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MINISTER OF INTERIOR AFFAIRS OF THE REPUBLIC OF LITHUANIA

**ORDER
ON THE APPROVAL OF THE ACTION PLAN FOR THE MODERNIZATION OF THE
NATIONAL COMMON HELP CENTER SYSTEM**

in 2023 December 1 No. 1V-775
Vilnius

By implementing the European Commission's 2022 December 16 Article 7(2) and Article 8 of Delegated Regulation (EU) 2023/444 supplementing Directive (EU) 2018/1972 of the European Parliament and of the Council with measures to ensure effective access to emergency services via the single European emergency number 112 via emergency communications Paragraph 1, point b:

1. I a p p r o v e the action plan for the modernization of the National General Assistance Center system (attached).

2. I refer to the Department of Fire Protection and Rescue under the Ministry of Internal Affairs:

2.1. Until 2023 December 5 submit to the European Commission an action plan for the modernization of the National Common Assistance Center system.

2.2. Until 2024 February 1 to submit to the Ministry of Internal Affairs of the Republic of Lithuania the information specified by the European Commission in 2022 December 16 of delegated regulation (EU) 2023/444, which supplements Directive (EU) 2018/1972 of the European Parliament and of the Council with measures to ensure effective access to emergency services via the European emergency number 112 via emergency communications, in Article 8(1)(b).

Minister of Internal Affairs

Agnė Bilotaitė

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CONFIRMED

Minister of Internal Affairs of the Republic of
Lithuania

in 2023 December 1 by order no. 1V-775

ACTION PLAN FOR THE MODERNIZATION OF THE NATIONAL GENERAL HELP CENTER SYSTEM

CHAPTER I GENERAL PROVISIONS

1. The action plan for the modernization of the national General Assistance Center system (hereinafter - the Plan) is intended to modernize the infrastructure of the information system of the General Assistance Center (hereinafter - the Center) with packet switching technologies.

2. The terms used in the plan are understood as they are defined in the Law on the General Help Center of the Republic of Lithuania, the Law on Electronic Communications of the Republic of Lithuania, the European Commission's 2022 December 16 delegated regulation (EU) 2023/444 supplementing Directive (EU) 2018/1972 of the European Parliament and of the Council with measures to ensure effective access to emergency services through the common European emergency number 112 emergency communications, and 2018 December 11 In Directive (EU) 2018/1972 of the European Parliament and of the Council establishing the European Electronic Communications Code (hereinafter referred to as the Directive).

3. The architecture of packet switching technologies, otherwise known as NG112 (*English Next Generation 112*), allows to modernize emergency communications and collect more data required for response (text, video, location or other additional data). NG112 is a flexible architecture that enables emergency responders to work remotely, something most emergency services have been unable to do during the COVID-19 pandemic. In addition, moving to dedicated networks for public safety organizations would make them less vulnerable to cyber attacks, thereby protecting emergency response infrastructure.

4. Packet switching technologies implemented in the center must be compatible with ETSI technical specifications 103 479 and 103 698, as well as other standardization documents, for the adoption of which the European Commission applied to the European standardization organizations ¹.

5. Reliable IP networks of emergency services (*Emergency Services IP Network, ESInet*) are critically necessary for the operation of emergency call centers, as they allow more efficient use of available resources and provide new opportunities for improving work processes. This includes routing calls more efficiently not only based on the caller's location, but also based on other parameters, such as the language settings on the caller's device. In addition, it allows you to optimize the distribution of assistance calls between several assistance centers, thereby reducing the response time. In Lithuania, the role of ESInet is played by the Secure State Data Transmission Network, therefore its adaptation to the transmission of emergency calls to the Center is necessary in order to ensure high reliability of the availability of the number 112.

6. In order to ensure the efficient functioning of the entire chain of emergency assistance, it is necessary to modernize the digital mobile radio communication network of the Lithuanian public security

¹EC standardization request (mandate) M/587 (https://ec.europa.eu/growth/tools-databases/enorm/mandate/587_en)

and emergency services with LTE/5G communication technologies. This would allow the former for the *first responders* going to the scene of the incident to get to know each other according to the need in various communication methods.

7. Until a high level of availability, integrity and confidentiality of connections between the Center's departments and public electronic communication networks is achieved, it is appropriate to maintain connections based on old communication technologies to ensure backup communication.

CHAPTER II PURPOSE AND OBJECTIVES OF THE PLAN

8. The aim of the plan is to achieve that by 2027, the Center will properly respond to emergency calls on the number 112, which are received by means of audio and text synchronization (including text transmitted in real time) or, if an image, voice, text (including text transmitted in real time) is provided), and by video synchronization to multicast.

9. To achieve the goal of the plan, the following tasks are expected:

9.1. The first task is to increase the operational reliability and bandwidth of the Secure State Data Transmission Network .

The electronic communication channels used to send emergency calls and other emergency communication methods to the Center's branches in Vilnius (P. Vileišio St. 20A) and Klaipėda (Mainų St. 8) must ensure maximum reliability, bandwidth and cyber security.

