

From: Harold Cataldo <harold.cataldo@pd.boston.gov>

Sent: Friday, April 07, 2017 3:10 PM EDT

To: John Surette <John Surette <john.surette@pd.boston.gov>>; Alan Alpert <Alan Alpert <aalpert@chelseama.gov>>; Christopher Major <Christopher Major <cmajor@somervillema.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glen Turner <Glen Turner <gtturner@cambridgefire.org>>; Harold Cataldo <Harold Cataldo <harold.cataldo@pd.boston.gov>>; John Cowhig <John Cowhig <jcowhig@chelseama.gov>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoherty@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

Subject: Internet- Enabled Network Attacks

Attachment(s): "SIR-Unsecured_Law_Enforcement_Devices_Could_Provide_Vectors_for_Internet-Enabled_Network_Attacks.pdf"

FYI.....Please see the attached FBI situational information report, it is for official use only.and not for general distribution.

--

Harry Cataldo

Lieutenant Detective

Boston Police Department/

Boston Regional Intelligence Center

Desk: 617-343-5999

Cell: 617-594-3333

From: Louis Madeira <louis.madeira@pd.boston.gov>

Sent: Friday, April 07, 2017 4:46 PM EDT

To: Michael Kane <Michael Kane <michael.kane@boston.gov>>

CC: John Surette <John Surette <john.surette@pd.boston.gov>>; John Cunniffe <John Cunniffe <john.cunniffe@pd.boston.gov>>; Ronald Bashista <Ronald Bashista <ronald.bashista@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

Subject: Re: Mike Kane: Any changes to the Marathon Salvos for 2017

Hi Mike,

I have made preliminary salvos on both the Flir and Vidsys systems for you to use on Tuesday. The salvos are titled "Marathon1, 2 and 3" on Flir and "Marathon 1" on Vidsys.. I will have an updated salvo on both systems once the additional camera installations have been completed. The preliminary salvos should be enough for your exercise on Tuesday. Please contact me with any questions or concerns. Thank you.

On Wed, Apr 5, 2017 at 10:11 AM, Michael Kane<michael.kane@boston.gov> wrote:

Gents-

We have the marathon functional exercise t on April 11 starting at 1000hrs. Just want to see if any changes this year?

I ran all of last years salvos on Monday in Flir and Vidsys and all were operational.

Thanks for all the help and stay safe.

Mike

--

Michael Kane

Logistics Section Coordinator

Office of Emergency Management (OEM)

85 Bragdon Street | Boston, MA 02201

Phone: 617-343-2413 | Cell: 617-895-7215

michael.kane@boston.gov

--

Respectfully,

Police Officer Lou Madeira
Boston Police Department
Bureau of Administration & Technology
Telecommunications Division
One Schroeder Plaza Boston Ma. 02120
Cell (617) 991-6672

From: Linda Calnan <linda.calnan@boston.gov>

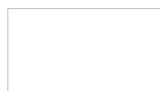
Sent: Tuesday, April 11, 2017 2:54 PM EDT

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>; Don Burgess <Don Burgess <don.burgess@boston.gov>; Robert Slade <Robert Slade <robert.slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>; William Joyce <William Joyce <william.joyce@boston.gov>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Michael Driscoll <Michael Driscoll <mdriscoll@dvitel.com>; John Grennon <John Grennon <jgrennon@lan-tel.com>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>; Peter Clifford <Peter Clifford <Peter.clifford@boston.gov>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi

Subject: Security Camera Status Meeting - 4/12 @ 9AM

Attachment(s): "Security Camera Strategy Meeting_4-12-17.docx"

All - attached is the status report for our security camera meeting tomorrow.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Thursday, April 13, 2017 4:08 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Eamon Miller <Eamon Miller <eamon.miller@boston.gov>>
Subject: Winthrop CIMS camera project

Hi Eric,

I'm working with Eamon on the EHP form for the Winthrop CIMS camera project. I have two quick questions for you, as I'm looking at both your scope of work and the photos of the proposed locations. First, the EHP asks whether there will be any ground disturbance required to complete the project, and if so, I'll need specific depth/length/width information. Additionally, I'm asked whether the equipment to be installed will use the existing infrastructure for electrical distribution systems, and if not, I need to describe power source and detail its installation.

Any guidance you can give would be appreciated!

Thanks!
Sarah

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Rich Ahern <rahem@lan-tel.com>
Sent: Monday, April 17, 2017 11:24 AM EDT
To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: CIMS - SSA 2017 - 2018
Attachment(s): "CIMS Global SSA proposal 1 year (2017 - 2018).pdf"

Good Morning Deirdre,

I wanted to touch base with you on the CIMS Global SSA. The current SSA will expire on June 30, 2017. I have attached a 1 year renewal for July 1, 2017 – June 30, 2018. Any questions please let me know

Thank you,



Rich Ahern
Director of Service

1400 PROVIDENCE HIGHWAY, SUITE 3100
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*****PLEASE NOTE WE HAVE A NEW SERVICE DIRECT LINE 1-844-575-2001*****

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Tuesday, April 18, 2017 9:25 AM EDT

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>

Subject: PSnet meeting on Tuesday - hang back a bit?

Hi Eric,

I hope you had a pleasant Marathon Monday yesterday! Just reaching out to ask you if you'd be able to hang back for a few extra minutes after the PSnet meeting next week? As you may remember, we've been rotating through the vendors and asking each to take a turn to stay behind and chat with the Exec Committee. This gives the Committee a chance to ask any follow up questions they may have about recent work projects and likewise make space to hear any questions or concerns that the vendors may have as well. Since starting this rotation, we've met already with Interisle the first month, FTG the next, and now it's LAN-TEL's "turn," so to speak.

Would you be able to stay a little longer after we adjourn next Tuesday (April 25)?

Let me know,

Thanks,

Sarah

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, April 18, 2017 9:27 AM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>
Subject: Re: PSnet meeting on Tuesday - hang back a bit?

Sarah

Yes I certainly can and I owe you some information as well my apologies

□

Respectfully,

Eric Johnson
Security Project Manager
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ejohnson@lan-tel.com ♣ □

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On Apr 18, 2017, at 9:25 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

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Let me know,
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Sarah

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Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
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One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Tuesday, April 18, 2017 10:20 AM EDT

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Eamon Miller <Eamon Miller <eamon.miller@boston.gov>>

Subject: Re: Winthrop CIMS camera project

Attachment(s): "Winthrop Ferry Camera Location.PNG", "Winthrop - Winthrop Ave.JPG", "Winthrop Bell Isle.JPG", "Winthrop Pleasant & Main.JPG"

Hi again Eric,

One other Q to add to my list before you send me info back. I'm preparing photos of the poles upon which the cameras will be mounted. The photos are attached. My assumption is that they'll be installed more or less toward the top, perhaps just below the light fixture? Is that accurate? I need to draw on the photos where they'll go, so if you could give me an approximate location (half-way up, on the wood just below the arm for the lights, 4 feet down from the top, etc) that'd be helpful.

Thanks again,
Sarah

On Thu, Apr 13, 2017 at 4:08 PM, Sarah Plowman<sarah.plowman@boston.gov> wrote:

Hi Eric,

I'm working with Eamon on the EHP form for the Winthrop CIMS camera project. I have two quick questions for you, as I'm looking at both your scope of work and the photos of the proposed locations. First, the EHP asks whether there will be any ground disturbance required to complete the project, and if so, I'll need specific depth/length/width information. Additionally, I'm asked whether the equipment to be installed will use the existing infrastructure for electrical distribution systems, and if not, I need to describe power source and detail its installation.

Any guidance you can give would be appreciated!

Thanks!
Sarah

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Sarah Plowman

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To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
CC: Eamon Miller <Eamon Miller <eamon.miller@boston.gov>>
Subject: Re: Winthrop CIMS camera project

They go just below where light arm attaches to the wood pole at about 15 feet high

□

Respectfully,

Eric Johnson
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ejohnson@lan-tel.com ♣ □

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On Apr 18, 2017, at 10:21 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

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<Winthrop Bell Isle.JPG>

<Winthrop Pleasant & Main.JPG>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, April 18, 2017 10:25 AM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
CC: Eamon Miller <Eamon Miller <eamon.miller@boston.gov>>
Subject: Re: Winthrop CIMS camera project

There will be no disruption and we use the existing power that powers the light.

□

Respectfully,

Eric Johnson
Security Project Manager
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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Tuesday, April 18, 2017 11:07 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Eamon Miller <Eamon Miller <eamon.miller@boston.gov>>
Subject: Re: Winthrop CIMS camera project

Thanks very much! One point of clarification - three of the four locations are wooden light poles. The photo from Pleasant & Main appears to just be the traffic pole. Is that the location? The cameras go just below the traffic camera that is already there?

On Tue, Apr 18, 2017 at 10:25 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:
There will be no disruption and we use the existing power that powers the light.

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
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Sarah Plowman

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From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Wednesday, April 19, 2017 2:01 PM EDT

To: John Surette <John Surette <john.surette@pd.boston.gov>>; Alan Alpert <Alan Alpert <aalpert@chelseama.gov>>; Christopher Major <Christopher Major <cmajor@somervillema.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glen Turner <Glen Turner <gtturner@cambridgefire.org>>; Harold Cataldo <Harold Cataldo <harold.cataldo@pd.boston.gov>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoherthy@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanowski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>

Subject: March PSnet Meeting Minutes

Attachment(s): "3.28.17 PSNEC minutes.pdf"

Hello PSnet folks,

In advance of next week's PSnet meeting, I'm passing along a copy of the meeting minutes from last month. Note that the section on April vendor roles and responsibilities acknowledges that the plans we made at the meeting were tentative, and that we have since edited them. Interisle remains the first responder of InterMapper alerts, but FTG has begun to receive the alerts and is welcome to join in with responding and trouble shooting as they feel confident.

See you all on Tuesday at Brookline PD!

Thanks,
Sarah

--

Sarah Plowman

Regional Planner

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Phone: 617.635.1400

Fax: 617.635.2974

From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, April 25, 2017 11:02 AM EDT

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>; Don Burgess <Don Burgess <don.burgess@boston.gov>; Robert Slade <Robert Slade <robert.slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>; William Joyce <William Joyce <william.joyce@boston.gov>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Michael Driscoll <Michael Driscoll <mdriscoll@dvte.com>; John Grennon <John Grennon <jgrennon@lan-tel.com>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>; Peter Clifford <Peter Clifford <Peter.clifford@boston.gov>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>>

Subject: Security Camera Strategy Meeting - Status Report for 4/26 Meeting

Attachment(s): "Security Camera Strategy Meeting_4-26-17.docx"

Attached is the status report for tomorrow's Security Camera Strategy Meeting.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

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linda.calnan@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Thursday, April 27, 2017 9:20 AM EDT

To: dvtel-cameras@pd.boston.gov; Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski; Louie Madeira <Louie Madeira <louis.madeira@pd.boston.gov>>; Captain Kenneth Fong <Captain Kenneth Fong <kenneth.fong@pd.boston.gov>>; Sgt. James Chin <Sgt. James Chin <James.Chin@pd.boston.gov>>; Eric W. Nisbet <Eric W. Nisbet <enisbet@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Eamon OEM <Eamon OEM <eamon.miller@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Jason MacDonald <Jason MacDonald <jason.macdonald.bfd@cityofboston.gov>>

Subject: Cameras

All

You will see sporadic camera outages today.

We are upgrading for greater connectivity and interoperability. While retiring some old equipment at the same time at Schroeder Plaza.

We will let keep you updated throughout the day and will let you know we we have completed this important work.

Thanks

EJ

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Thursday, April 27, 2017 4:08 PM EDT

To: Chuck Wade <Chuck Wade <chuck@interisle.net>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Verdone, Robert; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Harold Cataldo <Harold Cataldo <harold.cataldo@pd.boston.gov>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>

Subject: PSnet Updated Weekly Progress Report Form

Hello PSnet vendors (& Committee members) --

Deirdre and I have made some edits to the PSnet Weekly Progress Report Form today. As always, if anything is unclear or needs to be modified, please advise.

The changes are as follows:

- **Updated headings.** We've clarified the language of a few of the headings, broadened a few others, and added one or two new ones.

- **Ability to view (& edit) response:** Upon submission of the form, you will be emailed a "receipt" to confirm your submission. The body of the emailed receipt will include a copy of the information you provided so that you can have it for your own reference. There is also a link in the email to go back in and edit your response should you need to do so.

- **Ability to view other responses:** After you complete your form and hit "submit," you are taken to a page that asks whether you'd like to edit the form, complete another one, or "view previous responses." If you click the previous responses link you will be taken to a summary page that lists all previous responses from all vendors.

Note: we are still working on how to add an attachment. That option was available at one point in time but has currently disappeared. Stay tuned. We're also working on creating a summary email that can be distributed at set intervals... more to come on this, later.

One final note: any type of reporting that you would ordinarily include in a weekly/monthly update that pertains to issues assessed/resolved should be communicated via the incident report form rather than the weekly progress report. Ideally these would be completed within **48 hours** of issue resolution.

Links to both again for your convenience:

[PSnet Weekly Progress Report](#)

[PSnet Incident Report Form](#)

Thanks everyone! I'm in the office all day tomorrow as well as Monday so whenever you fill out this week's form, if you run into any glitches please give me a call!

Have a great day,
Sarah

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Deirdre Habershaw <deirdre.habershaw@boston.gov>

Sent: Thursday, April 27, 2017 4:23 PM EDT

To: chuck wade <chuck wade <Chuck@Interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>

CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shawn Romanoski <Shawn Romanoski <RomanoskiS.bpd@cityofboston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Harold Cataldo <Harold Cataldo <harold.cataldo@pd.boston.gov>>

Subject: CIMS/BONET Camera Outage 4.24.17

Hi Interisle and Lan-tel,

In light of the loss of the CIMS BONET cameras Monday night we are asking that each vendor complete the Incident Report Form. Here is the link. [PSnet Incident Report Form](#) Please complete this by close of business Monday 5/1. Any questions can be directed to myself or Sarah Plowman.

Thank you,

--

Deirdre Habershaw

Project Director

Mayor's Office of Emergency Management

One City Hall Square, Rm 204

617-635-1400

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Thursday, April 27, 2017 4:50 PM EDT

To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: chuck wade <chuck wade <Chuck@interisle.net>>; Scott Wilder <swilder@brooklinema.gov>>; Shawn Romanoski <Shawn Romanoski <RomanoskiS.bpd@cityofboston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Harold Cataldo <Harold Cataldo <harold.cataldo@pd.boston.gov>>

Subject: Re: CIMS/BONET Camera Outage 4.24.17

Received

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Apr 27, 2017, at 4:24 PM, Deirdre Habershaw <deirdre.habershaw@boston.gov> wrote:

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Thank you,

--

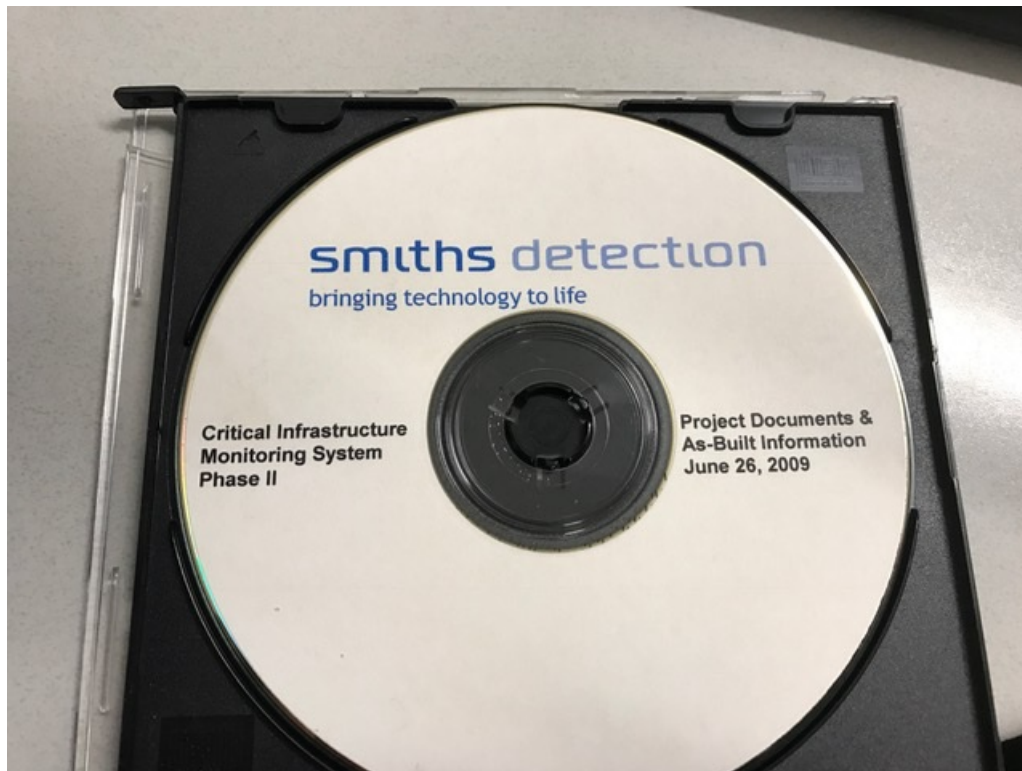
Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Monday, May 01, 2017 4:00 PM EDT

To: Eamon OEM <Eamon OEM <eamon.miller@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

Subject: Original Asbuilts



Look what I found ...

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

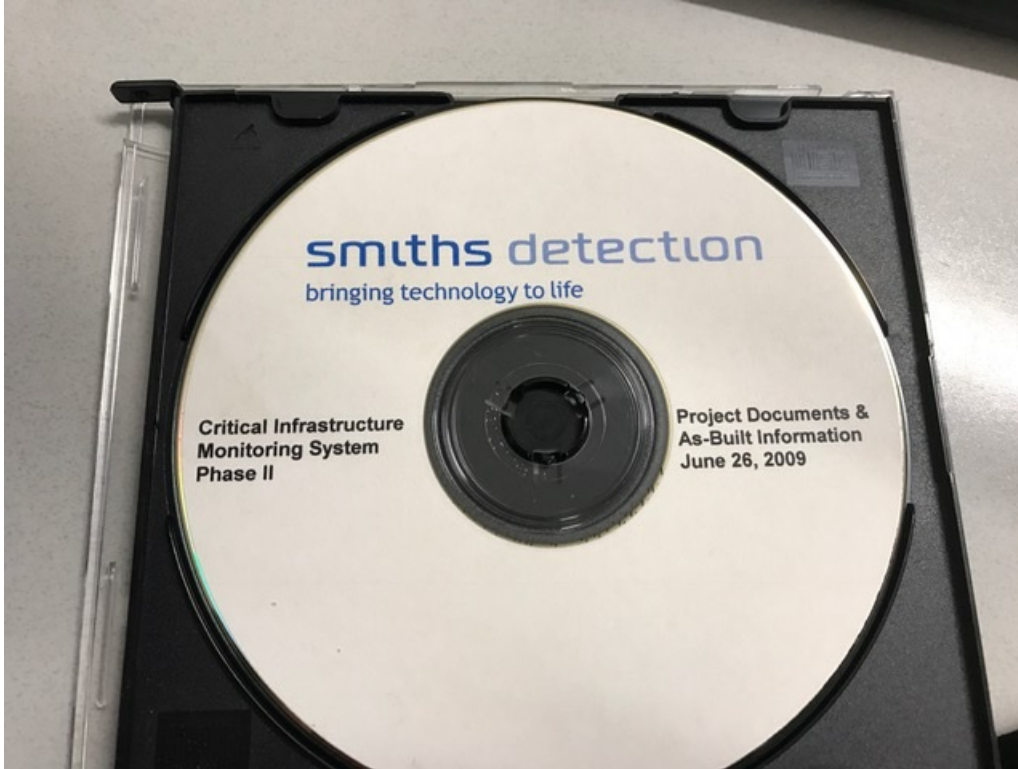
www.lan-tel.com

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From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Monday, May 01, 2017 4:01 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Eamon OEM <Eamon OEM <eamon.miller@boston.gov>>
Subject: Re: Original Asbuilts

That still exists?!

On Mon, May 1, 2017 at 4:00 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:



Look what I found ...

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

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--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

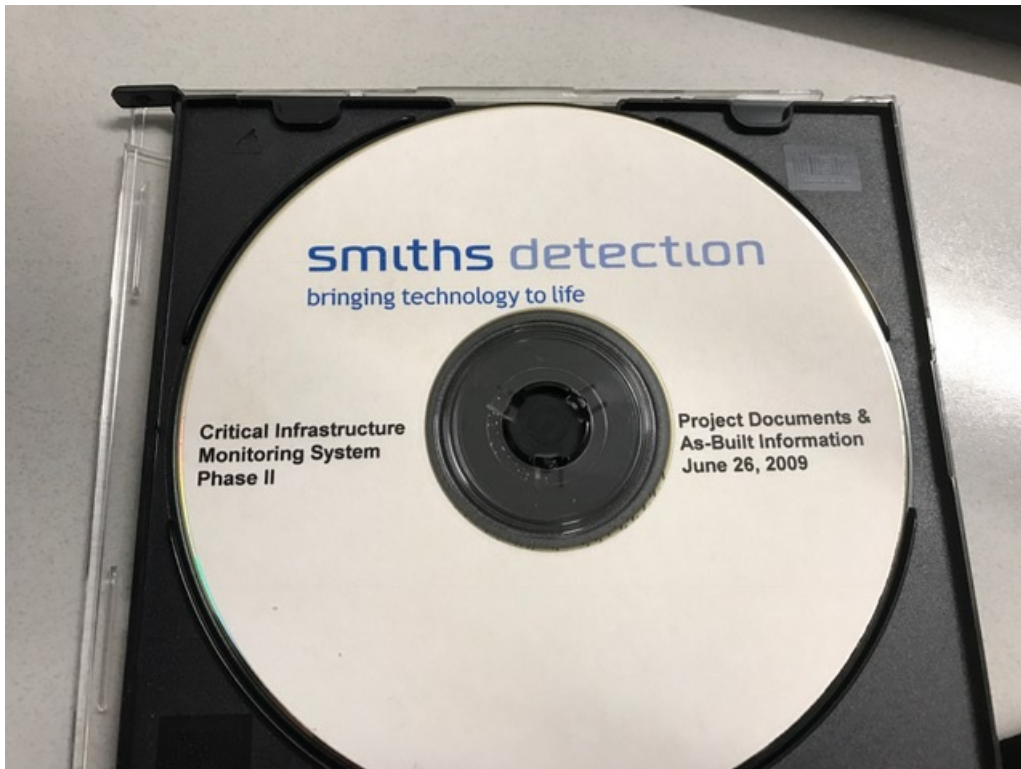
From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, May 01, 2017 4:05 PM EDT
To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
CC: Eamon OEM <Eamon OEM <eamon.miller@boston.gov>>
Subject: RE: Original Asbuilts

The CD ? or actual locations ?

From: Deirdre Habershaw [mailto:deirdre.habershaw@boston.gov]
Sent: Monday, May 01, 2017 4:01 PM
To: Eric Johnson <ejohnson@Lan-Tel.com>
Cc: Eamon OEM <eamon.miller@boston.gov>
Subject: Re: Original Asbuilts

That still exists?!

On Mon, May 1, 2017 at 4:00 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:



Look what I found ...

Respectfully,

Eric Johnson
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FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Monday, May 01, 2017 4:08 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Eamon OEM <Eamon OEM <eamon.miller@boston.gov>>
Subject: Re: Original Asbuilts

The actually CD. I am impressed that you dug it up. I assume a lot of the sites are the same, but that some of the equipment and configurations are probably a bit different by now.

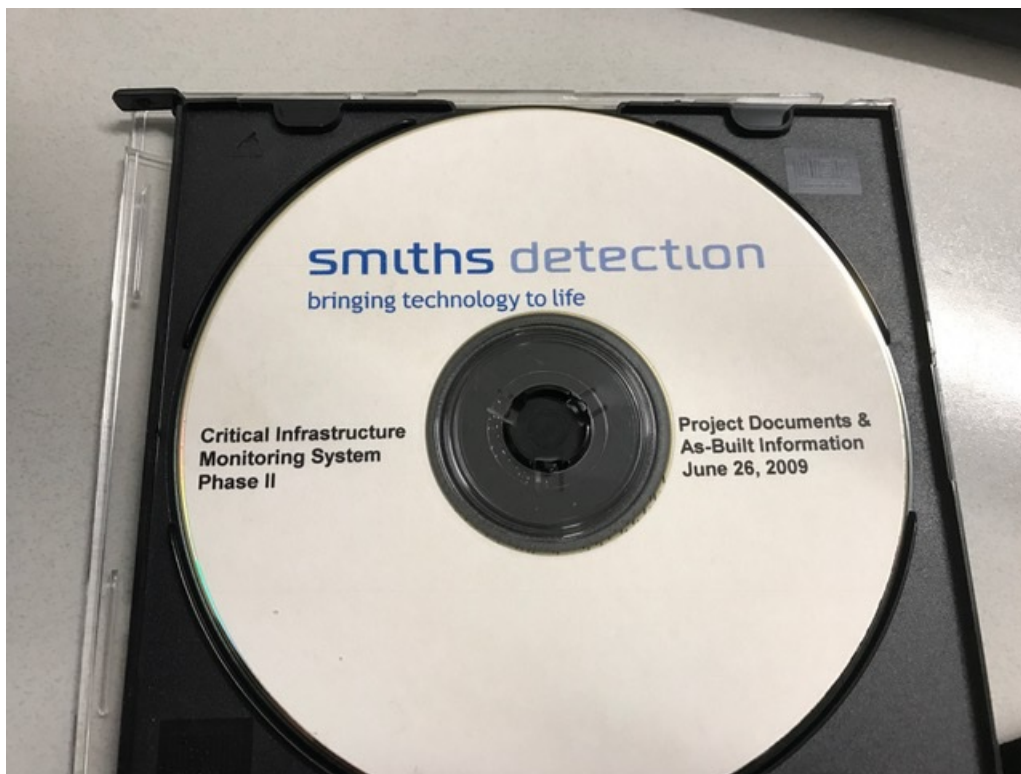
On Mon, May 1, 2017 at 4:05 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

The CD ? or actual locations ?

From: Deirdre Habershaw [mailto:deirdre.habershaw@boston.gov]
Sent: Monday, May 01, 2017 4:01 PM
To: Eric Johnson <ejohnson@Lan-Tel.com>
Cc: Eamon OEM <eamon.miller@boston.gov>
Subject: Re: Original Asbuilts

That still exists?!

On Mon, May 1, 2017 at 4:00 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:



Look what I found ...

Respectfully,

Eric Johnson

Security Project Manager

1400 PROVIDENCE HIGHWAY,
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--

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Project Director
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One City Hall Square, Rm 204
[617-635-1400](tel:617-635-1400)

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Monday, May 01, 2017 4:26 PM EDT

To: John Surette <John Surette <john.surette@pd.boston.gov>>; Alan Alpert <Alan Alpert <aalpert@chelseama.gov>>; Christopher Major <Christopher Major <cmajor@somervillema.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glen Turner <Glen Turner <gturner@cambridgefire.org>>; Harold Cataldo <Harold Cataldo <harold.cataldo@pd.boston.gov>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdohertry@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanowski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>

Subject: PSnet Meeting Minutes for your review

Attachment(s): "4.25.17 PSNEC minutes.pdf"

Hello everyone,

Attached you will find a copy of last week's PSnet meeting minutes. **Please do read through it; there are several action items needing attention.**

Also, I just wanted to say a quick **thank you to all three vendors**. Google Form reports have come in from all three since our meeting last week. Thanks for so quickly following up on that! Your reports are well written and informative and capture just the sort of information we were looking for. I, for one, am looking forward to learning from you as I read them each week.

Thanks to the vendors and Committee members both for your commitment to developing and maintaining PSnet. As always, if you have any questions or concerns, please reach out to me.

Have a nice evening,
Sarah

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Chuck Wade <Chuck@Interisle.net>

Sent: Tuesday, May 02, 2017 1:35 PM EDT

To: Scott Wilder <Scott.Wilder@BrooklineMA.gov>; Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>; Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>; Sarah Plowman <Sarah.Plowman@Boston.gov>

CC: Eric Johnson <Eric.Johnson@LAN-TEL.com>; Mark Savage <MSavage@LAN-TEL.com>; Jim Rex <JRex@LAN-TEL.com>; Karen Coye <KCoye@FTGSecurity.com>

Subject: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home

Attachment(s): "smime.p7s"

Scott, et al.,

The BridgeWave 80 GHz (AR) microwave link between Everett Whidden Hospital and Soldiers' Home is no longer able to maintain a wireless link. The microwave radios are both reachable via management interfaces, and the diagnostics indicate seriously high error rates over the wireless link. Furthermore, my attempts to recalibrate these units indicate that there are problems with at least one of the radios. In particular, the radio at Soldiers' Home is reporting calibration results for both 1 Gbps and 100 Mbps speeds as zero. These values should be over 50, and more typically close to 100.

My current best guess is that water has gotten into at least one of these units, and I suspect a blocked drain hole in one of the antennas.

Unfortunately, there's not much more we can do remotely, other than to monitor the situation. Aside from the wireless problems, everything else with these radios is looking OK.

This does impact reliability for PSnet connections into Everett, although other paths are currently maintaining connectivity. Due to other issues with the Whidden site, this also means we've lost communications to the Mutualink appliances at Everett PD, though nothing else should be affected.

...Chuck

--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Tuesday, May 02, 2017 4:02 PM EDT

To: Chuck Wade <Chuck Wade <Chuck@interisle.net>>

CC: Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; Allen Peluso <Allen Peluso <Allen.Peluso@ci.everett.ma.us>>; Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; Jim Rex <Jim Rex <JRex@lan-tel.com>>; Karen Coye <Karen Coye <KCoye@ftgsecurity.com>>

Subject: Re: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home

Chuck, Scott, and everyone -

Thanks for the FYI, Chuck. If I'm reading this right, it sounds like the microwave link is working, although not well. It also sounds like the next diagnostic step would be to have someone go check it out in person to look for water damage or anything else of that nature. Is that correct? If so, it would seem to make sense to send a technician from FTG onsite to see what can be seen.

Karen, is that possible? Scott, do you agree?

Thanks again,
Sarah

On Tue, May 2, 2017 at 1:35 PM, Chuck Wade<Chuck@interisle.net> wrote:

Scott, et al.,

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Chuck Wade, Principal
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[+1 508 435-3050](tel:+15084353050) Office
[+1 508 277-6439](tel:+15082776439) Mobile
www.interisle.net

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Chuck Wade <Chuck@Interisle.net>
Sent: Tuesday, May 02, 2017 4:37 PM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
CC: Scott Wilder <SWilder@brooklinema.gov>; Allen Peluso <Allen Peluso <Allen.Peluso@ci.everett.ma.us>>; Deirdre Habershaw <Deirdre.Habershaw@boston.gov>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; Jim Rex <Jim Rex <JRex@lan-tel.com>>; Karen Coye <Karen Coye <KCoye@ftgsecurity.com>>
Subject: Re: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home
Attachment(s): "smime.p7s"

Sarah,

No, the microwave link is NOT working. All I can do is get to the management interface on these radios, but there is no working wireless link.

Yes, the next step is a physical inspection by someone who has real-world experience with this class of radio.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 5/2/17 4:02 PM, Sarah Plowman wrote:

Chuck, Scott, and everyone -

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--

Sarah Plowman

Regional Planner

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Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Karen Coye <kcoye@ftgsecurity.com>
Sent: Wednesday, May 03, 2017 9:51 AM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>
CC: Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; Allen Peluso <Allen Peluso <Allen.Peluso@ci.everett.ma.us>>; Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; Jim Rex <Jim Rex <JREx@lan-tel.com>>; Joe Martin <Joe Martin <jmartin@ftgtechnologies.com>>
Subject: RE: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home

Hello All,

I have a technician assigned to troubleshoot/resolve the potential water issue tomorrow. I believe this is a new location for us, so wondering if Chuck can provide contact info, and any info on equipment locations at Whidden is appreciated.

Our technician is Joe Martin.

