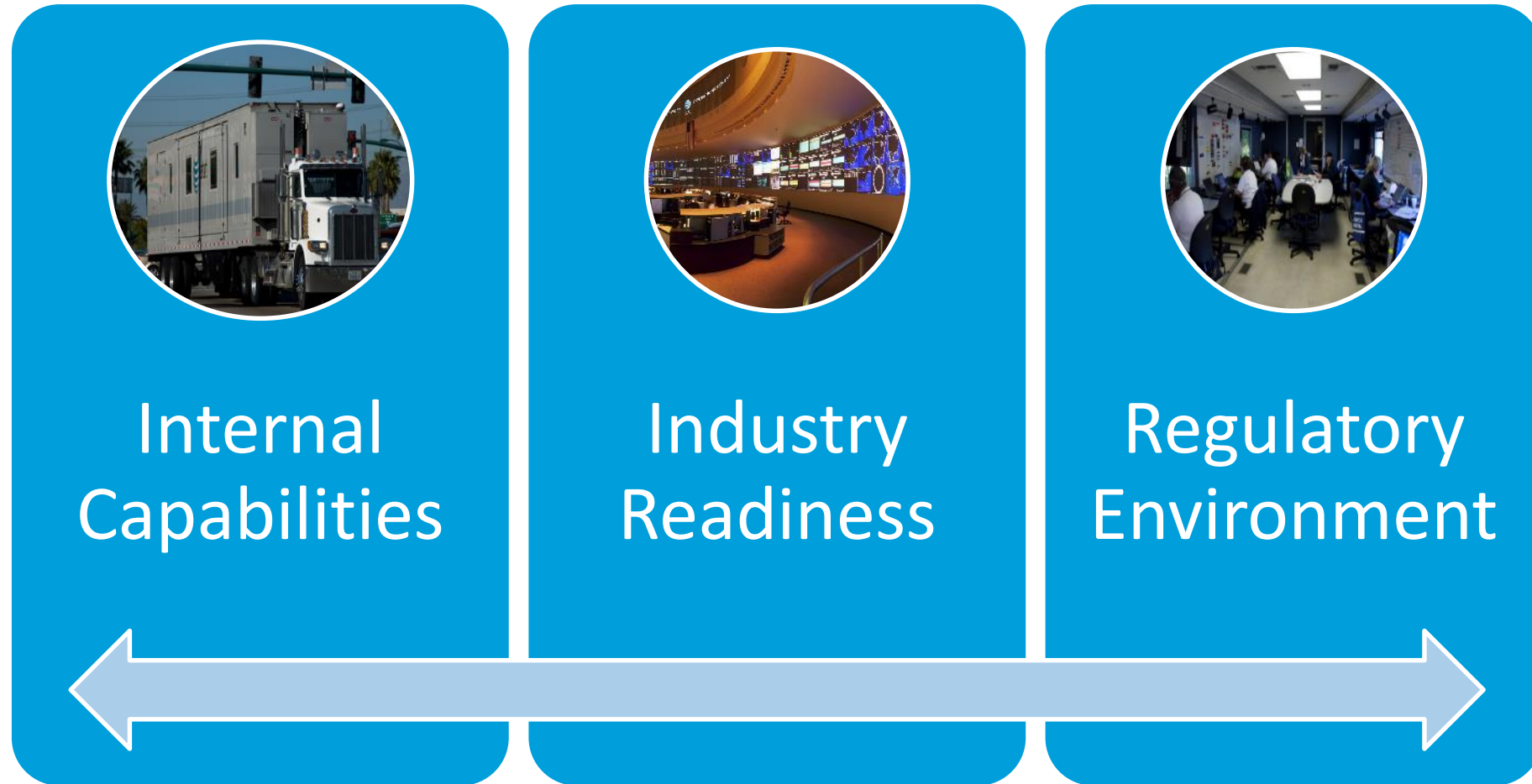# Leveraging ICTs for Disaster Response: What have we learned? AT&T

