

## *IMPLEMENTING THE NECP WEBINARS*

# MAKE THE MOST OF YOUR ORGANIZATION'S INVESTMENTS: LIFECYCLE PLANNING FOR EMERGENCY COMMUNICATIONS

AUGUST 19, 2020



# Agenda

- **Webinar Overview and Objectives**
- **National Emergency Communications Plan (NECP) and SAFECOM Nationwide Survey (SNS): Lifecycle Planning**
- *Emergency Communications System Lifecycle Planning Guide*
- **Resources and Actions**
- **Question and Answer Session**



# Webinar Objectives

- Discuss gaps and challenges in planning and funding for capital investments, operations, and maintenance
- Learn practical solutions from within the NECP to improve lifecycle planning processes
- Gain an understanding of how to implement the seven phases of the *Emergency Communications System Lifecycle Planning Guide*
- Obtain best practices from real-world examples of effective lifecycle planning



# Presenters

**Eric Runnels**

Cybersecurity and Infrastructure Security Agency



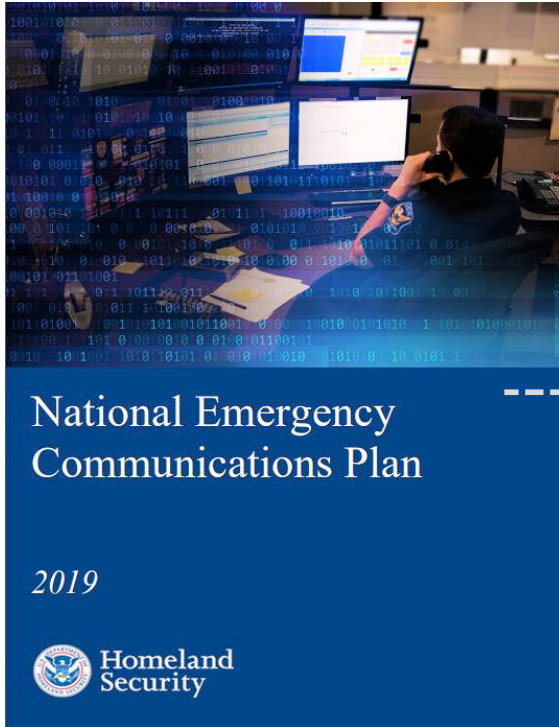
**Penny Rubow**

State of Arkansas

Statewide Interoperability Coordinator



# National Emergency Communications Plan



Mandated by Title XVIII of the Homeland Security Act of 2002, the NECP was first published in 2008, and its latest update was published in 2019.



The NECP is the Nation's strategic plan to strengthen and enhance emergency communications capabilities.



The Plan is designed to provide guidance to those that plan for, coordinate, maintain, invest in, and use communications to support public safety operations.



It helps stakeholders enhance and update the policies, governance structures, planning, and protocols that enable responders to communicate and share information under all circumstances.



The NECP navigates the complex mission of maintaining and improving emergency communications while also integrating new technologies and capabilities for emergency responders.



# NECP Goals

**NECP Vision:** To enable the Nation's emergency response community to communicate and share information securely across communications technologies in real time, including all levels of government, jurisdictions, disciplines, organizations, and citizens impacted by any threats or hazards event



## Goal 1: Governance and Leadership

Develop and maintain effective emergency communications governance and leadership across the Emergency Communications Ecosystem



## Goal 2: Planning and Procedures

Develop and update comprehensive emergency communications plans and procedures that address the evolution of risks, capabilities, and technologies across the Emergency Communications Ecosystem



## Goal 3: Training, Exercises, and Evaluation

Develop and deliver training, exercise, and evaluation programs that enhance knowledge and target gaps in all available emergency communications technologies



## Goal 4: Communications Coordination

Improve effective coordination of available operable and interoperable public safety communications capabilities for incidents and planned events



## Goal 5: Technology and Infrastructure

Improve lifecycle management of the systems and equipment that enable emergency responders and public safety officials to share information efficiently and securely