Regards,
Karen

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]
Sent: Tuesday, May 2, 2017 4:03 PM
To: Chuck Wade
Cc: Scott Wilder; Allen Peluso; Deirdre Habershaw; Eric Johnson; Mark Savage; Jim Rex; Karen Coye
Subject: Re: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home

Chuck, Scott, and everyone -

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Scott, et al.,

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...Chuck

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[+1 508 277-6439](tel:+15082776439) Mobile
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--

Sarah Plowman

Regional Planner

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Boston City Hall, Room 204

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Phone: 617.635.1400

Fax: 617.635.2974

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Wednesday, May 03, 2017 11:19 AM EDT

To: Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>

CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; Allen Peluso <Allen Peluso <Allen.Peluso@ci.everett.ma.us>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; Jim Rex <Jim Rex <JRex@lan-tel.com>>; Joe Martin <Joe Martin <jmartin@ftgtechnologies.com>>

Subject: Re: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home

Hi Karen and all,

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Our technician is Joe Martin.

Regards,

Karen

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]

Sent: Tuesday, May 2, 2017 4:03 PM

To: Chuck Wade

Cc: Scott Wilder; Allen Peluso; Deirdre Habershaw; Eric Johnson; Mark Savage; Jim Rex; Karen Coye

Subject: Re: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home

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Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Wednesday, May 03, 2017 11:35 AM EDT

To: Sarah Plowman <Sarah.Plowman@boston.gov>>

CC: Karen Coye <Karen.Coye@ftgsecurity.com>>; Chuck Wade <Chuck@interisle.net>>; Scott Wilder <Scott.Wilder@brooklinema.gov>>; Allen Peluso <Allen.Peluso@ci.everett.ma.us>>; Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Mark Savage <Mark.Savage@msavage@lan-tel.com>>; Jim Rex <Jim.Rex@lan-tel.com>>; Joe Martin <Joe.Martin@ftgtechnologies.com>>

Subject: Re: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home

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We will follow FTGs lead for scheduling and coordination and where to meet .

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EJ



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ✪ |

www.lan-tel.com

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From: Scott Wilder <swilder@brooklinema.gov>

Sent: Wednesday, May 03, 2017 11:55 AM EDT

To: ejohnson@Lan-Tel.com

CC: Sarah Plowman <Sarah.Plowman@boston.gov>; Deirdre Habershaw <Deirdre.Habershaw@deirdre.habershaw@boston.gov>; Chuck Wade <Chuck.Wade@interisle.net>; Joe Martin <Joe.Martin@jmartin@ftgtechnologies.com>; Karen Coye <Karen.Coye@kcoye@ftgsecurity.com>; Mark Savage <Mark.Savage@msavage@lan-tel.com>; Jim Rex <Jim.Rex@jrex@lan-tel.com>; Allen Peluso <Allen.Peluso@ci.everett.ma.us>

Subject: Re: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home

Ok, thank you all. Hope it's an easy fix.

Scott Wilder

Sent from my Verizon 4G LTE Droid

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FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

From: Chuck Wade <Chuck@Interisle.net>
Sent: Wednesday, May 03, 2017 12:49 PM EDT
To: Sarah Plowman <Sarah.Plowman@boston.gov>; Karen Coye <Karen.Coye@ftgsecurity.com>
CC: Scott Wilder <Scott.Wilder@brooklinema.gov>; Allen Peluso <Allen.Peluso@ci.everett.ma.us>; Deirdre Habershaw <Deirdre.Habershaw@boston.gov>; Eric Johnson <Eric.Johnson@lan-tel.com>; Mark Savage <Mark.Savage@lan-tel.com>; Jim Rex <Jim.Rex@lan-tel.com>; Joe Martin <jmartin@ftgtechnologies.com>
Subject: Re: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home
Attachment(s): "smime.p7s"

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Subject: RE: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home

All,

Coordinating access now for both sites, and have spoken with Eric Johnson. Will advise once access is finalized.

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From: Chuck Wade [mailto:Chuck@Interisle.net]
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To: Sarah Plowman; Karen Coye
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Sent: Wednesday, May 03, 2017 2:04 PM EDT
To: Joe Martin <Joe Martin <jmartin@ftgtechnologies.com>>; Eric Johnson (ejohnson@lan-tel.com) < Eric Johnson (ejohnson@lan-tel.com) <ejohnson@lan-tel.com>>
CC: Zachary Kinman <Zachary Kinman <zkinman@ftgtechnologies.com>>; William Powderly <William Powderly <wpowderly@ftgtechnologies.com>>; Cheryl MacDougall <Cheryl MacDougall <cmacdougall@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; chuck@interisle.net; swilder@brooklinema.gov; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Allen Peluso <Allen Peluso <Allen.Peluso@ci.everett.ma.us>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; Jim Rex <Jim Rex <JRex@lan-tel.com>>; rgriffin@chelseama.gov; DiBartolomeo, Leonardo (CHE) (Leonardo.DiBartolomeo@MassMail.State.MA.US); jeffrey.gilmore@cityofeverett.org; Robert A. Verdone - City of Chelsea (RVerdone@ChelseaMA.gov) < Robert A. Verdone - City of Chelsea (RVerdone@ChelseaMA.gov)>
<RVerdone@ChelseaMA.gov>>
Subject: PSnet - Microwaves @ Everett Whidden & Chelsea Soldiers Home

All,

Access has been coordinated at these two sites as follows:

8am Everett Whidden, 103 Garland Street, Everett, MA
 Meet in main lobby, escort will be provided to roof/equipment
 Contact: Officer Jeff Gilmore (617-394-2365) or Ed Mastrocola (617-380-9690)

12pm **PENDING - REQUESTED BUT NOT YET CONFIRMED**
 Chelsea Soldiers Home, 91 Crest Ave, Chelsea, MA
 Meet at TBD
 Contact: Robert Verdone, Chelsea Office of Emerg Mgmt (617-466-4672)
 Leonard DiBartolomeo, SH Campus Police Supervisor (781-808-7686)

FTG Tech: Joe Martin (cell 617-653-6954)
Lan-Tel Techs: Mark (pls provide cell contact)
 Jim (pls provide cell contact)

Joe, please get waterproofing tape from Jerry or warehouse if possible. Lan-Tel, if you have any waterproofing that would be ideal as well. As you can see, I staggered access to these sites, but will leave it to techs to determine if one should stay behind at Whidden while others move on to Soldiers Home. Please contact Chuck Wade (508-277-6439) to verify radio performance once remediation is complete.

Below is remote assessment from Chuck Wade:

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If you have any questions or need additional info, please let me know.

Regards,
Karen

Karen Coye | Project Manager
2 Batterymarch Park, Suite 401 | Quincy, MA 02169
M: 617-719-4861 | O: 339-502-6620 | kcoye@ftgsecurity.com



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To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

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Sent: Wednesday, May 03, 2017 2:46 PM EDT

To: Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Joe Martin <Joe Martin <jmartin@ftgtechnologies.com>>

CC: jeffrey.gilmore@cityofeverett.org; Mark Savage <msavage@lan-tel.com>; William Powderly <William Powderly <wpowderly@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; chuck@interisle.net; Cheryl MacDougall <Cheryl MacDougall <cmacdougall@ftgtechnologies.com>>; rgriffin@chelseama.gov; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Zachary Kinman <Zachary Kinman <zkinman@ftgtechnologies.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Allen Peluso <Allen Peluso <allen.peluso@ci.everett.ma.us>>; DiBartolomeo, Leonardo (CHE) (Leonardo.DiBartolomeo@MassMail.State.MA.US); Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Robert A. Verdone - City of Chelsea (RVerdone@ChelseaMA.gov) <Robert A. Verdone - City of Chelsea (RVerdone@ChelseaMA.gov) <rverdone@chelseama.gov>>; swilder@brooklinema.gov

Subject: Re: PSnet - Microwaves @ Everett Whidden & Chelsea Soldiers Home

Jim Rex will be onsite at whidden at 8am c-781-801-9453

Get [Outlook for iOS](#)

From: Karen Coye <kcoye@ftgsecurity.com>

Sent: Wednesday, May 3, 2017 2:01 PM

Subject: PSnet - Microwaves @ Everett Whidden & Chelsea Soldiers Home

To: Eric Johnson <ejohnson@lan-tel.com>, Joe Martin <jmartin@ftgtechnologies.com>

Cc: <jeffrey.gilmore@cityofeverett.org>, Mark Savage <msavage@lan-tel.com>, William Powderly <wpowderly@ftgtechnologies.com>, Mike Cobb <mcobb@ftgtechnologies.com>, <chuck@interisle.net>, Zachary Kinman <zkinman@ftgtechnologies.com>, Cheryl MacDougall <cmacdougall@ftgtechnologies.com>, Sarah Plowman <sarah.plowman@boston.gov>, Deirdre Habershaw <deirdre.habershaw@boston.gov>, Jim Rex <jrex@lan-tel.com>, Allen Peluso <allen.peluso@ci.everett.ma.us>, <rgriffin@chelseama.gov>, Shiro Ando <sando@ftgtechnologies.com>, <swilder@brooklinema.gov>, DiBartolomeo, Leonardo (CHE) (Leonardo.DiBartolomeo@MassMail.State.MA.US) <leonardo.dibartolomeo@massmail.state.ma.us>, Robert A. Verdone - City of Chelsea (RVerdone@ChelseaMA.gov) <rverdone@chelseama.gov>

All,

Access has been coordinated at these two sites as follows:

8am Everett Whidden, 103 Garland Street, Everett, MA
 Meet in main lobby, escort will be provided to roof/equipment
 Contact: Officer Jeff Gilmore (617-394-2365) or Ed Mastrocola (617-380-9690)

12pm **PENDING - REQUESTED BUT NOT YET CONFIRMED**
 Chelsea Soldiers Home, 91 Crest Ave, Chelsea, MA
 Meet at TBD
 Contact: Robert Verdone, Chelsea Office of Emerg Mgmt (617-466-4672)
 Leonard DiBartolomeo, SH Campus Police Supervisor (781-808-7686)

FTG Tech: Joe Martin (cell 617-653-6954)
Lan-Tel Techs: Mark (pls provide cell contact)
 Jim (pls provide cell contact)

Joe, please get waterproofing tape from Jerry or warehouse if possible. Lan-Tel, if you have any waterproofing that would be ideal as well. As you can see, I staggered access to these sites, but will leave it to techs to determine if one should stay behind at Whidden while others move on to Soldiers Home. Please contact Chuck Wade (508-277-6439) to verify radio performance once remediation is complete.

Below is remote assessment from Chuck Wade:

The BridgeWave 80 GHz (AR) microwave link between Everett Whidden Hospital and Soldiers' Home is no longer able to maintain a wireless link. The microwave radios are both reachable via management interfaces, and the diagnostics indicate seriously high error rates over the wireless link. Furthermore, my attempts to recalibrate these units indicate that there are problems with at least one of the radios. In particular, the radio at Soldiers' Home is reporting calibration results for both 1 Gbps and 100 Mbps speeds as zero. These values should be over 50, and more typically close to 100.

My current best guess is that water has gotten into at least one of these units, and I suspect a blocked drain hole in one of the antennas.

Unfortunately, there's not much more we can do remotely, other than to monitor the situation. Aside from the wireless problems, everything else with these radios is looking OK.

This does impact reliability for PSnet connections into Everett, although other paths are currently maintaining connectivity. Due to other issues with the Whidden site, this also means we've lost communications to the Mutualink appliances at Everett PD, though nothing else

should be affected.

I added the LAN-TEL folks to my original memo, since the BridgeWave outage also impacts CIMS camera backhaul. It is also true that their team has extensive experience with all the microwave radios used throughout PSnet, both licensed and unlicensed.

If you have any questions or need additional info, please let me know.

Regards,
Karen

Karen Coye | Project Manager

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

M: 617-719-4861 | O: 339-502-6620 | kcoye@ftgsecurity.com



MA LIC 7051C

To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

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If you received this e-mail in error, please contact the sender and delete the e-mail and any attached material immediately. Thank you.

From: Karen Coye <kcoye@ftgsecurity.com>
Sent: Wednesday, May 03, 2017 2:59 PM EDT
To: Joe Martin <Joe Martin <jmartin@ftgtechnologies.com>>; Eric Johnson (ejohnson@lan-tel.com) < Eric Johnson (ejohnson@lan-tel.com) <ejohnson@lan-tel.com>>
CC: Zachary Kinman <Zachary Kinman <zkinman@ftgtechnologies.com>>; William Powderly <William Powderly <wpowderly@ftgtechnologies.com>>; Cheryl MacDougall <Cheryl MacDougall <cmacdougall@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; chuck@interisle.net; swilder@brooklinema.gov; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Allen Peluso <Allen Peluso <Allen.Peluso@ci.everett.ma.us>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; Jim Rex <Jim Rex <JRex@lan-tel.com>>; rgriffin@chelseama.gov; DiBartolomeo, Leonardo (CHE) (Leonardo.DiBartolomeo@MassMail.State.MA.US); jeffrey.gilmore@cityofeverett.org; Robert A. Verdone - City of Chelsea (RVerdone@ChelseaMA.gov) < Robert A. Verdone - City of Chelsea (RVerdone@ChelseaMA.gov)>
Subject: RE: PSnet - Microwaves @ Everett Whidden & Chelsea Soldiers Home

All,

Just received authorization from Robert Verdone for the Soldiers Home site.

Regards,
Karen

From: Karen Coye
Sent: Wednesday, May 3, 2017 2:04 PM
To: Joe Martin; Eric Johnson (ejohnson@lan-tel.com)
Cc: Zachary Kinman; William Powderly; Cheryl MacDougall; Sarah Plowman; Deirdre Habershaw; chuck@interisle.net; swilder@brooklinema.gov; Mike Cobb; Shiro Ando; Allen Peluso; Mark Savage; Jim Rex; rgriffin@chelseama.gov; DiBartolomeo, Leonardo (CHE) (Leonardo.DiBartolomeo@MassMail.State.MA.US); 'jeffrey.gilmore@cityofeverett.org'; Robert A. Verdone - City of Chelsea (RVerdone@ChelseaMA.gov)
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If you have any questions or need additional info, please let me know.

Regards,
Karen

Karen Coye | Project Manager

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

M: 617-719-4861 | O: 339-502-6620 | kcoye@ftgsecurity.com



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From: Michael Kane <michael.kane@boston.gov>

Sent: Wednesday, May 03, 2017 3:10 PM EDT

To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>

Subject: Fwd: Mike Kane: Quotes and Current Counts and set up details

Attachment(s): "SailBoston_OPS Draft_Layout With Agencies Line counts.png", "JOC Staffing (with phones).xlsx", "Sail Boston_LanTel Perm Cabling Quote.pdf", "Sail Boston_LanTel Temp Cabling Quote.pdf"

From: Karen Coye <kcoye@ftgsecurity.com>
Sent: Thursday, May 04, 2017 12:43 PM EDT
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
CC: Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; Allen Peluso <Allen Peluso <Allen.Peluso@ci.everett.ma.us>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; Jim Rex <Jim Rex <JREx@lan-tel.com>>; Joe Martin <Joe Martin <jmartin@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
Subject: RE: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home

Hello All,

FTG's Joe Martin and Lan-Tel's Jim Rex went to Whidden and Soldiers Home today. They were assisted remotely by Chuck Wade.

It was determined that water was likely not the root cause of these units failures and the two BridgeWave units should be removed and either repaired/replaced. Lan-Tel has the units and will handle going forward.

We appreciate the opportunity to learn more about the BridgeWave equipment, and Lan-Tel's cooperation in sharing technical knowledge/experience with this equipment.

If you have any questions or need additional information, please let me know.

Regards,
Karen

From: Karen Coye
Sent: Wednesday, May 3, 2017 12:56 PM
To: 'Chuck Wade'; Sarah Plowman
Cc: Scott Wilder; Allen Peluso; Deirdre Habershaw; Eric Johnson; Mark Savage; Jim Rex; Joe Martin
Subject: RE: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home

All,

Coordinating access now for both sites, and have spoken with Eric Johnson. Will advise once access is finalized.

Regards,
Karen

From: Chuck Wade [<mailto:Chuck@Interisle.net>]
Sent: Wednesday, May 3, 2017 12:50 PM
To: Sarah Plowman; Karen Coye
Cc: Scott Wilder; Allen Peluso; Deirdre Habershaw; Eric Johnson; Mark Savage; Jim Rex; Joe Martin
Subject: Re: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home

Sarah,

I added the LAN-TEL folks to my original memo, since the BridgeWave outage also impacts CIMS camera backhaul. It is also true that their team has extensive experience with all the microwave radios used throughout PSnet, both licensed and unlicensed.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 5/3/17 11:19 AM, Sarah Plowman wrote:

Hi Karen and all,

I just got off the phone with Scott, who is driving up to a conference at the moment and thus unable to write back. It sounds like LAN-TEL has some good experience with this particular type of microwave, and even this site specifically, and I know there are some LAN-TEL guys on this thread already (Jim & Mark). I believe they were added because of their expertise, is that correct? What Scott and I are wondering is if LAN-TEL and FTG can coordinate and go over together to check on the location.

Thanks all,

Sarah

On Wed, May 3, 2017 at 9:51 AM, Karen Coye <kcoye@ftgsecurity.com> wrote:

Hello All,

I have a technician assigned to troubleshoot/resolve the potential water issue tomorrow. I believe this is a new location for us, so wondering if Chuck can provide contact info, and any info on equipment locations at Whidden is appreciated.

Our technician is Joe Martin.

Regards,
Karen

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]

Sent: Tuesday, May 2, 2017 4:03 PM

To: Chuck Wade

Cc: Scott Wilder; Allen Peluso; Deirdre Habershaw; Eric Johnson; Mark Savage; Jim Rex; Karen Coye

Subject: Re: PSnet: Outage of BridgeWave 80 GHz link between Everett Whidden and Soldiers' Home

Chuck, Scott, and everyone -

Thanks for the FYI, Chuck. If I'm reading this right, it sounds like the microwave link is working, although not well. It also sounds like the next diagnostic step would be to have someone go check it out in person to look for water damage or anything else of that nature. Is that correct? If so, it would seem to make sense to send a technician from FTG onsite to see what can be seen.

Karen, is that possible? Scott, do you agree?

Thanks again,
Sarah

On Tue, May 2, 2017 at 1:35 PM, Chuck Wade <Chuck@interisle.net> wrote:

Scott, et al.,

The BridgeWave 80 GHz (AR) microwave link between Everett Whidden Hospital and Soldiers' Home is no longer able to maintain a wireless link. The microwave radios are both reachable via management interfaces, and the diagnostics indicate seriously high error rates over the wireless link. Furthermore, my attempts to recalibrate these units indicate that there are problems with at least one of the radios. In particular, the radio at Soldiers' Home is reporting calibration results for both 1 Gbps and 100 Mbps speeds as zero. These values should be over 50, and more typically close to 100.

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...Chuck

--

Chuck Wade, Principal
Interisle Consulting Group
[+1 508 435-3050](tel:+15084353050) Office
[+1 508 277-6439](tel:+15082776439) Mobile
www.interisle.net

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: [617.635.1400](tel:617.635.1400)

Fax: [617.635.2974](tel:617.635.2974)

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Michael Kane <michael.kane@boston.gov>

Sent: Friday, May 05, 2017 3:12 PM EDT

To: Vin Stancato <Vin Stancato <vstancato@lan-tel.com>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>

CC: Ann Roper Quinn <Ann Roper Quinn <annroper.quinn@boston.gov>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>

Subject: Mike Kane: Quote Development Packet for SB JOC

Attachment(s): "QuoteDevlpPacketforJOCv2 5-5-17.pptx"

Hi Vin and Eric,

We amended the breakout counts for Ethernet drops and WAP locations. Please refer to the amended document for updating your temp and perm wiring quotes.

Any questions please reach out to Ann or I and cc Linda.

I appreciate the help.

Thanks and have a good weekend,

Mike

--

Michael Kane

Logistics Section Coordinator

Office of Emergency Management (OEM)

85 Bragdon Street | Boston, MA 02201

Phone: 617-343-2413 | Cell: 617-895-7215

michael.kane@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, May 05, 2017 3:25 PM EDT
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
CC: Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>>; Ann Roper Quinn <Ann Roper Quinn <annroper.quinn@boston.gov>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>
Subject: Re: Mike Kane: Quote Development Packet for SB JOC

Mike

I have it and will turn it around quick
Have a great weekend



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☛ |

www.lan-tel.com

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On May 5, 2017, at 3:12 PM, Michael Kane <michael.kane@boston.gov> wrote:

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I appreciate the help.

Thanks and have a good weekend,

Mike

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Michael Kane

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85 Bragdon Street | Boston, MA 02201

Phone: 617-343-2413| Cell: 617-895-7215

michael.kane@boston.gov<<mailto:michael.kane@boston.gov>>

<QuoteDevlpPacketforJOCv2 5-5-17.pptx>

From: Michael Kane <michael.kane@boston.gov>
Sent: Friday, May 05, 2017 3:26 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Mike Kane: Quote Development Packet for SB JOC

As always Eric you are the best!

Many thanks and stay dry,

Mike

On Fri, May 5, 2017 at 3:25 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Mike

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Have a great weekend



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ |

www.lan-tel.com

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Mike

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michael.kane@boston.gov <<mailto:michael.kane@boston.gov>>

<QuoteDevlpPacketforJOCv2 5-5-17.pptx>

--

Michael Kane

Logistics Section Coordinator

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Phone: [617-343-2413](tel:617-343-2413) | Cell: [617-895-7215](tel:617-895-7215)

michael.kane@boston.gov

From: Michael Kane <michael.kane@boston.gov>
Sent: Monday, May 08, 2017 1:12 PM EDT
To: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>
CC: John Cunniffe <John Cunniffe <john.cunniffe@pd.boston.gov>>
BCC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Mike Kane : Sail Boston CIMS Video WORKSTATIONS

Ok thanks for checking Lou, could you ask Shawn or Eric from Lantel if we will need any special type of laptop to run CIMS at the sail boston JOC?

Thank you ,

Mike

On Mon, May 8, 2017 at 1:07 PM, Louis Madeira<louis.madeira@pd.boston.gov> wrote:

Hi Mike,

I'm not aware of any extra mobile workstations available to us that we would be able to bring.

On Tue, May 2, 2017 at 12:58 PM, Michael Kane<michael.kane@boston.gov> wrote:

Ok

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
[617-343-2413](tel:617-343-2413)
[617-895-7215](tel:617-895-7215)

On May 2, 2017, at 12:23, Louis Madeira <louis.madeira@pd.boston.gov> wrote:

Mike I'll have to get back to on that.

Police Officer Lou Madeira
Boston Police Department
Bureau of Administration and Technologies
Telecommunications Division
[\(617\) 991-6672](tel:617-991-6672)

Sent from my iPhone

On May 2, 2017, at 11:45 AM, Michael Kane <michael.kane@boston.gov> wrote:

Hi Lou-

Do you have a a mobile workstation we can use for sail Boston to run CIMS.

We have a total of 5 loaners but they need workstations just want to make sure we have the right mobile workstation for video.

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
[617-343-2413](tel:617-343-2413)
[617-895-7215](tel:617-895-7215)

--
Respectfully,

Police Officer Lou Madeira
Boston Police Department
Bureau of Administration & Technology
Telecommunications Division
One Schroeder Plaza Boston Ma. 02120
Cell [\(617\) 991-6672](tel:6179916672)

--

Michael Kane

Logistics Section Coordinator

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Phone: [617-343-2413](tel:6173432413) | Cell: [617-895-7215](tel:6178957215)

michael.kane@boston.gov

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, May 09, 2017 1:33 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Mike Kane: Quote Development Packet for SB JOC

Hi Eric-

You think I can get your revised proposal today?

Im meeting with Rene at 4.

Thanks,

Mike

On Fri, May 5, 2017 at 3:25 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Mike

I have it and will turn it around quick

Have a great weekend



Respectfully,

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Phone: [617-343-2413](tel:617-343-2413) | Cell: [617-895-7215](tel:617-895-7215)

michael.kane@boston.gov

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, May 09, 2017 1:43 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
CC: Ann Roper Quinn <Ann Roper Quinn <annroper.quinn@boston.gov>>
Subject: Fwd: Sail Boston Proposals - Cabling & Audio Visual requirements
Attachment(s): "Sail Boston PO Request.pdf", "Sail Boston Audio Visual PO Request.pdf"

----- Forwarded message -----

From: **Vincent Stancato** <vstancato@lan-tel.com>
Date: Thu, Mar 16, 2017 at 11:26 AM
Subject: Sail Boston Proposals - Cabling & Audio Visual requirements
To: Michael Kane <michael.kane@boston.gov>, "linda.calnan@boston.gov" <linda.calnan@boston.gov>, "shawn.romanowski@pd.boston.gov" <shawn.romanowski@pd.boston.gov>

Attached you will find the proposals for:

Cabling 22 DryDock Ave for a Command Center As requested following meetings with DOIT & OEM staff

Audio Visual requirements for the Command Center

Respectfully,



Vincent P Stancato

Business Development

Security Specialist

LAN-TEL Communications Inc.

1400 Providence Highway Suite 3100

Norwood, Ma. 02062

Cell [781.414.2663](tel:781.414.2663)

Fax [781.551.8667](tel:781.551.8667)

--

Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413 | Cell: 617-895-7215
michael.kane@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, May 09, 2017 1:49 PM EDT
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
CC: Ann Roper Quinn <Ann Roper Quinn <annroper.quinn@boston.gov>>; Steve Mahon <Steve Mahon <SMahon@lan-tel.com>>
Subject: Re: Sail Boston Proposals - Cabling & Audio Visual requirements
Attachment(s): "image003.png"

Thanks Mike I'm adding Steve Mahon to email



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☛ |

www.lan-tel.com

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On May 9, 2017, at 1:43 PM, Michael Kane <michael.kane@boston.gov> wrote:

----- Forwarded message -----

From: **Vincent Stancato** <vstancato@lan-tel.com>

Date: Thu, Mar 16, 2017 at 11:26 AM

Subject: Sail Boston Proposals - Cabling & Audio Visual requirements

To: Michael Kane <michael.kane@boston.gov>, "linda.calnan@boston.gov" <linda.calnan@boston.gov>, "shawn.romanowski@pd.boston.gov" <shawn.romanowski@pd.boston.gov>

Attached you will find the proposals for:

Cabling 22 DryDock Ave for a Command Center As requested following meetings with DOIT & OEM staff

Audio Visual requirements for the Command Center

Respectfully,

<image003.png>

Vincent P Stancato

Business Development

Security Specialist

LAN-TEL Communications Inc.

1400 Providence Highway Suite 3100

Norwood, Ma. 02062

Cell [781.414.2663](tel:781.414.2663)

Fax [781.551.8667](tel:781.551.8667)

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michael.kane@boston.gov

<Sail Boston PO Request.pdf>

<Sail Boston Audio Visual PO Request.pdf>

From: Steve Mahon <SMahon@lan-tel.com>

Sent: Tuesday, May 09, 2017 1:59 PM EDT

To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>

CC: Ann Roper Quinn <Ann Roper Quinn <annroper.quinn@boston.gov>>

Subject: RE: Sail Boston Proposals - Cabling & Audio Visual requirements

Hi Ann long time hope all is well.

Quick question on the (6) AP locations, do you want dual 6A cables or Single cat 6 cables.

When we did the walk through we were requested to quote dual 6A for the AP locations.

Regards,

Steve



Steven Mahon, RCDD

Please note OOO: May 10th – May 15th

Director of Operations

1400 Providence Highway, Suite 3100

Norwood, MA 02062

Phone: 781.352.4638

Fax: 781.551.8667

Cell: 617.413.7769

smahon@lan-tel.com

www.lan-tel.com

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From: Eric Johnson

Sent: Tuesday, May 9, 2017 1:49 PM

To: Michael Kane <michael.kane@boston.gov>

Cc: Ann Roper Quinn <annroper.quinn@boston.gov>; Steve Mahon <SMahon@lan-tel.com>

Subject: Re: Sail Boston Proposals - Cabling & Audio Visual requirements

Thanks Mike I'm adding Steve Mahon to email



Respectfully,

Eric Johnson

Security Project Manager

1400 PROVIDENCE HIGHWAY,

SUITE 3100

NORWOOD, MA 02062

M 617.785.8254 **F** 781.551.8667

ejohnson@lan-tel.com ☘ |

www.lan-tel.com

FOLLOW US: [Twitter](#) [LinkedIn](#) [Facebook](#)

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Date: Thu, Mar 16, 2017 at 11:26 AM

Subject: Sail Boston Proposals - Cabling & Audio Visual requirements

To: Michael Kane <michael.kane@boston.gov>, "linda.calnan@boston.gov" <linda.calnan@boston.gov>, "shawn.romanowski@pd.boston.gov" <shawn.romanowski@pd.boston.gov>

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Business Development

Security Specialist

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Michael Kane

Logistics Section Coordinator

Office of Emergency Management (OEM)

85 Bragdon Street | Boston, MA 02201

Phone: 617-343-2413 | Cell: 617-895-7215

michael.kane@boston.gov

<Sail Boston PO Request.pdf>

<Sail Boston Audio Visual PO Request.pdf>

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Tuesday, May 09, 2017 3:32 PM EDT

To: Michael Kane <Michael Kane <michael.kane@boston.gov>>

CC: Steve Mahon <Steve Mahon <SMahon@lan-tel.com>>

Subject: Fwd: Mike Kane: Quote Development Packet for SB JOC

Attachment(s): "IMG_0663.PNG","ATT00001.htm","Sail Boston 22 Drydock Boston 5-9-17.docx","ATT00002.htm","Sail Boston 22 Drydock Boston 5-9-17.pdf","ATT00003.htm"

Mike

Here is the redone quote based on the new specs

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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Begin forwarded message:

From: Steve Mahon <SMahon@lan-tel.com>
Date: May 9, 2017 at 3:30:14 PM EDT
To: Eric Johnson <ejohnson@Lan-Tel.com>
Subject: RE: Mike Kane: Quote Development Packet for SB JOC

Eric, Attached is a copy in word in case you need to make any changes the other in pdf to send along to the client....Good luck!!

From: Eric Johnson
Sent: Friday, May 5, 2017 3:25 PM
To: Steve Mahon <SMahon@lan-tel.com>
Subject: Fwd: Mike Kane: Quote Development Packet for SB JOC

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, May 09, 2017 3:39 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Steve Mahon <Steve Mahon <SMahon@lan-tel.com>>; Ann Roper Quinn <Ann Roper Quinn <annroper.quinn@boston.gov>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>
Subject: Re: Mike Kane: Quote Development Packet for SB JOC

Thank you Eric! I will let you know which way we decide to go by Friday.

On Tue, May 9, 2017 at 3:32 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Mike

Here is the redone quote based on the new specs

--

Michael Kane

Logistics Section Coordinator

Office of Emergency Management (OEM)

85 Bragdon Street | Boston, MA 02201

Phone: [617-343-2413](tel:617-343-2413) | Cell: [617-895-7215](tel:617-895-7215)

michael.kane@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, May 09, 2017 4:01 PM EDT
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
CC: Steve Mahon <Steve Mahon <SMahon@lan-tel.com>>; Ann Roper Quinn <Ann Roper Quinn <annroper.quinn@boston.gov>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>
Subject: Re: Mike Kane: Quote Development Packet for SB JOC

Good luck sir



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ✉ |

www.lan-tel.com

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Mike

Here is the redone quote based on the new specs

--

Michael Kane

Logistics Section Coordinator

Office of Emergency Management (OEM)

85 Bragdon Street | Boston, MA 02201

Phone: 617-343-2413 | Cell: 617-895-7215

michael.kane@boston.gov

From: Linda Calnan <linda.calnan@boston.gov>

Sent: Wednesday, May 10, 2017 8:45 AM EDT

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>; Don Burgess <Don Burgess <don.burgess@boston.gov>; Robert Slade <Robert Slade <robert.slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>; William Joyce <William Joyce <william.joyce@boston.gov>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Michael Driscoll <Michael Driscoll <mdriscoll@dvitel.com>; John Grennon <John Grennon <jgrennon@lan-tel.com>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>; Peter Clifford <Peter Clifford <Peter.clifford@boston.gov>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>

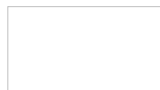
Subject: Security camera Strategy Meeting Status Updates - 5/10/17

Attachment(s): "Security Camera Strategy Meeting_5-10-17.docx"

Good morning,

Attached are the updates we will review in today's status meeting.

Thanks.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

From: Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>

Sent: Thursday, May 11, 2017 3:42 PM EDT

To: Michael Kane <Michael Kane <michael.kane@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

Subject: RE: Thank you

No Problem Michael,

We are working on a plan b also...

