

Technical Assistance

CISA's Interoperable Communications Technical Assistance Program (ICTAP) provides technical assistance at no cost to tribal communities to enhance operable and interoperable communications capabilities. Service offerings include:

- ▶ Governance assessment, planning, documentation, and development
- ▶ Communications planning and standard operating procedure (SOP) assessment, development, and implementation support
- ▶ Technology planning, training, and implementation
- ▶ Training and exercise planning and execution support

Priority Services

CISA's Priority Telecommunications Services program offers national security and emergency preparedness (NS/EP) and response personnel priority voice and data circuit access and communications capabilities during landline and wireless network congestion and emergency circumstances. These services are provided at little or no cost to the tribe.

Partnership Coordination

CISA facilitates collaboration through multiple partnerships and working groups comprised of participants from all levels of government. These partnerships and groups enable information and resource sharing and provide a forum to strengthen NS/EP infrastructure, develop tools and resources, and provide a voice in the public safety communications community.

Key Information

CISA has many service offerings available to tribal communities to:

- ▶ Identify opportunities to support and enhance operable/interoperable tribal emergency communications through technical assistance
- ▶ Provide access to cybersecurity guidance and tools to ensure effective protection of critical information and infrastructure
- ▶ Support the development/refinement of a communications governance structure
- ▶ Assist tribal communities with developing and strengthening relationships with other government entities at all levels of government
- ▶ Identify opportunities to develop and enhance communications infrastructure through the implementation of emerging technologies
- ▶ Help identify and document lessons learned and best practices to help inform and strengthen communications for all tribal communities

Contact Information

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Tribal Emergency Communications Program

Cybersecurity and Infrastructure Security Agency (CISA)



CISA Tribal Mission in Emergency Communications

The Cybersecurity and Infrastructure Security Agency (CISA) supports Native American and Alaska Native tribes (tribes) through consultative engagement, outreach, advocacy, technical assistance, and inter- and intra-agency coordination to ensure strengthened public safety operable and interoperable communications.

Why Tribes are Important to Advancing Emergency Interoperable Communications

Tribes represent an estimated 2 million people whose lands cover millions of acres that cross numerous states, counties, and jurisdictions, and include international borders. Each tribe is a critical part of the public safety community's nationwide infrastructure. Individual tribal communities have unique cultures, capabilities, needs, and challenges. CISA strives to establish collaborative relationships to foster a cultural and technical understanding of each tribe's community and emergency communications framework. By understanding how tribal customs, capabilities, challenges, and current governance structures impact decision-making, management, and resource allocation, CISA can collaborate with tribal communities to offer technical assistance at their request.

Governance Support for Interoperable Emergency Communications

CISA has undertaken a key initiative to provide governance support by assessing and documenting current tribal emergency communications operations, resources, and operable/interoperable challenges, as well as identifying opportunities to improve tribal communications capabilities. CISA improves communications through consultation,

access to information and resources, technical assistance, and strengthened relationships. CISA documents each participating tribe's information in a profile to help support the unique emergency communications needs of tribes and uses this information to tailor support directly to the tribal community. CISA also uses this information to develop resources and tools to support public safety communications at all levels of government and to advocate on behalf of tribal communities.

Benefits to Tribal Emergency Communications

CISA's communications governance support may benefit a tribe through:

- ▶ **Relationship Building:** Assisting with establishing and developing collaborative relationships across all levels of government
- ▶ **Accessibility to Services and Resources:** Identifying opportunities to utilize CISA services, resources, and tools to enhance emergency communications capabilities through technical assistance, priority telecommunications services, and grant guidance
- ▶ **Communications Support:** Communicating their current emergency management capabilities and challenges to tribal leadership, as well as to public safety partners at all levels of government
- ▶ **Strategic Planning Support:** Assisting with planning and implementing holistic communications operability and interoperability to expand and strengthen public safety services for their tribal community and neighboring jurisdictions

The final product is a document owned by the participating tribe that assists tribal communicators and emergency managers in assessing existing capabilities and identifying opportunities to support infrastructure improvements while strengthening communications planning, governance, and execution.

CISA helps tribes identify opportunities to build physical communications infrastructure, execute regional training and exercises, and create dispatch capabilities.

