

**DRAFT**



**NORAD/USNORTHCOM  
Hurricane Katrina  
Information Management Plan**

**10 September 2005**

**Classification: UNCLASSIFIED**

**PURPOSE:**

The Information Management Plan is the source document for information management, information exchange tools use, and key information management processes supporting the Hurricane Katrina operation. This document provides specific details to the USNORTHCOM Battle Staff Standard Operating Procedures dated 15 Nov 2004, section 6.5, Information Management. This IM plan will be updated as new information becomes available.

**APPLICATION:**

HQ USNORTHCOM, NORTHCOM Components supporting Joint Task Forces, United States Coast Guard, and interagency partners.

**RESPONSIBLE OFFICE:**

USNORTHCOM J37 is the proponent of this Information Plan.

**APPROVED BY:**

**-- NOT SIGNED ---**  
RICHARD J. ROWE, JR.  
Major General, USA  
Director of Operations

**Information Management (IM) Plan for Hurricane Katrina 05:**

- Provides guidance to effectively apply personnel, procedures, training, and technology to exchange critical information supporting the Hurricane Katrina operation.
- Supports command relationships and decision-making processes
- Supports primary IM roles and responsibilities
- Provides techniques to exchange critical information supporting Homeland Defense (HLD), Civil Support (CS).

**References:**

- a. USNORTHCOM Battle Staff SOP, dated 15 Nov 04, (posted at: <https://www.noradnorthcom.smil.mil/j3/J37/> ).
- b. USNORTHCOM Common Operational Picture Concept of Operations, dated 1 March 2005, posted to: <https://www.noradnorthcom.smil.mil/j6/j62/j623/cop/Default.htm>.

**Points of Contact:**

- a. **USNORTHCOM J37 (IMO):**  
Charles Lane  
(719) 556-2143 (DSN 834)  
SIPRnet: [charles.lane@northcom.smil.mil](mailto:charles.lane@northcom.smil.mil)  
NIPRnet: [charles.lane@northcom.mil](mailto:charles.lane@northcom.mil)
- b. **N-NC J623 Information Management/Knowledge Management and Collaboration Branch:**  
P: (719) 554-4933 (DSN 692)  
A: (719) 554-5788 (DSN 692)  
SIPRnet: [richard.zoller@northcom.smil.mil](mailto:richard.zoller@northcom.smil.mil)  
NIPRnet: [Richard.zoller@northcom.mil](mailto:Richard.zoller@northcom.mil)
- c. **N-NC J25A Intelligence Architecture Branch**  
P : (719) 554-6931 (DSN 692)  
A: (719)554-6978 (DSN 692)  
SIPRnet : NORAD USNORTHCOM J25A – OMB  
NIPRnet : NORAD USNORTHCOM J25A – OMB

**1. Roles and Responsibilities.**

a. Designated Information Management Officer:

USNORTHCOM: Mr. Mark Dalla Betta, GS-14, NC/J37  
 (719) 556-1533 (DSN 692)  
[mark.dallabetta@northcom.smil.mil](mailto:mark.dallabetta@northcom.smil.mil)  
[mark.dallabetta@northcom.mil](mailto:mark.dallabetta@northcom.mil)

**2. HQ USNORTHCOM Collaborative Tool Software Versions.**



*Hurricane Katrina Collaborative Tools*

Capability	NIPRNET		SIPRNET	RELCAN	JWICS	STONE GHOST
	Restricted Public	Government .mil/.gov				
COP			C2PC 5.9.03	C2PC 5.8.2 and 5.9.03	I-COP	
Portal		SharePoint Team Services	SharePoint Team Services	SharePoint Team Services	NORTHCOM Portal	
DSEL	4.1	4.1	4.1	4.1		
DCTS (Desktop VTC)			1.2.12	1.2.12	JCE	
RFII		Portal Page	Portal Page Coliseum	Portal Page	Coliseum	Portal Page
Chat	Web Chat		mIRC 6.03	mIRC 6.03	Xircon Chat & mIRC	
DMS		AMHS 8.3 Outlook Portal	AMHS 8.3 Outlook Portal			

**3. Information Sharing Portals.**

a. Key information to include briefings, messages, and reference documents will be posted on the NORAD/USNORTHCOM Portals. The most current version of this plan will be posted on the Home Pages. The primary portal will be the NIPRNET portal. Users should make every effort to post documents to both NIPRNET and SIPRNET portals.

b. The USNORTHCOM Portal Home pages are located at:

NIPRNET: <https://www.noradnorthcom.mil/j3/Operations/severeweather/wx7/>

SIPRNET: <https://www.noradnorthcom.smil.mil/j3/Operations/severeweather/wx7/>

JWICS: <http://www.northcom.ic.gov/asne05/index.html>

c. Action Officers coordinate with portal page managers to post documents to the portal pages. Portal page content managers should post their contact information to each portal page.

