



**CabinetOffice**

# HITS – Using the System

HITS Phase 3 Background Briefing October 2009



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**PREPARING FOR EMERGENCIES**  
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## HITS USOPS

- USOPS = User Standard Operating Procedures
- The Document will define how responders can use HITS, both routinely as part of normal operations and also – more importantly – during emergency response situations
- Several draft versions have been circulated, and reviewed with responder input
- There are many aspects of the System to cover but the USOPS aims to keep it simple and straightforward
- USOPS will be generic, not site specific



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CAPABILITIES

## HITS Key User Highlights

- System is all digital
- Equipment will need some time to update once connected, so best to connect regularly
- Phones will have a screen, so online directory can be accessed (and other functions)
- Each role-based login will have 2 numbers – one 7 digit number for RESTRICTED internal calls over HITS and one full UK 03 number for calls that dial into HITS
- Users can both dial out of HITS onto other networks and dial into HITS from other networks – UNCLASSIFIED only



## HITS Key User Highlights

- The default call classification is RESTRICTED. This will not allow calls to leave the HITS network – press UNCLASSIFIED to call other networks



## HITS Key User Highlights

- Main purpose of HITS is to provide secure communications between SCCs and Central Government when all routine communications are unavailable
- HITS can also be used on a routine basis to hold secure conversations up to RESTRICTED
- Users can maintain familiarity with HITS through routine usage and exercising
- The system will also function better if all sites are routinely and regularly connected



## HITS Training & PCCC

- Training & familiarisation is provided by the Paradigm Training School
- 1) Familiarisation session at installation and on-site
- 2) Regular training courses at Paradigm for Boxed Kit users – more to learn!
- PCCC will not provide assistance to untrained Boxed Kit users
- Main supplier POC is the PCCC – Paradigm Customer Contact Centre. Users should seek advice from colleagues at first
- PCCC will not help with MS Office or Windows XP



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## HITS Sending & Sharing files

- Files can be shared over HITS using the NRE – main file transfer mechanism for HITS
- Users are encouraged to subscribe to the NRE but **HITS roles do not come with automatic subscription to NRE**
- HITS can access the internet via GSi, including web-based email services (i.e. Yahoo) for sending UNCLASSIFIED files
- A USB port on the laptop will be unlocked so that USB keys can be used to transfer data.
- **All user data on the laptop is erased when the laptop is logged off or powered down (the laptop is re-imaged).**



## HITS Transportables

- Three Transportables available - National assets
- Aim is to provide emergency HITS communications to TDS – Transportable Deployment Sites
- Transportables are satellite only
- Fully managed and operated by the Supplier
- Will come with 3 phones and 3 laptops, and 1 printer
- Set up time will be ~30 mins, but they may take several hours to arrive on scene
- Decision to deploy is made centrally following discussions with Gold Command Group



## HITS Transportables

- Deployment sites can be any suitable building with space to set up the antenna and an indoor office area
- All Police Force Areas should consider where their likely TDS will be – could be schools, gyms, town halls etc as well as Police Stations

Key points to consider are:

- Clear line of site south to the satellites
- Firm ground such as a car park to site the antenna
- Indoor office area near to the car park (within 100 ms)
- Resilient power, water and sewerage as well as provisions for personnel on site (food, beds etc)



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## HITS Equipment

- HITS standard installation at fixed sites will include:
  - 3 phones (see previous picture!)
  - 3 HP Laptops
  - 1 + printer (networked)
  - ...& some on site spares
- Some sites may have more, or less equipment.
- The system infrastructure can accommodate up to 10 phones per site, but there are overriding capacity issues

## HITS Faults and Service

- HITS standard service level is 9hr response
- Not always needed or required - some faults may be remedied the next working day (i.e. replacing 1 broken phone at a site)
- Key factor is the operational or response status of the HITS Organisation (usually a Police Force) – resources and operational requirements should be considered if emergency response or exercise underway
- Also at user discretion – the default options will always be 9hrs. So, if a user wants a new phone in 9hrs then user will get phone in 9hrs



## HITS Role Based Accounts

- HITS will only have role-based accounts
- Format will be <organisation><role>. Generic accounts for Police Forces will be similar to:

<1 AVON > <SCG LEAD / CHIEF CONSTABLE>

<1 AVON > <GOLD COMMANDER>

<1 AVON > <OPERATIONS>

<1 AVON > <PLANNING & EXERCISES>

<1 AVON > <MEDIA & PUBLIC INFORMATION>

<1 AVON > <SPECIALIST ADVISOR>

<1 AVON > <SUPPORT>

<1 AVON > <REGIONAL GOVERNMENT LIAISON>

- COBR and DAs will have slightly different accounts but using the same format



## HITS Other Key User Highlights

- HITS has a guaranteed minimum bandwidth
- If the PSTN is not available then demand for HITS will be higher (as with all other contingency comms such as other commercial satellite phones)
- Voice will have priority over data
- Calls and data transfer will by default use the terrestrial connection
- If capacity is reached then system will take on any available extra bandwidth – if there is none then calls may not get through



# Questions?

## The HITS Team

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