Shawn

Shawn Romanoski
Director of Telecommunications
Boston Police Department
617-594-2994

-----Original Message-----

From: Michael Kane [<mailto:michael.kane@boston.gov>]

Sent: Thursday, May 11, 2017 2:23 PM

To: Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Eric Johnson <ejohnson@lan-tel.com>

Subject: Thank you

I appreciate you helping us out.

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Michael Kane <michael.kane@boston.gov>

Sent: Thursday, May 11, 2017 2:23 PM EDT

To: Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

Subject: Thank you

I appreciate you helping us out.

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Rich Ahern <rahem@lan-tel.com>
Sent: Monday, May 15, 2017 7:46 AM EDT
To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: RE: CIMS - SSA 2017 - 2018
Attachment(s): "CIMS Global SSA proposal 1 year (2017 - 2018).pdf"

Good Morning Deirdre,
I am just following up on the quote for the CIMS SSA for July 1, 2017 – June 30, 2018

Thank you,

Rich Ahern
Director of Service

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.680.5902 | M 781.801.9419 | F 781.551.8667

rahem@lan-tel.com | www.lan-tel.com
FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

*****PLEASE NOTE WE HAVE A NEW SERVICE DIRECT LINE 1-844-575-2001*****

From: Rich Ahern
Sent: Monday, April 17, 2017 11:26 AM
To: 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>
Cc: Eric Johnson (ejohnson@lan-tel.com) <ejohnson@lan-tel.com>
Subject: CIMS - SSA 2017 - 2018

Good Morning Deirdre,
I wanted to touch base with you on the CIMS Global SSA. The current SSA will expire on June 30, 2017. I have attached a 1 year renewal for July 1, 2017 – June 30, 2018. Any questions please let me know

Thank you,



Rich Ahern
Director of Service

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.680.5902 | M 781.801.9419 | F 781.551.8667

rahem@lan-tel.com | www.lan-tel.com
FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

*****PLEASE NOTE WE HAVE A NEW SERVICE DIRECT LINE 1-844-575-2001*****

From: Michael Kiely <mkiely@police.somerville.ma.us>
Sent: Monday, May 15, 2017 3:22 PM EDT
To: deirdre.habershaw@boston.gov; GReardon@CambridgeFire.Org; ejohnson@lan-tel.com
Subject: Re: Invitation: OSD Statewide Blanket Contracting Presenataion @ Wed May 17, 2017 10am - 12pm (EDT) (mkiely@police.somerville.ma.us)
FYI Brookline had a female Lt, well regarded drop dead in the last 24 hours. There in shock

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617)625-1600x7241

> On May 15, 2017, at 2:50 PM, "deirdre.habershaw@boston.gov" <deirdre.habershaw@boston.gov> wrote:
>
> more details »<https://www.google.com/calendar/event?>
action=VIEW&eid=cGi4YTNqcG84aG1zYm1vZnBwc3YycWN1Z28gbWtpZWx5QHBvbGJjZS5zb21cnZpbGxLm1hLnVz&tok=MjgiZGVpcmRyZS5oYWJlcnNoYXcAYm9zdG9uLmdvdjM1YzBiMjgzNDgxMDIyNTRkNzIzNDBkMjY3YjZjYzgxYzQ4YzhlnJY
> OSD Statewide Blanket Contracting Presenataion
> When Wed May 17, 2017 10am – 12pm Eastern Time
> Where Somerville Public Safety Building, Washington St, Somerville, MA 02143, USA (map<https://maps.google.com/maps?q=Somerville+Public+Safety+Building,+Washington+St,+Somerville,+MA+02143,+USA&hl=en>)
> Calendar mkiely@police.somerville.ma.us
> Who • deirdre.habershaw@boston.gov - organizer
> • david.carabin@pd.boston.gov
> • psheehan@cambridgefire.org
> • swilder@brooklinema.gov
> • emma.desimone@boston.gov
> • glturner@cambridgefire.org
> • mrichards@somervillema.gov
> • cbreen@somervillema.gov
> • eamon.miller@boston.gov
> • Shawn.Romanoski@pd.boston.gov
> • mkiely@police.somerville.ma.us
> • sarah.eig@boston.gov
> • pmonzione@chelseama.gov
> • annroper.quinn@boston.gov
>
> Going? Yes<https://www.google.com/calendar/event?>
action=RESPOND&eid=cGi4YTNqcG84aG1zYm1vZnBwc3YycWN1Z28gbWtpZWx5QHBvbGJjZS5zb21cnZpbGxLm1hLnVz&rst=1&tok=MjgiZGVpcmRyZS5oYWJlcnNoYXcAYm9zdG9uLmdvdjM1YzBiMjgzNDgxMDIyNTRkNzIzNDBkMjY3YjZjYzgxY
- Maybe<https://www.google.com/calendar/event?>
action=RESPOND&eid=cGi4YTNqcG84aG1zYm1vZnBwc3YycWN1Z28gbWtpZWx5QHBvbGJjZS5zb21cnZpbGxLm1hLnVz&rst=3&tok=MjgiZGVpcmRyZS5oYWJlcnNoYXcAYm9zdG9uLmdvdjM1YzBiMjgzNDgxMDIyNTRkNzIzNDBkMjY3YjZjYzgxY
- No<https://www.google.com/calendar/event?>
action=RESPOND&eid=cGi4YTNqcG84aG1zYm1vZnBwc3YycWN1Z28gbWtpZWx5QHBvbGJjZS5zb21cnZpbGxLm1hLnVz&rst=2&tok=MjgiZGVpcmRyZS5oYWJlcnNoYXcAYm9zdG9uLmdvdjM1YzBiMjgzNDgxMDIyNTRkNzIzNDBkMjY3YjZjYzgxY
more options »<https://www.google.com/calendar/event?>
action=VIEW&eid=cGi4YTNqcG84aG1zYm1vZnBwc3YycWN1Z28gbWtpZWx5QHBvbGJjZS5zb21cnZpbGxLm1hLnVz&tok=MjgiZGVpcmRyZS5oYWJlcnNoYXcAYm9zdG9uLmdvdjM1YzBiMjgzNDgxMDIyNTRkNzIzNDBkMjY3YjZjYzgxYzQ4YzhlnJY
> Invitation from Google Calendar<https://www.google.com/calendar/>
>
> You are receiving this courtesy email at the account mkiely@police.somerville.ma.us because you are an attendee of this event.
>
>
> To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.
>
> Forwarding this invitation could allow any recipient to modify your RSVP response. Learn More<https://support.google.com/calendar/answer/37135#forwarding>.
> <invite.ics>
> <meeting.ics>

From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Thursday, May 18, 2017 11:21 AM EDT
To: Chuck Wade <Chuck Wade <Chuck@interisle.net>>
CC: Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Re: PSnet: Outage at Whidden Hospital

Chuck,

Thank you for alerting us to this. I am responding as Scott is most likely occupied at the moment. I have added Sgt Keily and FTG and Lan-tel so we can all stay on the same thread. A few questions that I hope can be answered by all parties:

As of 5/15/17 FTG is supposed to be the "first responder" for all switching matters. Why is Lan-tel being dispatched to the site if the primary assumption that this is a failed switch? Lan-tel is not on contract to support or repair PSnet. They are on contract to provide maintenance and monitoring of the camera system. I would appreciate a response from FTG.

Thank you,

On Thu, May 18, 2017 at 11:13 AM, Chuck Wade<Chuck@interisle.net> wrote:

Deirdre, Sarah, Scott,

I'm forwarding this note to Everett PD regarding the outage of all communications between PSnet and the City of Everett. This failure is not a surprise.

I have also forwarded this note to FTG so they are aware of the situation, if they were not already, and to make sure we coordinate with them on the response. This particular situation is quite unique, so I am not expecting that this is something they could respond to on their own.

...Chuck

----- Forwarded Message -----

Subject: PSnet: Outage at Whidden Hospital

Date: Thu, 18 May 2017 10:56:33 -0400

From: Chuck Wade <Chuck@Interisle.net>

Organization: Interisle Consulting Group, LLC

To: Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>, Jeffrey Gilmore <Jeffrey.Gilmore@CityofEverett.org>

CC: Mark Savage <MSavage@LAN-TEL.com>, Eric Johnson <EJohnson@LAN-TEL.com>

Allen, Jeff,

I'm following up on the phone conversation and voice mail regarding the situation with PSnet connectivity into Everett. It appears that the switch we have in the outdoor rack on the roof of Whidden has failed, very likely due to the heat. We've been predicting this sort of failure for some time, so we're not surprised. This is a situation badly in need of resolution.

The consequence of this outage is that all connectivity between Everett and the PSnet backbone has been lost. The most immediate problems are likely to be:

- Communications to DCJIS, but you may have access via an Internet connection.
- MCC7500 Console communications to the Zone 2 Core
- BRIC CrimeView services are down
- FATPOT services are down
- Some of your cameras are likely affected

We have also lost all management access to Everett.

Mark Savage from LAN-TEL was working in Everett at the Casino site, and he headed over to Whidden, and just arrived there. He may have the parts on hand to recover from this outage. We will just have to see how things go.

I will advise you as we learn more...

...Chuck

--

Chuck Wade, Principal
Interisle Consulting Group
[+1 508 435-3050](tel:+15084353050) Office
[+1 508 277-6439](tel:+15082776439) Mobile
www.interisle.net

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Thursday, May 18, 2017 11:37 AM EDT

To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>

Subject: Re: PSnet: Outage at Whidden Hospital

Sorry just seeing this was at dentist . I have instructed Mark Savage to stand down we are not responding.



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘ |

www.lan-tel.com

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Organization: Interisle Consulting Group, LLC
To: Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>, Jeffrey Gilmore <Jeffrey.Gilmore@CityofEverett.org>
CC: Mark Savage <MSavage@LAN-TEL.com>, Eric Johnson <EJohnson@LAN-TEL.com>

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Mark Savage from LAN-TEL was working in Everett at the Casino site, and he headed over to Whidden, and just arrived there. He may have the parts on hand to recover from this outage. We will just have to see how things go.

I will advise you as we learn more...

...Chuck

--

Chuck Wade, Principal
Interisle Consulting Group
[+1 508 435-3050](tel:+15084353050) Office
[+1 508 277-6439](tel:+15082776439) Mobile
www.interisle.net

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Thursday, May 18, 2017 12:47 PM EDT
To: Chuck Wade <Chuck Wade <Chuck@interisle.net>>
CC: Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>
Subject: Re: PSnet: Outage at Whidden Hospital

I have spoke with Jeff Gilmore of EPD and Karen Coye at FTG. FTG is dispatching a technician. They are identifying an appropriate replacement switch, however there are concerns that the heat will fry that second switch. FTG will also need necessary configurations to install the replacement. FTG will report back with further updates.

On Thu, May 18, 2017 at 11:21 AM, Deirdre Habershaw<deirdre.habershaw@boston.gov> wrote:
Chuck,

Thank you for alerting us to this. I am responding as Scott is most likely occupied at the moment. I have added Sgt Keily and FTG and Lan-tel so we can all stay on the same thread. A few questions that I hope can be answered by all parties:

As of 5/15/17 FTG is supposed to be the "first responder" for all switching matters. Why is Lan-tel being dispatched to the site if the primary assumption that this is a failed switch? Lan-tel is not on contract to support or repair PSnet. They are on contract to provide maintenance and monitoring of the camera system. I would appreciate a response from FTG.

Thank you,

On Thu, May 18, 2017 at 11:13 AM, Chuck Wade<Chuck@interisle.net> wrote:

Deirdre, Sarah, Scott,

I'm forwarding this note to Everett PD regarding the outage of all communications between PSnet and the City of Everett. This failure is not a surprise.

I have also forwarded this note to FTG so they are aware of the situation, if they were not already, and to make sure we coordinate with them on the response. This particular situation is quite unique, so I am not expecting that this is something they could respond to on their own.

...Chuck

----- Forwarded Message -----

Subject:PSnet: Outage at Whidden Hospital

Date:Thu, 18 May 2017 10:56:33 -0400

From:Chuck Wade <Chuck@Interisle.net>

Organization:Interisle Consulting Group, LLC

To:Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>, Jeffrey Gilmore <Jeffrey.Gilmore@CityofEverett.org>

CC:Mark Savage <MSavage@LAN-TEL.com>, Eric Johnson <EJohnson@LAN-TEL.com>

Allen, Jeff,

I'm following up on the phone conversation and voice mail regarding the situation with PSnet connectivity into Everett. It appears that the switch we have in the outdoor rack on the roof of Whidden has failed, very likely due to the heat. We've been predicting this sort of failure for some time, so we're not surprised. This is a situation badly in need of resolution.

The consequence of this outage is that all connectivity between Everett and the PSnet backbone has been lost. The most immediate problems are likely to be:

- Communications to DCJIS, but you may have access via an Internet connection.
- MCC7500 Console communications to the Zone 2 Core
- BRIC CrimeView services are down
- FATPOT services are down
- Some of your cameras are likely affected

We have also lost all management access to Everett.

Mark Savage from LAN-TEL was working in Everett at the Casino site, and he headed over to Whidden, and just arrived there. He may have the parts on hand to recover from this outage. We will just have to see how things go.

I will advise you as we learn more...

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Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Michael Kiely <mkiely@police.somerville.ma.us>

Sent: Thursday, May 18, 2017 2:55 PM EDT

To: Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; swilder@brooklinema.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Sourena Ansari <Sourena Ansari <sansari@ftgtechnologies.com>>; Matthew DiTullio <Matthew DiTullio <mditullio@ftgtechnologies.com>>; Kevin Lai <Kevin Lai <klai@ftgtechnologies.com>>; chuck@interisle.net; ejohnson@lan-tel.com; Eric Nisbet <Eric Nisbet <enisbet@lan-tel.com>>

Subject: Re: FTG Down: SomBF-SwD

Karen, have you logged in remotely? I do not think the switch is down. WHY, for the the last and I mean last time is Lantel and all, I mean everyone not on these threads. This is ridiculous. I have a protest at CITY HALL at 4 and no cameras. This has been going on since 1130 ish.

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617)625-1600x7241

> On May 18, 2017, at 2:05 PM, Karen Coye <kcoye@ftgsecurity.com> wrote:

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> All,

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> We have received an alert that the switch in the roof cabinet at Burton-Faulkner has also failed - likely due to heat issues. We're working to identify response tech/time and will advise, and will coordinate with on-site management for access.

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> If needed, we'll retrieve a spare switch from Cambridge FD HQ.

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> Regards,

> Karen

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> -----Original Message-----

> From: NOC Displays

> Sent: Thursday, May 18, 2017 11:46 AM

> To: Mike Cobb; Karen Coye

> Subject: FW: FTG Down: SomBF-SwD

>

>

>

>

>

> From: intermapper@ps-net.org

> Sent: Thursday, May 18, 2017 11:45:26 AM (UTC-05:00) Eastern Time (US & Canada)

> To: FTG NOC; colin@interisle.net

> Subject: FTG Down: SomBF-SwD

>

> 05/18 11:40:25: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

>

> Event: Down

> Name: SomBF-SwD

> Map: Somerville Burton-Faulkner

> Address: 10.10.83.10

> Probe Type: HP ProCurve SNMP probe (port 161 SNMPv2c)

> Condition:

> [Previous Condition was: OK]

>

> Time since last reported down: 94 days, 20 hours, 0 minutes, 14 seconds Device's up time: 287 days, 20 hours, 38 minutes, 32 seconds

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, May 18, 2017 3:06 PM EDT
To: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; swilder@brooklinema.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Sourena Ansari <Sourena Ansari <sansari@ftgtechnologies.com>>; Matthew DiTullio <Matthew DiTullio <mditullio@ftgtechnologies.com>>; Kevin Lai <Kevin Lai <klai@ftgtechnologies.com>>; chuck@interisle.net; Eric W. Nisbet <Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Re: FTG Down: SomBF-SwD

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Do you want us to stand down for this as well? Now taht we know FTG is dispatching?
Please advise .

From: Michael Kiely <mkiely@police.somerville.ma.us>
Sent: Thursday, May 18, 2017 2:55 PM
To: Karen Coye
Cc: Deirdre Habershaw; Sarah Plowman; swilder@brooklinema.gov; Shiro Ando; Mike Cobb; Sourena Ansari; Matthew DiTullio; Kevin Lai; chuck@interisle.net; Eric Johnson; Eric W. Nisbet
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From: Michael Kiely <mkiely@police.somerville.ma.us>

Sent: Thursday, May 18, 2017 3:32 PM EDT

To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>

CC: Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; swilder@brooklinema.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Sourena Ansari <Sourena Ansari <sansari@ftgtechnologies.com>>; Matthew DiTullio <Matthew DiTullio <mditullio@ftgtechnologies.com>>; Kevin Lai <Kevin Lai <klai@ftgtechnologies.com>>; chuck@interisle.net; Eric Nisbet <Eric Nisbet <enisbet@lan-tel.com>>

Subject: Re: FTG Down: SomBF-SwD

Eric, I can read this whole thing driving I need the city hall cameras fixed by 430. We have again no eta for FTG.

Sgt. Michael Kiely
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On May 18, 2017, at 3:06 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

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Sent: Thursday, May 18, 2017 2:55 PM

To: Karen Coye

Cc: Deirdre Habershaw; Sarah Plowman; swilder@brooklinema.gov; Shiro Ando; Mike Cobb; Sourena Ansari; Matthew DiTullio; Kevin Lai; chuck@interisle.net; Eric Johnson; Eric W. Nisbet

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CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; swilder@brooklinema.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Sourena Ansari <Sourena Ansari <sansari@ftgtechnologies.com>>; Matthew DiTullio <Matthew DiTullio <mditullio@ftgtechnologies.com>>; Kevin Lai <Kevin Lai <klai@ftgtechnologies.com>>; chuck@interisle.net; Eric Nisbet <Eric Nisbet <enisbet@lan-tel.com>>

Subject: RE: FTG Down: SomBF-SwD

Our tech has just accessed Cambridge FD HQ equipment for the replacement switch, and will then be en-route to site.

Karen Coye | Project Manager

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

M: 617-719-4861 | O: 339-502-6620 | kcoye@ftgsecurity.com



MA LIC 7051C

To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

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From: Michael Kiely [mailto:mkiely@police.somerville.ma.us]

Sent: Thursday, May 18, 2017 3:33 PM

To: Eric Johnson

Cc: Karen Coye; Deirdre Habershaw; Sarah Plowman; swilder@brooklinema.gov; Shiro Ando; Mike Cobb; Sourena Ansari; Matthew DiTullio; Kevin Lai; chuck@interisle.net; Eric Nisbet

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From: Michael Kiely <mkiely@police.somerville.ma.us>

Sent: Thursday, May 18, 2017 2:55 PM

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Cc: Deirdre Habershaw; Sarah Plowman; swilder@brooklinema.gov; Shiro Ando; Mike Cobb; Sourena Ansari; Matthew DiTullio; Kevin Lai; chuck@interisle.net; Eric Johnson; Eric W. Nisbet

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> Map: Somerville Burton-Faulkner

> Address: 10.10.83.10

> Probe Type: HP ProCurve SNMP probe (port 161 SNMPv2c)

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, May 18, 2017 3:48 PM EDT
To: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>
CC: Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; swilder@brooklinema.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Sourena Ansari <Sourena Ansari <sansari@ftgtechnologies.com>>; Matthew DiTullio <Matthew DiTullio <mditullio@ftgtechnologies.com>>; Kevin Lai <Kevin Lai <klai@ftgtechnologies.com>>; chuck@interisle.net; Eric W. Nisbet <Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Re: FTG Down: SomBF-SwD

Sgt Kiely:
Received, I will tell my tech to go to building. I will report back with what he finds.

From: Michael Kiely <mkiely@police.somerville.ma.us>
Sent: Thursday, May 18, 2017 3:32 PM
To: Eric Johnson
Cc: Karen Coye; Deirdre Habershaw; Sarah Plowman; swilder@brooklinema.gov; Shiro Ando; Mike Cobb; Sourena Ansari; Matthew DiTullio; Kevin Lai; chuck@interisle.net; Eric W. Nisbet
Subject: Re: FTG Down: SomBF-SwD

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Sent: Thursday, May 18, 2017 4:11 PM EDT
To: Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; swilder@brooklinema.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Sourena Ansari <Sourena Ansari <sansari@ftgtechnologies.com>>; Matthew DiTullio <Matthew DiTullio <mditullio@ftgtechnologies.com>>; Kevin Lai <Kevin Lai <klai@ftgtechnologies.com>>; chuck@interisle.net; Eric W. Nisbet <Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Re: FTG Down: SomBF-SwD

All:

There are two switches at 25 Highland hub. Because of the lateness of the day and priority of the event, our technician has restored the camera / edge antennas at this site. There are two switches at this site. This is of an HP and Cisco Catalyst brand. Because of the amount of equipment here there is a need of two switches. The HP switch had the three antenna segments that were down and it appears the HP switch is NG. Our tech with Interisle permission moved the 3 antennas from the HP to 3 extra ports on the Catalyst switch. Currently there is one extra port left in the Catalyst.

The recommendation from our side and our needs from PSNET is that FTG continue with the removal of the HP switch and put in the extra switch from Cambridge FD stockroom so that we have extra ports in case there is a need and we are not having another fire drill.

After today's events, please know that going forward Lan-Tel Communications will not go to a hub site that has PSNET equipment in a failed state unless directed by Interisle and FTG in a mutually agreed manner. We will only dispatch and notify our direct CIMS POCs of equipment that is inherent to CIMS.

Thanks,
Eric

From: Karen Coye <kcoye@ftgsecurity.com>
Sent: Thursday, May 18, 2017 3:46 PM
To: Michael Kiely; Eric Johnson
Cc: Deirdre Habershaw; Sarah Plowman; swilder@brooklinema.gov; Shiro Ando; Mike Cobb; Sourena Ansari; Matthew DiTullio; Kevin Lai; chuck@interisle.net; Eric W. Nisbet
Subject: RE: FTG Down: SomBF-SwD

Our tech has just accessed Cambridge FD HQ equipment for the replacement switch, and will then be en-route to site.

Karen Coye | Project Manager
2 Batterymarch Park, Suite 401 | Quincy, MA 02169
M: 617-719-4861 | O: 339-502-6620 | kcoye@ftgsecurity.com



MA LIC 7051C

To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

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From: Michael Kiely [mailto:mkiely@police.somerville.ma.us]
Sent: Thursday, May 18, 2017 3:33 PM
To: Eric Johnson
Cc: Karen Coye; Deirdre Habershaw; Sarah Plowman; swilder@brooklinema.gov; Shiro Ando; Mike Cobb; Sourena Ansari; Matthew DiTullio; Kevin Lai; chuck@interisle.net; Eric Nisbet
Subject: Re: FTG Down: SomBF-SwD

Eric, I can read this whole thing driving I need the city hall cameras fixed by 430. We have again no eta for FTG.

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617) 625-1600x7241

On May 18, 2017, at 3:06 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

All :

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Do you want us to stand down for this as well? Now taht we know FTG is dispatching?
Please advise .

From: Michael Kiely <mkiely@police.somerville.ma.us>

Sent: Thursday, May 18, 2017 2:55 PM

To: Karen Coye

Cc: Deirdre Habershaw; Sarah Plowman; swilder@brooklinema.gov; Shiro Ando; Mike Cobb; Sourena Ansari; Matthew DiTullio; Kevin Lai; chuck@interisle.net; Eric Johnson; Eric W. Nisbet

Subject: Re: FTG Down: SomBF-SwD

Karen, have you logged in remotely? I do not think the switch is down. WHY, for the the last and I mean last time is Lantel and all, I mean everyone not on these threads. This is ridiculous. I have a protest at CITY HALL at 4 and no cameras. This has been going on since 1130 ish.

Sgt. Michael Kiely
Homeland Security &
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>

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> If needed, we'll retrieve a spare switch from Cambridge FD HQ.

>

> Regards,

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>

> -----Original Message-----

> From: NOC Displays

> Sent: Thursday, May 18, 2017 11:46 AM

> To: Mike Cobb; Karen Coye

> Subject: FW: FTG Down: SomBF-SwD

>

>

>

>

>

> From: intermapper@ps-net.org

> Sent: Thursday, May 18, 2017 11:45:26 AM (UTC-05:00) Eastern Time (US & Canada)

> To: FTG NOC; colin@interisle.net

> Subject: FTG Down: SomBF-SwD

>

> 05/18 11:40:25: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

>

> Event: Down

> Name: SomBF-SwD

> Map: Somerville Burton-Faulkner

> Address: 10.10.83.10

> Probe Type: HP ProCurve SNMP probe (port 161 SNMPv2c)

> Condition:

> [Previous Condition was: OK]

>

> Time since last reported down: 94 days, 20 hours, 0 minutes, 14 seconds Device's up time: 287 days, 20 hours, 38 minutes, 32 seconds

From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Thursday, May 18, 2017 5:06 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; swilder@brooklinema.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Sourena Ansari <Sourena Ansari <sansari@ftgtechnologies.com>>; Matthew DiTullio <Matthew DiTullio <mditullio@ftgtechnologies.com>>; Kevin Lai <Kevin Lai <klai@ftgtechnologies.com>>; chuck@interisle.net; Eric W. Nisbet <Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Re: FTG Down: SomBF-SwD

Thank you, Eric.

Sent from my iPhone

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> Sent: Thursday, May 18, 2017 11:46 AM

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> Subject: FW: FTG Down: SomBF-SwD

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> Time since last reported down: 94 days, 20 hours, 0 minutes, 14 seconds Device's up time: 287 days, 20 hours, 38 minutes, 32 seconds

From: Michael Kiely <mkiely@police.somerville.ma.us>

Sent: Thursday, May 18, 2017 5:16 PM EDT

To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>

CC: Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; swilder@brooklinema.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Sourena Ansari <Sourena Ansari <sansari@ftgtechnologies.com>>; Matthew DiTullio <Matthew DiTullio <mditullio@ftgtechnologies.com>>; Kevin Lai <Kevin Lai <klai@ftgtechnologies.com>>; chuck@interisle.net; Eric Nisbet <Eric Nisbet <enisbet@lan-tel.com>>

Subject: Re: FTG Down: SomBF-SwD

Thank you

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> Time since last reported down: 94 days, 20 hours, 0 minutes, 14 seconds Device's up time: 287 days, 20 hours, 38 minutes, 32 seconds

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Thursday, May 18, 2017 10:00 PM EDT

To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>

Subject: Re: PSnet: Outage at Whidden Hospital

All:

I am following up from this since this hub is vital to all Everett CIMS cameras . There has been no direct contact with me to check status of our camera equipment since initial email this afternoon .

I just thought I would report that according to internmapper all equipment is offline and down at Everett. It looks line something happend at 6:59 PM .



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☛ |

www.lan-tel.com

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On May 18, 2017, at 12:47 PM, Deirdre Habershaw <deirdre.habershaw@boston.gov> wrote:

I have spoke with Jeff Gilmore of EPD and Karen Coye at FTG. FTG is dispatching a technician. They are identifying an appropriate replacement switch, however there are concerns that the heat will fry that second switch. FTG will also need necessary configurations to install the replacement. FTG will report back with further updates.

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Chuck,

Thank you for alerting us to this. I am responding as Scott is most likely occupied at the moment. I have added Sgt Keily and FTG and Lan-tel so we can all stay on the same thread. A few questions that I hope can be answered by all parties:

As of 5/15/17 FTG is supposed to be the "first responder" for all switching matters. Why is Lan-tel being dispatched to the site if the primary assumption that this is a failed switch? Lan-tel is not on contract to support

or repair PSnet. They are on contract to provide maintenance and monitoring of the camera system. I would appreciate a response from FTG.

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On Thu, May 18, 2017 at 11:13 AM, Chuck Wade<Chuck@interisle.net> wrote:

Deirdre, Sarah, Scott,

I'm forwarding this note to Everett PD regarding the outage of all communications between PSnet and the City of Everett. This failure is not a surprise.

I have also forwarded this note to FTG so they are aware of the situation, if they were not already, and to make sure we coordinate with them on the response. This particular situation is quite unique, so I am not expecting that this is something they could respond to on their own.

...Chuck

----- Forwarded Message -----

Subject:PSnet: Outage at Whidden Hospital
Date:Thu, 18 May 2017 10:56:33 -0400
From:Chuck Wade <Chuck@Interisle.net>
Organization:Interisle Consulting Group, LLC
To:Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>, Jeffrey Gilmore <Jeffrey.Gilmore@CityofEverett.org>
CC:Mark Savage <MSavage@LAN-TEL.com>, Eric Johnson <EJohnson@LAN-TEL.com>

Allen, Jeff,

I'm following up on the phone conversation and voice mail regarding the situation with PSnet connectivity into Everett. It appears that the switch we have in the outdoor rack on the roof of Whidden has failed, very likely due to the heat. We've been predicting this sort of failure for some time, so we're not surprised. This is a situation badly in need of resolution.

The consequence of this outage is that all connectivity between Everett and the PSnet backbone has been lost. The most immediate problems are likely to be:

- Communications to DCJIS, but you may have access via an Internet connection.
- MCC7500 Console communications to the Zone 2 Core
- BRIC CrimeView services are down
- FATPOT services are down
- Some of your cameras are likely affected

We have also lost all management access to Everett.

Mark Savage from LAN-TEL was working in Everett at the Casino site, and he headed over to Whidden, and just arrived there. He may have the parts on hand to recover from this outage. We will just have to see how things go.

I will advise you as we learn more...

...Chuck

--

Chuck Wade, Principal
Interisle Consulting Group
[+1 508 435-3050](tel:+15084353050) Office
[+1 508 277-6439](tel:+15082776439) Mobile
www.interisle.net

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Deirdre Habershaw
Project Director

Mayor's Office of Emergency Management
One City Hall Square, Rm 204
[617-635-1400](tel:617-635-1400)

--

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From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Friday, May 19, 2017 6:01 AM EDT

To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>

Subject: Re: PSnet: Outage at Whidden Hospital

All

Whoever is onsite today can you PLEASE include us in any correspondence. These cameras were down all night and if we have to do anything with edge camera antennas we would like to know sooner than later.



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
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M 617.785.8254 | **F** 781.551.8667

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To:Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>, Jeffrey Gilmore

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Chuck Wade, Principal
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www.interisle.net

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Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
[617-635-1400](tel:6176351400)

--

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Project Director
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One City Hall Square, Rm 204
617-635-1400

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, May 19, 2017 6:22 AM EDT
To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
Subject: Hello

Can you call me when you get a chance later ?

Thanks
Eric



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☛ |

www.lan-tel.com

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Date:Thu, 18 May 2017 10:56:33 -0400

From:Chuck Wade <Chuck@Interisle.net>

Organization:Interisle Consulting Group, LLC

To:Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>, Jeffrey Gilmore
<Jeffrey.Gilmore@CityofEverett.org>

CC:Mark Savage <MSavage@LAN-TEL.com>, Eric Johnson
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ejohnson@lan-tel.com ☘ |

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From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Friday, May 19, 2017 6:48 AM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>

Subject: PSNET Critical calls

All

Sorry for the flurry of emails. I am formally asking for a set procedure on who I call when I need assistance for after hour calls when it pertains to PSNET failures impacting CIMS equipment . This current procedure is putting Lan-Tel in a precarious and uncomfortable position.

You know me and I am not one to say "not my fault , let it fail " I do not understand that since Everett failed again , and there was yet again no correspondence of equipment down etc. not to mention of a no reply to my email alerting FTG of another failure at this site. I had no idea if they were still in site , left or even shows up to work on this .

Leaving one guessing and trying to stay in contracted lane is very frustrating .

Please advise



Respectfully,

Eric Johnson
Security Project Manager
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From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Friday, May 19, 2017 7:11 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Fwd: Outtage at the Whidden

Sent from my iPhone

Begin forwarded message:

From: Shiro Ando <sando@ftgtechnologies.com>
Date: May 18, 2017 at 7:43:29 PM EDT
To: Karen Coye <kcoye@ftgsecurity.com>, Deirdre Habershaw <deirdre.habershaw@boston.gov>
Cc: Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>, Sarah Plowman <sarah.plowman@boston.gov>, Michael Kiely <mkiely@police.somerville.ma.us>, Scott Wilder <swilder@brooklinema.gov>, Mike Cobb <mcobb@ftgtechnologies.com>, Chuck Wade <Chuck@Interisle.net>
Subject: RE: Outtage at the Whidden

Good evening,

The Everett Police is back up.

It turned out the switch we thought was down was fine, however we discovered few ethernet cables from the radios unplugged and the fiber connection from the Dell to Cisco switch was moved from port 4 to port 1.

We are not sure how this happened, but there are some obvious concerns as to how exactly this could have happened. It may be beneficial to have a quick call tomorrow.

