



APPLYING TECHNOLOGY. AMPLIFYING RESULTS.

TWD CASE STUDY

A Matter of National Security

▶ **Client**

US Department of Homeland Security (DHS)

▶ **At a Glance**

The project's goal was to design and build an expanded watch floor environment that would bring together a range of cyber, emergency preparedness, and response expertise to monitor and respond to homeland security incidents.

▶ **TWD's Role**

Deliver information technology infrastructure cabling, system design, and integration services.

▶ **Impact**

Enhanced ability to mitigate risks and respond to threats.

Overview

Information technology is integral to many aspects of our lives today, from social networking to communications to business – even to our national security. While these digital capabilities offer remarkable opportunity, they also can represent significant risk in the face of an increasingly sophisticated and aggressive threat environment.

It is not surprising, then, that protecting digital communications and resources has become an important focus for organizations across both the private and public sectors.

Chartered with protecting our Nation's critical infrastructure from physical and cyber threats, the US Department of Homeland Security (DHS) is no stranger to managing security risk. The organization coordinates and collaborates with a range of government and private sector organizations to pursue its vital mission.

In one such collaboration, the DHS National Protection and Programs

Directorate's Office of Cyber Security and Communications (CS&C) awarded an EAGLE task order to CSC (formerly Computer Sciences Corporation) to provide information technology infrastructure and cyber support. TWD & Associates, Inc. played a significant role in identifying the opportunity and assisting in preparing the proposal for CSC, as well as in delivering the required IT services, expertise, and solutions to support the task order.

The Solution

The goal of the project was to design and build an expanded watch floor to integrate national security capabilities from the US Computer Emergency Response Team and the National Coordinating Center of the National Communications System. The watch floor environment would bring together a wide range of cyber, emergency preparedness, and response expertise to monitor and respond to homeland security incidents.

Under the terms of the task order, TWD provided IT infrastructure cabling, system design, and integration services to CSC.



// Consolidating our cyber and communications operations centers...will enhance our ability to effectively mitigate risks and respond to threats.”

— Janet Napolitano
Former DHS Secretary

Other members of the team included Imtech Corporation (dba Activu Corporation) and Woodtronics, a division of Cerain Corporation.

The scope of the task order was significant for TWD because it awarded Engineer, Furnish, and Install (EF&I) services for IT, telecommunications, video conferencing, and cabling. These services cut across all parts of the company for the project's execution and required substantial coordination among the company's business units and operating groups.

Specifically, TWD was tasked with purchasing and implementing:

- The IT infrastructure, desktop IT, and voice equipment
- A watch floor display system to support a 66-seat watch floor
- A 20-seat Crisis Action Team (CAT) room
- 10 private offices
- Break and copy rooms

TWD work included:

- Program management
- Implementation and integration
- The watch floor communications console
- A new cable plant and multimedia solutions for the:
 - Watch floor
 - CAT room
 - Private offices and conference rooms that included video teleconferencing and other multimedia capabilities

The VTC and multimedia systems were at multiple security classification levels and some of the systems were required to be capable of operating multiple security levels on the same system.

The second phase of the project focused on the integration of a separate communications facility located adjacent to the new watch floor.

Results

The new watch floor opened just three months after the task order was awarded, and today continues to serve as a point of integration for cyber expertise and collaboration. The 24x7 operation provides a fusion of focused expertise that monitors and works closely with the government at all levels – and with the private sector – to coordinate the integrated and unified response to cyber and communications incidents that affect homeland security.

“Securing America’s cyber infrastructure requires a coordinated and flexible system to detect threats and communicate protective measures to our federal, state, local, and private sector partners and the public,” stated the now former DHS Secretary Janet Napolitano, speaking about the project at the opening of the new facility. “Consolidating our cyber and communications operations centers within the National Cybersecurity and Communications Integration Center (NCCIC) will enhance our ability to effectively mitigate risks and respond to threats.”

You can rely on TWD for leading-edge, effective solutions that incorporate the latest in information technology infrastructure and cyber support.

