



Bruce Mann
Head of Civil Contingencies Secretariat

10 Great George Street
London
SW1P 3AE
Bruce.Mann@cabinet-office.x.gsi.gov.uk
Telephone: 020 7276 5064

10 August 2006

Dear Colleagues,

TELECOMMUNICATIONS RESILIENCE

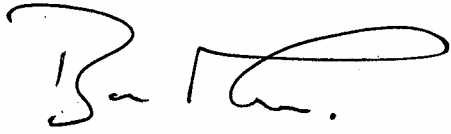
I wanted to round up a number of things before the summer break on the various strands of work under way on telecommunications resilience.

Let me say upfront that I am very grateful for all the responses we have received on the telecommunications resilience review. The results are being reviewed next week. We look forward to taking the suite of findings after that, and preparing a first cut of the Capability Analysis on where the best practice is that can be shared; where the gaps are that need to be addressed; and priorities for tackling them, including investment programmes, looking across all types of systems. My team are also arranging a workshop in the early autumn where we can, collectively, agree on gaps and priorities, against an overall strategy for improving responders' telecommunications resilience. That will include work on how best to make systems with privileged access more easily available to responders.

As part of that, DCLG is taking forward work on the proposed resilience extranet providing a means of sharing planning and response information between the centre (including material out of COBR in an emergency), the Devolved Administrations, the English regions and local responders. And we are separately taking steps to arrange a catalogue of services supporting the satellite phones already rolled out, to "thicken up" existing provision. Our goal is to have in place a call-off catalogue from which it will be possible for responder organisations to do more than just order more handsets. Although satellite phones have many resilience advantages, they also have draw-backs, not least the need for a clear view of a wide area of sky to be effective. So, as well as handheld terminals, the catalogue will also cover call-off services for those organisations who want technical support in carrying out site surveys to establish the best means of getting connectivity with the satellite constellation. As part of that, it will also include the provision of advice on the positioning and installation of roof-top antennas as well as the antennas etc themselves.

Finally, contractors working for us will also be taking the final steps to decommission the ECN and remove related equipment. Details of the programme, which will extend over the next 12-15 months, are set out at Annex A.

I look forward to the collective process of bringing these developments together in the autumn.

A handwritten signature in black ink, appearing to read "Bruce Mann". The signature is fluid and cursive, with a large initial "B" and a long, sweeping underline.

BRUCE MANN

Local Response Gateway: preparing together

ANNEX A

ARRANGEMENTS FOR THE DECOMMISSIONING AND REMOVAL OF THE ECN

1. The decommissioning and removal of the ECN will be a two-step process undertaken by two separate contractors.
2. Local authorities have been divided into four groups in order for the work to take place over a period of 12 to 15 months. The planned timings of stages are:
 - **Stage 1** – District and Borough Councils
 - **Stage 2** – Unitary Authorities
 - **Stage 3** – Metropolitan Councils
 - **Stage 4** – SX2000 sites

Local authorities in stages 1 and 2 can expect to be contacted in the first 6 months; those in stages 3 and 4 after 8 to 10 months.

Please note, these timings are approximate and individual local authorities should not request to be prioritised.

3. In the first instance, organisations will be contacted by Support Span (the company responsible for the decommissioning phase of the work) to arrange a convenient time for them to attend to decommission the equipment.
4. Support Span will then confirm this appointment by email. On receipt of the email confirmation, you will need to:
 - Confirm with Support Span that the ECN remains intact at your premises and that you have no local requirement to retain it;
 - Advise Support Span of any local Health & Safety issues;
 - Advise Support Span of access arrangements and any parking restrictions;
 - Arrange for an electrician to disconnect the power (if the equipment is hardwired into the mains power supply) and advise Support Span that the work has been carried out; and
 - Confirm the appointment
5. Those organisations wishing to retain the ECN equipment should notify Support Span who will arrange an appointment to transfer ownership of the equipment. This is a second, separate appointment to the one outlined in paragraph 4 (above).
6. You are required to undertake all necessary electrical disconnection work prior to Support Span's appointment. You are also urged to observe your appointment with Support Span, as your organisation may be charged for any rescheduling.
7. On the appointment date, Support Span will attend your premises to decommission the equipment. However, the equipment will not be removed at this time. The box connections on the walls next to the equipment will not be disconnected as other (non-ECN) local authority telecommunication services may

have been routed through them. Removal of the ECN equipment may result in the loss of those services.

8. Once the equipment has been decommissioned, organisations will be contacted by Kuehne & Nagel (the specialists in removing and transporting telecoms kit) who will arrange a suitable time to collect it. Kuehne & Nagel will confirm their appointment by email.
9. On receipt of the confirmation, you will need to.
 - Confirm with Kuehne & Nagel that the ECN remains intact at your premises;
 - Advise Kuehne & Nagel of any local Health & Safety issues;
 - Advise Kuehne & Nagel of access arrangements and any parking restrictions; and
 - Confirm the appointment.
10. As with the appointment with Support Span, you are encouraged to observe your appointment with Kuehne & Nagel as any rescheduling may result in charge being incurred by your organisation.
11. The disconnection and removal of ECN extensions or cabling is not included in the decommissioning process. You should be aware that BT does not normally physically disconnect and recover private circuit terminals/equipment at a customer's site. If you require cabling to be removed, you should arrange for this to be carried out locally.
12. We are aware that some sites were decommissioned earlier this year (as part of the legacy ECN contract) and that others arranged to decommission the equipment locally. If this applies to your organisation, please note that the first contact you will have will be from Kuehne & Nagel.
13. ECN equipment will remain Cabinet Office property until you are advised otherwise. You remain responsible for ensuring the equipment is physically secured and on-site documentation is kept safely¹. Where there is a requirement to move / remove the equipment prior to the planned stages detailed in paragraph 2 (e.g. because of accommodation refurbishment), you are requested to notify us via email at ctpstakeholders@cabinet-office.x.gsi.gov.uk. You will be responsible for arranging contractors and funding any moves.
14. You need take no further action now. All local authorities will be contacted over the next 12-15 months based on the stages set out above. However, if you are not contacted within that time frame or if you have other questions about the process, please contact: ctpstakeholders@cabinet-office.x.gsi.gov.uk or 020 7276 5020.

¹ See: ECN Telephone Directory, 5th Edition March 2003