

Meeting Highlights

- Members participated in panel and working group discussions on the evolving role of the Statewide Interoperability Coordinator (SWIC) and outcomes from the first two National Governors Association (NGA) Workshops
- Steve Povolny, Head of Advanced Threat Research (ATR) at McAfee LLC, delivered a keynote presentation on safeguarding public safety networks and the effects of modern cyber security threats on critical services industries
- Members also heard recommendations from the Communications Section Task Force, updates on the SWIC-Federal Memorandums of Understanding (MOU) and Federal Communications Commission (FCC) procedures for licensing the Federal Interoperability Channels, and Project 25 (P25) efforts affecting the states

Action Items

Table 1: Action Items as of May 15, 2018

#	Description	Status	Owner
1	Investigate Technical Assistance Offering around SWICs handling Emergency Support Function #2	In Progress	Department of Homeland Security (DHS), Office of Emergency Communications (OEC)
2	Coordinate OEC “shadow” days with SWICs in the field to gain a better understanding of SWIC challenges and workload	In Progress	DHS OEC
3	Readdress the comprehensiveness of the SWIC definition and sample job descriptions	In Progress	National Council of Statewide Interoperability Coordinators (NCSWIC) Governance Committee
4	Coordinate with the NGA to determine how to inform gubernatorial transitions	In Progress	DHS OEC / NCSWIC Governance Committee
5	Provide agenda topics and discuss dates and locations for the proposed NCSWIC Executive Committee (EC) In-Person Meeting	In Progress	NCSWIC EC

NCSWIC welcomes their new members!

- **Gary Davis**, Region III: Maryland Acting Point of Contact
- **Robbie L. Hunt**, Region III: Delaware SWIC
- **Greg Hauser**, Region IV: North Carolina SWIC*
- **Edwin Whitworth**, Region IV: Georgia SWIC
- **Molly Boss**, Region V: Wisconsin Deputy SWIC*
- **Melissa Friend**, Region IX: Nevada SWIC*
- **Brent Larson**, Region X: Idaho SWIC*

*In Attendance

DHS OEC Update

Speaker: Ron Hewitt, Director, DHS OEC

Objective: Welcome NCSWIC members to Oregon and provide a DHS OEC update.

Key Points: Due to significant transformations in the emergency communications environment, the OEC Director highlighted potential areas for future concentration: 1) expand the collaborative SWIC umbrella to include new partners leading broadband, alerts & warnings, and Next Generation 911 (NG 911); 2) deploy new technologies in a more uniform manner; 3) use common applications; 4) develop interdisciplinary, interjurisdictional plans to improve how agencies interoperate

during planned events; and 5) build strong yet flexible governance structures to develop common operating procedures. OEC remains committed to supporting these shifts, especially as they relate to 1) technical assistance and training; 2) supporting the Communications Section Task Force to elevate the Communications Unit to a Section within the Incident Command System (ICS), and ensure Communication Unit Leader (COML) and Communications Technician (COMT) presence during incident response; and 3) driving state governance to coordinate complex forms of information and data exchange among emergency communications systems (e.g., Public Safety Answering Points, Emergency Operations Centers).

Welcome to Oregon: An Emergency Communications Perspective of the State

Speaker: Mark Buchholz, Director of Willamette Valley 911 and SAFECOM At-Large Member

Objective: Welcome members to Oregon, providing details on the state's demographics, industries, and EC efforts in the state.

Key Points: Oregon's hazards are many (e.g., earthquakes, wildfires, floods, high winds, civil unrest), requiring a broad spectrum of planning and response to incidents.

Oregon utilizes a variety of communications systems in these efforts (e.g., statewide/regional trunked/local radio), which require significant regional coordination (e.g., Inter RF Subsystem Interface [ISSI], Oregon Public Safety Emergency Communications Working Group, regional 800/700 MHz planning, Annual Radio Conference). The SWIC's office falls under the State Chief Information Officer. Oregon has a Statewide Interoperability Executive Council to coordinate on strategic planning, broadband, and technology.



Figure 1. Mount Hood, Oregon

The Evolving Role of SWIC: Coordination, Expansion, and Support

Speakers: Jeff Pierce, South Dakota SWIC; Brad Stoddard, Michigan SWIC; Todd Early, Texas SWIC; Budge Currier, California SWIC

Objective: Discuss the evolving nature of the position as a coordination point for all public safety communications systems with local, state, regional, and Federal partners.

