CA Technologies Presents:
FirstNet-OnRamp for First Responder Apps

March 14, 2018 1-2 pm ET
Agenda

• Introduction
• Overview of the NISC
• CA Technologies: FirstNet-OnRamp for First Responder Apps
• Q&A
• Quiz for those seeking Continuing Education Units (CEUs)
Today’s Speakers

• **Sean McSpaden**, NISC Executive Director

• **Mary Lou Prevost**, Vice President, State and Local Government and Education Programs, CA Technologies

• **Keith Athey**, Senior Business Technical Architect, CA Technologies

• **David Hoffman**, Public Safety Subject Matter Expert, CA Technologies
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

1. Understand CA Technologies’ secure FirstNet onramp solutions for state and local applications and data.
2. Identify the five capabilities that CA Technologies’ solutions provide.

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.
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• **June 21, 2018**: Rich Data: Increasing Situational Awareness for First Responders (Co-hosted by the NISC and RapidSOS)
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

Communications  Information Technology
Critical Infrastructure  Law Enforcement
Emergency Management  Military
EMS  Private Industry
Fire  Public Health
GIS  & More!
Homeland Security

Public Sector – Private Sector – Non-profits

NISC
National Information Sharing Consortium
Member Benefits & Application

• Guidance and technical assistance
• Knowledge exchange and networking opportunities
• Access to the NISC Member Portal


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FirstNet OnRamp enabled by CA
Capabilities Overview

FirstNet® is a registered trademark of the U.S. Department of Commerce, First Responder Network Authority. Use of the FirstNet® name does not imply any affiliation, sponsorship or endorsement by the U.S. Government, the U.S. Department of Commerce, or the First Responder Network Authority.
Onramp Overview

- Goal is to create secure interoperability for local First Responder systems
- Provide pre-built integrations with FirstNet capabilities
- Provide deep visibility into performance
- Stress tested systems to ensure availability
- Security tested to prevent bad actors from striking First Responder systems
Public Safety Use Case

Victoria Police Service (Australia) – 14,500 Sworn (1.5x LAPD)
• Access to notifications, manuals, and RMS
• Take and store photos and audio
• Reduce paperwork but accessing systems in the field

Solution – CA Interoperability Gateway
• Saved 30 minutes per shift
• That’s 500 extra full time officers on the streets
• Secure
• Available
• Proven
FirstNet Program Objectives

Building, Deployment, Operation & Maintenance of the NPSBN
Financial Sustainability
First Responder User Adoption
Device Ecosystem
Applications Ecosystem
Accelerated Speed to Market
User Service Availability
Service Capacity

Cyber Security
Priority Services
Integration Of Opt-out State RANs
Integration of Existing Commercial/ Federal/ State/Tribal/Local Infrastructure To Support NPSBN Services
Life-cycle Innovation
Program and Business Management
Customer Care and Marketing
Facilitation of FirstNet’s Compliance With The Act & Other Laws

Source: FirstNet
The Adoption Issue

Yesterday’s Digital Enterprise

Today’s Digital Enterprise
Where FirstNet Fits In Your Organization

Source: FirstNet IWCE Presentation
Call to First Responder

Emergency Response Flow
Call to Car to Crisis

From Call...  
- Wireline
- Wireless
- Originating Service Provider
- ESI.net NG9-1-1
- Public Safety Answering Point (PSAP)

To Car...  
- Dispatcher CAD
- Voice, Private or Public Internet

To Crisis  
- First Responders
FirstNet Onramp

- System interoperability
- Mobile extension of current applications
- Monitored performance
- Performance assurance
- Assured identities and secured applications
- Hybrid deployment options
Capability 1 – Secure Interoperability

- External Developers
- Partners/External Divisions
- IOT Devices
- Mobile
- Cloud

Data

Your Digital Enterprise
Capability 2 – Assured Users

Unified SDK

- Biometrics
- PIN
- Install Device Certificate
- DNA
- PKI/2FA
- OTP
- Risk Analysis
- Social Login
- Mobile SSO & Proximity Login
- Geolocation – Carrier