POC for Katrina Portal Permissions: NC J37 (IMO), DSN 834-0801, DSN 692-6275. email: [nc.joc.rfimanager.omb@northcom.mil](mailto:nc.joc.rfimanager.omb@northcom.mil).

POC for NIPRNET Firewall Access: N-NC Helpdesk. (Inter-Agency requests will be routed through the ICG – Mr. George Becker, [nc.icg.omb@northcom.mil](mailto:nc.icg.omb@northcom.mil) and [george.becker@northcom.mil](mailto:george.becker@northcom.mil) ).

d. 1<sup>st</sup> Army Portal: <https://portal.first.army.mil>.

**4. Chat (Instant Messaging).** The primary tools for real time Action Officer collaboration is Web Chat on NIPRNET and Internet Relay Chat (IRC) on SIPRNET.

**NIPRNET.**

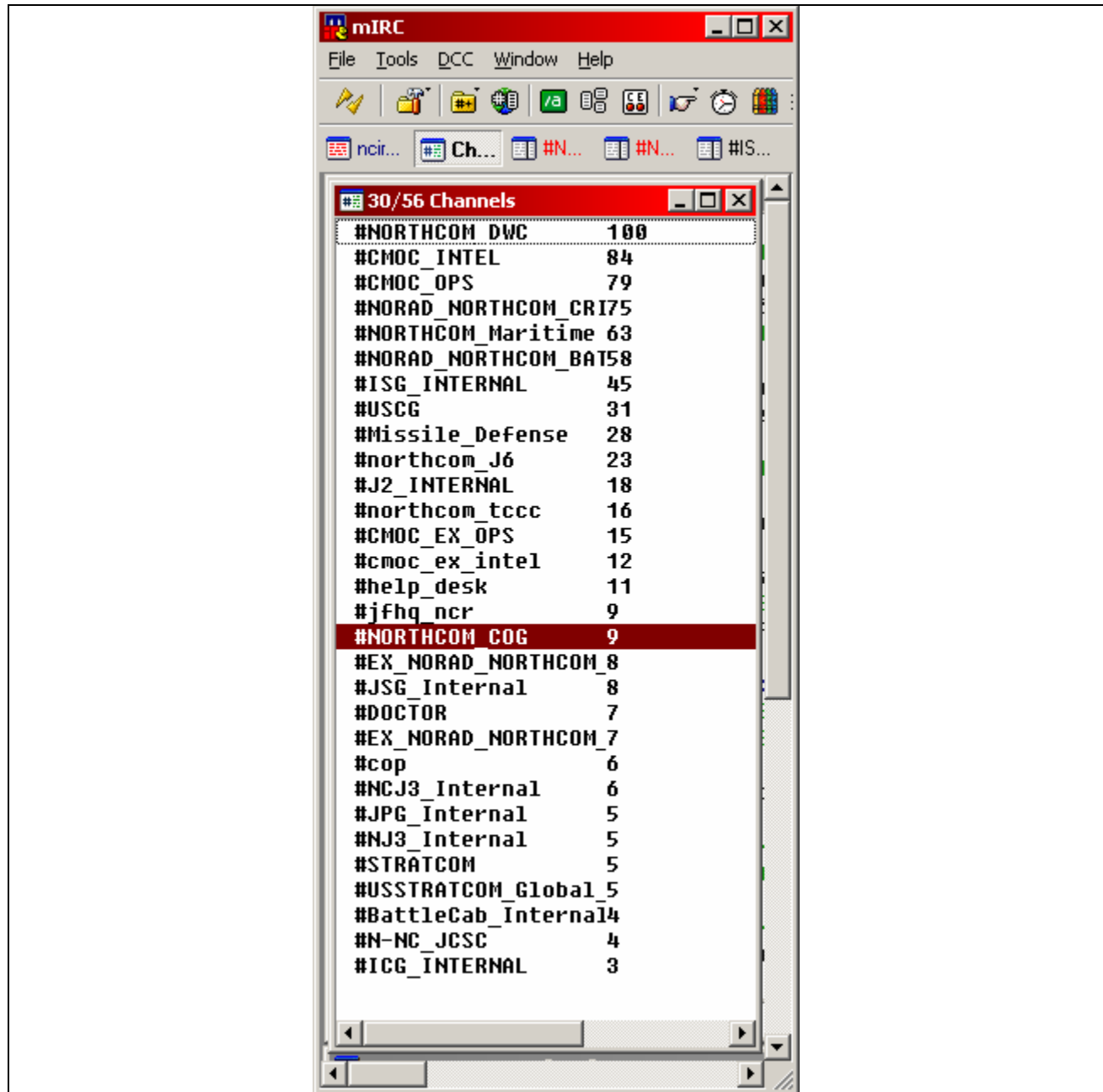
The IRC tool for NIPRNET IRC is “Web Chat.” It is available on the restricted-public domain - reachable from any internet location. The URL for the Web Chat login is: <https://nncchat.noradnorthcom.mil>. Login: “nncchat” Password: “Rv23!yq^)kLm”. (This is to login to the site, users will need a 2<sup>nd</sup> login userid/password for the specific chat tool account. POC for web chat account requests is: the N/NC Helpdesk, (719) 554-6538. The primary chat channels for 05 are:

Web Chat PRIMARY CHANNELS	
Hurricane_Ops	Primary channel for AO exchange of unclassified information.

**SIPRNET.**

The IRC client for SIPRNET and NORAD Enterprise Network is mIRC. Instructions for setting up mIRC are at: <https://www.noradnorthcom.smil.mil/communications/>. For Hurricane Katrina, the Fleet Forces Command (FFC) is hosting a chat server (details below).

<b>USNORTHCOM SIPRNET IRC PRIMARY CHANNELS (USNORTHCOM server is irc.northcom.smil.mil)</b>	
# DWC	This is NORAD_NORTHCOM Level information.
# NORAD_NORTHCOM_BATTLECAB_UPDATE	For high level information that is fed to the GO/FOs when in the Battle Cabinet - Other channels used to feed information.
<b>SECONDARY CHANNELS</b>	
#ISG	(REAL WORLD) Primary internal channel used by the NC JOC crews. This channel is monitored by most other cells.
Other Internal channels as required to move routine internal information	
<b>Channel Listing – All mIRC Channels (As of 5 Sep 05)</b>	
<b>JFMCC SIPRNET IRC PRIMARY CHANNELS (JFMCC server is FFCCHAT1.C4I.CLF.NAVY.SMIL.MIL) For More Info – Contact FFC Command Center (757) 836-5397/5398</b>	
#katrinacmdnet	This is for the maritime community for high level information.
USNORTHCOM List Of IRC Channels	



## Chat Tool Technical References

### Web Chat:

[https://www.noradnorthcom.mil/communications/CHATmIRC/Quickguide-CHATsv2\\_30May2005.doc](https://www.noradnorthcom.mil/communications/CHATmIRC/Quickguide-CHATsv2_30May2005.doc)

### mIRC

[https://www.noradnorthcom.mil/communications/CHATmIRC/Quickguide\\_mIRCCHATv3\\_30May2005.doc](https://www.noradnorthcom.mil/communications/CHATmIRC/Quickguide_mIRCCHATv3_30May2005.doc)

**5. Common Operational Picture (COP).** NC COP Portal Pages are located at: SIPRNET: <https://www.noradnorthcom.smil.mil/j6/j62/j623/cop/Default.htm>. Technical instructions for COP managers are on this page.

