



Communications

Emergency Support Function (ESF) 2

Coordinating:

Washington Military Department (WMD)

<u>Primary(s):</u>	
Washington Military Department (WMD)	
<u>Supporting:</u>	
Washington State Department of Corrections (DOC)	Washington State Department of Ecology (ECY)
Washington State Department of Fish and Wildlife (WDFW)	Washington State Department of Health (DOH)
Washington State Department of Natural Resources (DNR)	Washington State Patrol (WSP)
Telecommunications Network Service Providers	Washington State Technology Solutions (WATECH)
Washington State Department of Transportation (WSDOT)	Utilities & Transportation Commission (UTC)

Purpose

Emergency Support Function (ESF) 2: Communications coordinates government and industry efforts for the reestablishment and provision of critical communications infrastructure, facilitates the stabilization of systems and applications from malicious cyber activity, and coordinates communications support to response efforts through supporting the following core capabilities; however, this ESF’s purpose is twofold:

1. To provide guidance for rapid alerting and warning to key state and local jurisdictions officials and the general public of an impending or occurring natural or technological emergency or disaster.
2. To provide guidance for organizing, establishing, and maintaining the telecommunications and information system capabilities necessary to meet the operational requirements of state and local jurisdictions in responding to, and recovering from, emergencies and disasters.

Primary Response Core Capability	
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.



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Primary Response Core Capability	
Logistics and Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.

Support Response Core Capabilities	
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

Revised Code of Washington (RCW)

RCW 43.105: Department of Information Services

To achieve maximum benefit from advances in information technology the state establishes a centralized provider and procurer of certain information technology services as an agency to support the needs of state agencies. This agency shall be known as the consolidated technology services agency. State agencies shall rely on the consolidated technology services agency for those services with a business case of broad use, uniformity, scalability, and price sensitivity to aggregation and volume.

Washington Advisory Code (WAC)

WAC 480-120-412: Utilities and Transportation Commission – Telephone Companies – Major Outages

All companies must make reasonable provisions to minimize the effects of major outages, including those caused by force majeure, and inform and train pertinent employees to prevent or minimize interruption or impairment of service.

Important Agency/Organization Policies

Substitute Senate Bill 5573 Refers us to RCW 43.105.331 and 43.105.020

Two-way voice/data radio systems should be implemented in accordance with the State Interoperability Executive Committee (SIEC) Interoperability Plan also known as the SCIP (State Communications Interoperability Plan) and managed under the Incident Command System (ICS) to ensure interoperability between federal, state, and local agencies.

Situation Overview

The communications capabilities presently available to support emergency operations at the State EOC are:

- Commercial telephone, i.e. private line, leased line, regular telephone, SCAN, cellular telephone, satellite telephone, and facsimile.
- NAWAS (National Warning System, landline - voice, intra-state landline-voice).



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- National Oceanic Atmospheric Association (NOAA) Weather Wire through ACCESS (A Central Computerized Enforcement Service System).
- EAS (Emergency Alert System) Relay Network (Public Safety radio and the broadcast industry).
- CEMNET (Comprehensive Emergency Management Network) two-way VHF radio system for backup direction and control.
- State Agency Emergency Network, 800 MHz two-way radio system for back-up direction and control.
- SECURE (State Emergency Communications Using Radio Effectively), a point-to-point high frequency two-way radio system.
- RACES (Radio Amateur Civil Emergency Services) and ARES (Amateur Radio Emergency Services) (two-way radio and/or packet systems via ham frequency bands).
- FNARS (Federal Emergency Management Agency National Radio System), a high frequency radio system.
- Unique dedicated circuits to Energy Northwest Columbia Generating System, U.S. Department of Energy – Hanford Site, and Umatilla Chemical Depot (Chemical Stockpile Emergency Preparedness Program)/Benton County. (Landline - voice/facsimile).
- E-mail and information sharing via the internet using WebEOC.