With Committee's permission we would like to send our tech tomorrow morning to trace out and label all cables reconnect the remaining missing radio cables.
We will fill out the detailed incident report.

Thank you.
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Karen Coye
Sent: Thursday, May 18, 2017 5:17 PM
To: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Cc: Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>; Sarah Plowman <sarah.plowman@boston.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; Scott Wilder <swilder@brooklinema.gov>; Shiro Ando <sando@ftgtechnologies.com>; Mike Cobb <mcobb@ftgtechnologies.com>
Subject: RE: Outtage at the Whidden

Our tech is still on site, remote support by office engineers.

We needed local log-ins for adjacent switches – requested/received from Interisle.

Karen Coye | Project Manager
2 Batterymarch Park, Suite 401 | Quincy, MA 02169
M: 617-719-4861 | O: 339-502-6620 | kcoye@ftgsecurity.com



MA LIC 7051C

To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

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If you received this e-mail in error, please contact the sender and delete the e-mail and any attached material immediately. Thank you.

From: Deirdre Habershaw [<mailto:deirdre.habershaw@boston.gov>]
Sent: Thursday, May 18, 2017 5:08 PM
To: Karen Coye
Cc: Jeffrey Gilmore; Sarah Plowman; Michael Kiely; Scott Wilder
Subject: Re: Outtage at the Whidden

Just checking on a status update for the switch at Whidden. Is Everett back up?

Sent from my iPhone

On May 18, 2017, at 1:35 PM, Karen Coye <kcoye@ftgsecurity.com> wrote:

All,

Our engineer will be on site approx. 2pm, equipped with an FTG temp spare.

Will report on remediation once complete.

Regards,
Karen

From: Deirdre Habershaw [<mailto:deirdre.habershaw@boston.gov>]
Sent: Thursday, May 18, 2017 12:57 PM
To: Jeffrey Gilmore
Cc: Sarah Plowman; Michael Kiely; Scott Wilder; Karen Coye
Subject: Outtage at the Whidden

Hi Jeff,

Spoke with Karen at FTG. They will be sending a technician. If you need updates and cannot reach me for some reason, Karen's number is 339.502.6620

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Scott Wilder <swilder@brooklinema.gov>

Sent: Friday, May 19, 2017 7:34 AM EDT

To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>

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I can be on a call at 9

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Subject: Re: PSnet: Outage at Whidden Hospital

Attachment(s): "IMG_0663.PNG"

I am available at 9am

Thanks

Shiro

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CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>

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Thanks for everyone's help

Jeff

From: Eric Johnson [mailto:ejohnson@Lan-Tel.com]

Sent: Thursday, May 18, 2017 10:01 PM

To: Deirdre Habershaw

Cc: Chuck Wade; Sarah Plowman; Scott Wilder; Michael Kiely; Karen Coye; Shiro Ando; Mike Cobb; Jeffrey Gilmore

Subject: Re: PSnet: Outage at Whidden Hospital

All:

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Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 **F** 781.551.8667

ejohnson@lan-tel.com ✖ |

www.lan-tel.com

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On May 18, 2017, at 12:47 PM, Deirdre Habershaw <deirdre.habershaw@boston.gov> wrote:

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----- Forwarded Message -----

Subject:PSnet: Outage at Whidden Hospital

Date:Thu, 18 May 2017 10:56:33 -0400

From:Chuck Wade <Chuck@Interisle.net>

Organization:Interisle Consulting Group, LLC

To:Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>, Jeffrey Gilmore <Jeffrey.Gilmore@CityofEverett.org>

CC:Mark Savage <MSavage@LAN-TEL.com>, Eric Johnson <EJohnson@LAN-TEL.com>

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I will advise you as we learn more...

...Chuck

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Chuck Wade, Principal

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[+1 508 435-3050](tel:+15084353050) Office
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Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
[617-635-1400](tel:6176351400)

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, May 19, 2017 8:25 AM EDT
To: Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>
Subject: Re: PSnet: Outage at Whidden Hospital
Attachment(s): "image001.png"

Officer Gilmore

Thank you !



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ✪ |

www.lan-tel.com

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Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
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From: Scott Wilder <swilder@brooklinema.gov>

Sent: Friday, May 19, 2017 8:46 AM EDT

To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>

Subject: RE: PSnet: Outage at Whidden Hospital

Is there a bridge number to dial in to at 9

From: Deirdre Habershaw [mailto:deirdre.habershaw@boston.gov]

Sent: Friday, May 19, 2017 6:45 AM

To: Eric Johnson

Cc: Chuck Wade; Sarah Plowman; Scott Wilder; Michael Kiely; Karen Coye; Shiro Ando; Mike Cobb; Jeffrey Gilmore

Subject: Re: PSnet: Outage at Whidden Hospital

Importance: High

I'd like as many of us as possible to get on a conference call at 9am. We need to restore the cameras in Everett and discuss how best to address this site.

Deirdre

Sent from my iPhone

On May 19, 2017, at 6:02 AM, Eric Johnson <cjohnson@lan-tel.com> wrote:

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Whoever is onsite today can you PLEASE include us in any correspondence. These cameras were down all night and if we have to do anything with edge camera antennas we would like to know sooner than later.



Respectfully,

Eric Johnson
Security Project Manager
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M 617.785.8254 **F** 781.551.8667

cjohnson@lan-tel.com ♣ |

www.lan-tel.com

FOLLOW US: [Twitter](#) [LinkedIn](#) [Facebook](#)

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The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

From: Michael Kiely <mkiely@police.somerville.ma.us>
Sent: Friday, May 19, 2017 8:49 AM EDT
To: deirdre.habershaw@boston.gov
CC: chuck wade <chuck wade <chuck@interisle.net>>; sarah.plowman@boston.gov; ejohnson@lan-tel.com; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>
Subject: Re: Updated Invitation: PSNet/CIMS Whidden Outtage @ Fri May 19, 2017 9am - 10am (EDT) (Michael Kiely)
Please push this to 930.

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617) 625-1600x7241

> On May 19, 2017, at 8:44 AM, "deirdre.habershaw@boston.gov" <deirdre.habershaw@boston.gov> wrote:
>
> This event has been changed.
> more details »<https://www.google.com/calendar/event?
action=VIEW&eid=Xzhvb2o2Z2E0OGtzM2NIMWk2OTJqOGUyNjg4c2s0ZGhsNmNwamFncGg2NTM0MmNobDY4cGJmWlG1raWVseUBwb2xpY2Uuc29tZXJ2aWxsZS5tYS51cw&tok=MjgiZGVpcmRyZS5oYWJlcnNoYXdaYm9zdG9uLmdvdjg2NzFkZGI
> PSNet/CIMS Whidden Outtage
> Changed: Procedure:
> 1. Dial-In Number (888) 272-7337
> 2. Enter Conference Code, then "*" (pound key) 2617904 #
> 3. Speak Name, then "*" (pound key)
>
> *6 ("star six") - Mute Your Line
> #6 ("number six") - Unmute
>
> When Fri May 19, 2017 9am – 10am Eastern Time
> Where Phone call (map<https://maps.google.com/maps?q=Phone+call&hl=en>)
> Calendar Michael Kiely
> Who deirdre.habershaw@boston.gov - organizer
> • Michael Kiely
> • chuck wade
> • sarah.plowman@boston.gov
> • ejohnson@lan-tel.com
> • Karen Coye
>
> Going? Yes<https://www.google.com/calendar/event?
action=RESPOND&eid=Xzhvb2o2Z2E0OGtzM2NIMWk2OTJqOGUyNjg4c2s0ZGhsNmNwamFncGg2NTM0MmNobDY4cGJmWlG1raWVseUBwb2xpY2Uuc29tZXJ2aWxsZS5tYS51cw&rst=1&tok=MjgiZGVpcmRyZS5oYWJlcnNoYXdaYm9zdG9uLmdvd
- Maybe<https://www.google.com/calendar/event?
action=RESPOND&eid=Xzhvb2o2Z2E0OGtzM2NIMWk2OTJqOGUyNjg4c2s0ZGhsNmNwamFncGg2NTM0MmNobDY4cGJmWlG1raWVseUBwb2xpY2Uuc29tZXJ2aWxsZS5tYS51cw&rst=3&tok=MjgiZGVpcmRyZS5oYWJlcnNoYXdaYm9zdG9uLmdvd
- No<https://www.google.com/calendar/event?
action=RESPOND&eid=Xzhvb2o2Z2E0OGtzM2NIMWk2OTJqOGUyNjg4c2s0ZGhsNmNwamFncGg2NTM0MmNobDY4cGJmWlG1raWVseUBwb2xpY2Uuc29tZXJ2aWxsZS5tYS51cw&rst=2&tok=MjgiZGVpcmRyZS5oYWJlcnNoYXdaYm9zdG9uLmdvd
more options »<https://www.google.com/calendar/event?
action=VIEW&eid=Xzhvb2o2Z2E0OGtzM2NIMWk2OTJqOGUyNjg4c2s0ZGhsNmNwamFncGg2NTM0MmNobDY4cGJmWlG1raWVseUBwb2xpY2Uuc29tZXJ2aWxsZS5tYS51cw&tok=MjgiZGVpcmRyZS5oYWJlcnNoYXdaYm9zdG9uLmdvdjg2NzFkZGI
> Invitation from Google Calendar<https://www.google.com/calendar/>
>
> You are receiving this courtesy email at the account mkiely@police.somerville.ma.us because you are an attendee of this event.
>
> To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.
>
> Forwarding this invitation could allow any recipient to modify your RSVP response. Learn More<https://support.google.com/calendar/answer/37135#forwarding>.
> <invite.ics>
> <meeting.ics>

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Sent: Friday, May 19, 2017 8:56 AM EDT
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Subject: RE: PSnet: Outage at Whidden Hospital

That would be appreciated, we are 5 minutes out, so we can go with the FTG call in

Thanks

Scott

From: Shiro Ando [mailto:sando@ftgtechnologies.com]
Sent: Friday, May 19, 2017 8:51 AM
To: Scott Wilder; Deirdre Habershaw; Eric Johnson
Cc: Chuck Wade; Sarah Plowman; Michael Kiely; Karen Coye; Mike Cobb; Jeffrey Gilmore
Subject: RE: PSnet: Outage at Whidden Hospital
Importance: High

Hi Scott/Deirdre,
We can set up our bridge if you would like.
Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|
| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

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Subject:PSnet: Outage at Whidden Hospital

Date:Thu, 18 May 2017 10:56:33 -0400

From:Chuck Wade <Chuck@Interisle.net>

Organization:Interisle Consulting Group, LLC

To:Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>, Jeffrey Gilmore

<Jeffrey.Gilmore@CityofEverett.org>

CC:Mark Savage <MSavage@LAN-TEL.com>, Eric Johnson <EJohnson@LAN-TEL.com>

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I will advise you as we learn more...

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From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Friday, May 19, 2017 8:57 AM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah.Plowman@boston.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>
Subject: Re: PSnet: Outage at Whidden Hospital

It is in the meeting invite details. I have moved it to 9:30, but I have something I cannot move at 10am.

On Fri, May 19, 2017 at 8:51 AM, Shiro Ando<sando@ftgtechnologies.com> wrote:

Hi Scott/Deirdre,

We can set up our bridge if you would like.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | email:sando@ftgtechnologies.com |

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Is there a bridge number to dial in to at 9

From: Deirdre Habershaw [mailto:deirdre.habershaw@boston.gov]
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Cc: Chuck Wade; Sarah Plowman; Scott Wilder; Michael Kiely; Karen Coye; Shiro Ando; Mike Cobb; Jeffrey Gilmore
Subject: Re: PSnet: Outage at Whidden Hospital
Importance: High

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Sent from my iPhone

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Whoever is onsite today can you PLEASE include us in any correspondence. These cameras were down all night and if we have to do anything with edge camera antennas we would like to know sooner than later.



Respectfully,

Eric Johnson

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1400 PROVIDENCE HIGHWAY,

SUITE 3100

NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ☛ |

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To: Scott Wilder <swilder@brooklinema.gov>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
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Subject: RE: PSnet: Outage at Whidden Hospital
[617-502-1242](tel:617-502-1242)
[PIN: 74743#](tel:74743)

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Subject: RE: PSnet: Outage at Whidden Hospital
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Hi Scott/Deirdre,
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Shiro Ando | CCIE # 12809
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To: Scott Wilder <swilder@brooklinema.gov>
CC: Shiro Ando <sando@ftgtechnologies.com>; Eric Johnson <ejohnson@lan-tel.com>; Chuck Wade <Chuck@interisle.net>; Sarah Plowman <Sarah.Plowman@boston.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>; Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>
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Per Scott we will go with the FTG call in info. I have updated the calendar invite details accordingly and here they are again as well.

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Deirdre Habershaw

Project Director

Mayor's Office of Emergency Management

One City Hall Square, Rm 204

[617-635-1400](tel:617-635-1400)

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--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, May 19, 2017 10:00 AM EDT
To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
CC: Scott Wilder <swilder@brooklinema.gov>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>
Subject: Re: PSnet: Outage at Whidden Hospital

All :
Technician on way . Will call Officer Gilmore when in site .

□
Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On May 19, 2017, at 9:16 AM, Deirdre Habershaw <deirdre.habershaw@boston.gov> wrote:

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PIN: 74743#

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Subject: RE: PSnet: Outage at Whidden Hospital
Importance: High

Hi Scott/Deirdre,

We can set up our bridge if you would like.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

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Subject: RE: PSnet: Outage at Whidden Hospital

Is there a bridge number to dial in to at 9

From: Deirdre Habershaw [<mailto:deirdre.habershaw@boston.gov>]

Sent: Friday, May 19, 2017 6:45 AM

To: Eric Johnson

Cc: Chuck Wade; Sarah Plowman; Scott Wilder; Michael Kiely; Karen Coye; Shiro Ando; Mike Cobb; Jeffrey Gilmore

Subject: Re: PSnet: Outage at Whidden Hospital

Importance: High

I'd like as many of us as possible to get on a conference call at 9am. We need to restore the cameras in Everett and discuss how best to address this site.

Deirdre

Sent from my iPhone

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Whoever is onsite today can you PLEASE include us in any correspondence. These cameras were down all night and if we have to do anything with edge camera antennas we would like to know sooner than later.



Respectfully,

Eric Johnson

Security Project Manager

1400 PROVIDENCE HIGHWAY,

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NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ☛ |

www.lan-tel.com

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I have also forwarded this note to FTG so they are aware of the situation, if they were not already, and to make sure we coordinate with them on the response. This particular situation is quite unique, so I am not expecting that this is something they could respond to on their own.

...Chuck

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Subject: PSnet: Outage at Whidden Hospital
Date: Thu, 18 May 2017 10:56:33 -0400
From: Chuck Wade <Chuck@Interisle.net>
Organization: Interisle Consulting Group, LLC
To: Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>, Jeffrey Gilmore <Jeffrey.Gilmore@CityofEverett.org>
CC: Mark Savage <MSavage@LAN-TEL.com>, Eric Johnson <EJohnson@LAN-TEL.com>

Allen, Jeff,

I'm following up on the phone conversation and voice mail regarding the situation with PSnet connectivity into Everett. It appears that the switch we have in the outdoor rack on the roof of Whidden has failed, very likely due to the heat. We've been predicting this sort of failure for some time, so we're not surprised. This is a situation badly in need of resolution.

The consequence of this outage is that all connectivity between Everett and the PSnet backbone has been lost. The most immediate problems are likely to be:

- Communications to DCJIS, but you may have access via an Internet connection.
- MCC7500 Console communications to the Zone 2 Core
- BRIC CrimeView services are down
- FATPOT services are down
- Some of your cameras are likely affected

We have also lost all management access to Everett.

Mark Savage from LAN-TEL was working in Everett at the Casino site, and

he headed over to Whidden, and just arrived there. He may have the parts on hand to recover from this outage. We will just have to see how things go.

I will advise you as we learn more...

...Chuck

--

Chuck Wade, Principal
Interisle Consulting Group
[+1 508 435-3050](tel:+15084353050) Office
[+1 508 277-6439](tel:+15082776439) Mobile
www.interisle.net

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Sent: Friday, May 19, 2017 10:13 AM EDT
To: deirdre.habershaw@boston.gov; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; chuck wade <chuck wade <chuck@interisle.net>>; sarah.plowman@boston.gov; ejohnson@lan-tel.com; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; swilder@brooklinema.gov
CC: Peggy Mansfield <Peggy Mansfield <pmansfield@ftgtechnologies.com>>
Subject: RE: Updated Invitation: PSNet/CIMS Whidden Outtage @ Fri May 19, 2017 9:30am - 10am (EDT) (Karen Coye)
Attachment(s): "ATT76490"

Hi Deirdre

Please see our 24x7 NOC information below.

I have also copied Peggy Mansfield, FTG service delivery manager, who is responsible for our NOC.

Main Number: (617) 367-7474

Toll Free: (888) FTG-IDEA(384-4332)

servicecenter@ftgtechnologies.com

Thank you,
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

☐

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

-----Original Appointment-----

From: Mike Cobb **On Behalf Of** deirdre.habershaw@boston.gov

Sent: Friday, May 19, 2017 9:08 AM

To: Shiro Ando

Subject: FW: Updated Invitation: PSNet/CIMS Whidden Outtage @ Fri May 19, 2017 9:30am - 10am (EDT) (Karen Coye)

When: Friday, May 19, 2017 9:30 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).

Where: Phone call

This event has been changed.

PSNet/CIMS Whidden Outtage

Procedure:

1. Dial-In Number (888) 272-7337
2. Enter Conference Code, then "*" (pound key) 2617904 #
3. Speak Name, then "*" (pound key)

*6 ("star six") - Mute Your Line

#6 ("number six") - Unmute

When **Changed:** Fri May 19, 2017 9:30am – 10am Eastern Time

Where Phone call ([map](#))

Calendar Karen Coye

	•	deirdre.habershaw@boston.gov - organizer
	•	Michael Kiely
	•	chuck wade
	•	sarah.plowman@boston.gov
Who	•	ejohnson@lan-tel.com
	•	Karen Coye
	•	swilder@brooklinema.gov

Going? **Yes** - **Maybe** - **No** [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account kcoye@ftgsecurity.com because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More](#).

<< File: invite.ics >>

From: Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>

Sent: Friday, May 19, 2017 10:32 AM EDT

To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>

Subject: Re: PSnet: Outage at Whidden Hospital

Attachment(s): "IMG_0663.PNG", "image002.png", "image002.png", "image001.jpg"

Thanks Eric I am here now.

Officer Jeffrey Gilmore
Everett Police Dept
45 Elm Street
Everett, MA. 02149

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All :

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□

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| Vice President Engineering |

<image001.jpg>

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1400 PROVIDENCE HIGHWAY,

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NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ☛ |

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Subject: Re: PSnet: Outage at Whidden Hospital
Attachment(s): "image001.jpg"

Update

Onsite at this time myself, FTG and Lan-Tel technicians - Sgt Kiely .

Remote -Chuck Wade

We are on site and cannot get spare switch to work . Chuck Wade has spare switch and must configure. Sgt Kiely requests that Chuck bring switch to this location and work with team assembled to expedite this repair .

Chuck is enroute . Technicians onsite cleaning up cabinet as best we can by removing old wires and equipment.

□

Respectfully,

Eric Johnson
Security Project Manager
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<image001.jpg>

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Respectfully,

Eric Johnson

Security Project Manager

1400 PROVIDENCE HIGHWAY,

SUITE 3100

NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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Organization:Interisle Consulting Group, LLC
To:Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>, Jeffrey Gilmore <Jeffrey.Gilmore@CityofEverett.org>
CC:Mark Savage <MSavage@LAN-TEL.com>, Eric Johnson <EJohnson@LAN-TEL.com>

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Mayor's Office of Emergency Management
One City Hall Square, Rm 204
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Sent: Friday, May 19, 2017 12:27 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah.Plowman@boston.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>
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Sent: Friday, May 19, 2017 8:51 AM

To: Scott Wilder; Deirdre Habershaw; Eric Johnson

Cc: Chuck Wade; Sarah Plowman; Michael Kiely; Karen Coye; Mike Cobb; Jeffrey Gilmore

Subject: RE: PSnet: Outage at Whidden Hospital

Importance: High

Hi Scott/Deirdre,

We can set up our bridge if you would like.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | email:sando@ftgtechnologies.com |

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Cc: Chuck Wade; Sarah Plowman; Scott Wilder; Michael Kiely; Karen Coye; Shiro Ando; Mike Cobb; Jeffrey Gilmore
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Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>
| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
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Attachment(s): "image001.png"

And it's a pleasant 105 up here

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617) 625-1600x7241

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Hi Scott/Deirdre,
We can set up our bridge if you would like.
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Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

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Security Project Manager
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SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

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Date:Thu, 18 May 2017 10:56:33 -0400
From:Chuck Wade <Chuck@Interisle.net>
Organization:Interisle Consulting Group, LLC
To:Allen Peluso
<Allen.Peluso@Ci.Everett.MA.US>, Jeffrey
Gilmore <Jeffrey.Gilmore@CityofEverett.org>
CC:Mark Savage <MSavage@LAN-TEL.com>,
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Chuck Wade, Principal

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To: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>
CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>
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Respectfully,

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I have also forwarded this note to FTG so they are aware of the situation, if they were not already, and to make sure we coordinate with them on the response. This particular situation is quite unique, so I am not expecting that this is something they could respond to on their own.

...Chuck

----- Forwarded Message -----

Subject:PSnet: Outage at Whidden Hospital
Date:Thu, 18 May 2017 10:56:33 -0400
From:Chuck Wade <Chuck@Interisle.net>
Organization:Interisle Consulting Group, LLC
To:Allen Peluso
<Allen.Peluso@Ci.Everett.MA.US>,
Jeffrey Gilmore
<Jeffrey.Gilmore@CityofEverett.org>
CC:Mark Savage <MSavage@LAN-TEL.com>, Eric Johnson
<EJohnson@LAN-TEL.com>

Allen, Jeff,

I'm following up on the phone conversation and voice mail regarding the situation with PSnet connectivity into Everett. It appears that the switch we have in the outdoor rack on the roof of Whidden has failed, very likely due to the heat. We've been predicting this sort of failure for some time, so we're not surprised. This is a situation badly in need of resolution.

The consequence of this outage is that all connectivity between Everett and the PSnet backbone has been lost. The most immediate problems are likely to be:

- Communications to DCJIS, but you may have access via an Internet connection.
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I will advise you as we learn more...

...Chuck

--

Chuck Wade, Principal
Interisle Consulting Group
[+1 508 435-3050](tel:+15084353050) Office
[+1 508 277-6439](tel:+15082776439) Mobile
www.interisle.net

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency
Management
One City Hall Square, Rm 204
[617-635-1400](tel:6176351400)

--

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Project Director
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The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Friday, May 19, 2017 3:31 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>
Subject: Re: PSnet: Outage at Whidden Hospital

Thank you

Sent from my iPhone

On May 19, 2017, at 3:31 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

FTG / LanTel / Chuck on site . Believe he hit some traffic prior . Configuring switch .we should have more within HR half hour

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On May 19, 2017, at 3:29 PM, Deirdre Habershaw <deirdre.habershaw@boston.gov> wrote:

Looking for a status update on the Everett camera situation. Eric?

Thank you

Sent from my iPhone

On May 19, 2017, at 12:59 PM, Michael Kiely <mkiely@police.somerville.ma.us> wrote:

And it's a pleasant 105 up here

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617) 625-1600x7241

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Sent: Friday, May 19, 2017 12:27 PM
To: Deirdre Habershaw
Cc: Scott Wilder; Shiro Ando; Chuck Wade; Sarah Plowman; Michael Kiely; Karen Coye; Mike Cobb; Jeffrey Gilmore
Subject: Re: PSnet: Outage at Whidden Hospital
Importance: High

Update

Onsite at this time myself, FTG and Lan-Tel technicians - Sgt Kiely .

Remote -Chuck Wade

We are on site and cannot get spare switch to work . Chuck Wade has spare switch and must configure. Sgt Kiely requests that Chuck bring switch to this location and work with team assembled to expedite this repair .

Chuck is enroute . Technicians onsite cleaning up cabinet as best we can by removing old wires and equipment.

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ejohnson@lan-tel.com ♣ □
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FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On May 19, 2017, at 10:00 AM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

All :

Technician on way . Will call Officer Gilmore when in site .

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
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On May 19, 2017, at 9:16 AM, Deirdre Habershaw
<deirdre.habershaw@boston.gov> wrote:

Per Scott we will go with the FTG call in info. I have updated
the calendar invite details accordingly and here they are again
as well.

[617-502-1242](#)

PIN: 74743#

On Fri, May 19, 2017 at 8:56 AM, Scott Wilder

<swilder@brooklinema.gov> wrote:

That would be appreciated, we are 5 minutes out, so
we can go with the FTG call in

Thanks

Scott

From: Shiro Ando [mailto:sando@ftgtechnologies.com]

Sent: Friday, May 19, 2017 8:51 AM

To: Scott Wilder; Deirdre Habershaw; Eric Johnson

Cc: Chuck Wade; Sarah Plowman; Michael Kiely; Karen Coye;
Mike Cobb; Jeffrey Gilmore

Subject: RE: PSnet: Outage at Whidden Hospital

Importance: High

Hi Scott/Deirdre,

We can set up our bridge if you would like.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) |

[email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Scott Wilder

[mailto:swilder@brooklinema.gov]

Sent: Friday, May 19, 2017 8:47 AM

To: Deirdre Habershaw

<deirdre.habershaw@boston.gov>; Eric Johnson
<ejohnson@lan-tel.com>
Cc: Chuck Wade <Chuck@interisle.net>; Sarah
Plowman <Sarah.Plowman@boston.gov>; Michael
Kiely <mkiely@police.somerville.ma.us>; Karen
Coye <kcoye@ftgsecurity.com>; Shiro Ando
<sando@ftgtechnologies.com>; Mike Cobb
<mcobb@ftgtechnologies.com>; Jeffrey Gilmore
<jeffrey.gilmore@cityofeverett.org>
Subject: RE: PSnet: Outage at Whidden Hospital

Is there a bridge number to dial in to at 9

From: Deirdre Habershaw
[<mailto:deirdre.habershaw@boston.gov>]
Sent: Friday, May 19, 2017 6:45 AM
To: Eric Johnson
Cc: Chuck Wade; Sarah Plowman; Scott Wilder; Michael
Kiely; Karen Coye; Shiro Ando; Mike Cobb; Jeffrey Gilmore
Subject: Re: PSnet: Outage at Whidden Hospital
Importance: High

I'd like as many of us as possible to get on a conference call at
9am. We need to restore the cameras in Everett and discuss
how best to address this site.

Deirdre

Sent from my iPhone

On May 19, 2017, at 6:02 AM, Eric Johnson <ejohnson@lan-tel.com> wrote:

All
Whoever is onsite today can you PLEASE
include us in any correspondence. These cameras
were down all night and if we have to do
anything with edge camera antennas we would
like to know sooner than later.

<image001.png>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣
www.lan-tel.com
FOLLOW
US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On May 18, 2017, at 10:00 PM, Eric Johnson
<ejohnson@Lan-Tel.com> wrote:

All:

I am following up from this since this hub is vital to all Everett CIMS cameras . There has been no direct contact with me to check status of our camera equipment since initial email this afternoon .

I just thought I would report that according to intermapper all equipment is offline and down at Everett. It looks like something happened at 6:59 PM .

<image001.png>

Respectfully,

Eric Johnson
Security Project
Manager
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HIGHWAY,
SUITE 3100
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02062

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On May 18, 2017, at 12:47 PM,
Deirdre Habershaw
<deirdre.habershaw@boston.gov>
wrote:

I have spoke with Jeff
Gilmore of EPD and
Karen Coye at FTG.
FTG is dispatching a
technician. They are
identifying an

appropriate replacement switch, however there are concerns that the heat will fry that second switch. FTG will also need necessary configurations to install the replacement. FTG will report back with further updates.

On Thu, May 18, 2017
at 11:21 AM, Deirdre Habershaw
<deirdre.habershaw@boston.gov>
wrote:
Chuck,

Thank you for alerting us to this. I am responding as Scott is most likely occupied at the moment. I have added Sgt Keily and FTG and Lan-tel so we can all stay on the same thread. A few questions that I hope can be answered by all parties:

As of 5/15/17 FTG is supposed to be the "first responder" for all switching matters. Why is Lan-tel being dispatched to the site if the primary assumption that this is a failed switch? Lan-tel is not on contract to support or repair PSnet. They are on contract to provide maintenance and monitoring of the camera system. I would appreciate a response from FTG.

Thank you,

On Thu, May 18, 2017
at 11:13 AM, Chuck Wade
<Chuck@interisle.net>
wrote:

Deirdre, Sarah, Scott,

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CC: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>

Subject: Re: PSnet: Outage at Whidden Hospital

Update

New switch in and on line

backhauls reestablished

Tweaking some settings

Checking cameras on Everett server

Waiting for the all clear from techs and Interisle



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☛ |

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Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>
| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) |
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[<mailto:deirdre.habershaw@boston.gov>]

Sent: Friday, May 19, 2017 6:45 AM

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M [617.785.8254](tel:617.785.8254)

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Eric
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Security
Project
Manager
1400
PROVIDENCE
HIGHWAY,
SUITE
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MA 02062

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I have spoke
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FTG is
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They are
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an
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replacement
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however
there are
concerns
that the heat
will fry that
second
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will also
need
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FTG will
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with further
updates.

On Thu,
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wrote:
Chuck,

Thank you
for alerting
us to this. I
am
responding
as Scott is
most likely
occupied at
the moment.
I have
added Sgt
Keily and
FTG and
Lan-tel so
we can all
stay on the
same
thread. A
few
questions
that I hope
can be
answered by

all parties:

As of
5/15/17
FTG is
supposed to
be the "first
responder"
for all
switching
matters.
Why is Lan-
tel being
dispatched
to the site if
the primary
assumption
that this is a
failed
switch?
Lan-tel is
not on
contract to
support or
repair
PSnet. They
are on
contract to
provide
maintenance
and
monitoring
of the
camera
system. I
would
appreciate a
response
from FTG.

Thank you,

On Thu,
May 18,
2017 at
11:13 AM,
Chuck
Wade
<Chuck@interisle.net>
wrote:

Deirdre,
Sarah,
Scott,

I'm
forwarding
this note to
Everett PD
regarding
the outage
of all
communications
between
PSnet and
the City of
Everett.
This failure
is not a

surprise.

I have also
forwarded
this note to
FTG so they
are aware of
the
situation, if
they were
not already,
and to make
sure we
coordinate
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on the
response.
This
particular
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...Chuck

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It appears
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switch we

have in the
outdoor
rack on the
roof of
Whidden
has failed,
very likely
due to the
heat. We've
been
predicting
this sort of
failure for
some time,
so we're not
surprised.
This is a
situation
badly in
need of
resolution.

The
consequence
of this
outage is
that all
connectivity
between
Everett and
the PSnet
backbone
has been
lost. The
most
immediate
problems
are likely to
be:

- Communications
to
DCJIS,
but
you
may
have
access
via an
Internet
connection.
- MCC7500
Console
communications
to the
Zone
2
Core
- BRIC
CrimeView
services
are
down
- FATPOT
services
are
down
- Some
of

your
cameras
are
likely
affected

We have
also lost all
management
access to
Everett.

Mark
Savage
from LAN-
TEL was
working in
Everett at
the Casino
site, and he
headed over
to Whidden,
and just
arrived
there. He
may have
the parts on
hand to
recover
from this
outage. We
will just
have to see
how things
go.

I will advise
you as we
learn
more...

...Chuck

--

Chuck
Wade,
Principal
Interisle
Consulting
Group
[+1 508
435-3050](tel:+15084353050)
Office
[+1 508
277-6439](tel:+15082776439)
Mobile

www.interisle.net

--

Deirdre
Habershaw
Project
Director
Mayor's

Office of
Emergency
Management
One City
Hall Square,
Rm 204
[617-635-
1400](tel:617-635-1400)

--

Deirdre
Habershaw
Project
Director
Mayor's
Office of
Emergency
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One City
Hall Square,
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--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Friday, May 19, 2017 5:47 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
Subject: Re: PSnet: Outage at Whidden Hospital
Attachment(s): "IMG_0663.PNG", "IMG_0663.PNG"

Thanks for the update. I hope everyone enjoys a quiet weekend.

We will revisit all of this at Thursday's PSNet meeting. Eric, I realize you will not be able to attend. We will figure out the best way to keep you looped in. You and I can touch base Monday.

