

SEARCH  
Vertical search by

## FCW.COM STORY

FCW and Industry  
Government

## RESOURCE CENTER

White papers, case studies, vendor information, webinars

## NEWS TOPICS

- Business
- BPM
- CXOs
- Columns
- Columnists
- Defense
- E-Government
- Enterprise Architecture
- Funding
- Homeland Security
- Health IT
- Integrators
- IPv6
- LOB
- Management
- Procurement
- Privacy
- Policy
- Program Management
- Records Management
- State and Local
- Security
- Smart Shoppers
- Technology
- Telework
- Telecom
- Wireless
- Workforce

More Topics

- SPECIAL REPORTS
- FCW.COM DOWNLOAD
- CURRENT PRINT ISSUE



[Subscribe Now!](#)

Table of Contents



## Trust, skills crucial to sharing information in emergencies, report states

BY John Moore  
Published on Sept. 24, 2007

Researchers in New York have issued a report that examines the task of coordinating a regional response to events that disrupt telecommunications networks.

The Center for Technology in Government (CTG) at the University at Albany produced the report earlier this month in conjunction with the New York State Department of Public Service. The department serves as the staff arm of the state's public service commission, which regulates utilities, including telecommunications.

The report stems from a one-day CTG workshop that pulled together industry and government representatives, primarily from the metropolitan New York area. Theresa Pardo, CTG's deputy director, said the group discussed the knowledge gap that exists among key players in telecom.

"They recognize the importance of doing something about it," she said.

The report cited the need to address the "gap in current knowledge about the roles and responsibilities of individual organizations in subnational incidents." The document also noted a lack of clarity regarding "who has what information at any point in time that could be brought to bear on incident response."

Another finding was the criticality of trust and cross-boundary information sharing. The report points to government and industry collaboration as a condition for continuity of government.

Brian Tishuk, executive director of ChicagoFIRST, said his experience in working with that nonprofit association underscores the need for collaboration. ChicagoFIRST focuses on emergency management issues that affect Chicago-area financial institutions.

"The basic lesson learned is to get the relevant people together and forge a means of working on jointly beneficial solutions," said Tishuk, who participated in the CTG workshop.

Tishuk said that objective may seem simple, but isn't often achieved. Persistence is crucial, he said.

In one case, ChicagoFIRST sought a seat in Chicago's emergency operations center to obtain access to reliable and current information about a crisis. The association met with the city and, after a few months, ChicagoFIRST was able to participate in the center.

### Related Links

[Exploring Regional Telecommunications Incident Response Coordination](#) (Center for Technology in Government)

[Comments on FCC Notice of Proposed Rulemaking](#) (NYS Department of Public Service)

[NSTAC Report to the President on the National Coordinating Center](#) (President's National Security Telecommunications Advisory Committee)

Find events presentations, source documents and other online resources on the [Executive Hot Topic page](#).

Read the latest from our [columnists](#)

### Resource Center

[One-time registration](#) to Government IT Resource Center.

**Focus on FISMA:**  
Featured White Paper  
["9 Steps to FISMA Compliance"](#)

Webcast  
[Improve FISMA Scores](#)

**Featured Vendors:**  
[Ciena](#)  
[MetaCarta](#)

### Newsletters

Subscribe to the [Management newsletter](#) to receive all the latest in news, features and online resources.

### Vendor Solutions

Find white papers, vendor presentations and other technology solutions in the Government IT Resource Center. [Access now](#) (registration required).

### Latest News

[FCW](#) [GCN](#) [Washtech](#)

The most recent management and policy news from FCW.com

[Air Force names Lord to lead Cyber Command](#)

[DHS deputy secretary resigns](#)

[Air Force 'shocked' by Chinese actions in space](#)

[Another federal spending database launched](#)

[Bush tells Congress to pass continuing resolution](#)

The latest technology news from GCN.com

[Excel multiplication bug unearthed](#)

[AdaCore updates avionics platform](#)

[Greg Oslan | The new war machine](#)

[DHS eyes Oct. TWIC enrollment](#)

[USDA boosts archive retrieval](#)

The latest industry news from WashingtonTechnology.com

[Harris wins DOD meteorological satellite work](#)

[Unisys under fire over TSA network security](#)

[Apogen wins DHS operations support subcontract](#)

[General Dynamics tasked with USCG computer security](#)

[DHS deputy secretary steps down](#)

### ADVERTISEMENT