The communications capabilities, coordinated/controlled by WaTech, presently available to the state for emergency communications are:

- State Controlled Area Network (SCAN) – Blanket terminology for all SG/PG/IGN services.
- State Government Network (SGN) - the state of Washington's security boundary for its enterprise, managed internal network that is built around Internet technologies, security, and standards (such as OCIO Policy 141.10) to enable participating agencies to share mission critical applications and data within the statewide private network.
- Intergovernmental Network (IGN) - a private network with known end points and tenants that provides Washington state counties and cities, federal agencies, tribes, health districts, and other authorized customers secure access to managed gateways and applications owned by the State. This network allows application access and information sharing across all levels of government. The IGN has a physical network aggregation presence in all 39 Washington counties and select locations and governmental entities.
- Access Washington internet web portal - SecureAccess Washington allows businesses and citizens to access multiple government services via the Internet with a single user ID and password that they create and manage themselves. Protects the location of network resources, data, and applications by masking the URL.



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Concept of Operations

Reliable telecommunications and information system capabilities are necessary at all levels of government for day-to-day communications, warning of impending events, response and recovery operations, search and rescue operations, and coordination with other state and public safety agencies. Such capabilities must be available to the state for operations from the primary or alternate EOC as well as any other location selected because of existing conditions at the time of the emergency or disaster. ESF 2 relies upon our Private Sector partners to provide emergency communications resources during disasters and or when local and state resources have been exhausted. ESF 2 serves as the primary coordination entity/liaison and seeks to understand our private sector partners' core capabilities by persistent outreach. This allows ESF 2 to be able to anticipate and better understand potential solutions that might be needed to address an incident. Telecommunications, information systems, and warning support requirements which cannot be met at the lowest level of authority, will be escalated upward for resolution at the State Emergency Operations Center (SEOC). The federal government, under the National Security Emergency Preparedness procedures may, through the Department of Homeland Security, Emergency Preparedness and Response Directorate, provide temporary emergency communications assistance to state and/or local jurisdictions prior to or during an emergency or disaster. Some functions of this ESF include the following statements in support of the below critical tasks:

- Coordination with telecommunications and information technology industries;
- Coordination of the reestablishment and provision of critical communications infrastructure;
- Protection, reestablishment, and sustainment of cyber and information technology resources;
- Oversight of communications within the State response structures; and
- Facilitation of the stabilization of systems and applications from cyber events.

Operational Communications	
Critical Task I.D.	Critical Task Description
1	Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between Federal, tribal, state, and local first responders.
2	Re-establish sufficient communications infrastructure within the affected areas to support ongoing life-sustaining activities, provide basic human needs, and a transition to recovery.



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Operational Communications	
Critical Task I.D.	Critical Task Description
3	Re-establish critical information networks, including cybersecurity information sharing networks, to inform situational awareness, enable incident response, and support the resilience of key systems.

Infrastructure Systems	
Critical Task I.D.	Critical Task Description
2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
4	Formalize partnerships with governmental and private sector cyber incident or emergency response teams to accept, triage, and collaboratively respond to cascading impacts in an efficient manner.

Logistics and Supply Chain Management	
Critical Task I.D.	Critical Task Description
1	Mobilize and deliver governmental, nongovernmental, and private sector resources to save lives, sustain lives, meet basic human needs, stabilize the incident, and transition to recovery, to include moving and delivering resources and services to meet the needs of disaster survivors.
2	Enhance public and private resource and services support for an affected area.

Situational Assessment	
Critical Task I.D.	Critical Task Description
1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.

Whole Community

ESF-2 collaborates with ESF-15 to ensure that the appropriate messaging is disseminated. ESF-2 focuses on establishing and maintaining the necessary core communication systems that ESF-15



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utilizes. ESF-15 puts out messaging via many platforms: Phones (landline and cell), emails, WebEOC, Facebook, Twitter, our webpage, media interviews, and even fax (although very unlikely and as a last resort if other methods are failing). Those are systems that ESF-15 would utilize. They do not include the systems that the Alert and Warning Center uses (e.g. AlertSense). Day-to-day, that messaging is directed by the SEOC Manager and Alert and Warning Center Manager. With that said, if we were in an activation and ESF-15 needed to utilize those methods to get out rapid information, then we'd coordinate that with the AWC.

