

NCC Operating Charter

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NCC Response Principles

The NCC all-hazard response relies on the flexible application of OMNCS resources to meet crises occurring primarily in NTMS Response Levels I and II. During Response Level III, the NCC will convene to perform functions similar to its Response Level II functions for as long as it is operationally capable, or as provisions of the OMNCS COOP apply. NCC emergency operations are overlaid on the background of NTMS Response Levels using EOTs structured in real time to meet an evolving emergency or to respond to an event that has already occurred. NCC EOTs will be organized to effectively utilize resources when responding to a crisis. EOT flexibility will be ensured by establishing a concept used by crisis managers to determine the size and functional composition of an EOT to best meet the specific requirements of an ongoing emergency response.

The NCC Initial Response Team (IRT) will be the first NCS organization responding to any crisis. The IRT will conduct an initial assessment of the crisis and alert other NCC and OMNCS personnel, as necessary, to staff an EOT appropriately sized for the emergency. The flexibility of the EOT structure will allow seamless movement from an NCC IRT to NCC EOTs to support a response in any of the three NTMS Response Levels.

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NTMS RESPONSE LEVELS AND NCC FUNCTIONS

This section provides a short description of each NTMS emergency response level and its associated NCC functions.

NTMS RESPONSE LEVEL I

NTMS Response Level I is the lowest level of enhanced NTMS operations and defines day-to-day operations and response activities triggered by minor emergencies and disasters affecting the telecommunications infrastructure. Level I is in effect throughout a broad range of low-level emergencies or disasters, up to major disasters where the Federal Response Plan (FRP) is not activated, and extraordinary situations, as declared by the Director, Federal Emergency Management Agency (FEMA). A Federal Emergency Communications Coordinator (FECC) may be involved during NTMS Response Level I situations.

The Manager, NCC, and the NCC Telecommunications Manager monitor crises and emergencies occurring within NTMS Response Level I to ensure that adequate national security/emergency preparedness (NS/EP) telecommunication services are being provided. To that end, the NCC coordinates with the telecommunications industry, government representatives, Federal department and agency operations and watch centers, and the NCS Regional Manager or FECC (if deployed) as required.

During emergencies, disasters, and crisis situations, the NCC will perform the following emergency management functions:

- Receive damage reports, reports of service outages and estimates of restoration capabilities from affected government and industry entities
- Identify NS/EP telecommunications service requirements
- Assess the need for telecommunications industry support so that such support is available as needed
- Prioritize Federal Government NS/EP telecommunication requirements for service initiation or restoration
- Confer with industry and government NCC representatives on Federal Government NS/EP

telecommunications service outages and proposed courses of action for service initiation or restoration

- Monitor the status of the telecommunications industry and Federal Government response
- Obtain from the National Weather Service (NWS), or the FECC, the latest weather report for the affected area, including present conditions, the 24-hour forecast, and the long-range forecast
- Maintain contact with FEMA regarding the emergency or crisis
- Manage and coordinate TSP requests
- Ensure that all information regarding potential or actual emergency situations with significant telecommunication implications is brought to the attention of the Director, OSTP, and Manager, NCS
- Deploy an NCS Disaster Area Liaison Officer (DALO) as necessary.

NTMS RESPONSE LEVEL II

Activation of NTMS Response Level II occurs concurrently with a national Emergency Support Function #2 (ESF #2) activation under FRP provisions. During Response Level II, FEMA activates elements to provide an initial response to the disaster or emergency. These elements perform an initial assessment of the severity and impact of the disaster, and provide information needed to determine requirements and identify the critical resources needed to support response activities. Some of these elements continue to provide emergency response throughout the entire disaster. The elements activated during Response Level II are described as follows.

The FRP elements activated in conjunction with an ESF #2 activation, and the corresponding NTMS Level II Response, include the Catastrophic Disaster Response Group (CDRG), the Advance Element of the Emergency Response Team (ERT-A), Ground Assessment Task Force (Task Force), and the Emergency Response Team (ERT). Specific ESF #2 elements activated include an FECC, Emergency Communications Staff (ECS), NCC, NCS DALO, NCS representative to the CDRG, and the ESF #2 representative to the Emergency Support Team (EST). The Manager, NCS, the Director, OSTP, and, if required, the Joint Telecommunications Resources Board (JTRB) monitor the disaster response.