On Fri, May 19, 2017 at 5:38 PM Eric Johnson <ejohnson@lan-tel.com> wrote:

Update

We are clear of roof

All equipment operating

Everett Cameras are recording and online

Thanks to all for cooperative effort .

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On May 19, 2017, at 4:22 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Update

New switch in and on line

backhauls reestablished

Tweaking some settings

Checking cameras on Everett server

Waiting for the all clear from techs and Interisle

□

Respectfully,

Eric Johnson

Security Project Manager
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On May 19, 2017, at 3:31 PM, Deirdre Habershaw <deirdre.habershaw@boston.gov> wrote:

Thank you

Sent from my iPhone

On May 19, 2017, at 3:31 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

FTG / LanTel / Chuck on site . Believe he hit some traffic prior . Configuring switch .we should have more within HR half hour

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
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NORWOOD, MA 02062

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Looking for a status update on the Everett camera situation. Eric?

Thank you

Sent from my iPhone

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<mkiely@police.somerville.ma.us> wrote:

And it's a pleasant 105 up here

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617) 625-1600x7241

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<swilder@brooklinema.gov> wrote:

Thanks for the update, good luck to all..Scott

From: Eric Johnson [<mailto:ejohnson@Lan-Tel.com>]
Sent: Friday, May 19, 2017 12:27 PM
To: Deirdre Habershaw
Cc: Scott Wilder; Shiro Ando; Chuck Wade; Sarah Plowman; Michael Kiely; Karen Coye; Mike Cobb; Jeffrey Gilmore
Subject: Re: PSnet: Outage at Whidden Hospital
Importance: High

Update

Onsite at this time myself, FTG and Lan-Tel technicians - Sgt Kiely .

Remote -Chuck Wade

We are on site and cannot get spare switch to work .
Chuck Wade has spare switch and must configure.
Sgt Kiely requests that Chuck bring switch to this location and work with team assembled to expedite this repair .

Chuck is enroute . Technicians onsite cleaning up cabinet as best we can by removing old wires and equipment.

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
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SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☛

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US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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<ejohnson@Lan-Tel.com> wrote:

All :

Technician on way . Will call Officer
Gilmore when in site .

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE
HIGHWAY,

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US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On May 19, 2017, at 9:16 AM, Deirdre Habershaw
<deirdre.habershaw@boston.gov> wrote:

Per Scott we will go with the
FTG call in info. I have
updated the calendar invite
details accordingly and here
they are again as well.

[617-502-1242](tel:617-502-1242)

PIN: 74743#

On Fri, May 19, 2017 at 8:56
AM, Scott Wilder
<swilder@brooklinema.gov>
wrote:

That would be appreciated,
we are 5 minutes out, so we
can go with the FTG call in

Thanks

Scott

From: Shiro Ando
[mailto:sando@ftgtechnologies.com]
Sent: Friday, May 19, 2017 8:51 AM
To: Scott Wilder; Deirdre Habershaw; Eric Johnson
Cc: Chuck Wade; Sarah Plowman; Michael Kiely; Karen Coye; Mike Cobb; Jeffrey Gilmore
Subject: RE: PSnet: Outage at Whidden Hospital
Importance: High

Hi Scott/Deirdre,

We can set up our bridge if you would like.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President
Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy,
MA 02169 |
| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331)
| [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

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<deirdre.habershaw@boston.gov>;
Eric Johnson <ejohnson@lan-tel.com>
Cc: Chuck Wade
<Chuck@interisle.net>;
Sarah Plowman
<Sarah.Plowman@boston.gov>;
Michael Kiely
<mkiely@police.somerville.ma.us>;
Karen Coye
<kcoye@ftgsecurity.com>;
Shiro Ando
<sando@ftgtechnologies.com>;
Mike Cobb
<mcobb@ftgtechnologies.com>;
Jeffrey Gilmore
<jeffrey.gilmore@cityofeverett.org>
Subject: RE: PSnet: Outage at Whidden Hospital

Is there a bridge number to

From: Deirdre Habershaw
[<mailto:deirdre.habershaw@boston.gov>]
Sent: Friday, May 19, 2017 6:45 AM
To: Eric Johnson
Cc: Chuck Wade; Sarah Plowman; Scott Wilder; Michael Kiely; Karen Coye; Shiro Ando; Mike Cobb; Jeffrey Gilmore
Subject: Re: PSnet: Outage at Whidden Hospital
Importance: High

I'd like as many of us as possible to get on a conference call at 9am. We need to restore the cameras in Everett and discuss how best to address this site.

Deirdre

Sent from my iPhone

On May 19, 2017, at 6:02 AM,
Eric Johnson <ejohnson@lan-tel.com> wrote:

All

Whoever is onsite today can you PLEASE include us in any correspondence. These cameras were down all night and if we have to do anything with edge camera antennas we would like to know sooner than later.

<image001.png>

Respectfully,

Eric
Johnson

Security
Project

Manager

1400
PROVIDENCE
HIGHWAY,

SUITE
3100

NORWOOD,
MA
02062

M [617.785.8254](tel:617.785.8254)
| **F** [781.551.8667](tel:781.551.8667)

[ejohnson@lan-
tel.com](mailto:ejohnson@lan-tel.com) ♣ □

[www.lan-
tel.com](http://www.lan-tel.com)

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US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On May 18, 2017,
at 10:00 PM, Eric
Johnson
<[ejohnson@Lan-
Tel.com](mailto:ejohnson@Lan-Tel.com)> wrote:

All:

I am
following
up from
this
since
this hub
is vital to
all
Everett
CIMS
cameras
. There
has
been no
direct
contact

with me
to check
status of
our
camera
equipment
since
initial
email
this
afternoon
.

I just
thought I
would
report
that
according
to
intermapper
all
equipment
is offline
and
down at
Everett.
It looks
like
something
happend
at 6:59
PM .

<image001.png>

Respectfully,

Eric
Johnson

Security
Project
Manager

1400
PROVIDENCE
HIGHWAY,

SUITE
3100

NORWOOD,
MA
02062

M [617.785.8254](tel:617.785.8254)
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ejohnson@lan-

tel.com ♣ □

www.lan-tel.com

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On May
18,
2017, at
12:47
PM,
Deirdre
Habershaw
<deirdre.habershaw@boston.gov>
wrote:

I
have
spoke
with
Jeff
Gilmore
of
EPD
and
Karen
Coye
at
FTG.
FTG
is
dispatching
a
technician.
They
are
identifying
an
appropriate
replacement
switch,
however
there
are
concerns
that
the
heat
will

fry
that
second
switch.
FTG
will
also
need
necessary
configurations
to
install
the
replacement.
FTG
will
report
back
with
further
updates.

On
Thu,
May
18,
2017
at
11:21
AM,
Deirdre
Habershaw
<deirdre.habershaw@boston.gov>
wrote:

Chuck,

Thank
you
for
alerting
us
to
this.
I
am
responding
as
Scott
is
most
likely
occupied
at
the
moment.
I
have
added
Sgt
Keily
and
FTG
and
Lan-

tel
so
we
can
all
stay
on
the
same
thread.
A
few
questions
that
I
hope
can
be
answered
by
all
parties:

As
of
5/15/17
FTG
is
supposed
to
be
the
"first
responder"
for
all
switching
matters.
Why
is
Lan-
tel
being
dispatched
to
the
site
if
the
primary
assumption
that
this
is
a
failed
switch?
Lan-
tel
is
not
on
contract
to
support
or
repair

PSnet.
They
are
on
contract
to
provide
maintenance
and
monitoring
of
the
camera
system.
I
would
appreciate
a
response
from
FTG.

Thank
you,

On
Thu,
May
18,
2017
at
11:13
AM,
Chuck
Wade
<Chuck@interisle.net>
wrote:

Deirdre,
Sarah,
Scott,

I'm
forwarding
this
note
to
Everett
PD
regarding
the
outage
of
all
communications
between
PSnet
and
the
City
of
Everett.
This
failure
is

not
a
surprise.

I
have
also
forwarded
this
note
to
FTG
so
they
are
aware
of
the
situation,
if
they
were
not
already,
and
to
make
sure
we
coordinate
with
them
on
the
response.
This
particular
situation
is
quite
unique,
so
I
am
not
expecting
that
this
is
something
they
could
respond
to
on
their
own.

...Chuck

-
-
-
-
-
-
-

-
Forwarded
Message

-
-
-
-
-
-
-

Subject:PSnet: Outage at Whidden Hospital
Date:Thu, 18 May 2017 10:56:33 -0400
From:Chuck Wade <Chuck@Interisle.net>
Organization:Interisle Consulting Group, LLC
To:Allen Peluso
<Allen.Peluso@Ci.Everett.MA.US>,
Jeffrey Gilmore
<Jeffrey.Gilmore@CityofEverett.org>
CC:Mark Savage <MSavage@LAN-TEL.com>, Eric Johnson
<EJohnson@LAN-TEL.com>

Allen,
Jeff,

I'm
following
up
on
the
phone
conversation
and
voice
mail
regarding
the
situation
with
PSnet
connectivity
into
Everett.
It
appears
that
the
switch
we
have
in
the
outdoor
rack
on
the
roof
of
Whidden
has
failed,
very
likely
due
to

the
heat.
We've
been
predicting
this
sort
of
failure
for
some
time,
so
we're
not
surprised.
This
is
a
situation
badly
in
need
of
resolution.

The
consequence
of
this
outage
is
that
all
connectivity
between
Everett
and
the
PSnet
backbone
has
been
lost.
The
most
immediate
problems
are
likely
to
be:

- Communications
to
DCJIS,
but
you
may
have
access
via
an
Internet
connection.
- MCC7500
Console
communications
to

- the
Zone
2
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- BRIC
CrimeView
services
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down
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are
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We
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TEL
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at
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Casino
site,
and
he
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over
to
Whidden,
and
just
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He
may
have
the
parts
on
hand
to
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from
this
outage.
We
will
just

have
to
see
how
things
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I
will
advise
you
as
we
learn
more...

...Chuck

-
-

Chuck
Wade,
Principal

Interisle
Consulting
Group

+1
508
435-
3050
Office

+1
508
277-
6439
Mobile

www.interisle.net

-
-

Deirdre
Habershaw

Project
Director

Mayor's
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One
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[617-
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-
-

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Project Director

Mayor's Office of Emergency
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One City Hall Square, Rm 204

617-635-1400

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Deirdre Habershaw
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Mayor's Office of Emergency Management

One City Hall Square, Rm 204
617-635-1400

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CC: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>

Subject: Re: PSnet: Outage at Whidden Hospital

Update

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All equipment operating

Everett Cameras are recording and online

Thanks to all for cooperative effort .



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☛ |

www.lan-tel.com

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www.lan-tel.com

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Security Project Manager
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Thanks
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To: Scott Wilder; Deirdre
Habershaw; Eric Johnson
Cc: Chuck Wade; Sarah Plowman;
Michael Kiely; Karen Coye; Mike
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Subject: RE: PSnet: Outage at
Whidden Hospital
Importance: High

Hi Scott/Deirdre,
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would like.
Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA
02169 |

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) |
[email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

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<mkiely@police.somerville.ma.us>;
Karen Coye
<kcoye@ftgsecurity.com>;
Shiro Ando
<sando@ftgtechnologies.com>;
Mike Cobb
<mcobb@ftgtechnologies.com>;
Jeffrey Gilmore
<jeffrey.gilmore@cityofeverett.org>
Subject: RE: PSnet: Outage at
Whidden Hospital

Is there a bridge number to dial
in to at 9

From: Deirdre Habershaw
[<mailto:deirdre.habershaw@boston.gov>]
Sent: Friday, May 19, 2017 6:45 AM
To: Eric Johnson
Cc: Chuck Wade; Sarah Plowman;
Scott Wilder; Michael Kiely; Karen
Coye; Shiro Ando; Mike Cobb; Jeffrey
Gilmore
Subject: Re: PSnet: Outage at
Whidden Hospital
Importance: High

I'd like as many of us as possible to
get on a conference call at 9am. We
need to restore the cameras in Everett
and discuss how best to address this
site.

Deirdre

Sent from my iPhone

On May 19, 2017, at 6:02 AM, Eric
Johnson <ejohnson@lan-tel.com>
wrote:

All
Whoever is onsite today
can you PLEASE
include us in any
correspondence. These
cameras were down all
night and if we have to
do anything with edge
camera antennas we
would like to know
sooner than later.

<image001.png>

Respectfully,

Eric
Johnson
Security
Project
Manager
1400
PROVIDENCE
HIGHWAY,
SUITE
3100
NORWOOD,
MA 02062

M [617.785.8254](tel:617.785.8254)
| F [781.551.8667](tel:781.551.8667)

[ejohnson@lan-
tel.com](mailto:ejohnson@lan-tel.com) ♣
[www.lan-
tel.com](http://www.lan-tel.com)
FOLLOW
US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On May 18, 2017, at
10:00 PM, Eric Johnson
<ejohnson@Lan-Tel.com> wrote:

All:
I am
following
up from this
since this
hub is vital
to all
Everett
CIMS
cameras .
There has
been no
direct
contact with
me to check
status of our
camera
equipment
since initial
email this
afternoon .

I just
thought I
would
report that
according to
intermapper
all
equipment
is offline
and down at
Everett. It
looks like
something
happened at
6:59 PM .

<image001.png>

Respectfully,

Eric
Johnson

Security
Project
Manager
1400

PROVIDENCE
HIGHWAY,
SUITE
3100
NORWOOD,
MA
02062

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tel.com](http://www.lan-tel.com)
FOLLOW
US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On May 18,
2017, at
12:47 PM,
Deirdre
Habershaw
<deirdre.habershaw@boston.gov>
wrote:

I
have
spoke
with
Jeff
Gilmore
of
EPD
and
Karen
Coye
at
FTG.
FTG
is
dispatching
a
technician.
They
are
identifying
an
appropriate
replacement
switch,
however
there
are
concerns

that
the
heat
will
fry
that
second
switch.
FTG
will
also
need
necessary
configurations
to
install
the
replacement.
FTG
will
report
back
with
further
updates.

On
Thu,
May
18,
2017
at
11:21
AM,
Deirdre
Habershaw
<deirdre.habershaw@boston.gov>
wrote:
Chuck,

Thank
you
for
alerting
us
to
this.
I
am
responding
as
Scott
is
most
likely
occupied
at
the
moment.
I
have
added
Sgt
Keily
and
FTG
and
Lan-

tel
so
we
can
all
stay
on
the
same
thread.
A
few
questions
that
I
hope
can
be
answered
by
all
parties:

As
of
5/15/17
FTG
is
supposed
to
be
the
"first
responder"
for
all
switching
matters.
Why
is
Lan-
tel
being
dispatched
to
the
site
if
the
primary
assumption
that
this
is
a
failed
switch?
Lan-
tel
is
not
on
contract
to
support
or
repair
PSnet.

They
are
on
contract
to
provide
maintenance
and
monitoring
of
the
camera
system.
I
would
appreciate
a
response
from
FTG.

Thank
you,

On
Thu,
May
18,
2017
at
11:13
AM,
Chuck
Wade
<Chuck@interisle.net>
wrote:

Deirdre,
Sarah,
Scott,

I'm
forwarding
this
note
to
Everett
PD
regarding
the
outage
of
all
communications
between
PSnet
and
the
City
of
Everett.
This
failure
is
not
a
surprise.

I

-
-
-
-
-
-

Subject:PSnet: Outage at Whidden Hospital
Date:Thu, 18 May 2017 10:56:33 -0400
From:Chuck Wade <Chuck@Interisle.net>
Organization:Interisle Consulting Group, LLC
To:Allen Peluso
<Allen.Peluso@Ci.Everett.MA.US>,
Jeffrey Gilmore
<Jeffrey.Gilmore@CityofEverett.org>
CC:Mark Savage <MSavage@LAN-TEL.com>, Eric Johnson
<EJohnson@LAN-TEL.com>

Allen,
Jeff,

I'm
following
up
on
the
phone
conversation
and
voice
mail
regarding
the
situation
with
PSnet
connectivity
into
Everett.
It
appears
that
the
switch
we
have
in
the
outdoor
rack
on
the
roof
of
Whidden
has
failed,
very
likely
due
to
the
heat.
We've
been
predicting
this
sort

of
failure
for
some
time,
so
we're
not
surprised.
This
is
a
situation
badly
in
need
of
resolution.

The
consequence
of
this
outage
is
that
all
connectivity
between
Everett
and
the
PSnet
backbone
has
been
lost.
The
most
immediate
problems
are
likely
to
be:

- Communications
to
DCJIS,
but
you
may
have
access
via
an
Internet
connection.
- MCC7500
Console
communications
to
the
Zone
2
Core
- BRIC
CrimeView
services

- are
down
- FATPOT
services
are
down
- Some
of
your
cameras
are
likely
affected

We
have
also
lost
all
management
access
to
Everett.

Mark
Savage
from
LAN-
TEL
was
working
in
Everett
at
the
Casino
site,
and
he
headed
over
to
Whidden,
and
just
arrived
there.
He
may
have
the
parts
on
hand
to
recover
from
this
outage.
We
will
just
have
to
see
how
things
go.

I
will
advise
you
as
we
learn
more...

...Chuck

-
-

Chuck
Wade,
Principal

Interisle
Consulting
Group

[+1](#)
[508](#)
[435-](#)
[3050](#)
Office

[+1](#)
[508](#)
[277-](#)
[6439](#)
Mobile

www.interisle.net

-
-

Deirdre
Habershaw
Project
Director
Mayor's
Office
of
Emergency
Management
One
City
Hall
Square,
Rm
204
[617-](#)
[635-](#)
[1400](#)

-
-

Deirdre
Habershaw
Project
Director

Mayor's
Office
of
Emergency
Management
One
City
Hall
Square,
Rm
204
[617-
635-
1400](tel:617-635-1400)

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confidential, legally privileged
and/or exempt from disclosure
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intended solely for the addressee. If
you received this in error, please
contact the sender and delete the
material from any computer.

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency
Management
One City Hall Square, Rm 204
617-635-1400

From: Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>

Sent: Friday, May 19, 2017 5:55 PM EDT

To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>

Subject: Re: PSnet: Outage at Whidden Hospital

Attachment(s): "IMG_0663.PNG", "IMG_0663.PNG"

Eric thank you and everyone else for all the help. Have a good weekend.

Jeff

Officer Jeffrey Gilmore
Everett Police Dept
45 Elm Street
Everett, MA. 02149

On May 19, 2017, at 5:38 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Update

We are clear of roof

All equipment operating

Everett Cameras are recording and online

Thanks to all for cooperative effort .



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘ |

www.lan-tel.com

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On May 19, 2017, at 4:22 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Update

New switch in and on line

backhauls reestablished
Tweaking some settings
Checking cameras on Everett server
Waiting for the all clear from techs and Interisle



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘ |

www.lan-tel.com

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On May 19, 2017, at 3:31 PM, Deirdre Habershaw <deirdre.habershaw@boston.gov> wrote:

Thank you

Sent from my iPhone

On May 19, 2017, at 3:31 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

FTG / LanTel / Chuck on site . Believe he hit some traffic prior . Configuring switch .we should have more within HR half hour

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘ |

www.lan-tel.com

On May 19, 2017, at 3:29 PM, Deirdre Habershaw
<deirdre.habershaw@boston.gov> wrote:

Looking for a status update on the Everett camera situation. Eric?

Thank you

Sent from my iPhone

On May 19, 2017, at 12:59 PM, Michael Kiely
<mkiely@police.somerville.ma.us> wrote:

And it's a pleasant 105 up here

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617) 625-1600x7241

On May 19, 2017, at 12:38 PM, Scott Wilder
<swilder@brooklinema.gov> wrote:

Thanks for the update, good luck to
all...Scott

From: Eric Johnson [<mailto:ejohnson@Lan-Tel.com>]
Sent: Friday, May 19, 2017 12:27 PM
To: Deirdre Habershaw
Cc: Scott Wilder; Shiro Ando; Chuck Wade;
Sarah Plowman; Michael Kiely; Karen Coye; Mike
Cobb; Jeffrey Gilmore
Subject: Re: PSnet: Outage at Whidden Hospital
Importance: High

Update
Onsite at this time myself, FTG and Lan-Tel
technicians - Sgt Kiely .

Remote -Chuck Wade

We are on site and cannot get spare switch to
work . Chuck Wade has spare switch and must
configure. Sgt Kiely requests that Chuck bring
switch to this location and work with team
assembled to expedite this repair .

Chuck is enroute . Technicians onsite cleaning up
cabinet as best we can by removing old wires and
equipment.

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣
www.lan-tel.com
FOLLOW
US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On May 19, 2017, at 10:00 AM, Eric Johnson
<ejohnson@Lan-Tel.com> wrote:

All :
Technician on way . Will call Officer
Gilmore when in site .

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project
Manager
1400 PROVIDENCE
HIGHWAY,
SUITE 3100
NORWOOD, MA
02062

M 617.785.8254
| **F** 781.551.8667

ejohnson@lan-tel.com ♣
www.lan-tel.com
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US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On May 19, 2017, at 9:16 AM,
Deirdre Habershaw
<deirdre.habershaw@boston.gov>
wrote:

Per Scott we will go
with the FTG call in
info. I have updated the
calendar invite details
accordingly and here
they are again as well.
[617-502-1242](tel:617-502-1242)
PIN: 74743#

On Fri, May 19, 2017 at
8:56 AM, Scott Wilder
<swilder@brooklinema.gov>
wrote:
That would be
appreciated, we are
5 minutes out, so we
can go with the FTG
call in
Thanks
Scott

From: Shiro Ando
[mailto:sando@ftgtechnologies.com]
Sent: Friday, May 19,
2017 8:51 AM
To: Scott Wilder;
Deirdre Habershaw; Eric
Johnson
Cc: Chuck Wade; Sarah
Plowman; Michael Kiely;
Karen Coye; Mike Cobb;
Jeffrey Gilmore
Subject: RE: PSnet:
Outage at Whidden
Hospital
Importance: High

Hi Scott/Deirdre,
We can set up our
bridge if you would
like.
Thanks
Shiro

Shiro Ando | CCIE #
12809
| Vice President
Engineering |

<image001.jpg>
| 2 Batterymarch Park |
Suite 401 | Quincy, MA 02169|
| Office: [617-367-7474](tel:617-367-7474) | Fax:

From: Scott Wilder
[mailto:swilder@brooklinema.gov]
Sent: Friday, May
19, 2017 8:47 AM
To: Deirdre
Habershaw
<deirdre.habershaw@boston.gov>;
Eric Johnson
<ejohnson@lan-
tel.com>
Cc: Chuck Wade
<Chuck@interisle.net>;
Sarah Plowman
<Sarah.Plowman@boston.gov>;
Michael Kiely
<mkiely@police.somerville.ma.us>;
Karen Coye
<kcoye@ftgsecurity.com>;
Shiro Ando
<sando@ftgtechnologies.com>;
Mike Cobb
<mcobb@ftgtechnologies.com>;
Jeffrey Gilmore
<jeffrey.gilmore@cityofeverett.org>
Subject: RE: PSnet:
Outage at Whidden
Hospital

Is there a bridge
number to dial in to
at 9

From: Deirdre
Habershaw
[mailto:deirdre.habershaw@boston.gov]
Sent: Friday, May 19,
2017 6:45 AM
To: Eric Johnson
Cc: Chuck Wade; Sarah
Plowman; Scott Wilder;
Michael Kiely; Karen
Coye; Shiro Ando; Mike
Cobb; Jeffrey Gilmore
Subject: Re: PSnet:
Outage at Whidden
Hospital
Importance: High

I'd like as many of us as
possible to get on a
conference call at 9am.
We need to restore the
cameras in Everett and
discuss how best to
address this site.

Deirdre

Sent from my iPhone

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Eric
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This
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surprise.

I
have
also
forwarded
this
note
to
FTG
so
they
are
aware
of
the
situation,
if
they
were
not
already,
and
to
make
sure
we
coordinate
with
them
on
the
response.
This
particular
situation
is
quite
unique,
so
I
am
not
expecting
that
this
is
something
they

could
respond
to
on
their
own.

...Chuck

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Forwarded
Message

-
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Date:Thu, 18 May 2017 10:56:33 -0400
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<Jeffrey.Gilmore@CityofEverett.org>
CC:Mark Savage <MSavage@LAN-TEL.com>, Eric Johnson
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We've
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The
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The
most
immediate
problems
are
likely
to
be:

- Communications to DCJIS, but you may have access via an Internet connection.
- MCC7500 Console communications to the Zone 2 Core
- BRIC CrimeView services are down
- FATPOT services are down
- Some of your cameras are likely affected

We have also lost all management access to Everett.

Mark Savage from LAN-TEL was working in Everett at the Casino site, and he headed over to Whidden, and just arrived

there.
He
may
have
the
parts
on
hand
to
recover
from
this
outage.
We
will
just
have
to
see
how
things
go.

I
will
advise
you
as
we
learn
more...

...Chuck

-
-

Chuck
Wade,
Principal

Interisle
Consulting
Group

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[435-](#)
[3050](#)
Office

[+1](#)
[508](#)
[277-](#)
[6439](#)
Mobile

www.interisle.net

-
-

Deirdre
Habershaw
Project
Director

Mayor's
Office
of
Emergency
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Rm
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[617-
635-
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-
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Deirdre Habershaw
Project Director
Mayor's Office of
Emergency Management
One City Hall Square,
Rm 204
617-635-1400

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Friday, May 19, 2017 5:57 PM EDT

To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>; Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

Subject: Re: PSnet: Outage at Whidden Hospital

Will do

Thank you



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ✉ |

www.lan-tel.com

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On May 19, 2017, at 5:47 PM, Deirdre Habershaw <deirdre.habershaw@boston.gov> wrote:

Thanks for the update. I hope everyone enjoys a quiet weekend.

We will revisit all of this at Thursday's PSNet meeting. Eric, I realize you will not be able to attend. We will figure out the best way to keep you looped in. You and I can touch base Monday.

On Fri, May 19, 2017 at 5:38 PM Eric Johnson <ejohnson@lan-tel.com> wrote:

Update

We are clear of roof

All equipment operating

Everett Cameras are recording and online

Thanks to all for cooperative effort .



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☙ |

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On May 19, 2017, at 4:22 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Update
New switch in and on line
backhauls reestablished
Tweaking some settings
Checking cameras on Everett server
Waiting for the all clear from techs and Interisle



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
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NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☙ |

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On May 19, 2017, at 3:31 PM, Deirdre Habershaw <deirdre.habershaw@boston.gov> wrote:

Thank you

Sent from my iPhone

On May 19, 2017, at 3:31 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

FTG / LanTel / Chuck on site . Believe he hit some traffic prior . Configuring switch .we should have more within HR half hour

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ ☐

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On May 19, 2017, at 3:29 PM, Deirdre Habershaw
<deirdre.habershaw@boston.gov> wrote:

Looking for a status update on the Everett camera situation.
Eric?

Thank you

Sent from my iPhone

On May 19, 2017, at 12:59 PM, Michael Kiely
<mkiely@police.somerville.ma.us> wrote:

And it's a pleasant 105 up here

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617) 625-1600x7241

On May 19, 2017, at 12:38 PM, Scott Wilder
<swilder@brooklinema.gov> wrote:

Thanks for the update, good luck to
all..Scott

From: Eric Johnson [<mailto:ejohnson@Lan-Tel.com>]
Sent: Friday, May 19, 2017 12:27 PM
To: Deirdre Habershaw
Cc: Scott Wilder; Shiro Ando; Chuck Wade;
Sarah Plowman; Michael Kiely; Karen Coye;
Mike Cobb; Jeffrey Gilmore
Subject: Re: PSnet: Outage at Whidden
Hospital
Importance: High

Update

Onsite at this time myself, FTG and Lan-
Tel technicians - Sgt Kiely .

Remote -Chuck Wade

We are on site and cannot get spare
switch to work . Chuck Wade has spare
switch and must configure. Sgt Kiely
requests that Chuck bring switch to this
location and work with team assembled to
expedite this repair .

Chuck is enroute . Technicians onsite
cleaning up cabinet as best we can by
removing old wires and equipment.

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE

HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
| **F** 781.551.8667

ejohnson@lan-tel.com ☘

www.lan-tel.com

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On May 19, 2017, at 10:00 AM, Eric
Johnson <ejohnson@Lan-Tel.com> wrote:

All :

Technician on way . Will call
Officer Gilmore when in site .

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project
Manager

1400
PROVIDENCE
HIGHWAY,
SUITE 3100
NORWOOD, MA

02062

M 617.785.8254
| **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On May 19, 2017, at 9:16 AM,
Deirdre Habershaw
<deirdre.habershaw@boston.gov>
wrote:

Per Scott we will go
with the FTG call in
info. I have
updated the
calendar invite
details accordingly
ans here they are
again as well.

[617-502-1242](tel:617-502-1242)

PIN: 74743#

On Fri, May 19,
2017 at 8:56 AM,
Scott Wilder
<swilder@brooklinema.gov>
wrote:

That would be
appreciated, we
are 5 minutes out,
so we can go with

the FTG call in

Thanks

Scott

From: Shiro Ando
[mailto:sando@ftgtechnologies.com]
Sent: Friday, May
19, 2017 8:51 AM
To: Scott Wilder;
Deirdre Habershaw;
Eric Johnson
Cc: Chuck Wade;
Sarah Plowman;
Michael Kiely; Karen
Coye; Mike Cobb;
Jeffrey Gilmore
Subject: RE: PSnet:
Outage at Whidden
Hospital
Importance: High

Hi Scott/Deirdre,

We can set up our
bridge if you would
like.

Thanks

Shiro

Shiro Ando | CCIE #
12809

| Vice President
Engineering |

<image001.jpg>

| 2 Battery March Park |
Suite 401 | Quincy, MA
02169 |
| Office: [617-367-7474](tel:617-367-7474) |
Fax: [617-367-3331](tel:617-367-3331) |
[email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com)
|

From: Scott
Wilder
[mailto:swilder@brooklinema.gov]
Sent: Friday, May
19, 2017 8:47 AM
To: Deirdre
Habershaw
<deirdre.habershaw@boston.gov>;
Eric Johnson
<ejohnson@lan-tel.com>
Cc: Chuck Wade
<Chuck@interisle.net>;

Sarah Plowman
<Sarah.Plowman@boston.gov>;
Michael Kiely
<mkiely@police.somerville.ma.us>;
Karen Coye
<kcoye@ftgsecurity.com>;
Shiro Ando
<sando@ftgtechnologies.com>;
Mike Cobb
<mcobb@ftgtechnologies.com>;
Jeffrey Gilmore
<jeffrey.gilmore@cityofeverett.org>
Subject: RE:
PSnet: Outage at
Whidden Hospital

Is there a bridge
number to dial in
to at 9

From: Deirdre
Habershaw
[<mailto:deirdre.habershaw@boston.gov>]
Sent: Friday, May
19, 2017 6:45 AM
To: Eric Johnson
Cc: Chuck Wade;
Sarah Plowman; Scott
Wilder; Michael Kiely;
Karen Coye; Shiro
Ando; Mike Cobb;
Jeffrey Gilmore
Subject: Re: PSnet:
Outage at Whidden
Hospital
Importance: High

I'd like as many of
us as possible to
get on a conference
call at 9am. We
need to restore the
cameras in Everett
and discuss how
best to address this
site.

Deirdre

Sent from my
iPhone

On May 19, 2017,
at 6:02 AM, Eric
Johnson
<ejohnson@lan-tel.com> wrote:

All

Whoever
is onsite
today

can you
PLEASE
include
us in
any
correspondence.
These
cameras
were
down all
night
and if
we have
to do
anything
with
edge
camera
antennas
we
would
like to
know
sooner
than
later.

<image001.png>

Respectfully,

Eric
Johnson

Security
Project
Manager

1400
PROVIDENCE
HIGHWAY,

SUITE
3100

NORWOOD,
MA
02062

M [617.785.8254](tel:617.785.8254)
| F [781.551.8667](tel:781.551.8667)

[ejohnson@lan-
tel.com](mailto:ejohnson@lan-tel.com) ☘

[www.lan-
tel.com](http://www.lan-tel.com)

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US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On May
18,
2017, at
10:00
PM, Eric
Johnson
<ejohnson@Lan-Tel.com>
wrote:

All:

I
am
following
up
from
this
since
this
hub
is
vital
to
all
Everett
CIMS
cameras
.

There
has
been
no
direct
contact
with
me
to
check
status
of
our
camera
equipment
since
initial
email
this

afternoon

.

