
# projectConnect Overview

# What is ITDRC?

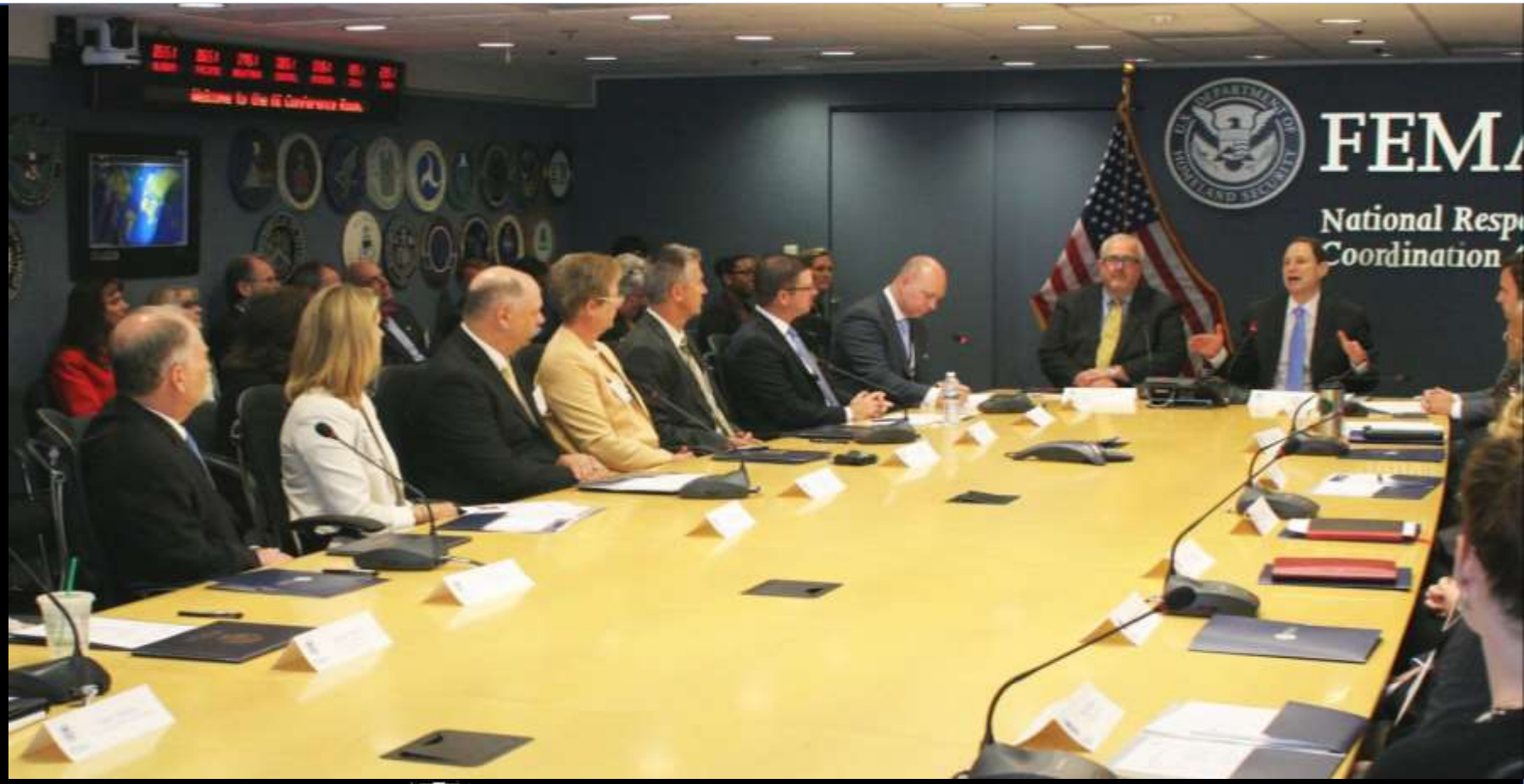
The **Information Technology Disaster Resource Center (ITDRC)** is a nationwide, volunteer driven, 501(c)(3) nonprofit established in 2008 to assist communities with technology continuity and recovery after catastrophic events. Headquartered in North Texas, the organization serves as a vendor-neutral clearinghouse for **no cost** communications and technology resources that benefit the *whole community*.

ITDRC is a trusted resource to emergency management agencies, disaster relief organizations, and the greater technology community. We connect survivors and responders; through an All Star team of service oriented professionals and socially responsible partners.

