

# NYC Local Government Perspective



# The City of New York

- NYC has obviously been on the front line of domestic Terrorism.
  - September 11<sup>th</sup>, 2001
  - Blackout of 2003
- Need for Federal level attention to CyberSecurity, Identity Management, Telecommunications infrastructure
- Policy needs to keep up with Technology
  - Identify Management
  - Public Safety impact on Technology
    - VoIP
    - New and emerging technologies

# Emergency Response and Preparedness

- Focus on Public Safety Technologies
  - 911 & CAD systems and infrastructure - 311
  - First Responder Radio infrastructure
  - Command and Control Communications
  - Greater Dependence on:
    - GIS
    - Email – Blackberries
  - New Technologies
    - Video Surveillance Systems – Sensor systems
    - Hospital Emergency Room monitoring systems
    - AVL
    - Emergency Management Systems
- Telecom carrier infrastructure survivability – post 9/11
- Municipal IT infrastructure – Redundancy/Survivability

# The role of the CIO/CTO during power outages and events impacting infrastructure

- What is the impact on public safety communications?
- What is the impact on public telecommunications?
- What do the city's web site, 311, & 911 need to do?
- What IT support needs to be provided for the emergency response?
- What needs to be done to keep Municipal IT functioning?

# Telecommunications - What is the impact, status, type of volume. Is it being handled, are there any issues/problems, any developing?

- ✓ Are 911 systems operating normally?
- ✓ Are the telephone systems operating?
- ✓ Are cellular networks operating?
- ✓ Are our public safety radio systems operating normally?
- ✓ Have any critical Public Safety sites been effected?
  - ✓ Police/Fire/EMS sites, Command and Control – Cityhall, OEM, Hospitals, Key agency buildings and operational facilities
- ✓ Have any sensitive locations/installations been effected?
  - ✓ Nuclear power plants, Chemical plants, refineries.....
- ✓ Have any critical commercial sites been effected?
  - ✓ Exchanges, strategic industries, banks, alarms, surveillance, monitoring and security systems
- ✓ Are cable TV & VoIP systems up and operating?

# Public Facing IT Utilities – What needs to be done?

- 911, 311, 211
  - ✓ How high is call volume, do we have enough call takers, is the next shift going to be able to get in to work? Supplement call takers?
  - ✓ What is the message, “What do we tell people?”
  - ✓ What are people telling us? Who needs to know?
  - ✓ Are there any new 311 functions that need to be brought up quickly? How quickly? What information do we need from callers, what is the process?
- Web site
  - ✓ How is the web site performing?
  - ✓ What is the message/content?
  - ✓ Do we post an emergency home page (OEM)
- Municipal Television
  - ✓ Is there information to go out on our crawls.
  - ✓ Do we want to facilitate press coverage by providing a pool feeds, where are the press conferences going to be held?

# Municipal IT infrastructure

What is the impact, what is the effect, how big a problem is it, should DR procedures be implemented?

- ✓ Are data centers effected? Is there potential for integrity to be compromised?
- ✓ Are networks operational? Is there a cyber-security threat?
- ✓ Are any non-data center based systems effected?
- ✓ Are systems critical to support emergency operations up and running properly?
  - ✓ Web sites, GIS, E-Teams, CRM (311), Email, BES servers

Have other technologies been adversely effected?

- ✓ PBXs, Traffic Pattern Control systems, Building Control Systems

# Providing IT support for the emergency - Wireless

- ✓ Does anyone need radios, satellite phones, cell phones, blackberries, EVDO?
- ✓ Do we need to deploy additional batteries, chargers, accessories?
- ✓ Is the radio infrastructure stable, should we deploy back up systems?
- ✓ Are there Interoperability requirements? Deploy ACU 1000s, system level interoperability?
- ✓ Do we need to deploy Cells on Wheels (COWS), Cells on Light Trucks (COLTS)?
- ✓ Do we need to deploy temporary public phone banks?
- ✓ Is the infrastructure holding up, any systems failing, Batteries, UPSs, Generators Operating, is fuel required?