

Vikram Thakur wrote the following about his internship at National Emergency Numbers Association (NENA), a not-for-profit organization facilitating improvement and implementation of universal 9-1-1 services:

This past summer I received the 'Hatfield Scholarship' and had an opportunity to work as an intern at NENA at Arlington (VA). While working for the agency I learned about the 9-1-1 policies and technologies, with primary focus on NG 9-1-1 (Next Generation 9-1-1) and its implementation. On the behalf of NENA, I was involved in the 'USDOT: NG 9-1-1 POC' project and was an integral part of the team, handling network infrastructure and software implementation aspects of the project. I provided extensive support during the lab testing, system wide testing and demonstration phase of the project, working at the labs at Booz-Allen-Hamilton, Herndon (VA) while at the same time working with NG 9-1-1 Security Working group. During the course of the internship I also represented the NG 9-1-1 POC team at King County, Seattle where I was involved in the demonstrations phase of the project

I also had the opportunity to attend the Next Generation Partner Program meetings which gave me an understanding of the various policy, interoperability and technical issues related to NG 9-1-1. As an engineer, it was an interesting realization for me that the technical issues are probably easier to solve and in fact it is the policy and interoperability issues which take much longer to resolve. In June, I attended the 2008 NENA Annual Conference in Tampa (FL), where I acquired an insight into the vendor related and commercial aspects of NG 9-1-1 and a deeper understanding of the role of NENA and other players in the NG 9-1-1 effort.

Vikram Thakur is a student pursuing his Master's in the Interdisciplinary Telecommunications Program (ITP) at the University of Colorado at Boulder. He is particularly interested in the interdisciplinary domain of consulting which involves law, policy and regulatory aspects of technology.