AT&T Network Emergency Management Overview

San Francisco Lifelines Council

June 17, 2010

Origin of National Security Emergency Preparedness in Telecommunications

- Study for National Communications System (NCS) began in 1962 by President Kennedy after Cuban Missile Crisis

- Ordered National Security Council to examine telecommunications network and outdated emergency preparedness practices

- NCS established by Presidential Memorandum on August 21, 1963 under Department of Defense

- April 3, 1984, President Reagan signed Executive Order 12472 broadening the NCS' National Security and Emergency Preparedness (NS/EP) capabilities

- NCS initiated planning and coordination of NS/EP telecommunications to support crises and disasters

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Origin of National Security Emergency Preparedness in Telecommunications (Cont'd)

- Heighten awareness of telecommunications threat after September 11, 2001 attack on World Trade Center

- On March 1, 2003, President Bush transferred NCS to Department of Homeland Security

- As part of the NCS directive, all telecommunications entities were required to establish a Network Emergency Management Plan

- Most adopted the NSEP concept/name

- One AT&T NSEP concept being deployed throughout the entire company

NSEP Mission Statement

The National Security Emergency Preparedness (NSEP) team formulates, implements, and maintains Corporate policies, procedures, and processes to meet government NSEP requirements and provides the necessary Emergency Preparedness and business continuity programs that ensure network survivability and customer service.

Roles and Responsibilities

- Serve as Single Point of Contact for all external agencies (FEMA, Homeland Security, Local and State agencies) regarding AT&T Emergency Management Policies and Procedures

- Provide oversight for execution and implementation of the Network Emergency Management (NEM) Plan

- Serve as a member of the Network Disaster Recovery (NDR) Team when needed

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Network Emergency Management

One AT&T Network Emergency Preparation and Response

Support Services

Wireline

Wireless

Outside Plant

Inside Plant

U-verse

EOC Roles & Responsibilities

- The primary 5 functions of the EOC are:
  - *Anticipate*
  - *Assess Damage*
  - *Prioritize Response*
  - *Provide Resources*
  - *Communicate*

- Anticipate issues that may arise from an event.

- Assess initial findings regarding an event and develop restoration plan.

- Provides tactical command and control of the local restoration efforts, including prioritization of all AT&T network elements.

- Obtain additional resources to facilitate service restoration.

- Disseminate & communicate damage/status reports to leadership upon request, based on the AT&T Golden Report Template.

The NDR Team is composed of AT&T managers, engineers, and technicians who have received special training in the physical recovery of the AT&T Network. Team members (AT&T employees from across the United States) volunteer for this assignment. Members participate in several recovery exercises each year to sharpen and practice their skills using the disaster recovery equipment and processes.

The NDR team was activated on Friday, May 21, to deploy an Emergency Communications Vehicle (ECV) with microcell capability to Hopedale, LA to support local, state and federal responders involved in the cleanup efforts.
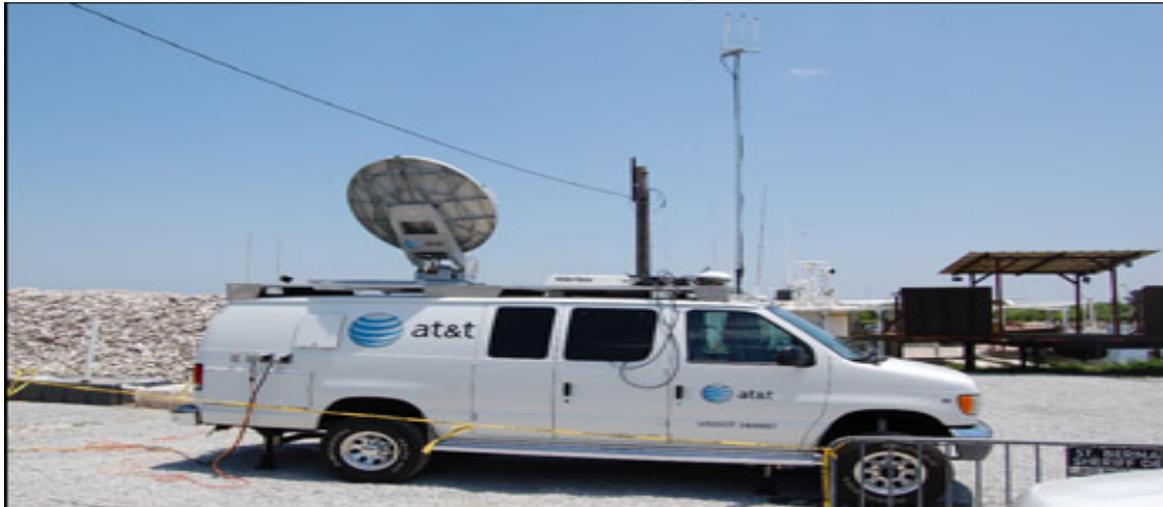
Disaster Recovery Exercise in Dearborn, MI May 2010

Utility Interdependencies

- Power

- Water

- Fuel

- Security / Access

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Questions

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