During NTMS Response Level II operations, the NCC performs the following functions in addition to its normal day-to-day functions:

- Monitor the status of critical situations that may require emergency telecommunications support
- Receive damage reports, reports of service outages, and estimates of restoration capabilities from affected government and industry entities
- Identify, alert, schedule, and dispatch the OMNCS and NTMS personnel to support CDRG, EST, and NCC emergency response operations
- Deploy a DALO as necessary
- Assess the need for telecommunications industry support so that such support can be made available as needed in the NCC and at the disaster site

- Identify and prioritize NS/EP telecommunications service requirements
- Coordinate and manage the TSP System and respond to requests for TSP assignments
- Confer with industry and government NCC representatives on Federal Government NS/EP telecommunications service outages and proposed courses of action for service initiation or restoration
- Coordinate the allocation and use of government and industry telecommunication resources
- Monitor the status of the telecommunications industry and Federal Government response to the crisis
- Obtain from the NWS the latest weather report for the disaster area, including present conditions, the 24-hour forecast, and the long-range forecast
- Inventory Federal communication assets available to support the recovery mission, keeping the Manager, NCS, informed of these assets and their status
- Coordinate, when requested by the FECC, with NCS member organizations to obtain additional telecommunication specialists to augment the ECS
- Maintain coordination with, and assist the FECC as required
- Resolve any communication issues raised by the FECC or FEMA Regional Communications Manager (FRCM), or forward to the JTRB or the CDRG as appropriate
- Ensure that all information regarding potential and/or actual emergency situations with significant telecommunication implications is brought to the attention of the Director, OSTP, and Manager, NCS
- Provide a 24-hour a day point of contact
- Monitor the release and return of emergency telecommunication assets

NCC 24-hour operations will require that additional staff be identified over and above existing NCC staff. Emergency response staff may be drawn from all OMNCS offices. The staff will be trained in NCC and ESF #2 emergency operations. Additional resources include NCS Individual Mobilization Augmentees (IMA) and National Defense Executive Reserves (NDER).

NTMS RESPONSE LEVEL III

An activation of NTMS Response Level III will occur in anticipation of a national security emergency or concurrently with Presidential activation of the Federal national security structure. During Response Level III, staff assigned to the National Emergency Management Team (NEMT) Communications Functional Group (CFG), the NCC, multiple Regional Emergency Management Team (REMT) CFGs, and government and industry NTMS Operating Centers (OC) will move to predetermined locations and prepare to respond to the threat. Post movement activities will include reviewing applicable operations plans; performing communications checks between the NEMT, the NCC, the REMTs, and the OCs; reporting readiness status, and coordinating with other functional groups within the NEMT and REMTs. After an attack has occurred, these elements will perform an initial assessment of the severity and impact of the attack, provide information to determine requirements for critical resources needed to

support response activities, and take actions to restore and reconstitute the nation's telecommunications infrastructure. An explanation of the elements activated in Response Level III, their interaction with other elements, the functions they perform, and their communications and information management requirements are detailed as follows.

During Response Level III operations, the NCC will continue to perform functions similar to its Response Level II functions for as long as it is operationally capable, or if the provisions of the OMNCS COOP apply. Additionally, the NCC will directly support the NEMT CFG and the Director, OSTP, in the formulation of national telecommunications policy and guidance, and provide a conduit for the execution of that policy through its government and industry representatives. The NCC will also provide technical assistance to, and when required, national-level coordination for, the REMT CFGs. The NCC performs the following functions:

- Coordinate telecommunications policy issues with the NEMT CFG
- Monitor response operations
- Coordinate and pass information to both the NEMT CFG and REMT CFGs
- Consolidate damage assessments and status reports from the REMT CFGs
- Identify NS/EP telecommunication requirements
- Prioritize telecommunication requirements
- Manage and operate the TSP System
- Coordinate the allocation and use of government/industry telecommunication resources
- Manage National Level NS/EP Telecommunications Program (NLP) initiatives and capabilities
- Disseminate Telecommunications Instructions (TELINST)
- Prepare status reports for the Director, OSTP, NEMT CFG, REMT CFGs, and other organizations as appropriate.

