



Cisco Tactical Operations Overview

Sue-Lynn Hinson
Operations Coordinator

September 2013



Cisco Tactical Operations

- Highly skilled team that responds to disasters when normal communications have been degraded or destroyed
- Trained to work in challenging environments, the team can provide a variety of IP-based communications solutions during the acute phase of an emergency
- Technologies: Secure Wired and Wireless IP-based Data, Voice, Video Surveillance, Video Teleconferencing, Radio Interoperability over satellite or other Internet backhaul
- Web Site: www.cisco.com/go/tacops
- Email: tacops-info@cisco.com
- Facebook: www.facebook.com/cisco.tacops
- Twitter: @CiscoTACOPS



Network Emergency Response Vehicle (NERV):
NIMS Type II Mobile Communications Center



Emergency Communications Unit (ECU):
NIMS Type III Mobile Communications Center



Emergency Communications Kit (ECK):

Portable, rugged, rapidly deployable kit that provides wired and wireless voice, video and data services. Easily integrated with satellite or other Internet backhaul.



Mobile Communicator Vehicles (MC2, MCV):
NIMS Type IV Mobile Communications Center

Tactical Operations Deployments

<http://www.cisco.com/go/tacops>

Disaster Incident Responses

- 2005 – Hurricane Katrina (LA)
- 2007 – Harris Fire (San Diego, CA) *
- 2008 – Evans Road Fire (NC) *
- 2008 – Cedar Rapids Floods (IA) *
- 2008 – Hurricane Gustav (LA) *
- 2008 – Hurricane Ike (TX) *
- 2009 – Morgan Hill Fiber Cut (CA) *
- 2010 – Earthquake (Haiti)
- 2010 – Plane Crash (Palo Alto, CA) *
- 2010 – Four Mile Canyon Fire (CO)
- 2010 – Operation Verdict (Oakland, CA) *
- 2010 – Earthquake (Christchurch, NZ)
- 2010 – Gas Pipeline Explosion (San Bruno, CA) *
- 2011 – Flooding (Queensland, AU)
- 2011 – Tornadoes (Raleigh, NC) *
- 2011 – Tornadoes (AL) *
- 2011 – Tornado (Joplin, MO)
- 2011 – Tornado (Goderich, ON)
- 2011 – Flooding (Brazil)
- 2011 – Earthquake and Tsunami (Japan)
- 2012 – Waldo Canyon Fire (CO) *
- 2012 – Hurricane Sandy (NY / NJ) *
- 2013 – Fertilizer Plant Explosion (West, TX) *
- 2013 – Tornado (Moore, OK) *

Planned Exercises

- 2010 – Golden Guardian (CA) *
- 2010 – Operation Hotel California (CA) *
- 2010 – Bay Area Urban Shield (CA) *
- 2011 – Bayex (CA) *
- 2011 – Boston Urban Shield (MD) *
- 2011 – DMI Vehicle Rally (CA) *
- 2011 – Fairfax County Vehicle Rally (VA) *
- 2011 – Pacific Endeavor (Singapore)
- 2011 – Bay Area Urban Shield (CA) *
- 2012 – Quake on the Blue Ridge (NC) *
- 2012 – Fairfax County Vehicle Rally (VA) *
- 2012 – Pacific Endeavor (Singapore)
- 2013 – Quake on the Blue Ridge (NC) *
- 2013 – Golden Guardian (CA) *

* = NERV or ECU Deployed

Tactical Operations Focus Areas

- **Corporate Social Responsibility / Emergency Response**
 - Planned CSR Events
 - Equipment Donation
 - Emergency Response
- **Internal Support**
 - Marketing Events
 - Partner Events
 - Customer Events
- **Industry Influence and Thought Leadership**
 - Speaking Engagements
 - Panelist/Forum Participation
 - Collateral Development
 - Strategic Partnerships
- **Business Enablement**
 - Technology Discussion and Partner Enablement
 - Consulting engagement

Advanced Technologies on the NERV

- Satellite, BGAN, 4G Cellular
- Land Mobile Radio (LMR)
- Cisco IPICS
- Cisco Wireless LAN (Mesh)
- Cisco CUCME VoIP
- Cisco TelePresence (over satellite!)
- Cisco Video Surveillance
- Cisco Digital Media Encoder
- Cisco ISR routers (DMVPN, IPsec, WAAS)
- Security (Firewall and IDS, Web Security Appliance)



Thank you.

