



## Note from the Assistant Director

*By: Ron Hewitt, Assistant Director for Emergency Communications*

Welcome to Volume IV, Issue IV, of the SAFECOM-National Council

of Statewide Interoperability Coordinators (NCSWIC) Quarterly Newsletter. I wanted to start off by thanking SAFECOM and NCSWIC members for your strong support and focus on advancing emergency communications interoperability over the last several months. As you know, on November 16, 2018, President Trump signed into law the Cybersecurity and Infrastructure Security Agency Act of 2018. This landmark legislation transforms the former National Protection and Programs Directorate mission by establishing the Cybersecurity and Infrastructure Security Agency (CISA) as an operational component within the Department of Homeland Security (DHS).

The establishment of CISA was more than a name change for the former Office of Emergency Communications (OEC); elevating OEC to become the Emergency Communications Division (ECD) and a direct report to the Director of CISA is recognition of how important emergency communications interoperability is to homeland security. We are excited about the opportunities to better serve our stakeholders, especially the SAFECOM and NCSWIC communities.

I also want to thank SAFECOM and NCSWIC members for your active participation during the December 2018 in-person meetings in Norman, Oklahoma. The joint meetings were essential to sharing best practices and lessons learned in support of our evolving mission. CISA will continue to rely on

your expertise and support in driving the five CISA Fiscal Year (FY) 2019 Key Initiatives to completion. I will take a moment to provide a status update for each:

### Coordinate completion of and publish the 2019 National Emergency Communications Plan (NECP)

Thank you to all SAFECOM and NCSWIC members for your active participation and input into shaping the direction of the 2019 NECP update. Revised every five years to address increasingly complex threats and emerging technologies, the NECP is our nation's strategic roadmap for achieving emergency communications interoperability. Additional input was received during the public review and feedback period, which concluded on March 22, 2019. While the final NECP is not scheduled to be released until later this year, additional information is available on the NECP website here: <https://www.dhs.gov/necp>.

### Integrate governance and plans across the emergency communications ecosystem

In FY18, CISA partnered with the National Governors Association to conduct four workshops with a total of 49 states and territories to discuss how governance can drive integration across their state to enhance public safety communications.

Participants developed over 700 goals to improve statewide interoperability governance and planning across all lanes

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### About the Newsletter

The SAFECOM-NCSWIC Quarterly Newsletter is designed to be a source of information, news, and updates for SAFECOM, Statewide Interoperability Coordinators (SWICs), their staff, and members of the stakeholder community. We hope it will be a valuable resource as you lead future statewide planning efforts and implementation of the NECP.

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of the emergency communications continuum and key emergency communications ecosystem technologies. CISA will continue to assist states with goal implementation as part of their strategic planning and the Statewide Communication Interoperability Plan (SCIP) process. Some states have already seen significant positive improvement such as:

- New legislation forming interoperable governance bodies (KS, GA)
- Improved coordination between agencies (MO, AZ, NC, MS)

In addition, the [2018 Emergency Communications Governance Guide for State, Local, Tribal, and Territorial \(SLTT\) Officials](#) is available for public use. Please review the guide and distribute within your states and territories, as applicable.

#### **Construct the new National Incident Management System (NIMS) communications framework**

In FY19, CISA is deploying [Information Technology Service Unit Leader \(ITSL\) training](#) while continuing to work with key partners to identify requirements and determine needs for potential new positions within the Communications Section. The first class **took place on** February 24th in Dallas, Texas, with students from five states.

- CISA, SAFECOM, NCSWIC, and representatives of the public safety community are working with FEMA National Integration Center and FEMA National Advisory Council to identify necessary changes in the NIMS
- The newly-established Incident Communications Advisory Council (ICAC) continues to drive efforts and supports updates to NIMS to reflect the current communications environment. The last ICAC Meeting took place on March 19, 2019

#### **Define emergency communications data interoperability operational framework in an Internet Protocol (IP) network environment**

- During joint meetings in December, CISA presented the Executive Summary, scope, and overall intent of the data interoperability operational framework
- In the coming weeks, CISA will establish a working group comprised of subject matter experts to participate in developing the operational framework. SAFECOM and NCSWIC members are encouraged to participate

