- This step is intended to allow an opportunity for DSC to ensure that the content is consistent with other work underway, and allow for conflict resolution if necessary.
- At this time, DSC will review all terms/definitions in the draft of the, Acronyms/Abbreviations, Terms and Definitions table, and if they have comments they will be submitted to the Working Group via public review comments.

#### 7.5.5 Public Review

In the case of an Information, Standard or a Requirements document, the CRM posts the Deliverable for review and comment by the public. The CRM shall work with NENA Staff to announce on the [NENA public web site](#) when such documents are available for commenting. Such announcement may take the form of NENA internal and external electronic communications (i.e. News Brief, Press Release, etc.). Public review shall occur in accordance with the most current version of the ANSI Essential Requirements: Due process requirements for American National Standards (see Ref [4] ). The review period is a minimum of 45 calendar days, but the DSC may extend the review period. Following work group resolution of comments from Public Review, if the Authoring Committee Co-Chairs determine that substantive changes were made, another Public Review will be completed.

#### 7.5.6 Authoring Committee Approval Ballot

Upon completion of all of the applicable review steps, the CRM shall present the Deliverable (a draft Standard, Requirements, Reference or Information document or other written product that results from working an Issue) to all members of the Authoring Committee for review, comment and approval within that Committee. Deliverables may include a variety of materials. Once approved (Approval Ballot) by the Authoring Committee, the Deliverable is forwarded to the Development Steering Council for evaluation of readiness to progress in the approval process.

#### 7.5.7 Development Steering Council Review

Development Steering Council reviews and authorizes the CRM to proceed to Stable Form Notice.

This step is intended to allow an opportunity for DSC to ensure that the content is consistent with other work underway, and allow for conflict resolution if necessary.

#### 7.5.8 Stable Form Notice Period

Once all comments are resolved (and following any further work group reviews as provided for above in **Section 7.5.1**) for Standards, Information and Requirements documents, NENA's Intellectual Property Rights Policy, a Stable Form Notice will be posted to [www.nena.org](http://www.nena.org) and included in the bi-weekly NENA Newsletter. Additionally, all Development Group members are notified (via Workspace). The NENA Intellectual Property Rights ("IPR") Policy, available at [www.nena.org/ipr](http://www.nena.org/ipr), requires *Participants* in a *NENA Committee* to complete this Licensing Declaration Form for any known patent IPRs within thirty (30) days after receiving a Stable Form Notice.

### **7.5.9 Process Review Committee (PRC) Period**

Once a document has completed the review process steps, including the Stable Form Notice period has ended (if applicable); the NENA Committee Resource Manager shall prepare an approval ballot for the PRC. The ballot shall include the document being approved, a spreadsheet of all comments/resolutions and the Document Tracking spreadsheet. The PRC shall have 5 business days to review all documentation and vote on the ballot indicating that all processes were followed in the development of the document.

### **7.5.10 NENA Board of Directors Approval Period**

Once the PRC has approved a document, the CRM will create an Action Item for consideration by the NENA Board of Directors. The Action Item will be considered at the next Board meeting to gain final approval.

### **7.5.11 Published**

The document or deliverable has been fully approved and posted to the NENA website with an announcement on NENA's homepage and in NENA's newsletter.

## **8 Document Approval and Publication Process**

The approval of a document requires an Approval Ballot. Each *Participating Entity* shall have one vote cast by their designated *Participant*.

- An Approval Ballot requires at least half of the eligible voters of record to vote (counting any abstentions) to establish a valid vote process.
- A document is approved when two-thirds of those casting ballots cast a vote to approve it (not counting abstentions). All Participating Entities shall have the opportunity to vote when votes are recorded at meetings.

The method for voting for the approval document is by using NENA Workspace balloting tools. If the tool is unavailable to a participating entity, voting for the approval of a document may be obtained by letter, fax, or email, with the assistance of the CRM if necessary. The following steps constitute the approval process for Information (INF), Requirements (REQ), Standards (STA) and Reference (REF) documents developed under these procedures as indicated in the chart below.

