# NIFOG 2.0

- Current version (1.6.1A) being replaced
- New printed copies will be produced
- NIFOG app (smartphone/tablet app, available for Apple iOS or Android)
- Anticipated release date: July

NIFOG

National Interoperability
Field Operations Guide

Version 2.0
APRIL 2021

Cybersecurity and Infrastructure Security Agency
U.S. Department of Homeland Security
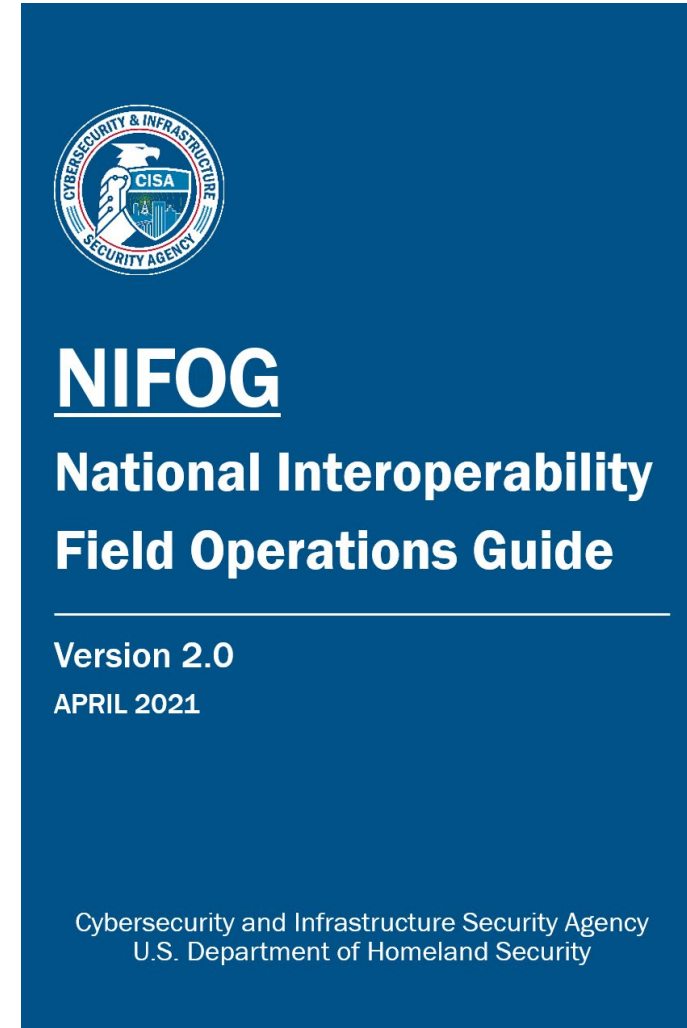
TICP Refresh and eFOG Development

- Technical Assistance work to review state interoperability plan to create a Tactical Interoperable Communications Plan begins soon
- Electronic field operations guide (eFOG) is developed after TICP is approved
- eFOG will be similar to NIFOG, OR, KS, MO, WV, OK, TX, MS, MA, CT, CO, CA eFOG apps
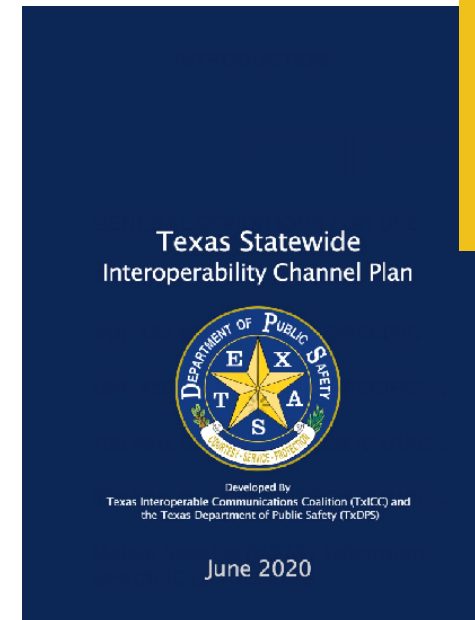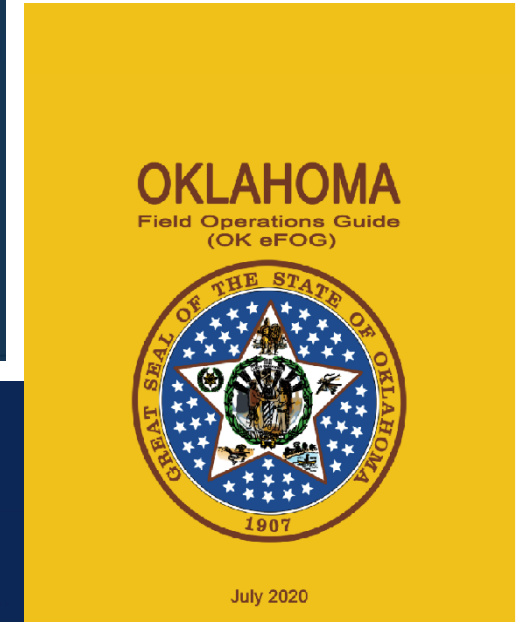
CISA Priority Telecommunications Services