#### **Field Next Generation Network – Priority Services (NGN-PS) capabilities for evolving technologies**

- SAFECOM and NCSWIC support is critical to increasing priority service user adoption through outreach and education initiatives
- The ECD dialer application is available and provides a simplified way to make Government Emergency Telecommunications Service and Wireless Priority Service calls. To download the application, please visit: <https://gets-wps.csgov.com/apps/>

In addition to the FY 2019 Priority updates, as you know, CISA published the annual [FY 2018 SAFECOM Guidance on Emergency Communications Grants \(SAFECOM Guidance\)](#). This provides current information on emergency communications policies, eligible costs, best practices, and technical standards for SLTT grantees investing federal funds in emergency communications projects. Please ensure SAFECOM and NCSWIC members are aware of this guide and other resources available to them.

As we prepare for FY 2020, I am eager to work with you in the coming months to further our partnership and focus on how we can continue to actively promote our collective efforts to broader communities. SAFECOM and NCSWIC are critical to emergency communications interoperability to ensure the seamless flow of information (voice and data) during incident response and daily operations. Now more than ever, I will look to you to drive critical priorities within your organizations that help to advance the emergency communications ecosystem so we can defend today and secure tomorrow. ■



## Note from the SAFECOM Chair

*By: Chief Gerald Reardon, SAFECOM At-Large*

Happy New Year! I hope you all had a safe and wonderful holiday season, and are looking forward to another busy year with SAFECOM! The partial Federal government shutdown caused some interruptions to our work but CISA is quickly getting things moving again. If you have any questions regarding upcoming meetings or conference calls, please don't hesitate to reach out to [SAFECOMGovernance@hq.dhs.gov](mailto:SAFECOMGovernance@hq.dhs.gov).

In December 2018, SAFECOM held productive meetings in Norman, Oklahoma, with members engaging in sessions on disaster response and SAFECOM in the Field, information and data interoperability, Long-Term Evolution (LTE) and Land Mobile Radio (LMR) comparisons, and discussions of new and existing resources for public safety agencies. Thank you to all our speakers for their presentations!

SAFECOM's 2018 elections process concluded in Norman with the re-election of Chief Gerald Reardon (SAFECOM At-Large, City of Cambridge, Massachusetts, Fire Department) as SAFECOM Chair and Michael Murphy (SAFECOM At-Large, Baker, Louisiana, Police Department) as SAFECOM Vice Chair.

Additionally, the SAFECOM Executive Committee (EC) approved several products in Norman including:

- [Project 25 Inter-RF Subsystem Interface \(ISSI\) and Console Subsystem Interface \(CSSI\) Primer](#)
- [Request for Proposal \(RFP\) and Request for Information \(RFI\) Recommended Timeline Development for LMR Subscriber Units Procurement document](#)
- [RFP and RFI Sample Language and Resources for LMR Subscriber Units document](#)
- [Public Safety Communications Evolution Brochure](#)
- [Emergency Communications Governance Guide for SLTT Officials](#)
- Draft letter of support to develop a proposed "Communications Section" within the NIMS Incident Command System (ICS)

The SAFECOM EC also approved establishing the SAFECOM User Needs Task Force. Please be on the lookout for additional information in the near future.

We have yet another busy year ahead, filled with important priorities and products that will continue to provide value to our public safety community. I look forward to the efforts our committees and working groups are planning to undertake, including additional work on Next Generation 911 (NG911) guidance, updates to external stakeholder resources, continuing to develop funding and sustainment materials, and the ongoing effort to establish a Communications Section within the Incident Command Structure.

Preparations for the Joint SAFECOM/NCSWIC Meeting in Pittsburgh, Pennsylvania, on April 22-26, 2019, are currently underway and we look forward to seeing you all there! We'll be sure to share additional details as they're available. I thank you all for your continued support of these and many other efforts! Stay safe! ■



## Note from the NCSWIC Chair

*By: Joe Galvin, Illinois SWIC*

I hope everyone had a wonderful holiday season and a Happy New Year! It has been an unusual start to the year with the partial federal government shutdown and I appreciate your patience as CISA resumes normal operations. As it is the beginning of a new year, this is a great time for our organization to recognize and reflect upon the progress our states have made over the last few years towards enhancing emergency communications interoperability. NCSWIC would not be what it is today without each Statewide Interoperability Coordinator's (SWIC) participation and dedication to the NCSWIC community, and our success is the result of continued collaboration and sharing of best practices and lessons learned.

