

Delivering Continuity Capability



Our Philosophy

We Deliver Continuity Capability!

Maintaining a successful business in today's global economy continues to become more complex. Whether your business involves the delivery of commercial products or services, operation of a public or private organization, or running a government agency or department, the business of "doing business" is more challenging than ever. The application of technology and automation has produced great achievements in efficiency, productivity, and mission performance, but these rewards also come with great risks. To remain competitive on the world stage, businesses must be available, operating, and communicating 24 x 7, every day of the year.

Compounding this technical complexity, the forces conspiring to oppose, limit, or deter your success are gaining strength. Your organization may be a target of these forces, or you may become collateral damage; either way, the probable outcome is a disruption to normal operations. Are you ready? Can your business continue operating in the aftermath of a disruption? Will your competitiveness suffer? Can your organization survive?

An outage or disruption to service can come at anytime and by any means, including systems intrusion by hackers, physical attacks, pandemics, terrorism, accidents, building or equipment failures, natural disasters, or even the most common — extreme weather. What allows one organization to survive such setbacks with their reputation intact when others can't? **The answer is "Capability!"** **Your organization needs the capability to respond in a crisis; capability to recover from a disaster; capability to continue performing your essential functions during any type of disruption.**

The business continuity professionals of TeleCommunication Systems, Inc. (TCS) designed our Continuity Offering based on the principle of **Delivering Capability**. Our extensive hands-on experience enables us to quickly deliver solutions that work and provide real capability.

TCS applauds the vision of the National Continuity Policy Implementation Plan (NCPPIP), shown here, as it establishes a requirement that all organizations achieve Continuity Capability.



“ An organization's continuity capability – its ability to perform its essential functions continuously – rests upon key components or pillars, which are in turn built on the foundation of continuity planning and continuity program management. Those key pillars are Leadership, Staff, Communications, and Facilities. They are important during normal operating status, and they are critical during times of crisis, especially when an organization is functioning with limited information or resources. An organization's resiliency is directly related to its continuity capability. ”

National Continuity Policy Implementation Plan
Homeland Security Council, August 2007

Deliver on Day One!

TCS delivers more than a plan.

We engineer a fully vetted and “complete” Business Continuity Program that will drive results from day one!

Many consulting firms approach clients with a plan to assess impact and go about the business of establishing a project that ends with nothing more than a set of plans and recommendations for more analysis.

TCS is different. Our certified Business Continuity Planners have significant experience and know how to jump-start an organization’s Continuity Program....from Day 1!

For example, TCS made a substantial and immediate impact on the safety and security of thousands of DoD and Army personnel in numerous facilities throughout the National Capitol Region, including the Pentagon.

TCS’ holistic approach to delivering comprehensive Occupant Emergency Plans (OEP), emergency signage, evacuation maps, shelter-in-place supplies, go kits, emergency response kits, and high quality training and exercises have prepared these organizations for any emergency or disruptive event.

“Now we’re ready for any emergency; we know how to evacuate, relocate, and shelter-in-place. TCS really delivered!”

- Department of Defense (DoD) Employee*

*References provided upon request.

Capability must be built on a solid foundation and fully supported by a strong organizational structure. The most experienced builders always have the best, most street-tested plans, and TCS’ long list of satisfied, repeat customers have allowed us to accumulate unsurpassed knowledge, skills, and experience in delivering Continuity Capability. On some Continuity Projects, we helped lay the foundation and assisted our customers in developing and maintaining their entire program; on other projects, we provided manpower to help raise the pillars and apply the finishing touches. Whatever stage your Continuity Program is in, whether you’re starting a new program, have an existing program with opportunities for improvement, or have a mature program that needs to be tested, exercised, and maintained, TCS has a time-tested, proven blueprint to help you achieve Continuity Capability.

Following the analogy of the NCPIP Parthenon, this brochure presents TCS’ proven solutions in discrete, meaningful categories that illustrate many of the topics to be considered along the journey towards achieving Continuity Capability. These solutions, as well as a wide range of other options, will help your organization quickly build a robust, effective Continuity Program, and ensure your ability to perform essential functions during times of crisis.

Planning and Program Management

The NCPIP Parthenon, the blueprint for TCS' Continuity Offering, is built upon the foundation of Continuity Planning and Program Management. Effective planning and comprehensive program management are the critical building blocks that enable the development and maintenance of systematic, repeatable processes and procedures over the long-term. TCS' experienced, certified Continuity Planners and Program Managers are the cornerstone of this foundation and can help start, improve, or sustain the organizational structure that supports all components of your Continuity Program.