Standards seeking an ANS designation must also meet all of the requirements in ANSI Essential Requirements, Due process requirements for American National Standards, (current edition) (see Ref [4] )

## 8.1 Document Approval Process Summary Chart<sup>5</sup>

R = Required on first draft, but the DSC may make it optional for subsequent revisions, O = Optional, n/a = not applicable

Step	Brief Description (see below this chart for more details on each step)	ADM	INF/ REQ/ STA	REF
1.	<p>Working Group document creation or revision</p> <ul style="list-style-type: none"> <li>The Working Group creates a draft of a new document or a revised published document;</li> <li>For INF/REQ/STA only, the Style Editor will ensure the document is in the latest template form, perform basic editorial/grammatical corrections and other non-substantive edits to the draft.</li> <li>Reviews &amp; approves the document as outlined in Section 7.5.1 (WG Approval Ballot);</li> <li>Completes document development and presents it to the CRM with a copy to the Authoring Committee Co-Chairs for presentation to the DSC.</li> </ul>	R	R	R
2.	<p>Development Steering Council reviews and authorizes the CRM to proceed to the ALL Committee Review. This step is intended to allow an opportunity for DSC to ensure that the content is consistent with other work underway, and allow for conflict resolution if necessary.</p> <p>When a draft Information, Requirement, Standard or Reference document is submitted to the DSC leadership, the draft document shall be distributed to the DSC for consideration on the next DSC call. This is to ensure that all Co-</p>	n/a	R	R

<sup>5</sup> At each approval step CRM shall ensure ANSI processes are being followed so that info is available for PRC when they do their review.

	Chairs understand why the document was created or revised, to allow questions, and to gain general consensus from all Co-Chairs to proceed to the next step in the approval process.			
3.	<p>Draft document is submitted to All Development Committee members for review.</p> <ul style="list-style-type: none"> <li>• The CRM will distribute the document for review, requesting comments for a <b>minimum of ten (10) business days</b> or longer interval determined by the DSC.</li> <li>• Comments are submitted by the commenter using the NENA Workspace comment manager, and provided to the Working Group by the CRM for resolution.</li> <li>• After comments are resolved by the Working Group and commenters are notified of, and accept or reject the results, the CRM will do the following;           <ul style="list-style-type: none"> <li>○ If the results include substantive changes the document will repeat the All Committee Review step. Only the substantive changes are open for attention on any subsequent reviews. Once all substantive comments are resolved, the document moves to the next step. See the WG Co-Chair Guide for further clarification on how multiple reviews are handled.</li> <li>○ If there are no substantive changes the document will be forwarded to the Development Steering Council (via the CRM), for approval to move to the Public Review step.</li> </ul> </li> </ul>	n/a	R	O <sup>6</sup>

<sup>6</sup> Presentation and review of a REF or ADM document to beyond the DSC is at the sole discretion of the DSC.



4.	<p>Development Steering Council reviews and authorizes the CRM to proceed to the Public Review</p> <ul style="list-style-type: none"> <li>• At this time, DSC will review all terms/definitions in the draft of the, Acronyms/Abbreviations, Terms and Definitions table, and if there are comments they will be submitted to the Working Group via public review comments.</li> </ul>	n/a	R	n/a
5.	<p>Draft document is submitted for Public Review.</p> <ul style="list-style-type: none"> <li>• The CRM will distribute the document (INF, STA and REQ) for public review, requesting comments for a <b>minimum of forty-five (45) calendar days</b> or longer interval determined by the DSC.             <ul style="list-style-type: none"> <li>○ If the Standard is an ANS Candidate, the CRM will complete and transmit a BSR-8 form to ANSI for inclusion in the “Standards Action” report.</li> </ul> </li> <li>• Comments are submitted by the commenter using the NENA Workspace comment manager, and provided to the Working Group by the CRM for resolution.</li> <li>• After comments are resolved by the Working Group and commenters are notified of, and accept or reject the results, the CRM will do the following;             <ul style="list-style-type: none"> <li>○ If the results include substantive changes the document will be repeat the Public Review step. Only the substantive changes are open for attention on any subsequent reviews. Once all substantive comments are resolved, the document moves to the next step.</li> </ul> </li> </ul>	n/a	R  STA ONLY	n/a