NCC Response Level III staffing may consist of government and industry representatives, NCS augmentees (IMAs and NDERs), and OMNCS personnel assigned to augment the NCC during national security emergencies to ensure 24-hour operational capability.

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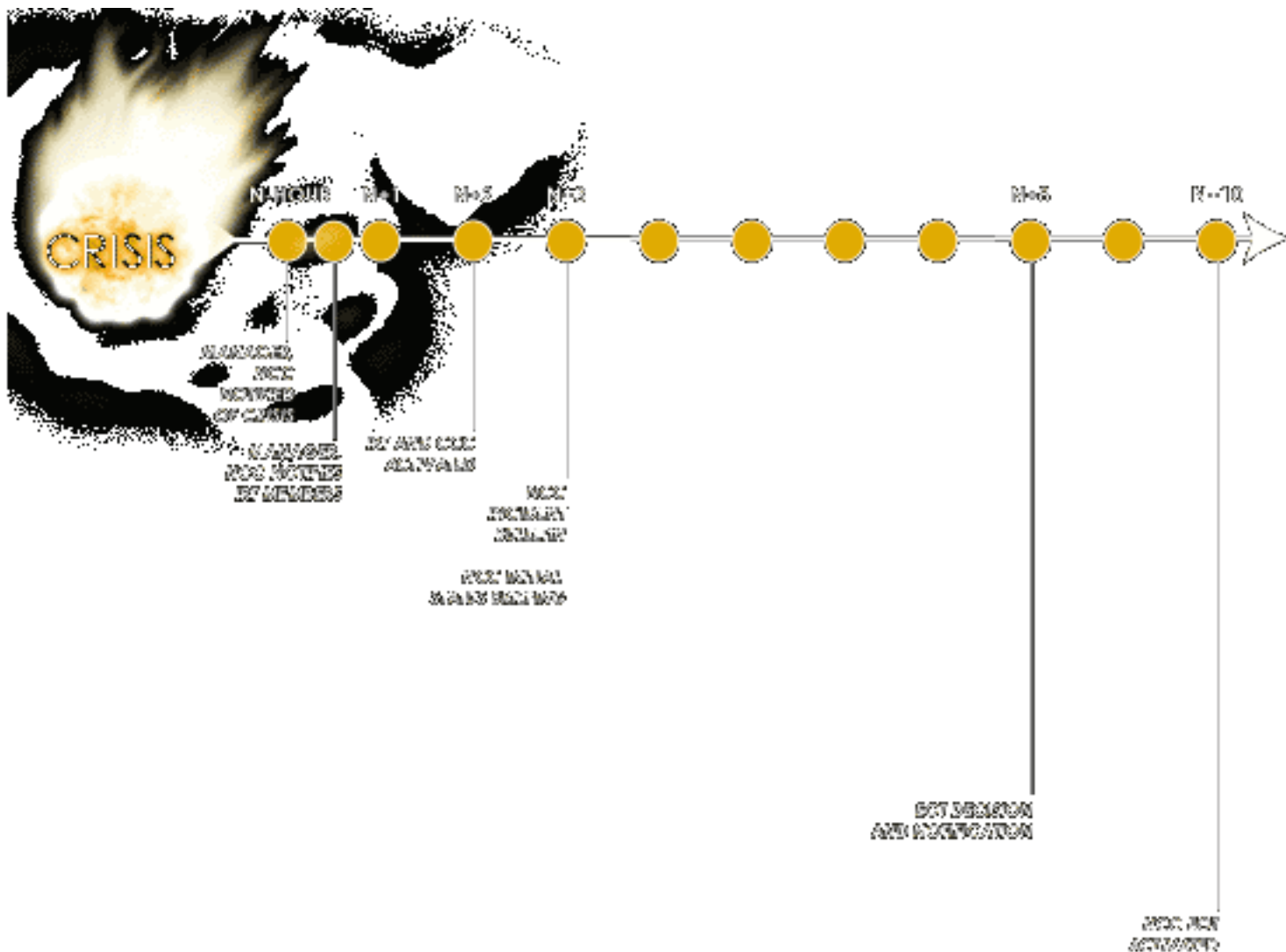
NCC Operational Phases