Key Points: The SWIC's core responsibilities continue to focus on ensuring communications during response. However, the role now involves having to understand a broader set of functions, including strategic planning, liaising with decision makers to sustain the role and emergency communications in the state, and technical and security proficiencies. The success of this role expansion depends on seeking mid- and long-term funding solutions, educating legislators and planning experts/policy-makers within and beyond the state, and planning for how SWIC emergency response functions will be affected by the integration of new and emerging technologies. As a result of these shifts, the Statewide Communication Interoperability Plan (SCIP) has evolved from supporting operational objectives to more strategic goals, and the SWIC should continue to consider methods and content for increasing the effectiveness of the SCIP in each state. In addition to challenges surrounding SWIC sustainment, NCSWIC should continue to clarify their role moving forward by advocating for a comprehensive vision of emergency communications in the state (i.e., interconnected systems spanning the emergency communications ecosystem).

Jeff Pierce, Brad Stoddard, Todd Early, and Budge Currier, each provided best practices on how to manage the evolving role of the SWIC. Most importantly, SWICs must act as collaborators and form partnerships with a variety of people, decision-makers, groups, and agencies. Having established relationships prior to a planned event or emergency allow for smoother public safety operations among federal, state, and local personnel. Second, many SWICs are now responsible for coordinating more than just land mobile radio (LMR), including broadband and other technologies. As such, SWICs should continue to coordinate nationwide on common issues and to discuss how the integration of new tools and equipment redefines the role. Finally, SWICs need to promote their role within their state and across the country. Legislators and decision-makers need to be made aware of everything a SWIC does and

oversees on a daily basis. Promoting the SWIC role and all of the responsibilities of the SWIC will help to elevate the position and perhaps gain further support through statutory or financial backing.

SWICs held discussions at their tables to address shifts in the field, the expansion of their roles, and funding challenges. SWICs noted their role as “self-defined,” and suggested identifying common responsibilities as the position grows or shifts in each state as a result of broadband and emerging technologies. Conversations centered specifically on challenges balancing SWIC duties without additional staff or funding. As SWIC roles continue to grow, there is need to further define SWIC authority and determine strategies for accessing and educating high-level decision makers at the state level. SWICs talked about their increased job duties in the following areas:

- First Responder Network Authority (FirstNet) and Single Point of Contact role
- NG 911
- Broadband Technology
- Communications Assets and Mapping Tool
- Emergency Support Functions #2
- Communications Unit Training

In order to manage bridging FirstNet and NG 911, SWICs require additional training to become better informed, answer important questions, and help agencies ensure interoperability across multiple types of systems. State governance boards, policy makers, emergency responders, and other key players also need to be educated on available resources, including the SWIC and their expanding roles to advance intra- and inter-state interoperability goals.

The Future of Emergency Communications Governance: Outcomes from the First Two NGA Workshops

Speakers: Nikki Cassingham, Oklahoma SWIC; Jason Bryant, Kansas SWIC; Vicki Helfrich, Mississippi SWIC; Richard Schmahl, Ohio SWIC

Objective: Share perspectives, outcomes, and benefits of the NGA Regional Workshops.

Key Points: The workshops strive to enhance and streamline public safety communications governance and promote interoperability champions within states and territories. SWICs noted the workshops’ power highlighting a need to formally align offices responsible for managing emergency communications across the continuum (e.g., LMR, broadband, NG 911). For instance, some states focused on establishing new public safety communications councils with representatives from these divergent areas while others developed state governance charters. Panelists agreed the greatest benefit of the workshops has been inviting decision- and policy-makers to the table. The workshops not only provided opportunities to educate key influencers on the value and responsibilities of the SWIC, but the growing need for funding, state champions within the governor’s office, and legislation supporting the SWIC and formalized state governance. Kansas shared legislation ([KS HB2556](#)) formulated as a result of the workshop, which established a State Interoperability Advisory Committee (SIAC). Mississippi also shared legislation ([MS HB771](#)) amended to revise the Membership of the Mississippi Wireless Communication Commission. Nikki urged states with upcoming elections to develop an education and outreach plan to present to new governors, chiefs of staff, and other key policy makers. In closing, Chris Maiers, Iowa SWIC, highlighted the NGA workshops as collaborative efforts driving change, and recommended OEC and NGA continue their partnership to continue these dialogues on a regular basis.

