Cybersecurity and Infrastructure Security Agency: *Crisis Event Response and Recovery Access (CERRA) Effort Information Brief*

March 13, 2019 1-2 pm ET
Agenda

• Introduction

• Overview of the NISC

• Cybersecurity and Infrastructure Security Agency: Crisis Event Response and Recovery Access (CERRA) Effort Information Brief

• Q&A

• Quiz for those seeking Continuing Education Units (CEUs)
Today’s Speakers

- **Sean McSpaden,** NISC Executive Director

- **George Renteria,** Chief, Emergency Services Section, Cybersecurity and Infrastructure Security Agency
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
After the webinar, participants will be able to:

1. Discuss the issues associated with access and re-entry.
2. Describe the purpose of the CERRA Framework.
3. Identify the benefits of an access program.

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

• **April 17:** First Responder Network Authority Update (co-hosted by the NISC and the FirstNet)

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National Information Sharing Consortium

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
- Private Industry
- Public Health
- Homeland Security
Member Benefits & Application

• Guidance and technical assistance
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Summary of Issue

There is no standard or interoperable access and re-entry process being used consistently throughout the United States.

Few States have access programs

- Majority of programs do not account for recovery assets coming from outside the jurisdiction (up to 80%).
- Identified by all sectors as an issue during response and recovery operations.

Lack of National level guidance

To address the access and re-entry issue, the Emergency Services Sector (ESS) partnership:

- Facilitated the Crisis Event Response and Recovery Access (CERRA) Initiative.
- Developed the CERRA Framework.

Summary of Programs as of December 2016

Image courtesy of Healthcare Ready
CERRA Initiative

Purpose:
• Examine the access and re-entry issue from a cross-sector perspective to develop a common access management approach

Method:
• Establish Joint Working Group comprised of critical infrastructure (CI) Sectors who have identified access and re-entry as a key issue
• Participating Government and Sector Coordinating Councils (GCC/SCC)

- Chemical
- Commercial Facilities
- Emergency Services
- Energy
- Financial Services
- Healthcare & Public Health
- Transportation Systems
- Water & Wastewater
- State, Local, Tribal, and Territorial GCC
- Regional Consortium Coordinating Council (RC3)
- FEMA
CERRA Framework

Intended to enable state, local, tribal, and territorial jurisdictions to establish their own access programs, utilizing recommended best practices and a common process approach

Voluntary implementation guidance – Think of it as a “how to guide”
- Discusses Stakeholders’ Roles and Responsibilities
- Access Planning Considerations
- Best Practices recommendations
- Phased Re-entry process
- Cases Studies
- Resources and Templates

Supplements existing national incident management guidance and preparedness doctrine (e.g. NIMS, NRF, etc.)
Access Coordination

**REQUIRE ACCESS**

- **Emergency Responders** require access to conduct emergency operations.
- **Critical Infrastructure stakeholders and lifeline functions** (e.g. Communications, Energy, Transportation, Water, etc.) require access to enable response and recovery activities.
- **Community lifeline and public facility stakeholders** (e.g. Hospitals, Businesses, Financial Institutions, Utilities, Public Facilities, etc.) require entry to expedite recovery and a return to normalcy.

**COORDINATE AND PROVIDE ACCESS**

- **Local Authorities/Emergency Managers** define access rules, authorization procedures, and manage response.
- **Law Enforcement** has the responsibility to control access and enforce restrictions.

**Access/Cross-jurisdictional interoperability**
Benefits of an Access Program

- Improved coordination between State and local governments and industry partners regarding pre-incident access and re-entry coordination processes and procedures
- Creation of a “locally managed” predictable, repeatable, and interoperable method for access management
- Greater understanding of private sector resources available to assist with restoration of community lifelines and essential services
- Improved coordination with Federal efforts during large scale disaster response and recovery operations by incorporating private sector capabilities
- Quicker Recovery can shorten restoration timelines, reduce recovery costs, and prevent placing additional stress on affected communities
Phased Re-entry

Process of granting access by aligning Response and Recovery personnel and other affected stakeholders (e.g., utility operators, local business owners, community members, etc.) into functional groupings.

- Re-entry is managed by defined access levels
- Access levels may be based on incident management priorities, site conditions, safety concerns, etc.

<table>
<thead>
<tr>
<th>Access Level</th>
<th>Description</th>
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<tbody>
<tr>
<td>AL-1</td>
<td>Emergency Response: Emergency Zone is unstable – Emergency Services and authorized support personnel only</td>
</tr>
<tr>
<td>AL-2</td>
<td>Response Support: Emergency Zone being stabilized – Key Resources for relief, assessment, stabilization</td>
</tr>
<tr>
<td>AL-3</td>
<td>Recovery Support: Emergency Zone is stable – Support for restoration of community lifelines and essential services</td>
</tr>
<tr>
<td>AL-4</td>
<td>General Return: Area stable for temporary access or general re-entry by the public</td>
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Courtesy of Pegasus Research Foundation. Information adapted with permission.
Access Tokens

Used at access checkpoints to enable law enforcement or other checkpoint personnel (e.g., National Guard, or private security) to validate approval for access. Can be paper-based, identification-card based, or electronic-based elements

- e.g., vehicle placards, mobile tokens, or other recognized credentials
CERRA Public/Private Partnership Model

Organizations enroll personnel in State or Local access programs

State managed programs

Enrollment Providers provide Access Program support

Partnership between individual programs and Hub to enable interoperability

Interoperable Hub

Emergency Manager

Checkpoint access
3rd Party Access Enrolment Providers

Non-Profit or For-Profit private sector organizations that:

• Help to establish and manage jurisdictional Access Programs
• Assist jurisdictions facilitate outreach and registration efforts with both public and private sector organizations
• Implement designated Access Program requirements when necessary (e.g. issue vehicle placards and other types of access tokens)

Sampling of Access Enrollment Providers

CEAS™ Operates primarily out of the Mid-Atlantic and Northeast

ER-ITN Provides support to Louisiana and portions of Mississippi

RA Operates in Texas
CERRA Implementation Way Ahead

**Goal** – Achieve adoption/implementation of an Access Program in 10 States or major jurisdictions per year

**Local Jurisdictions**
- New York City, NY
- Philadelphia, PA
- Baltimore, MD
- Harris County, TX (Houston)

**State Jurisdictions**
- Mississippi
- Louisiana
- Rhode Island
- Massachusetts
- Virginia
- Washington
Hurricane Florence / Virginia

On Sept 9th, Virginia Department of Emergency Management (VDEM) contacted CERRA Clearing House with interest in activation of a Virginia Emergency Access Program

• Prior to Florence, VDEM has no Access Program, but has met with CERRA Clearing House (CH)

• CH identified an Access Enrollment Provider (AEP) who was available to support immediate requirement

• AEP was able to update their web interface to generate a registration access process, and support structure for Virginia organizations within 12 hours.

• CH provided direct support to VDEM for:
  • Registration approval for (65) national and state organizations (15,250 Employees)
  • Creation of interoperable access tokens, and
  • Training support to law enforcement and emergency management personnel
For more information visit:
www.dhs.gov/emergency-services-sector

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Q&A

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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