



FEMA

Lessons Learned  
Information Sharing  
[LLIS.gov](http://LLIS.gov)

## September 2008 *Lessons Learned Information Sharing* Newsletter

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### **National Cyber Security Awareness Month**

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#### **October is National Cyber Security Awareness Month**

For the fifth year, the Department of Homeland Security's National Cyber Security Division (NCSD) is spearheading National Cyber Security Awareness Month, a comprehensive outreach campaign to empower all Americans and businesses to take steps to secure their part of cyberspace. During the month of October, events will take place across the country to raise awareness of the growing need to protect the Nation's critical infrastructures and key resources from cyber threats and vulnerabilities.

The NCSD is partnering with the National Cyber Security Alliance and the Multi-State Information Sharing and Analysis Center, along with other government agencies and the private sector. The month's activities include press and media events, educational workshops, state cyber exercises, and lectures hosted by public and private partners, proclamations by state governors, and other stakeholder outreach activities. For additional information, including 10 actions you can take to improve cyber security in your organization and community, please log onto [LLIS.gov](http://LLIS.gov) and click on [Cyber Security](#) under FEATURED TOPICS.

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#### **New *LLIS.gov* Look and Feel**

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#### **Enhanced *LLIS.gov* Display**

In early October 2008, *LLIS.gov* will unveil a brand new look and feel to the system. The new look will feature an updated *LLIS.gov* banner, an enhanced color scheme, and more prominent FEATURED TOPICS. While there will be a noticeable change in style, the content will continue to deliver timely and useful information to the emergency response and homeland security communities. If your organization's website provides a link to *LLIS.gov* or you would like to do so, please contact us at [outreach@llis.dhs.gov](mailto:outreach@llis.dhs.gov) to request the updated logo.

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#### **Updated State and Local Plans**

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#### **Please Submit Your State and Local Plans**

With hurricane season coming to a close and winter just around the corner, *LLIS.gov* encourages members

to review the [State and Local Plans Resource Page](#), which contains emergency plans from state and local government offices, other public institutions, and private sector entities. In order to maintain the most recent and relevant information for the member community, *LLIS.gov* requests that you share your updated plans.

To access the page and submit your updated plans, please log onto [LLIS.gov](#) and click on [State and Local Plans](#) under FEATURED TOPICS. Once on the resource page, click on [Submit Plans, After-Action Reports, and Other Documents](#) to upload your updated plans.

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## New *LLIS.gov* Security Procedures

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### Notification Regarding the Use of Government Computer Systems

In order to comply with the DHS certification and accreditation process, upon login to *LLIS.gov*, users now receive a pop-up notification containing information regarding the proper use of a US Government computer system. We appreciate your patience and understanding as we continue to implement security measures required by federal guidelines.

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## New Original Content

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The *LLIS.gov* Team continues to post new Lessons Learned, Best Practices, Practice Notes, and Good Stories to the system on a regular basis. Weekly updates about new original content can be found in the NEW *LLIS.GOV* CONTENT box on the homepage of *LLIS.gov*. *LLIS.gov* recently posted the following original content documents:

### *Lessons Learned*

- [Campus Safety: Campus Police Forces' Mission Statement](#) (*Virginia Tech Shooting, 2007*)  
The mission statement of a campus police force should give primacy to its law enforcement and crime prevention roles.
- [Emergency Management: Assigning a Military Liaison Officer to the State Emergency Operations Center](#) (*Ardent Sentry Exercise, 2007*)  
State National Guard units should consider appointing a designated liaison officer to the state emergency operations center (EOC). This individual could provide information regarding military resource capabilities to EOC staff, and participate in joint training, exercises, and operations on a routine basis.
- [Emergency Operations Centers: Developing a Support Staff Cadre](#) (*Mason County, Washington, Winter Storm, 2007*)  
Emergency managers should work with departments and agencies to develop a cadre of employees able to respond to the emergency operations center (EOC) during their normal work hours to function as support staff during a disaster. Managers from these departments and agencies can identify possible duty officer candidates who should receive the necessary EOC training.
- [Fusion Center Processes: Establishing a Committee to Define Information Flow](#) (*Ardent Sentry Exercise, 2007*)  
Fusion centers should consider establishing a committee to define the process flow of information during an incident and to outline end-user requirements for receipt and management of that information.
- [Incident Site Safety: Cross-Training SWAT and HazMat Personnel Prior to Joint Missions](#) (*Ardent Sentry Exercise, 2007*)  
Special Weapons and Tactics and Hazardous Materials teams should undertake training in joint operations and cross-training to engender a better understanding of each other's respective needs.
- [Law Enforcement: Responding Immediately to an Active Shooter Situation](#) (*Virginia Tech*

*Shooting, 2007)*

During active shooter situations, law enforcement officers should not wait for Special Weapons and Tactics teams to arrive and assemble. The first officers arriving at the incident scene must be prepared to attack at once.

- **Mass Casualty Incidents: Distributing Maps to Manage Traffic Flows** (*I-75 Multiple Vehicle Collision, 2002*)

Emergency managers should consider revising plans to include procedures for distributing maps to motorists when mass casualty incidents force the closure of major traffic arteries. This can help manage the flow of traffic and decrease congestion.

- **Public Communications: Disseminating Information to Evacuated Residents** (*Santiago Fire, 2007*)

Local fire departments should evaluate their roles at identified evacuation locations and ensure that timely information is available to evacuated residents. Authorities should explore the use of mass text messaging and the Internet for faster dissemination of incident information.

- **Regional Transportation Planning: Coordinating Emergency Plans to Promote Common Operating Procedures** (*National Capital Region, Regional Emergency Support Function-1 Transportation Tabletop Exercise, 2006*)

Regional transportation and transit agencies should consider formalizing and coordinating their emergency transportation plans to promote the establishment of common operating procedures.

- **Regional Transportation Planning: Establishing a Subcommittee of Regional Transportation Operators** (*National Capital Region, Regional Emergency Support Function-1 Transportation Tabletop Exercise, 2006*)

Transportation and transit agencies should consider creating a regional subcommittee comprised of transit and transportation operators. This will allow regional transportation operators to meet their counterparts from other agencies and coordinate on regional issues.

- **School Emergency Planning: Incorporating Active Shooter Scenarios into Emergency Operations Plans** (*Virginia Tech Shooting, 2007*)

Schools' emergency operations plans should include procedures for responding to active shooter scenarios, including procedures for canceling classes or closing campus.

- **Special Event Planning: Testing Interoperable Communications Prior to an Event** (*Tacoma Narrows Bridge Grand Opening, 2007*)

Incident commanders should test interoperable communications prior to an event to ensure functionality.

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### LLIS.gov Outreach

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The *LLIS.gov* team travels around the country speaking and exhibiting at conferences and events. Representatives of *LLIS.gov* are scheduled to speak at, exhibit during, or attend the upcoming events below.

- **06-08 October: Critical Infrastructure Protection Congress (Las Vegas, NV)**
- **26-29 October: US EPA Emergency Preparedness and Prevention & HazMat Spills Conference (Richmond, VA)**
- **29-31 October: 10th Annual Technologies for Critical Incident Preparedness Conference and Exposition 2008 (Chicago, IL)**

If you would like to request an *LLIS.gov* presentation at your next event, please email the Outreach Team at [outreach@llis.dhs.gov](mailto:outreach@llis.dhs.gov). For more information, please visit the *LLIS.gov* [Press Room](#) page.

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