- **Continuity Program Managers** - Continuity is a program, not a project. TCS Program Managers have experience managing all elements of a successful Continuity Program.
- **Continuity Planners** - Our certified planners use proven methodologies to ensure mission essential functions run smoothly during any disruptive event.
- **Continuity Plans** - Clear, concise, actionable plans provide assurance that the organization is ready to respond to and recover from any disruption. A Continuity Plan consists of a set of related plans and supporting documentation, which are likely to include:
 - Incident Response Plans
 - Mission Essential Function Continuity Plans
 - Occupant Emergency Plans
 - Disaster Recovery Plans
- **Continuity Planning Software** - TCS' Continuity Planners have significant experience with a wide range of Continuity planning software tools including premises- and web-based solutions.



Leadership and Staff

The pillars of Leadership and Staff lend themselves into the single category – PEOPLE. This truly is your organization's most important asset. While TCS fully recognizes the differing roles between leaders and staff, experience shows that most personnel protective strategies do not discriminate between pay grades. TCS provides proven solutions for protecting people immediately. These solutions include our "kits" that work right out of the box:

- **Shelter-In-Place (SIP)** - SIP kits, along with appropriately chosen SIP rooms, provide for the safety of personnel during events when evacuating the building is not the best course of action.
- **Go Kits** - The order to evacuate, relocate or Shelter-in-Place can happen at any time and without any notice. Employees should have ready access to personal items and supplies that will minimize discomfort and inconvenience.
- **Emergency Escape Masks** - All personnel working in high rise buildings or other large, high occupancy structures should have ready access to Emergency Escape Masks.
- **Emergency Response Kits** - To ensure a safe, efficient response to emergencies, your organization needs designated evacuation floor monitors and other safety personnel. Emergency Response Kits provide essential equipment and a critical life line to First Responders.



Protect Your People and Protect Your Data—two simple rules to help your organization survive. A focus on safe evacuation procedures reflects your commitment to employee well-being.



Continuity Program Managers have a long and impressive track record of successfully assisting customers to achieve exceptional levels of Continuity Capability in a quick and cost effective manner. The reputation of your organization is too important to risk on anything less than proven performance.

Facilities

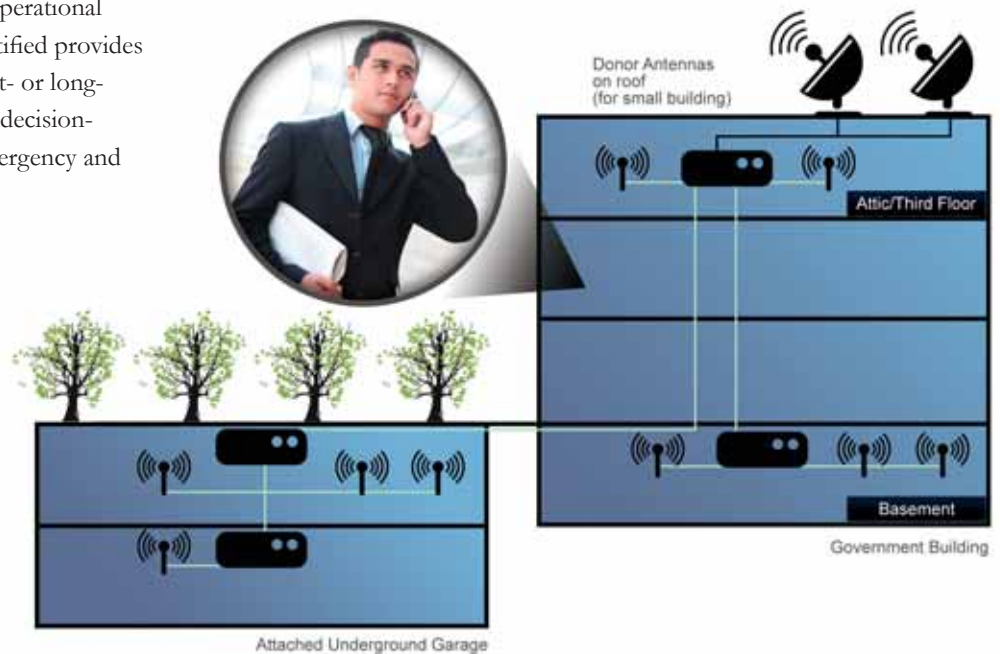
The third pillar, Facilities, is an extremely important component that often plays second fiddle to simply “protecting data.” During normal operating conditions as well as disruptive events, having the right facilities is essential for smooth, efficient operations. Employees must have an effective and suitable workplace to do their jobs properly. Alternate Work Sites must be available when primary facilities are damaged, destroyed, or otherwise inaccessible.

