

# **Resilient Telecommunications Workshop**

## **Introduction and Vision**

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## Overview

- Domestic
- Purpose of today's event
  - Continue dialogue around sharing of information and experience
  - Get your input to the telecommunications strategy
- My role and that of Cabinet Office
- The problem
- Where are we going?
- What we are doing
- Questions

## Telecommunications Issues : The Problem

- Not new issues, but renewed attention
  - Emergency services radios (Boscastle & Carlisle floods)
  - GSM (Aintree, & 7 July)
  - PSTN (Manchester tunnel fire)
  - Tetra (Manchester tunnel fire)
- Katrina and 7 July
- Lack of information/transparency
- Piecemeal approach

## Telecommunications Issues : The Context

- Access to wide range of fast and generally reliable communications systems (eg land, mobile, internet)
- Some significant enhancements in resilient systems (eg Tetra systems across emergency services)
- But brings with it new challenges
  - Convergence onto a digital platform (eg BTs 21<sup>st</sup> century network)
  - Loss of diversity (move from large number of resilient radio networks)
  - Expectations (both the public and responders)

## Resilient Telecommunications Strategy: Where Are We Going?

- Two main thrusts:
  - Identifying and sharing good practice to make best use of what we've got;
  - Identifying gaps and how they might be filled.
- And some early priorities
  - Establishing policy objectives
  - Getting a stop-gap in place
  - Raising awareness
  - Reducing dependence on mobiles
  - Improving the management of ACCOLC

## Resilient Telecommunications: Policy Objectives

- Ensure responders can communicate effectively in an emergency
  - Encourage a diversity of telecommunications provision
  - Make telecommunications networks more resilient
- Ensure responders know about privileged telecommunications services, and that such services function effectively.
  - Make information available on the take up of privileged services;

## **Planning Assumptions : The Challenge**

Your telecommunications provision needs to be resilient against range of risks:

- Flu pandemic (25% staff absence over 3mth period)
- Terrorist attack (one or several simultaneous explosions in single urban area which may lead to loss of staff, facilities or access)
- Utilities (loss of electricity for up to 24hrs across a regions & 3-days in exposed areas; water supply for up to 3-days)
- PSTN (loss of landline access for up to 5 hours, possibly longer in future)
- Transport disruption (up to 10 days)
- Flooding (localised risk, but can be significant)

## **Telecommunications Strategy : Process**

- Establish user requirement through consultation with stakeholders and regional workshops;
- Map existing telecommunications provision
- Conduct gap analysis
- Conclusions and recommendations to ministers
- Deliver together in partnership



## Emerging Conclusions

- Central Government should focus on where it can add most value:
  - leadership
  - enhancing understanding (eg guidance)
  - defining and clarifying access to privileged services
  - facilitation
- Support local ownership of telecommunications provision in accordance with Civil Contingencies Act



## What Are We Going to Do?

- Deliver a national framework for resilient telecommunications. Within this, we will:
  - Improve governance structures for Airwave
  - Implement fit for purpose priority use schemes covering both fixed and mobile telephone services
  - Develop a catalogue of satellite communication services
  - Provide backbone telecommunications infrastructure
  - Make available an Extranet solution to help local responders to communicate during both planning and response phases
  - Review spectrum availability for the emergency services