	<ul style="list-style-type: none"> <li>○ If there are no substantive changes the document will be forwarded to the Authoring Committee for an Approval Ballot.</li> </ul>			
6.	<p>Authoring Committee conducts Approval Ballot</p> <ul style="list-style-type: none"> <li>• After comments are resolved by the Working Group and commenters are notified of, and accept or reject the results, the Authoring Committee Co-Chairs will have the CRM send out an Approval Ballot to all of the Authoring Committee members requesting approval to move the document to the Stable Form Notice step (see Section 7.5.8).</li> <li>• If the results of the Approval Ballot indicate "consensus" the document will be forwarded to the Development Steering Council (via the CRM).</li> </ul> <p>If the results of the Approval Ballot indicate "absence of consensus" the document will be remanded back to the WG.</p>	n/a	R	O <sup>7</sup>
7.	Development Steering Council reviews and authorizes the CRM to proceed to Stable Form Notice.	n/a	R	n/a
8.	<p>CRM Issues the thirty (30) day Stable Form Notice (SFN).</p> <p>Prior to posting the Stable Form Notice the CRM and/or the Style Editor will perform their duties.</p> <p>(See IPR Policy (Stable Form Notice – Timeliness of Declarations))</p> <p>This step provides the opportunity for anyone to submit a completed copy of</p>	n/a	R	n/a

<sup>7</sup> Presentation and review of a REF or ADM document to beyond the DSC is at the sole discretion of the DSC.

<p>the Licensing Declaration Form<sup>8</sup> for any Patent relating to the document under review to the Committee Resource Manager within 30 days of the date of the SFN announcement.</p> <p>All Stable Form Notices shall also be posted to NENA Workspace, and distributed to all NDG members and the public.</p> <p>The Licensing Declaration Form offers three options:</p> <ul style="list-style-type: none"> <li>a) Royalty-free, non-discriminatory licenses on reasonable terms and conditions (<i>RANDz</i>); or</li> <li>b) Non-discriminatory licenses on reasonable terms and conditions (<i>RAND</i>);</li> <li>c) A refusal to license under either of the preceding types of terms (<i>No License</i>).</li> </ul> <p>(See the full NENA Intellectual Property Rights Policy document [14] for details.)</p> <ul style="list-style-type: none"> <li>• If a Royalty-free, non-discriminatory license on reasonable terms and conditions (<i>RANDz</i>) is selected, continue with development per IPR Policy (Procedure for <i>RANDz</i> Declarations). See that section for details/options.</li> <li>• If a Non-discriminatory license on reasonable terms and conditions (<i>RAND</i>) is selected, before continuing with development the Authoring Committee shall convene to consider whether or not the Normative Requirements of the affected Deliverable should be re-</li> </ul>			
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<sup>8</sup> The Licensing Declaration Form can be obtained on [www.nena.org/ipr](http://www.nena.org/ipr), as part of the NENA Intellectual Property Rights Policy document [14] .

	<p>drafted to avoid the newly-disclosed Patent IPR. See IPR 4.5.5.2 (Procedure for RAND Declarations) for details/options.</p> <ul style="list-style-type: none"> <li>• If “No License” is selected, or if a Member or a third party to whom a request for disclosure has been submitted fails or refuses to submit a Licensing Declaration Form within a reasonable time, the approval process shall stop, until the matter is resolved by one of the methods listed in the IPR Policy (Procedure for No License Declarations).</li> <li>• If there are no IPR claims the CRM will forward the document to the PRC in accordance with the Procedure for Declarations Covering Previously-Disclosed Patent IPR of the IPR Policy.</li> </ul>			
9.	<p>Process Review Committee (PRC) reviews the process for compliance. Upon receipt of the current draft, the Process Review Committee determines whether the development and approval processes have been followed.</p> <ul style="list-style-type: none"> <li>• The draft submitted to the PRC shall be accompanied by access to the minutes of all meetings during which a vote was taken on any development issue, along with all comments submitted during the review process and the response to those comments. A record of completion for each step of the process will also be provided to the PRC by the CRM. The PRC shall review these documents to ensure that the process was followed correctly and comments handled appropriately.</li> <li>• When determining whether the processes were complied with, each PRC <i>Participant</i> shall have one vote, and will use the same voting criteria as shown in Section 7.2.5.</li> <li>• All voting pertaining to document approval shall be done electronically in the NENA Workspace in order to record each</li> </ul>	n/a	R	n/a

