



# Tactical Operations

Executive Overview

2018

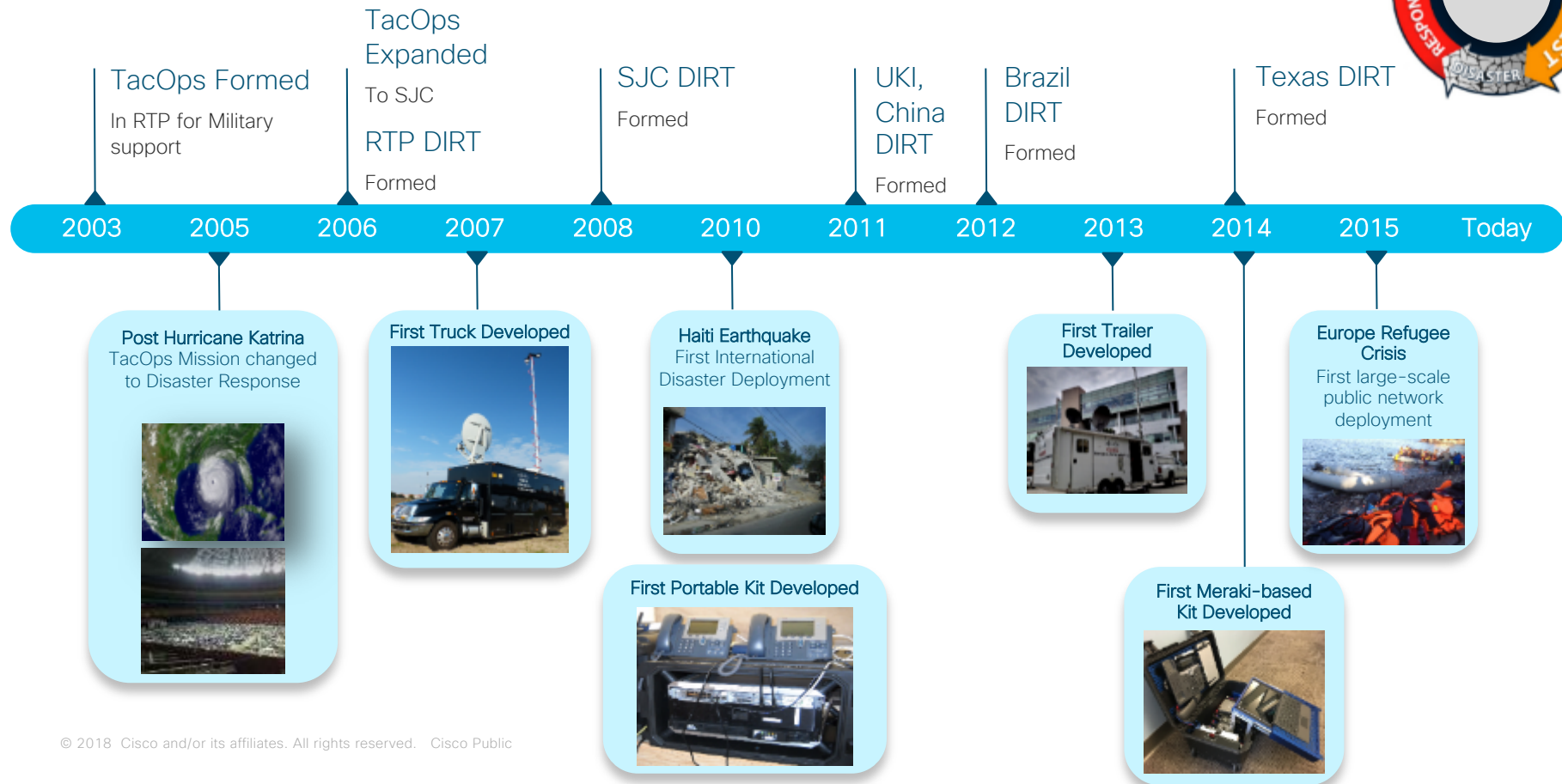
## *Mission Statement:*

*Deliver secure communication solutions globally, providing mission critical connectivity in support of crisis response and recovery efforts, as part of Cisco's Corporate Social Responsibility and thought leadership.*