## Goal 6: Cybersecurity

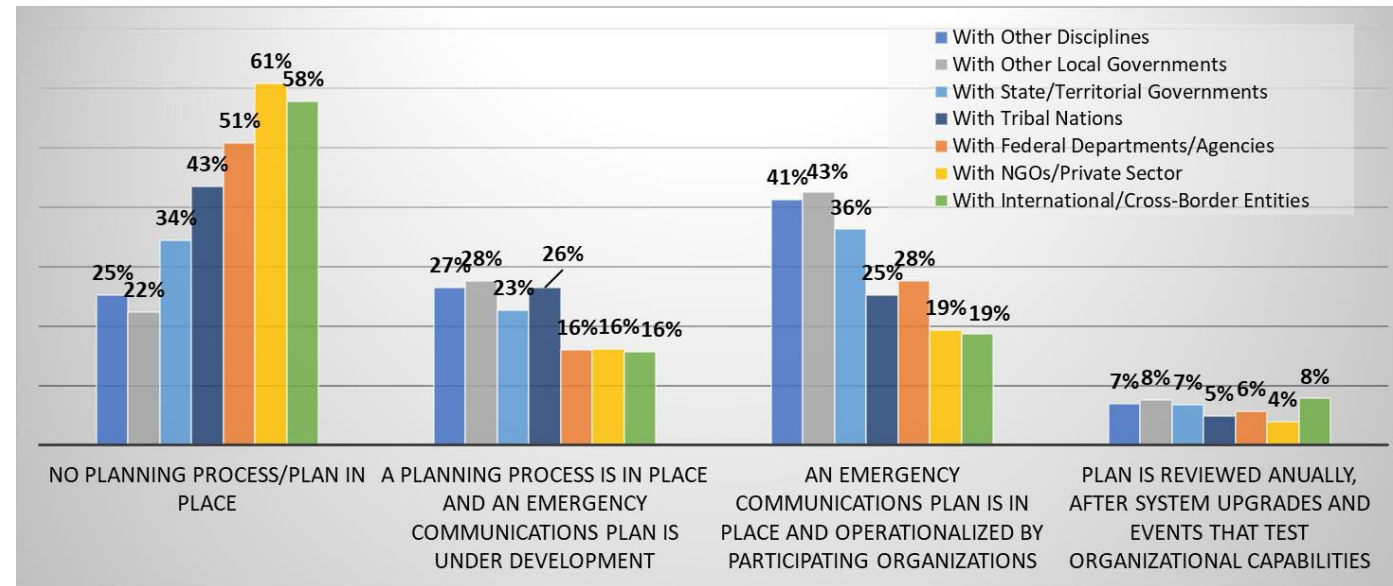
Strengthen the cybersecurity posture of the Emergency Communications Ecosystem



# Lifecycle Planning Overview

- Public safety organizations rely on complex and expensive systems to conduct their missions
- Emergency response agencies are enhancing their communications with broadband services and other advanced technologies, while still maintaining necessary legacy and backup systems
- Planning for these emerging advanced technologies is a critical component of achieving operability, interoperability, security, and continuity of communications
- The SNS found that 25% of public safety organizations do not have a strategic planning process or plan and only 7% review their plans annually