TCS has extensive experience developing and implementing comprehensive Disaster Recovery Plans, including hot, warm, and cold sites that provide for the safety of personnel and the protection, availability, and recovery of mission-critical assets and information.

Some of the proven strategies to ensure that Alternate Operating Locations are available during times of crisis include:

- **Alternate Work Sites** - Sites must be identified and coordinated prior to experiencing an operational disruption. Having multiple sites identified provides leaders with response options for short- or long-term disruptions and enables strategic decision-making based on the nature of the emergency and the proximity to primary facilities.

- **In-Building Wireless Technology** - Communications at many emergency facilities rely heavily on cellular devices. Installing an in-building wireless system will ensure phone and BlackBerry® signals are available inside critical areas.
- **Satellite Communications and Data Links** - Since they are immune to most terrestrial events, satellite-based phone systems have consistently demonstrated a robust capability to provide high levels of operational reliability that is seldom achievable using landline or cellular phones.
- **Tele-work Capability** - The ultimate solution for quickly relocating and redistributing your workforce during an emergency, teleworking is an effective and appropriate response for many types of emergencies. Key personnel must be able to access desktop functions and essential data from home and other remote locations.





Communications and Technology

The fourth and final pillar, Communications and Technology, provides the “glue” that ties People (Leadership and Staff) and Facilities together. Time and again, the number one “lesson learned” from numerous actual disasters is “We were not able to communicate.” Effective communications is critical during any disruption, and no effort should be spared in avoiding this potential weakness.

The continuity professionals from TCS are communications experts and will quickly provide solutions for you, such as:

- **Continuity Communications Center (C3)** - Organizations should provide employees with toll-free methods for obtaining detailed, accurate emergency information, for checking in with supervisors, and for updating personal status and contact information.
- **Survivable Communications Network** - Increase the resiliency of voice communications by establishing an alternate emergency network through which work phone numbers can be routed.
- **Automated Emergency Alert and Mass Notification System** - The ability to quickly send emergency alerts to thousands of personnel, and track individual message delivery and response, dramatically improves the performance of contingency operations.
- **Handheld Two-Way Radios** - Handheld radios provide alternate communication channels for organizations having requirements that cannot be met by public telephone networks.
- **Emergency Contact Cards** - All employees should carry updated contact numbers for key personnel, such as supervisors and other designated staff, on their person at all times, both on and off duty.
- **Phone Trees** - Automated emergency alert systems offer tremendous capability, but their use does not completely eliminate the need for manual phone tree capabilities. Organizations should retain phone trees as a backup against cyber threats.
- **Call Forwarding** - Calls forwarded from your normal work phone to an alternate location or device will greatly improve communications capability during a disruptive event.
- **Voice Mail** - Dramatically improve continuity communications capability by fully exploiting the existing feature set available in most standard voice mail systems.
- **GETS Calling Cards and Wireless Priority Service (WPS)** - Authorized organizations, including federal, state, and local emergency response agencies, are eligible for priority calling and restoration services.
- **BlackBerry® PIN Messaging** - PIN messages bypass several potential points of failure. All personnel who have a BlackBerry® should know how to use PIN Messaging capability.
- **Mobile IT Kits** - Senior leaders and other key staff need access to communications and general office capabilities immediately upon arrival at an alternate work site.
- **Continuity Drives (Fly-Away Kits)** - Rapid access to critical information will greatly increase the effectiveness of emergency response and recovery operations.
- **Satellite Solutions** - TCS Satellite Solutions offer the ability to respond rapidly and provide communications to all operating locations, worldwide. TCS offers global satellite coverage via shared services, occasional use services, or private offerings. TCS satellite infrastructure is readily available for deployment on a 24 x 7 basis.



Small technology investments that reap huge rewards—emergency cell phone chargers, mobile hot spots, wireless laptops, and interoperable radios—Communications Delivered!

