

Pending Questions

CISA: Cyber Resilient 911 (CR911 Program Overview Session)

Presented by: Lisa Festa

Q: Where can I find that Ransomware Poster?

A: The Cybersecurity and Infrastructure Security Agency (CISA) developed a [PSAP Ransomware Poster](#) that provides information ways public safety answering points (PSAPs) and emergency communications centers (ECCs) can reduce the risk of ransomware. The poster can be customized to fill in agency-specific resources (i.e., the requester’s key points of contact), providing stakeholders with a customized product for their agency.

- Why PSAPs and ECCs may be targeted
- Specific recommendations on how to protect PSAPs and ECCs
- Contact information for agency-specific resources and federal partners

To receive an agency-specific customized poster, please follow the directions on the [PSAP Ransomware Fact Sheet](#).

For additional 911 resources, including the most recent publication “[Two Things Every 911 Center Should Do to Improve Cybersecurity](#),” please visit cisa.gov/safecom/next-generation-911.

Q: Is CISA looking to partner with any private sector companies for a Cybersecurity as a service (SOC) solution?

A: CISA’s Cybersecurity Division currently provides Cybersecurity-as-a-Service through the [Continuous Diagnostics and Mitigation \(CDM\) Program](#). CISA partners with the private sector and certifies vendor solutions and capabilities that can be acquired through contract vehicles that the CDM program has put in place. CDM’s contract vehicles are focused on supporting federal agencies. As the CR911 Program evolves, there may be opportunities where industry engagement is desired in order to offer Cybersecurity-as-a-Service uniquely for PSAPs, in a manner that is similar to the CDM model.

Q: What is meant by “federal PSAPs”? Thank you.

A: The term “federal PSAPs” refers to PSAPs, ECCs, public safety communications centers, emergency operations centers, and other public service communications centers that are owned and operated by federal departments and agencies. This includes but is not limited to the United States Department of Agriculture, Department of Energy, Department of Interior, Department of Homeland Security, Department of Defense, and the Department of Veterans Affairs. The DoD alone has more than 220 PSAPs. For more information, please contact the [Emergency Communications Preparedness Center](mailto:ecpc@cisa.dhs.gov) at: ecpc@cisa.dhs.gov.

Q: You mentioned you are interested in proof of concepts. Can you give an example of what proofs of concepts you are looking for?

A: Many stakeholders in the 911 community have been working to identify solutions that will help PSAPs and ECCs protect against cyber threats, improve cyber resiliency, and help respond to cyber

attacks. As CISA's CR911 program begins to move into its next phase, it will begin to identify and evaluate existing concepts, technologies, and approaches that could provide cybersecurity support for the 911 community on a nationwide scale.

Anne Arundel County Police Department: Tackling 911 Staffing Challenges

Presented by: Ann Pingel

Q: Success of the program?

A: The recruiter was hired in December 2021. The application process was underway for a May 2022 class. He immediately started reaching out to the applicants to assist them. This class ended having 16 applicants being offered a position, that we split the class in two. One class started May 2022 and the other July 2022. We can train 12 people comfortably.

We did another job posting in February 2022 for a September 2022 class.

I try to have a minimum of 3 classes a year, in 2022 I was able to have 4 classes.

The decision to hire a recruiter was a success for us, making recruiting a priority has increased our applicant pool.

Q: What was your vacancy rate immediately before revamping this process, and what is your vacancy rate today?

A: I have an authorized staff of 100 people, remove 8 for admin staff. Before the recruiter we were hovering around 30 vacancies. The highest vacancy number was March 2022 with 34 vacancies. In September 2022, I was down to 17 vacancies. We have lost some in the training program and some transfers to other parts of the department. Currently I have 25 vacancies.