Strategic Planning Process





# SAFECOM Nationwide Survey



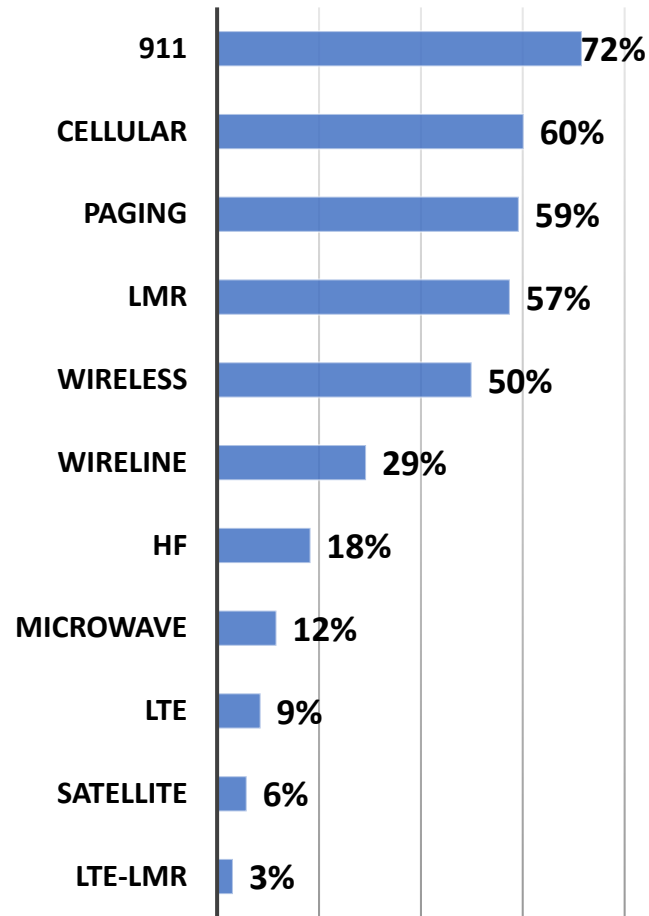
- The 2018 SNS was a data collection initiative that supported the content and recommendations of the NECP
- The SNS consisted of 38 questions that span the 5 elements of the *SAFECOM Interoperability Continuum*, plus a security element that accounted for cybersecurity
- Findings from the SNS gauge the status of the Nation's emergency communications capabilities and helped inform the National Emergency Communication Plan's goals, objectives, and success indicators



