



MissionCriticalPartners

Because the Mission Matters

COVID-19: Maintaining Operations Remotely During a Crisis

July 1, 2021

Agenda

- The operational impact of a public health crisis
- Remote work considerations
- Options for remote call handling, CAD, and dispatch
- Key takeaways
- Questions



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Operational Impact of a Public Health Crisis



Operational Impact of a Public Health Crisis

Why is this important?

- COVID-19 pandemic continues to impact operations
- Public safety and emergency response agencies may need to mobilize to prevent staff exposure
- Provide operational and technical impact of remote operations to help agency leaders make short and long-term decisions
- There is no one-size-fits-all solution, but there are many options



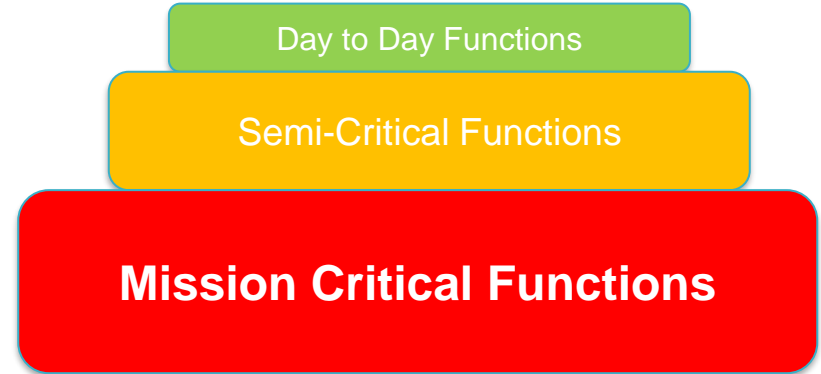


Remote Work Considerations



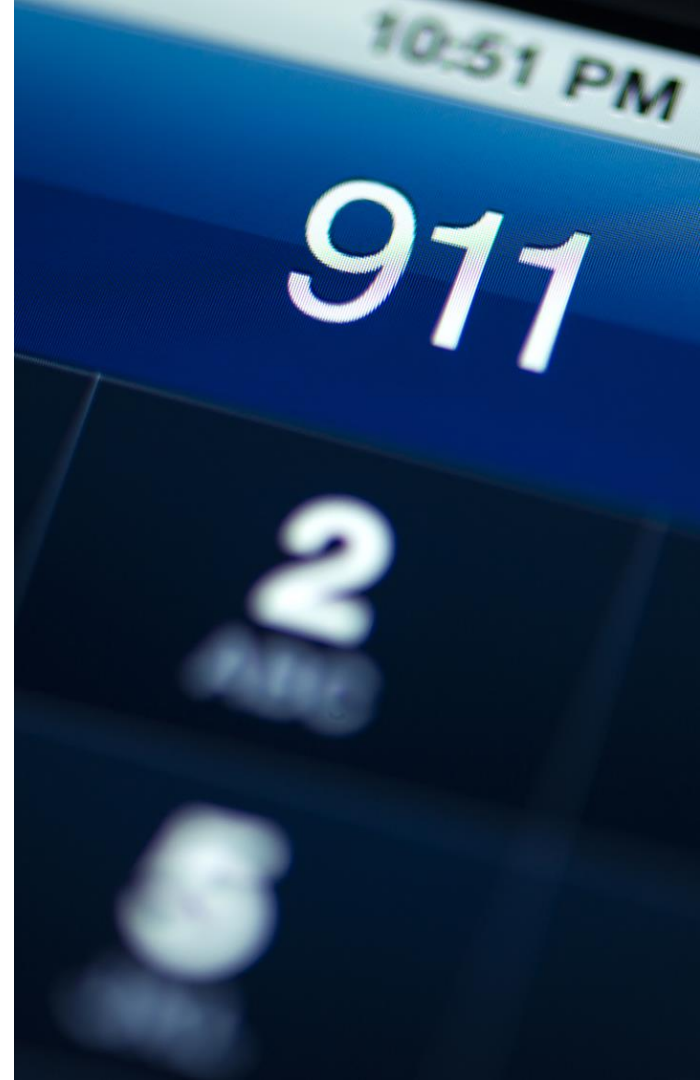
Where did they start?

