

10/3/2023 DS-27 Update

Critical Communication



Problem Statement

Security response teams at U.S. government diplomatic and consular facilities need to have simultaneous secure, reliable, and mobile routes of communication at all times in order to avoid misunderstandings, confusion, and loss of life.

IMPACT

Lack of communication can have unintended consequences. Incorrect information can waste time addressing non-issues or failing to understand critically important information. If key commands are not received by the whole team to and from C2, in a timely manner, individual elements may be improperly deployed, creating vulnerabilities or exposure to hazards.

PROBLEM SPONSOR

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Diplomatic Security Service Organization Chart

- DS - Bureau of Diplomatic Security
 - DSS - Diplomatic Security Service, Director is also Principal Deputy Assistant Secretary (PDAS) ■ C - Countermeasures
 - **CTS - Cyber and Technology Security**
 - DO - Domestic Operations
 - IP - International Programs
 - HTP - High Threat programs (Sister directorate to IP)
 - SI - Security Infrastructure
 - T - Training
 - TIA - Threat Investigations and Analysis
 - EX - Resource Management, Hiring, Internal Funding, etc.









The Mission Model Canvas

Mission/Problem Description:
DS-27 - Critical Communication

Designed by:

Date:

Version:
1

<p>Key Partners </p> <ul style="list-style-type: none"> • DoS • Contracted Engineering/Design • Contracted Manufacturing/Logistics • Bureau of Diplomatic Security <ul style="list-style-type: none"> ◦ Sponsor (Brian) • CTS • CISA • IRM Program 	<p>Key Activities </p> <ul style="list-style-type: none"> • Stakeholder Interviews • Problem Statement Refinement • Technology Determination • Data Encryption/Encoding • Power Efficiency Design <p>Key Resources </p> <ul style="list-style-type: none"> • Software Developers • Hardware Engineers • UI/UX Designers • Beneficiaries • Industry Experts • International Law Experts • DoS 	<p>Value Propositions </p> <ul style="list-style-type: none"> • High Fidelity Audio • Language Translation • Location Tracking • Audio Transcription <ul style="list-style-type: none"> ◦ Loggable ◦ Low-Bandwidth • Operational Continuity <ul style="list-style-type: none"> ◦ Reliability ◦ More C2 (Post1) Information ◦ Domain Awareness • Uses Deployed Devices • Non-Region Specific <ul style="list-style-type: none"> ◦ Spectrum Management • Peace of Mind • Consolidation of Existing Communications Methods • Improved Training <ul style="list-style-type: none"> ◦ Situational Awareness ◦ Equipment Use ◦ Security Posture 	<p>Buy-in & Support </p> <ul style="list-style-type: none"> • Outreach • MVP • Address Concerns • Address Relevance <p>Deployment </p> <ul style="list-style-type: none"> • Training <ul style="list-style-type: none"> ◦ Frequency of Drills ◦ In-Person Training ◦ Drills with Random Location/Time • Policy Enforcement • Staffing • Compatibility <ul style="list-style-type: none"> ◦ ATAC Update • Reliability/Availability 	<p>Beneficiaries </p> <ul style="list-style-type: none"> • Bureau of Diplomatic Security <ul style="list-style-type: none"> ◦ Marine Security Guards ◦ Diplomatic Security Agents ◦ Regional Security Officers ◦ Sponsor (Brian) ◦ ARSOs • Local Law Enforcement • Public Safety (RIT PS) • Disaster Relief/AID <ul style="list-style-type: none"> ◦ FIMA • Connected Assets <ul style="list-style-type: none"> ◦ Local Workforce ◦ Personnel Families • Regional/Contracted Guard Forces
<p>Mission Budget/Cost </p> <p>Unknown</p>		<p>Mission Achievement/Impact Factors</p> <ul style="list-style-type: none"> • 90% reduction in the use of the 'E' in a PACE plan. (Runners) • Measurable improvement in clarity of audio and backup communication channels. • Improved situational awareness for C2 personnel. • Improvement on DoS Audits regarding security posture. • Improved frequency and response behavior by non-security personnel. • Fewer human resources required in crisis situations. 		