Justin Williams
October 2019

Preparation & Planning: Micro and Macro view

Internal Capabilities

Industry Readiness

Regulatory Environment

Preparation: NDR - Practice, Practice, Practice – and then Practice some More

- The NDR Team has performed over 80 field exercises
- Repetition provides for consistency and reliability
- Hone the skills needed to be sharp and safe
- Practice in the most difficult environments
- Execute in Geographically diverse locations

- Full blown, timebound drills with full inventory of Equipment & Staff
- Recreate a central office on a piece of land that could be anywhere
- Set Specific Objectives around all key processes

- Sharpen Command & Control Procedures
- Align with external Agencies
- Track Everything
- Training becomes a central objective to raising skill levels
- Cross train to create multi skilled team

- Involve "All" the Organization
- Allow Customers to experience Demonstrations
- Get PR & Marketing Involved to develop a strong message
- Listen to the Team
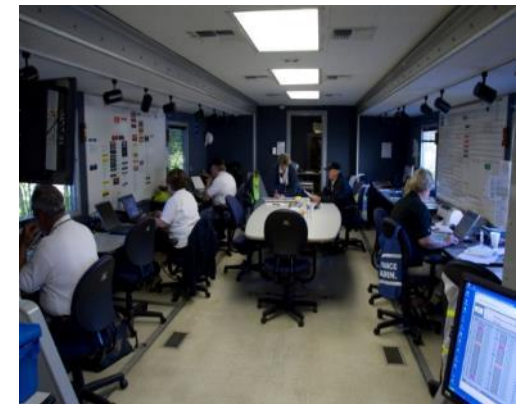
Planning & Preparation – Example Hurricane

Readiness drills and simulations conducted throughout the year to ensure our networks and personnel are prepared and ready to respond at a moment's notice.

- AWOC - Monitor anticipated track/path, intensity, and potential impacts as storm is first identified
- Activation of planning and execution teams orchestrated through Global, Regional, and Local levels
- Regular status calls to assure readiness of network team for landfall (Monitor Check Path of Storm, Prepare)
- Completed sandbagging, asset protection of locations in path of storm. (Practiced for Flooding Predictions)
- Staged and prepare regional generators in locations out of harms way, with an additional sets prepositioned for deployment from other locations

- Top-off fuel for all equipment and COs
- Test CO emergency generators
- Priority fuel supply procured/staged
- Prepare regional Cell On Wheels (COW), Satellite Cell on Light Truck (SatCOLT), Emergency Communications Vehicles (ECV), with additional equipment staged for deployment
- Pre-position personnel and assets for rapid deployment
- Provide emergency credentialing as needed
- Network teams perform hurricane checklist procedures
- IT Operations at Full Readiness

Monitor During an Event

AT&T Emergency Management Plan

– Includes Network & IT Operations across (wireless, wireline and video)

– Incident command focused on integrated response, and seamless integration into agency Incident Command model (i.e. NIMs/CIMs)

– Hierarchical approach matching resources to the challenge during an event

- AT&T Global Network Operations Center (GNOC)

- Technical Reliability Centers (TRCs)

- Emergency Operations Centers/Local Response Centers (EOCs/LRCs)

- Field Response functions (FIAT, Strike Teams)

Post Event - Create a Culture of Continue Learning

- Lessons Learned in the field are the most important Lesson – track and close them out after the event

- Ensure systems are in place to keep good records – hold all issues, track and close

- Remain Flexible but work within the Incident Command Structure

- Logistical Challenges – always have a plan B (and C) – think end to end and cover every element – import & Export, tax and duty, air route capacity & personnel

- Be sure that the team is Self Sufficient – don't become a burden on an already stressed environment

- Always have a critical skill mix – First Aid, Fire Response as well as technical resources

- Ensure you volunteers skill mix is mirrored geographically

- Protect your line of communication and front line force during recovery activities

- Design your solutions to match as closely as possible the production environment