- Receiving requests for emergency resources
- Communicating the location of where the resources are needed
- Analyzing information, sharing and documenting



Remote Work Options

- Traditional back up PSAP
- Training or conference room
- Off-site location (i.e., hotel, school, library etc.)
- Command vehicle
- Work from home (911 at home)
- Others





What Does Remote Operations Look Like

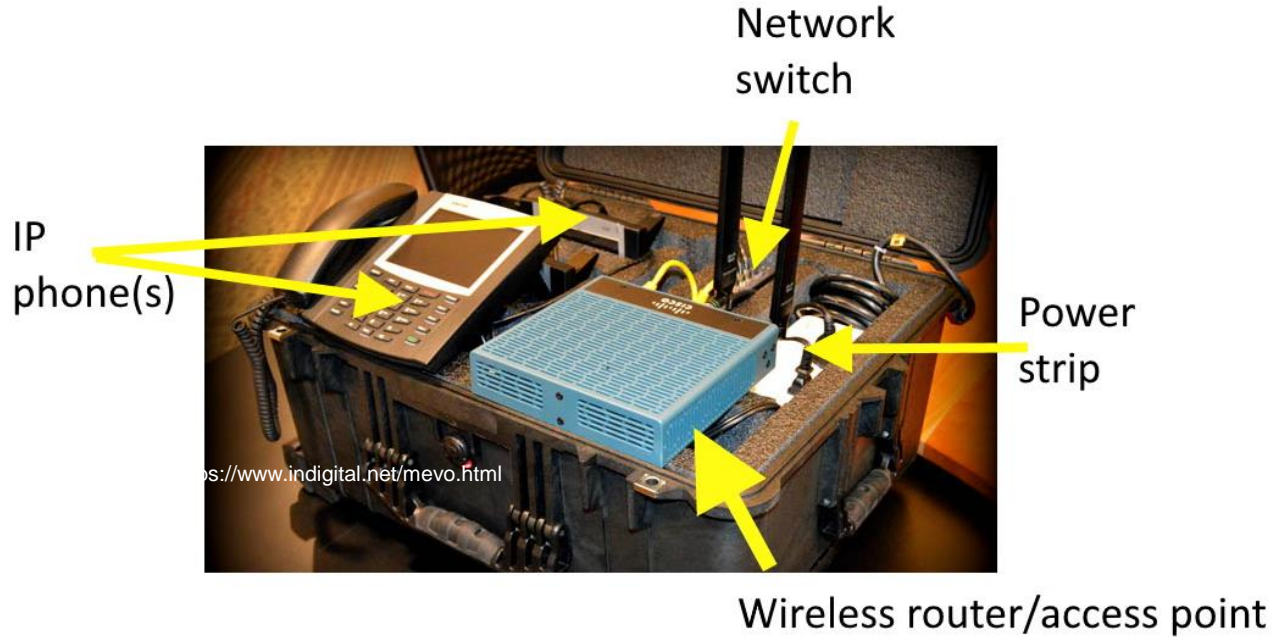


Remote Call Handling

- Call Handling Equipment (CHE) configurations fall into three categories (in most cases):
 - Premise-based
 - Host/remote
 - Cloud-based or Call Handling as a Service (CHaaS)
- Key technology focal points in any CHE operational shift include the following:
 - CHE application and hardware (including licensing)
 - Provisioning of user data/profiles
 - Network connectivity and security
 - Access to data and systems VoIP/PBX phones
 - Alternate routing capabilities
 - Reducing user screen footprint