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Thank you to everyone who attended the recent NCSWIC-SAFECOM meetings, on December 3-6, 2018, in Norman, Oklahoma. As most of you are aware, Nikki Cassingham announced she would step down as NCSWIC Chair following the meeting. I would like to extend my appreciation to Nikki for her leadership and for her ongoing commitment to remain the Oklahoma SWIC, and an active member of NCSWIC. I would also like to thank Nikki for her strong support as I step in as NCSWIC Chair. I hope to continue the valuable work started during her tenure.

The NCSWIC EC met in Norman and approved the following products:

- [RFP and RFI Development Timeline for LMR Subscriber Units Procurement](#)
- [RFP and RFI Sample Language and Resources for LMR Subscriber Units Procurement](#)
- [Project 25 Inter-RF Subsystem Interface \(ISSI\) and Console Subsystem Interface \(CSSI\) Primer](#)
- [2018 Emergency Communications Governance Guide for SLTT Officials](#)
- Draft letter of support to develop a proposed “Communications Section” within the NIMS ICS
- [Emergency Management Assistance Compact \(EMAC\) Mission Ready Package \(MRP\) Models:](#)
  - Mobile Communications Site
  - Telecommunications Support Package
  - Radio Cache
  - Communications Unit (COMU) Support Team
  - Satellite Voice (Sat Phones)
  - Satellite Data

NCSWIC’s 2018 election process was also concluded in Norman. As a result of Nikki Cassingham’s resignation, a special election was necessary during the NCSWIC EC meeting. I am honored to have been elected NCSWIC Chair during the special election. By vacating the Vice Chair position, an additional special election was held in which John Miller, New Jersey SWIC, was elected NCSWIC Vice Chair.

Efforts are already underway for the April 2019 NCSWIC-SAFECOM meeting and more information will be provided in the future. As always, I’m looking forward to collaborating with you at these meetings so we can continue to move NCSWIC forward. Thank you all for your hard work and continuing commitment to NCSWIC! ■

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## 2019 Committee Schedule

	Committee	Meeting Date
SAFECOM	Education and Outreach	Last Wednesday of every month at 2pm ET
	Governance	Second Wednesday of every other month at 1pm ET
Joint	Funding and Sustainment	Third Wednesday of every month at 3pm ET
	Technology Policy	Third Tuesday of every month at 3pm ET
NCSWIC	Governance	Fourth Thursday of every other month at 1:30pm ET
	Planning, Training, and Exercise	Fourth Tuesday of every month at 3pm ET

## Upcoming SAFECOM and NCSWIC Meetings

Month	Day	Meeting
March	20-22	ICAC In-Person Meeting; San Diego, California
	27	SAFECOM Education and Outreach Committee In-Person Meeting; Denver, Colorado
	28	Joint SAFECOM/NCSWIC Funding and Sustainment Committee In-Person Meeting; Denver, Colorado
April	22-26	Joint SAFECOM/NCSWIC In-Person Meetings; Pittsburgh, Pennsylvania

## 2019 SAFECOM & NCSWIC Committee Leadership

### ***NCSWIC Governance Committee:***

Chair: Brad Stoddard

Vice Chair: Vacant

### ***NCSWIC Planning, Training, and Exercise Committee:***

Chair: John Miller

Vice Chair: Sue Krogman

### ***SAFECOM Governance Committee:***

Chair: George Perera

Vice Chair: Sheriff Paul Fitzgerald

### ***SAFECOM Education and Outreach Committee:***

Chair: Chris Lombard

Vice Chair: Mike Murphy

### ***Joint Technology Policy Committee:***

SAFECOM Chair: Chief Gerald Reardon

NCSWIC Chair: Joe Galvin

SAFECOM Vice Chair: Eddie Reyes

NCSWIC Vice Chair: Vacant

### ***Joint Funding and Sustainment Committee:***

SAFECOM Chair (Acting): Lloyd Mitchell

NCSWIC Chair: Penny Rubow

SAFECOM Vice Chair: Vacant

NCSWIC Vice Chair: Vacant

### ***Communications Section Task Force:***

Chair: Chris Lombard

Vice Chair: John Miller

## SAFECOM and NCSWIC EC Meetings

The SAFECOM EC held a conference call on October 11, 2018:

- Received updates on CISA's FY 2019 Director's Intent, which outlines the strategic priorities for the coming year
- Reviewed and approved the Technology Policy Committee's Public Safety Communications Network Resiliency Self-Assessment Guidebook, supplemental fact sheet, and the Cyber Risks to NG911 document
- Announced date of the Spring In-Person Meetings, scheduled for April 22-26, 2019, in Pittsburgh, Pennsylvania

The NCSWIC EC held an in-person meeting on November 7, 2018:

- Examined existing successes, challenges, opportunities, and threats regarding NCSWIC's current structure, and how NCSWIC can increase their role and authority in the public safety community. Members also discussed ways to improve collaboration between the NCSWIC and SAFECOM

## SAFECOM and NCSWIC Committee Highlights

### NCSWIC Governance

- In November 2018, the NCSWIC EC reviewed and approved the following NCSWIC Governance Committee products:
  - *SWIC Roles and Responsibilities* internal fact sheet update
  - *Supporting and Leveraging Your SWIC* external fact sheet update
  - Gubernatorial Transition Document to inform newly elected governors on the role of the SWIC, and the value of emergency communications in their state
- Members completed the NCSWIC Governance Committee section of the *2019 NCSWIC Strategic Plan Appendices*, began development of the *2018 NCSWIC Annual Summary*, and began planning for the NCSWIC Academy kick-off in Spring 2019

### NCSWIC Planning, Training, and Exercise Committee

- Finalized and approved the EMAC MRP Models for Satellite Data, Satellite Voice, Communications Support Team, Radio Cache, Telecommunications Support, and Mobile Communications Site
- Began development of the COMM-X Portal as a central website to share communications-specific training and exercise best practices, templates, and events
- Discussed general exercises-in-a-box and tabletop exercises and began building general templates to share with stakeholders
- Discussed 2019 strategic priorities during the in-person committee meeting in Norman, Oklahoma

### SAFECOM Education and Outreach Committee

- Conducted successful *SAFECOM School and New Member Orientation* on December 4, 2018, in Norman, Oklahoma
- Discussed and developed strategic priorities for 2019
- Continued developing *SAFECOM Public Safety Communications Succession Planning Tool*

### SAFECOM Governance Committee

- Conducted 2018 SAFECOM Elections
  - Governance Committee Chair: George Perera (SAFECOM At-Large, Miami-Dade Police Department)
  - Governance Committee Vice Chair: Sheriff Paul Fitzgerald (National Sheriffs' Association)
  - Technology Policy Committee Chair: Chief Gerald Reardon (SAFECOM At-Large, City of Cambridge Fire Department)
  - Technology Policy Vice Chair: Eddie Reyes (International Association of Chiefs of Police)
  - SAFECOM Chair: Chief Gerald Reardon (SAFECOM At-Large, City of Cambridge Fire Department)
  - SAFECOM Vice Chair: Michael Murphy (SAFECOM At-Large, Baker Police Department)
  - EC At-Large position: Anthony Catalanotto (SAFECOM At-Large, Fire Department of New York)
  - EC At-Large position: Michael Murphy (SAFECOM At-Large, Baker Police Department)
- Approved 13 candidates for new SAFECOM membership
- Determined 2019 Committee priorities and discussed work products scheduled for completion in 2019 for use in completing the *2019 SAFECOM Strategic Plan*
- Began discussions on creating a streamlined *SAFECOM Governance Charter* and supplemental by-laws document
- Began discussions on developing the *2018 SAFECOM Annual Summary* and *2019 SAFECOM Strategic Plan*

### Joint Funding and Sustainment Committee

- Discussed and developed strategic priorities for 2019
- Continued developing marketing materials for the *2018 Emergency Communications System Lifecycle Planning Guide Compendium*
- Continued developing the *Value Analysis Guide*
- Began discussing potential future work products

### Joint Technology Policy Committee

- Finished development of the RFP Best Practices for LMR Subscriber Units Toolkit to include:
  - *RFP Best Practices for LMR Subscriber Units* guidance document
  - *RFP Roles and Responsibilities* document
  - *RFP and RFI Recommended Timeline Development for LMR Subscriber Units Procurement* document
  - *RFP and RFI Sample Language and Resources for LMR Subscriber Units* document
- Approved the *Cyber Risks to Next Generation 9-1-1* document developed by the NG 9-1-1 WG
- Approved the Planning and Implementing *P25 ISSI and CSSI: Enhancing Public Safety Communications through Interconnecting LMR Systems Primer*
- Approved the P25 ISSI and CSSI: Volume I document developed in conjunction with the Federal Partnership for Interoperable Communications (FPIC)
- Discussed potential activities and products to develop in calendar year 2019

