

Resilient Telecommunications

A Strategic Framework

Peter Tallantire

Deputy Director

Civil Contingencies Secretariat

Cabinet Office

Feedback from Local/Regional Workshops

- Little evidence of significant change to resilience in this area;
- Primary focus is often on technical solution not actual requirement;
- Telephone systems (fixed and mobile) seen as key means of communicating in an emergency;
- Emergency services particularly dependant on ‘radio’ communication systems;
- Voice is more important than data
- Responders recognise the need to diversify, but often have difficulty keeping up with developments or accessing sound advice.
- Resourcing is often an obstacle to achieving real resilience.

Roles and Responsibilities

- Central Government to provide:
 - leadership;
 - national resilience telecommunications framework;
 - backbone capability between tiers of response, and
 - support where it adds value
- Responders to ensure that they:
 - have the communication tools they need to deliver their core functions on a day-to-day basis; and
 - Adequate business continuity arrangements in place to meet their statutory obligations under the CCA



The National Framework

- Three main planks to our strategic framework:
 - Enhancing resilience of everyday telecommunications;
 - Providing core telecommunications backbone; and
 - Providing responders with access to more resilient telecommunications (privileged) services.
- Privileged services
 - GTPS/EGTPS
 - Catalogue services
 - Airwave
 - ACCOLC

Proposed Catalogue Services

- Simplified procurement through a commercial service provider in accordance with EU/OGC rules
- Range of satellite related services at discount rates
 - Consultancy services
 - Training
 - Satellite terminals from a range of providers
 - Roof top antennas
 - Maintenance contracts
 - Supporting equipment and services

ACCOLC

- Offers priority access to individual mobile networks, but significant weaknesses in current scheme
- Radical review to ensure fit for purpose
- Greater clarity over entitlement and simplified application process
- Better management information
- Limit on applications from non-blue light services until new arrangements in place



Entitlement to Access Privileged Services

- Stepped process
 - High level entitlement list setting out those organisations eligible in principle to access services;
 - But not necessarily all of an organisation – closely linked to role in response to an emergency
 - Sub sets where appropriate for specific privileged services where capacity or other issues arise.

High Level Entitlement to Access Privileged Services

- Category 1 and Category 2 responders under the Civil Contingencies Act;
- Partners of Category 1 responders who need to communicate with Category 1 responders performing a front line role in the response to an emergency (incl the voluntary sector);
- UK Government departments, including at regional level in England
- Devolved Administrations in Scotland, Wales and Northern Ireland
- Public bodies with a defined national security role
- Organisations covered by the Capabilities Programme ‘Essential Services Workstream’ (eg food & water, and financial services)



Category One and Two Responders

Category 1 Responders	Category 2 Responders
<ul style="list-style-type: none">•Emergency services•Local authorities•Health bodies, including :<ul style="list-style-type: none">– HPA– PCTs– Acute Trusts•Environment Agency	<ul style="list-style-type: none">•Utilities•Transport infrastructure owners and operators•Strategic Health Authorities•Health & Safety Exec

Access to Privileged Services

- GTPS/EGTPS – high level criteria would apply
- Catalogue services – publicly funded organisations on the high level list
- ACCOLC – those parts of organisations on the high level list with an operational role in an emergency

Access to Privileged Services

- Airwave services in Great Britain
- Limited to those parts of organisations on the high level list (except those covered by essential services workstream) who have:
 - An operational role in an emergency
 - Arrangements in place to hold classified material;
 - Membership of the appropriate talk groups to enable them to fulfil their emergency role;
 - Procedures in place to ensure users will be suitably trained and equipment available to use in an emergency

Extranet – A 5th Privileged Service?

- CO/DCLG Committed to working with local/regional responders to establish requirement, and best means of delivery.
- Targeted at LRF and RRF members (Cat 1 and 2 responders)
- Would be an internet type solution offering connectivity to desk
- Its purpose would be to:
 - To facilitate sharing of information and ideas between agencies in the planning phase; and
 - To provide a secure mechanism for the two-way exchange of information in the response phase.
- Development and initial capital costs met by central government with on-going running costs met by users
- Link to Government Connect and GSI
- Requirement being finalised with aim of decision on whether to proceed to tender stage later this year.