Organization

The ESF 2 Telecommunications Cell consists of the state EMD Telecommunications Section, with WaTech, UTC, and representatives from the telecommunications network service providers, and other state agencies in supporting roles.

Telecommunications Coordinating Committee:

As requested by the EMD, may advise state EMD on the availability, selection, and use of telecommunications and information system capabilities during all four phases of emergency management. See Appendix 1, Tab G.

Washington Computer Incident Response Center (WACIRC):

A cooperative effort among state agencies to collect, evaluate, and disseminate information related to network-based security risks in order to defend the state's computer systems. WACIRC operates as a focal point for agencies as they communicate information and develop guidelines and best practices related to cyber security. WACIRC, when requested by the state EMD, may advise EMD on cyber security. See Appendix 1, Tab H.

Washington Emergency Communication Coordination Working Group (WECCWG):

A community of professionals and experts from the public, private and tribal sectors within emergency communications across the Pacific Northwest who work together to provide reliable and resilient emergency communications throughout Washington state in times of crisis. See Appendix 1, Tab I.

Mobilization

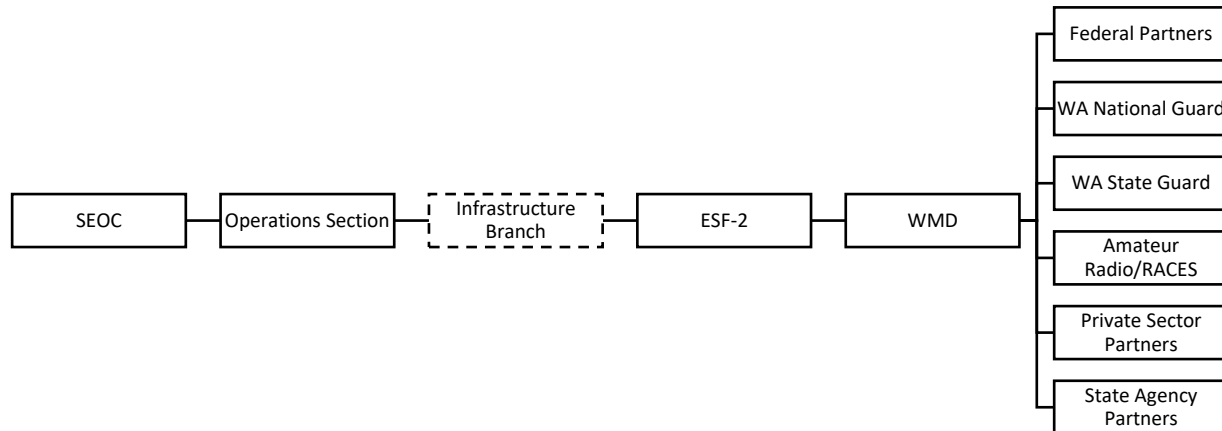
Upon SEOC activation, the SEOC Supervisor will activate an Operations Section Chief. This Chief will determine if an ESF 2 function is needed and will activate ESF-2 through the Coordinating Agencies State Agency Liaison (SAL) point of contact. This point of contact will determine which primary and supporting agencies are required for a given operational period, and further mobilize contacts as needed. If the situation merits, the Operations Section Chief, in consultation with Operations Section staff and leads from ESF 1, 3 & 12, will activate an Infrastructure Branch director to accommodate more appropriate span of control and provide a streamlined process for critical infrastructure response information.



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Structure



Direction, Control & Coordination

Horizontal Integration

State Agency Planning Integration

State agencies shall develop telecommunications/information system contingency plans, disaster recovery/business resumption plans, and information system security plans commensurate with the agency's requirements and needs. Agency plans should complement the state CEMP.