### ICAM Working Group

- Continued developing the ICAM value proposition two-pagers on the benefits of an ICAM solution during an active shooter response, hurricane response, 2018 Austin bombing, and the opioid crisis
- Continued developing the *ICAM Protocols Technical Guidance*, *Identity Assurance Technical Guidance*, and *Baseline Security and Privacy Controls Technical Guidance*

### NG 911 Working Group

- Continued development of the *Self-Assessment Matrix* in preparation for submission to the TP Committee and SAFECOM and NCSWIC ECs for review

### Communications Section Task Force

- Established the ICAC
- Held in-person ICAC meeting on November 7-8, 2018, in Seattle, Washington
  - Each member organization presented its position on the CSTF's recommendation to create a Communications Section within the NIMS ICS
  - Began discussing the best path forward for managing the span of control for delivering LMR and information technology (IT) services
- Held in-person CSTF meeting December 3, 2018, in Norman, Oklahoma
  - Reviewed and revised the Five Tiers Table
  - Reviewed and revised the CSTF Letter of Support

Please contact the [SAFECOM Inbox](#) for more information on SAFECOM activities, and the [NCSWIC Inbox](#) for more information on NCSWIC activities. ■

## Meet the Stakeholders



### **Chad Steffen**

**SAFECOM**, SAFECOM At-Large, City of Red Wing Police Department/Lower Sioux Indian Community

Chad S. Steffen has served as a boots-on-the-ground law enforcement officer since 2005, after working as a civilian in public safety since 2001. As a Minnesota Peace Officer Standards and Training (POST) Board licensed peace officer, Steffen serves both in a municipal and tribal capacity. He started his law enforcement career with the Lower Sioux Indian Community (LSIC) as a full-time Tribal Police Officer. He continues to serve part-time in that position, while also acting as the tribe's System Administrator under the Allied Radio Matrix for Emergency Response (ARMER), Minnesota's statewide radio network. Officer Steffen works closely with all four Dakota Mdewakanton tribes in southern Minnesota. He currently serves on several emergency communications committees on behalf of the Minnesota Indian Affairs Council and the City of Red Wing.

Since 2008, Officer Steffen has also been employed full-time as a Patrol Officer by the City of Red Wing Police Department. As a patrol officer working day shifts, he administers emergency radio communications within the city and serves as a representative for Goodhue County Sheriff's Office on Minnesota's Southeast Regional Advisory Group. In his position with the City of Red Wing, Officer Steffen serves neighboring Prairie Island Indian Community's emergency communication needs.

Officer Steffen's interest in technology and advancing technologies at all levels proves to be extremely beneficial in meeting law enforcement agency goals and the missions of serving the public and ensuring interoperable communications for emergency responders. He and his employers recognize the importance of serving within Minnesota's emergency communications governance structure as a "hands-on" contributor and responder who not only understands, but puts to use available technology. As a representative of the City of Red Wing and Minnesota Indian Affairs Council, he is honored to be given the opportunity to serve in these capacities.

Officer Steffen is a State of Minnesota-recognized Communications Leader (COML), Communications Technician (COMT), and an Incident Communications Center Manager in training (INCM-t). Officer Steffen applied to join SAFECOM after having completed a communications governance profile with CISA. The profile effort helped to identify opportunities for strengthening LSIC public safety communications governance and infrastructure.

Officer Steffen is a member of the following communications boards and committees:

- Minnesota Statewide Emergency Communications Board – Interoperable Data Committee
- Minnesota Statewide Emergency Communications Board – Interoperability Committee & COMU Subcommittee
- Minnesota Metro Region Communications Response Task Force (CRTF)
- SAFECOM as a Public Safety At-Large Member

Chad can be reached at [chad.steffen@ci.red-wing.mn.us](mailto:chad.steffen@ci.red-wing.mn.us) or [csteffen@lowersiouxpd.com](mailto:csteffen@lowersiouxpd.com). ■



