



E911 Location Verification & Update Process for VUPD

Overview

This document covers verification and necessary update of e911 location information for VUPD. Change requests should come from dispatch supervisor or higher within VUPD.

Reporting Incorrect location display

Process for to change or correct 911 location display discrepancies.

1. Use the following template to document all requested changes.
 - a. **Note: "Requested Location" field is limited to 18-characters and cannot contain commas.**

Extension	Current Building	Current Location	Requested Building	Requested Location (18 character limit)
58370	BRYAN 330 24TH AVE S	134F	BRYAN 330 24TH AVE S	134F CUBE 5

2. A general request is entered in Pegasus:
 - o Navigate to the [General Request](#) page and enter the following fields
 - **CI:** *VUPD – E911 DOCUMENTATION* (click "+" to add)
 - **Short Description:** *"VUPD E911 Location Update"*
 - **Description:** *"See attached file"*
 - **Requested Urgency:** *Low/Medium/High*
 - **Requested Completion Date:** *as required*
 - o In the **"Attachments"** section at the bottom of the request, use the **"Browse"** and **"Attach Files"** utility to add the *VUPD-E911LocationUpdateTemplate.xlsx* to the request.



- o Click the "+ ADD" button to create the request
3. The request must then be routed to the Network Documentation team:
 - o Navigate to the request using the link at the top of the page
You have successfully submitted Request [R0000000](#)
 - o Modify the flowing field:
 - **Assigned Workgroup:** *NETWORK DOCUMENTATION*
 - o Click the "SAVE" button

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E911 Location Verification & Update Process for VUPD Continued...

VUIT Process to Correct Location Data

VUIT Network Documentation team will assess requests and make corrections based on the following guidelines:

1. Comparison of current and desired location
 - o Internal VUIT systems and resources will investigate any data that appears incorrect
 - o Building code information will only be modified if current building display is verified to be erroneous and requested building display is accurate
 - o Field technician will be dispatched for verification if warranted
 2. Location update will be made in Pinnacle to the "room" field, which is limited to 18 characters with no commas.
 3. IP phone modifications will be made through updating the room portion of the "Jack ID" through port mapping data in NetConfig
 4. All communications between the Network Documentation team and the requestor (VUPD) should go through Pegasus, via 'ad-hoc email' for tracing purposes.
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Field Tech Dispatch for Verification

When required, a field technician will be dispatched to verify the requested location data.

Using standard phone repair protocol, a technician will be dispatched if:

1. Current building and requested building do not match AND the Network Documentations team cannot determine whether the current or requested building location is correct.
 2. Current and proposed locations are significantly different or not clear.
 - Examples:
 - a. *A phone is requested to show a parking lot location but current location is an elevator.*
 - b. *Requested location is not clear or appears to be incorrect*
 - ✓ Technician should be directed to confirm the following data:
 - a. **Extension number of the phone in question**
 - b. **Building that the phone is extended from**
 - c. **Physical location of the phone**
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Questions about this process should be routed to Network Services Management.