# Tech Sector Collaboration

**FEMA TSC Partners**

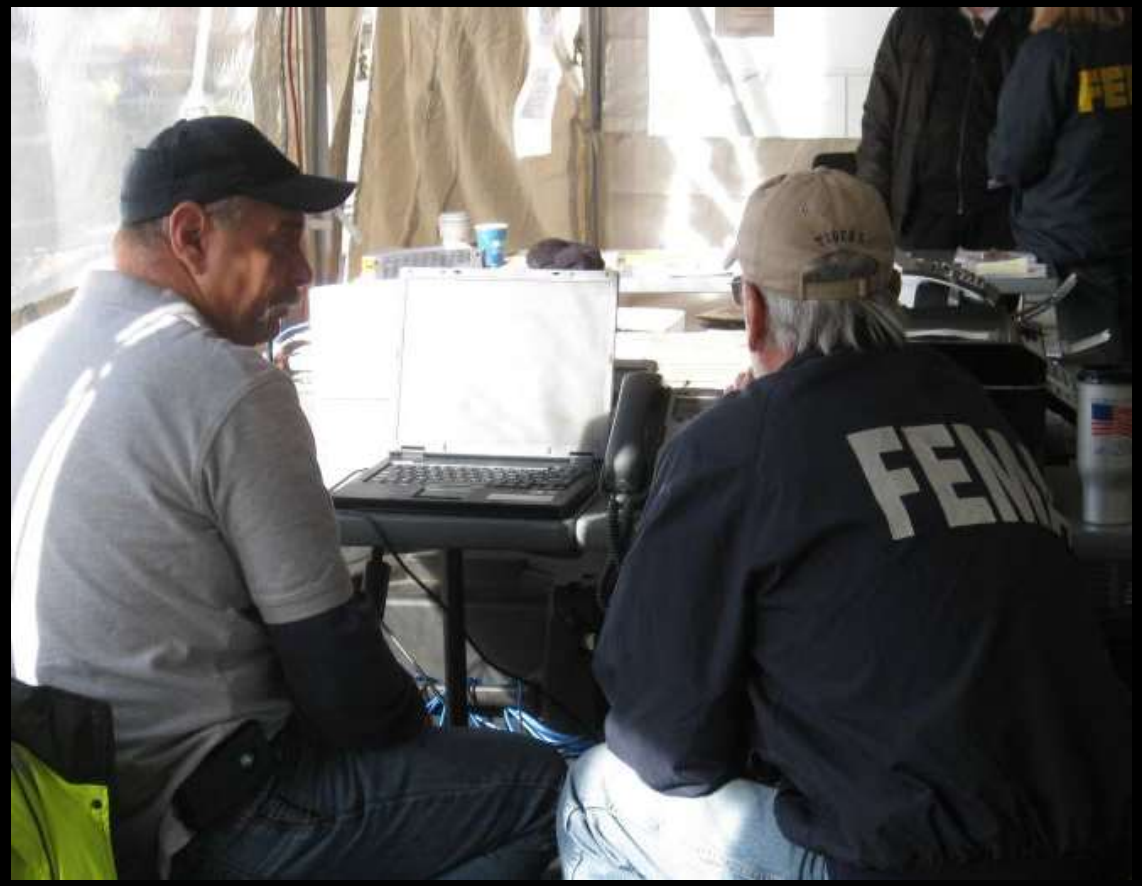
- Cisco
- Google
- Intel
- ITDRC
- Microsoft