I
just
thought
I
would
report
that
according
to
intermapper
all
equipment
is
offline
and
down
at
Everett.
It
looks
like
something
happend
at
6:59
PM

.

<image001.png>

Respectfully,

Eric
Johnson

Security
Project
Manager

1400
PROVIDENCE
HIGHWAY,

SUITE
3100

NORWOOD,
MA
02062

M [617.785.8254](tel:617.785.8254)
| **F** [781.551.8667](tel:781.551.8667)

[ejohnson@lan-
tel.com](mailto:ejohnson@lan-tel.com) ♣ □

www.lan-tel.com

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On
May
18,
2017,
at
12:47
PM,
Deirdre
Habershaw
<deirdre.habershaw@boston.gov>
wrote:

I
have
spoke
with
Jeff
Gilmore
of
EPD
and
Karen
Coye
at
FTG.
FTG
is
dispatching
a
technician.
They
are
identifying
an
appropriate
replacement
switch,
however
there
are
concerns
that
the
heat
will

fry
that
second
switch.
FTG
will
also
need
necessary
configurations
to
install
the
replacement.
FTG
will
report
back
with
further
updates.

On
Thu,
May
18,
2017
at
11:21
AM,
Deirdre
Habershaw
<deirdre.habershaw@boston.gov>
wrote:

Chuck,

Thank
you
for
alerting
us
to
this.
I
am
responding
as
Scott
is
most
likely
occupied
at
the
moment.
I
have
added
Sgt
Keily
and
FTG
and
Lan-

tel
so
we
can
all
stay
on
the
same
thread.
A
few
questions
that
I
hope
can
be
answered
by
all
parties:

As
of
5/15/17
FTG
is
supposed
to
be
the
"first
responder"
for
all
switching
matters.
Why
is
Lan-
tel
being
dispatched
to
the
site
if
the
primary
assumption
that
this
is
a
failed
switch?
Lan-
tel
is
not
on
contract
to
support
or
repair

PSnet.
They
are
on
contract
to
provide
maintenance
and
monitoring
of
the
camera
system.
I
would
appreciate
a
response
from
FTG.

Thank
you,

On
Thu,
May
18,
2017
at
11:13
AM,
Chuck
Wade
<Chuck@interisle.net>
wrote:

Deirdre,
Sarah,
Scott,

I'm
forwarding
this
note
to
Everett
PD
regarding
the
outage
of
all
communications
between
PSnet
and
the
City
of
Everett.
This
failure
is

not
a
surprise.

I
have
also
forwarded
this
note
to
FTG
so
they
are
aware
of
the
situation,
if
they
were
not
already,
and
to
make
sure
we
coordinate
with
them
on
the
response.
This
particular
situation
is
quite
unique,
so
I
am
not
expecting
that
this
is
something
they
could
respond
to
on
their
own.

...Chuck

-
-
-
-
-
-
-

-
Forwarded
Message

-
-
-
-
-
-
-
-
-
Subject:PSnet: Outage at Whidden Hospital
Date:Thu, 18 May 2017 10:56:33 -0400
From:Chuck Wade <Chuck@Interisle.net>
Organization:Interisle Consulting Group, LLC
To:Allen Peluso
<Allen.Peluso@Ci.Everett.MA.US>,
Jeffrey Gilmore
<Jeffrey.Gilmore@CityofEverett.org>
CC:Mark Savage <MSavage@LAN-TEL.com>, Eric Johnson
<EJohnson@LAN-TEL.com>

Allen,
Jeff,

I'm
following
up
on
the
phone
conversation
and
voice
mail
regarding
the
situation
with
PSnet
connectivity
into
Everett.
It
appears
that
the
switch
we
have
in
the
outdoor
rack
on
the
roof
of
Whidden
has
failed,
very
likely
due
to

the
heat.
We've
been
predicting
this
sort
of
failure
for
some
time,
so
we're
not
surprised.
This
is
a
situation
badly
in
need
of
resolution.

The
consequence
of
this
outage
is
that
all
connectivity
between
Everett
and
the
PSnet
backbone
has
been
lost.
The
most
immediate
problems
are
likely
to
be:

- Communications
to
DCJIS,
but
you
may
have
access
via
an
Internet
connection.
- MCC7500
Console
communications
to

- the
Zone
2
Core
- BRIC
CrimeView
services
are
down
 - FATPOT
services
are
down
 - Some
of
your
cameras
are
likely
affected

We
have
also
lost
all
management
access
to
Everett.

Mark
Savage
from
LAN-
TEL
was
working
in
Everett
at
the
Casino
site,
and
he
headed
over
to
Whidden,
and
just
arrived
there.
He
may
have
the
parts
on
hand
to
recover
from
this
outage.
We
will
just

have
to
see
how
things
go.

I
will
advise
you
as
we
learn
more...

...Chuck

-
-

Chuck
Wade,
Principal

Interisle
Consulting
Group

+1
508
435-
3050
Office

+1
508
277-
6439
Mobile

www.interisle.net

-
-

Deirdre
Habershaw

Project
Director

Mayor's
Office
of
Emergency
Management

One
City
Hall
Square,
Rm
204

[617-
635-
1400](tel:617-635-1400)

-
-

Deirdre
Habershaw

Project
Director

Mayor's
Office
of
Emergency
Management

One
City
Hall
Square,
Rm
204

[617-
635-
1400](tel:617-635-1400)

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this message,
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attachments, may
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and/or exempt from
disclosure pursuant
to Massachusetts
law. It is intended
solely for the
addressee. If you
received this in
error, please
contact the sender
and delete the
material from any
computer.

--

Deirdre Habershaw

Project Director

Mayor's Office of
Emergency
Management

One City Hall
Square, Rm 204

617-635-1400

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Linda Calnan <linda.calnan@boston.gov>

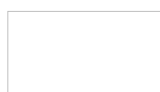
Sent: Monday, May 22, 2017 4:28 PM EDT

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>>; Reidy, Richard; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Michael Driscoll <Michael Driscoll <mdriscoll@dvte.com>>; John Grennon <John Grennon <jgrennon@lan-tel.com>>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>>; Peter Clifford <Peter Clifford <Peter.clifford@boston.gov>>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>>

Subject: Security Camera Strategy Status Meeting

Attachment(s): "Security Camera Strategy Meeting_5-24-17.docx"

Attached is the status report for this Wednesday's meeting at 9am. Thanks.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

Security Camera Strategy Status Meeting – 5/24/17

Time: **Wednesday, 5/24/2017, 9:00AM – 10:00AM (Bi-weekly schedule. Next meeting = 6/7/2017)**
Location: Conference Room 115 / Dial In: 1-866-715-6967, Passcode: 4466461 (Host: 7860059)
Called by: Linda Calnan x52875

I. Agenda-Locations / Status Updates / Action Items

Locations: (Updates in bold:)

- **22 Dry Dock:**
 - **Sail Boston - Ready date = 6/1; events start 6/17:**
 - **Fiber extension installation - complete;**
 - **WAPs configuration – complete, ready for install;**
 - **Network configuration – complete, ready for install; 3rd floor Telecom cabinet delivered (this cabinet is slated for the 3rd floor and will support the Mayor’s staff after Sail Boston) – waiting on Sully Mac to deliver and install cabinet and UPS ~ this week**
 - **DoIT Engineering competed preparing and configuring switches, routers and WAPs.**
 - **Installing 2nd cabinet in 2nd floor closet to organize network/telecom room – waiting for prop.mgt to deliver cabinet – this week**
 - **Data port wiring/cabling for 156 ports needs financial approval received from the State.**
 - **EOPSS request for state police to access ITD data center – completed by DoIT engineering; testing with EOPSS = 6/6**
 - **Laptop/Device support by our Help desk team for configuration on to our network will begin ~6/7 onsite. DoIT BYOD Requirements provided and distributed to attending agencies.**
 - **IT Ready date = 6/2 (on schedule); agencies arrive 6/16; events end 6/22**
- **Siemens and Axis providing additional cameras and van for temp set up – approved. DoIT team met with BPD and Siemens on details.**
- **Security desk at 22 Dry Dock moving to 12 Channel – delayed per John O’Brien (waiting on new date).**
- **BTD & City Hall Core System Upgrades – Enhanced SC v5.5 & VidSys 7.7.1 -**
 - **BTD / City Hall Core: Genetec system upgrade to SC v5.5 & Vidsys system upgrade to v7.7.1 –**

High Level Schedule (Resource)	Projected Target Date
1.) Fix BTD Vidsys feed (Vidsys)	Begin 5/5 VidSys to continue working on this

Security Camera Strategy

Status Meeting – 5/24/17

2.) Migrate Vidsys to Genetec Sec. Ctr – 1 hour downtime within 4 hour preapproved maintenance window (Vidsys)	5/23
3.) Upgrade Genetec to SC 5.5 – 250 cameras and archivers to be migrated; post migration testing to be conducted – 4 hours downtime within 6 hour preapproved maintenance window	5/24-5/25 7PM-4AM

- **Downtown Crossing – Same update – EHP needs to be redone by Shawn.** Camera installs almost complete – 1 remaining; configuration in to CIMS has started. Shawn/Louie managing.
- **Chinatown – Same update – On Hold** due waiting on required documentation from BPD. 20 of 37 cameras complete – expected completion ~late June. Shawn/Louie managing.
- **BPD HQ** – Equipment has been ordered. . Shawn/Louie managing.
- **BPD & Coast Guard, Harbor Installation - Same update** ~27 cameras to BPD DVTel system. Camera installations in progress. Shawn managing.
- **Cambridge St. Guard shack – MBTA has shipped guard shack.** Muni-security working on installing 3 new cameras on guard shack for add'l views of City Hall. **Fiber run to guard shack required and quote is forthcoming.** Mike is managing the camera portion and MBTA is managing the guard shack build out. Jerry is managing the fiber run.
- **BCYF - Roch Ctr/W. Roxbury CC – New project. New camera installations. POCs – Lauren Hurley and Bob Slade. Working to obtain update.**
- **BCYF – 112 Paris St. Fiber & Cameras – Same update: Construction scheduled to complete 5/29/17.** Plan to install pt-to-pt wireless connection for 15+ cameras. Network connectivity also required for ~45 workstations. No VoIP requirements initially. (Fiber connectivity to BoNet – is included in Mike Lynch dark fiber RFP.)
- **On Hold - Strand Theater - Under construction:** On hold while under construction and working to establish new POC.
- **On Hold - Canterbury Street, Public Works (Comcast 100MG) (Warehouse for city lighting-theft & security issues) -** Waiting on Public Works final approval of quote provided by Siemens for 16 cameras and local archiver.
- **On Hold - Water & Sewer – HQ-Harrison Ave (78 cameras) & Alford St (37 cameras) – On hold due to budget issues.** Joe Crossen is managing.
- **Body Cams** – Pilot extended to **December.** Pilot began 9/12, successful thus far. Shawn/Louie managing next steps.

Roadblocks / Critical issues:

- None.

Security Camera Strategy Status Meeting – 5/24/17

II. On regular bi-weekly schedule.

Attendees		Invited	Attended
Brett Haynes	COB Network	X	
Brian Barcelou	BPD, Network	X	
Brian Henry	MBTA	X	
Bob Slade	MPS	X	
Dan Rothman	CTO, COB	X	
Krishnamoorthi Ramasamy	BPHC	X	
Conor McDavitt	Siemens	X	
Eric Johnson	Lan-Tel	X	
Ian Thomas	VidSys	X	
Jarrold Fullerton	Genetec	X	
Jason MacDonald	BFD	X	
Jeff Beers	BPHC	X	
Jason Marshall	BPD, Network	X	
Jerry Turner	COB Network	X	
Jim Fitzpatrick	BPD, Network	X	
John Grennon	Lan-Tel	X	
Linda Calnan	COB	X	
Louis Madeira	BPD	X	
Mike Driscoll	DVTel	X	
Mike Flaherty	MPS	X	
Mike Kane	OEM	X	
Nelson Vasconcelos	Siemens	X	
Rich Reidy	Siemens	X	
Shawn Romanoski	BPD	X	
Vinny Stancato	Lan-Tel	X	
William Joyce	MPS	X	
Wilson Aleman	BTD	X	
Gary Cupido	VidSys	X	

From: Scott Wilder <swilder@brooklinema.gov>

Sent: Tuesday, May 23, 2017 11:04 AM EDT

To: Karen Coye <Kcove@ftgsecurity.com>; Shiro Ando <sando@ftgtechnologies.com>; Mike Cobb <mcobb@ftgtechnologies.com>; Chuck Wade <Chuck@Interisle.net>; Colin Strutt <colin@interisle.net>; Eric Johnson <ejohnson@Lan-Tel.com>; Sarah Plowman <Sarah.Plowman@boston.gov>; Deirdre Habershaw <deirdre.habershaw@boston.gov>

Subject: PSnet meeting informatation for Thursday

Good Morning,

A few things to mention before our PSnet meeting on Thursday morning :

Could all 3 vendors please have their Incident Forms completed by close of business today, so OEM can the committee can review the reports prior and at the meeting. If you have already completed these reports, thank you, all should be well prepared to discuss last week's incidents in detail. This will be a major topic of the meeting..

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Thank You,

Scott

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

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From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Tuesday, May 23, 2017 11:19 AM EDT

To: Scott Wilder <swilder@brooklinema.gov>

CC: Karen Coye <Karen Coye <kcoye@ftgsecurity.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Chuck Wade <Chuck@Interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

Subject: Re: PSnet meeting information for Thursday

Received

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On May 23, 2017, at 8:04 AM, Scott Wilder <swilder@brooklinema.gov> wrote:

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From: Deirdre Habershaw <deirdre.habershaw@boston.gov>

Sent: Tuesday, May 23, 2017 11:24 AM EDT

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

Subject: Re: PSnet meeting information for Thursday

Hi Eric,

I am not sure if you are out all week, or just unavailable on Thursday for the meeting. If you want to touch base with me before the meeting feel free to do so. I tried your cell, but it the number does not appear to be working.

Deirdre

On Tue, May 23, 2017 at 11:19 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:
Received

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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Officer Scott Wilder

Director of Technology

Brookline Police Department

350 Washington Street

Brookline, MA. 02445-6800

Office : [617-730-2259](tel:617-730-2259)

swilder@brooklinema.gov

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--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, May 23, 2017 11:27 AM EDT
To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
Subject: Re: PSnet meeting information for Thursday

Deirdre
I am out all week.
I can call you.
My cell is 617 785 8254

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □
www.lan-tel.com
FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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NORWOOD, MA 02062

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Brookline Police Department

350 Washington Street

Brookline, MA. 02445-6800

Office : [617-730-2259](tel:617-730-2259)

swilder@brooklinema.gov

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--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Deirdre Habershaw <deirdre.habershaw@boston.gov>

Sent: Tuesday, May 23, 2017 11:30 AM EDT

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

Subject: Re: PSnet meeting information for Thursday

Hi Eric,

Thanks. When I try that number I get a message telling me it is not in service. Don't feel that you need to interrupt your time off. Just if you feel there is anything I should know before the meeting Thursday feel free to call.

Thanks,
Deirdre

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Deirdre

I am out all week.

I can call you.

My cell is [617 785 8254](tel:6177858254)

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

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Eric Johnson
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1400 PROVIDENCE HIGHWAY,
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Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
[617-635-1400](tel:617-635-1400)

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, May 23, 2017 12:15 PM EDT
To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
Subject: Re: PSnet meeting informatation for Thursday

That is weird I'm still in USA .

I think we are good . Nothing crazy or alarming happened while we were performing work . It was a collaborative effort. The only thing I had an issue with and it was discussed prior phone call was someone was indicating sabotage. I will leave it at that since I think this is ludicrous.

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On May 23, 2017, at 8:31 AM, Deirdre Habershaw <deirdre.habershaw@boston.gov> wrote:

Hi Eric,

Thanks. When I try that number I get a message telling me it is not in service. Don't feel that you need to interrupt your time off. Just if you feel there is anything I should know before the meeting Thursday feel free to call.

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My cell is [617 785 8254](tel:6177858254)

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ejohnson@lan-tel.com ♣ □

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swilder@brooklinema.gov

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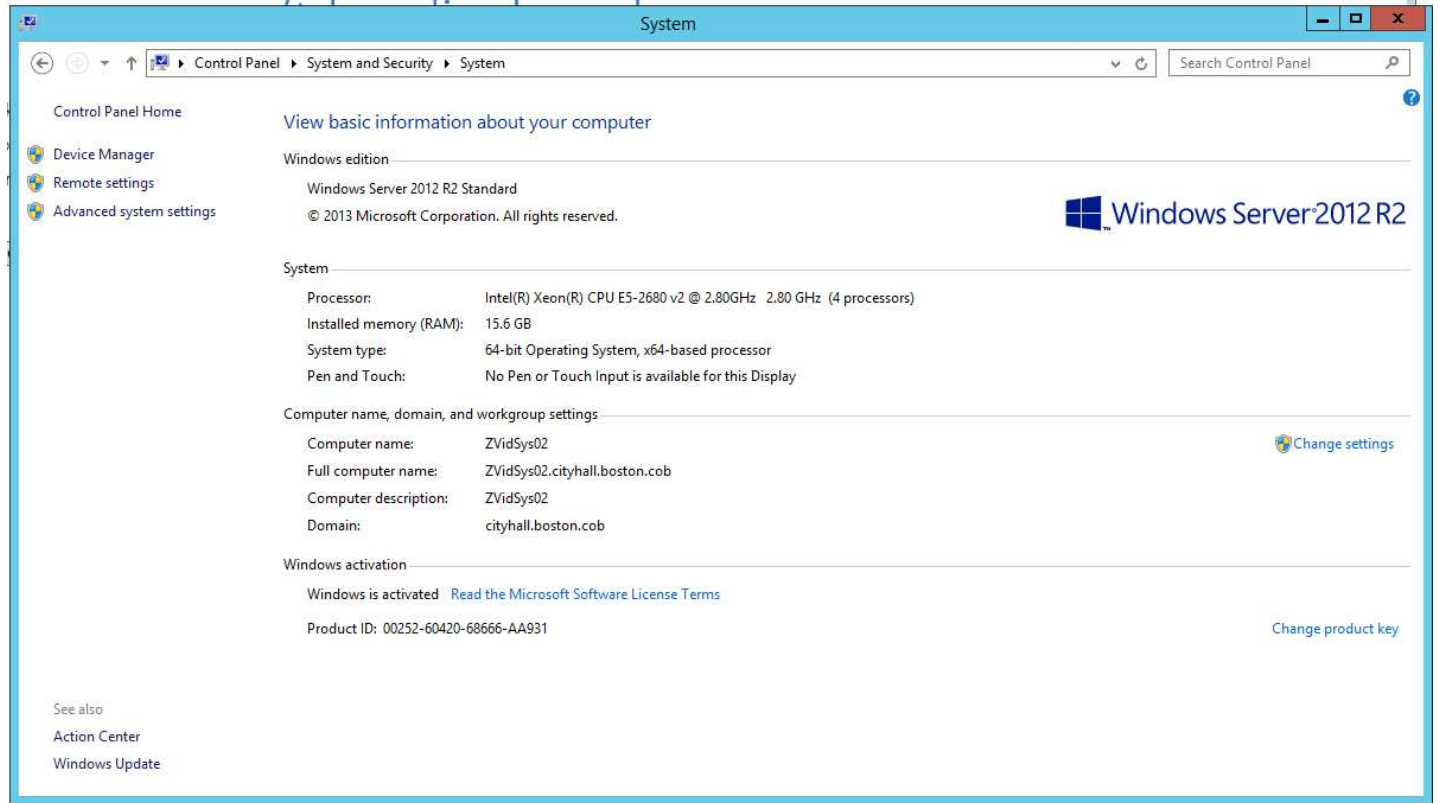
--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
[617-635-1400](tel:617-635-1400)

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Thomas, Ian <ithomas@vidsys.com>
Sent: Wednesday, May 24, 2017 9:53 AM EDT
To: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>; Don Burgess <don.burgess@boston.gov>; Robert Slade <Robert Slade <robert.slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>; William Joyce <William Joyce <william.joyce@boston.gov>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Michael Driscoll <Michael Driscoll <mdriscoll@dvitel.com>; John Grennon <John Grennon <jgrennon@lan-tel.com>; Jason MacDonald <Jason MacDonald <Jason MacDonald@boston.gov>; Peter Clifford <Peter Clifford <Peter.clifford@boston.gov>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>>
Subject: RE: Security Camera Strategy Status Meeting
Zvidsys02 MS Server 2012 license status is activated.



From: Linda Calnan [mailto:linda.calnan@boston.gov]
Sent: Monday, May 22, 2017 4:29 PM
To: Jason Marshall; Michael Flaherty; Reidy, Richard; Brett Haynes; Don Burgess; Robert Slade; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman; Jerry Turner; William Joyce; Jarrod Fullerton; Wilson Aleman; Vincent Stancato; Henry, Brian; Michael Kane; Jim Fitzpatrick; Brian Barcelou; Mike Lynch (DoIT); Shawn Romanoski; Thomas, Ian; Eric Johnson; Michael Driscoll; John Grennon; Jason MacDonald; Peter Clifford; Louis Madeira; Michael Sulprizio; Ramasamy, Krishnamoorthi; Gary Cupido
Subject: Security Camera Strategy Status Meeting

Attached is the status report for this Wednesday's meeting at 9am. Thanks.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston
1 City Hall Square, Room 109
Boston, MA 02201
D: 617-635-2875
C: 781-738-2020
linda.calnan@boston.gov

From: Michael Kane <michael.kane@boston.gov>
Sent: Thursday, May 25, 2017 10:22 AM EDT
To: Bagdonas, Andrew (CDA); Larry Mammoli <larry.mammoli@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Staffier, Steve
Subject: MK: MEMA TV's Drop on 6/7/17 22 Dry Dock Ave 3rd Floor

Hi Andy-

I will be the POC onsite that morning and yes have him park in front. I will see if I can get some cones out there in the am.

My cell is 617-895-7215.

MK

On Thu, May 25, 2017 at 10:08 AM, Bagdonas, Andrew (CDA) <andrew.bagdonas@state.ma.us> wrote:

Good Morning Mike-

We have confirmed we can deliver the TVs on the requested day. They will be delivered by John Holbrook, and possibly an assistant to him. We will be transporting them in a shelter trailer, about 20ft in length. Will he be ok double parking on the road and unloading through the front door, or is there a side lot he can maneuver the trailer into?

Are they going to the first floor or another floor?

Who will the POC be for them that day?

Thanks

Andy



Andrew Bagdonas

Facilities and Technical Services Unit Manager

Massachusetts Emergency Management Agency

Office: [\(508\) 820-1409](tel:(508)820-1409)

Cell: [\(508\) 400-0340](tel:(508)400-0340)

Fax: [\(508\) 820-0258](tel:(508)820-0258)

andrew.bagdonas@state.ma.us

Massachusetts Emergency Management Agency | 400 Worcester Rd | Framingham, MA 01702

--

Michael Kane

Logistics Section Coordinator

Office of Emergency Management (OEM)

85 Bragdon Street | Boston, MA 02201

Phone: [617-343-2413](tel:617-343-2413) | Cell: [617-895-7215](tel:617-895-7215)

michael.kane@boston.gov

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Friday, May 26, 2017 6:26 AM EDT

To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; gturner@cambridgefire.org; damahoney@cambridgefire.org; smaywalt@cambridgepolice.org; kpitts@cambridge911.org

Subject: Cambridge Central Square

Good morning Deirdre

We have received alarms for Central Square Cisco Switch A (10.254.246.117) and CIMS HP switch (10.10.85.11)

We are looking into this and reach out to appropriate people if necessary and will update you as soon as possible.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Friday, May 26, 2017 6:35 AM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; damahoney@cambridgefire.org; gturner@cambridgefire.org; kpitts@cambridge911.org; smaywalt@cambridgepolice.org
Subject: Re: Cambridge Central Square
Attachment(s): "image001.jpg"

Received. Thank you.

On Fri, May 26, 2017 at 6:26 AM Shiro Ando <sando@ftgtechnologies.com> wrote:

Good morning Deirdre

We have received alarms for Central Square Cisco Switch A (10.254.246.117) and CIMS HP switch (10.10.85.11)

We are looking into this and reach out to appropriate people if necessary and will update you as soon as possible.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |

ftg-black-169x39 JPEG

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email.sando@ftgtechnologies.com |

--
Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Turner, Glenn <GTurner@CambridgeFire.Org>

Sent: Friday, May 26, 2017 6:57 AM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Mahoney, David A; Maywalt, Stephen; Pitts, Ken

Subject: Re: Cambridge Central Square

Morning Shiro,

Are you referring to the following:

05/26 06:49:04: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Up

Name: CamCSq-SwA

Map: Cambridge Radio Trunking

Address: 100.124.72.254

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: Down]

Time since last reported down: 1 hour, 18 minutes, 29 seconds

Device's up time: 496 days, 11 hours, 2 minutes, 25 seconds

[Glenn Turner](#) | Wireless Telecommunications Manager

Public Safety Information Technology

[\(978\) 314-1800](#) [cell]

[\(617\) 349-4978](#) [office]

www.cambridgefire.org

www.cambridgepolice.org

www.cambridge911.org

From: Shiro Ando <sando@ftgtechnologies.com>

Date: Friday, May 26, 2017 at 6:26 AM

To: Deirdre Habershaw <deirdre.habershaw@boston.gov>

Cc: Chuck Wade <Chuck@interisle.net>, Michael Kiely <mkiely@police.somerville.ma.us>, Sarah Plowman <Sarah.Plowman@boston.gov>, Scott Wilder <swilder@brooklinema.gov>, Eric Johnson <ejohnson@lan-tel.com>, Glenn Turner <GTurner@CambridgeFire.Org>, David Mahoney <DAMahoney@CambridgeFire.Org>, Stephen Maywalt <SMaywalt@CambridgePolice.Org>, Ken Pitts <KPitts@Cambridge911.Org>

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Shiro

Shiro Ando | [CCIE # 12809](#)

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Friday, May 26, 2017 7:00 AM EDT

To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; damahoney@cambridgefire.org; gturner@cambridgefire.org; kpitts@cambridge911.org; smaywalt@cambridgepolice.org

Subject: RE: Cambridge Central Square

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I will update you all once I know more about what happened.

I noticed this Cisco switch also the same [REDACTED] s the HP. It may just be labeling issue so I will contact Chuck.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Deirdre Habershaw [mailto:deirdre.habershaw@boston.gov]

Sent: Friday, May 26, 2017 6:35 AM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Chuck Wade <Chuck@interisle.net>; Eric Johnson <ejohnson@lan-tel.com>; Michael Kiely <mkiely@police.somerville.ma.us>; Sarah Plowman <Sarah.Plowman@boston.gov>; Scott Wilder <swilder@brooklinema.gov>; damahoney@cambridgefire.org; gturner@cambridgefire.org; kpitts@cambridge911.org; smaywalt@cambridgepolice.org

Subject: Re: Cambridge Central Square

Received. Thank you.

On Fri, May 26, 2017 at 6:26 AM Shiro Ando <sando@ftgtechnologies.com> wrote:

Good morning Deirdre

We have received alarms for Central Square Cisco Switch A (10.254.246.117) and CIMS HP switch (10.10.85.11)
We are looking into this and reach out to appropriate people if necessary and will update you as soon as possible.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |

ftg-black-169x39 JPEG

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| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

--

Deirdre Habershaw

Project Director

Mayor's Office of Emergency Management

One City Hall Square, Rm 204

617-635-1400

From: Turner, Glenn <GTurner@CambridgeFire.Org>

Sent: Friday, May 26, 2017 7:07 AM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Mahoney, David A; Pitts, Ken; Maywalt, Stephen

Subject: Re: Cambridge Central Square

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The City has recently run City fiber into this building to beef up the connection. We use the site as a receive site for our conventional radio as well which was why we committed to getting fiber into the building.

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Hope this sheds a little light on things.

Thanks,

[Glenn Turner](#) | Wireless Telecommunications Manager

Public Safety Information Technology

[\(978\) 314-1800](#) [cell]

[\(617\) 349-4978](#) [office]

www.cambridgefire.org

www.cambridgepolice.org

www.cambridge911.org

From: Shiro Ando <sando@ftgtechnologies.com>

Date: Friday, May 26, 2017 at 7:00 AM

To: Deirdre Habershaw <deirdre.habershaw@boston.gov>

Cc: Chuck Wade <Chuck@interisle.net>, Eric Johnson <ejohnson@lan-tel.com>, Michael Kiely <mkiely@police.somerville.ma.us>, Sarah Plowman <Sarah.Plowman@boston.gov>, Scott Wilder <swilder@brooklinema.gov>, David Mahoney <DAMahoney@CambridgeFire.Org>, Glenn Turner <GTurner@CambridgeFire.Org>, Ken Pitts <KPitts@Cambridge911.Org>, Stephen Maywalt <SMaywalt@CambridgePolice.Org>

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Shiro Ando | CCIE # 12809
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tg-black-169x39 JPEG

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| Office: 617-367-7474 | Fax: 617-367-3331 | [email:sando@fgtechnologies.com](mailto:sando@fgtechnologies.com) |

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Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

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Subject: RE: Cambridge Central Square

Hi Glenn

Yes that's correct,

This switch has multiple IPs and appears in at least two maps so we received both alarms.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



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| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Turner, Glenn [mailto:GTurner@CambridgeFire.Org]

Sent: Friday, May 26, 2017 6:58 AM

To: Shiro Ando <sando@ftgtechnologies.com>; Deirdre Habershaw <deirdre.habershaw@boston.gov>

Cc: Chuck Wade <Chuck@interisle.net>; Michael Kiely <mkiely@police.somerville.ma.us>; Sarah Plowman <Sarah.Plowman@boston.gov>; Scott Wilder <swilder@brooklinema.gov>; Eric Johnson <ejohnson@lan-tel.com>; Mahoney, David A <DAMahoney@CambridgeFire.Org>; Maywalt, Stephen <SMaywalt@CambridgePolice.Org>; Pitts, Ken <KPitts@Cambridge911.Org>

Subject: Re: Cambridge Central Square

Morning Shiro,

Are you referring to the following:

05/26 06:49:04: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Up

Name: CamCSq-SwA

Map: Cambridge Radio Trunking

Address: 100.124.72.254

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: Down]

Time since last reported down: 1 hour, 18 minutes, 29 seconds

Device's up time: 496 days, 11 hours, 2 minutes, 25 seconds

Glenn Turner | Wireless Telecommunications Manager

Public Safety Information Technology

(978) 314-1800 [cell]

(617) 349-4978 [office]

www.cambridgefire.org

www.cambridgepolice.org

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Sent: Friday, May 26, 2017 7:27 AM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Mahoney, David A; Maywalt, Stephen; Pitts, Ken

Subject: Re: Cambridge Central Square

Thanks for the clarification Shiro!