**6. Video TeleConference (VTC).**

**SECRET VTC:**

- a. Scheduled VTCs are published with the battle rhythm on the portal pages.
- b. On call VTCs are scheduled through NC/J3, NJ3, and/or Command Presentations.
- c. NC/J33 is responsible for ensuring the content of VTCs, except the N-NC CDR's JIACG VTC. NC/J33 will collect and merge all slides to be presented two hours prior to the start of VTCs. Slides should be emailed to [nc.cognco.omb@northcom.smil.mil](mailto:nc.cognco.omb@northcom.smil.mil) and [NC.COG.DIR.OMB@northcom.smil.mil](mailto:NC.COG.DIR.OMB@northcom.smil.mil).
- d. N-NC/ICG is responsible for ensuring the content of the N-NC CDR's JIACG VTC. N-NC/ICG will generate or collect/consolidate all slides to be presented prior to the start of the 1100 MDT JIACG VTC (and 2300 MDT as required). Slides should be e-mailed to [NC.ICG.omb@northcom.smil.mil](mailto:NC.ICG.omb@northcom.smil.mil) or [NC.ICG.OMB@northcom.mil](mailto:NC.ICG.OMB@northcom.mil)
- e. N-NC/J624 will coordinate with VTC participants to insure VTCs are operational 1 hour prior to VTC start time (lead time to be adjusted by N-NC/J624).
- f. VTC POC Information:
  - (1) Command Presentations: (719) 554-9990 (DSN 692)
  - (2) NC/J33: (719) 554-2364 (DSN 692)
  - (3) N-NC TCCC (719) 554-8222 (DSN 692)
  - (4) VTC hub: DSN 692-6237/6238/7009
  - (5) N-NC/ICG (ICG Chief): (719) 554-0943/0945 (DSN 692-0943/0945)

**7. Dynamic Synchronization Event Log (DSEL).**

a. The DSEL will be the primary tool for sharing information (e.g. events, outgoing message transmission). Commands and Battlestaff Cells will be able to maintain crew logs on DSEL. Information on how to use DSEL is linked from the Communications Portal at: <https://www.noradnorthcom.smil.mil/communications/>. Users should expect a significant amount of information to be entered on the NIPRNET DSEL. Whenever possible, the first choice for posting should be to NIPRNET but users will make every effort to cross-post to both SIPRNET and NIPRNET.

Event Logs





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- b. The event logs populated in DSEL will be:
  - (1) ORDERS – Copies of all orders and mods issued by USNORTHCOM
  - (2) SITREPS – Copies of unit and Interagency SITREPS received by USNORTHCOM.
  - (3) STATUS – Copies of key status reports and teleconference notes.

c. A user account is not needed to view the SIPRNET or NIPRNET (Government/.mil) DSEL tools, but users who post to the DSEL must first log into the DSEL server. New users may apply for a user account at: <http://22.5.1.76/dsel4/> (Select “Register” on the top bar menu). Once registration is complete, contact the Help Desk for LOGBOOK access.

d. Locations for USNORTHCOM DSEL servers:

SIPRNET: <https://dsel.noradnorthcom.smil.mil> or <https://22.5.1.76/dsel4/>  
NIPRNET: <https://dsel4.noradnorthcom.mil>

e. Restricted Public DSEL (RPD): <https://nncchat.noradnorthcom.mil/dsel4> .

- 1. For Hurricane Katrina, Information Exchange Brokers will post key UNCLAS products (e.g. DCO SITREPS, Weather) for the Hurricane Katrina team that do not have access to the USNORTHCOM tools inside the firewall. Users without accounts can log into the DSEL with a userid: Katrina.viewer and a password of “DSEL4Me!”
- 2. RPD is a DSEL server located outside of the USNORTHCOM NIPRNET firewall and accessible from the Internet. It provides a DSEL logging capability to users without access to the NIPRNET.
- 3. The Restricted Public DSEL is a separate server and is NOT synchronized with the NIPRNET DSEL database.
- 4. For security reasons, all DSEL entries on the Restricted Public server are treated as private to prevent unauthorized users from reading DSEL entries. Registration process for Restricted Public DSEL is the same as for SIPRNET DSEL.
- 5. Guidelines to IEBs for DSEL Cross-Posting.
  - (a) Only post entries marked “Public.”
  - (b) Do not cross-post entries which the originator put a comment into the entry to not cross post to the Restricted Public DSEL.
  - (c) Do not post draft briefings/orders/MAs that are not approved by a cell director/chief.
  - (d) Categories of entries to cross-post:

