

Communications Sector planning for the CNI

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Where did we start

- Civil contingencies act of 2004 defined all of the Communications industry as Cat 2 responders.
- Different levels of maturity both within individual companies and between certain companies.
- Some interdependencies that were obvious, many were ones where services from some companies were critical to recovery plans in others.
- several key players – BT, CW, Mobile operators, broadband providers, Regulator & Government.
- Developing awareness in ISPs, Local loop operators.
- Very little inter-company planning had taken place and almost no exercising of capabilities.
- Little visibility of the priorities in any CNI event – Internal, external, customer?
- Who defines priorities?



Outline of Approach

- What are we trying to achieve out of this?
 - Is it simply a better understanding
 - Is the Communications industry trying to better prepare itself for an expected event?
- If we are then this cannot be about competition – In these types of events we are working in the interests of UK Plc, not each other.
- Industry forum established – EC-RRG (Electronic Communications Resilience and Response Group) Formally TI-EPF
- MOU – All parties are signatory and it has clauses covering confidentiality, competition and co-operation.
- Work Streams framework –
 - EMPEX
 - Pandemic
 - Telecoms National Emergency Plan,
- Started planning and identifying capabilities required.

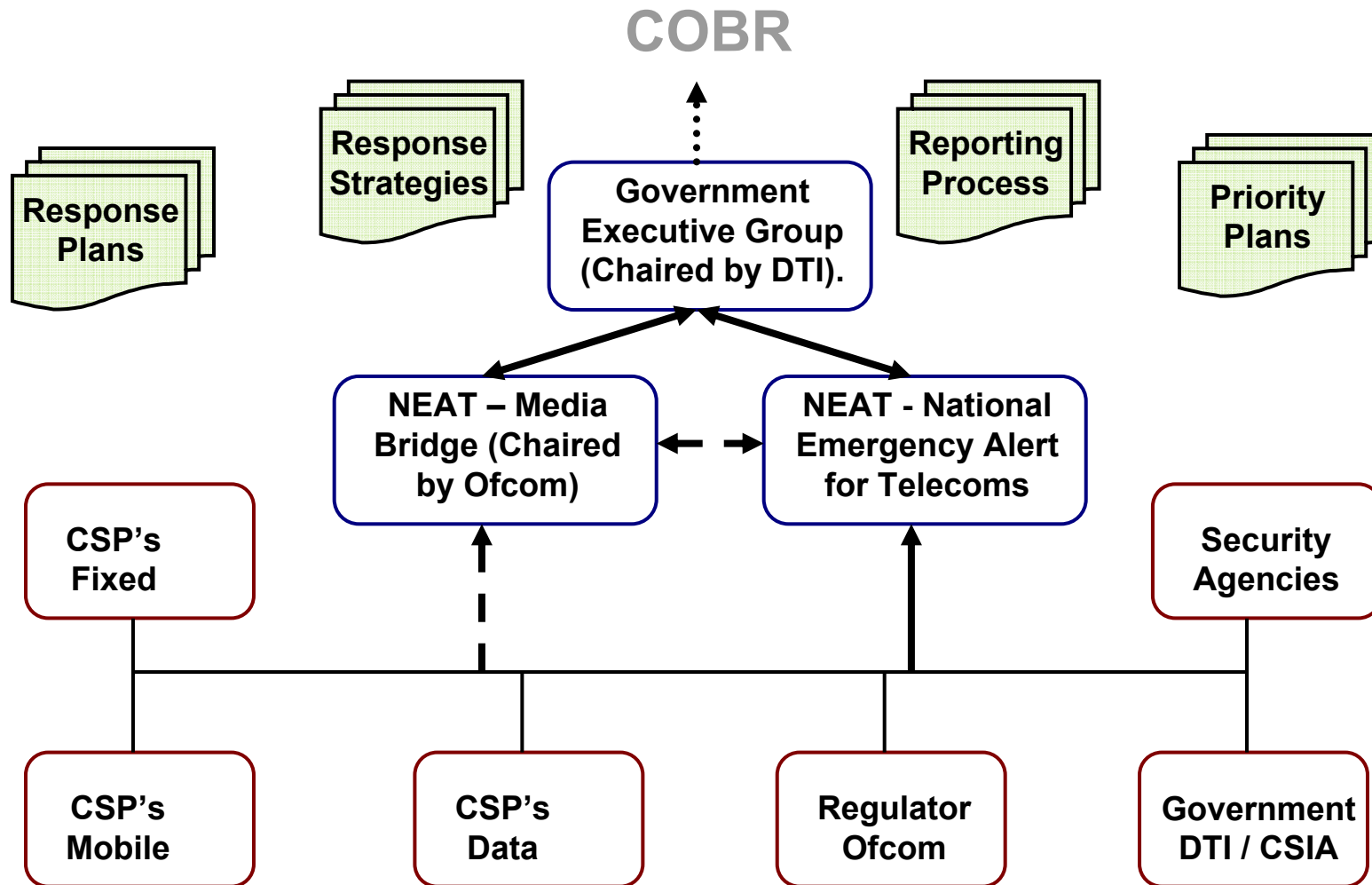


What have we done based on this

- Industry agreement for responses framework supported by:
 - Memorandum of Understanding and Confidentiality Agreement signed by all members of the ECRRG
 - Telecoms National Emergency Plan
 - National Emergency Alert for Telecoms (NEAT) Process
- EMPEX exercises
 - 2004 Bomb attacks around London & Birmingham
 - 2005 Extreme weather in Scotland and North East England – supported by the Met Office
 - 2006 Extended loss of power in South Wales and South West England – Supported by the BBC and the Power sector
- Pandemic flu planning for sector encompassing:
 - Expectation Management
 - Prioritisation & Reporting Strategy
 - Priority Resource Planning
 - Co-operation
- July 7th 2005 – NEAT process and cross company working activated In response to London events.



National Telecoms Emergency Response



All Exercised Annually Via EMPEX...



Previous EMPEX Scenarios



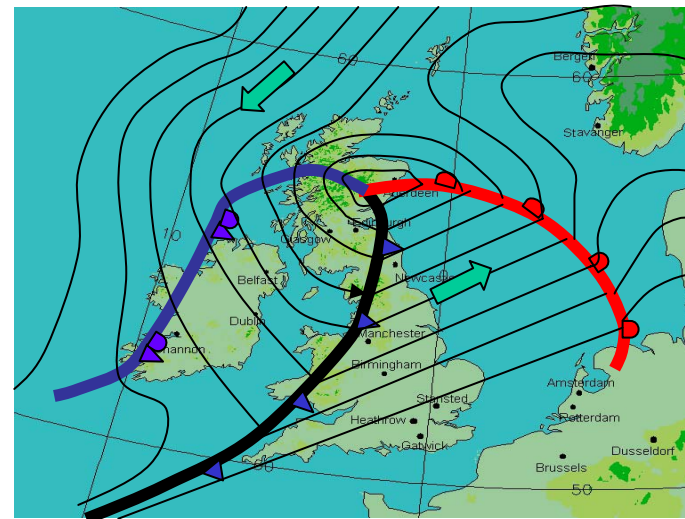
2004

- Terrorist Attacks in
 - London
 - Kings Cross
 - Docklands
 - Birmingham



- 1st exercise of its kind
- Proved that all CSP's could work together in an emergency
- Highlighted the need for Media Management and a link into Government.