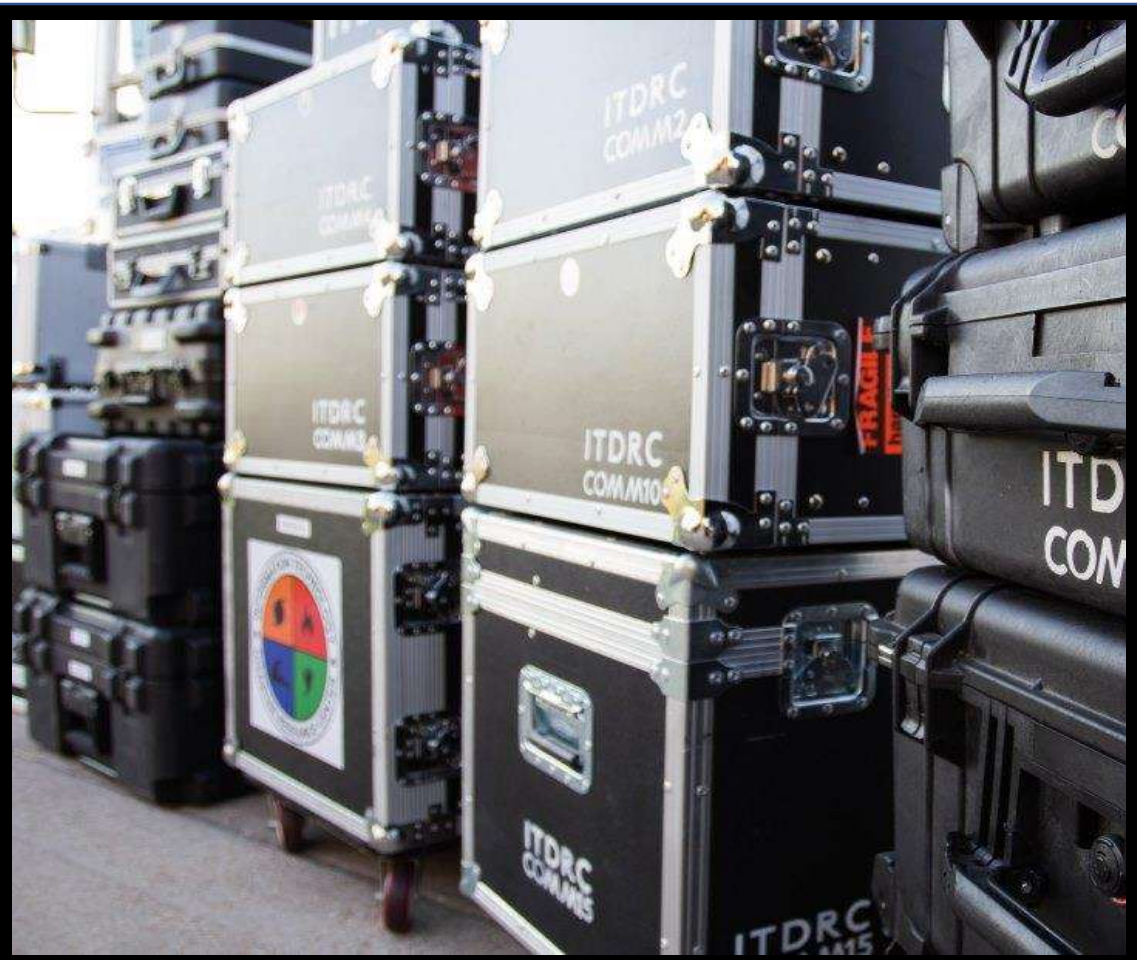
# ITDRC Capabilities

ITDRC is the thought leader in disaster technology, and trusted source of skilled technology volunteers and in-kind Information, Communications, and Technology (ICT) resources.

- ✓ ICT volunteers in 10 Regions across the United States and Puerto Rico
- ✓ Rapidly deployable regional equipment caches
- ✓ Disaster Tech Task Force Program
- ✓ NIMS Type I, II, III, and IV Mobile Command Centers
- ✓ ICS, NIMS, COMx, and AUXCOMM Trained Personnel
- ✓ Critical Information Systems (CIS) Response Team



# ITDRC Technology Assets

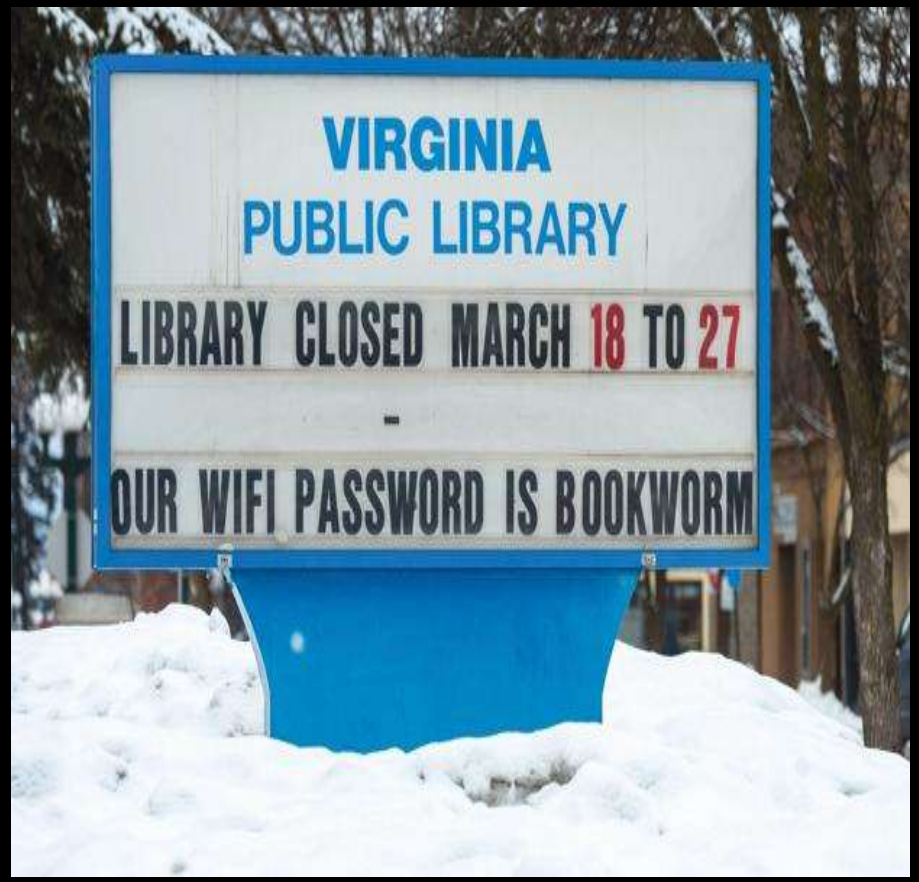



ITDRC provides surge technology assets to meet the short and long term needs of a community during the Response and Recovery phases.

