



**THE  
OTTAWA**

**AFCEAN**  
*September 2006*

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The **Ottawa AFCEAN** is published by:

AFCEA Ottawa Chapter  
1 Stafford Rd., East  
Suite 197  
Nepean, On  
K2H 1B9

**Tel: (613) 721-6031**

**Fax: (613) 721-0092**

email:

[info@afceaottawa.org](mailto:info@afceaottawa.org)

Editor:

Bill Hawken

Tel: (613) 841-2912

e-mail:

[hawkenw@hotmail.com](mailto:hawkenw@hotmail.com)

## John Weigelt, National Technology Officer The New World of Crisis Response

*June PD Meeting Presentation*

### *PD Presentation Report*

Mr. Weigelt opened his talk by explaining that Microsoft has responded to assist in many crises, causing the company to take a hard look at specific cases, lessons learned and new technologies along with technological trends applicable to improving response capability. Specifically, planning involved considering ways of leveraging new technology to provide the necessary functionality. It became clear that while the focus has been on humanitarian assistance and collaboration, solutions lend themselves readily to other applications for protecting Canadians. He then outlined his presentation, explaining that he would first show a “snapshot in time” i.e. look at the world today, then review what’s coming in terms of evolving technologies and finally consider partnership opportunities.

He emphasized that it is people who drive public safety rather than technology, and that even victims want to help in a crisis. One aspect is engaging those who do want to help and providing them with the tools to do it, avoiding having to learn in the event. The challenge is to engage a whole range of people and organizations so they work together so as to be able to respond collectively. He again emphasized that it’s not the emergency response organization per se that provides the response but the people within it working together. Therefore, it is important to empower them with the tools they need to respond.

He then went on to describe “seamless computing” He gave examples of various combinations for connections between people and machines: i.e. people to people; people to machines e.g. heart patients sent home early but connected via telemetry; and machines to machines, e.g. remote surgery in

### Upcoming Events

#### Special Event:

**October 3<sup>rd</sup>, 2006 National Arts Centre Senator Romeo Dallaire – see page 4 for details**

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## The New World of Crisis Response

places such as Iqaluit where robotic appendectomy procedures (cont'd. on p.2) (cont'd from p.1) have been carried out via remote control. Key questions in this environment are what information is going across the link and whether the machines/devices in the system can actually interoperate.

In speaking of PC hardware capabilities, he reminded the audience of "Moore's Law", which so far has held but is slowly and surely being stymied by physics. Heat management issues lead to multi-core designs to spread out the computing workload and its resulting heat. In effect, the array approach used in supercomputers is being applied to the desktop. He went on to speak of "computational cultures" and the improving capabilities of computational thinking, whereby computers are beginning to make viable decisions, and to produce optimized designs which make no sense to humans, but actually work better than those designed by humans.

He then moved on to talk about mobility and the developing seamless environment, allowing access to information without needing to know where to look for it. He touched on employers' wish to make employees more effective by providing them with devices such as PDAs. While employees may object to the devices' inherent ability to allow the boss to keep track of them, the employer is driven by the desire to facilitate productive use of otherwise wasted "dead time"

He then reviewed the trend away from traditional radio-based to IP-based response, facilitating the use of a full range of technologies, e.g. PDA with IR, WiFi, CDMA, GSM, Bluetooth etc., illustrating that the core IP services are in place to the extent that common infrastructure is no longer an issue in crisis response.

He emphasized that mobility is rapidly becoming mainstream in that IP-based integrated mobile support is routinely available for users, leveraging the infrastructure by allowing "write once" input from any of a full range of devices, recognized across a variety of platforms. He showed an example device offering such capability.

He spoke of "computing ubiquity", showing examples of emerging "wired cities" where such applications as RFID-enabled medication provides a reminder to the patient, floor sensors provide an alert if an elderly or disabled person falls, and even smart billboards providing custom advertising triggered by street sensors. Noting that technology can facilitate crisis response, he noted that terrorists could also exploit technology,

underscoring the need for built-in security services.