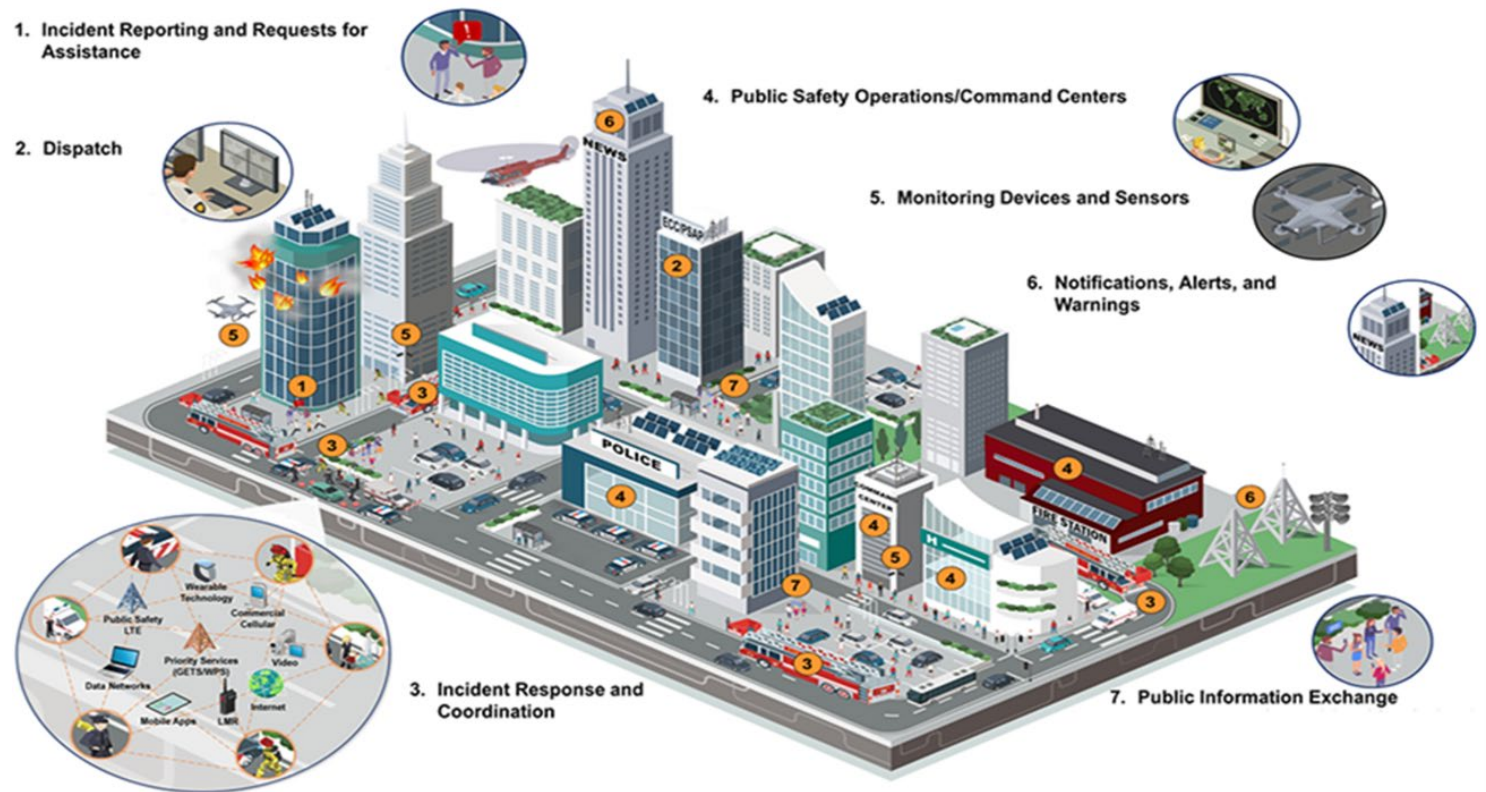


# SNS: Systems in Use

## System in Use by Public Safety Organizations

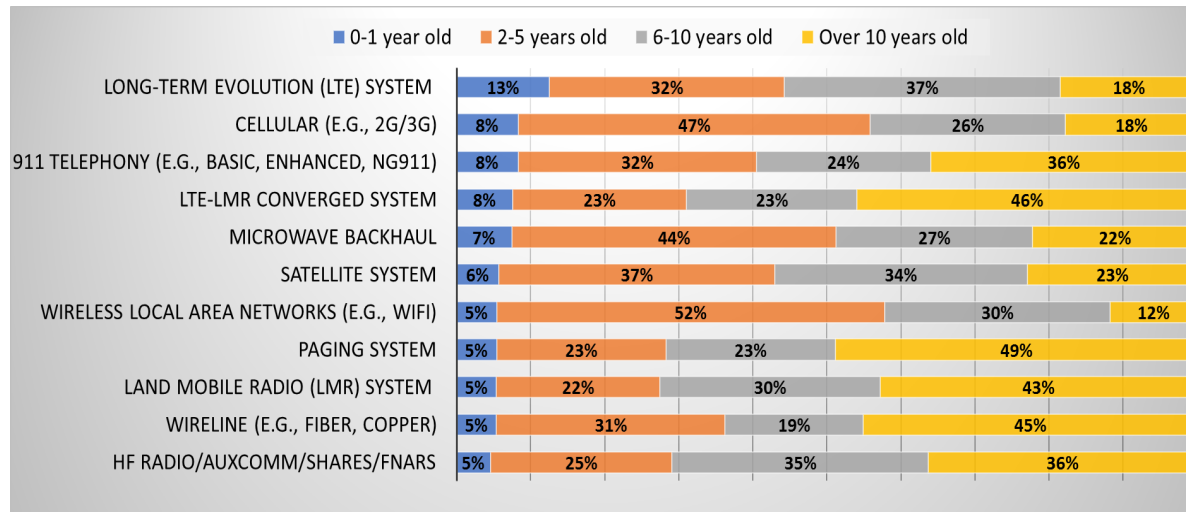


## Complexities in Public Safety Systems



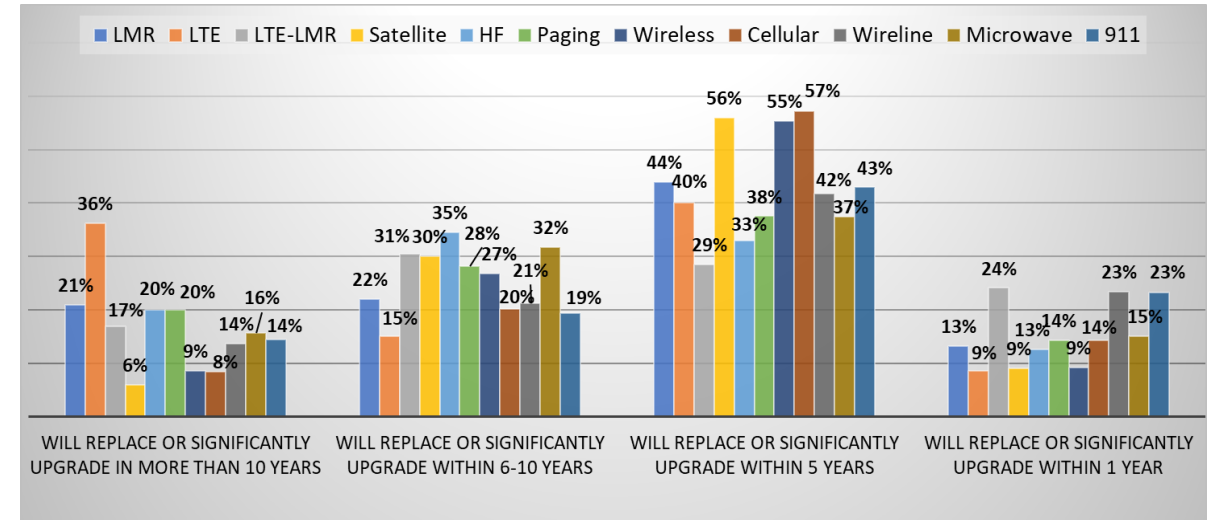