On-Scene Command and Coordination Radio (OSCCR) Plan

This On-Scene Command and Coordination Radio Plan establishes a common radio frequency, 156.135MHz, for use throughout the state, by two or more entities during periods of emergencies or disasters, or times when mutual aid assistance is required from two or more agencies involving multiple disciplines. The OSCCR channel has also been designated by the SIEC as the "Primary On-Scene Command Channel" for the State of Washington.

Radio Amateur Civil Emergency Services (RACES) Plan

The purpose of this plan is to provide guidance, establish responsibility, and ensure coordinated operations between State of Washington government officials (state/local) and the RACES organizations during times when there are extraordinary threats to the safety of life and/or property. Maximum benefits from the RACES organizations can be obtained only through careful planning which identifies the organizations, agencies, and individuals concerned and assigns a definitive role to each. This plan enables agencies and organizations having emergency responsibilities to include the RACES organizations in local emergency plans and programs.

Telecommunications Service Priority Plan

The purpose of this planning guide is to describe the State of Washington's policy and procedures for the Telecommunications Service Priority (TSP) system. It summarizes the legal and regulatory basis and procedures for all non-federal government agencies in Washington (including public medical facilities). It will



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aid potential users in determining eligibility for TSP and outlines the procedures for submitting TSP applications in Washington.

Washington Statewide AMBER Alert Plan

The Washington Statewide AMBER Alert Plan solely governs and authorizes the use of EAS and the Portal for AMBER Alerts throughout Washington State. AMBER Alert in Washington is a program of voluntary cooperation between broadcasters, cable systems, and local and state law enforcement agencies to enhance the public's ability to assist in recovering abducted children. AMBER Alert notification is supported by the AMBER Alert Web Portal (Portal) and the Emergency Alert System (EAS).

Washington Statewide Communication Interoperability Plan (SCIP)

Stakeholder-driven, multi-jurisdictional, and multi-disciplinary statewide plan to enhance interoperable and emergency communications. The SCIP assists Washington with addressing the results of the National Emergency Communications Plan Goals.

Washington State Public Safety Answering Point (PSAP) Continuity of Operations Plan (COOP)

The PSAP COOP (in development) identifies backup and failover sites for PSAPs and outlines continuity of operations procedures and plans for catastrophic incidents and major outages.

Vertical Integration

Local Planning Integration

Local jurisdictions shall develop telecommunications/information systems and warning plans and systems commensurate with local jurisdiction emergency management requirements and needs. Local jurisdiction plans should complement state plans and systems should be interoperable with the state system when and where feasible. Additionally, many local jurisdictions have MOU's with neighbors that have designated mutual aid channels.

National Emergency Communications Plan (NECP)

Establishes a vision for the emergency responders at all levels of government to strive to achieve: ensuring the availability of communications as needed, on demand, and as authorized across all disciplines and jurisdictions.

Regional Tactical Interoperable Communications Plans (TICP)

Establishes regional interoperability agreements and will outline what resources have been designated as available for request by ESF2. Each region will have different levels of TICP or mutual aid agreements in place, and this will need to be verified on a case-by-case basis depending on the impacted region.

Information Collection, Analysis, & Dissemination

Information Collection

ESF 2 utilizes WebEOC, Vendor notifications, Email, telephony, wireless voice comms (cell, radio, satellite) as the primary tools for collecting and disseminating information. WebEOC is utilized by the vast majority of our public sector partners and where the ESF-2 staff will look to first.



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Essential Elements of Information (EIs)

The following categories are a baseline list of facilities and systems which should be considered for information collection. They may not include all relevant EIs as the impact of a given disaster may require unique information collection needs.