Remote Call Handling



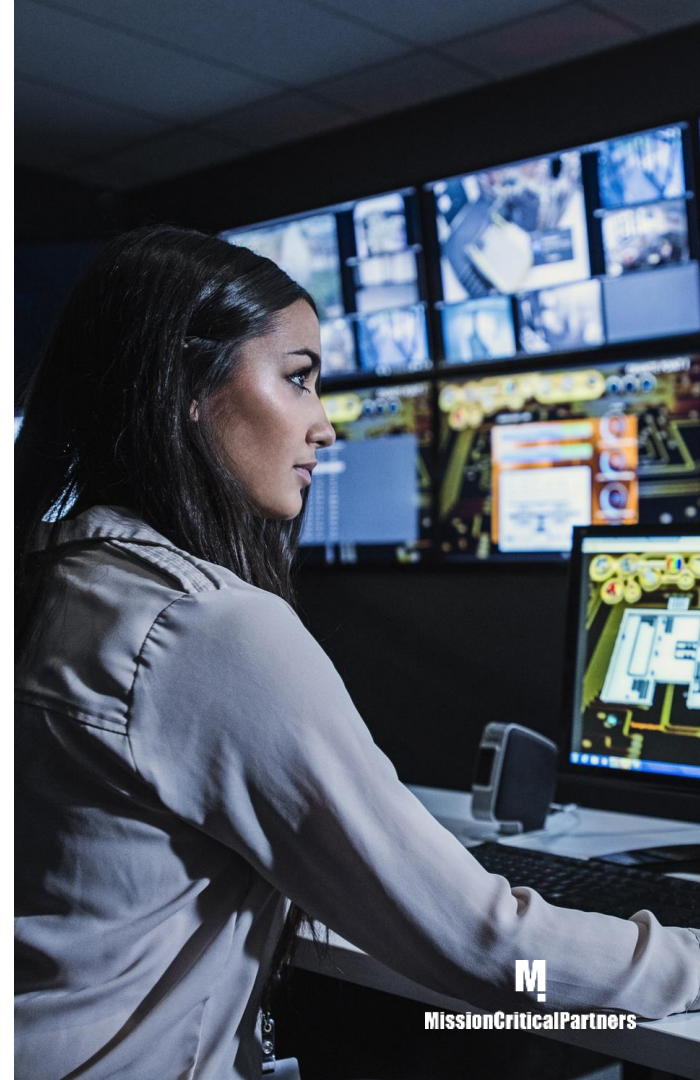
Remote Call Handling

- 911 and admin calls
- FirstNet device will provide a priority wireless connection
- It is also a WiFi device
- Should only be used for 911
- No gaming

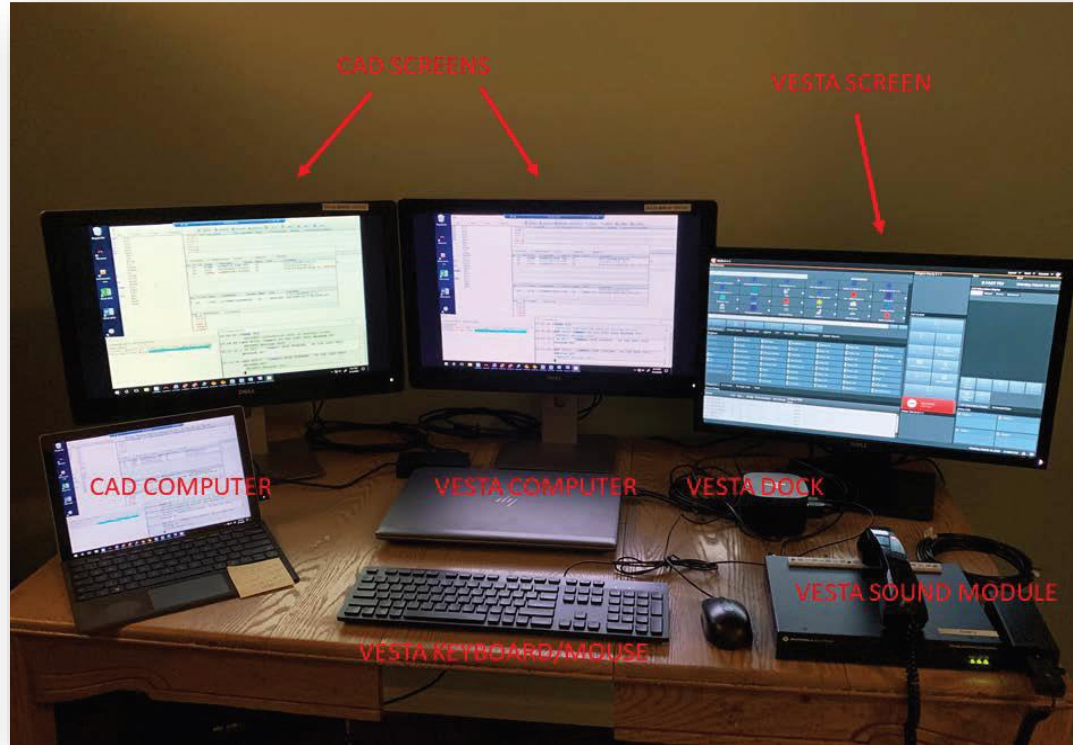


Remote CAD

- The following requirements need to be met at the *remote location*:
 1. Network connectivity between the primary CAD server(s) and workstation it will be accessed from
 2. A workstation/PC from which to work with the software
 3. Remote access software to facilitate the connection (optional)
- Think about having multiple monitors; can you get by with 1? How about 2?
- Cybersecurity is critical; don't ignore it



Remote CAD



- **Laptop 1:** Motorola VESTA CommandPOST
- **Laptop 2:** Cisco AnyConnect VPN to CAD workstation
- FirstNet Nighthawk hotspot w/ redundant, carrier-diverse backup hotspot