Keynote: State of the Industry – Modern Threats in Targeted Verticals

Speaker: Steve Povolny, Head of ATR at McAfee LLC



Figure 2. Steve Povolny

Objective: Provide an overview on safeguarding public safety networks and how the evolving threat landscape should increasingly shape our approach to privacy and security using lessons learned from recent real-world scenarios.

Key Points: Steve provided members with greater awareness of other lesser-known threats in the cyber space, with a focus on vulnerabilities. Today, nearly every major industry has been targeted. As technology advances, the number of cyber threats increase as attacks become more complex. For instance, he described how medical equipment can be altered to mimic heart rates for both physical attacks and as a distraction mechanism in an attempt to carry out a larger disturbance. He also explained how any equipment connected to a network can be used to infiltrate other systems thought to be secure, including communications equipment,

devices, and applications used during response. Steve conveyed the seriousness of the situation the world faces today. As greater technology is created and implemented, there needs to be an understanding of the downside to this technology since security measures have not been able to keep pace with the technology boom. Steve suggested the need for greater regulation and oversight of breeches and exposures. He stated more companies and agencies should be implementing check box compliance. Additionally, Steve identified the need for companies and agencies to enforce complex passwords and simplify cyber security training by going back to the fundamentals of end-user training with more in-depth hands-on training.

P25 and MOU Update

Speaker: James Downes, DHS OEC; Roberto Mussenden, FCC; Scott Jackson, National Telecommunications & Information Administration (NTIA); Christopher Lewis, Department of Interior (DOI)

Objective: Engage in a discussion on P25 topics affecting the states as well as updates to the SWIC-Federal MOU and FCC procedures for licensing the Federal Interoperability Channels.

Key Points: OEC, in cooperation with NTIA, FCC, and DOI, developed an MOU in 2016 allowing State, Local, Tribal, and Territorial public safety agencies to use Federal Law Enforcement and Incident Response (LE/IR) channels to improve EC interoperability. Panelists provided updates on the MOU effort, including revisions to NTIA Manual Section 4.3.16 on new rules and limitations that allow a simplified process to coordinate use through the SWICs. OEC has also assisted in the development of a geo-tool to coordinate the Canadian Border restrictions (CANCOR) for Norther Tier states. The DOI is using this tool to help SWICs understand restrictions placed on the use of certain channels along the border. Eleven states have signed MOUs and five are pending. Additionally, Jim Downes provided information on the May 16th P25 Open Users Session and May 17th P25 Executive Summit, noting potential discussion topics, such as coordination among the user and vendor communities on the implementation of standard and nonstandard features.

A Facilitated Discussion on the Communications Section Task Force: Recommended Changes and Impacts to States

Speakers: Wes Rogers, DHS OEC; Chris Lombard, SAFECOM Co-Chair, Communications Section Task Force Chair; John Miller, New Jersey SWIC, NCSWIC Liaison

Objective: Participate in a facilitated discussion pertaining to work accomplished and planned by stakeholders on the Communication Section Task Force as well as how this work impacts SWICs.

Key Points: The Joint SAFECOM and NCSWIC Communications Section Task Force provided its proposal to restructure the National Incident Management System (NIMS) ICS and establish a Communications Section within the general staff to manage the span of control when delivering both LMR and information technology (IT) to NCSWIC. During this facilitated discussion, the Task Force leadership discussed the communications and IT challenges experienced

within the ICS structure, reviewed the stakeholder-driven process for developing recommended solutions, presented the Task Force’s proposal, and described how the recommended solutions would impact SWICs. John Miller noted the biggest impact to SWICs, from an administrative standpoint, involves establishing additional training programs, possible changes to state recognition programs, and updates to existing COML/COMT personnel. These structural changes also offer a number of benefits, including the elevation of the SWIC position to a higher level due to the SWICs oversight of emergency and planned public safety communications. Chris Lombard and John requested SWICs start messaging these changes and their benefits to other agencies in their state. In the coming months, the Task Force will continue to build support from key partners, continue to engage partners to build a nationwide governance framework, complete the IT Service Unit Leader Alpha and Beta Courses, and engage the Federal Emergency Management Agency (FEMA) National Integration Center (NIC) and National Advisory Council (NAC).