	<p>Board member's vote for purposes of ANSI audit requirements.</p> <ul style="list-style-type: none"> <li>• If the Process Review Committee determines that the NENA-ADM-002 development process was followed, the CRM will notify the PRC, the DSC Leadership and NENA CEO and/or appointed representative of the results within five business days of the close of balloting. The NENA CEO will disseminate it to the Board according to normal processes, for publication consideration.</li> <li>• If the Process Review Committee determines that the process was not followed, and it is the first time the document process has been reviewed by the Process Review Committee, the Process Review Committee Chair will notify the DSC Leadership, and will provide the reasons for their decision.       <ul style="list-style-type: none"> <li>○ The DSC Leadership will notify the Authoring Committee Co-Chairs of the outcome, and provide any details received from the PRC for Subcommittee/Working Group re-consideration within ten business days of receipt.</li> <li>○ The Authoring Committee Co-Chairs will review the PRC feedback, correct any noted process errors and once resolution is obtained send an updated document (if applicable) to the DSC Leadership for reprocessing.</li> <li>○ The DSC Leadership will send the updated document to the Process Review Committee Chair.</li> </ul> </li> <li>• If the Process Review Committee determines that the process was not followed and it is the second (or subsequent) time the document process has been reviewed by the committee, the Process Review Committee will forward the draft document</li> </ul>			
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	<p>along with a report expressing their concerns to the DSC Leadership and the NENA CEO within five business days. This action is intended to allow the DSC and the NENA CEO to “manage” the situation to avoid a potential endless loop.</p> <p>Once the PRC approves a document, and upon the request of the PRC Chair the CRM will send an email to the PRC members advising them that the document was approved and provide the number of yes, no and abstain votes. CRM also indicates that a Board Action Item will be transmitted to the NENA Board. After that the CRM creates a “Board Action Item” form and transmits to the NENA CEO and/or appointed representative, or the designee along with the draft document, all comments and the document tracking spreadsheet.</p>			
10.	<p>Document is presented to the NENA Board of Directors for publication consideration.</p> <p>NENA CEO will present the draft document to the NENA Board of Directors according to normal processes.</p> <p>The NENA Board of Directors will determine whether the formally approved Draft document will be accepted for publication. Such decision may be made at their next regular meeting, or at special meeting called for that purpose.</p> <p>All voting pertaining to document approval shall be done electronically in the NENA Workspace in order to record each Board member’s vote for purposes of ANSI audit requirements.</p> <p>The NENA CEO (or his designee) will notify the CRM of the final status of the document within two business days of receiving the Board’s decision for acceptance or rejection. The CRM will notify DSC</p>	R	R	n/a

	Leadership. If the NENA Board of Directors rejects the document, the DSC Leadership will be advised of the reasons for denial, so that those issues may be re-evaluated by the Development Committee/Working Group.			
11.	If the document is a candidate for an ANSI accredited NENA Standard, the CRM will complete and submit a BSR-9. This document is used to transmit the final submittal of a candidate American National Standard to ANSI.		STA ONLY	
12.	Final document is published on <a href="http://www.nena.org/">http://www.nena.org/</a> by the NENA Staff, according to standard Headquarters procedures.	R	R	O
13.	CRM updates NENA Registry System, if applicable.	n/a	R	n/a
14.	NENA promotes published document, according to standard Headquarters procedures.	R	R	R