<ul style="list-style-type: none"> • Federally-focused EIs 	<ul style="list-style-type: none"> • Status and content of a communications snapshot assessment. • The anticipated communications impact (on landlines and cellphones) based on current models. In particular: <ul style="list-style-type: none"> ○ Number of customers without service. ○ Identification of communities without communications capabilities. ○ Identification of critical facilities without communications capabilities. • Potential requirements for satellite and radio equipment. • Status of Public Safety Answering Points (911 Dispatch), including which, if any, are inactive. • Status of the availability of communication resources. In particular, the number of available Cell on Wheels. • Number of Public Safety Answering Points in the affected area. • Number and location of Mobile Emergency Operations Vehicles. • Number and location of available Radio Amateur Civil Emergency Service groups. • Number of Land Mobile Radio networks established. • Limiting factors or shortfalls.
<ul style="list-style-type: none"> • Disaster Impact Numbers 	<ul style="list-style-type: none"> ○ Number of people without internet connectivity ○ Number of people without cell phone coverage
<ul style="list-style-type: none"> • Broadcasting Structures and Facilities 	<ul style="list-style-type: none"> ○ Status (operational, damaged, destroyed, unknown) ○ Approximate restoration date
<ul style="list-style-type: none"> • Internet Structures and Facilities 	<ul style="list-style-type: none"> ○ Status (operational, damaged, destroyed, unknown) ○ Approximate restoration date
<ul style="list-style-type: none"> • Satellite Communications Structures and Facilities 	<ul style="list-style-type: none"> ○ Status (operational, damaged, destroyed, unknown) ○ Approximate restoration date



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<ul style="list-style-type: none"> • Regulatory, Oversight and Industry Organization Facilities 	<ul style="list-style-type: none"> ○ Status (operational, damaged, destroyed, unknown) ○ Approximate restoration date
<ul style="list-style-type: none"> • Telecomm Hotels 	<ul style="list-style-type: none"> ○ Status (operational, damaged, destroyed, unknown) ○ Approximate restoration date
<ul style="list-style-type: none"> • Public Safety Answering Points (PSAP) and Emergency Services IP Network (ESInet) 	<ul style="list-style-type: none"> ○ Status of all state PSAPs ○ Approximate restoration date ○ Status of Statewide ESInet ○ Approximate restoration date ○ Availability to handle other traffic
<ul style="list-style-type: none"> • Wireless Communication & Cellular Telephone Structures and Facilities 	<ul style="list-style-type: none"> ○ Status (operational, damaged, destroyed, unknown) ○ Approximate restoration date

Information Analysis

Describe the process the information collected goes through to verify accuracy of the information and any details necessary to inform operations and decision-making.

The ESF-2 Staff will receive information through one of the reporting tools or GIS overlays they are monitoring at all times. Once steps are taken to determine the veracity of the information, the proper resources are requested through one of our partners, and the Logistics section.

This is not a function of ESF-15. ESF-15 does not verify information about communications systems. However, ESF 15 monitors news and social media and provides relevant information to ESF 2.

Information Dissemination

Describe what process this ESF takes to share the information once it has been verified and analyzed (e.g. the ESF shares the information with the Operations Section Chief in the SEOC and the ESF 15/PIO, or Situation Unit in the Planning Section if applicable).

The Emergency Alert System (EAS) operates through designated radio and television stations and is intended to provide federal, state, and local jurisdictions with the means to disseminate prompt alerting information concerning emergency or disaster type events.

ESF-15 communicates directly with ESF-2 to share relevant information. WebEOC is also monitored for updates from ESF-2. Particularly when there are disruptions to mass-communication (phone, cell, internet, etc.) in the state. ESF-15 would likely be called from the



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media about the number of people affected. ESF 15 would also share information to the public via social media.

Responsibilities

The table below outlines the responsibilities of entities in support of this ESF. These actions are tied to executing the Critical Tasks noted in the “Concept of Operations” section, which contribute to the primary and support Core Capabilities listed in the “Purpose” section. The Critical Task I.D. is used to identify the specific Critical Task the action addresses. Multiple entities can perform the same action, and an action can address more than one Critical Task.

