



Steering Committee

Working Group 6

Best Practice Implementation

December 13, 2010

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Co-Chairs*

Working Group 6 – Best Practice Implementation

- Description: This working group will develop options and recommendations for CSRIC's consideration regarding the key best practices for each communications industry segment that should be implemented by communications service providers in order to enhance the security, reliability, operability and resiliency of communications infrastructure. The working group will also develop, for CSRIC's consideration, options and recommendations for methods to measure reliably and accurately the extent to which these key best practices are being implemented. In fulfilling this task, the working group will examine best practices previously recommended by the former Network Reliability & Interoperability Council and the former Media Security & Reliability Council as well as any best practices that may be approved by the CSRIC.
- Duration: Completion of charter (i.e., March 18, 2011)

Working Group 6 – Participants

- Alliance for Telecommunications Industry Solutions (ATIS)
- Alcatel-Lucent, Bell Labs
- AT&T
- California 911 Emergency Communications Office
- Cox
- CTIA – The Wireless Association
- District of Columbia Office of Unified Communications
- Ericsson
- Federal Reserve Board of Governors
- Intrado
- LightSquared, Satellite Industry Association (SIA)
- National Center for Accessible Media at WGBH (NCAM)
- Qwest
- Sprint Nextel
- Telcordia Technologies
- T-Mobile
- USA Mobility, Inc.
- US Department of Health and Human Services
- Verizon

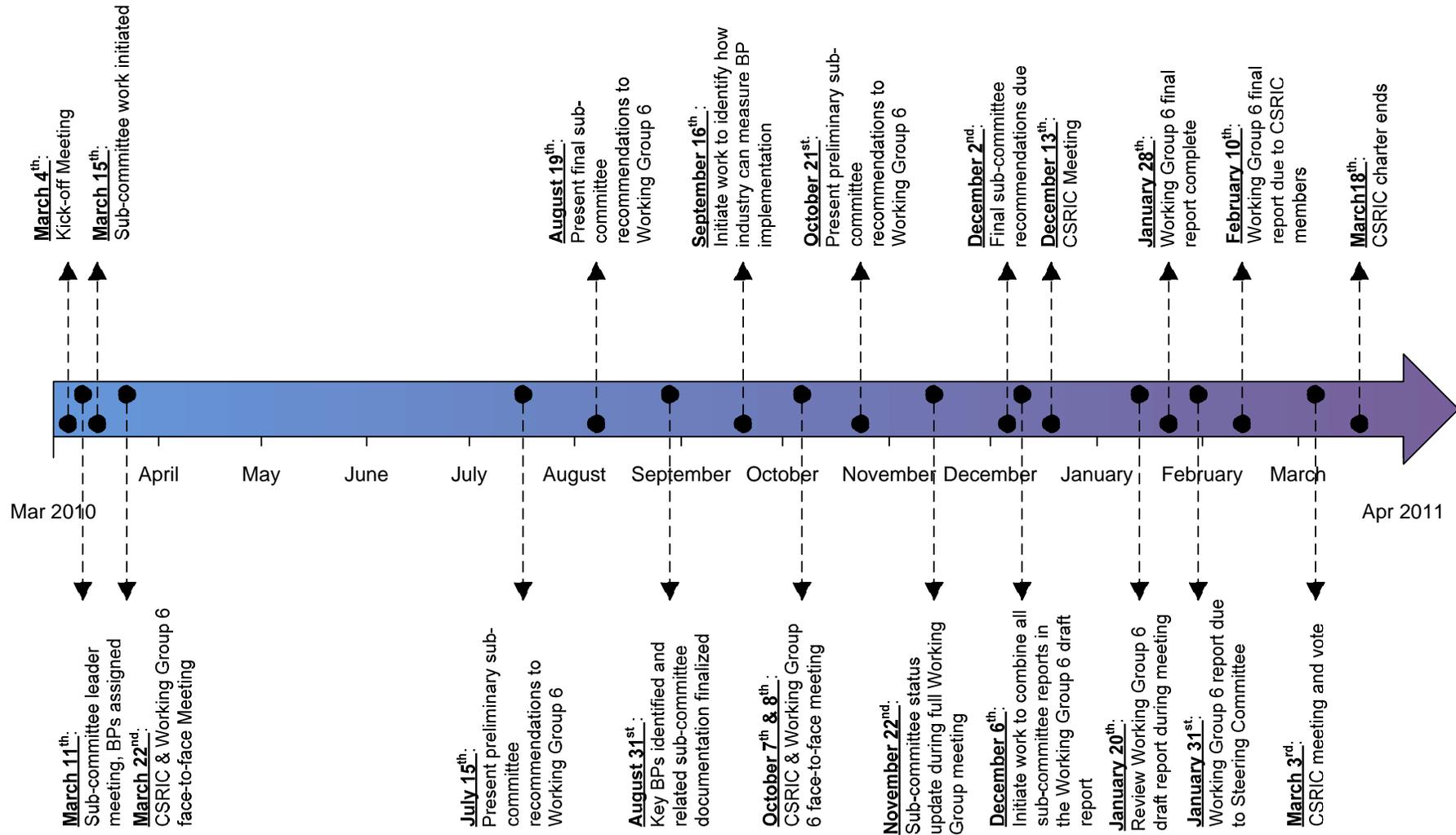
Working Group 6 - Status

- **Established four (4) Committees to review 800+ Best Practices (BPs) related to:**
 - Cyber Security (205)
 - Business Continuity and Disaster Recovery (217)
 - E911 (51) and Physical Security (124)
 - Network Reliability (251)
- **Developed criteria for classifying the BPs as Critical, Highly Important or Important**
- **Identified and documented which of the BPs should be considered vital across communications industry segments**

Working Group 6 - Current Work Activity

- Established two (2) new Committees and appointed leadership
 - **Education Plan**
 - BP Website Usage Survey - Obtain a clearer understanding of how often, to what extent, and in what manner the BP websites are being utilized
 - Web-based and Webinar Education – BP training resource for operators, service providers, suppliers, equipment manufacturers and property managers
 - White Paper – Raise awareness of BPs while directing readers where to find and how to utilize, encourage use through examples of their value
 - **BP Implementation Survey**
 - Developing recommendations regarding how the industry can reliably and accurately self measure implementation of BPs, how the current websites could be modified to better categorize BPs, and how the BP websites could be modified to make them more user friendly
- **Network Reliability Steering Committee's (NRSC's) proposed and modified BPs**
 - Working Group 6's description has been expanded to include reviewing the NRSC's 23 proposed and modified BPs and making recommendations to the CSRIC Council as to whether or not the BPs should be accepted

Project Timeline



Action Items

Closed items:

- Reviewed 800 + BPs and documented the BPs that should be considered most vital to communications industry segments

Open items:

- Complete Committee work
- Finalize Working Group 6 Report
- Any BP gaps and/or concerns recognized by Working Group 6 will be forwarded to the appropriate CSRIC Working Group for consideration

Meeting Schedule

- **Full Working Group**
 - Virtual monthly meeting, next meeting on Thursday, January 13th
- **Co-Chairs/Committee Leaders**
 - Virtual monthly meeting, next meeting on Thursday, December 16th
- **Education Plan Committee**
 - Virtual weekly meeting, next meeting on Thursday, December 16th
- **BP Implementation Committee**
 - Virtual weekly meeting, next meeting on Thursday, December 16th