Available equipment includes:

- ✓ Voice/Data Infrastructure
- ✓ Notebooks / Tablets
- ✓ Workstations / Servers
- ✓ Copy / Scan / Printers
- ✓ CCTV / Video / AV
- ✓ Wireless Connectivity
- ✓ VSAT & LTE Connectivity
- ✓ LMR Radios / Repeaters
- ✓ Satellite Programming
- ✓ Analog, Cell, SATCOM, and VoIP Telephony
- ✓ Voice / Video Teleconference

# Overview of projectConnect




**Goal**: Connect as many students as possible to the Internet

**Target**: Rural and Underserved Communities

**Progress:** Hundreds of Installations Completed

**Submit Requests:**

- https://go.itdrc.org/projectConnect

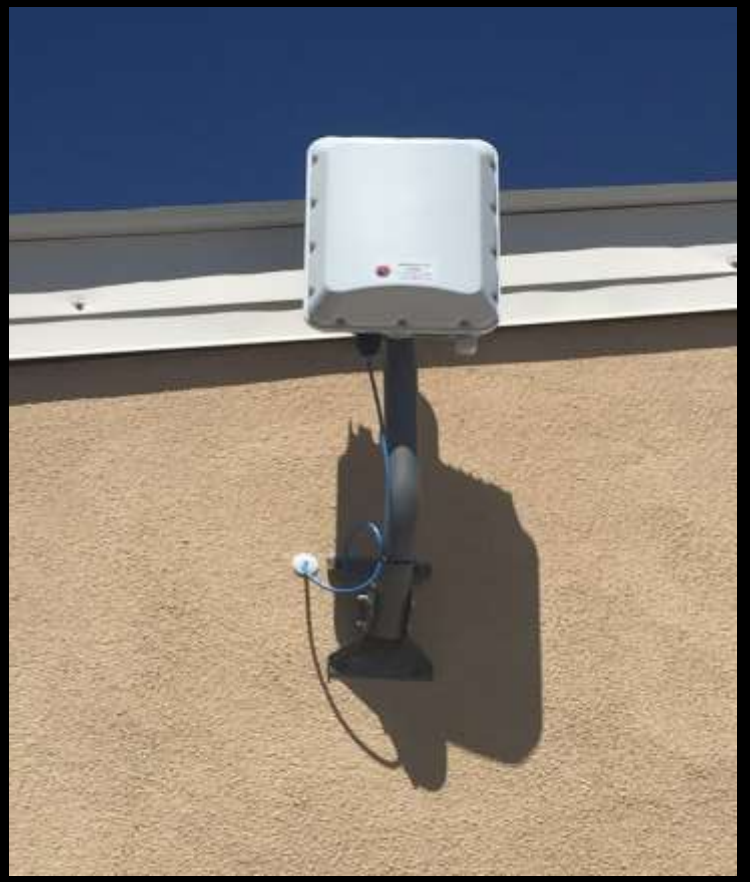
# Objectives

**Approach:**

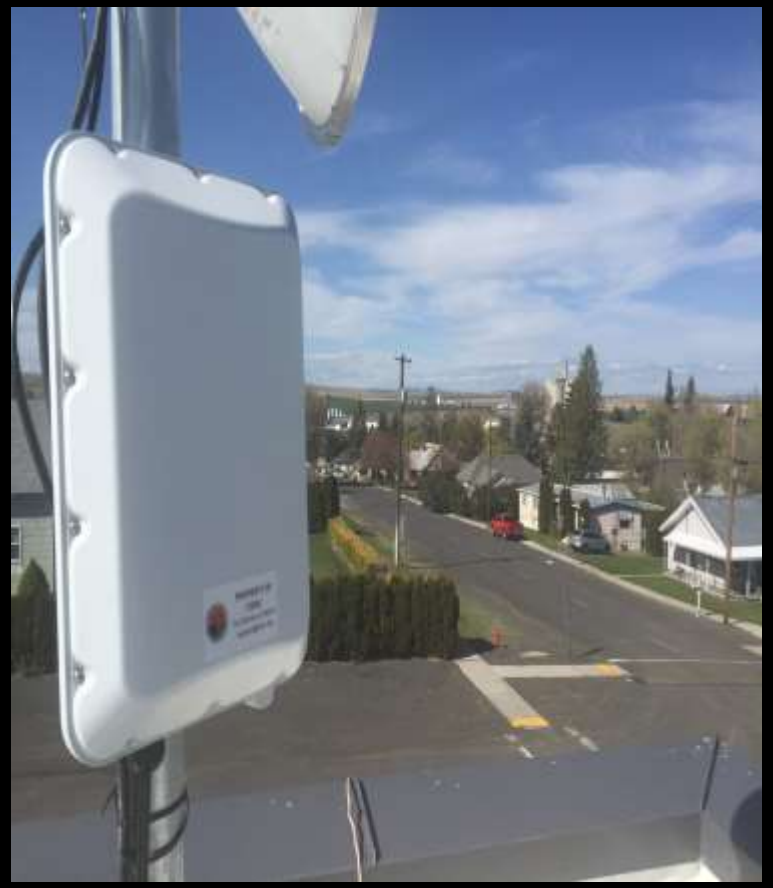
- Leverage existing connectivity in anchor institutions to extend WiFi beyond the walls in rural and underserved communities

**Eligibility**

- Available to any community in the United States and Puerto Rico
- Existing Internet must be available at the requested site
- Hotspot *must* benefit the *whole community*