He reviewed advances in computing power allowing new techniques in accessing up-to-date, useful mapping and ancillary information for imaging and visualization. He used the New Orleans hurricane as an example, where it was important to visualize not only the map of the area, but to fuse it with shared overhead images of what was really there, i.e. what was intact and what was underwater, so as to facilitate an intelligent response.

He emphasized the importance of new intelligent search capabilities, using full indexing to pivot across information, along with personalization of search tools with multi-stranded search processes to get better access and to find "stuff I've seen" again. He explained that when smart search is coupled with collaboration tools, it is easier to ensure that the right response occurs, e.g. the right people are there when they're required.

He then went on to speak about the challenges of sharing essential information while maintaining adequate security. Traditionally, information is disclosed for specific purposes and the holder is prohibited from further disclosure. This poses a challenge for collaborative crisis response where partnerships demand sharing of essential information to be effective. Furthermore, various agencies' response systems are generally non-interoperable and often paper-based. He noted the potential of the new technologies to improve interoperability but emphasized the importance of expediting national security policy imperatives so as to allow increased cooperation and integrated responses using interoperable solutions and systems.

He mentioned implementation examples using mobile forms and tablet PCs and then wrapped up his talk by emphasizing the importance of trustworthy computing in facilitating essential partnerships, supported by security cooperation programs between government and industry.

He thanked the audience and then took questions. Asked whether he had experienced resistance to change when new technologies are introduced, he replied that in a crisis, people tend to respond to a new technology when they are shown how they can use it to help them deal with the crisis, but at other times, they tend not to respond so easily.

Chapter President Kelly Stewart-Belisle thanked Mr. Weigelt for his presentation on behalf of the audience.

### *Reader Feedback and Newsletter Submissions*

In keeping with Chapter direction to bring more discussion to the areas of professional development and to broaden the scope of the AFCEAN newsletter, we would welcome your comments, articles and other contributions. All are encouraged to submit items of topical or general AFCEA interest (contracts and awards, promotions, upcoming events and courses) to the Editor for publication. Original articles which you the members may wish to submit or comment upon for publication are most welcome. Please take advantage of this opportunity to let AFCEANs worldwide know what you and your Chapter are doing. If you have any questions concerning the appropriateness of a submission please contact the AFCEAN Editor Bill Hawken at 841-2912 or

## AFCEA Canada Executive Breakfast



From Left to Right

BGen (Canadian Army retired) Robert Martineau, Chair of the AFCEA Canada Program Management Committee and National Practice Leader, Allstream Business Consulting Services  
Col (Canadian Air Force Retired) Marv Sywyk, General Manager, AFCEA Canada

Ms Cindy Moran, Chief, Center for Network Services, Defense Information Services Agency (DISA)

Maj Keith Garwold, SC (U.S. Army) on exchange with DG Information Management Technology/Technical Program Support  
Capt John Albert, USAF, DISA Exchange Officer with the DG Information Management Technology/Engineering Integration

On 16 Aug 06, AFCEA Canada and its members were honoured to have Ms Cindy Moran as our guest speaker at our Executive Breakfast. Cindy E. Moran is the Chief, Center for Network Services, Defense Information Services Agency (DISA) and is responsible for managing the operations of the Defense Information Systems Network (DISN). She is the architect of the recent EPP (Enhanced Planning Process) that overhauled the entire DISN subscription chart for users of the DISN. In addition, Ms. Moran also served as the Vice Director of the Strategic Planning and Information Directorate, where she supported the DISA Director in decision making, strategy development and communicating that strategy both internally and externally, aligning DISA program execution with Department of Defense (DoD) strategy in planning, engineering, acquiring, fielding and supporting global net-centric solutions, operating the Global Information Grid, information assurance and management of DISA information technology resources.

