

## AN UNPRECEDENTED TIME

Public safety officials are navigating the central role they play in the pandemic crisis. Many are scrambling to understand the implications of the pandemic on their operations while continuing to serve the pressing needs of the public. Mission Critical Partners is committed to supporting our clients, and the public safety industry as a whole, during this unprecedented time.

# Sustaining Emergency Communications and Operations During a Pandemic

## Introduction

During pandemics, the demands on the emergency-response community increase rapidly and significantly. The inherent challenges with dispersed emergency communications operations—coupled with balancing competing priorities, inadequate continuity of operations plans, and staffing shortages—often means that public safety is playing catchup with technology, operational, and policy initiatives that must be established quickly to enable them to carry out their mission.

At Mission Critical Partners (MCP), we're passionate about helping our clients protect and maintain their operations with a wide variety of solutions to help organizations:

- Enhance and evolve their networks and systems, as well as the operations they support
- Ensure optimal performance and security of their networks and systems, even during extreme circumstances
- Understand eligible funding opportunities and execute grant requests

## Why choose MCP?

While we are proud to have the most experienced and knowledgeable team of professionals in the industry, our greatest pride comes from applying our expertise to help clients implement the best possible solutions. Our success is based on their success.

## Comprehensive services that apply big-picture thinking

In the increasingly complex emergency-response ecosystem, every project, network and system impacts the entire response workflow. MCP is the only firm that provides services that span all aspects of mission-critical communications.

## Trusted support that translates into success

We have applied our expertise on more than a thousand projects and are trusted by more than 600 agencies at the federal, state, regional and local level. Our subject-matter experts, nearly 150 and growing, bring an average of 25 years of experience to every project.

## We deliver measurable, lasting results

Our efforts create results today and for the long term. We know that the pandemic response must be viewed in the context that it is a marathon and not a sprint.

## An Overview of Our Pandemic-Response Services

### Continuity of Operations Planning

As threats to emergency communications centers (ECCs) grow, having a continuity of operations plan (COOP) specifically tailored to the local/regional/state communications system is key. The COOP must address how the ECC will protect all of their assets to sustain operations and address the crisis with an all-hazards approach.

Services include:

- ▶ Comprehensive COOP and disaster-recovery plan development
- ▶ Identification of mission-essential functions (MEFs) with mitigation steps
- ▶ Development of activation levels/phases
- ▶ COOP training and communication
- ▶ Developing and conducting tabletop exercises

### Mission-Critical Operations and Facilities Consulting

Limiting the pandemic's impact on public safety services is a key goal for all ECCs. If they are to sustain essential functions, staff and facilities must be protected, while staying informed of the ever-changing environment. We support clients in their efforts to maintain their capabilities without putting their workforces and systems at risk.

Services include:

- ▶ Developing call-triage policies and operations/implementing nurse-triage functions
- ▶ Preparing alternate work locations/remote call-handling and dispatch operations
- ▶ Implementing protective measures for staff members and facilities
- ▶ Planning for pandemic-related staff shortages
- ▶ Crisis communications planning and training
- ▶ Network design and security considerations

### Wireless Communications Services

MCP helps its clients confidently enhance their communications systems and implement reliable, capable and scalable solutions that are cost-effective. Enabling a crisis-management plan and implementing strategies for remote connectivity during a pandemic enable ECC operations to continue, even when a primary 911 or emergency operations facility is not available. Services include:

- ▶ First Responder Network Authority (FirstNet) support, guidance and data planning
- ▶ Recommendations regarding remote and alternate-site broadband connectivity options
- ▶ Procurement support and vendor management
- ▶ System design and implementation

### Data, Network and Security Solutions

MCP manages its clients' networks and infrastructure so their systems and networks are stable and performing as designed, and to reduce exposure to cybersecurity risks, especially under heavy network conditions. We also take responsibility for their day-to-day network operations and maintenance. Services include:

- ▶ Cybersecurity assessments and 24 x 7 x 365 monitoring
- ▶ IP network management and monitoring
- ▶ Data integration and workflow automation
- ▶ Vendor management

## About Mission Critical Partners

Mission Critical Partners is a professional services firm that helps clients enhance and evolve their public safety systems and operations through extensive experience, knowledge and resources. By providing insight and support every step of the way, our clients are able to transform their mission critical operations, maximize the value of their investments and ensure optimal performance and success.

For more information, visit [MissionCriticalPartners.com](https://www.MissionCriticalPartners.com).

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