During any emergency response in which it is involved, the NCC conducts its operations in six phases. At any time, the Manager, NCC, in coordination with the Assistant Manager, NCS Office of Emergency Preparedness (NCS-NE), may decide to disregard phases or to fall back to an earlier phase. The NCC operational timeline in Exhibit 1 shows the timing of important NCC EOT activities.

The NCC operational phases are:

- NCC Alert
- IRT Alert and Activation
- IRT Operations
- EOT Notification and Activation
- EOT Operations
- EOT Recall

Exhibit 1 - NCC Operational Timeline



NCC ALERT

The Manager, NCC, or his/her designated representative, will be alerted directly or through the DISA NOC during non duty hours of any crisis that may require a NCC response. The Manager, NCC, will assess the nature of the crisis and determine whether or not an activation of the NCC IRT is necessary.

During the NCC Alert Phase, the Manager, NCC, in coordination with the Assistant Manager, NCS-NE, may determine that the situation warrants an immediate activation of the NCC EOT structure. Steps will then be taken to implement EOT notification procedures.

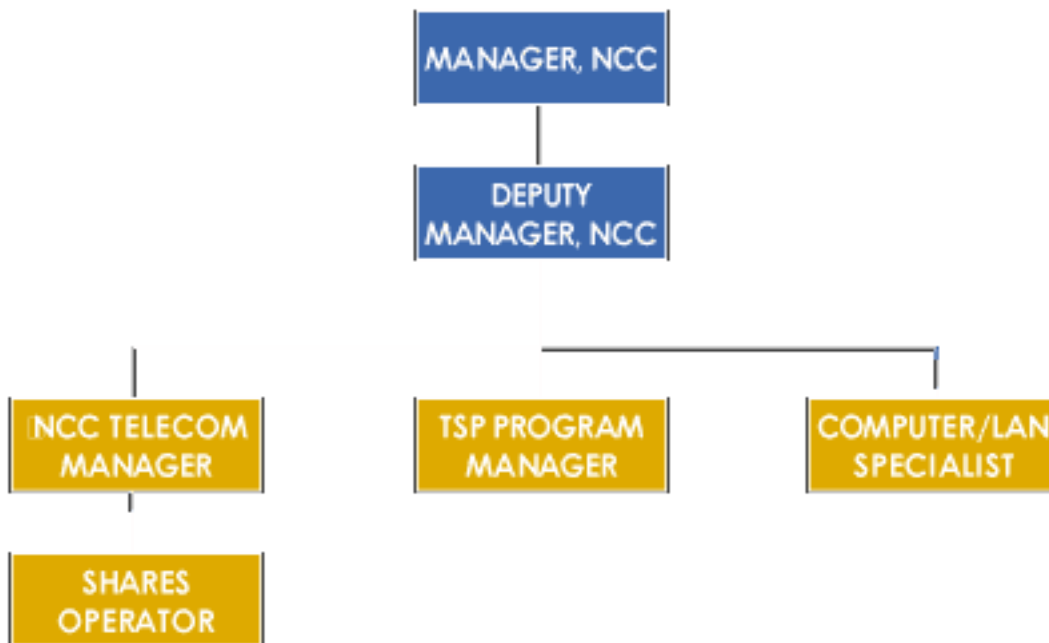
NCC IRT ALERT AND ACTIVATION

If the severity of the crisis warrants it, the Manager, NCC, may decide to activate the NCC IRT, alerting its members by telephone or pager, and ordering them to report to the NCC within 2 hours. The IRT will normally consist of the following individuals or their designated representatives. Exhibit 2 displays this structure.

- Manager, NCC
- Deputy Manager, NCC

- NCC Telecommunications Manager
- TSP Program Manager
- Shared Resources HF Radio Program (SHARES) Operator
- Computer/Local Area Network (LAN) Specialist.