# TacOps Evolution



# Focus Areas

*All TacOps Services are FREE OF CHARGE to receiving agencies*

## CORE MISSION

Corporate Social  
Responsibility /  
Emergency  
Response

- *Emergency Communications*
- *Humanitarian Relief*
- *Equipment Donations*
- *Giving Back to the Community*

Industry  
Influence and  
Thought  
Leadership

- External Events
- Speaking Engagements
- *Strategic Partnerships*
- *Working Groups*

Business  
Enablement

- Customer Briefings
- Sales Team Support
- Marketing Events
- Consulting
- Partner Enablement
- Business Development

Internal Support

- Business Unit Support
- *Customer Crisis Team*
- *Cisco IMT*
- Internal Events

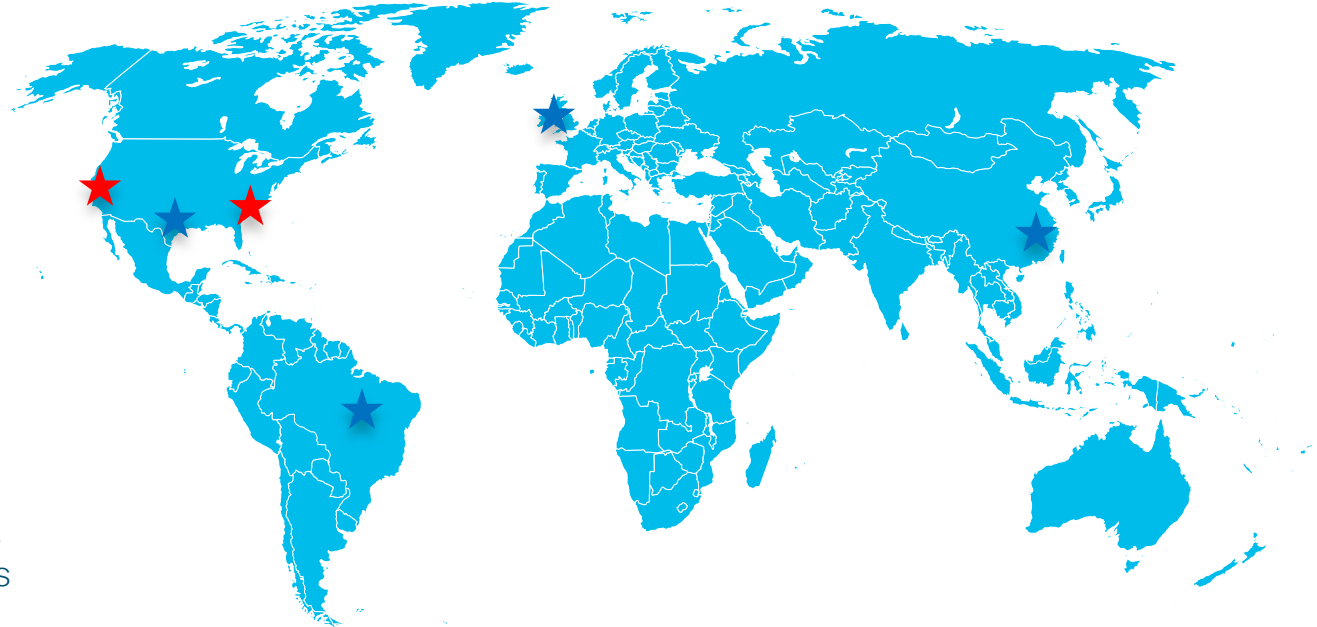
# TacOps and Disaster Incident Response Teams (DIRT)

## 8 TacOps Members (SJ/RTP) ★

- Highly skilled dedicated crisis response team
- Trained to operate in disaster environments