9.2. The second task is to modernize the Center's telecommunications and software infrastructure with packet switching technologies .

10. In order to create direct connections based on packet switching technologies between the Center's departments and public electronic communication networks, the telecommunications and software infrastructure of the Center's information system will have to be supplemented with missing components and configurations, which must be purchased through public procurement.

11. The tasks and actions of the Plan, which are planned to be carried out in 2023-2027, are presented in the Annex to the Plan.

12. The implementation of packet switching technologies in the Center would enable the appropriate response to emergency calls on the number 112 using audio and text synchronization (including real-time text transmission) or, if image is provided, voice, text (including real-time text transmission), and video synchronization to multidirectional communication.

13 . Implementation of the Plan would enable end users with disabilities to contact the Center in a manner that is functionally equivalent to the way other end users without disabilities contact emergency services. This will help to respond more effectively to a request for help, and will also help to ensure equal access to emergency number 112 services for all citizens, including persons with disabilities.

14. The implementation of the Plan will ensure timely communication between the end user and the Center, as well as timely provision of contextual information, including information about the location of the caller. Contextual information can be used to better describe an unintended incident, including the physical environment, the condition and capabilities of the people involved, the location of the incident, and so on. With accurate contextual information, it is possible to identify the appropriate resources in a timely manner and respond promptly to a request for assistance. This information may be transmitted to emergency services by the end user through emergency communications or may be automatically obtained from the end user's device or network.

CHAPTER III IMPLEMENTATION OF THE PLAN

15. The implementation of the plan is coordinated by the Ministry of Internal Affairs of the Republic of Lithuania.

16. The plan is implemented by the Department of Fire Protection and Rescue under the Ministry of the Interior, the Department of Informatics and Communications under the Ministry of the Interior of the Republic of Lithuania, the Center and the Key State Telecommunications Center . The institutions implementing the plan cooperate with the Communications Regulatory Authority if necessary. The telecommunications structures managed by themselves must be prepared accordingly by the providers of public electronic communication networks and/or public intercommunication services of persons associated with the number, which are subject to the description of the procedure for the access of final service recipients to use the services of institutions providing emergency services, approved by the Director of the Communications Regulatory Authority of the Republic of Lithuania in 2011 November 7 by order no. 1V-1087 " On approval of the description of the procedure for the possibility of final service recipients to use the services of institutions providing emergency services call services", requirements of point 3.

17. Actions of the Plan are implemented from the general appropriations approved by the responsible allocation managers in the state budget of the Republic of Lithuania, European Union support funds, funds of the economic entity and funds received in the manner established by other legal acts, which are planned annually in the established manner taking into account the needs and deadlines for the implementation of the actions of the Plan.

18. The executors of the Plan actions are responsible for planning the necessary financial resources according to their competence.

19. The executors of the Plan's actions shall provide the Ministry of the Interior with information on the progress and results of the Plan's implementation according to the approved Plan's actions, as well as evaluation criteria and their values, to the Ministry of the Interior by February 1. Information on evaluation criteria, which cannot be provided by the deadline specified in this point, is provided taking into account the deadlines for obtaining data.

20. The Ministry of the Interior provides information on the implementation of the Plan in the annual activity report, as well as to the European Commission every time the European Commission starts collecting data in order to fulfill the obligation to submit reports to the European Parliament and the Council in accordance with Article 109, paragraph 4 of the Directive.

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National General Assistance Center
system modernization action plan
attachment

ACTION PLAN FOR MODERNIZING THE NATIONAL COMMON HELP CENTER SYSTEM

Task	The name of the action	A brief description of the action and the result it aims to achieve	Responsible authority	Period		Action evaluation criterion
				beginning	The end	
The first task is to increase the operational reliability and bandwidth of the Secure State Data Transmission Network.	1. To prepare and approve the specification (connection scheme) of direct connections based on packet switching technologies between the units of the General Assistance Center (hereinafter referred to as BPC) and public electronic communication networks.	Electronic communication channels used to send emergency calls and other emergency communication methods to BPC units in Vilnius (P. Vileišio St. 20A) and Klaipėda (Mainų St. 8) must ensure maximum availability (99.99% per month), integrity and confidentiality. If necessary, it may be necessary to adopt, change or supplement legislation regulating the use of the Secure State Data Transmission Network for the needs of state institutions.	Department of Fire Protection and Rescue under the Ministry of the Interior (hereinafter – PAGD), BPC, Key State Telecommunications Center (hereinafter - KVTC), Department of Informatics and Communications at the Ministry of Internal Affairs of the Republic of Lithuania (hereinafter - IRD)	in 2023 december	in 2024 February	Prepared and approved specification (connection diagram). If necessary, adopt, change or supplement legal acts
	2. Provide dedicated data transmission lines in the Secure State Data Transmission Network for direct BPC connection with public electronic communication networks.	Data transmission lines designated for the needs of BPC in the Key state telecommunications network will ensure maximum connection availability (99.99% per month), integrity and confidentiality.	KVTC, IRD, PAGD, BPC	in 2025 January	in 2025 September	Dedicated data transmission lines have been created for BPC needs.
The second task is to modernize BPC's telecommunications and software	3. To carry out public procurements for updating the telecommunications infrastructure of the BPC information system.	In order to create direct connections based on packet switching technologies between BPC units and public electronic communication networks, the telecommunications	PAGD, BPC	in 2024 march	in 2024 October	Public procurement contracts have been signed