Future Meetings

Table 2: Upcoming Planned NCSWIC Meetings

Meeting	Type/Location	Date
Communications Section Task Force ITSL Alpha Course	Fairfax, Virginia	June 4-8, 2018
NCSWIC EC	Conference Call	June 12, 2018
NCSWIC Governance Committee (Tentative)	Washington, DC area	July 2018 (TBD)
Communications Section Task Force ITSL Beta Course	Houston, Texas	July 9-13, 2018
NCSWIC Planning, Training, and Exercise Committee	Philadelphia, Pennsylvania	July 24, 2018
NCSWIC EC (Tentative)	Location TBD	September 2018 (TBD)
Joint Bi-Annual NCSWIC-SAFECOM Meetings	Norman, Oklahoma	December 3-7, 2018

Participants

Table 3: NCSWIC Meeting Participants

NCSWIC Attendees	State
Annah Akasa (stand-in)	District of Columbia
Troy Babbitt	Wyoming
Molly Boss	Wisconsin
Wynn Brannin	New Mexico
Jason Bryant	Kansas
Nikki Cassingham, NCSWIC Chair	Oklahoma
Gordy Coles	Utah
Bryan Courtney	Missouri
Budge Currier	California
Todd Early	Texas
Sally Fay	Indiana
Melissa Friend	Nevada
Joe Galvin, NCSWIC Co-Chair	Illinois
Greg Hauser	North Carolina
Vicki Helfrich	Mississippi
Gregory Holcomb	Florida
Karla Jurens	Texas
Everett Kaneshige	Hawaii
Glen Klaich	Colorado
Jeremy Knoll	Arizona
Brent Larson	Idaho
Terry LaValley	Vermont
Frank Lujan, Jr.	Guam
Michael Lynk	North Dakota
Chris Maiers	Iowa
Steven Mallory	Maine
John Miller	New Jersey
Melissa Nazzaro	Massachusetts
Derek Nesselrode	Kentucky
David Parris	Virgin Islands
Julio Peck	Louisiana
Jeff Pierce	South Dakota
Gerald Risner	Tennessee
Richard Schmahl	Ohio
Robert Schwent	Washington
David Soloos	Oregon
Michael Sprague	New York
John Stevens	New Hampshire
Brad Stoddard	Michigan
Jim Stromberg	Minnesota
Roger Strobe	Missouri
Shawn Talmadge	Virginia
Scott Wright (stand-in)	Connecticut
Mark Wrightstone	Pennsylvania

Guests and Speakers	Organization
Ralph Barnett, III	DHS OEC
Jason Bryant	NCSWIC
Mark Buchholz	SAFECOM At-Large; Willamette Valley, Oregon 911
Nikki Cassingham	NCSWIC, Chair
Budge Currier	NCSWIC
James Downes	DHS OEC
Todd Early	NCSWIC
Joe Galvin	NCSWIC, Vice Chair
Vicki Helfrich	NCSWIC
Ron Hewitt	DHS OEC, Director
Scott Jackson	NTIA
Chris Lewis	DOI
Chris Lombard	SAFECOM
Chris Maiers	NCSWIC
John Miller	NCSWIC
Jacque Miller-Waring	FirstNet
Roberto Mussenden	FCC
Jeff Pierce	NCSWIC
Steve Povolny	McAfee LLC, ATR, Head
Gerald Risner	NCSWIC
Wes Rogers	DHS OEC
Richard Schmahl	NCSWIC
Archie Salters	FEMA
Brad Stoddard	NCSWIC
Kristine Wilde	FirstNet
Federal Attendees	Organization
Ralph Barnett, III	DHS OEC
Jim Downes	DHS OEC
Chris Essid	DHS OEC
Mark Grubb	DHS OEC
Dan Hawkins	DHS OEC
Ron Hewitt	DHS OEC, Director
Gerald Jaskulski	DHS OEC
Tom Lawless	DHS OEC
Jim Lundsted	DHS OEC
Brenda McMahon	DHS OEC
Pam Montanari	DHS OEC
Steve Noel	DHS OEC
Robert "Dusty" Rhoads	DHS OEC
Bruce Richter	DHS OEC
Wes Rogers	DHS OEC
Adrienne Roughgarden	DHS OEC
Gleason Rowe	DHS OEC
Brandon Smith	DHS OEC
Lauren Strange	DHS OEC
Dick Tenney	DHS OEC
Deante Tolliver	DHS OEC
Dan Wills	DHS OEC