# SNS: Equipment

## System Age



- On average, 60% of public safety systems are more than 6 years old; of those systems, 33% are over 10 years old

## Anticipated System Upgrade



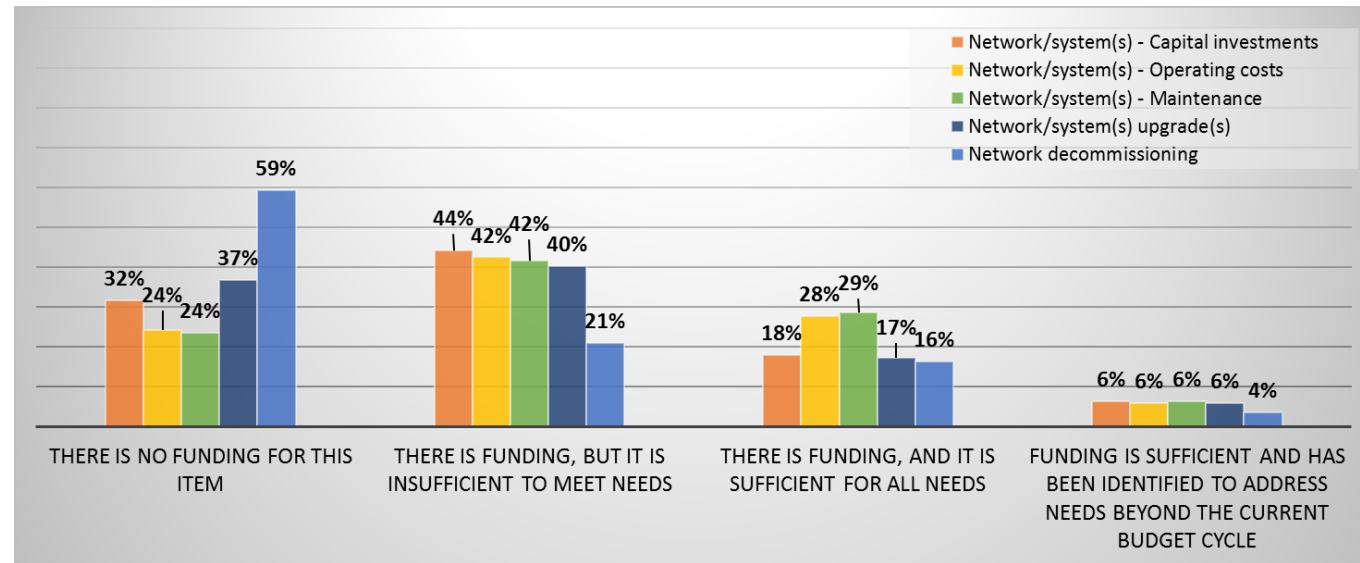
- On average, 57% of public safety organizations anticipate upgrading a system within 1 to 5 years



