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

BY John Moore
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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 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.”

Brian Tishuk, executive director of ChicagoFIRST, said his experience in government and industry collaboration as a condition for continuity of government.

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