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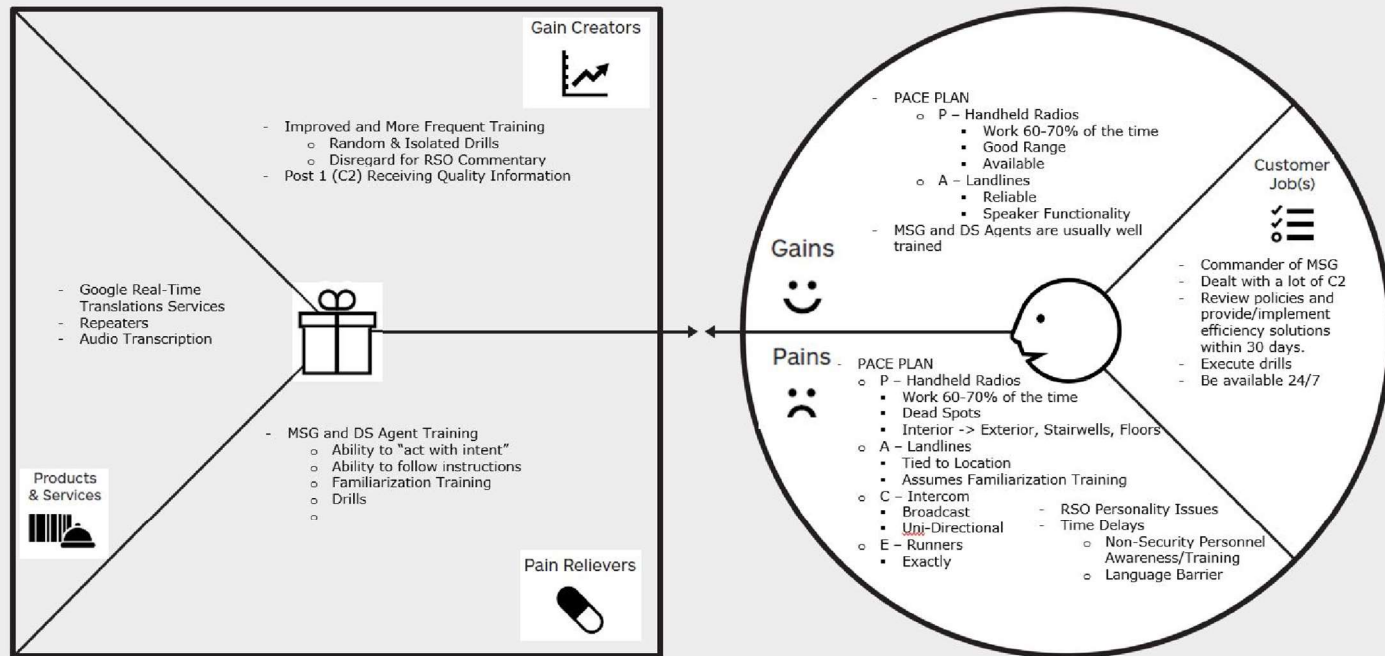