# SNS: Network Systems Funding

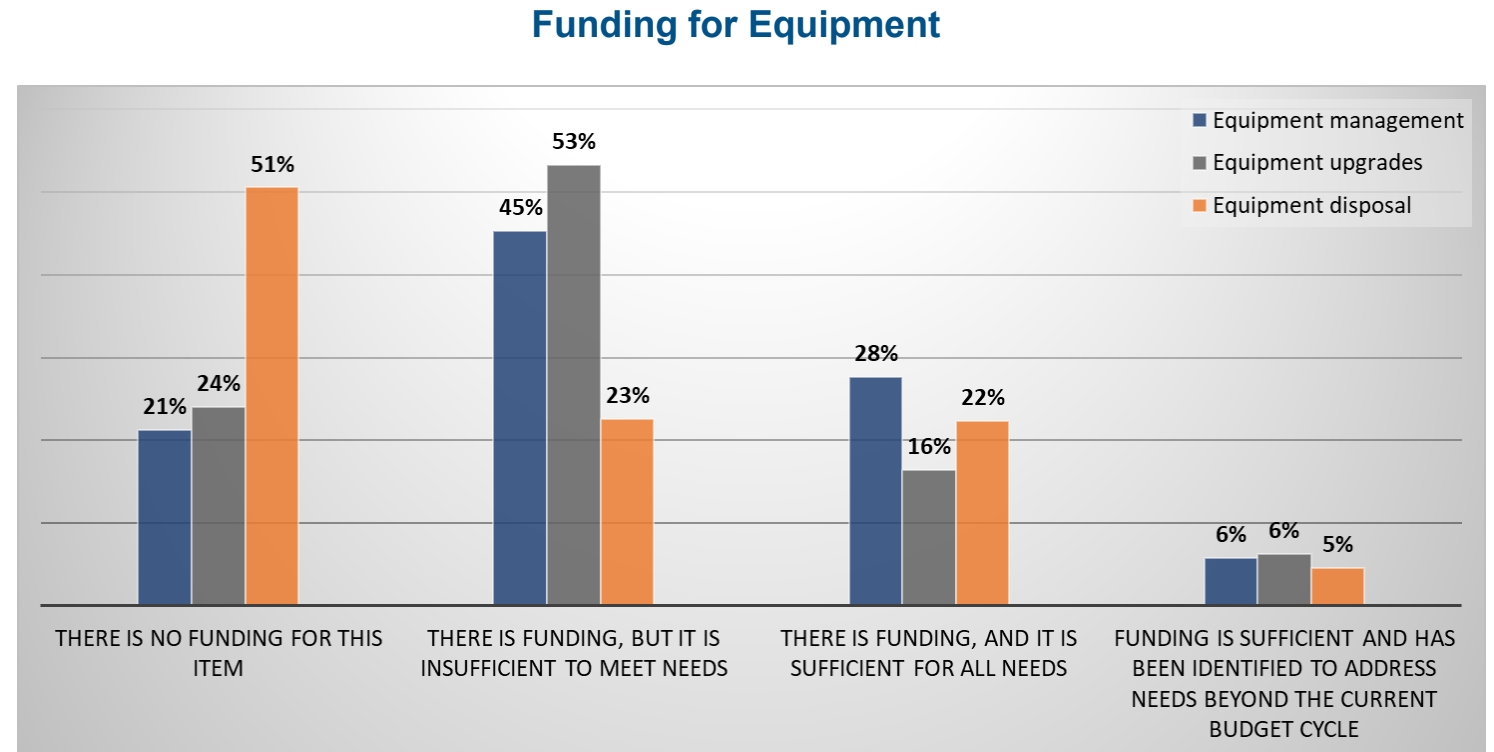
- Percentage of organizations who have no or insufficient funding for the following:
  - Capital investment costs – 76%
  - Operations and maintenance costs – 66%
  - Upgrade costs – 77%
  - Decommissioning costs – 80%

Funding for Network Systems



# SNS: Equipment Funding

- The majority of organizations have insufficient or no funding for equipment management, upgrades, or disposal
- Additionally, only 6% of organizations indicated sufficient funding to address equipment needs past the current budget cycle



