***Note: All italicized text provides guidance to assist in the development or update of your ESF. This content is intended for reference only and should be removed when finalizing your plan. Non-italicized text offers example language that you may tailor and include in your jurisdiction’s plan.***

**Coordinating:**

**Entity Name (Acronym)**

*ESF coordinators oversee the preparedness activities for a particular ESF and coordinate with its primary and support agencies. Responsibilities of the ESF coordinator include:*

* *Maintaining contact with ESF primary and support agencies through conference calls, meetings, training activities, and exercises.*
* *Monitoring the ESF’s progress in meeting the core capabilities it supports.*
* *Coordinating efforts with corresponding private sector, NGO, and Federal partners.*
* *Ensuring the ESF is engaged in appropriate planning and preparedness activities.*

|  |
| --- |
| **Primary(s):** |
| *ESF primary agencies have significant authorities, roles, resources, and capabilities for a particular function within an ESF. Refer to the National Response Framework for specific responsibilities.* |
| Entity Name (Acronym) | Entity Name (Acronym) |

|  |
| --- |
| **Supporting:** |
| *ESF support agencies have specific capabilities or resources that support primary agencies in executing the mission of the ESF. Refer to the National Response Framework for specific responsibilities.* |
| Entity Name (Acronym) | Entity Name (Acronym) |

# Purpose

*The purpose sets the foundation for the rest of the ESF. The purpose is a general statement of what the ESF is meant to do, shows the relationship to Core Capability execution, and should be supported by a brief synopsis of the ESF annex and any appendices.*

This document is a supporting annex of the Comprehensive Emergency Management Plan (CEMP) and operates in conjunction with all its annexes. ESF 2 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 by ensuring the proper execution of the Operational Communications; and Infrastructure Systems Core Capabilities and supporting the following Core Capabilities based on the intersecting activities with other ESFs: Planning, Public Information and Warning; Operational Coordination; and Situational Assessment.

| **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. |

| **Support Response Core Capabilities** |
| --- |
| **Planning**  | Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives. |
| **Public Information and Warning** | Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate. |
| **Operational Coordination** | Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of 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 #: Name*

*Short Description – Why is this particular authority important to this ESF’s role?*

## Washington Advisory Code (WAC)

### *WAC #: Name*

*Short Description*

## Important Agency/Organization Policies

### Policy Identifier: Name

Short Description

# Situation Overview

*At a minimum, the situation section should summarize hazards faced by the ESF and discuss how the ESF expects to receive (or provide) assistance within its regional response structures. The situation section covers a general discussion of:*

* *Relative probability and impact of the hazards.*
* *Geographic areas likely to be affected by particular hazards.*
* *Vulnerable critical facilities (e.g., nursing homes, hospitals, infrastructure).*

*The process used by the ESF to determine its capabilities and limits in order to prepare for and respond to the defined hazards.*

# Concept of Operations

#### This CONOPS section explains in broad terms the ESF’s intent regarding an operation. This section is designed to give an overall picture of how the response organization accomplishes a mission or set of objectives to reach a desired end-state. Ideally it offers clear methodology to realize the goals and objectives to execute the plan.

Some functions of this ESF may include:

* Coordination with telecommunications and information technology industries;
* Coordination of the reestablishment and provision of critical communications infrastructure;
* Protection, reestablishment, and sustainment of national 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.

In order to achieve its intended purpose, this ESF is concerned with accomplishing the Critical Tasks associated with each identified Core Capability to support the response mission area and the successful execution of these Core Capabilities.

| **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. |
| **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. |

| **Planning** |
| --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Develop operational plans that adequately identify critical objectives based on the planning requirement, provide a complete and integrated picture of the sequence and scope of the tasks to achieve the objectives, and are implementable within the timeframe contemplated in the plan using available resources. |

| **Public Information and Warning** |
| --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **2** | Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery. |

| **Operational Coordination** |
| --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Mobilize all critical resources and establish command, control, and coordination structures within the affected community, in other coordinating bodies in surrounding communities, and across the Nation, and maintain as needed throughout the duration of an incident. |
| **2** | Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery. |

| **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

*Describe how plans consider the essential needs of children. Describe how plans consider the physical, programmatic, and communications needs of individuals with disabilities and others with access and functional needs. Describe how plans consider the essential needs of household pets and service animals.*