# Service Offering



**Equipment Provided:**

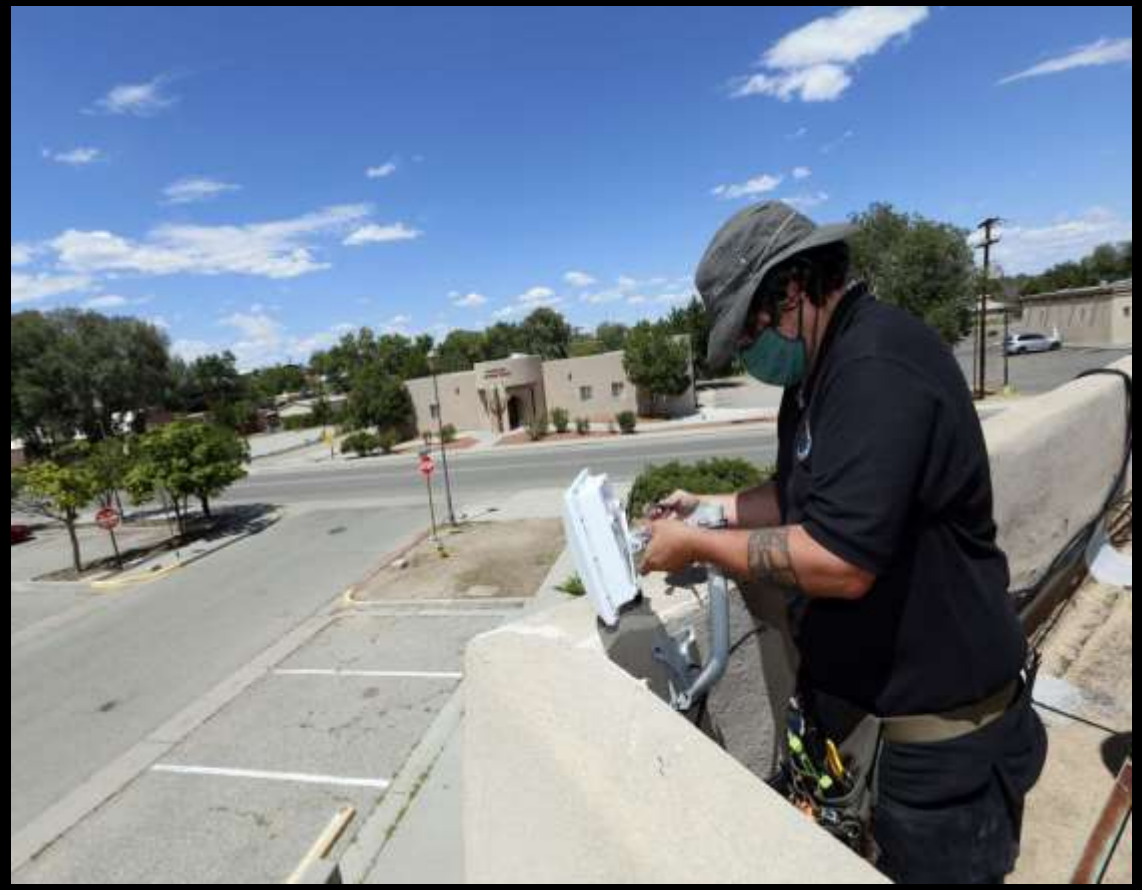
- Outdoor rated WiFi access point & mount
- CAT5e / CAT6 UTP Cable
- PoE Injector or 8 port PoE Switch (if needed)
- Firewall/Router/Security Gateway (if needed)

**Installation**:

- Mount Access point on exterior wall or non-penetrating roof mount
- Cable routing and termination from AP to MDF, IDF, or network Demarc
- Technical Integration assistance on local network (if needed)

# Site Selection & Success

- Determine Permanent v. Temporary
- Position APs to facilitate social distancing
  - Parking lots, outdoor seating areas, green spaces
- Coverage Area – Best coverage 30-50 yard radius from AP
- User Experience dependent on Internet Connection Type
- Environmental Elements (Sun v. Shaded areas)
- Site Security – Consider Restricting AP Availability after hours
- Provide Local Signage
- Advertise Hotspot Availability
- Understand E-rate Limitations (Currently Relaxed)

