



# **Emergency Service Network Design and Engineering Service**

## **Service Description**

## **Service Overview**

ATCH provides Emergency Network Specialists to support its customers to deploy, operate, maintain, and improve a high-speed, nationwide wireless broadband network dedicated to public safety. This reliable, highly secure, interoperable, and innovative public safety communications platform will bring 21st century tools to public safety agencies and first responders, allowing them to get more information quickly and helping them to make faster and better decisions.

## **Information Assurance**

ATCH and its partners maintains a comprehensive global security organization comprised of over 1,200 security professionals. This organization, the ATCH and its partners Chief Security Office (CSO), is dedicated to the protection of the ATCH and its partners global network and its service offerings. It supports a broad range of functions, from security policy management to Customer-facing security solutions. The ATCH and its partners Chief Security Office continually reviews and assesses the Company's security posture to keep pace with industry security developments and to satisfy regulatory and business requirements. Recommendations are made on the technology solutions and critical skills that are to be developed or acquired to maintain the required security posture. The ATCH and its partners Chief Security Office establishes policy and requirements, as well as comprehensive programs, to incorporate security into every facet of ATCH and its partners computing and networking environments. At the executive level, the Chief Security Officer chairs the ATCH and its partners Security Advisory Council, a program where key business and functional leaders meet on a regular basis to discuss corporate security strategy, vision, and concerns. The ATCH and its partners Chief Security Office's technical personnel work in partnership with other ATCH and its partners business units to evaluate threats, determine protective measures, create response capabilities, and promote compliance with best security practices. The primary objective of an information security program is to protect the integrity, confidentiality, and availability of Company assets. A critical component of the program is the security policy. The ATCH and its partners Security Policy and Requirements (ASPR) serve as a guide and a reference point to conducting business in a secure environment and protecting ATCH and its partners assets. ASPR is a comprehensive set of security control standards based, in part, on leading industry standards such as ISO/IEC 27001:2013 and ISO 9001:2015.

## **Data Restoration/Backup/Restore and Disaster Recovery**

ATCH and its partners is committed to the effective support of its stakeholders and customers and requires a robust Business Continuity Management Program (BCM, BCM Program or Program) to help prevent or mitigate service disruptions and rapidly

respond to any loss of essential business processes. ATCH and its partners BCM Program includes management disciplines, processes and techniques required to ensure that ATCH and its partners essential business processes continue to support customer service and generate revenue in the event of a significant business disruption. The Program is designed to follow BCM-industry standard practices. The Operating Practice structure is aligned with a number of standards including ASIS BCP.1, and NFPA 1600 2016. It is aligned with the ten Disaster Recovery Institute International (DRII) Professional Practices. The Program's Incident Command System, Emergency Management Operations, also aligns to the National Incident Management System (NIMS) as suggested by the Department of Homeland Security (DHS). The Program is certified to ISO 22301:2012 supporting ATCH and its partners certification to the Department of Homeland Security's Voluntary Private Sector Preparedness Accreditation and Certification Program (PS-Prep). The Program is also certified by Cellular Telecommunications Industry Association (CTIA) as part of their Business Continuity/Disaster Recovery Program

### **On-boarding and Off-boarding**

After initial contact we will develop a detailed understanding of your requirements. A work order will then be produced that will describe what we are going to do, how the resources will be used, and the specific benefits that you will realise. Our target time for the whole process is 5 working days.

Our consultants are subject matter experts, so they will already understand the customer organisation and the challenges they face. This means we have a very short on-boarding process that is focused on establishing the right relationships and a shared understanding of what is required.

We focus on working collaboratively and transferring knowledge to customers throughout our work. When we finish the assignment our aim is for customers to be able to continue to build on our work and progress it to the next stage. We will also ensure that all appropriate assignment documentation is handed over prior to completion.

### **Pricing**

The cost of this service may be found in the service rate table.

### **Service Management**

Not applicable.

### **Service Constraints**

Details of the Service Constraints applicable will vary dependent on circumstances and are negotiated on a contract-by-contract basis.

### **Service Levels**

Details of the Service Levels applicable will vary dependent on circumstances and are negotiated on a contract-by-contract basis.

### **Financial Recompense Model**

In the event that a request for financial recompense is made to ATCH, the terms of this will be agreed on a case by case basis.

### **Training**

ATCH does not offer any training for this service.

### **Ordering and Invoicing Process**

ATCH bills its services either on a one-off or re-occurring basis, as agreed with the customer. Invoices are produced against either an order or purchase order, and are delivered electronically on a set date each month. This date is the day preceding the commencement of the service (i.e. if the service commenced on the 20th of the month, the invoice will be sent on the 19th.

### **Termination Process**

Customers may terminate their service by giving 90 days 'notice after the initial contract term has elapsed. This initial term is always agreed with the customer before signing the order.