Ms Moran provided a very interesting presentation on the effort of DISA in the recovery of some of the communications networks after Hurricane Katrina. She first explained that DISA is a combat support agency responsible for planning, engineering, acquiring, fielding, and supporting global net-centric solutions to serve the needs of the President, Vice President, the Secretary of Defense, and other DoD components under all conditions of peace and war. Their themes of surety, reach and speed illustrate how “We will think big, build small, scale rapidly”

She explained that while Katrina was a large effort, it was just one example of how DISA supports many agencies after natural disasters. They have their organization and infrastructure set up to do just that. After Katrina hit the southern coast on 29 Aug, DISA had their Mobile Disaster Recovery unit in place on 4 Sep and all traffic restored by 6 Sep. They had to operate on generator power for four weeks until commercial power was restored in mid-Oct.

The Defense Switched Network (DSN) is the DoD global circuit-switched network, providing secure/non-secure voice, data and video services. DSN has military unique features (e.g. Precedence and Pre-emption) to insure the most important calls get through under constrained conditions. For Katrina, DISA rapidly activated pre-planned contingency circuits into the Gulf Coast area and deployed tactical/mobile systems (e.g. TACSAT from JITC) utilized DSN connectivity as access/egress to the global network. Approximately 12 switching facilities from Texas to Florida were significantly impacted. Backbone connectivity (OC3+) impacted entry/egress. DSN PMO carefully monitored status of switching equipment and connectivity, providing daily situational awareness as locations came back on line. Working with commercial vendors, much restoration work done quickly where facilities were not completely destroyed and personnel remained to use it.

In their efforts, DISA also established both secure and non-secure video teleconferencing, provided emergency telephone service with their Enhanced Mobile Satellite Service and supported NORTHCOM in their efforts to support the local enforcement agencies and first responders. AFCEA Canada and all of its members are very grateful for the effort that Ms Moran took to visit us in Canada and to deliver a very interesting presentation. As a small token of our appreciation, we will extend her current membership in AFCEA by one year. (cont'd. on p. 4)





From Left to right  
Mr. Gilles Dupont, Chair and  
CEO AFCEA Canada  
Alain Fecteau, the President and  
CEO of Technopole – Defence  
and Security

(cont'd. from p.3) Also at the Executive breakfast, we had the opportunity to welcome a new corporate member to AFCEA. Gilles Dupont, Chair and CEO of AFCEA Canada presented the corporate certificate to M. Alain Fecteau, the president of Technopole – Defence and Security. The Technopole - Defence and Security was the brainchild of Defence Research and Development Canada – Valcartier (DRDC), the most extensive of the six National Defence R&D centres and one of the major public R&D centres in Québec. PÔLE Québec Chaudière-Appalaches played an important role as promoter and coordinator for the project's implementation. The Technopole was officially incorporated in June 2004. The Technopole, whose focus is on defence and security, is designed to give rise to a community of interests whose mission will be to increase the yield in defence and security innovations through interaction among its members. In the start-up phase, 13 corporations and institutions from Québec and across Canada, some of which are leaders in defence and security, currently form part of this community and are actively involved and have a financial stake in the project. The recruitment objective has been set at 45 businesses and institutions within two years.



**October Special Event:**  
**Tuesday, October 3<sup>rd</sup>, 2006 at 12:00 noon**  
**National Arts Centre, Ottawa**

**Speaker: Lieutenant-General the Honourable Roméo A. Dallaire,  
O.C., C.M.M., G.O.Q. M.S.C., C.D., (Retired)**

**Topic: Leadership in a World of Disorder**

**Sponsors: HP Nasittuq Rogers xwave**

**Cost: \$60.00 (proceeds to the Roméo Dallaire Foundation)**

**To Register: [www.afceaottawa.ca/](http://www.afceaottawa.ca/) or by email at [info@afceaottawa.org](mailto:info@afceaottawa.org)**

**Deadline for registrations is Friday, September 29th, 2006 *Seats are still available***

**For more information please call 721-6031.**

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**AFCEA Ottawa Chapter**



**IT Security Course**

**November 6-10, 2006**

[www.afceaottawa.ca/ITSECweb.htm](http://www.afceaottawa.ca/ITSECweb.htm)