The First Responder Network Authority Presents:

Introduction and Overview to the FirstNet Network Status Tool and Uplift Request Tool

August 30, 2018 1-2 pm ET
Agenda

• Introduction
• Overview of the NISC
• First Responder Network Authority Webinar
• Q&A
• Quiz for those seeking Continuing Education Units (CEUs)
Today’s Speakers

- **Sean McSpaden**, NISC Executive Director
- **Jennifer Harder, PhD**, Senior Product Director, First Responder Network Authority
- **Dave Buchanan**, Executive Director of Public Safety Advocacy, First Responder Network Authority
Continuing Education Units (CEUs)

- CEUs will be awarded to participants that watch the webinar and complete the quiz following the webinar.
- 0.1 CEUs for this hour-long event.
Learning Objectives

• Understand the functionality of the First Responder Network Authority’s Network Status Tool

• Understand the functionality of the First Responder Network Authority’s Uplift Request Tool.

• Learn about use cases to which the Network Status Tool and Uplift Request Tool can be applied.

If you have questions during the webinar, please submit using the question feature in GoToWebinar.
NISC Mission-Focused Job Aids Webinar Series

• In-depth discussion of tools, techniques, and standard operating procedures used for information sharing
• Webinar content applicable to multiple fields, including:
  • Homeland security,
  • Emergency management,
  • Public safety,
  • First responder, and
  • Healthcare preparedness.
NISC Mission-Focused Job Aids Webinar Series

• **August 30:** First Responder Network Authority: Introduction and Overview to the FirstNet Network Status Tool and Uplift Request Tool (Co-Hosted by the NISC and First Responder Network Authority)

• **September 18:** Red Cross: Using Technology for Situational Awareness and Decision Support with RC View (co-hosted by the NISC and the American Red Cross)

• **October 18:** Environmental Protection Agency (EPA): Connecting Emergency Management Agencies and Water Utilities (Hosted by the NISC, DHS ESS, and EPA)

• **November 15:** Single Automated Business Exchange for Reporting (SABER) (Co-hosted by the NISC and SABER)

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The NISC is a non-profit organization devoted to improving information sharing at all levels of government and for all homeland security, emergency management, first responder, healthcare, and public safety stakeholders.
NISC Members Span Multiple Domains & Disciplines

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- Communications
- Critical Infrastructure
- Emergency Management
- EMS
- Fire
- GIS
- Information Technology
- Law Enforcement
- Military
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Member Benefits & Application

- Guidance and technical assistance
- Knowledge exchange and networking opportunities
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National Information Sharing Consortium (NISC)
Network Status Tool and Uplift Request Tool Webinar – August 30, 2018

Dave Buchanan
Executive Director, Public Safety Advocacy, First Responder Network Authority

Jennifer Harder
Senior Director, Product, First Responder Network Authority
Advocating for Public Safety:
Working Together to Produce Results

FirstNet PSA Products & Solutions Team

✓ Identify needs
✓ Gather feedback
✓ Aggregate & analyze
✓ Provide product input

FirstNet: Built By and For Public Safety

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Local Control Portal

https://localcontrol.firstnet.att.com
FirstNet Network Status Tool
Network Status Tool Background

• FirstNet RFP required agencies be given a **PSE Home Page**, a requirement the partner has manifested as the Local Control Portal

• The Network Status Tool (NST) was developed by AT&T to enhance situational awareness during emergencies

• Allows an administrator to view the status of the network, as well as other features

• Functionality of tool will be improved with new features for every operational phase
Network Status Tool Features & Functionality

- View established network coverage
- View current status of the network
- Contains pertinent, real-time information about the network
- View network alerts and subscribe to alerts
- View traffic & weather
- View wind, flood, and fire warnings (new)

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Valued Customer,

This e-mail is to inform you of a network problem that MAY affect your Mobile Service.

Trouble Ticket Number: T1000066503650
GTOC Incident Number: 82392
Severity: 1-High
Location of Issue: West LAS VEGAS and surrounding areas
Symptoms you MAY experience: Customers may experience no service or degraded service in the coverage area of the cell sites affected
Start Time: Wed Aug 22 2018 04:58 CT
End Time: Unknown

STATUS:

Technicians are working towards resolution as quickly as possible. If you have any questions, please contact FirstNet Customer Service at 1-800-574-7000.

AT&T Mobility - CONFIDENTIAL & PROPRIETARY
Use pursuant to Company Instructions

NST images are for demonstration purposes only and do not represent actual outages or notifications.
Network Status Tool Layers

Traffic

Network Status

NST images are for demonstration purposes only and do not represent actual outages or notifications.
FirstNet Uplift Request Tool
Uplift Request Tool

- Accessed through Local Control Portal
- Purpose is to uplift the priority level of a device to the highest available priority level
The Ins and Outs of Uplift

- Executed by designated Uplift Managers
- Any FirstNet device is eligible for Uplift

- Log into Local Control as an Uplift Manager
- Initiate an Uplift Request
- Enter CTNs for uplift

- Gives priority to Extended Primary
- Ensures uplifted devices are the “last to shed” during extreme capacity overload

- Raises the priority of a FirstNet device
- Grants highest level of priority and pre-emption

- Raises the priority of a FirstNet device nationwide
- Initiated from anywhere

- Devices can be uplifted for 1-24hrs
Uplift Request Tool Use Cases

Extended Primary Users

Planned Events

Considerations

- Governance
- Policy
- Training/Awareness
- Future enhancements
Thank You & Questions
Q&A

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Member Benefits & Application

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Quiz

• Following the webinar you will be prompted to complete a quiz

• Complete the quiz to receive your continuing education units (CEUs) for this session