Task	The name of the action	A brief description of the action and the result it aims to achieve	Responsible authority	Period		Action evaluation criterion
				beginning	The end	
infrastructure with packet switching technologies.		infrastructure of the BPC information system must be supplemented with missing components and configurations, which must be purchased through public procurement.				
	4. Update the telecommunications and software infrastructure of the BPC information system.	Installation of new missing components and configurations in the telecommunications infrastructure of the BPC information system will be carried out.	BPC, PAGD, KVTC, IRD	in 2024 november	in 2025 October	The telecommunications infrastructure of the BPC information system is prepared for direct connections based on packet switching technologies.
	5. Perform testing of emergency voice calls (VoIP/VoLTE) using packet switched connections.	In order to be properly prepared for sending and receiving emergency voice calls using packet switched connections, it is necessary to perform consistent and comprehensive tests in various scenarios.	BPC, PAGD, KVTC, IRD	in 2026 may	in 2026 September	Testing has been completed, flaws identified during testing have been removed, and support for sending and receiving voice calls in productive environments is ready.
	6. Start sending and receiving emergency voice calls (VoIP/VoLTE) using packet-switched connections in productive environments.	After testing and elimination of deficiencies identified during testing, the gradual sending of emergency voice calls to BPC's telecommunications and software infrastructure begins.	BPC, PAGD, KVTC, IRD	From in 2026 October	-	Launched sending and receiving emergency voice calls in productive environments.

Task	The name of the action	A brief description of the action and the result it aims to achieve	Responsible authority	Period		Action evaluation criterion
				beginning	The end	
	7. Develop and approve a specification for real-time text-based emergency communications.	The development of a specification for real-time text-based emergency communications is necessary to ensure maximum compatibility of the technical solutions used.	BPC, PAGD	in 2025 October	in 2026 January	Prepared and approved specification.
	8. Prepare and approve the specification of emergency communications transmitted by video.	The development of a specification for emergency communications transmitted by video is necessary to ensure maximum compatibility of the technical solutions used.	BPC, PAGD	in 2025 February	in 2026 April	Prepared and approved specification.
	9. Adapt the BPC information system software to receive emergency communications via real-time text.	The BPC information system software must be adapted to receive emergency communications transmitted by real-time text. For that purpose, public procurement will be carried out.	BPC, PAGD	in 2026 march (Note 1)	in 2026 October	Custom software.
	10. Perform real-time text-based emergency communications testing.	In order to be properly prepared for sending and receiving real-time text emergency communications using packet-switched connections, it is necessary to carry out consistent and comprehensive tests in a variety of scenarios.	BPC, PAGD	in 2026 October	in 2027 February	Testing has been performed, a test report has been prepared.
	11. Start sending and receiving real-time text-based emergency communications in productive environments.	After testing and elimination of deficiencies identified during testing, the phased deployment of real-time text-based emergency communications to BPC's telecommunications and software infrastructure begins.	BPC, PAGD	From in 2027 March	-	Launched sending and receiving real-time text-based emergency communications in productive environments.
	12. Adapt BPC information system software to receive video emergency calls.	The BPC information system software must be adapted to receive video emergency communications. For that purpose, public procurement will be carried out.	BPC, PAGD	in 2026 June (Note 2)	in 2026 december	Custom software.
	13. Carry out testing of emergency communications transmitted by video.	In order to be properly prepared for sending and receiving emergency video communications over packet-switched	BPC, PAGD	in 2027 march	in 2027 September	Testing has been performed, a test report has been prepared.

<i>Task</i>	<i>The name of the action</i>	<i>A brief description of the action and the result it aims to achieve</i>	<i>Responsible authority</i>	<i>Period</i>		<i>Action evaluation criterion</i>
				<i>eginning</i>	<i>The end</i>	
		connections, it is necessary to carry out extensive tests in a series of scenarios.				
	14. Start sending and receiving video emergency communications in productive environments.	After testing and elimination of deficiencies identified during testing, the sending of emergency communications via video to BPC's telecommunications and software infrastructure begins.	BPC, PAGD	From in 2028 October	-	Launched sending and receiving emergency video communications in productive environments.

Notes:

1. The terms of implementation of the measure directly depend on the terms of approval of the related technical standards and/or specifications in accordance with the standardization request (mandate) M/587 of the European Commission.
 2. The terms of the implementation of the measure directly depend on the terms of approval of the related technical standards and/or specifications according to the standardization request (mandate) M/587 of the European Commission.
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