NOTE: ties up CAD workstation in ECC – potentially for a single shift/day

Remote Dispatch

Portable Radio



Control Station -
Console



Generic Dispatch
Workstation



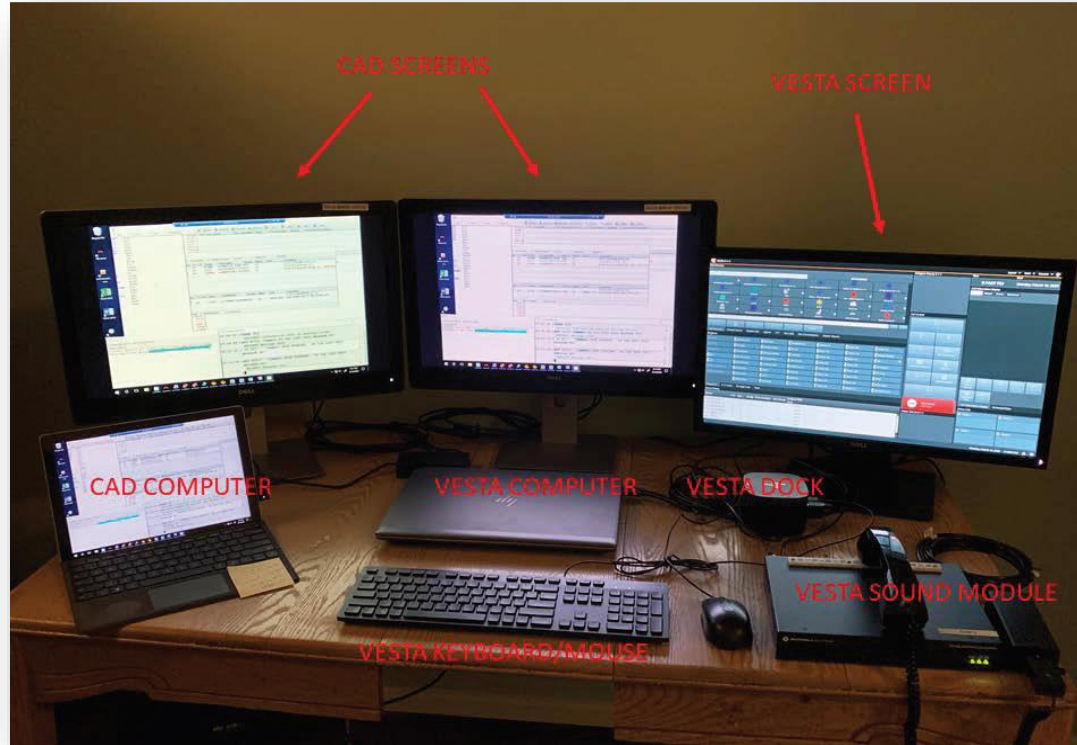
Vendor-Specific Remote
Dispatch Console

Remote Dispatch

- Vendors and manufacturers offer a variety of remote dispatch options for public safety
- Solutions may vary in availability, functionality and ability to be deployed quickly
- Key considerations:
 - Reliability of coverage
 - Radio programming for essential channels/talkgroups
 - Dispatcher training
 - Broadband network availability/access



Remote Dispatch



- **Laptop 1:** Motorola VESTA CommandPOST
- **Laptop 2:** Cisco AnyConnect VPN to CAD workstation
- FirstNet Nighthawk hotspot w/ redundant, carrier-diverse backup hotspot
- ***Laptop 3:*** *Vendor-Specific Remote Dispatch Console*

NOTE: ties up CAD workstation in ECC – potentially for a single shift/day

What did they learn?

- Establish or revise existing COOPs.
- Begin to look at your agency's technological and operational needs if remote operations become necessary.
- Identify remote workspaces inside and outside of the existing facility.
- Revise policies to allow for remote operations and establish how and when those policies are enacted.
- Incorporate remote operations, training, and exercises into agency training programs.
- Work with technology vendors to identify and procure the hardware and software needed to enable staff members to work somewhere other than a hardwired workstation within an ECC or EOC.



Key Takeaways



Key Takeaways

- Protecting staff is critical to the decision to mobilize for remote work.
- While pre-planning is important, agencies may not have an existing COOP or an existing COOP may not adequately address the current pandemic situation.
- There is no one-size-fits-all solution for remote operations; Agencies may need to get creative.
- Including pandemic preparation and remote work considerations as part of a future COOP is critical.
- Additional considerations for remote operations include changes to operational policies and IT/cybersecurity.





Questions





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