Request from Wisconsin - SVTC System Survey

Q1. The Secure Video Teleconference (SVTC) system was installed several years ago by DHS in state EOCs. Wisconsin has been running its system with limited funding and direction from DHS. It's Wisconsin's understanding that DHS has cancelled its contract with Polycom to maintain the system, offers no replacement parts and does not require that the system be maintained or tested. Is this your state's understanding of SCTC's current status?

Answer Options	Response Count
Yes	13
No	11
Do not know the status of my state's SVTC	3

Q2. Is your state's SVTC currently running and being maintaining?

Answer Options	Response Count
Yes	22
No	5

Q3. If you answered "Yes" to #2, what kind of financial resources (operating budget, grants, etc) do you use to maintain and run your SVTC? Please be specific.

answered question	23
skipped question	4
ANSWERS BELOW:	

"We currently cannot connect in the secure mode with our VTC. We use our operating budget to try and maintain the system."

"Nebraska pays the ISDN line costs out of state general funds, approx. $240.00 a month. We did have 2 systems/but the Gov. Chief of Staff disconnected the one in the capitol/refused to pay the ISDN costs. DHS demanded the equipment back however would not pay the shipping. We now have a nice TV in the agency dining room."
"Multiple"
"HS funds from DHS authorized years ago. till doing so."
"We fund it out of the SHSGP. It is a burden, especially after we were told by DHS that they would fully fund the SVTC when it was installed. We are anticipating the install of HSDN which includes an SVTC function, at which point we will dispose of the PolyCom."
"Operations and Staffing are by state personnel. System is housed in our State Emergency Operations Center."
"We have been utilizing internal resources to maintain the vtc part of the system. However, when there are crypto issues, DHS has been able to provide assistance since those are federally maintained. DHS has not done regular testing of the system like they should to ensure the systems across the US stay operational."
"The last equipment problems occcured during a disaster and FEMA had techs in the area that fixed it."
"Yes but it is close to failing. I need to help it along each time it is booted up, it runs so hot I have to keep a fan on it to cool it or it will lock up. We are paying for the ISDN lines only. We are not paying to have this obsolete system repaired."
"We maintain the ongoing cost for the ISDN line out of operating budget. As far as replacement parts go when it breaks it will be down until DHS replaces it."
"Via the HSGP"
"It is my understanding that our SVTC is working, but it is not being utilyzed."
"Currently we only pay for the ISDN line for the non-secure side. DHS did put this cost on the States a couple of years ago. The T1 line for the secure side comes from the CWIN terminal we have. This is also a DHS system which is maintained by DHS and the Secure VTC piggybacks of the the T1 for the CWIN."
"KS uses DOD, National Guard dollars to upkeep and maintain. We use no DHS support. We do however keep DHS advised of the contact numbers."
"HS grants and technical support from National Guard"
"State operating budget pays for the ISDN telco circuits and costs. Unit has not required maintenance since DHS contract with Polycom ended."
"Florida VTC equipment is maintainted by staff and Polycom/NSA for equipment. We pay for it out of maintenance budget."
"Local funds as well as UASI funding"
"Thus far we haven't had to expend any funds on maintainance issues as we haven't experienced any. We do pay for ISDN service which we take out of our operating budget."
"Operations/Technology budget is used to take care of most all communications systems that are used by our Division such as phones and data."
"State operating funds and/or EMPG"
"We use Homeland Security Grant funds to pay for the telephone line recurring charges. No other maintenance has been required. Keying of the system continues to be accomplished by the National Guard."

"The State Emergency Operations Center and the Governor's Secure VTC units are all maintained using the M&A portion of our 2007 Homeland Security Grants. The yearly cost for maintaining these two facilities is about $14,100. These charges include $1075/month for AT&T and Sprint line charges, ($625 for the Governors facility and $450 for the SEOC SVTC) and $600/year for ADT Security Systems and $600/year for other telecom & Network Charges. Staff, rent, & other miscellaneous cost are absorbed as part of our overall facility operating budget. Repairs to the VTC unit, and other room maintenance cost are handled as they come up using HS Grant Funds."

