

# **NET GUARD PUBLIC/PRIVATE PARTNERSHIP: CALIFORNIA RESILIENCY ALLIANCE (CRA)/BAY AREA INFRAGARD**

## **Description of the Organization**

The CRA is a not-for-profit organization, dedicated to facilitating and linking community-based public-private partnerships throughout the state to strengthen California's resilience. The CRA, formerly known as the BENS Bay Area partnership, brings business and government together to improve disaster response and recovery since 2005.

InfraGard is an information sharing and analysis effort serving the interests and combining the knowledge base of a wide range of members. It is a cooperative undertaking between the U.S. Government (led by the FBI) and an association of businesses, academic institutions, state and local law enforcement agencies, and other participants dedicated to increasing the security of United States critical infrastructures and sharing information and intelligence.

CRA and the San Francisco Bay Area InfraGard Chapter partnered to refine the NET Guard program concept for application in the San Francisco Bay Area.

## **Capacity**

CRA serves as a private sector liaison in the CalEMA Business and Utilities Operations Center (BUOC) within the State Operations Center (SOC) or Regional Emergency Operations Center (REOC) and provides situation reports and information to the private sector, and coordinates private sector resources as requested by state and local emergency management. InfraGard has a partnership with the FBI and other government agencies to support information exchange.

## **Program Development**

Following initial discussions with CRA regarding NET Guard, a CRA meeting was held on April 19, 2010 at Intel in San Jose, CA and attended by over 30 representatives from public, non-profit and private sector organizations. InfraGard agreed to work with CRA in further discussions and meetings leading to the potential establishment of a NET Guard program in the San Francisco Bay area.

Subsequent meetings and discussions have been held with non-profit groups, such as the San Francisco Community Agencies Responding to Disaster (SF CARD), corporate organizations including Cisco, Intel and Google, Carnegie Mellon University and California Emergency Management Agency (CalEMA) and representatives from FEMA Region IX. These discussions identified the need for a comprehensive needs assessment to prioritize the disaster IT and communications (ITC) requirements of San Francisco's nonprofit agencies and faith-based organizations as well as the emergency management community. The response to the San Bruno fire in 2010 identified a potential need to provide crisis mapping support to the first responder community and potential social media support. Volunteers with geo-mapping skills were recruited to help fill this need and after action de-brief identified the need for better protocols to integrate ITC voluntary resources. In April 2011, a needs assessment was conducted with nonprofit organizations and identified unmet ITC needs for non-profit and faith based organizations that could be supported by a NET Guard team. Areas of need included support for maintaining/establishing internet services, surge capacity, and neighborhood communication support.

## Continuing Activities

The Cisco Tactical Operations Team (TacOps), based in the Bay Area, is an important and prominent resource providing technology support for disasters internationally and locally. The Cisco Team continues to play a critical leadership role in working with CRA and the Bay Area InfraGard to continue development of voluntary technology services to support both emergency management and community services.

## Contacts

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