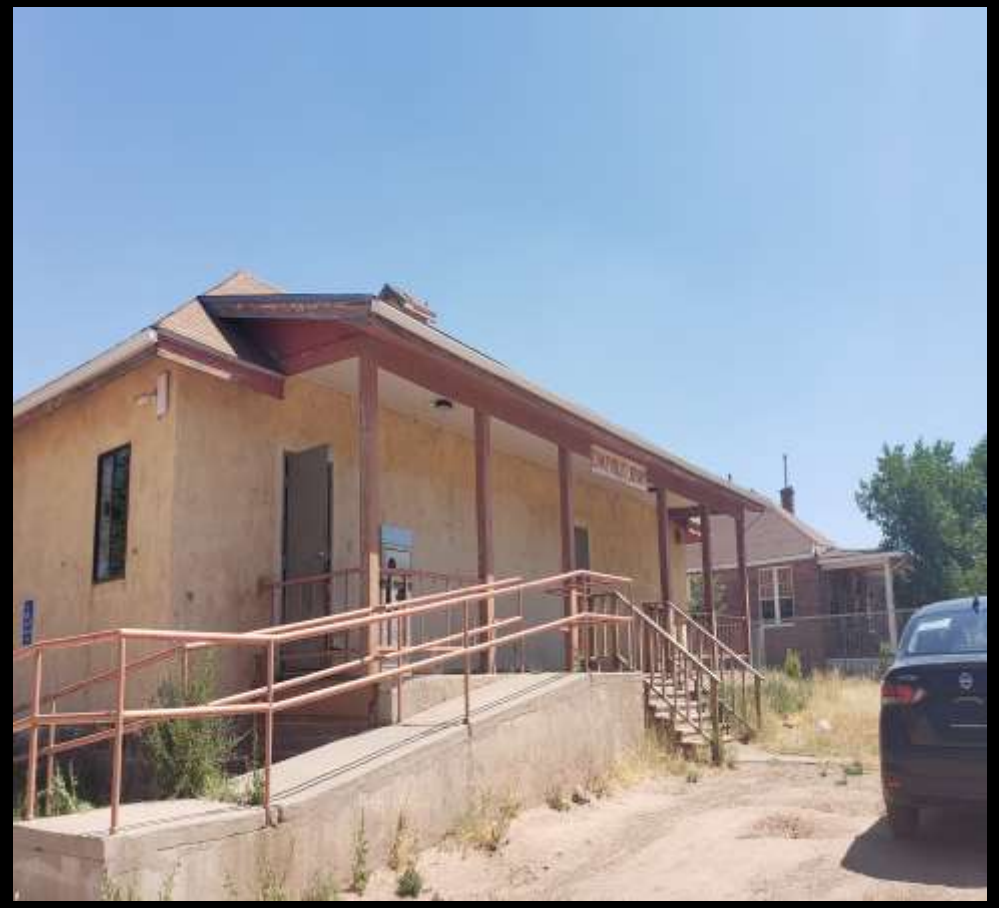


# Required from the Community

The following elements must be in place for the project to move forward:

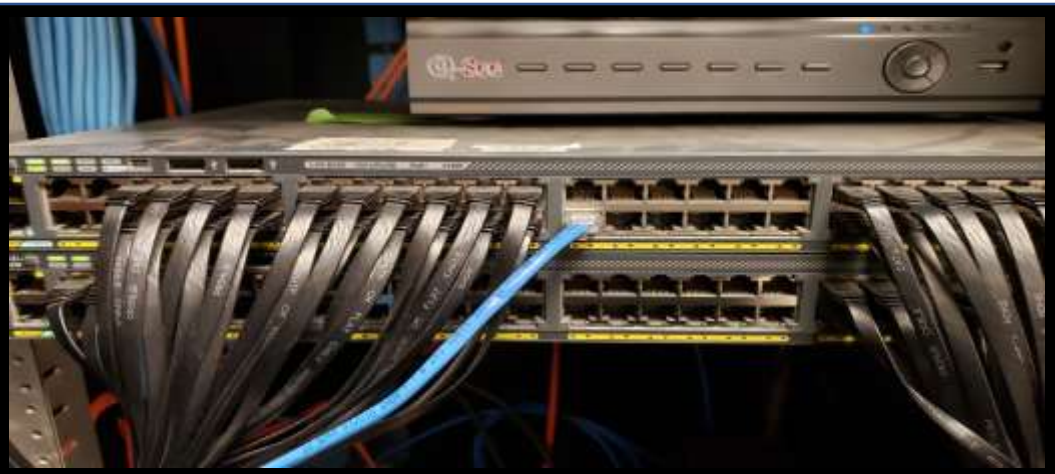
1. **Backhaul**: Internet connectivity is required, and must be online prior to scheduling a site
2. **Electrical Power** at the installation site  (120V 15A)
3. **Project Sponsor (PoC)** to serve as a liaison between ITDRC and local stakeholders. This person will secure necessary approvals, coordinate installation timing, and engage local technical resources as needed
4. **Executive Approval** for the project

ITDRC will coordinate directly with the PoC as well as the Technical Resource during installation and configuration



# Technical Considerations

**Equipment**: Outdoor WiFi Access Point
- Ruckus T610s
- Ubiquiti UAP-AC-Ms
- Other models may be available



**Management**:
- ITDRC uses cloud based environments for AP management, but can join device to a locally managed environment if available

**Host Network Requirements:**
- APs are configured to broadcast an open "HomeworkHub" SSID for public access
- Network segmentation (VLANs) to isolate and restrict AP traffic to the Internet gateway
- Create Firewall rules to allow AP to communicate with Cloud Controller for Management
- DHCP may be provided by the device depending on model, or from the host network

**Security:** Various solutions to support protection, e.g. firewalls (FortiWiFi-80CM), DNS-filtering like Umbrella, and client isolation
- This meets CIPA requirements for E-rate funding
- We can help evaluate an appropriate architecture for your network