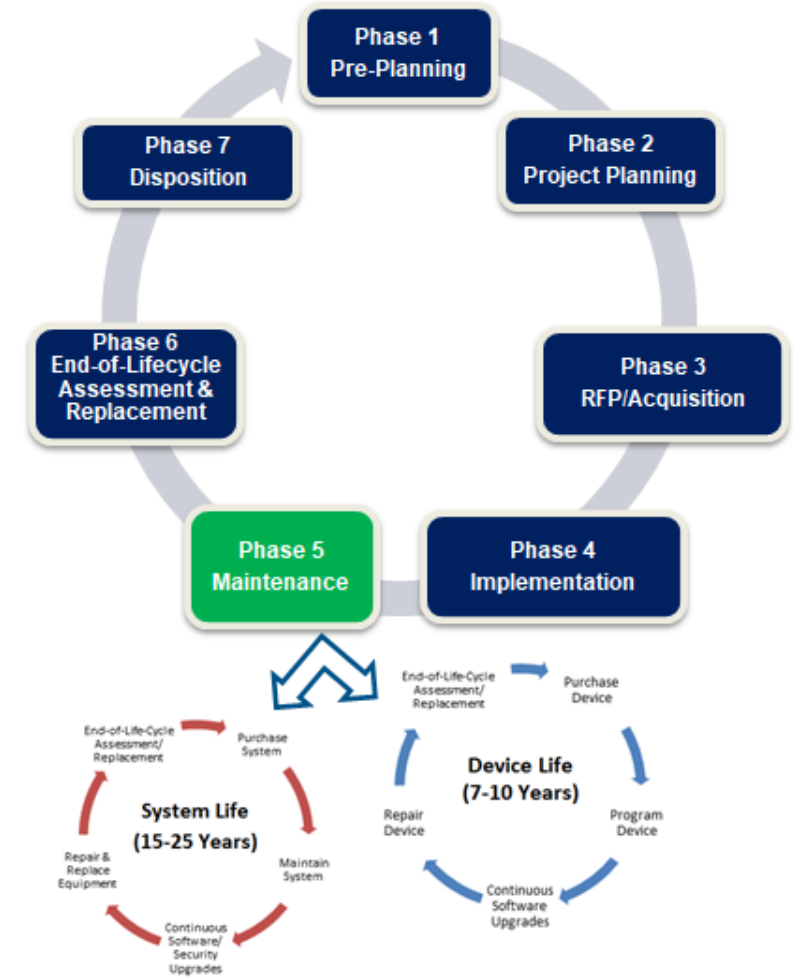
# NECP Success Indicators: Planning

- Governance bodies coordinate with elected officials to champion public safety communications priorities and lifecycle planning among decision-makers
- Public safety organizations develop and use lifecycle plans to inform agency funding decisions and implement new technologies while maintaining necessary legacy and backup systems
- Public safety organizations and governing bodies identify sustainable funding mechanisms to support the lifecycle planning model
- Improve lifecycle management of the systems and equipment that enable emergency responders and public safety officials to share information efficiently and securely



# Lifecycle Planning Model Overview

- The *Emergency Communications System Lifecycle Planning Guide* enables practitioners to better plan for and deploy public safety communications systems
- It provides recommendations for agencies interested in building, maintaining, and operating an emergency communications system
- The Compendium was added to the guide in 2018 to emphasize pre-planning activities that secure funding for the entire life of the system
- The model describes seven planning phases and includes best practices, considerations, and suggested timelines to assist agencies embarking on system lifecycle planning





# Pre-Planning



**Goals:** Inform and secure the decision to replace, upgrade, maintain, dispose of, and/or acquire a new system

**Timeline:** 6—12 months

## Recommendations:

- Establish the core planning team
- Research and develop system and funding options
- Decide on the optimal and alternative solutions with funding options
- Plan for frequency needs and channel programming
- Develop a business case, presentation materials, and strategic plan
- Identify a legislative- or executive-level project champion
- Present to decision-makers and secure funding to support the initial build-out and sustain the system throughout the entire lifecycle





# Project Planning



**Goals:** Formalize the project team, identify operational and technical requirements for system replacement and upgrade, and develop the project plan