VPC #1

The Value Proposition Canvas

Value Proposition: Security Awareness

Beneficiaries: Marine Security Guards

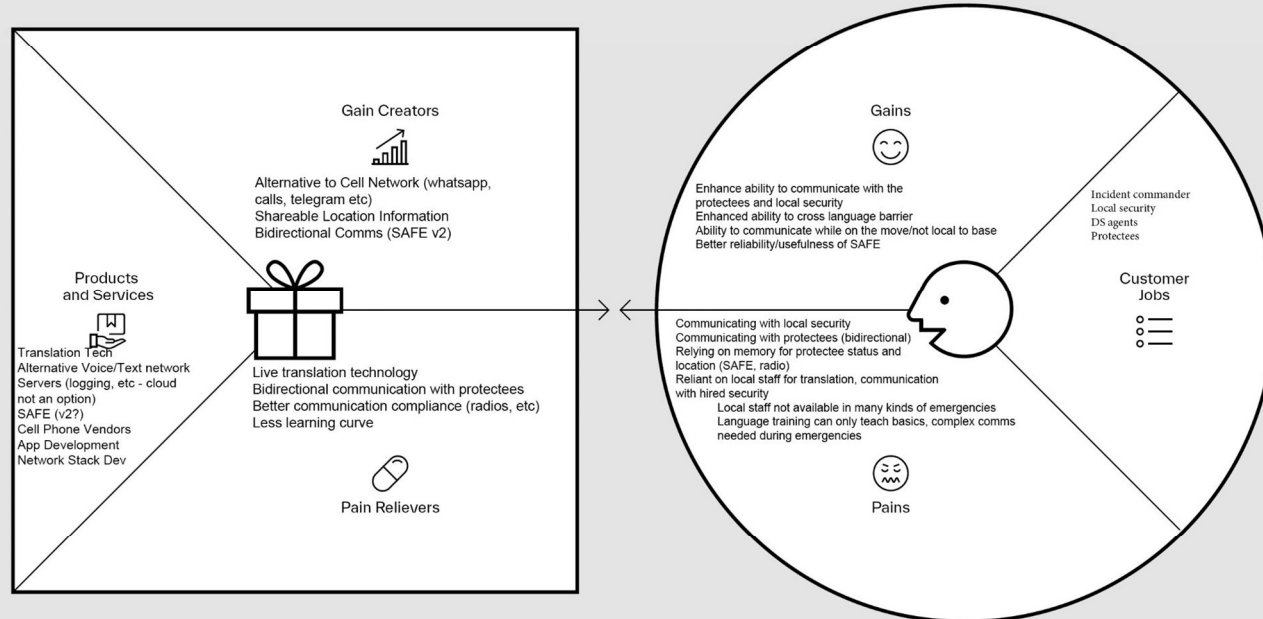


VPC #2

The Value Proposition Canvas

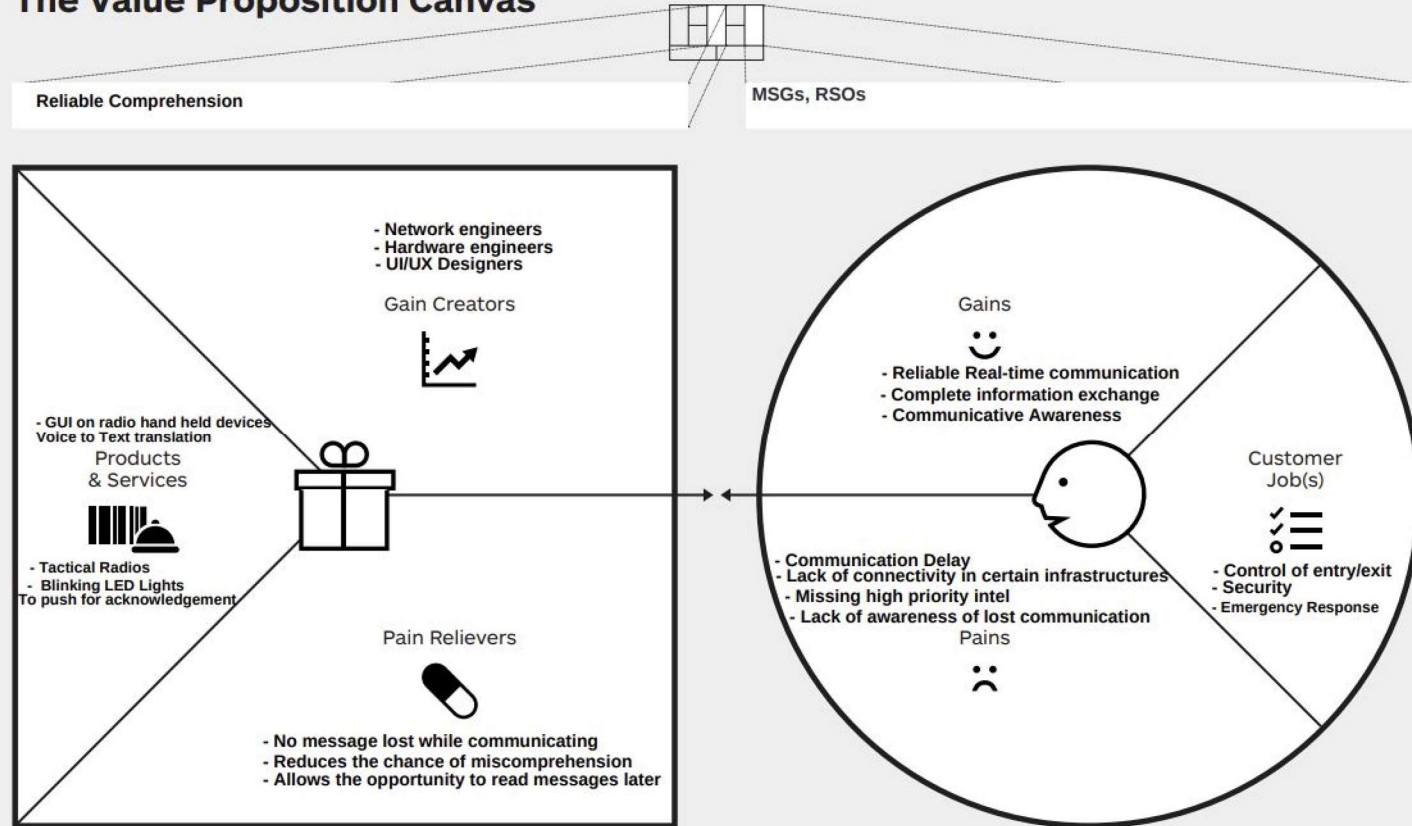
Value Proposition: Communication Availability and Reliability