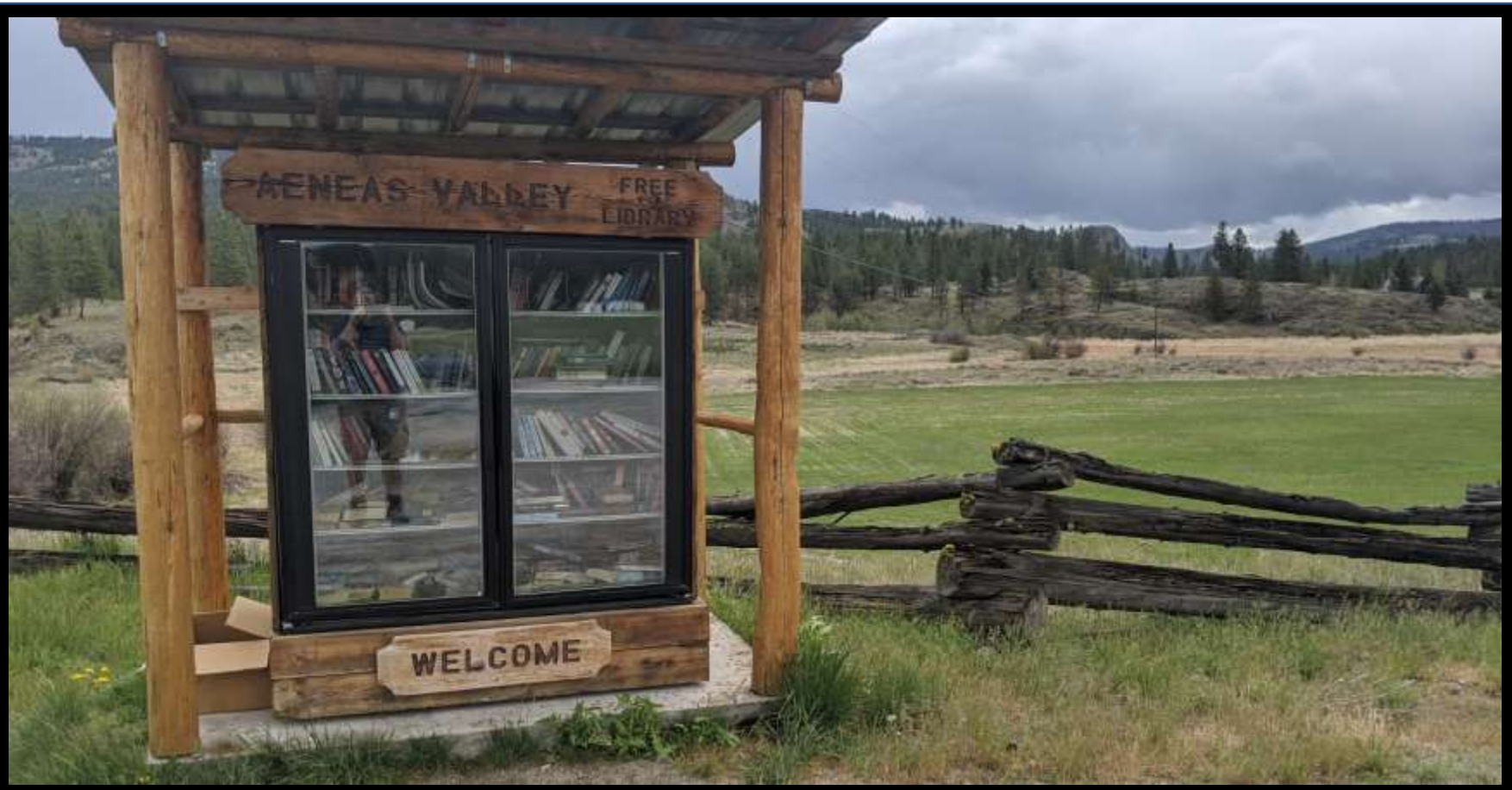
**If you don't have an IT staff, don't worry. We will work with you to identify your technical needs and available options**

