



Communications and Technology Solutions

Our Mission

“We ensure emergency responders can communicate as needed, on demand and as authorized, by focusing on the communication needs and requirements of the first responder, in support of the incident mission and objectives.”

Why Choose Communications & Technology Solutions?

- Extensive experience working with Federal and State Interoperability Communication Requirements
 - First hand experience in assessing, developing and managing local and regional communication systems and plans
- First Responder / Practitioner Experience
 - Many of our staff and consultants have first responder experience in all disciplines
- Provide Customers a Working Partnership
 - Consensus Building
 - Force Multiplier – work together to identify and solve problems
 - Deliverables created collaboratively
 - Many of our staff have served in government and private positions of responsibility implementing communications and technology programs

What Does Communications & Technology Solutions Offer?

- Willdan brings
 - a disciplined methodology around governance, operations and technology
 - a team staffed with practitioner expertise to meet your needs
 - first hand experience in interoperability of voice, data, images & video
 - an abundance of resources, experiences, and alliances
- Infrastructure Services
 - IT Infrastructure Strategy & Architecture
 - Next Generation Communications
 - Technology Business & Services Management
 - Risk Mitigation & Business Continuity

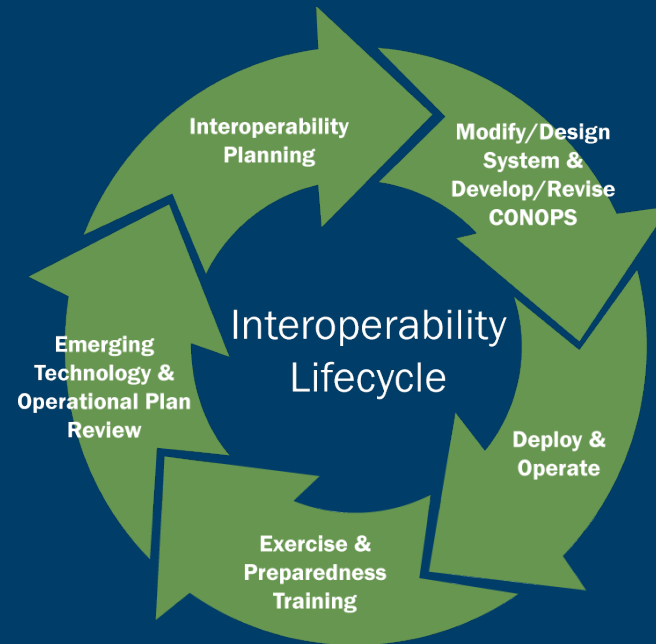
Willdan Customers

- Law Enforcement
- Emergency Operations Services
- Fire Protection
- Emergency Management
- Emergency Medical Services
- Regional Trauma Service Areas
- Hospitals
- Port Security
- 911/Dispatch Systems

Why Communications & Technology Solutions?

Our approach is focused on Governance, Operations & Technology

- Baseline current assets (operational & technical)
- Define operational needs and requirements at the first responder level
- Develop effective governance structures
- Select technology and sources (RFP)
- Create and implement MOU, MOA, JPA, Charter templates
- Create SOP's for control & usage
- Compliance with NIMS/ICS requirements
- Compliance with grant requirements
- Measure performance standards related to emergency preparedness and collaboration
- Develop effective local and regional fleetmaps
- Plan and execute training, exercises & after action reports
- Spectrum management



Services

- Managed Services
 - 911/Dispatch Public/Private System management and operation
 - Radio System - local and regional - management, administration and technical support
 - System and Software integration service and support
 - Financial management
 - Energy - sustainability, efficiency and IT solutions
 - Civil Engineering - city engineering, water safety and disaster long term recovery

Services

- Governance
 - Facilitate regional coordination and collaboration
 - Develop interagency work processes
 - Develop and facilitate committees and working groups
 - Provide model MOUs & MOAs
 - Provide model Project charters and by-laws
 - Provide model Intergovernmental agreements
 - Performance based contracts
- Needs Analysis
 - Establish interoperability baseline (SAFECOM, NECP, SIEC, NRF, UASI - TICP)
 - Map communications capabilities and capacities
 - Inventory existing communications equipment, procedures, and capabilities
 - Model current & proposed interoperable communications capability performance
 - Facilitate and execute exercises and complete after action reports

Services

- Planning
 - Provide models of operating policies and procedures
 - Develop Continuity of Operations plans
 - Develop training exercises to validate local and regional agreements
 - Provide HSPD-8 “Community Awareness” Capabilities-Based planning as it relates to target capabilities outcomes
 - Provide HSPD-5 NIMS/ICS compliance and capabilities
 - Provide funding and fee structure alternatives
 - Provide System Life Cycle Analysis
 - Establish performance measurements based on state and national communication standards and guidelines
 - Assess and report on performance compliance as measured against state and national standards and guidelines regarding emergency preparedness and collaboration

Services

- Designing
 - System design and functional specifications
 - Evaluate communications sites
 - Identify potential communications gaps and solutions
 - Evaluate communications technologies
- PMO / Integration
 - Facilitate the development and deployment of local and/or regional all hazard interoperable communication plan
 - Provide engineering advice, best practices and lessons learned
 - Conduct training and exercises that validate regional agreements

Services

- Independent Verification & Validation
 - System design and implementation
 - Assess and evaluate first responder communication needs and requirements as a functional requirement of radio and data system design and as a performance measure in system implementation and acceptance
 - Validate responder communication requirements as they relate to intra agency, inter agency, jurisdictional and regional communication processes

Governance

- Governance Solutions
 - Delivering effective decision making structures that provide leadership and support for project development and long term management of local and regional interoperable public safety communication.
 - Provide leadership and accountability
 - Define the business processes of the agencies
 - Analyze technical environments, policies and solutions
 - Effective project management

Operations

- Operations Solutions
 - Supporting first responder communication needs and requirements and Federal Homeland Security initiatives
 - Compatibility with the National Response Framework established under HSPD-5 NIMS/ICS and HSPD-8 Community Awareness Preparedness Goal by providing capabilities based planning
 - Creation of effective training, exercise and usage policies and programs
 - Facilitation of local and regional interoperable all hazard communication plans that identify
 - interoperable assets, rules for use, related policies on exercises, training, incident command protocols, communication unit and unit leader and incident action

Technology

- Technology Solutions
 - Deploying voice and data radio systems (including interoperable networks), emergency operation centers, dispatch points, applications and other support systems through the execution of
 - Needs analysis
 - Strategic planning
 - Technology selection
 - Design
 - Program management / Integration
 - Performance verification