# Organization

*Describe what the organizational structure of this ESF looks like. Where does it fall in the overall EOC/ECC structure? How are all the primary and supporting agencies/organizations connected?*

## Structure

*Below is an example organizational chart illustrating a possible structure for this ESF. Jurisdictions should adjust the chart as needed to accurately reflect how this ESF is organized within their EOC.*

# Direction, Control & Coordination

*This section also provides information on how department and agency plans nest into the ESF (horizontal integration) and how higher-level plans are expected to layer on the ESF (vertical integration).*

## **Horizontal Integration**

*List and briefly describe what state-level (equal) planning efforts exist that may support this ESF in executing its assigned responsibilities? List and briefly describe them.*

### Plan Name

*Describe*

## **Vertical Integration**

*What Federal-level (higher), regional (lower), local-level (lower), private sector & NGO (lower) planning efforts exist that may support this ESF in executing its assigned responsibilities? List and briefly describe them.*

### Plan Name

*Describe*

# Information Collection, Analysis, & Dissemination

*This section describes the critical or essential information needed, the source of the information, who uses the information, how the information is shared, the format for providing the information, and any specific times the information is needed.*

## **Information Collection**

### **Essential Elements of Information (EEIs)**

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

|  |  |
| --- | --- |
| * **Federally-focused EEIs**
 | * *Status and content of a communications snapshot assessment.*
* *The anticipated communications impact (on landlines and cellphones) based on current models. In particular:*
	+ *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.*
 |
| * **Disaster Impact Numbers**
 | * *Number of people without internet connectivity*
* *Number of people without cell phone coverage*
 |
| * **Broadcasting Structures and Facilities**
 | * *Status (operational, damaged, destroyed, unknown)*
* *Approximate restoration date*
 |
| * **Internet Structures and Facilities**
 | * *Status (operational, damaged, destroyed, unknown)*
* *Approximate restoration date*
 |
| * **Satellite Communications Structures and Facilities**
 | * *Status (operational, damaged, destroyed, unknown)*
* *Approximate restoration date*
 |
| * **Regulatory, Oversight and Industry Organization Facilities**
 | * *Status (operational, damaged, destroyed, unknown)*
* *Approximate restoration date*
 |
| * **Telecomm Hotels**
 | * *Status (operational, damaged, destroyed, unknown)*
* *Approximate restoration date*
 |
| * **Wireless Communication & Cellular Telephone Structures and Facilities**
 | * *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.*

## **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 EOC and the ESF 15/PIO, or Situation Unit in the Planning Section if applicable).*

# Responsibilities

| Preparedness |
| --- |
| Core Capability | Activity/Action | Responsible Entity |
| Operational Communications | *Describe the arrangements that exist to protect emergency circuits with telecommunications service priority for prompt restoration/provisioning.* |  |
| Infrastructure Systems |
|  |  |  |
|  |  |  |
|  |  |  |
| Operational Communications | *Describe how communications are made accessible to individuals with communication disabilities working in emergency operations, in accordance with the Americans with Disabilities Act.* |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Operational Communications | *Describe/identify the interoperable communications plan and compatible frequencies used by agencies* *during a response (e.g., who can talk to whom, including contiguous jurisdictions and private agencies).* |  |
| Operational Coordination |
| Situational Assessment |
|  |  |  |
|  |  |  |
|  |  |  |
| Operational Communications | *Describe how 24-hour communications are provided and maintained.* |  |
| Operational Coordination |
| Infrastructure Systems |
|  |  |  |
|  |  |  |
|  |  |  |