## ~ 350 DIRT Volunteers (Global) ★

- Trained on technical solutions
- Support TacOps on crisis response, planned events



# Deployable Communications Solutions

## Large-Scale Network



Network Emergency Response Vehicles



Emergency Communications Units



## Medium and Small-Scale Network



Portable Communications Kits

### Voice

IP Telephony  
Instant Connect  
(IPICS)

### Video

Video Surveillance  
Operations Manager  
(VSOM)  
Telepresence

### Core Capabilities

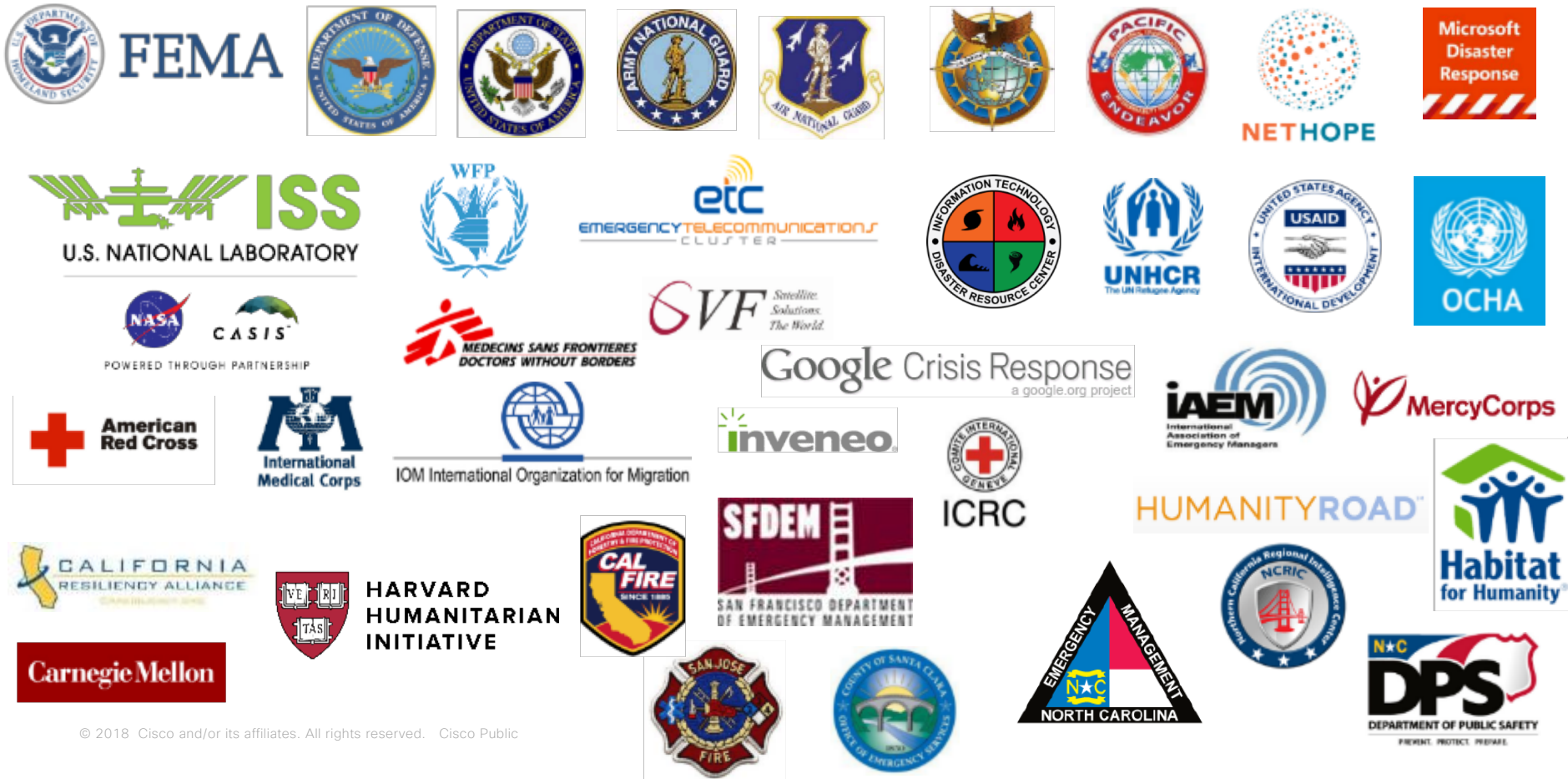
### Data

Meraki  
Wireless Mesh  
Route / Switch

### Security

Sourcefire  
ASA  
WSA  
Cisco Umbrella

# Relationships





# Crisis / Emergency Incident Responses

## 2005

- Hurricane Katrina (LA)

## 2007

- Harris Fire (San Diego, CA)

## 2008

- Evans Road Fire (Eastern NC)
- Flooding (Cedar Rapids, IA)
- Hurricane Gustav (LA)
- Hurricane Ike (TX)

## 2009

- Fiber Cut (Morgan Hill, CA)

## 2010

- Earthquake (Haiti)
- Plane Crash (Palo Alto, CA)
- Four Mile Canyon Fire (Boulder, CO)
- Operation Verdict (Oakland, CA)
- Earthquake (Christchurch, NZ)
- Gas Pipeline Explosion (San Bruno, CA)

## 2011

- Flooding (Queensland, AU)
- TORNADOS (Raleigh, NC)
- TORNADOS (AL)
- Tornado (Joplin, MO)
- Tornado (Goderich, Ontario)
- Flooding (Brazil)
- Earthquake and Tsunami (Japan)

## 2012

- Waldo Canyon Fire (CO)
- Hurricane Sandy (NY / NJ)

## 2013

- Boston Marathon Explosion (MA)
- Fertilizer Plant Explosion (West, TX)
- Tornado (Moore, OK)