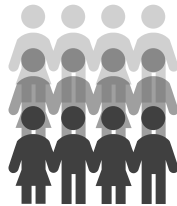- A suite of services that enable priority telecommunications when networks are degraded or congested

Jim Lundsted
April 28, 2021
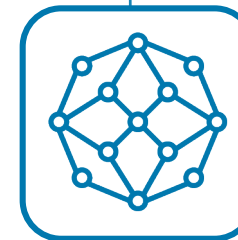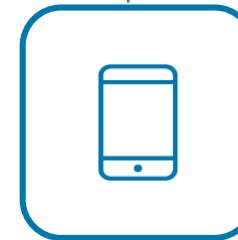
Events of **All** Types Impact Communications

Cyber Attacks

High Volume Events

Emergency Events

Human Error

Extreme Weather

Services and Key Features

GETS

Landline Phone   **Satellite Phone**

- Priority over wireline commercial networks

- Card With PIN

- Some priority calling to most cell phones on major carrier networks

WPS

Cell Phone

- Priority over wireless networks within US states and territories

- Subscription on individual devices

- All nationwide and some regional wireless carriers offer WPS

TSP

Circuit

- Priority installation and restoration of voice and data circuits

- Tariffed offering for priority restoration and provisioning of approved circuits

GETS WPS

PTS Dialer App

Priority Service Users

The Value of Priority Telecommunications Services

Enables the completion of calls across carrier networks

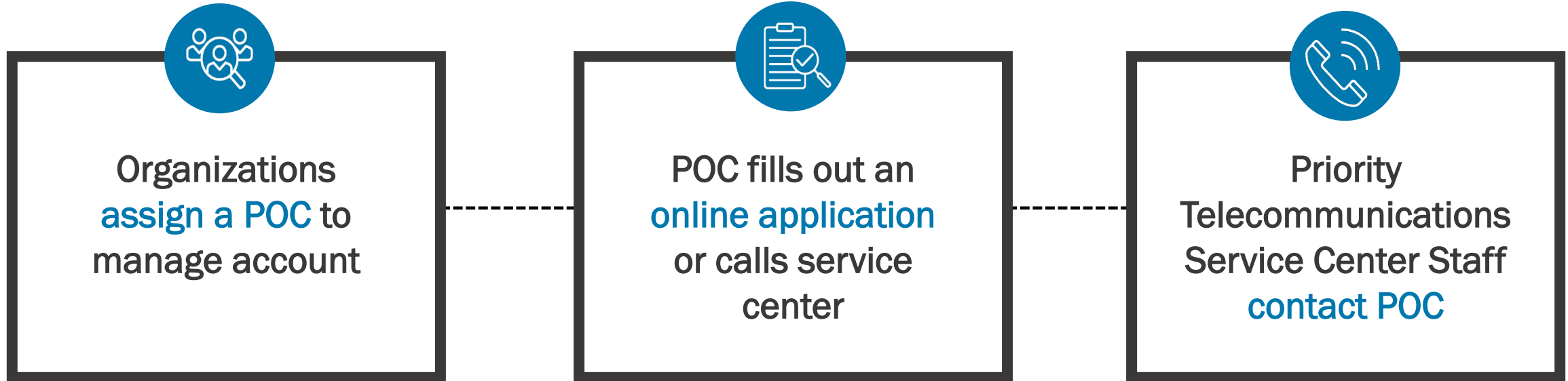**Facilitates collaboration across organizations**

Provides resiliency at low cost

Leverages technology that you already have

Enrollment Process

Organizations **assign a POC** to manage account

POC fills out an **online application** or calls service center

Priority Telecommunications Service Center Staff **contact POC**

Learn more: www.cisa.gov/pts
Priority Telecommunications Service Center: 866-627-2255

Best Practices

- ✓ Use the GETS/WPS Dialer App

- ✓ Make GETS/WPS test calls monthly

- ✓ Practice using GETS and WPS together

- ✓ Include GETS/WPS in training exercises

- ✓ Test WPS availability after any cell phone service changes

- ✓ Report problems during testing and training exercises

FirstNet®and CISA Priority Services

- FirstNet + WPS adds a "high probability of completion" (HPC) network routing feature *end to end*

- FirstNet calls inherently have routing priority (and pre-emption, when necessary) when operating on the FirstNet network

- There is <u>no priority routing</u> of the call once it moves onto another wireless carrier's / telecommunications provider's network

Wireless Priority Service (WPS) Carrier Subscription and Usage Fees

- Verizon Wireless no longer charges government, critical infrastructure, or eligible individual subscribers WPS fees as of 2/27/2021.