## 9 Appeals

Procedural appeals regarding the development of a document deliverable can be made by any interested person who may have directly and materially affected interests and who have been or will be adversely affected by any procedural action or inaction with regard to the development of a proposed Standard or the revision, reaffirmation, or withdrawal of an existing Standard. Procedural appeals include whether an Issue was afforded due process. The Appeals Process consists of the following steps:

### 9.1 Complaint

A written request by the concerned party shall be emailed to the NENA Committee Resource Manager (CRM) within thirty (30) calendar days of the action that is objected to, or anytime in cases of inaction. An appeal must include the name of the document deliverable and the specific issues, citing any previous attempt at resolution. The CRM shall forward the Complaint to the Authoring Committee Co-Chairs for a response, with a copy to the Development Steering Council (DSC) Co-Chairs.

### 9.2 Response

An Authoring Committee Co-Chair shall respond to the appellant within thirty (30) calendar days, addressing the stated concerns and making reasonable attempts for resolution, in writing, specifically addressing each allegation of fact in the complaint, in consultation with the Authoring Working Group Co-Chairs and others who may have relevant knowledge.

### 9.3 Appeal Hearing

If resolution is not achieved through reasonable efforts or in the case of inactivity by the Authoring Committee, the written appeal and related documentation shall be forwarded to the Process Review Committee (PRC). The Process Review Committee shall form an Appeals Panel, with input from and/or agreement by the appellant.

The appeals panel shall consist of at least three individuals knowledgeable as to the policy and other concerns related to the appeal who do not have demonstrably real or apparent conflicts of interest with the subject of the appeal or the person filing the appeal. If the appellant and the Process Review Committee cannot agree on the composition of the panel within fifteen days from the start of the selection process, the NENA President may appoint the panel. Members of the Authoring Committee are permitted to participate in the Appeals hearing.

At the appeal hearing, the appellant must first demonstrate adverse effects, improper actions, or inactions of the Working Group. Working Group Participants may address the panel to express their concerns, reasons for action or inaction, and steps taken to resolve the issue. The Appeals Panel is authorized to seek information from any source, and shall have access to all NENA files, tools, archives and records. The Appeals Panel must respond to the complaint within 30 days, stating its conclusions.

If the appellant(s) are not satisfied with the decision of the Appeals Panel, he/she may escalate the issue to the NENA Board of Directors.

## 10 NENA Master Glossary of 9-1-1 Terminology

Once a NENA document has completed all necessary approval steps and has been approved for publication by the NENA Board (if applicable), the Committee Resource Manager will copy all new or revised Acronyms, Abbreviations and Definitions to the next version due for release of the [NENA Master Glossary](#)



of 9-1-1 Terminology. The approved copy will be posted NENA's public website and a working copy will be posted to NENA Workspace.

## 11 Exhibits

Not Applicable

## 12 References

- [1] NENA Master Glossary of 9 1 1 Terminology, [NENA-ADM-000](#)
- [2] National Emergency Number Association (NENA) <http://www.nena.org/>
- [3] NENA Workspace <https://dev.nena.org/>
- [4] American National Standards Institute (ANSI) Essential Requirements <http://www.ansi.org/essentialrequirements>
- [5] NENA Development Group Organizational Structure ([NENA-ADM-001](#))
- [6] NENA Document Development and Approval Process ([NENA-ADM-002](#))
- [7] NENA Issue Submission & Charter Form (ISF) ([NENA-ADM-003](#))
- [8] Reserved for future use (NENA-ADM-004)
- [9] NENA Liaison Form (for external use only) ([NENA-ADM-005](#))
- [10] NENA Development Committee Scopes & Goals ([NENA-ADM-006](#))
- [11] NENA Document Correction Form ([NENA-ADM-007](#))
- [12] NENA Agenda & Notes Document ([NENA-ADM-008](#))
- [13] NENA Development Group Committee Leadership Application ([NENA-ADM-009](#))
- [14] NENA Intellectual Property Rights Policy [www.nena.org/ipr](http://www.nena.org/ipr)
- [15] NENA Registry Standard ([NENA-STA-008](#))