Q4. How do you test your SVTC? Please be specific.	
answered question	23
skipped question	4
ANSWERS BELOW:	

"We don't, because there are no tests initiated through DHS headquarters, Mt Weather, or our FEMA region."
"We were/have been testing our system quarterly when ever DHS/FEMA notified us of a test. Last one was 3 months ago. We have only used the system with DHS 2 times/tried to use/once it did not work and the other time they have really bad news, does that tell you anything about the value of the system to us?"
"With FEMA Region"
"With Mt.Weather on a regulatr testing schedule with limited notice"
"We can test with Mount Weather. We haven't in awhile, but we know the crypto works and have used the SVTC in non-secure mode recently and it worked."
"We participate in the bi weekly Secure VTC with DHS HITRAC, and we use the system internally within California. Testing and crypto key management are done by California Emergency Management Agency Personnel and the California National Guard."
"We do regular tests of our VTC system on the first Tuesday of every month. This does not always include the secure side of the system but we monitor that closely and use it regularly to ensure it is working. As a caveat to your last question, I feel it is an extremely valuable asset that DHS does not adequately fund, test or utilize on a regular basis. If they want the system as a whole to work, they should test it and give regular threat briefs so that we are sure it works when needed."
"Occasional teleconferences with DHS in the secure mode."
"It is only tested when used real time. We are currently having a flooding event in our state and it has been used several time a week FEMA & DHS. Feel free to give me a call if you would like to discuss further. Larry Ruebel; 701-328-8108; lruebel@nd.gov"
"On the unsecure side at least it is used monthly. On the secure side it is tested quarterly when a new key is loaded."
"We currently have 2 systems; one in the Office of Homeland Security and the other is located in the Main Capitol Building for the Governor. OHS tested its system May 2008 with a similar National Guard system located at Ft Indiantown Gap, PA; it was operable. The system in the Main Capitol Building is inoperable awaiting a replacement part."
"I do not believe there has been any recent testing of the equipment."

"We do secure test with the NC National Guard and in some cases with other States. DHS also has some secure conference calls from time to time but mainly our testing is done with the NCNG. The National Guard also provides the keying material for the secure side. NC get a lot of use out of the non-secure side during Hurricane season.;"

"Testing is done and maintained by DOD_National Guard."

"We don't, we just use it."

"Monthly ISDN and IP point to point tests, plus sparodic conference tests with adjacent states and DHS. Also periodically work with DHS MCIO OPS Ctr on secure and non-secure mode testing."

"Test wilh Custom Videoconferencing Solutions, Inc. the State of Florida bridge provider and with Mt. Weather NOC for Secure VTC."

"The system is tested monthly by staff and quarterly meetings are conducted among the NCR UASI Senior Policy Group members."

"We do unscheduled tests with the MCIO and do use it periodically, once or twice a month, for DHS HSIN Secure Conferences."

"In the past, DHS (Mt. Weather) initiated a quarterly test using both the ISDN and IP connections. Since they have not conducted this test over the last year I have completed testing with ISDN connections to other State of Iowa ISDN equipment. Otherwise to test both the IP and ISDN connections point to point with DHS, I call Calving Jeffers 1-540-542-4258. To schedule use for a conference Juan Ugarte 1-571-258-2440 will take care of reservation."

"Have not tested the ""secure"" capability in a long time."

"We conduct tests between our unit and the one at the Governors office. Testing is also done by calling the H.S/FEMA switching center."

"Testing is done once every three months (re-key of KIV7) when we request DHS to call our system. Also prior to any scheduled SVTC call we will test the day before. Our HSIN Secure laptop is connected to the SVTC and that is accessed at least weekly so if the system is down, we would know at that time. It would be nice if DHS did a weekly test of all VTC units. Our system is used not only by our HS staff, but also by our Cyber Security state & private sector personnel (with appropriate Secret Clearance levels) in conjunction with Federal and other State personnel. Our national guard unit also has used our system when their unit was down for service."

Q5. Do you consider your SVTC to be a valuable asset?	
Answer Options	Response Count
Yes	16
No	10
Skipped question:	1