Product	NIPRNET DSEL- PORTAL	Restricted- Public DSEL	SIPRNET DSEL-Portal (lowest priority for unclassified Information)
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1. NC SITEPS or STRATEGIC Summary of SITREPS	X	X	0
2. Briefs (some will be sensitive – or premature work, and summary should say do not cross-post to RPD)	X	X	0
3. ORDERS, MODS, and FRAGOs	X	X	X
5. Significant Activity Summaries	X	X	0
6. NC Reports	X	X	0
7. METOC WX Summaries	X	X	0
Daily Updates	X	X	0
Interagency Reports /SITREPs	X	X	0
COP products/overlays	X	X	0
Relevant Imagery	X	X	0

(X) Means Cross-Post

(0) Means Cross-Post if required specifically, but normally no cross post

f. Additional guidance on DSEL posting approved by the NC Chief of Staff is posted to:

<https://www.noradnorthcom.mil/j3/operations/severeweather/wx7/Shared%20Documents/DSEL%20Posting%20Guidance%20-%20NC%20CoS.doc>.

### **8. Defense Collaboration Tool Suite (DCTS).**

A. DCTS is currently available only on SIPRNET and the NORAD Enterprise Network. The SIPRNET URL is: <http://northcomdd1.northcom.smil.mil>

B. To request a new account:

[http://northcomdd1.northcom.smil.mil/Dctsv1\\_2/Registration/SelfRegistration.asp](http://northcomdd1.northcom.smil.mil/Dctsv1_2/Registration/SelfRegistration.asp)

C. To request access to a specific DCTS conference room send an email [dctssupport@northcom.smil.mil](mailto:dctssupport@northcom.smil.mil)

(NORAD USNORTHCOM DCTS SUPPORT – OMB in the Global Address Book).

Telephone support is at (719) 554-1091 (DSN 692).

## **9. COMMAND BATTLE RHYTHM**

The NC Staff Battle Rhythm will be posted by NC/J33 to the portal pages.

## **10. Defense Messaging System (DMS).**

a. DMS is the system of record for HQ NORAD/USNORTHCOM. The primary tool for preparing and transmitting DMS messages within HQ NORAD/USNORTHCOM is the Automated Message Handling System (AMHS). All incoming messages are posted to web pages and OUTLOOK folders so an AMHS account is not required for reading incoming messages. Anyone needing access to the AMHS system can send a request to: [nc.helpdesk.omb@northcom.mil](mailto:nc.helpdesk.omb@northcom.mil).

b. The Theater C4I Coordination Center (TCCC) located in Bld 2 will provide DMS services. TCCC POC is DMS Center, (719) 554-2294 (DSN 692). Email addresses for the DMS Center are:

NIPRNET: [dms.center@dms.northcom.mil](mailto:dms.center@dms.northcom.mil) (NORAD USNORTHCOM DMS CENTER – OMB in the Global address list)

SIPRNET: [dms.center@dms.northcom.smil.mil](mailto:dms.center@dms.northcom.smil.mil) (DMS CENTER in the Global)

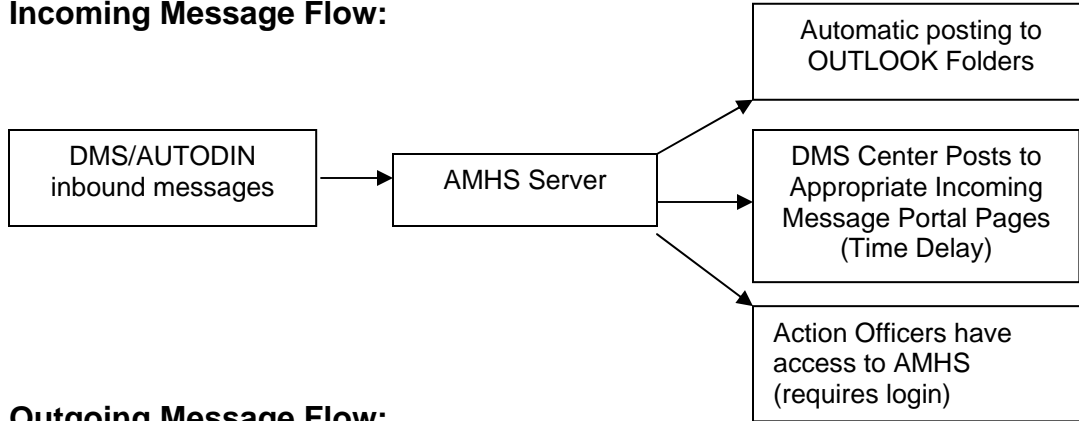
RELCAN: [dms.center@norad.cas.spacecom.af.mil](mailto:dms.center@norad.cas.spacecom.af.mil) (GAL listing reads NORAD NC DMS)

c. For NORAD/USNORTHCOM HQ, all messages are posted to AMHS and the Exchange Public Folders (/Public Folders/All Public Folders/HQ NORTHCOM/All Messages). The TCCC will also post messages to appropriate portal pages (TCCC posting is a manual process; Action Officers looking for recent messages should check AMHS and the Outlook Folders).