[Glenn Turner](#) | Wireless Telecommunications Manager

Public Safety Information Technology

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From: Shiro Ando <sando@ftgtechnologies.com>

Date: Friday, May 26, 2017 at 7:09 AM

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Date: Friday, May 26, 2017 at 6:26 AM
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| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Friday, May 26, 2017 7:28 AM EDT
To: Turner, Glenn; Deirdre Habershaw <Deirdre.Habershaw@boston.gov>
CC: Chuck Wade <Chuck.Wade@interisle.net>; Eric Johnson <Eric.Johnson@lan-tel.com>; Michael Kiely <Michael.Kiely@police.somerville.ma.us>; Sarah Plowman <Sarah.Plowman@boston.gov>; Scott Wilder <Scott.Wilder@brooklinema.gov>; Mahoney, David A; Pitts, Ken; Maywalt, Stephen
Subject: RE: Cambridge Central Square

Hi Glenn

Thank you, I appreciate your input
I have reached to Chuck about the CIMS HP switch and also to consult on some spanning tree behaviors which may very well be caused by the weather related outages.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Turner, Glenn [mailto:GTurner@CambridgeFire.Org]
Sent: Friday, May 26, 2017 7:08 AM
To: Shiro Ando <sando@ftgtechnologies.com>; Deirdre Habershaw <deirdre.habershaw@boston.gov>
Cc: Chuck Wade <Chuck@interisle.net>; Eric Johnson <ejohnson@lan-tel.com>; Michael Kiely <mkiely@police.somerville.ma.us>; Sarah Plowman <Sarah.Plowman@boston.gov>; Scott Wilder <swilder@brooklinema.gov>; Mahoney, David A <DAMahoney@CambridgeFire.Org>; Pitts, Ken <KPitts@Cambridge911.Org>; Maywalt, Stephen <SMaywalt@CambridgePolice.Org>
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--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Chuck Wade <Chuck@Interisle.net>

Sent: Friday, May 26, 2017 8:57 AM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; gturner@cambridgefire.org; damahoney@cambridgefire.org; smaywalt@cambridgepolice.org; kpitts@cambridge911.org; Glenn Turner <Glenn Turner <GTurner@CambridgeFire.org>>; David Mahoney <David Mahoney <DAMahoney@CambridgeFire.org>>

Subject: Re: Cambridge Central Square

Attachment(s): "smime.p7s"

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Also, the <[REDACTED]> address is the same Cisco 3550-48 switch at this site. This used to be an HP 2510-24, and we assigned this address to the Cisco switch for historical reasons. This is no longer relevant, and we can remove that address. I have also removed at least one instance of this address showing up on the "Core Bos-Cam" map, which I suspect is where you received the notices associated with this address.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 5/26/17 6:26 AM, Shiro Ando wrote:

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| Office: 617-367-7474 | Fax: 617-367-3331 | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Michael Kiely <mkiely@police.somerville.ma.us>
Sent: Friday, May 26, 2017 9:06 AM EDT
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>
CC: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; gturner@cambridgefire.org; damahoney@cambridgefire.org; smaywalt@cambridgepolice.org; kpitts@cambridge911.org
Subject: Re: Cambridge Central Square
Attachment(s): "image001.jpg"

If they are not in use, then why are they "alarmed"? 2 hours of emails and billed time for?
Shiro, thank you for picking up on this non alarm.

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617)625-1600x7241

On May 26, 2017, at 8:57 AM, Chuck Wade <Chuck@Interisle.net> wrote:

Shiro,

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Subject: Re: Cambridge Central Square

Attachment(s): "image001.jpg"

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Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On May 26, 2017, at 8:58 AM, Chuck Wade <Chuck@Interisle.net> wrote:

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From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Friday, May 26, 2017 10:09 AM EDT

To: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <ejohnson@lan-tel.com>>; gturner@cambridgefire.org; damahoney@cambridgefire.org; smaywalt@cambridgepolice.org; kpitts@cambridge911.org

Subject: RE: Cambridge Central Square

Hi Sgt Kiely,

I have asked our service department not to add these hours to our monthly bill.

I have also asked our NOC to ignore any alarm for Cambridge Central Square until further notice per Chuck's instructions.

Thank you

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Michael Kiely [mailto:mkiely@police.somerville.ma.us]

Sent: Friday, May 26, 2017 9:06 AM

To: Chuck Wade <Chuck@Interisle.net>

Cc: Shiro Ando <sando@ftgtechnologies.com>; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <Sarah.Plowman@boston.gov>; Scott Wilder <swilder@brooklinema.gov>; Eric Johnson <ejohnson@lan-tel.com>; gturner@cambridgefire.org; damahoney@cambridgefire.org; smaywalt@cambridgepolice.org; kpitts@cambridge911.org

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If they are not in use, then why are they "alarmed"? 2 hours of emails and billed time for?

Shiro, thank you for picking up on this non alarm.

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617)625-1600x7241

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Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
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www.interisle.net

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<image001.jpg>

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Subject: Re: Cambridge Central Square
Attachment(s): "image001.jpg"

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From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Friday, May 26, 2017 10:36 AM EDT
To: Chuck Wade <Chuck Wade <Chuck@interisle.net>>
CC: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; gturner@cambridgefire.org; damahoney@cambridgefire.org; smaywalt@cambridgepolice.org; kpitts@cambridge911.org
Subject: Re: Cambridge Central Square

Hi Chuck,

Is this level of detail documented anywhere, or are these things that are contained solely in your memory? We have made progress in getting the SharePoint support on contract. That will be taking shape in the next few weeks, but assuming that we had the site fully functional and ready to go today can I assume that there is suitable documentation available that another vendor could easily pull up the information you just shared?

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--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

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CC: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; gturner@cambridgefire.org; damahoney@cambridgefire.org; smaywalt@cambridgepolice.org; kpitts@cambridge911.org
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Chuck, thank you! So I guess I'm confused now. How long has this switch been alarmed on intermapper? Who alarmed it? When the switch was taken out of service, why wasn't the alarm disabled?
I look forward to understanding this better.

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Homeland Security &
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Hi Sgt Kiely

Thank you.

We very much value Chuck/Eric's local and intimate knowledge and they both have been very helpful to us as we try to become more familiar with PSnet.

Our goal is to work with the committee and other vendors and learn as much and quickly as possible so we can support PSnet better.

We did not know about the situation at Central Square. I reached out to Chuck and he responded promptly to my questions.

I am sure there will more situations that require us reaching out to Chuck and/or Eric.

I promise that we will be fair to the committee on hours we spend.

There has been and will continue to be some learning curve for FTG.

During the process, we are ok with not billing certain items. I feel this incident is one of them

We are not here to bill any and every hour we spend especially while we get ourselves more familiar with the environment.

Thank you

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Subject: FTG Project Manager

Good Morning Inter-isle and Lan-tel,

Karen Coye is no longer the primary contact for the PSnet support contract. For the time being, Shiro Adno will be our primary point of contact until you hear otherwise from us. Please make sure your team members know that correspondence should be sent to Shiro at: [617-293-7823](tel:617-293-7823) or (sando@ftgtechnologies.com)

Thank you,

--

Deirdre Habershaw

Project Director

Mayor's Office of Emergency Management

One City Hall Square, Rm 204

617-635-1400

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Sent: Friday, May 26, 2017 11:21 AM EDT
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Subject: Re: Cambridge Central Square
Attachment(s): "smime.p7s"

Sgt. Kiely,

You asked:

1. *How long has this switch been alarmed on InterMapper?*
 - It has been monitored by InterMapper since it was deployed back in 2015, as we do for all active network equipment.
2. *Who alarmed it?*
 - Interisle set up notifications so that we would receive alerts and traps from all equipment on the Cambridge InterMapper map. Again, this is standard practice.
 - We also defined a notifier for Cambridge so that they receive notices from the active devices in Cambridge. When Glenn Turner replied to Shiro earlier this morning, he referenced the notification he had received.
 - Recently, we set up an FTG-specific notifier so they could control which notices they receive network-wide.
3. *When the switch was taken out of service, why wasn't the alarm disabled?*
 - This switch is not out of service. However, there are no applications at the site currently being used.
 - The problem with the microwave link to this site is well-known, and the solution in this case is to move to fiber. I did discuss this issue with FTG when they were studying the Cambridge portion of PSnet.
 - Soon, we expect that Cambridge will connect this switch to their fiber plant, at which point Cambridge will activate their radio receivers at this site, and it will again become a site where we will want to respond to any events of note.

To avoid confusion, I will also note that the Central Square (675 Mass. Ave.) site was originally a CIMS backhaul site for the CIMS cameras deployed in Cambridge. However, Cambridge decided to not use their CIMS cameras, but also to not remove them. At this point, I believe there is only one camera that might still be working associated with the Central Square site. Since no one looks at these cameras, it is difficult to say whether any are still working or not. Since we monitor all equipment connected into PSnet, we monitor these camera connections, but that is all.

I hope this clarifies things...

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 5/26/17 10:37 AM, Michael Kiely wrote:

Chuck, thank you! So I guess I'm confused now. How long has this switch been alarmed on intermapper? Who alarmed it? When the switch was taken out of service, why wasn't the alarm disabled?
I look forward to understanding this better.

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617)625-1600x7241

On May 26, 2017, at 10:34 AM, Chuck Wade <Chuck@Interisle.net> wrote:

Sgt. Kiely,

FTG controls the notifications they receive, since we set up a separate InterMapper "notifier" for them.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 5/26/17 10:14 AM, Michael Kiely wrote:

Shiro, my question was directed to Chuck. I'm still waiting for an answer to my questions to him. You should bill appropriately as you did what we are asking of FTG.

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617)625-1600x7241

On May 26, 2017, at 10:09 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Sgt Kiely,

I have asked our service department not to add these hours to our monthly bill.

I have also asked our NOC to ignore any alarm for Cambridge Central Square until further notice per Chuck's instructions.

Thank you
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

|2 Battery March Park | Suite 401 | Quincy, MA 02169|
| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Michael Kiely [<mailto:mkiely@police.somerville.ma.us>]
Sent: Friday, May 26, 2017 9:06 AM
To: Chuck Wade <Chuck@Interisle.net>
Cc: Shiro Ando <sando@ftgtechnologies.com>; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <Sarah.Plowman@boston.gov>; Scott Wilder <swilder@brooklinema.gov>; Eric Johnson <ejohnson@lan-tel.com>; gturner@cambridgefire.org; damahoney@cambridgefire.org; smaywalt@cambridgepolice.org; kpitts@cambridge911.org
Subject: Re: Cambridge Central Square

If they are not in use, then why are they "alarmed"? 2 hours of emails and billed time for?

Shiro, thank you for picking up on this non alarm.

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617)625-1600x7241

On May 26, 2017, at 8:57 AM, Chuck Wade <Chuck@Interisle.net> wrote:

Shiro,

The alarms/notifications associated with the Cambridge Central Square site can be ignored. There are no applications currently in use at that site at this time. The reason for the down/up notices is that we get periods of intense interference that knock out the microwave link to the site. Cambridge has run fiber into this site, and I anticipate that they will shortly connect their city fiber to the Cisco 3550-48 at this site. At that point, Cambridge will start using the radio receivers at this site, and we will want to respond to notices after the cutover to fiber.

Also, the <10.10.85.11> address is the same Cisco 3550-48 switch at this site. This used to be an HP 2510-24, and we assigned this address to the

Cisco switch for historical reasons. This is no longer relevant, and we can remove that address. I have also removed at least one instance of this address showing up on the "Core Bos-Cam" map, which I suspect is where you received the notices associated with this address.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 5/26/17 6:26 AM, Shiro Ando wrote:

Good morning Deirdre

We have received alarms for Central Square Cisco Switch A (10.254.246.117) and CIMS HP switch (10.10.85.11)
We are looking into this and reach out to appropriate people if necessary and will update you as soon as possible.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Friday, May 26, 2017 11:26 AM EDT

To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: chuck wade <chuck wade <Chuck@interisle.net>>; Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Harold Cataldo <Harold Cataldo <harold.cataldo@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mahoney, David A; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Stephen Maywalt <Stephen Maywalt <SMaywalt@cambridgepolice.org>>

Subject: Re: FTG Project Manager

I have it thank you

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On May 26, 2017, at 8:10 AM, Deirdre Habershaw <deirdre.habershaw@boston.gov> wrote:

Good Morning Inter-isle and Lan-tel,

Karen Coye is no longer the primary contact for the PSnet support contract. For the time being, Shiro Adno will be our primary point of contact until you hear otherwise from us. Please make sure your team members know that correspondence should be sent to Shiro at: [617-293-7823](tel:617-293-7823) or (sando@ftgtechnologies.com)

Thank you,

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Chuck Wade <Chuck@Interisle.net>
Sent: Friday, May 26, 2017 11:38 AM EDT
To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
CC: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; gturner@cambridgefire.org; damahoney@cambridgefire.org; smaywalt@cambridgepolice.org; kpitts@cambridge911.org; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: Re: Cambridge Central Square
Attachment(s): "smime.p7s"

Deirdre,

You ask if this level of detail is documented anywhere? The answer is yes, through email exchanges with the relevant parties, including the Radio team in Cambridge, comprising Chief Reardon, Glenn Turner, and Dave Mahoney.

So, no, this information is not solely in my memory. I also copy my partners on all technical issues I deal with, as they do for me.

Regarding SharePoint, putting documentation there in a form that any vendor could easily pull it up will take some significant effort.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 5/26/17 10:36 AM, Deirdre Habershaw wrote:

Hi Chuck,

Is this level of detail documented anywhere, or are these things that are contained solely in your memory? We have made progress in getting the SharePoint support on contract. That will be taking shape in the next few weeks, but assuming that we had the site fully functional and ready to go today can I assume that there is suitable documentation available that another vendor could easily pull up the information you just shared?

On Fri, May 26, 2017 at 8:57 AM, Chuck Wade <Chuck@interisle.net> wrote:

Shiro,

The alarms/notifications associated with the Cambridge Central Square site can be ignored. There are no applications currently in use at that site at this time. The reason for the down/up notices is that we get periods of intense interference that knock out the microwave link to the site. Cambridge has run fiber into this site, and I anticipate that they will shortly connect their city fiber to the Cisco 3550-48 at this site. At that point, Cambridge will start using the radio receivers at this site, and we will want to respond to notices after the cutover to fiber.

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...Chuck

Chuck Wade, Principal
Interisle Consulting Group
[+1 508 435-3050](tel:+15084353050) Office
[+1 508 277-6439](tel:+15082776439) Mobile
www.interisle.net

On 5/26/17 6:26 AM, Shiro Ando wrote:

Good morning Deirdre

We have received alarms for Central Square Cisco Switch A (10.254.246.117) and CIMS HP switch (10.10.85.11)

We are looking into this and reach out to appropriate people if necessary and will update you as soon as possible.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



|2 Batterymarch Park |Suite 401 |Quincy, MA 02169|

|Office: [617-367-7474](tel:617-367-7474) |Fax: [617-367-3331](tel:617-367-3331) |[email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Friday, May 26, 2017 10:48 PM EDT

To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; chuck wade <chuck wade <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>

Subject: Quincy BoNet Boundary Router install

Hi Deirdre

Eric Ricciardi from the city of Quincy and Chuck confirmed their availabilities for the new BoNet Boundary Router (BBR) installation at Coddington Data Center on Tuesday June 6.

We are scheduled to start at 9am.

Chuck has given us clear instructions and the installation for this site is fairly straightforward so we don't anticipate any issues, but we will keep you informed

Please let me know if you have any questions/concerns.

I hope everyone has a safe and happy Memorial Day weekend.

Thank you

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Saturday, May 27, 2017 6:58 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; chuck wade <chuck wade <Chuck@interisle.net>>
CC: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>
Subject: Re: Quincy BoNet Boundary Router install
Attachment(s): "image001.jpg"

Received. Thank you.

On Fri, May 26, 2017 at 10:48 PM Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Deirdre

Eric Ricciardi from the city of Quincy and Chuck confirmed their availabilities for the new BoNet Boundary Router (BBR) installation at Coddington Data Center on Tuesday June 6.

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Please let me know if you have any questions/concerns.

I hope everyone has a safe and happy Memorial Day weekend.

Thank you

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |

ftg-black-169x39 JPEG

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Rich Ahern <rahem@lan-tel.com>
Sent: Tuesday, May 30, 2017 8:19 AM EDT
To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: RE: CIMS - SSA 2017 - 2018
Attachment(s): "CIMS Global SSA proposal 1 year (2017 - 2018).pdf"

Good Morning Deirdre,
Sorry to be a pain but I wanted to follow up one more time for the renewal. The current SSA expires June 30

Thank you,

Rich Ahern
Director of Service

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.680.5902 | M 781.801.9419 | F 781.551.8667

rahem@lan-tel.com | www.lan-tel.com
FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

*****PLEASE NOTE WE HAVE A NEW SERVICE DIRECT LINE 1-844-575-2001*****

From: Rich Ahern
Sent: Monday, May 15, 2017 7:46 AM
To: 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>
Cc: Eric Johnson (ejohnson@lan-tel.com) <ejohnson@lan-tel.com>
Subject: RE: CIMS - SSA 2017 - 2018

Good Morning Deirdre,
I am just following up on the quote for the CIMS SSA for July 1, 2017 – June 30, 2018

Thank you,

Rich Ahern
Director of Service

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.680.5902 | M 781.801.9419 | F 781.551.8667

rahem@lan-tel.com | www.lan-tel.com
FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

*****PLEASE NOTE WE HAVE A NEW SERVICE DIRECT LINE 1-844-575-2001*****

From: Rich Ahern
Sent: Monday, April 17, 2017 11:26 AM
To: 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>
Cc: Eric Johnson (ejohnson@lan-tel.com) <ejohnson@lan-tel.com>
Subject: CIMS - SSA 2017 - 2018

Good Morning Deirdre,
I wanted to touch base with you on the CIMS Global SSA. The current SSA will expire on June 30, 2017. I have attached a 1 year renewal for July 1, 2017 – June 30, 2018. Any questions please let me know

Thank you,



Rich Ahern

Director of Service

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.680.5902 | **M** 781.801.9419 | **F** 781.551.8667

rahern@lan-tel.com | www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

*****PLEASE NOTE WE HAVE A NEW SERVICE DIRECT LINE 1-844-575-2001*****

From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Tuesday, May 30, 2017 12:10 PM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: chuck wade <chuck wade <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>
Subject: Re: Quincy BoNet Boundary Router install

Good afternoon,

Just confirming that tomorrow at 11am works for us. Scott has offered to host at the Brookline Public Safety Building 350 Washington Street in Brookline.

Best,
Deirdre

On Fri, May 26, 2017 at 10:48 PM, Shiro Ando<sando@ftgtechnologies.com> wrote:

Hi Deirdre

Eric Ricciardi from the city of Quincy and Chuck confirmed their availabilities for the new BoNet Boundary Router (BBR) installation at Coddington Data Center on Tuesday June 6.

We are scheduled to start at 9am.

Chuck has given us clear instructions and the installation for this site is fairly straightforward so we don't anticipate any issues, but we will keep you informed

Please let me know if you have any questions/concerns.

I hope everyone has a safe and happy Memorial Day weekend.

Thank you

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | email: sando@ftgtechnologies.com |

--
Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management

One City Hall Square, Rm 204
617-635-1400

From: Michael Kiely <mkiely@police.somerville.ma.us>

Sent: Tuesday, May 30, 2017 12:15 PM EDT

To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: chuck wade <chuck wade <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>

Subject: RE: Quincy BoNet Boundary Router install

I am unable to attend. Please share my thoughts on what and how I feel on this!

Thank you.

Mike

From: Deirdre Habershaw [mailto:deirdre.habershaw@boston.gov]

Sent: Tuesday, May 30, 2017 12:11 PM

To: Shiro Ando

Cc: chuck wade; Eric Johnson; Scott Wilder; Michael Kiely; Sarah Plowman

Subject: Re: Quincy BoNet Boundary Router install

Good afternoon,

Just confirming that tomorrow at 11am works for us. Scott has offered to host at the Brookline Public Safety Building 350 Washington Street in Brookline.

Best,

Deirdre

On Fri, May 26, 2017 at 10:48 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

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I hope everyone has a safe and happy Memorial Day weekend.

Thank you

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | email:sando@ftgtechnologies.com |

--

Deirdre Habershaw

Project Director

Mayor's Office of Emergency Management

One City Hall Square, Rm 204

617-635-1400

From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Tuesday, May 30, 2017 12:16 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Fwd: Quincy BoNet Boundary Router install

Sorry, Eric, you can disregard this message. It is solely for FTG.

----- Forwarded message -----

From: **Deirdre Habershaw** <deirdre.habershaw@boston.gov>
Date: Tue, May 30, 2017 at 12:10 PM
Subject: Re: Quincy BoNet Boundary Router install
To: Shiro Ando <sando@ftgtechnologies.com>
Cc: chuck wade <Chuck@interisle.net>, Eric Johnson <ejohnson@lan-tel.com>, Scott Wilder <swilder@brooklinema.gov>, Michael Kiely <mkiely@police.somerville.ma.us>, Sarah Plowman <Sarah.Plowman@boston.gov>

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Deirdre

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Thank you

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | email: sando@ftgtechnologies.com |

|

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
[617-635-1400](tel:617-635-1400)

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Tuesday, May 30, 2017 12:20 PM EDT
To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
CC: chuck wade <chuck wade <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>
Subject: RE: Quincy BoNet Boundary Router install

Thank you

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Deirdre Habershaw [mailto:deirdre.habershaw@boston.gov]
Sent: Tuesday, May 30, 2017 12:11 PM
To: Shiro Ando <sando@ftgtechnologies.com>
Cc: chuck wade <Chuck@interisle.net>; Eric Johnson <ejohnson@lan-tel.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; Sarah Plowman <Sarah.Plowman@boston.gov>
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Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | email:sando@ftgtechnologies.com |

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Wednesday, May 31, 2017 12:50 PM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Robert Verdone <Robert Verdone <rverdone@chelseama.gov>>
Subject: Fwd: Soldiers' Home power outage tonight

FYI, I am forwarding this message from our public safety partners in Chelsea.

Sent from my iPhone

Begin forwarded message:

From: "Verdone, Robert" <RVerdone@chelseama.gov>
Date: May 31, 2017 at 11:33:33 AM EDT
To: 'John Surette' <john.surette@pd.boston.gov>, "'DERDAK@bostonems.org'" <DERDAK@bostonems.org>, "Conlon, Joseph" <JConlon@chelseama.gov>, "Quatieri, John" <JQuatieri@chelseama.gov>, "Griffin, Robert" <RGriffin@chelseama.gov>, "Taverna, Bert" <BTaverna@chelseama.gov>, "'GCurreri@sidebandsys.com'" <GCurreri@sidebandsys.com>, 'Chuck Wade' <Chuck@Interisle.net>, Scott Wilder <swilder@brooklinema.gov>, 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>, "Alpert, Allan" <AAlpert@chelseama.gov>
Subject: **Soldiers' Home power outage tonight**

All,

We have just been notified that Eversource is planning a power outage that will affect the Soldiers' Home facility. The outage is planned for tomorrow morning between the hours of 0100hrs and 0700hrs.

The Soldiers' Home electrician has verified that the penthouse is covered by the facilities generator.

Sorry for the late notice, we had just found out as well.

Please let me know if you have any questions.



**Robert A.
Verdone**
Assistant Director
City of Chelsea
Emergency Management

Desk: (617)-466-4672
24 hr: (617)-466-4662
Cell: (339)-226-1611
[Twitter](#) / [Facebook](#)

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Wednesday, May 31, 2017 12:57 PM EDT

To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Robert Verdone <RVerdone@chelseama.gov>>

Subject: Re: Soldiers' Home power outage tonight

Attachment(s): "image001.jpg"

Thank you

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On May 31, 2017, at 12:50 PM, Deirdre Habershaw <deirdre.habershaw@boston.gov> wrote:

FYI, I am forwarding this message from our public safety partners in Chelsea.

Sent from my iPhone

Begin forwarded message:

From: "Verdone, Robert" <RVerdone@chelseama.gov>

Date: May 31, 2017 at 11:33:33 AM EDT

To: 'John Surette' <john.surette@pd.boston.gov>, "'DERDAK@bostonems.org'" <DERDAK@bostonems.org>, "Conlon, Joseph" <JConlon@chelseama.gov>, "Quatieri, John" <JQuatieri@chelseama.gov>, "Griffin, Robert" <RGriffin@chelseama.gov>, "Taverna, Bert" <BTaverna@chelseama.gov>, "'GCurreri@sidebandsys.com'" <GCurreri@sidebandsys.com>, 'Chuck Wade' <Chuck@Interisle.net>, Scott Wilder <swilder@brooklinema.gov>, 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>, "Alpert, Allan" <AAlpert@chelseama.gov>

Subject: Soldiers' Home power outage tonight

All,

We have just been notified that Eversource is planning a power outage that will affect the Soldiers' Home facility. The outage is planned for tomorrow morning between the hours of 0100hrs and 0700hrs.

The Soldiers' Home electrician has verified that the penthouse is covered by the facilities generator.

Sorry for the late notice, we had just found out as well.

Please let me know if you have any questions.

**Robert A.
Verdone**

**Assistant Director
City of Chelsea**

<image001.jpg> **Emergency Management**

Desk: (617)-466-4672

24 hr: (617)-466-4662

Cell: (339)-226-1611

[Twitter](#) / [Facebook](#)

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, May 31, 2017 12:57 PM EDT
To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
CC: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Robert Verdone <RVerdone@chelseama.gov>>
Subject: Re: Soldiers' Home power outage tonight
Attachment(s): "image001.jpg"

Thanks

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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Sent from my iPhone

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Date: May 31, 2017 at 11:33:33 AM EDT
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Subject: **Soldiers' Home power outage tonight**

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The Soldiers' Home electrician has verified that the penthouse is covered by the facilities generator.

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Please let me know if you have any questions.

**Robert A.
Verdone**

**Assistant Director
City of Chelsea**

<image001.jpg> ***Emergency* Management**

Desk: (617)-466-4672

24 hr: (617)-466-4662

Cell: (339)-226-1611

[Twitter](#) / [Facebook](#)

From: Chuck Wade <Chuck@Interisle.net>

Sent: Wednesday, May 31, 2017 1:51 PM EDT

To: Verdone, Robert; John Surette <'John Surette' <john.surette@pd.boston.gov>>; DERDAK@bostonems.org; Conlon, Joseph; Quatieri, John; Griffin, Robert; Taverna, Bert; GCurreri@sidebandsys.com; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>; Alpert, Allan; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; Jim Rex <Jim Rex <JREx@LAN-TEL.com>>; Shiro Ando <Shiro Ando <SAndo@FTGTechnologies.com>>

CC: Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>

Subject: Re: Soldiers' Home power outage tonight

Attachment(s): "smime.p7s"

Rob,

Thank you for this heads up.

Please note that our real world experience indicates that the PSnet equipment rack is NOT on a circuit with a standby generator. While we have been assured on several occasions that the PSnet rack is [supposed to be] protected by a standby generator, our experience every time power has been lost at the Soldiers' Home Quigley Hospital is that PSnet stays up at this site only as long as the batteries in the UPSs last (roughly 45 minutes). However, we do have evidence that the equipment in the radio room has standby power protection.

Therefore, PSnet services at this site will most likely go down when the UPS batteries are exhausted. The services we expect to be impacted are:

- CIMS cameras that are backhauled via Soldiers' Home
- City of Chelsea communications to Detectives' room at Quigley (including telephone services)
- All microwave connections, including these backbone links:
 - Revere PD
 - Winthrop PD
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 - Chelsea EOC
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Note that PSnet has sufficient path diversity to maintain services to all other sites, except Soldiers' Home. In particular, Chelsea will not be isolated from the PSnet backbone, nor will Revere and Winthrop (Everett's link to Soldiers' Home is currently down, anyway). There will, however, be significant routing updates when the Soldiers' Home site goes offline, and when it comes back up. These routing events may create the appearance of brief network disruptions lasting 20 - 30 seconds. This will likely cause the Chelsea MCC7500 to briefly lose its connection to the Zone 2 Core. Other MCC7500 Consoles in the Metro North sub-region should not be impacted.

A possible preventative measure would be to connect one of the PSnet UPSs to a circuit in the Radio Room that is known to be on the standby generator. This could be done with an extension cord capable of carrying 10 Amps (PSnet equipment uses 5.1 Amps continuous). There is an access hole in the wall that could be used to feed the power through to the PSnet rack on the other side of the wall.

I have added LAN-TEL and FTG to this response, so they are informed. I will separately advise the Metro North RECC that they may see minor impact on some camera feeds during re-routing events, though they will probably see no service impact at all due to their fiber plant.

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 5/31/17 11:33 AM, Verdone, Robert wrote:

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Assistant Director
City of Chelsea
Emergency Management

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24 hr: (617)-466-4662
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From: Scott Wilder <swilder@brooklinema.gov>

Sent: Wednesday, May 31, 2017 2:12 PM EDT

To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Verdone, Robert; John Surette <'John Surette' <john.surette@pd.boston.gov>>; DERDAK@bostonems.org; Conlon, Joseph; Quatieri, John; Griffin, Robert; Taverna, Bert; GCurreri@sidebandsys.com; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>; Alpert, Allan; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; Jim Rex <Jim Rex <JREx@LAN-TEL.com>>; Shiro Ando <Shiro Ando <SAndo@FTGTechnologies.com>>

CC: Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>

Subject: RE: Soldiers' Home power outage tonight

Chuck,

Thanks for the information , it seems the precaution of getting the PSnet equipment to a known outlet that is connected to the generator should be a simple undertaking, to keep things on line.

Thanks

Scott

From: Chuck Wade [mailto:Chuck@Interisle.net]

Sent: Wednesday, May 31, 2017 1:51 PM

To: Verdone, Robert; 'John Surette'; 'DERDAK@bostonems.org'; Conlon, Joseph; Quatieri, John; Griffin, Robert; Taverna, Bert; 'GCurreri@sidebandsys.com'; Scott Wilder; 'Deirdre Habershaw'; Alpert, Allan; Eric Johnson; Mark Savage; Jim Rex; Shiro Ando

Cc: Fred Goldstein; Colin Strutt

Subject: Re: Soldiers' Home power outage tonight

Importance: High

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**Robert A.
Verdone**

**Assistant Director
City of Chelsea
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Desk: (617)-466-4672

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[Twitter](#) / [Facebook](#)

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From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Wednesday, May 31, 2017 2:28 PM EDT

To: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Verdone, Robert; John Surette <'John Surette' <john.surette@pd.boston.gov>>; DERDAK@bostonems.org; Conlon, Joseph; Quatieri, John; Griffin, Robert; Taverna, Bert; GCurreri@sidebandsys.com; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>; Alpert, Allan; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; Jim Rex <Jim Rex <JRex@LAN-TEL.com>>

CC: Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>

Subject: RE: Soldiers' Home power outage tonight

Hi Scott/Chuck

We can send a tech out this afternoon.

Please let us know if would like us to do so.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Scott Wilder [mailto:swilder@brooklinema.gov]

Sent: Wednesday, May 31, 2017 2:12 PM

To: Chuck Wade <Chuck@Interisle.net>; Verdone, Robert <RVerdone@chelseama.gov>; 'John Surette' <john.surette@pd.boston.gov>; 'DERDAK@bostonems.org' <DERDAK@bostonems.org>; Conlon, Joseph <JConlon@chelseama.gov>; Quatieri, John <JQuatieri@chelseama.gov>; Griffin, Robert <RGriffin@chelseama.gov>; Taverna, Bert <BTaverna@chelseama.gov>; 'GCurreri@sidebandsys.com' <GCurreri@sidebandsys.com>; 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>; Alpert, Allan <AAlpert@chelseama.gov>; Eric Johnson <EJohnson@LAN-TEL.com>; Mark Savage <MSavage@LAN-TEL.com>; Jim Rex <JRex@LAN-TEL.com>; Shiro Ando <sando@ftgtechnologies.com>

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Cc: Fred Goldstein; Colin Strutt

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Importance: High

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From: Michael Kane <michael.kane@boston.gov>

Sent: Wednesday, May 31, 2017 2:40 PM EDT

To: edward.mccarthy@boston.gov <edward.mccarthy@boston.gov>

CC: James Riley <James Riley <james.riley@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Ronald Bashista <Ronald Bashista <ronald.bashista@boston.gov>>; jason.macdonald.bfd@cityofboston.gov <jason.macdonald.bfd@cityofboston.gov>

Subject: Mike Kane (OEM)- BFD gear request for sail Boston

Ed-

Thanks for the help today.

I sent you, Jason, and Jim an invite for when our equipment Mema equipment comes in.

If we could borrow the following it would be very helpful:

Video splitter module And hdmi cables for 3 sources as well as a tech to set up.

4 projectors
4 5'x5' screens
4 laptops with projector connectors.

Any questions or concerns let me know.

I appreciate the help and see you next week.

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Jason MacDonald <jason.macdonald@boston.gov>

Sent: Wednesday, May 31, 2017 2:51 PM EDT

To: Michael Kane <Michael Kane <michael.kane@boston.gov>>

CC: edward.mccarthy@boston.gov; James Riley <james.riley@boston.gov>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Ronald Bashista <Ronald Bashista <ronald.bashista@boston.gov>>; jason.macdonald.bfd@cityofboston.gov

Subject: Re: Mike Kane (OEM)- BFD gear request for sail Boston

Eddie is the Best!!!!

JM

"Sent using speak to text - please excuse any grammar and or spelling errors"

On May 31, 2017, at 2:40 PM, Michael Kane <michael.kane@boston.gov> wrote:

Ed-

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Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Wednesday, May 31, 2017 4:11 PM EDT

To: Verdone, Robert

CC: Scott Wilder <swilder@brooklinema.gov>; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; Chuck Wade <Chuck@Interisle.net>; Eric Johnson <EricJohnson@LAN-TEL.com>

Subject: RE: Soldiers' Home power outage tonight

Hi Rob

I am adding Chuck from Interisle and Eric from LAN-TEL(I did not realize they were left out on this thread)

We don't believe Home Depot carries them (I could be wrong), but we can check our warehouse.