- St. Mary's College Fire (Leyland, UK)
- Navy Yard Shooting (Washington, DC)
- Typhoon Haiyan / Yolanda (Philippines)

## 2014

- Carlton Complex Wildfires (WA)
- King Fire (El Dorado, CA)
- Ebola Crisis (West Africa)

## 2015

- Cyclone Pam (Vanuatu)
- Earthquake (Nepal)
- Valley Fire (Lake County, CA)
- Europe Refugee Crisis (Greece, Slovenia)

## 2016

- Europe Refugee Crisis (Greece, Serbia)
- Earthquake (Ecuador)
- Flooding (LA)
- Blue Cut Fire (San Bernadino County, CA)
- Hurricane Matthew (NC)

## 2017

- Europe Refugee Crisis (Greece, Serbia)
- Africa Refugee Crisis (Uganda)
- Hurricane Harvey (TX)
- Protest Activity (San Francisco, CA)
- Hurricane Irma (Antigua & Barbuda)
- Hurricane Maria (Dominica, Puerto Rico)
- Wildfires (Sonoma County, CA)

## 2018

- Europe Refugee Crisis (Greece, Serbia)
- Rattlesnake Fire (Alpine, AZ)
- Africa Refugee Crisis (Uganda)
- Volcano De Fuego (Guatemala)
- Protest Activity (Charlottesville, VA)
- Garner Complex Fire (OR)
- Mendocino Complex Fire (CA)
- Hurricane Florence (NC)
- Hurricane Michael (FL)
- Camp Fire (CA)

**Total # Incidents: 53**

**6 continents, 20 countries / provinces**

# Planned Exercises

## 2010

- Golden Guardian (CA)
- Operation Hotel California (CA)
- Bay Area Urban Shield (CA)

## 2011

- Bayex (CA)
- Boston Urban Shield (MD)
- Disaster Management Initiative Vehicle Rally (CA)
- Fairfax County Vehicle Rally (VA)
- Pacific Endeavor (Singapore)
- Bay Area Urban Shield (CA)

