

# PSAP Control Room — Readiness Worksheet

Vicom

The network program is not the room layer. This sheet covers the room: what operators see, who owns which boundary, and how to assess it without stopping operations.

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PSAP: ..... Completed by: ..... Date: .....

**Keep mission systems and presentation separate.** The 911 platform, radio, CAD, GIS and the network are governed and owned by people accountable for them, each under its own approval regime. Everything downstream inherits where this boundary is drawn, which is why it belongs at the start of a refresh rather than in the middle of one. **Boundary documented?** ☐ Yes ☐ No

## STEP 1 — ANSWER THESE BEFORE ANY HARDWARE IS SPECIFIED

| QUESTION                                               | WHAT IT DETERMINES                             | ANSWER |
|--------------------------------------------------------|------------------------------------------------|--------|
| What must every operator see at all times              | Per-position display count and layout          | .....  |
| What belongs only at a supervisor position             | Whether a shared canvas is needed at all       | .....  |
| What moves to a shared display in a major incident     | Source-switching design, not screen size       | .....  |
| Who controls what appears there, and how quickly       | Control interface and its governance           | .....  |
| <b>Fallback when the shared display is unavailable</b> | Whether the room degrades gracefully or stops  | .....  |
| <b>Who is accountable for the content shown</b>        | Whether the canvas stays trustworthy over time | .....  |

*The last two are the ones most easily deferred, and they decide whether the investment is still trusted in its second year. Hardware selected before these are settled is a guess.*

## STEP 2 — HUMAN FACTORS

- ☐ Display placement not requiring repeated head and neck movement across a shift
- ☐ Map and text legible from the seated eye position, in the fonts and symbology in use
- ☐ Alarm design that does not train reflexive dismissal
- ☐ Intelligible audio at every position, radio, telephony and alerting separated
- ☐ Lighting and finishes controlling reflections, at night as well as by day
- ☐ Sightlines between operators, supervisors and any shared canvas
- ☐ Shift handoff treated as a workflow with its own information needs
- ☐ Maintenance access that avoids working across an occupied position

## STEP 3 — RESILIENCE

- ☐ Independent power paths where criticality justifies it, panel and circuit documented
- ☐ UPS runtime measured rather than specified; generator coverage confirmed
- ☐ Redundant processors for shared presentation where its loss would matter
- ☐ Local fallback at a position when a central component fails
- ☐ Spare displays and hot-swappable stock, with an accountable owner
- ☐ Maintenance bypass so a component can be serviced without downing the room
- ☐ Network separation between presentation and mission systems, documented and tested
- ☐ Recovery documentation exercised, not just written

## STEP 4 — ASSESS WITHOUT DISTURBING LIVE OPERATIONS

A PSAP does not close for a survey. The method has to assume that.

- Interview operators, supervisors and mission-system owners separately
- Observe across shifts, including nights and a weekend
- Inventory every source and destination; mark mission or presentation
- Build a dependency map: power, network, control, support ownership
- Read the maintenance history for recurring faults
- Review recent significant incidents for information gaps, not performance
- Take non-disruptive measurements: light, acoustics, sightlines, temperature
- Mock up any proposed change and let operators use it before procurement
- Stage off-site, then cut over with a rehearsed rollback

## STEP 5 — BEFORE BUYING A VIDEO WALL

A large shared canvas is the reflexive purchase and not automatically the best return. Depending on what step 1 surfaces, the right outcome may be better personal displays at each position, a smaller canvas used deliberately, improved source control rather than more screen area, changes to audio routing, furniture and sightline correction, or making the existing estate supportable. A canvas nobody is accountable for filling becomes wallpaper.