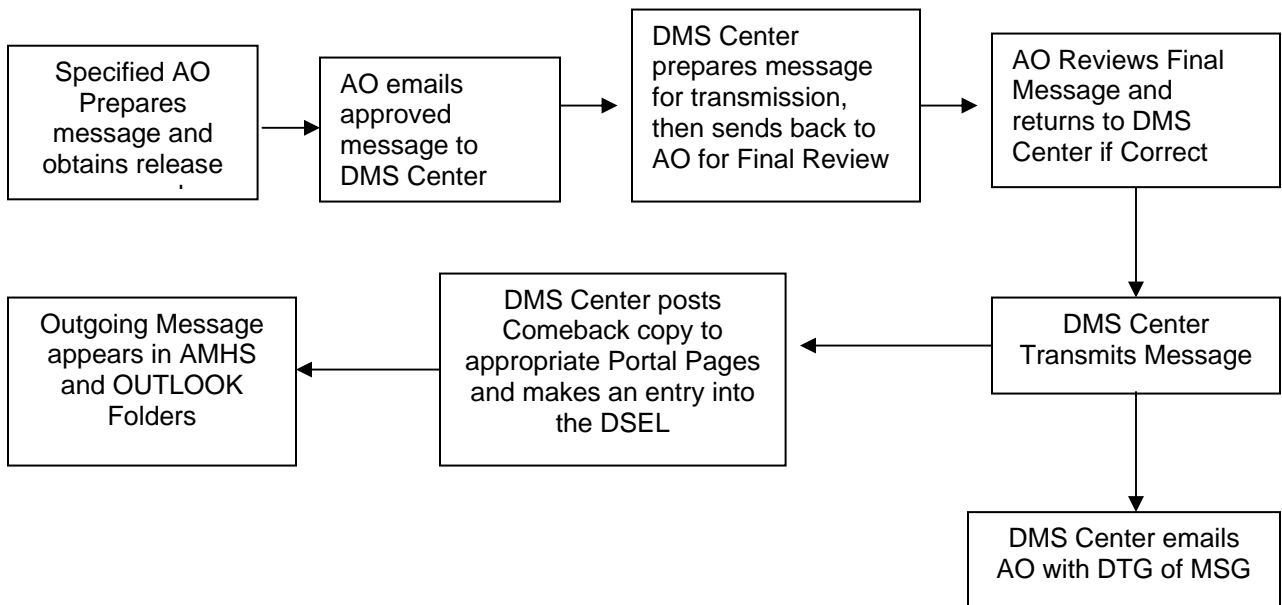
d. Incoming/Outgoing Message Procedures: Directorates/Cells must ensure they have identified in writing, to the DMS center, personnel authorized to release messages on behalf of the Directorate/cell. DMS Center personnel will:

- (1) Transmit DMS messages via SIPRNET DMS by default
- (2) Transmit Messages via NIPRNET to addressees that have NIPRNET but not SIPRNET DMS addresses (if the message is Unclassified).
- (3) Post incoming messages to appropriate portal pages as time permits.