	WPS Feature Activation Fee	WPS Service Fee (monthly recurring)	WPS Usage Fee
AT&T / FirstNet	$0	$0	$0
Cellcom	$0	$0	$0
C Spire	$0	$0	$0
GCI	$0	$0	$0
Sprint	$0	$0	$0
T-Mobile	$0	$0	$0
Verizon Wireless*	$0	$0	$0
U.S. Cellular	$0	$0	$0

Louisiana Priority Services Summary

| Non-Federal PTS Services			
	GETS	**WPS**	**TSP**
State Government	470	177	923
Local Government	1158	630	1006
Commercial/Non-Profit	2603	366	1902

Louisiana Priority Services Summary

- Of 64 parishes:
  - 28 have no PTS; an additional 12 parishes have no WPS
  - 1 parish has adequate PTS, none in the top 10 by population; an additional 4 have adequate GETS
  - The rest have some PTS but not adequate coverage, including 8 of the top 10 by population
  - Of 10 coastal parishes, only 1 has adequate PTS, 2 have no PTS, the rest have some PTS but not adequate coverage

- Of the top 10 cities:
  - 1 has adequate GETS and WPS
  - 1 has no PTS
  - The rest have some PTS but not adequate coverage

Louisiana Parishes - CISA Priority Services

PTS vs Population

PTS >= 0.05% Population

PTS < 0.05% Population

No PTS
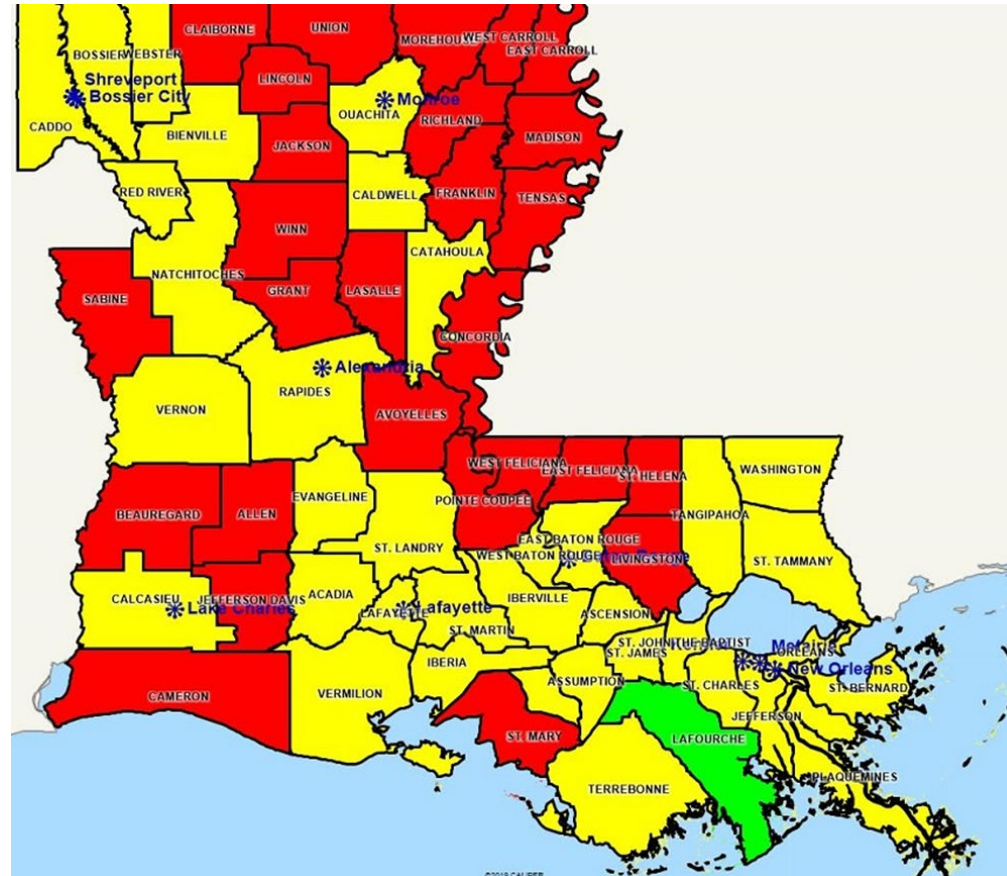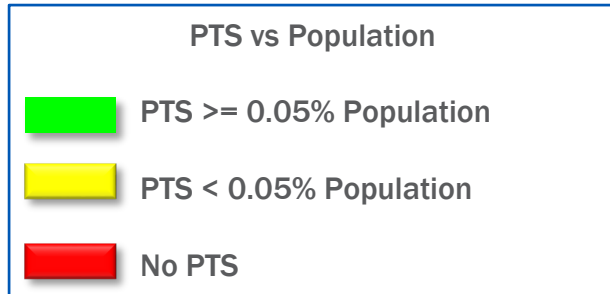
Louisiana Priority Service Trends
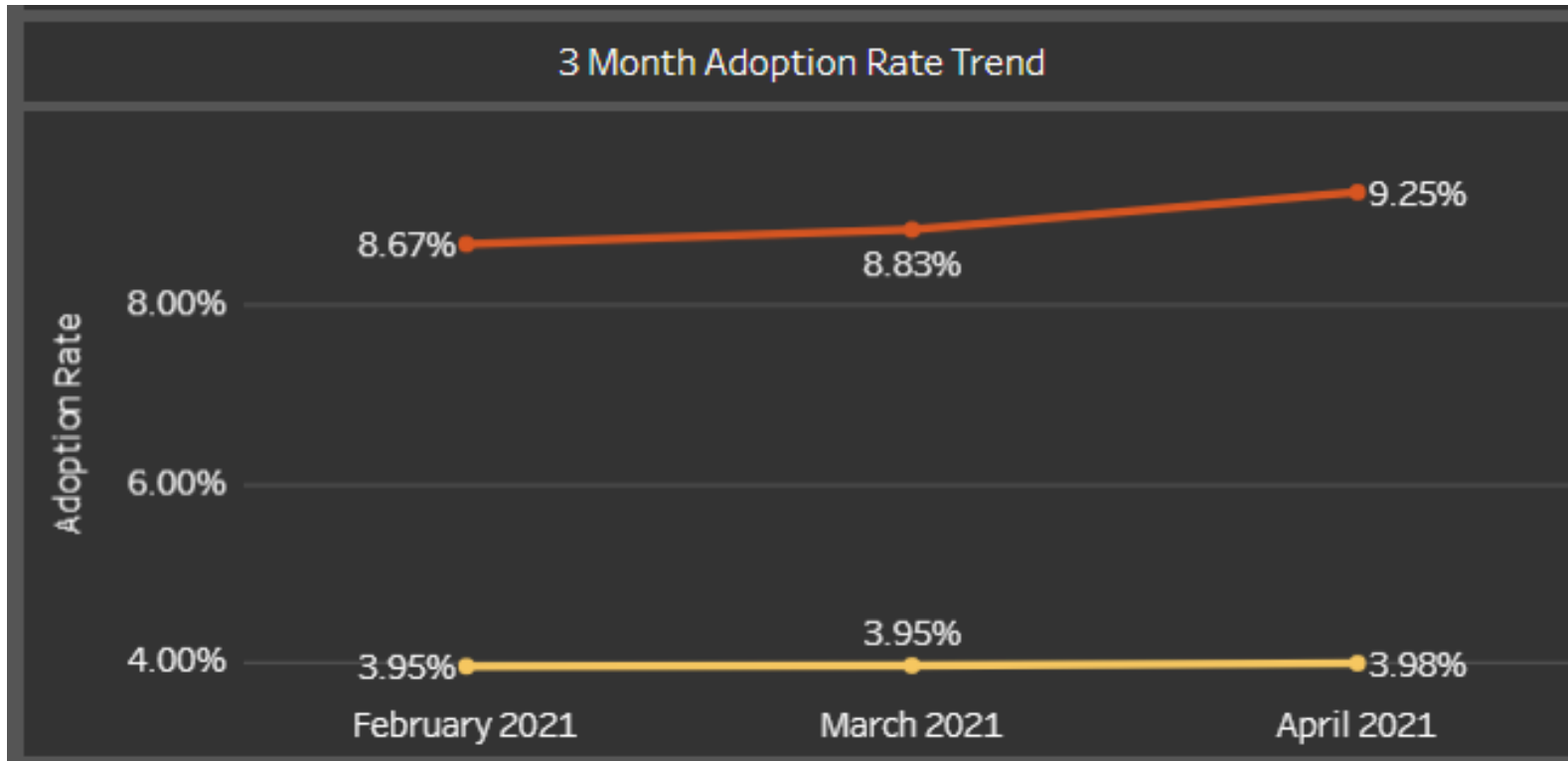
Questions?

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