### **Arnold Hooper**

**NCSWIC**, Tennessee SWIC

Arnold Hooper began as a Volunteer Firefighter and Rescue Squad member in 1976 and eventually attained the rank of Assistant Chief. In 1985, his vocation as an Electronic Technician and his passion for public safety combined when he accepted a radio shop position with the City of Chattanooga. He has been involved in the birth and maturity of public safety trunking radio in Southeast Tennessee, including leading the City of Chattanooga Radio Shop since 2001. In 2008 he was chosen as the Project Manager/System Manager for the new Tennessee Valley Regional Communications System (TVRCS), a P25 trunking system operating in east Tennessee and northwest Georgia. The TVRCS broke jurisdictional barriers separating communications across state and county lines. Under his leadership, it became the starting point for a statewide interoperable communications system in Tennessee. In July 2012, he retired from the City of Chattanooga and

joined the State of Tennessee's Department of Safety and Homeland Security as Wireless Communications Director to manage the statewide build out for the Tennessee Highway Patrol (THP) of the TVRCS P25 trunked radio system. With the successful deployment of the Statewide Tennessee Advanced Communications Network, he has been given the responsibility of advancing the role of the THP dispatch operations merging 8 different Radio Rooms into 4 Consolidated Dispatch Centers strategically located across the state. He is the Single Point of Contact (SPOC) on the FirstNet program and has recently been named the Tennessee SWIC. He has spoken at several national conferences including the National Association of Counties (NACO), International Wireless Communications Expo (IWCE), and Motorola Trunked Users Group (MTUG).

Arnold can be reached at [arnold.hooper@tn.gov](mailto:arnold.hooper@tn.gov). ■



### **Eric Boyette**

**SAFECOM**, *National Association of State Chief Information Officers (NASCIO)*

Eric Boyette serves as Secretary and State Chief Information Officer for the North Carolina Department of Information Technology (DIT). He was appointed to the position in April 2017 by Governor Roy Cooper and confirmed by the state General Assembly soon thereafter. In this role, he leads the state department responsible for all information technology (IT) procurement, state cybersecurity, operational services, broadband infrastructure, solutions division, data analytics center, the 911 Board, and strategic IT planning.

Eric has over 20 years of experience in state government. Prior to his current role, he held several leadership roles in the North Carolina Department of Transportation, including Chief Information Officer, Inspector General, and Division of Motor Vehicles Commissioner. He has also served as the DIT Deputy State Chief Information Officer for Solution Delivery. He currently serves as chair of the North Carolina 911 Board and secretary/treasurer for the National Association of State Chief Information Officers. He is also a member of the Governor's North Carolina Board of Science, Technology & Innovation and the Advisory Council on Hispanic/Latino Affairs.

Boyette earned a Bachelor of Science (BS) from Barton College and resides in Kenly, North Carolina, with wife, Dana; son, Jay; and daughter, Morgan.

Eric can be reached at [eric.boyette@nc.gov](mailto:eric.boyette@nc.gov). ■

**SAFECOM & NCSWIC December 2018 Meetings**

CISA hosted the SAFECOM and NCSWIC meetings December 3-6, 2018, in Norman, Oklahoma. Over 150 SAFECOM, NCSWIC, and several partners participated, representing federal, state, local, and tribal public safety organizations.

**Public Safety Communications Network Resiliency Self Assessment Guidebook**

Communication resiliency is an important aspect of an organization's mission critical operations. Complete end to end network resilience is difficult to achieve, but an organization can greatly improve "always available" communications by identifying and mitigating resilience issues through a self assessment of its local access network. As such, CISA is pleased to announce the Public Safety Communications Network Resiliency Self Assessment Guidebook, a comprehensive guide for government and public safety entities. For additional information on the Guidebook and other matters related to public safety communications resiliency, please contact CISA at [OEC@hq.dhs.gov](mailto:OEC@hq.dhs.gov).

**SLTT Governance Guide Working Group Meeting 10**

Since March 2018, representatives from CISA and the SLTT Governance Guide Working Group have worked diligently to update the Emergency Communications Governance Guide for SLTT Officials (the Governance Guide), last released in 2015. The Governance Guide aims to provide a resourceful, multifaceted framework that empowers agencies and partners to establish decision making bodies, for the benefit of the emergency communications ecosystem. For any questions related to the 2018 SLTT Governance Guide, please email CISA at [slttgovguide@hq.dhs.gov](mailto:slttgovguide@hq.dhs.gov).



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