Response Mission Area			
Core Capability	Critical Task I.D.	Activity/Action	State Agency / Organization
Operational Communications	1	Establish situational awareness and crisis communications with partner Emergency Coordination Centers, consolidating damage reports, assessing functional capabilities following an outage.	Washington Military Department, Information Technology (WMD IT)
Situational Assessment	1		
Operational Communications	1	Utilizes interoperability agreements and resource requests to reestablish lost communication between agencies and affected areas, through leveraging RACES, the WMD’s own critical communications resources, as well as commercial partnerships.	WMD IT
	2		
Infrastructure Systems	2		
Logistics & Supply Chain Management	2		
Operational Communications	1	Coordinate the acquisition and deployment of ESF-2 assets, personnel, and resources to establish temporary communications capabilities.	WMD IT
	2		
Logistics & Supply Chain Management	1		
Operational Communications	1	Maintain a Teletype Device, as well as the many forms of visual (primarily email) and audio (telephony, wireless voice, multilingual mass alerting)-alternative methods of communications.	WMD IT
Operational Communications	1	Establish communications with PSAP, EM and On Scene Personnel as needed.	Emergency Management Division (EMD E911)



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Response Mission Area			
Core Capability	Critical Task I.D.	Activity/Action	State Agency / Organization
Operational Communications	1	Maintain agency Communication Centers/911 Public Safety Answering Points (PSAP)	EMD E911
Situational Assessment	2		
Operational Communications	1	Establish capability to leverage ESInet for transportation of other traffic.	EMD E911
Operational Communications	1	Oversee all interoperable communications plans and compatible frequencies at the state level by the SIEC.	Statewide Interoperability Coordinator
			State Point of Contact
Operational Communications	1	In a supporting role, establish situational awareness and crisis communications with partner Emergency Coordination Centers, consolidating damage reports, assessing functional capabilities following an outage.	Washington State Technology Solutions (WaTech)
Situational Assessment	1		
Operational Communications	1	Leverages short-range radio equipment for crisis communication and coordination within the Jefferson building and Olympia State Data Center.	WaTech
Operational Communications	1	Assists WMD IT in coordinating the acquisition and deployment of ESF-2 assets, personnel, and resources to establish temporary communications capabilities.	WaTech
	2		
Logistics & Supply Chain Management	1		
Infrastructure Systems	4	Identify the real-time and planned recovery activities of internal and external network and telecommunications vendors identified as mission essential dependencies.	WaTech
	2		
Situational Assessment	1	Determine what and how mission essential ESF 2 services are impacted, and notification to SEOC and other impacted parties.	WaTech
	2		
Logistics & Supply Chain Management	1	Prioritize the deployment of services and equipment based on State, Military, WaTech leadership working in coordination with the governor to identify most essential functions during and following an incident.	WaTech



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Response Mission Area			
Core Capability	Critical Task I.D.	Activity/Action	State Agency / Organization
Operational Communications	1	Access the statewide Health Alert Network (HAN)/WA SECURES communications systems for direct contact to timely situation/status reports.	Department of Health (DOH)
	2		
Situational Assessment	1	Maintain and provide support to communications infrastructure with local health departments and hospitals.	DOH
Operational Communications	2		
Operational Communications	1	Maintains a deployable Call Center for use during the initial phase of an incident to route incoming phone calls on behalf of local health jurisdictions, tribal partners, or healthcare facilities.	DOH
Situational Assessment	1		
Operational Communications	1	Manage the Regional Information Technology Services (RITS) system for unified communications support.	Department of Ecology (ECY)
	3		
Operational Communications	1	Monitor the operational status of mission-critical enterprise circuits agency-wide.	ECY
	2		
	3		
Infrastructure Systems	2	Analyze, troubleshoot, and resolves complete enterprise network related issues related to network outages and mission-critical networking equipment failures.	ECY
Operational Communications	1		
	3		
Situational Assessment	1	Participates in the state Emergency Operations Center response efforts and obtains information from regulated utility members.	Utilities and Transportation Commission (UTC)
	2		
Infrastructure Systems	2	WSP leverages redundancy in all communication systems and prioritizes restoration to the statewide LMR and Microwave networks.	Washington State Patrol (WSP)
Operational Communications	3		
Operational Communications	1	Are responder agencies with LMR and Microwave communication systems in use 24x7 and maintain caches of portable radios and associated frequencies.	WSP
			DOC
			WDFW
			DNR
			WSDOT