**Incoming Message Flow:**

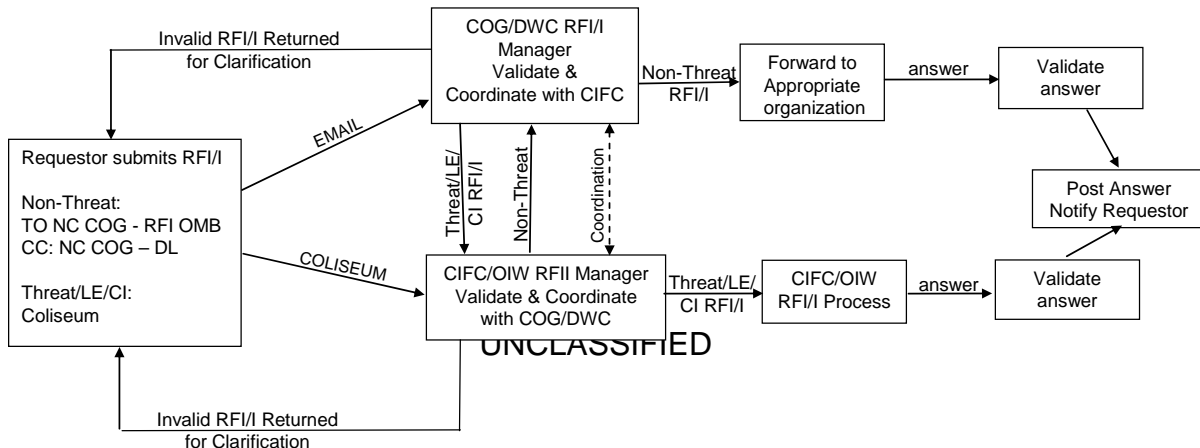


**Outgoing Message Flow:**



**11. Requests for Intelligence/Information (RFI/I).**

a. RFI/I process. All RFI/Is are categorized and processed into two categories – Threat/LE/CI or non-threat. Threat/LE/CI RFI/Is involve questions related to foreign government capabilities/intentions, terrorists organizations, Law Enforcement (LE), or Counter-Intelligence (CI). Non-threat RFI/Is are all others and initiated and answered via email with the results posted to the SIPRNET and NIPRNET portals. Threat/LE/CI RFI/Is



will be initiated and answered via the Coliseum tool with summaries posted to the SIPRNET portal.

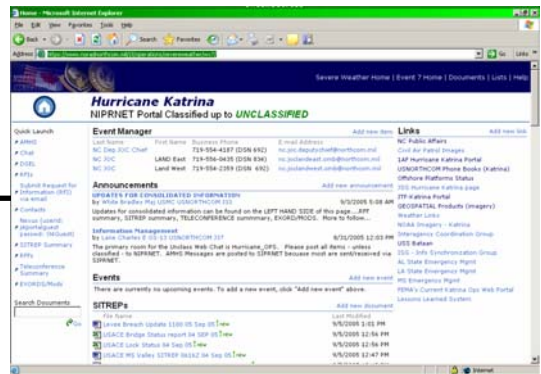
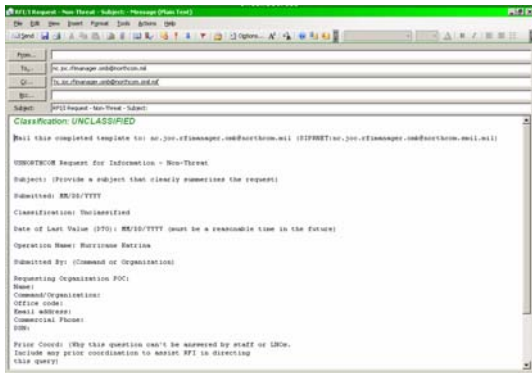
b. The SIPRNET RFI/I homepage (<https://www.noradnorthcom.smil.mil/j3/Operations/rfi/> ) contains a link to the Coliseum home page. Coliseum requires a userid/password, but contains an account request link. It is possible for a question to be asked on SIPRNET Coliseum but answered on JWICS Coliseum because of the classification of the answer. N-NC/J2 will insure any RFI/Is entered on SIPRNET Coliseum will be answered on SIPRNET is the answer is at the S/NF level. The Threat/LE/CI RFI/I summaries will note where answers are located.

d. RFI managers located in each command or cell (e.g. COG/JPG/OPG) will serve as first level validation for RFI/Is. For an RFI/I to pass validation, it must be:

- A single question or topic
- Not answered by a previous RFI/I
- Not appropriate or able to answer through informal staffing processes or LNOs

e. The Threat and Non-Threat RFI/I Managers will coordinate with the respective cell RFI/I managers to insure RFIs are valid. (Action Officers should check with their cell RFI/I manager before initiating an RFI/I).

