



1. **Kickoff.** More than just a formality, the kickoff phase sets expectations for the project and puts your agency and PowerPhone on a path to success. During this phase, your assigned PowerPhone IM identifies who will be responsible for completing various tasks on the project and reviews deliverables and timelines. This phase will also include a formal kick-off meeting to outline everything for all parties who will be involved in the project.
2. **Installation.** The installation of Total Response will be led by a highly-trained PowerPhone Technician who can assess all aspects of deploying our software in your environment. Your PowerPhone technician will complete all installation tasks and update you on progress as we assemble the components of the call handling solution your personnel will be using.
3. **Configuration.** Your IM and other PowerPhone team members will work with you to configure the various aspects of your Total Response system. This phase is where software settings will be reviewed, users will be set up, and protocols adjusted if necessary.
4. **Integration.** Total Response is designed at its core to work with your CAD system. During this phase, PowerPhone provides you with guidance on configuring your Total Response system to integrate seamlessly with your CAD system through incident code mapping.
5. **Education.** Your current telecommunicators and any new telecommunicators hired within the term of Annual Service Plan will have unlimited access to PowerPhone's full portfolio of self-paced online courseware through PowerPhone's Site Licensed Training offering. This includes Total Response application training, Emergency Medical Dispatch, Fire Service Dispatch, Law Enforcement Dispatch, Call Assessment, and Continuing Education on specialized topics. Certification is available but not required. In addition, Lowndes County 911 will receive onboarding training that includes an onsite visit provided there are no extenuating circumstances that limit or prevent travel.
6. **Go Live.** After all other milestones have been reached, your system is ready for production use. Your IM will coordinate a date for your go live and be available along with PowerPhone technicians to assist as Lowndes County 911 takes this critical step on the path to more consistent and effective call handling.