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Core Capability	Critical Task I.D.	Activity/Action	State Agency / Organization
Infrastructure Systems	4	Provide representation to SEOC upon notification of activation, as requested by the ESF 2 primary entity.	General Commercial Sector
Logistics & Supply Chain Management	2		
Situational Assessment	1 2		
Logistics & Supply Chain Management	2	Maintain updated status of deployable assets (COWs, COLTs, etc.) for SEOC situational awareness.	General Commercial Sector
Situational Assessment	1 2		
Situational Assessment	1 2	Provide status reports of deployable assets to SEOC and/or ESF 2 primary entity.	General Commercial Sector
Infrastructure Systems	4	Work with ESF #2 and other providers on asset deployment plan in order to maximize support and coverage based on the needs of the incident	General Commercial Sector
Logistics & Supply Chain Management	2		
Infrastructure Systems	4	Provide telecommunications systems, services, and support to state agencies.	General Commercial Sector
Logistics & Supply Chain Management	1 2		
Operational Communications	1		
Infrastructure Systems	2	Assist with other long-term identifying recovery communications projects related to the successful transition to recovery, as appropriate.	General Commercial Sector
Operational Communications	2 3		
Infrastructure Systems	2 4	Implement a statewide wireless communications system for state and local governments that enables interoperability between various wireless communications technologies.	General Commercial Sector
Operational Communications	2		
Situational Assessment	1 2	Employees can assist in the SEOC.	Sprint



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Core Capability	Critical Task I.D.	Activity/Action	State Agency / Organization		
Infrastructure Systems	2	Provide temporary communications to the community, government agencies and businesses.	Sprint		
	4				
Logistics & Supply Chain Management	1				
	2				
Operational Communications	1				
	2				
	3				
Infrastructure Systems	2			Restore Sprint's Wireless and Wireline networks.	Sprint
Operational Communications	2				
	3				
Logistics & Supply Chain Management	1	Satellite Equipped Assets (COWS/COLTS) are staged in North Bend. There are additional FirstNet assets staged across the nation, and over 150 National Disaster Recovery Assets staged nationwide as well, which includes assets at the AT&T National Disaster Recovery center in Reno, Nevada.	AT&T Wireless		
	2				
Situational Assessment	1	Communicate with the SEOC regarding AT&T's network and FirstNet network status.	AT&T FirstNet		
	2				
Logistics & Supply Chain Management	1	Respond to request for assets made by SEOC and other entities.	AT&T FirstNet		
	2				
Logistics & Supply Chain Management	1	Coordinate delivery of assets and on-site equipment set-up, monitor activated assets, and coordinate return of assets.	AT&T FirstNet		
	2				
Situational Assessment	1	AT&T monitors the health of the networks 24/7.	AT&T FirstNet		
	2				
Infrastructure Systems	2	In the case of an outages, AT&T works 24/7 on network restorations of the AT&T and FirstNet networks.	AT&T FirstNet		
Operational Communications	1				