Exhibit 2 - NCC Initial response Team Structure



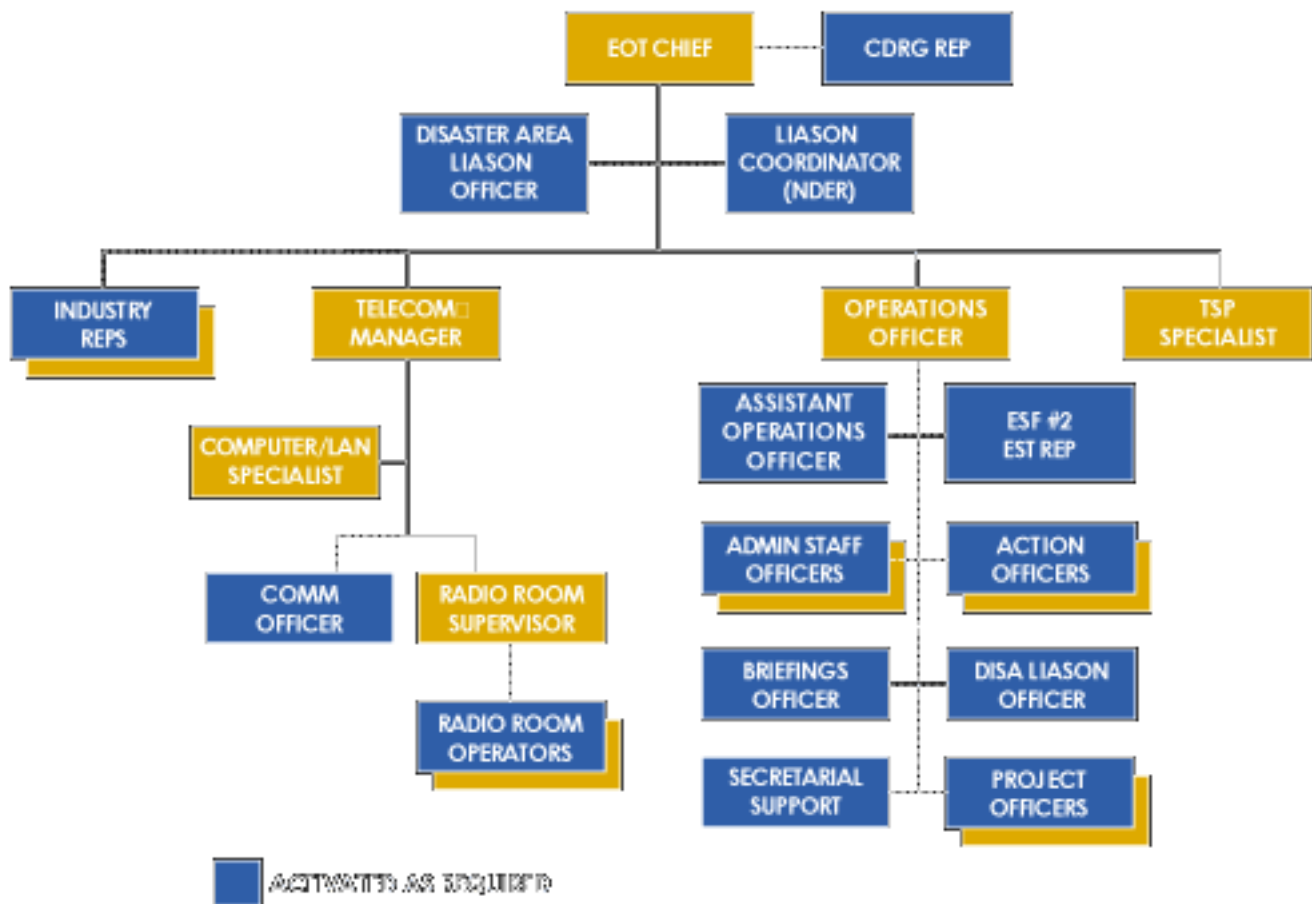
NCC IRT OPERATIONS

The first mission of the NCC IRT is to assess the damage, or potential damage, to the telecommunications infrastructure and the potential impact on NS/EP telecommunications. This will be performed by contacting NCS Regional Managers, NCC industry and government representatives, and FEMA to determine the size and scope of the emergency. If, after the IRT's assessment, the Manager, NCC, determines that the nature of the emergency warrants a full scale NCC response, he/she will activate the NCC EOT structure.