Conclusion



Bringing It All Together!

The NCPIP defines Continuity Capability as “the ability to perform mission essential functions continuously.” All executive agencies and departments are required to have it. Employees, taxpayers, stockholders, customers, and constituents expect it. Senior leaders and decision-makers must demand it!

TCS doesn't just deliver a plan. TCS has a sound methodology for delivering **Continuity Capability** and we have a proven track record for successfully assisting high profile organizations in achieving it. Effective program management, robust plans, and planning expertise provide a solid foundation upon which to build the pillars of Continuity Capability:

- Leadership and Staff
- Facilities
- Communications and Technology

These key components, coupled with a systematic testing, training, and exercise program, will ensure your organization's ability to perform mission essential functions during any disruptive event.

TCS' experienced continuity professionals know how to deliver Continuity Capability, and they have a proven strategy to help you make rapid progress towards becoming a resilient organization.

The TCS approach sets us apart from our competitors. Read what our customers say about us.

Success Stories

The Continuity Planners from TCS diligently and professionally established my agency's capability to perform our mission essential functions during a variety of disruptive events.

Following GSA and DoD procedures, the TCS planners identified and analyzed potential alternate operating locations, negotiated agreements with the facility owners, and developed plans and procedures for relocating essential personnel.

To ensure cellular and radio signals reached all areas of the building, TCS installed a cost effective wireless signal repeater, and we now get “five bars” instead of “no bars.” TCS also designed and delivered Mobile IT Kits so our facilities have the equipment we need to perform our mission. Within minutes, we can turn an empty conference room into a fully functional office with CAC/CITRIX-enabled laptops, multifunction printers, un-interruptible power supplies, and multiple options for connecting to the internet.

For those employees who can't go to our alternate site or don't need to, TCS Planners developed telework procedures so everyone can connect to government networks from home. Now we can all do our jobs!

- A DoD Work Group Manager*

The ability to communicate is the single most important and challenging aspect of any Continuity Plan. You must be able to communicate with employees, family members, emergency responders, and all other stakeholders.

The Continuity Planners from TCS designed, developed, and implemented a comprehensive Communications Plan that has my agency covered across the entire spectrum of any emergency event — before, during, and after.

Our Information Hotline provides two-way communications between leadership and agency employees. Leaders use it to provide up-to-date instructions and situational updates; employees can check-in, update their status, and even talk directly with our Emergency Operations Center.

In the event of a disruption to the telephone network, our Disaster Voice Network instantaneously reroutes phone calls to a designated alternate location. Our phone calls can be delivered to any location on any type of device so our work number follows us wherever we go.

Our web-based emergency alert and mass notification system lets us confirm the delivery of messages to thousands of employees within a matter of minutes.

It's amazing how much confidence the TCS team has given us simply from knowing we have the capability to communicate during an emergency.

- A Senior DoD Leader*

*References provided upon request.

About TCS

TeleCommunication Systems, Inc. (TCS) (NasdaqGM: TSYS) is a leading provider of mission-critical solutions to government customers, public safety organizations, and commercial telecommunication carriers.

TCS' Continuity Solutions are dynamic strategies utilizing proven methods and technologies that remain viable and adapt as you grow. TCS has provided value-added expertise in implementing continuity tools and services for a broad range of clients.

Partial Client List

- **Office of the Administrative Assistant to the Secretary of the Army – (OAA)**
- **U.S. Army Information Technology Agency – Enterprise Operations (USAITA)**
- **Pentagon Data Center**
- **Defense Telecommunications Service – Washington (DTS-W)**
- **Walter Reed Army Medical Center – (WRAMC)**
- **Naval Sea Systems Command – (NAVSEA)**
- **Defense Technical Information Center – (DTIC)**
- **Defense Threat Reduction Agency – (DTRA)**
- **Fort Myer Military Community – (FMCC)**
- **Army Garrison Adelphi Laboratory Center – (GALC)**
- **TRICARE Management Activity – (TMA)**
- **Washington Headquarters Service – (WHS)**
- **Army Chief Information Officer – (CIO/G-6)**
- **Headquarters of the Department of the Army – (HQDA)**
- **U.S. Court of Appeals for the Armed Forces**
- **District of Columbia – Department of Mental Health (DMH)**
- **DeWitt Army Community Hospital**
- **Platinum Solutions, Inc.**



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TCS TeleCommunication Systems
Enabling Convergent Technologies®