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Core Capability	Critical Task I.D.	Activity/Action	State Agency / Organization
Situational Assessment	1	Provide network outage alerts, upon request from FirstNet customers. First Net customers have access to network diagnostics via the FirstNet Local Control Portal.	AT&T FirstNet
	2		
Situational Assessment	1	Communicate network status to the SEOC.	AT&T FirstNet
	2		
Situational Assessment	1	When available, the primary and back-up POCs can work in the SEOC. The POC is available to assist remotely.	AT&T FirstNet
	2		
Infrastructure Systems	2	Our Business Continuity and Disaster Recovery (“BC/DR”) program team is responsible for minimizing the impact of a disruption to our customers, employees, infrastructure, and business operations.	Verizon Wireless
Operational Communications	3		
Infrastructure Systems	2	Identify critical functions, infrastructure and risks.	Verizon Wireless
Operational Communications	3		
Infrastructure Systems	2	Develop Business Continuity and Disaster Recovery plans, and Crisis Management Teams to recover operations in the event of a disruption.	Verizon Wireless
Operational Communications	3		
Infrastructure Systems	4	The cross-functional Crisis Management Teams in place across our national footprint enhance coordination and response activities during crisis events. These teams provide a command-and-control structure that allows management to gather and report information about crisis events, for the teams to escalate decision-making as needed, and to facilitate resource allocation.	Verizon Wireless
Logistics & Supply Chain Management	2		
Situational Assessment	1		
	2		
Infrastructure Systems	4	We have developed numerous plans to recover critical functions. Business functions have implemented strategies and procedures that not only support routine operations, but also help the function continue to operate in the event of a disaster. Robust operational	Verizon Wireless



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Response Mission Area			
Core Capability	Critical Task I.D.	Activity/Action	State Agency / Organization
		strategies are at the core of our ability to provide reliable and resilient services.	
Situational Assessment	1	Verizon is prepared to provide staff as available to the state EOC to augment ESF-2 functions.	Verizon Wireless
	2	Our personnel have received a basic EOC operations course.	

Resource Requirements

Micro-level

The SEOC is fully outfitted for incoming staff, with specific SOP's housed digitally on accessible file share locations, and hard copies available at the pod. Should the need arise for more staff than seating positions, they may bring their own laptops, pending approval by on site WMD IT CIO, WMD IT DCIO, WMD IT Network Operations Manager or WMD IT CISO.

Training Requirements

IS-100, 200, 700, 800

SEOC Foundations

Recommended Training

ICS-300, 400

COM-T

COM-L

References and Supporting Guidance

Internationally designated mutual aid agreements, see FEMA EMAG agreements as well as MAA's such as PANEMA, inform state and local interoperable communications.

National Interoperable Field Operations Guide (NIFOG)

A technical reference for emergency communications planning and for radio technicians responsible for radios that will be used in disaster response. The NIFOG includes rules and regulations for use of nationwide and other interoperability channels, tables of frequencies and standard channel names, and other reference material, formatted as a pocket-sized guide for radio technicians to carry with them.

Tactical Interoperable Communications Field Operations Guide (TICFOG)

Based on the OEC National Interoperability Field Operations Guide (NIFOG), the TICFOG is a compendium of TICP reference material for use by emergency response and communications personnel responsible for



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establishing and maintaining interoperable communications during events or incidents. The TICFOG is designed as a pocket-sized quick reference guide that can always be carried by radio operators and technicians

Terms and Definitions

Critical Infrastructure:

Systems and assets, whether physical or virtual, so vital to the United States that the incapacity or destruction of such systems and assets would have a debilitating impact on security, national economic security, national public health or safety, or any combination of those matters.

Information Technology:

Any services or equipment, or interconnected system(s) or subsystem(s) of equipment, that are used in the automatic acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information by the agency. This includes computers, ancillary equipment (including imaging peripherals, input, output, and storage devices necessary for security and surveillance), peripheral equipment designed to be controlled by the central processing unit of a computer, software, firmware and similar procedures, services (including provisioned services such as cloud computing and support services that support any point of the lifecycle of the equipment or service), and related resources.

Land Mobile Radio (LMR):

Any mobile or portable radio communications infrastructure. Both Conventional Analog and P25 radios fall under the umbrella of LMR.

Telecommunications:

The transmission, between or among points specified by the user, of information of the user's choosing, without change in the form or content of the information as sent and received.

Telecommunications Carrier:

Any provider of telecommunications services, except that such term does not include aggregators of telecommunications services.

Telecommunications Equipment:

Equipment, other than customer premises equipment, used by a carrier to provide telecommunications services, and includes software integral to such equipment (including upgrades).

Telecommunications Service:

The offering of telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used.