| Response Mission Area |
| --- |
| Core Capability | Critical Task I.D. | Activity/Action | Responsible Entity |
| *Example* |
| Operational Communications | 1, 2, 3 | *Identify and describe the actions that will be taken to manage communications between the on-scene personnel/agencies (e.g., radio frequencies/tactical channels, cell phones, data links, command post liaisons, communications vehicle/van) in order to establish and maintain a common operating picture of the incident.* |  |
| Operational Coordination | 1, 2 |
| Situational Assessment | 1, 2 |
|  |  | *Activity/Action 1* | *Agency 1* |
|  |  | *Activity/Action 2* | *Agency 2, 3* |
|  |  | *Activity/Action 3* | *Agency 1, 2, 3* |
|  |  |  |  |
| Operational Communications | 1, 2, 3 | *Identify and describe the actions that will be taken to manage communications between the on-scene personnel/agencies (e.g., radio frequencies/tactical channels, cell phones, data links, command post liaisons, communications vehicle/van) in order to establish and maintain a common operating picture of the incident.* |  |
| Operational Coordination | 1, 2 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Operational Communications | 1, 2, 3 | *Identify and describe the actions that will be taken to identify and overcome communications shortfalls (e.g., personnel with incompatible equipment) with the use of alternative methods (e.g., Amateur Radio Emergency Services/Radio Amateur Civil Emergency Service at the command post/off-site locations, CB radios).* |  |
| Planning | 1 |
| Operational Coordination | 2 |
| Infrastructure Systems | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Operational Communications | 1, 2, 3 | *Identify and describe the actions that will be taken to manage communications between the on-scene and off-site personnel/agencies (e.g., shelters, hospitals, emergency management agency).* |  |
| Planning | 1 |
| Public Information and Warning | 2 |
| Operational Coordination | 1, 2 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Operational Communications | 1 | *Identify and describe the actions that will be taken by 911/dispatch centers to support/coordinate communications for the on-scene personnel/agencies.* |  |
| Planning | 1 |
| Operational Coordination | 2 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Operational Communications | 1 | *Identify and describe alternate methods of service if 911/dispatch is out of operation (e.g., resource mobilization, documentation, backup).* |  |
| Planning | 1 |
| Operational Coordination | 2 |
| Situational Assessment | 1 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Operational Communications | 1, 2, 3 | *Identify and describe the actions that will be taken by an EOC to support and coordinate communications between the on- and off-scene personnel and agencies.* |  |
| Planning | 1 |
| Public Information and Warning | 2 |
| Operational Coordination | 1, 2 |
| Infrastructure Systems | 2 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Operational Communications | 1 | *Identify and describe the actions that will be taken to notify neighboring jurisdictions when an incident occurs.* |  |
| Public Information and Warning | 2 |
| Operational Coordination | 1 |
| Situational Assessment | 1 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Resource Requirements

## **Micro-level**

*Think about the person physically in the EOC, this ESF Annex is their guiding document during the response.*

*What does your ESF need from the EMO and the EOC to carry out the functions they are assigned? Will they need to bring their own laptop, access to specific internal networks, etc.? Will the ESF maintain a copy of their own SOPs or partner plans within the EOC?*

*Additionally, to be an ESF representative with the knowledge necessary to successfully support the functions of this ESF, what type of training is required? Are there additional training opportunities that could benefit the individuals representing this ESF?*

### Training Requirements

### Recommended Training

## **Macro-level**

*Are there any known resources that will be activated to support the response operation, either established through policy or other mandates, regardless of what the situation is (e.g. a liaison will always be sent to the local EOC/ECC to ensure accurate coordination and unity of efforts, etc.)?*

# References and Supporting Guidance

*What guidance exists to support this ESF? What attachments or appendices are included, if applicable? This is not a place for plans (i.e. plans belong in the “Direction, Control, and Coordination” section), but are there any websites or other relevant references this ESF may benefit from having quick access to?*

*List and briefly describe them.*

# Terms and Definitions

*What technical information was discussed, specific to this ESF, that may need additional clarification? Common terms and definitions (e.g. Emergency Operations Center, etc.) will be defined in the Basic Plan. We are really trying to focus on this ESF-specific jargon and terminology the average person may not know.*

*List and briefly describe them.*

**Term**

*Definition*