



# Continuity of Operations (COOP)

## Contingency (Interoperable) Communications



# Contingency Communications

- ▶ Communications that provide the capability to perform essential functions, in conjunction with other agencies, until normal operations can be resumed.





# Contingency Communications

- Support performance of essential functions.
- Provide capability to communicate internally and externally.
- Ensure access to data, systems, and services.
- Available at your primary AND contingency location





# Contingency Communications

- ▶ In a COOP environment, communications must be:
  - Redundant.
  - Available within 12 hours of activation.
  - Sustainable for up to 30 days.
  - Able to interface with other means and types of required communications (interoperable)



# Priority Systems

- ▶ Government Emergency Telecommunications Service (GETS) -- [www.gets.ncs.gov](http://www.gets.ncs.gov)
  - Provides emergency access and priority processing in the telephone system
  
- ▶ Wireless Priority Service (WPS) – [www.wps.ncs.gov](http://www.wps.ncs.gov)
  - Provides similar access, but special fees apply.



# Determining Needs

- ▶ Create a list of customers and/or organizations you will need to contact during COOP operations
  - Everyone you need to communicate with to perform your essential functions.
- ▶ Identify primary and backup means.
- ▶ Consider the effects of likely disasters on communications systems.
- ▶ Ensure these systems are available at your primary and alternate facilities



# Contingency Communications

▶ Questions?