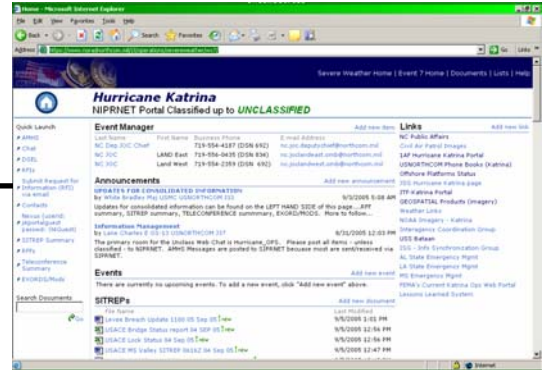
f. To initiate an RFI/I, select "submit RFI/I via email" on the Hurricane Katrina event page (<https://www.noradnorthcom.mil/j3/operations/severeweather/wx7/>) which opens an email (requires OUTLOOK). Fill in the information and send to [nc.joc.rfimanager.omb@northcom.mil](mailto:nc.joc.rfimanager.omb@northcom.mil). (SIPRNET address is [nc.joc.rfimanager.omb@northcom.smil.mil](mailto:nc.joc.rfimanager.omb@northcom.smil.mil)).



g. Answers will be posted on the portal linked from the Katrina page.



h. RFI  
Manager  
POC  
Information  
will be



posted on the SIPRNET RFI/I homepage.

**12. COMMANDERS SITUATIONAL AWARENESS MEETING (CSAM) PROCEDURES**

The COG is the OPR for the AM / PM VTCs. The COG OPS NCO is responsible for the coordinating, gathering, staffing (NC/J3, NC/J33 and/or the COG Director), and merging the slides from all participants while ensuring that the final presentation is error free. The OPS NCO using the Briefing Checklist in conjunction with an approved slide line up to guide the building of the brief. Slide OPRs are responsible for ensuring their slides are delivered IAW with slide timelines (listed below) and having slides in the correct format. The briefing is presented in the Bldg 2 Large Conference Room, Bldg 2 Battle Cab, the CMOC Battle Cab, or a combination thereof, to include VTC participant locations.

Timelines: (Note: Times are adjusted to approved Battle Rhythm)

	Slides due to OPS NCO	Pre-brief to NC/J3	Slides posted to Site Services and Briefing Rooms
CSAM – Real World (0845 Mountain)	0500 (Mountain)	0630 (Mountain)	0730 (Mountain)
CSAM (0845 Mountain)	0500 (Mountain)	0630(Mountain)	0730 (Mountain)

**13. Phone Book.**

USNORTHCOM J63 maintains a standing online phone book for daily operations and exercises at:

SIPRNET: <https://www.noradnorthcom.smil.mil/communications/phonebook/>

NIPRNET: <https://www.noradnorthcom.mil/communications/phonebook/>

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POC for any issues/changes is Mr. Paul McKean, DSN 692-3929, Comm (719) 554-3929, [Paul.McKean@northcom.smil.mil](mailto:Paul.McKean@northcom.smil.mil).

14 . Reports.

Reports Due to USNORTHCOM

Time (Z)	Report	Responsible Organization	Means of Dissemination	Remarks
2359	JTF-Katrina Commanders Assessment	JTF-Katrina	P: Email	PowerPoint Briefing
1200 1800	COMSTAT	JTF-Katrina J6	P: Email	
As Needed	COMSPOT	JTF-Katrina J6	P: Email S: Phone	

Reports Published by USNORTHCOM

Time (Z)	Report	Responsible Organization	Means of Dissemination	Remarks
0300	SITREP	NC JOC	P: DMS S: Portal	
0330	Joint Staff Slide Set	NC JOC		
1900	J1 Update to White House	NC JOC		

15. Teleconferences

Conference	Time (Mountain)	Primary Audience	POC	Notes on NC Portal
Commander		CDR – JTF-Katrina Commander		N
1 <sup>st</sup> Army	0630			Y
FORSCOM	0800			
NC/J3	1000		NC/J3 Exec	Y
FEMA	1000			Y
NGB	1200			Y
USNORTHCOM	1330		JOC NCO	Y

16. VTCs

<b>Conference</b>	<b>Time (Mountain)</b>	<b>Primary Audience</b>	<b>Host</b>	<b>POC</b>	<b>Notes Posted</b>
CSAM			NORTHCOM		
SECDEF					