# Out of Scope Activities

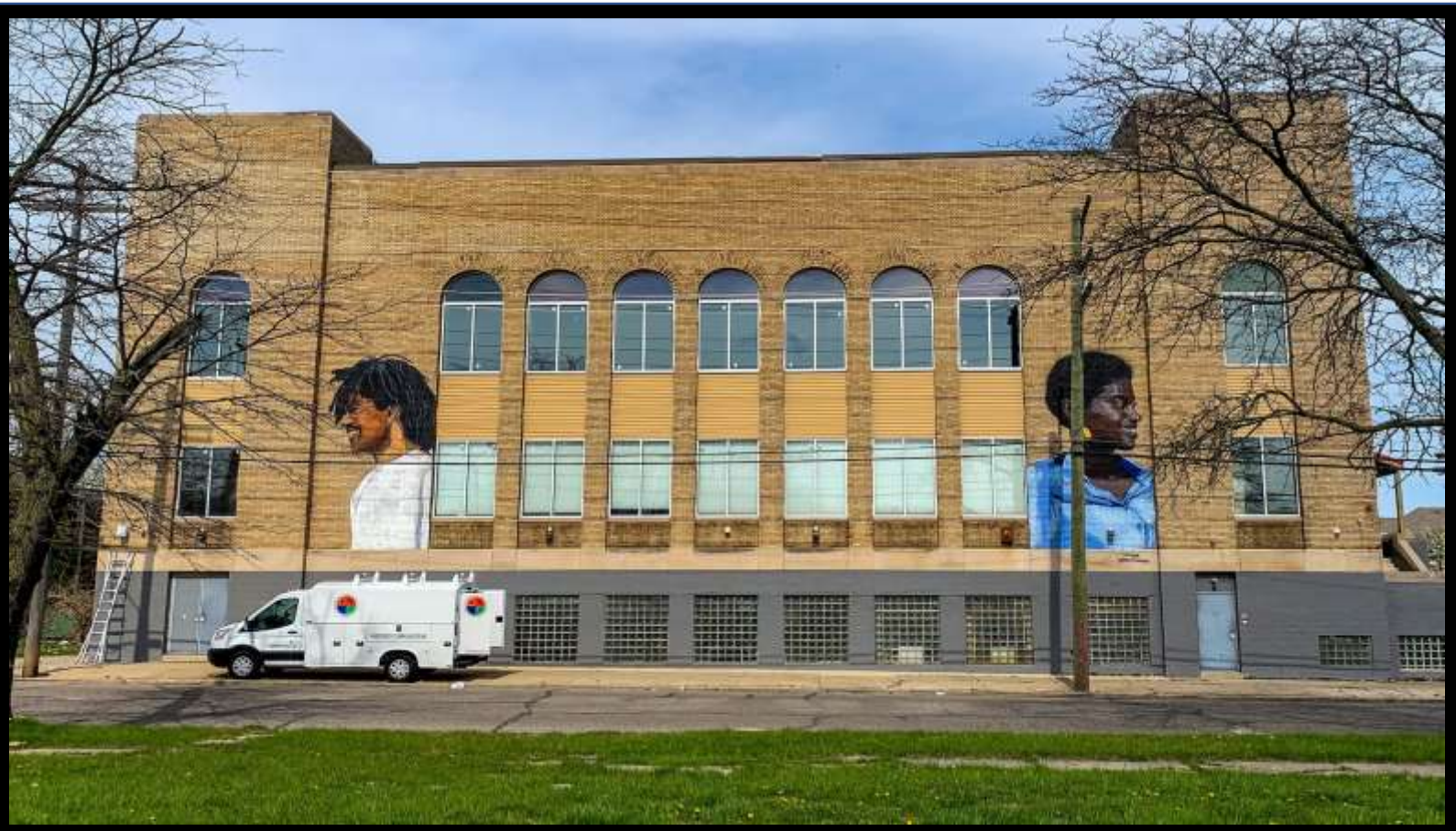

**Items below are not included, and are considered out of scope for projectConnect:**

- Computer hardware and application software
- Internet Service costs
- Equipment Installation in residences
- Infrastructure Management
- Enterprise Device Licensing*
  (*except Ruckus & Ubiquiti equipment provided by ITDRC)

# Connecting Rural Libraries

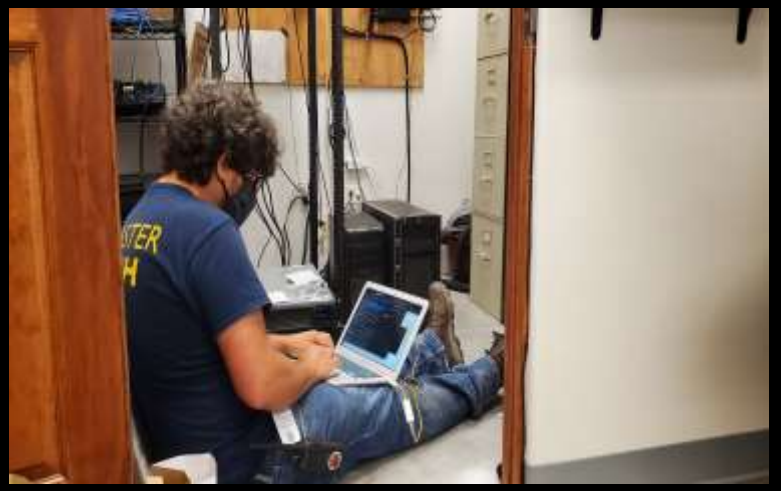


# Connecting Urban Community Centers



# Next Steps

1. Identify a primary point of contact for your project
2. Evaluate your community needs (e.g. # and location of sites)
3. Confirm that your site(s) have Internet and electrical power
4. Determine if site installation approval is necessary
5. Complete the intake form on the https://itdrc.org/projectconnect
   - If you have *multiple* site requests:
     - Submit only 1 request (in the Comments include a **list** of sites)
     - Document the **site name, PoC** (email/phone), **address,** and **facility function**



# *Connecting Communities in Crisis™*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