Mobile, IoT, Web

Mutual SSL

Authentication Gateway

Messages
- Signed (JWS)
- Encrypted (JWE)
- No passwords

Auth and Risk Services

- Risk Engine
- Rules & Policies
- Strong Authentication

User Store

Systems, Data, Processes, APIs
Security that Elevates the Experience

**Customer/Employee**
- Better experience
- Security based on the level activity being performed
- Improved trust without impact to user experience

**Developer**
- Security that is faster to implement
- Security that is cheaper to implement
- Security that is easier to implement (especially for non-security experts)

**Organization**
- Reduced risk, with stronger security and superior authentication options
- Improved and less costly security enables higher value services via mobile
- Manage security with security experts, rather than in each app

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Three-Way Trust
Enables Greater Security

Joint Solution:

- Identifies user, app, and device
- Learns and tracks relationship between the three entities
- Three-way trust relationship is registered & authenticated to gateway
- Elevates authentication or prevents access when pattern deviates from norm
How do you maximize application performance?

Provide insights into end-to-end digital experience

**CHALLENGES to Monitoring Critical Systems:**

- Volume, velocity and variety of data limits the ability to derive meaningful insights
- Teams and tools are organized by silos
- Lack of visibility across apps, infrastructure and networks

**SOLUTION:**

Digital Experience Insights is digital operations monitoring and analytics solution that provides an integrated, holistic view of user experience, business transactions, and digital infrastructure. Dev and ops teams gain deep visibility, cross-tier correlated insights, and guided problem resolution to ensure the delivery of exceptional digital experiences.

<table>
<thead>
<tr>
<th>Quick diagnosis conditions that impact user experience</th>
<th>Predict when issues will occur</th>
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<tbody>
<tr>
<td>Prescribe enhancements based on insights</td>
<td>Continuously improve user experience</td>
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Capability 3 – Monitored Performance
Know Interface and App Performance Pre-crisis

- The time to understand a system’s performance profile is before production use.
- Problems solved in development cost 70x less than when found in production
- Helps ensure data and functionality are available during crisis
Capability 4 – Performance Assurance

CA BlazeMeter
- Uncover performance issues
- Measures response times, throughput, latency, and other KPIs

CA DXI
- Pinpoint root cause, fix and optimize
- Inspects and analyzes apps and underlying infrastructure to isolate cause of performance issues
Capability 5 – Application Security

80% of developers are using open source in deployed apps.

46 Applications have an average of 46 components

44% of applications contain critical vulnerabilities.
Application Security
Scanning at every step of software lifecycle

- **Veracode Greenlight**
  Instant scanning for developers — right in the IDE

- **Veracode Developer Sandbox**
  Evaluate code against policy before check-in

- **Veracode Software Composition Analysis**
  Identify and eliminate risk in third-party components

- **Veracode Static Analysis**
  Assess your integrated applications for policy compliance

- **Veracode Web Application Scanning**
  Find vulnerabilities in applications deployed to production

- **Veracode Runtime Protection**
  Detect and block attacks in your production applications
THE MODERN SOFTWARE FACTORY

A blueprint for success.

• A modern software factory is agile, built to change and able to adapt to market disruption and customer demand.
• Automation is essential. It saves time, money, and reduces errors, so you can deliver app experiences customers love.

AND DO IT AT SCALE

• Insights fuel the factory, you need smart analytics that make the app experiences you deliver better.
• Strong security from the start protects your most valuable assets and builds users trust without getting in the way.
Underlying Technology

- API Gateway – Interoperability
  - Security, Insights, Agility

- Rapid App Security – Assured IDs
  - Security, Agility

- Digital Experience Insights – Performance Monitoring
  - Insights, Agility

- BlazeMeter – Performance Testing
  - Automation, Agility, Insights

- Veracode - Security Testing
  - Security, Automation, Agility
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For More Information

For more information, please contact:

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Q&A

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Quiz

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