**Timeline:** 6—18 months

## Recommendations:

- Consider how long the planning process can take and communicate expected timeframes to elected officials
- Collect user needs and requirements and incorporate into project plans
- Engage with communications leaders early for guidance and support (e.g., Statewide Interoperability Coordinators [SWIC], Statewide Interoperability Governing Bodies [SIGB])
- Identify strong Project Sponsors (e.g., state or local elected officials)
- Begin planning the Request for Proposals (RFP)



# RFP & Acquisitions



**Goals:** Select the appropriate procurement vehicle and procure systems and components

**Timeline:** 6—12 months

## Recommendations:

- Develop a written action plan
- Form the RFP team
- Develop the Statement of Work (SOW)
- Include specifications or requirements in the RFP
- Establish written evaluation criteria well before the award
- Conduct a formal objective review process and document results



# Implementation



**Goals:** Develop an implementation plan, install new systems, test, train users, and transition from legacy to new

**Timeline:** 12—18 months

## Recommendations:

- Develop and execute the implementation plan
- Understand and document testing procedures (e.g., factory testing, staging, site installation and testing, coverage verification, testing and acceptance, cut-over, final acceptance)
- Update operational procedures and train users
- Promote new communications capabilities and benefits to the community



# Support, Maintenance & Sustainment



**Goals:** Inventory and maintain equipment, manage budget, and assess and communicate needs

**Timeline:** 1—25 years

## Recommendations:

- Maintain an accurate inventory of equipment (e.g., scope, database tool, inventory team, processes to compile and secure data)
- Determine and execute an ongoing maintenance and operations model
- Manage the budget when the project is conceived, directly before it is funded, and after delivery
- Share communications needs with decision-makers early and continually



# End-of-Lifecycle Assessment & Replacement



**Goals:** Determine when to replace systems or components with solutions to best fit operational and technical needs

**Timeline:** 7—25 years

## Recommendations:

- Conduct ongoing assessments of current system (e.g., implement a balanced scorecard) to plan for technology maturity
- Refresh or upgrade systems, as needed, to extend the life
- Determine potential replacement solutions, with consideration to support national, state, and regional interoperability initiatives; consider early adoption of new technologies; and adhere to widely-used technical standards



# Disposition



**Goals:** Determine options and dispose of legacy systems or components

**Timeline:** 90 days after cut-over or transition

## Recommendations:

- Develop the disposition plan
- Determine options (e.g., reuse or repurpose old components, consider space availability, convey surplus equipment to partner agencies) in consideration of legal or policy limitations, as well as business requirements
- Brief leaders on disposition plans
- Identify lessons learned following disposition



# Resources

- Lifecycle Planning Resources: [cisa.gov/safecom/funding](https://cisa.gov/safecom/funding)
  - *Emergency Communications System Lifecycle Planning Guide*
  - *Emergency Communications System Lifecycle Planning Guide Compendium: Best Practices Considerations and Recommended Checklists*
  - *Emergency Communications System Lifecycle Planning Guide Fact Sheet*
  - *Lifecycle Planning Tool*
  - *Understanding the Value of Public Safety Communications Systems: A Brochure for Elected Officials and Decision Makers - 2020*
- [Lifecycle Planning for Emergency Communications Fact Sheet](#)
- [SAFECOM Nationwide Survey 2018 Results](#)
- [National Emergency Communications Plan](#)
- [Emergency Communications Technical Assistance and Planning Guide](#)





# How You Can Take Action

- Take steps for your organization or jurisdiction to implement the NECP and achieve its success indicators
- Implement the *Emergency Communications System Lifecycle Planning Guide*
- Coordinate with elected officials to champion public safety communications priorities and lifecycle planning among decision-makers



Questions?



# Upcoming Webinars

Join the Cybersecurity and Infrastructure Security Agency for webinars focused on:

## Implementing the National Emergency Communications Plan



September 17<sup>th</sup> – EXERCISE! EXERCISE!  
EXERCISE! Learn to turn evaluations into  
real-world communications improvements

All webinars start at 1pm ET

To join, use:

Webinar Link (for visual): <https://share.dhs.gov/necpwebinars>

Dial-In (for audio): 800-897-5813





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