If it is decided to activate the NCC EOTs, the IRT will:

- Determine NCC EOT staffing requirements in accordance with the basic EOT structure (Exhibit 3)

Exhibit 3 - NCC Emergency Operations Team Structure



- Select the EOT Chief and staff
- Implement EOT notification procedures
- Determine NCC operating hours in coordination with the Assistant Manager, NCS-NE. In most cases, the operating hours of the Disaster Field Office (DFO) and the on-site FECC will guide this decision
- Notify the NCS ESF #2 EST Representative to report to FEMA if the FRP is implemented and national level ESF #2 staffing is necessary
- Issue the NCC Incident Report within 1 hour of the IRT activation, or as soon as the reliable information is available
- Issue SHARES Advisory if warranted by the crisis
- Prepare an initial emergency response status briefing for the Manager and Deputy Manager, NCS, within 1 hour of the IRT activation, or as soon as the reliable information is available
- Alert possible NCS DALO as necessary
- Alert NLP Program Management Offices (PMO) as necessary
- Alert a second EOT and EST ESF #2 representative if 24 hour-a-day, 7 days-a-week (24X7) EOT staffing is required
- Institute NCC Crisis Coordination Center (CCC) emergency response configuration plans and

procedures.

NCC EOT ALERT AND ACTIVATION

Using the OMNCS Recall Guide, the first EOT will be of a specific reporting time, additionally NCC industry representatives will be informed of the EOT activation. The EOT should assume disaster response duties from the IRT no more than 8 hours after IRT activation.

If a second EOT is necessary, its members will be alerted and given a reporting time that will provide for a minimum of 1 hour overlap with the first EOT to allow for a proper handover and update briefing. If two EOTs are activated, they will be referred to as EOT Alpha and EOT Bravo. In staffing the EOTs, NCC IRT members should be integrated into both teams to ensure the continuity of the emergency response.

A second ESF #2 EST Representative will be activated for one or both EOTs, as necessary, if FEMA EST operational demands dictate.

NCC EOT OPERATIONS

EOT operations will be conducted in accordance with the applicable NCC SOPs and OPORDs. The Manager, NCC, in coordination with the Assistant Manager, NCS-NE, will adjust EOT staffing to meet the size of the required emergency response. If it is determined that the response requires additional staffing, the basic EOT structure will be expanded using staff from the current OMNCS EOT Roster. If the crisis response continues over an extended period of time, the Manager, NCC, may rotate EOT Alpha and Bravo members with qualified staff from the current OMNCS EOT Roster.

An updated status briefing and shift change briefing will be prepared and presented daily. NCC Information Bulletins, prepared in accordance with NCC SOP 014, Incident Reports and Information Bulletins, will normally be released twice daily. ESF #2 input for FEMA situation reports (SITREP) will be forwarded to the FEMA EST through the NCS ESF #2 EST representative as required by FEMA response procedures.

NCC EOT RECALL

The Manager, NCC, in coordination with the Assistant Manager, NCS-NE, and the Deputy Manager, NCS, will determine when the NCC will return to its normal, NTMS Response Level I status. This will usually be determined by a deactivation of most of the ESF elements of the FEMA EST. ESF #2 elements and industry points of contact (POC) at all levels will be notified of the NCC deactivation. EOT Operations Officers will be responsible for ensuring that all EOT members are notified of any deactivation. The NCC Telecommunications Manager is responsible for returning the CCC to its day-to-day configuration. EOT Operations Officers will also be responsible for collecting all records, files, and computer disks for use in after action reports. As soon as possible, all EOT and IRT members will be interviewed to facilitate the preparation of initial response assessments, lessons learned, and after action reports.

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Reviewed 11 February 2005