Customer Segment: RSOs, ARSOs - Interview with [REDACTED]



VPC #3

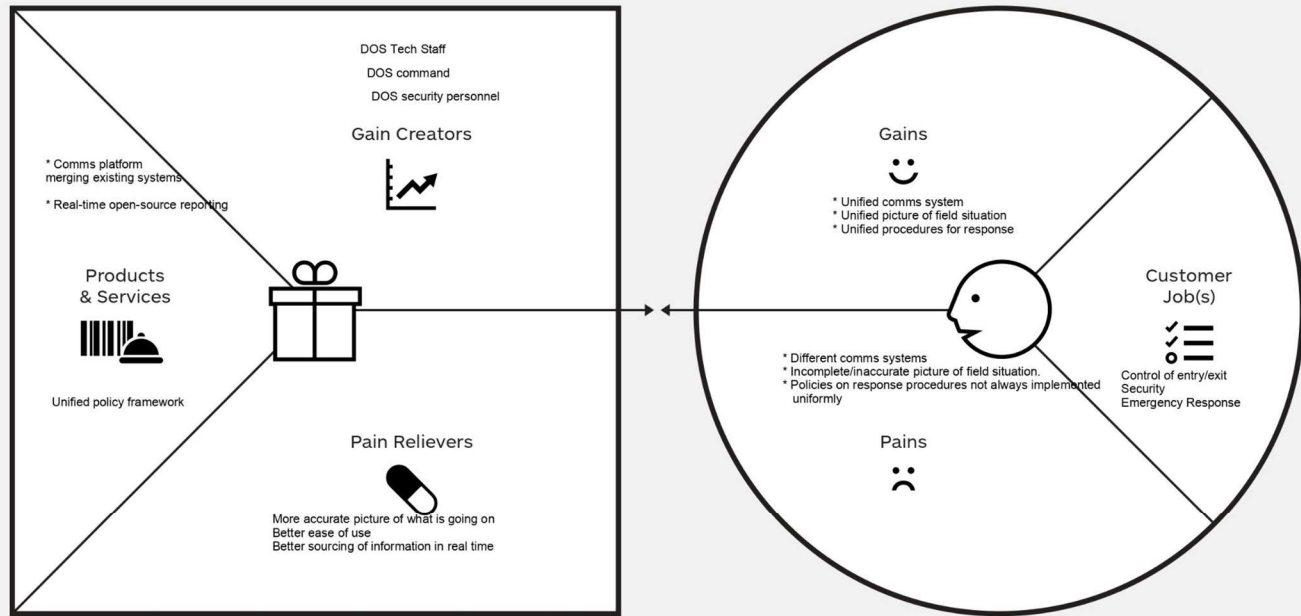
The Value Proposition Canvas



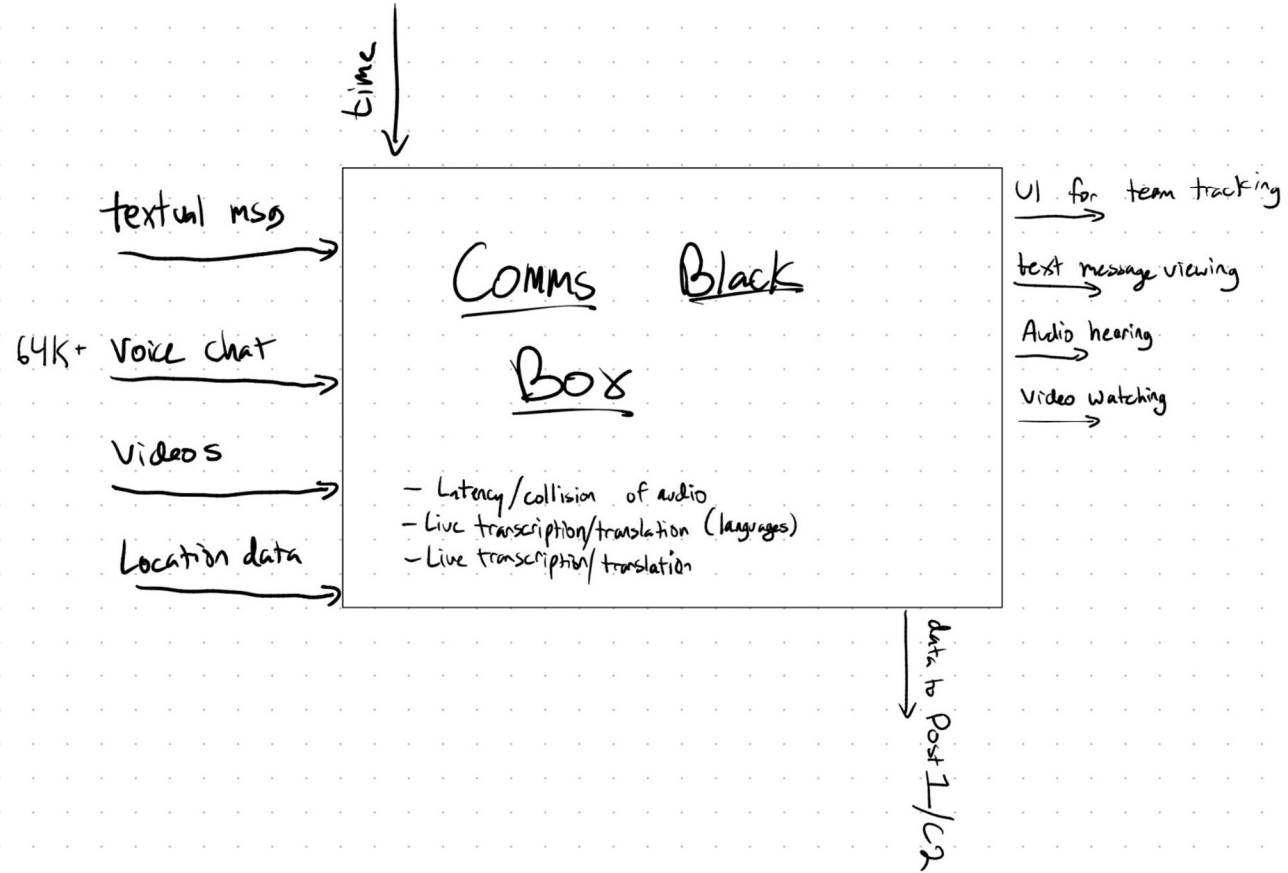
The Value Proposition Canvas

Value Proposition Unified Comms System

Customer Segment Department of State



MVP



Interview Tracker

Name	Org/Title	Interviewer	Contacted	Scheduled	Completed
EXAMPLE	BIG COMPANY: Janitor	TEST	1-Sep	2-Sep	3-Sep
	Senior Security Engineer, Google	Vishal	9/5/2023	9/6/2023	9/18/2023
	Assistant Professor, RIT	William	9/12/2023	9/19/2023	9/21/2023
	Special Agent, DS International Programs	William	9/22/2023	9/27/2023	9/28/2023
	Senior Bureau Security Officer, Executive Secretariat	William	9/22/2023	9/25/2023	9/27/2023
	Program Manager, Optical Sight Systems, L3Harris	Ryan	9/11/2023	9/21/2023	9/21/2023
	Aerospace Security Hardware Engineer, MITRE	Ryan	9/11/2023	10/3/2023	
	Director, Systems Engineering and Tech, L3Harris	Ryan	9/11/2023	9/27/2023	9/27/2023
	ARSO, State Department	Ryan	9/21/2023		
	RSO, State Department	Ryan	9/21/2023	9/27/2023	9/27/2023
	Supervisory Special Agent, Foreign Service Institute	Ryan	9/21/2023	9/27/2023	9/27/2023
	Operations Chief, FAST Company	William	9/22/2023	9/27/2023	9/29/2023
	Security technical Specialist for Diplomatic Security (on tour w RTC)	Brian	9/25/2023	9/26/2023	9/26/2023
	Watch Officer, Diplomatic Security Command Center	Brian	9/25/2023	9/26/2023	9/27/2023
	Teacher, Sun Microsystems	Ryan	9/27/2023		
	Police, Conway MA	Ryan	9/27/2023		
	Police Chief, Northampton MA	Ryan	9/27/2023		
	City IT, Northampton MA	Ryan	9/27/2023		
	Special Agent Bureau of Diplomatic Security	Brian	9/27/2023	10/1/2023	
	Chief R&D (Security Engineering Officer), Physical Security Division	Vishal	9/28/2023	9/28/2023	10/2/2023
	Regional Security Officer (RSO), Chennai, India	Vishal	9/28/2023		
	Detachment Commander, Chennai, India	Vishal	9/28/2023		