PERFORMANCE ALERT

**** NG911 Contacts-One Touch- Genovation Pad button process ****

********** Add, Update or Delete **********

This is the process used when requesting to adding, updating or deleting a Contact, One Touch Keys in the Guardian or on the Genovation Key Pad.

- PSAP supervisor identifies the need to:
  - Add/change/remove a contact in the Guardian Contact/Speed Dial list.
  - Add/change/remove a speed button on the Genovation Key Pad.
  - Add additional One-Touch Keys in the Guardian IWS

- PSAP supervisor fills out the Request For Contact/Speed Dial/One Touch/Genovation - Add/Change/Delete Form. See attached form.

- PSAP supervisor sends the request to 911training.puc@maine.gov

- ESCB will review and approve all requests then forward to Consolidated 911 Service Management to make the requested change

- Once complete, Consolidated calls PSAP to coordinate making the change and verify proper operation. PSAP agent should place a test call to verify the change has been made correctly

- Consolidated 911 Service Management responds to original ESCB request with a confirmation of completion.

**Please contact the Emergency 9-1-1 Center 1 (866) 984-3911 with any system issues.**
Today’s Date:   /   /    

PSAP Name:  

Requestor Name:  

Requestor Title:  

Please circle one:  Add / Change / Delete

Choose a Classification:

Police Dispatch  Fire Dispatch  Med Dispatch  Transport Dispatch

PSAP  DPS  Other

Description of request (be detailed):


Requested Activation Date:   /   /    

ESCB use if applicable:

Approved:   (   )

Denied:   (   )

Name:  

Title:  

Approved:   (   )

Denied:   (   )

Name:  

Title:  

Approved:   (   )

Denied:   (   )

Name:  

Title:  