## 2012

- Quake on the Blue Ridge (NC)
- Fairfax County Vehicle Rally (VA)
- Pacific Endeavor (Singapore)

## 2013

- Quake on the Blue Ridge (NC)
- Golden Guardian (CA)
- Pacific Endeavor (Thailand)
- Bay Area Urban Shield (CA)

## 2014

- Pacific Endeavor (Nepal)
- Joint Interagency Field Experimentation (CA)
- US Army 50<sup>th</sup> Signal Battalion IFX (NC)
- Dupont Rescue Experience (NC)

## 2015

- NC EMA Tabletop (NC)
- Command Vehicle Rally (NC)
- Joint Interagency Field Experimentation (CA)
- Pacific Endeavor (Philippines)
- US Army 50<sup>th</sup> Signal Battalion IFX (NC)
- FEMA Tech Corps Tabletop (Washington, DC)

## 2016

- NC EMA Tabletop (NC)

## 2017

- NC All Hazard IMT (NC)
- Charlotte FD Comms Week (NC)
- Pacific Endeavor (CA)

## 2018

- TX Parks & Wildlife CommEx (TX)
- TacOps DIRT FieldEx (CA, NC)
- NetHope Rapid Response Team Training (Iceland)
- FEMA National Level Exercise (Virtual)
- NetHope Disaster Prep Training (Panama)
- San Francisco Fleet Week CommEx (CA)
- Public Safety Interop Exercise (TN)



# How to Request TacOps in an Emergency

- Hotline: +1 919-392-4646 (24 x 7 coverage)
- Email: [emergencyresponse@cisco.com](mailto:emergencyresponse@cisco.com) (24 x 7 coverage)
- Information we will need:
  - Requesting individual's name, agency, title, contact information
  - Exact location(s) where assistance is needed, on-site POC
  - Business need (e.g. telephone, Internet, radio interoperability, video surveillance, etc.)
  - Approximate number of users to be supported at each location
  - Expected duration of need / deployment
  - Current ground situation (logistics, security, power, personnel support, etc.)

# Connect With Us

- Web Site: [www.cisco.com/go/tacops](http://www.cisco.com/go/tacops)
- Email: [tacops-info@cisco.com](mailto:tacops-info@cisco.com)
- Facebook: [www.facebook.com/cisco.tacops](https://www.facebook.com/cisco.tacops)
- Twitter: @CiscoTacOps
- Instagram: @CiscoTacOps



TacOps Incident Photos

# Hurricane Michael 2018

## Florida





# Hurricane Florence 2018

## North Carolina





# Volcano De Fuego 2018

## Guatemala





# Refugee Crisis 2017 - 2018

## Uganda





# Rattlesnake Fire 2018

## Arizona





# Hurricane Maria 2017

## *Puerto Rico*





# Hurricane Irma 2017

*Antigua & Barbuda*





# Refugee Crisis 2015-2017

## Greece, Slovenia





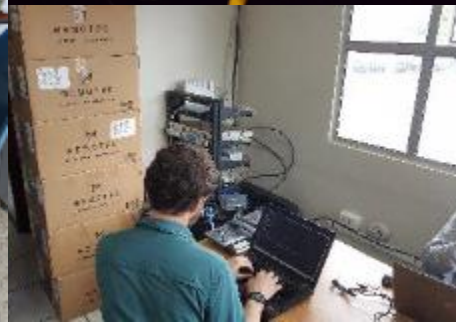


Hurricane Matthew – 2016  
*Eastern NC*



# Earthquake – 2016

## Ecuador



# Ebola Crisis 2014-2015

## West Africa





# Earthquake – 2015

## Nepal





# Cyclone Pam – 2015

## Vanuatu







Carlton Complex Fires – 2014  
*Chelan Falls, WA*





# Typhoon Haiyan – 2013

*Philippines*





# Hurricane Sandy – 2012

## NY / NJ



