



MicroAutomation Improves Department of Defense Operations at Seymour Johnson Air Force Base

Background

Seymour Johnson Air Force Base (AFB) in Goldsboro, NC, covers 3,300 acres and is home to more than 530 active-duty officers, 3,800 enlisted service members and their families, and 1,000 civilian employees and contractors. It also hosts unit 4th Fighter Wing where it accomplishes F-15E Strike Eagles training and operational missions.



Two of the wing's four fighter squadrons are operational units capable of deploying worldwide on short notice, immediately generating combat power. The other two squadrons train all F-15E aircrews. The 916th Air Refueling Wing, a tenant unit at Seymour Johnson AFB, is an Air Force Reserve Command Wing under the Air Mobility Command and is assigned 10 KC-135R Stratotankers.

In 1961, there was a unique incident that occurred from a Boeing B-52 Stratofortress carrying two nuclear bombs that took off at Seymour Johnson. The aircraft broke midair, dropping the nuclear payloads just miles from the base. Fortunately, neither bomb detonated. The first bomb was found, disarmed, and disposed of almost immediately following the incident. The second bomb plunged into a muddy field and wasn't discovered until 2013, over 50 years later. Excavation of the second bomb has since been abandoned as a result of the unstable surrounding environment and remains there to this day. This story alone is one reason to have an advanced communications system the base can utilize for emergency situations.

Challenge

Given the strategic value of Seymour Johnson AFB to the Air Force, internal and external communications is of primary importance to the base. When searching for a new communications system, the base faced several challenges:

- 1) Their aging communications system needed to be upgraded.
- 2) Multiple communication centers had their own unique requirements.
- 3) Budgets for each communication center were limited so they needed a cost-effective solution.
- 4) Any solution deployed required a Joint Interoperability Test Command (JITC) certification, compliance with DoD cybersecurity requirements and demonstrate proven interoperability with existing systems.

To address their challenges, Seymour Johnson issued three separate RFPs for the unique requirements for their three primary communication centers:

- The Emergency Operations Center (EOC) provides Enhanced 9-1-1 services and, eventually, Next Generation 9-1-1 services for the base.
- The Command Post (CP) is the hub of incoming and outgoing communications for the base and acts as the central communications liaison between agencies and personnel.
- The Maintenance Operations Center (MOC) is the primary communications conduit within the maintenance group with the responsibility to collect and disseminate information used to update an aircraft's status and use emergency action checklists to ensure timely response to any emergency.

Each communication center required an advanced call handling system that has the ability to integrate radio and telephone communications, connect large groups of people, and be able to support the unique communications needs of each group, independently.

Solution

Seymour Johnson worked with their vendor, Mission Critical Solutions (MCS), to identify a solution for each of their RFPs. MCS engaged MicroAutomation to provide a single solution for all three communication centers. MicroAutomation was able to leverage the Omni911 product line which has been JITC-certified to meet the needs.

Using Omni911, MicroAutomation implemented an advanced Command and Control solution that supported all three environments yet allowing each center to operate independently.

The Omni911 solution leverages an integrated IP Telephone Switch coupled with ANI/ALI Controller functions to provide Next Generation 9-1-1 functionality for the ECC. Emergency calls are handled by Omni911 call handling stations in the ECC. The Omni911 NG9-1-1 solution is already prepared to accept video, alarms, telematics, and text messages when the base is ready for them.

The other communications centers (CP, BDOC, and MOC) use Omni911 to connect seamlessly with other agencies and divisions at the base. The Omni911 solution in these communication centers integrates nine Land Mobile Radio (LMR) and three UHF Radio systems to provide a single interface for radio and telephone communications between all the departments on the base. Communications from all radio channels are able to be recorded, saved, and optionally, exported by the Omni911 solution.

For Seymour Johnson, the Omni911 solution was also enhanced to include MicroAutomation's OmniMap product to

provide real-time mapping capabilities to the centers. The 100% web-based mapping system allows users to monitor 9-1-1 calls geographically and provide critical location information to first responders as needed.

Results

Summary of Results

- Supports multiple, independent operation centers using a single advanced communications system
- Independent screen layouts allow each center to operate independently.
- Integrates radio communications with telephone communications into a single user interface with the ability to conference the different modes of communication together
- JITC-certified solution that meets the stringent DOD security requirements for cybersecurity, information assurance, and interoperability

The flexibility of the MicroAutomation Omni911 solution allowed Seymour Johnson AFB to deploy a single high-availability, redundant solution to support the ECC, MOC, CP, Security Forces, Fire Department, and backup facilities. Omni911 screen layouts are different for each center allowing for independent operational services at each location. The design allows Seymour Johnson AFB to "futureproof" their NG9-1-1 call handling and command and control solution thereby avoiding costly upgrades as network infrastructure evolves. More importantly, the single Omni911 solution helps to reduce operational costs and improve operational efficiency for the base.

About MicroAutomation

MicroAutomation's Next Generation 9-1-1 (NG9-1-1) solutions are proven, powerful and reliable. Developed to be effortless and intuitive when every second counts, emergency response solutions from MicroAutomation expertly accommodate expanding communities, changing technologies and evolving 9-1-1 standards. MicroAutomation's purpose-built Next Generation solutions adapt seamlessly to all PSAP requirements and call-taker needs while adhering to NENA i3 specifications to meet the 9-1-1 technologies of today – and tomorrow.

MicroAutomation also offers contact center products and professional services including:

- Omni911™ Solution Series
- Complete solution design
- Configurable and custom application development
- Turnkey implementation
- Comprehensive customer support
- GSA Advantage IT Schedule: GS-35F-0419L

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