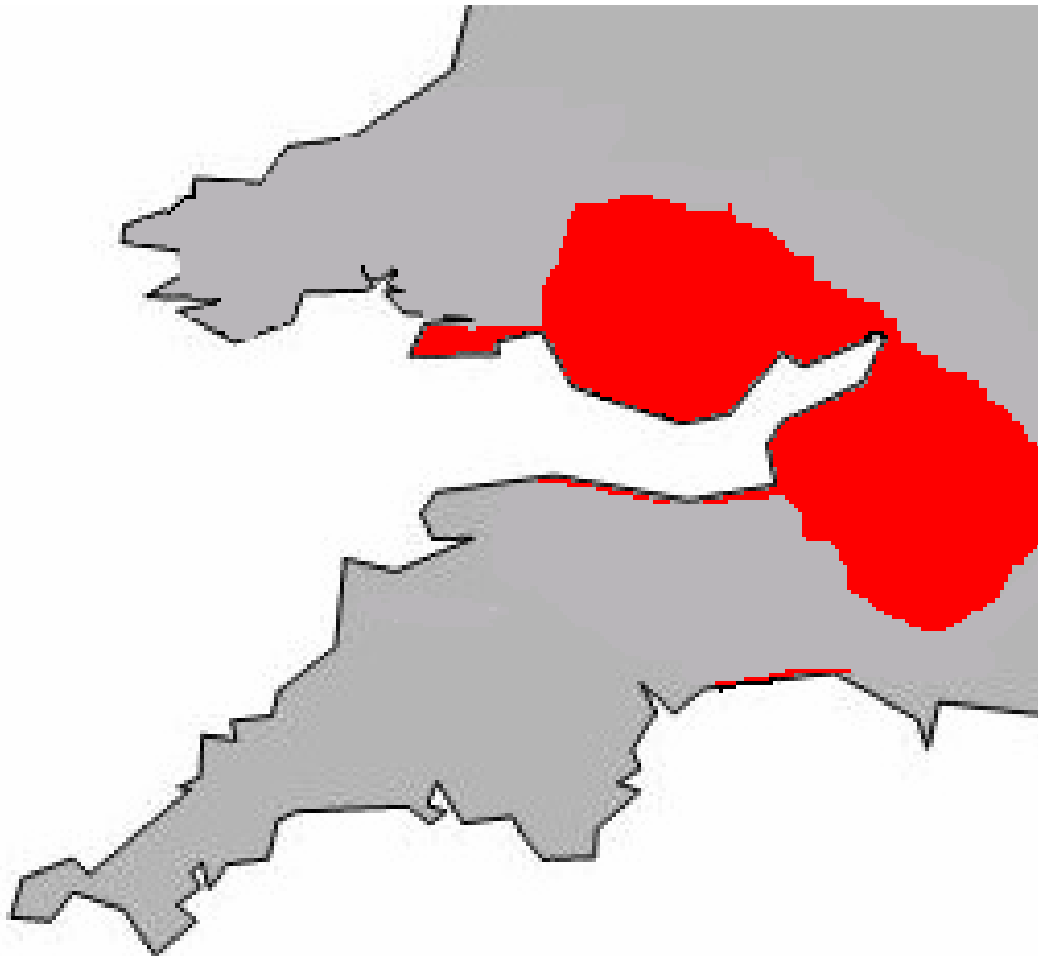
- 2005
- Severe weather across Scotland and North East England



- Tested newly developed Media Bridge
- Tested newly developed Government Executive Group



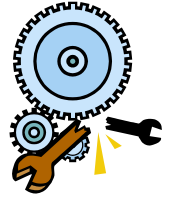
EMPEX_3 - 2007



- In the early hours of the 28th February there 'was' a total loss of power to South Wales and the Bristol Area
- After a couple of hours, nearly all mobile coverage fails
- Requests received to provide coverage to identified areas
- News coverage was also simulated with the help of the BBC to which our own media people needed to respond



What has worked/what hasn't



- The previous EMPEX exercises have highlighted the need for:
 - A Media Bridge
 - A Government Executive Group
 - A complementary internet based tool to support the Audio NEAT Bridge.
- Media Engagement – has been problematical both in exercises and in reality – 7th July 2005 had very conflicting messages being presented by the media, and the messages that the sector wanted to get out to the customer were ignored.
- Additional call bridge processes has been developed to specifically engage the media & the Government – sponsored by both the DTI and Ofcom, both exercised in EMPEX 2 & 3.
- EMPEX_3 conducted this year with the assistance of the BBC and judged very beneficial.
 - Provides a capability to support the delivery of key messages to customers in any future events.
- Cross sector inter-dependencies identified as a point of future focus.



Where do we want to take this



- Cross sector collaboration
 - Long Shadow – Joint power sector and telecoms sector exercise planned for 4th July
 - What other sectors should the Telecoms sector be engaging more closely with, both from our perspective and theirs?
- Further refinement of working scope
 - How far into the planning processes of each company do we want this to be embedded.
 - RAN sharing proposals – what does this mean for CNI and service prioritisation/restoration.
- Enlarged engagement from sector –
 - New Operating models
 - Non-PATs providers i.e. no obligation to provide 999 / 112 access.
 - Continued cross sector development of services that can benefit.
- Cross Sector Governance & Information Sharing
 - Best Practice
 - Prioritisation



The Next Steps



- **Formation of Cross Sector Working Group to include representatives from:**
 - Communications
 - Power (Electric & Gas)
 - Water
 - Fuel
 - Transport
 - Finance
 - Military?
 - Government
- **UK PLC Exercise**
 - What Scenario & To What Extent?
- **The Choice is Ours.....**