Any chance you can take a picture of plugs we need at both ends?

Also how long of extension cord do you need?

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Verdone, Robert [mailto:RVerdone@chelseama.gov]

Sent: Wednesday, May 31, 2017 3:55 PM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Verdone, Robert <RVerdone@chelseama.gov>; Scott Wilder <swilder@brooklinema.gov>; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>

Subject: Re: Soldiers' Home power outage tonight

The ups's on the PSnet rack have 20amp plugs on them (T-shaped) I do not have an extension cord like that. I may be able to purchase one from home depot...I'm not sure if they make them though.

Very Respectfully,

Robert Verdone, Asst. Director
City of Chelsea
Emergency Management

Cell: 339-226-1611

Desk: 617-466-4672

On May 31, 2017, at 14:39, Shiro Ando <sando@ftgtechnologies.com> wrote:

Thank you Rob

We will be standing by, please let me know if you need anything.

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Verdone, Robert [mailto:RVerdone@chelseama.gov]

Sent: Wednesday, May 31, 2017 2:35 PM

To: Scott Wilder <swilder@brooklinema.gov>

Cc: Shiro Ando <sando@ftgtechnologies.com>; Verdone, Robert <RVerdone@chelseama.gov>; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>

Subject: Re: Soldiers' Home power outage tonight

I think I have the resources and technical aptitude to accomplish this!

I'll let you know if there are any questions.

Very Respectfully,

Robert Verdone, Asst. Director
City of Chelsea
Emergency Management

Cell: 339-226-1611
Desk: 617-466-4672

On May 31, 2017, at 14:31, Scott Wilder <swilder@brooklinema.gov> wrote:

Rob,

Do you need FTG to swing in and make that connection to an outlet connected to the generator, or is that something your guys can handle?

Thanks
Scott

From: Shiro Ando [<mailto:sando@ftgtechnologies.com>]
Sent: Wednesday, May 31, 2017 2:29 PM
To: Scott Wilder; Chuck Wade; Verdone, Robert; 'John Surette'; 'DERDAK@bostonems.org'; Conlon, Joseph; Quatieri, John; Griffin, Robert; Taverna, Bert; 'GCurreri@sidebandsys.com'; 'Deirdre Habershaw'; Alpert, Allan; Eric Johnson; Mark Savage; Jim Rex
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Subject: RE: Soldiers' Home power outage tonight
Importance: High

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Importance: High

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Please let me know if you have any questions.

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City of Chelsea

Emergency Management

<image002.jpg>

Desk: (617)-466-4672

24 hr: (617)-466-4662

Cell: (339)-226-1611

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Sent: Wednesday, May 31, 2017 4:15 PM EDT

To: Verdone, Robert

CC: Scott Wilder <swilder@brooklinema.gov>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>

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Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

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Subject: MITC - 200 Arlington Street, Chelsea -

Good afternoon,

Bob Lavery Jr(FTG) will be on site tomorrow morning to inspect the equipment on the roof of MITC.

This was requested by Michael Leary (EOPSS) and Chuck.

MITC building maintenance has noticed one of the pieces of equipment on the roof appears to have moved causing a piece to fall.

Chuck noticed the problems with the BridgeWave link from Chelsea EOC/E911 to MITC last week as well.

Chuck will assist Bob in locating the PSnet equipment.

I will send an update after our visit tomorrow.

Thanks

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Subject: Re: Soldiers' Home power outage tonight

I think I have the resources and technical aptitude to accomplish this!

I'll let you know if there are any questions.

Very Respectfully,

Robert Verdone, Asst. Director
City of Chelsea
Emergency Management

Cell: 339-226-1611
Desk: 617-466-4672

On May 31, 2017, at 14:31, Scott Wilder <swilder@brooklinema.gov> wrote:

Rob,

Do you need FTG to swing in and make that connection to an outlet connected to the generator, or is that something your guys can handle?

Thanks
Scott

From: Shiro Ando [<mailto:sando@ftgtechnologies.com>]
Sent: Wednesday, May 31, 2017 2:29 PM
To: Scott Wilder; Chuck Wade; Verdone, Robert; 'John Surette'; 'DERDAK@bostonems.org';
Conlon, Joseph; Quatieri, John; Griffin, Robert; Taverna, Bert; 'GCurreri@sidebandsys.com';
'Deirdre Habershaw'; Alpert, Allan; Eric Johnson; Mark Savage; Jim Rex
Cc: Fred Goldstein; Colin Strutt

Subject: RE: Soldiers' Home power outage tonight
Importance: High

Hi Scott/Chuck
We can send a tech out this afternoon.
Please let us know if would like us to do so.
Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Scott Wilder [<mailto:swilder@brooklinema.gov>]
Sent: Wednesday, May 31, 2017 2:12 PM
To: Chuck Wade <Chuck@Interisle.net>; Verdone, Robert <RVerdone@chelseama.gov>; 'John Surette' <john.surette@pd.boston.gov>; 'DERDAK@bostonems.org' <DERDAK@bostonems.org>; Conlon, Joseph <JConlon@chelseama.gov>; Quatieri, John <JQuatieri@chelseama.gov>; Griffin, Robert <RGriffin@chelseama.gov>; Taverna, Bert <BTaverna@chelseama.gov>; 'GCurreri@sidebandsys.com' <GCurreri@sidebandsys.com>; 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>; Alpert, Allan <AAlpert@chelseama.gov>; Eric Johnson <EJohnson@LAN-TEL.com>; Mark Savage <MSavage@LAN-TEL.com>; Jim Rex <JRex@LAN-TEL.com>; Shiro Ando <sando@ftgtechnologies.com>
Cc: Fred Goldstein <Fred@Interisle.net>; Colin Strutt <Colin@Interisle.net>
Subject: RE: Soldiers' Home power outage tonight

Chuck,
Thanks for the information , it seems the precaution of getting the PSnet equipment to a known outlet that is connected to the generator should be a simple undertaking, to keep things on line.

Thanks
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From: Chuck Wade [<mailto:Chuck@Interisle.net>]
Sent: Wednesday, May 31, 2017 1:51 PM
To: Verdone, Robert; 'John Surette'; 'DERDAK@bostonems.org'; Conlon, Joseph; Quatieri, John; Griffin, Robert; Taverna, Bert; 'GCurreri@sidebandsys.com'; Scott Wilder; 'Deirdre Habershaw'; Alpert, Allan; Eric Johnson; Mark Savage; Jim Rex; Shiro Ando
Cc: Fred Goldstein; Colin Strutt
Subject: Re: Soldiers' Home power outage tonight
Importance: High

Rob,

Thank you for this heads up.

Please note that our real world experience indicates that the PSnet equipment rack is NOT on a circuit with a standby generator. While we have been assured on several occasions that the PSnet rack is [supposed to be] protected by a standby generator, our experience every time power has been lost at the Soldiers' Home Quigley Hospital is that PSnet stays up at this site only as long as the batteries in the UPSs last (roughly 45 minutes). However, we do have evidence that the equipment in the radio room has standby power protection.

Therefore, PSnet services at this site will most likely go down when the UPS batteries are exhausted. The services we expect to be impacted are:

- CIMS cameras that are backhauled via Soldiers' Home
- City of Chelsea communications to Detectives' room at Quigley (including telephone services)
- All microwave connections, including these backbone links:
 - Revere PD
 - Winthrop PD
 - Winthrop Water Tower
 - Chelsea EOC
 - Chelsea PD

Note that PSnet has sufficient path diversity to maintain services to all other sites,

except Soldiers' Home. In particular, Chelsea will not be isolated from the PSnet backbone, nor will Revere and Winthrop (Everett's link to Soldiers' Home is currently down, anyway). There will, however, be significant routing updates when the Soldiers' Home site goes offline, and when it comes back up. These routing events may create the appearance of brief network disruptions lasting 20 - 30 seconds. This will likely cause the Chelsea MCC7500 to briefly lose its connection to the Zone 2 Core. Other MCC7500 Consoles in the Metro North sub-region should not be impacted.

A possible preventative measure would be to connect one of the PSnet UPSs to a circuit in the Radio Room that is known to be on the standby generator. This could be done with an extension cord capable of carrying 10 Amps (PSnet equipment uses 5.1 Amps continuous). There is an access hole in the wall that could be used to feed the power through to the PSnet rack on the other side of the wall.

I have added LAN-TEL and FTG to this response, so they are informed. I will separately advise the Metro North RECC that they may see minor impact on some camera feeds during re-routing events, though they will probably see no service impact at all due to their fiber plant.

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 5/31/17 11:33 AM, Verdone, Robert wrote:

All,

We have just been notified that Eversource is planning a power outage that will affect the Soldiers' Home facility. The outage is planned for tomorrow morning between the hours of 0100hrs and 0700hrs.

The Soldiers' Home electrician has verified that the penthouse is covered by the facilities generator.

Sorry for the late notice, we had just found out as well.

Please let me know if you have any questions.

Robert A. Verdone
Assistant Director
City of Chelsea
Emergency Management

<image002.jpg>

Desk: (617)-466-4672
24 hr: (617)-466-4662
Cell: (339)-226-1611
[Twitter](#) / [Facebook](#)

The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

From: Scott Wilder <swilder@brooklinema.gov>
Sent: Wednesday, May 31, 2017 5:09 PM EDT
To: Shiro Ando <Sandro@ftgtechnologies.com>; Verdone, Robert
CC: Deirdre Habershaw <Deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; FitzpatrickJ.bpd@cityofboston.gov; Bob Lavery Jr <Blaveryjr@ftgtechnologies.com>
Subject: RE: Soldiers' Home power outage tonight

Thank for the update, Shiro.

From: Shiro Ando [<mailto:sando@ftgtechnologies.com>]
Sent: Wednesday, May 31, 2017 5:06 PM
To: Verdone, Robert
Cc: Scott Wilder; Deirdre Habershaw; Sarah Plowman; Chuck Wade; Eric Johnson; FitzpatrickJ.bpd@cityofboston.gov; Bob Lavery Jr
Subject: RE: Soldiers' Home power outage tonight
Importance: High

Of course.

Bob Lavery Jr will be at MITC tomorrow morning, he can stop by Soldier's Home after to determine what we need as a permanent solution if the committee approves.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|
| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Verdone, Robert [<mailto:RVerdone@chelseama.gov>]
Sent: Wednesday, May 31, 2017 4:22 PM
To: Shiro Ando <sando@ftgtechnologies.com>
Cc: Verdone, Robert <RVerdone@chelseama.gov>; Scott Wilder <swilder@brooklinema.gov>; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>
Subject: Re: Soldiers' Home power outage tonight

Thanks for the support. That is a E-board question.

Very Respectfully,

Robert Verdone, Asst. Director
City of Chelsea
Emergency Management

Cell: 339-226-1611
Desk: 617-466-4672

On May 31, 2017, at 16:15, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Robert

Sorry email crossed, thank you for letting me know.
We can stop in tomorrow early afternoon to figure out what we need as a permanent solution if that works for you.
Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<[image001.jpg](#)>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|
| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Verdone, Robert [<mailto:RVerdone@chelseama.gov>]
Sent: Wednesday, May 31, 2017 4:11 PM
To: Verdone, Robert <RVerdone@chelseama.gov>
Cc: Shiro Ando <sando@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>
Subject: Re: Soldiers' Home power outage tonight

I found an outlet close enough that no cord is needed. It runs through the door so it can not be a permanent solution.

Very Respectfully,

Robert Verdone, Asst. Director
City of Chelsea
Emergency Management

Cell: 339-226-1611
Desk: 617-466-4672

On May 31, 2017, at 15:55, Verdone, Robert <RVerdone@chelseama.gov> wrote:

The ups's on the PSnet rack have 20amp plugs on them (T-shaped) I do not have an extension cord like that. I may be able to purchase one from home depot...I'm not sure if they make them though.

Very Respectfully,

Robert Verdone, Asst. Director
City of Chelsea
Emergency Management

Cell: 339-226-1611
Desk: 617-466-4672

On May 31, 2017, at 14:39, Shiro Ando <sando@ftgtechnologies.com> wrote:

Thank you Rob
We will be standing by, please let me know if you need anything.

Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|
| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Verdone, Robert [<mailto:RVerdone@chelseama.gov>]
Sent: Wednesday, May 31, 2017 2:35 PM
To: Scott Wilder <swilder@brooklinema.gov>
Cc: Shiro Ando <sando@ftgtechnologies.com>; Verdone, Robert <RVerdone@chelseama.gov>; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>
Subject: Re: Soldiers' Home power outage tonight

I think I have the resources and technical aptitude to accomplish this!

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City of Chelsea
Emergency Management

Cell: 339-226-1611
Desk: 617-466-4672

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Thanks
Scott

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Sent: Wednesday, May 31, 2017 2:29 PM
To: Scott Wilder; Chuck Wade; Verdone, Robert; 'John Surette'; 'DERDAK@bostonems.org'; Conlon, Joseph; Quatieri, John; Griffin, Robert; Taverna, Bert; 'GCurreri@sidebandsys.com'; 'Deirdre Habershaw'; Alpert, Allan; Eric Johnson; Mark Savage; Jim Rex
Cc: Fred Goldstein; Colin Strutt
Subject: RE: Soldiers' Home power outage tonight
Importance: High

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Shiro Ando | CCIE # 12809
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<image001.jpg>

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Sent: Wednesday, May 31, 2017 2:12 PM
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Cc: Fred Goldstein <Fred@Interisle.net>; Colin Strutt <Colin@Interisle.net>
Subject: RE: Soldiers' Home power outage tonight

Chuck,
Thanks for the information , it seems the precaution of getting the PSnet equipment to a known outlet that is connected to the generator should be a simple undertaking, to keep things on line.

Thanks
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Sent: Wednesday, May 31, 2017 1:51 PM
To: Verdone, Robert; 'John Surette'; 'DERDAK@bostonems.org'; Conlon, Joseph; Quatieri, John; Griffin, Robert; Taverna, Bert; 'GCurreri@sidebandsys.com'; Scott Wilder; 'Deirdre Habershaw'; Alpert, Allan; Eric Johnson; Mark Savage; Jim Rex; Shiro Ando
Cc: Fred Goldstein; Colin Strutt
Subject: Re: Soldiers' Home power outage tonight
Importance: High

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 - Winthrop PD
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 - Chelsea EOC
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Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 5/31/17 11:33 AM, Verdone, Robert wrote:

All,

We have just been notified that Eversource is planning a power outage that will affect the Soldiers' Home facility. The outage is planned for tomorrow morning between the hours of 0100hrs and 0700hrs.

The Soldiers' Home electrician has verified that the penthouse is covered by the facilities generator.

Sorry for the late notice, we had just found out as well.

Please let me know if you have any questions.

**Robert A.
Verdone**
Assistant Director
City of Chelsea

<image002.jpg> **Emergency Management**

Desk: (617)-466-4672
24 hr: (617)-466-4662
Cell: (339)-226-1611
[Twitter](#) / [Facebook](#)

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From: Verdone, Robert <RVerdone@chelseama.gov>

Sent: Thursday, June 01, 2017 7:21 AM EDT

To: John Surette <'John Surette' <john.surette@pd.boston.gov>>; DERDAK@bostonems.org; GCurreri@sidebandsys.com; Chuck Wade <'Chuck Wade' <Chuck@Interisle.net>>; Scott Wilder <'Scott Wilder' <swilder@brooklinema.gov>>; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>; Alpert, Allan; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; FitzpatrickJ.bpd@cityofboston.gov; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

Subject: RE: Soldiers' Home power outage tonight

We are back on normal power. No loss in service was noted on our end.

Good drill, thanks for the help.



**Robert A.
Verdone**

**Assistant Director
City of Chelsea
Emergency Management**

**Desk: (617)-466-4672
24 hr: (617)-466-4662
Cell: (339)-226-1611
[Twitter](#) / [Facebook](#)**

From: Verdone, Robert

Sent: Wednesday, May 31, 2017 11:34 AM

To: 'John Surette'; 'DERDAK@bostonems.org'; Conlon, Joseph; Quatieri, John; Griffin, Robert; Taverna, Bert; 'GCurreri@sidebandsys.com'; 'Chuck Wade'; 'Scott Wilder'; 'Deirdre Habershaw'; Alpert, Allan

Subject: Soldiers' Home power outage tonight

Importance: High

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Verdone**

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City of Chelsea
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From: Chuck Wade <Chuck@Interisle.net>
Sent: Thursday, June 01, 2017 8:29 AM EDT
To: Verdone, Robert; John Surette <'John Surette' <john.surette@pd.boston.gov>>; DERDAK@bostonems.org; GCurreri@sidebandsys.com; Scott Wilder <'Scott Wilder' <swilder@brooklinema.gov>>; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>; Alpert, Allan; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; FitzpatrickJ.bpd@cityofboston.gov; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
Subject: Re: Soldiers' Home power outage tonight
Attachment(s): "smime.p7s"

Rob,

I can confirm that PSnet equipment at Soldiers' Home survived the night without incident.

The UPS logs indicate that we probably transitioned to the standby generator at 01:21, and returned to normal utility power around 05:12.

Thank you for putting the UPS on a standby generator circuit. This made a big difference.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 6/1/17 7:21 AM, Verdone, Robert wrote:

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Robert A. Verdone
Assistant Director
City of Chelsea
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Robert A. Verdone
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From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Thursday, June 01, 2017 1:34 PM EDT

To: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>; Verdone, Robert <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <Blaveryjr@ftgtechnologies.com>>

Subject: RE: MITC - 200 Arlington Street, Chelsea -

Good afternoon,

Our tech was on site this morning, but we were asked to reschedule.

I am trying to reschedule it for Monday June 5th at 8am.

I will send an update once I get the confirmation from EOPSS/DCAM.

No time will be added to our monthly bill for today since we were not able to get up to the roof and inspect the equipment .

Also Chuck and I discussed and were wondering if FTG could stop by Soldier's Home after MITC to figure out what we would need to put the PSnet equipment permanently on the circuit connected to backup generator. Please let me know if this is ok.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando

Sent: Wednesday, May 31, 2017 4:54 PM

To: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; 'Verdone, Robert' <RVerdone@chelseama.gov>

Cc: Chuck Wade <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: MITC - 200 Arlington Street, Chelsea -

Good afternoon,

Bob Lavery Jr(FTG) will be on site tomorrow morning to inspect the equipment on the roof of MITC.

This was requested by Michael Leary (EOPSS) and Chuck.

MITC building maintenance has noticed one of the pieces of equipment on the roof appears to have moved causing a piece to fall.

Chuck noticed the problems with the BridgeWave link from Chelsea EOC/E911 to MITC last week as well.

Chuck will assist Bob in locating the PSnet equipment.

I will send an update after our visit tomorrow.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |

□

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Michael Kane <michael.kane@boston.gov>

Sent: Thursday, June 01, 2017 1:48 PM EDT

To: Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>

CC: Jason MacDonald <Jason MacDonald <jason.macdonald@boston.gov>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; BoNetSupport <BoNetSupport <BoNetSupport@cityofboston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Blair Sutherland (POL) <Blair Sutherland (POL) <blair.sutherland@state.ma.us>>; SStaffier@massport.com <SStaffier@massport.com>

Subject: Re: Sail Boston Video-VPN/Camera monitoring setup

I believe Video will be in the TOC AND INTELL ROOMS as well.

Adding Louis and Shawn.

Thanks for sending along.

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

On Jun 1, 2017, at 13:42, Brett Haynes <brett.haynes@boston.gov> wrote:

Mike,

speaking with Jason today it was indicated that there will only be 1 workstation connecting to the BoNet Video-VPN to access camera feeds using Vidsys/DV-Tel/Genetec.

Depending on who is configuring the actual monitoring workstation I just wanted to make sure you have the IP address configuration information you will need to connect.

Please configure the workstation as follows:

Workstation IP address - **10.100.25.10**

Subnet Mask - 255.255.255.224

Gateway - 10.100.25.1

I will connect it to the appropriate switch port (already configured and tested) on the Juniper EX3300 BoNet node on the 3rd floor.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DoITNetwork](https://twitter.com/DoITNetwork)

From: Michael Kane <michael.kane@boston.gov>

Sent: Thursday, June 01, 2017 1:50 PM EDT

To: Brett Haynes <brett.haynes@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Blair Sutherland (POL) <Blair Sutherland (POL) <blair.sutherland@state.ma.us>>; SStaffier@massport.com <SStaffier@massport.com>

CC: Jason MacDonald <Jason MacDonald <jason.macdonald@boston.gov>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; BoNetSupport <BoNetSupport <BoNetSupport@cityofboston.gov>>

Subject: Re: Sail Boston Video-VPN/Camera monitoring setup

Should be a total of 3 workstations connecting to CIMS.

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

On Jun 1, 2017, at 13:42, Brett Haynes <brett.haynes@boston.gov> wrote:

Mike,

speaking with Jason today it was indicated that there will only be 1 workstation connecting to the BoNet Video-VPN to access camera feeds using Vidsys/DV-Tel/Genetec.

Depending on who is configuring the actual monitoring workstation I just wanted to make sure you have the IP address configuration information you will need to connect.

Please configure the workstation as follows:

Workstation IP address - **10.100.25.10**
Subnet Mask - 255.255.255.224
Gateway - 10.100.25.1

I will connect it to the appropriate switch port (already configured and tested) on the Juniper EX3300 BoNet node on the 3rd floor.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DoITNetwork](https://twitter.com/DoITNetwork)

From: Brett Haynes <brett.haynes@boston.gov>

Sent: Thursday, June 01, 2017 1:51 PM EDT

To: Jason MacDonald <Jason MacDonald <jason.macdonald@boston.gov>>

CC: Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Blair Sutherland (POL) <Blair Sutherland (POL) <blair.sutherland@state.ma.us>>; SStaffier@massport.com <SStaffier@massport.com>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; BoNetSupport <BoNetSupport <BoNetSupport@cityofboston.gov>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>

Subject: Re: Sail Boston Video-VPN/Camera monitoring setup

Jason,

Can you help to clarify based on our earlier discussions? You stated that they would only need one workstation and/or IP address and then your technology would push the video to the different rooms.

Regards,

Brett Haynes

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Department of Innovation and Technology
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From: Jason MacDonald <jason.macdonald@boston.gov>
Sent: Thursday, June 01, 2017 2:03 PM EDT
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
CC: Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Blair Sutherland (POL) <Blair Sutherland (POL) <blair.sutherland@state.ma.us>>; SStaffier@massport.com; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; BoNetSupport <BoNetSupport <BoNetSupport@cityofboston.gov>>
Subject: Re: Sail Boston Video-VPN/Camera monitoring setup

Mike

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I cc'd ed in the email for further clarification if needed.

We both will be there Monday

Thanks

JM

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City of Boston, City Hall

Twitter: [@DoITNetwork](#)

From: Michael Kane <michael.kane@boston.gov>
Sent: Thursday, June 01, 2017 2:04 PM EDT
To: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>
CC: Blair Sutherland <Blair Sutherland <Blair.sutherland@pol.state.ma.us>>; Rene Fielding <Rene Fielding <rene.fielding@boston.gov>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Staffier, Steve; Joseph Brooks <Joseph Brooks <joseph.brooks@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Ronald Bashista <Ronald Bashista <ronald.bashista@boston.gov>>; Ann Roper Quinn <Ann Roper Quinn <annroper.quinn@boston.gov>>
BCC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Sail Boston update - Testing results so far

That is great news thanks for the update Linda.

Great work Brett.

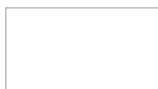
Mike

Michael Kane
Logistics Section
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617-343-2413
617-895-7215

On Jun 1, 2017, at 13:58, Linda Calnan <linda.calnan@boston.gov> wrote:

All - please see Brett's updates below. Our goal is to be available to support as much network connectivity pretesting to agency requested end points, Internet, etc., as early on as possible to minimize potential issues. A lot of progress has been made thus far and we will continue to provide the technical support needed to make this a success.

Thanks.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: 617-635-2875
C: 781-738-2020
linda.calnan@boston.gov

----- Forwarded message -----

From: Brett Haynes <brett.haynes@boston.gov>
Date: Thu, Jun 1, 2017 at 1:34 PM
Subject: Re: Sail Boston update - Testing results so far
To: Linda Calnan <linda.calnan@boston.gov>
Cc: "NOC@Boston.gov" <NOC@boston.gov>, Jerry Turner <jerry.turner@boston.gov>, Dan Rothman <dan.rothman@boston.gov>, "telcom@cityofboston.gov" <telcom@cityofboston.gov>

Linda,

Testing today was successful with BPD (VoIP) and BFD/PSS personnel.

- WebEOC (<https://boston.webeocasp.com/boston/default.aspx>) was accessible from all network connection points (wired and wireless)

- PSS CAD is accessible from the "Internal" network (Admin). It was decided to connect the dedicated PSS workstations to the Admin network because that is the current connectivity BFD currently have, so there is no additional security risk. It also alleviates additional complicated configurations.

- U.S. Coastguard is scheduled for testing tomorrow between 10:00 am - 1:00 pm.

- BPD Radio (John Surette) and BFD Radio (Joe Brooks) will be handling their own radio network requirements, and will only need unfiltered Internet access (already provided and tested).

- Waiting for EOPSS and State Police to confirm testing dates and complete network requirements.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
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Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DotITNetwork](https://twitter.com/DotITNetwork)

On Wed, May 31, 2017 at 2:37 PM, Brett Haynes<brett.haynes@boston.gov> wrote:

Linda,

Here are the results from our testing at 22 Drydock 3rd floor (Sail Boston):

- Wireless (Internet-Only) connectivity is working as expected. There is currently 1 wireless Access Point connected directly to the switch, but I am waiting for cabling to be completed so all APs can be deployed.

- VoIP is working as expected, and I left a VoIP phone in place at Drydock for further use and testing if necessary.. BPD will bring one of their VoIP phones to test it tomorrow to see if it will register with the Call Manager. If it does then BPD personnel can bring their own phones and retain use of their extensions. This would be in addition to the phones Telecom is already providing.

- BPD LAN equipment and Firewall installed and tested successfully using secure VPN tunnel.

- BFD tested successfully to their applications (CAD, etc.) via the Internet connected to the Cisco 3850 (Sail Boston User Access) switches. They will be back tomorrow with PSS personnel to test connectivity to their applications.

Additional items:

1. Mayor's Office of Returning Citizens tested successfully for Data, VoIP and remote access.
2. I would like WebEOC to be tested as soon as possible. I don't know if it would be Jason McDonald or John Hardiman who would be responsible for that.
3. US Coast Guard scheduled for testing on Friday, 6/2/2017.
4. Waiting for EOPSS to confirm when they will be ready to test, and if they have additional requirements.
5. State Police requested SSL VPN connectivity, which I confirmed today will work via our standard user access connectivity on the Sail Boston Cisco 3850 switches.

Please feel free to share these results and concerns to any other interested parties I may have neglected to include.

Regards,

Brett Haynes

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City of Boston, City Hall

Twitter: [@DotITNetwork](https://twitter.com/DotITNetwork)

From: Brett Haynes <brett.haynes@boston.gov>

Sent: Thursday, June 01, 2017 2:06 PM EDT

To: Jason MacDonald <Jason MacDonald <jason.macdonald@boston.gov>>

CC: Michael Kane <Michael Kane <michael.kane@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Blair Sutherland (POL) <Blair Sutherland (POL) <blair.sutherland@state.ma.us>>; SStaffier@massport.com; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; BoNetSupport <BoNetSupport <BoNetSupport@cityofboston.gov>>

Subject: Re: Sail Boston Video-VPN/Camera monitoring setup

Additional IP addresses and switch ports can be assigned with no problem, however this seems like a good solution.

Regards,

Brett Haynes

Network Operations Manager
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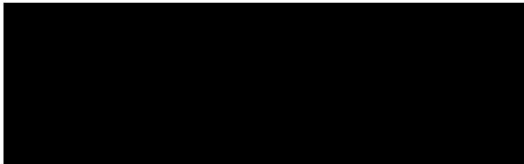
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Twitter: [@DoITNetwork](https://twitter.com/DoITNetwork)

From: Scott Wilder <swilder@brooklinema.gov>
Sent: Thursday, June 01, 2017 2:07 PM EDT
To: Shiro Ando <sando@ftgtechnologies.com>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Verdone, Robert <RVerdone@chelseama.gov>
CC: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>
Subject: RE: MITC - 200 Arlington Street, Chelsea -

Hi Shiro,

If you can coordinate access to the Soldier home, that would be a good next step, so we can permanently get this power issue fixed for the PSnet equipment.

Thanks

Scott

From: Shiro Ando [<mailto:sando@ftgtechnologies.com>]
Sent: Thursday, June 01, 2017 1:34 PM
To: Scott Wilder; Michael Kiely; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw; Sarah Plowman; Verdone, Robert
Cc: Chuck Wade - Interisle (Chuck@Interisle.net); Eric Johnson; Bob Lavery Jr
Subject: RE: MITC - 200 Arlington Street, Chelsea -
Importance: High

Good afternoon,

Our tech was on site this morning, but we were asked to reschedule.

I am trying to reschedule it for Monday June 5th at 8am.

I will send an update once I get the confirmation from EOPSS/DCAM.

No time will be added to our monthly bill for today since we were not able to get up to the roof and inspect the equipment.

Also Chuck and I discussed and were wondering if FTG could stop by Soldier's Home after MITC to figure out what we would need to put the PSnet equipment permanently on the circuit connected to backup generator. Please let me know if this is ok.

Thanks

Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando
Sent: Wednesday, May 31, 2017 4:54 PM
To: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; 'Verdone, Robert' <RVerdone@chelseama.gov>
Cc: Chuck Wade <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>
Subject: MITC - 200 Arlington Street, Chelsea -

Good afternoon,

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MITC building maintenance has noticed one of the pieces of equipment on the roof appears to have moved causing a piece to fall.

Chuck noticed the problems with the BridgeWave link from Chelsea EOC/E911 to MITC last week as well.

Chuck will assist Bob in locating the PSnet equipment.

I will send an update after our visit tomorrow.

Thanks

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Thank you Scott.

Hi Rob,
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Thank you
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Sent: Wednesday, May 31, 2017 4:54 PM
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From: Verdone, Robert <RVerdone@chelseama.gov>
Sent: Thursday, June 01, 2017 2:44 PM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Verdone, Robert; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>
Subject: Re: MITC - 200 Arlington Street, Chelsea -

That should be fine. 9am ok?

Very Respectfully,

Robert Verdone, Asst. Director
City of Chelsea
Emergency Management

Cell: 339-226-1611
Desk: 617-466-4672

On Jun 1, 2017, at 14:27, Shiro Ando <sando@ftgtechnologies.com> wrote:

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<image003.jpg>

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FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman
<sarah.plowman@boston.gov>; 'Verdone, Robert' <RVerdone@chelseama.gov>

Cc: Chuck Wade <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr
<blaveryjr@ftgtechnologies.com>

Subject: MITC - 200 Arlington Street, Chelsea -

Good afternoon,

Bob Lavery Jr(FTG) will be on site tomorrow morning to inspect the equipment on the roof of MITC.

This was requested by Michael Leary (EOPSS) and Chuck.

MITC building maintenance has noticed one of the pieces of equipment on the roof appears to have moved causing a piece to fall.

Chuck noticed the problems with the BridgeWave link from Chelsea EOC/E911 to MITC last week as well.

Chuck will assist Bob in locating the PSnet equipment.

I will send an update after our visit tomorrow.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Thursday, June 01, 2017 2:54 PM EDT

To: Verdone, Robert

CC: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>

Subject: RE: MITC - 200 Arlington Street, Chelsea -

Hi Robert,

Bob Lavery Jr is supposed to be at MITC at 8am on Monday and expect to be there for approximately two hours(I think it would be less)

Would it be ok to schedule it for 10:30am?

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Verdone, Robert [mailto:RVerdone@chelseama.gov]

Sent: Thursday, June 1, 2017 2:44 PM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Verdone, Robert <RVerdone@chelseama.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: Re: MITC - 200 Arlington Street, Chelsea -

That should be fine. 9am ok?

Very Respectfully,

Robert Verdone, Asst. Director
City of Chelsea
Emergency Management

Cell: 339-226-1611

Desk: 617-466-4672

On Jun 1, 2017, at 14:27, Shiro Ando <sando@ftgtechnologies.com> wrote:

Thank you Scott.

Hi Rob,

Would it be possible for us to visit Soldier's Home on Monday, June 5th in the morning?

Thank you

Shiro

From: Scott Wilder [mailto:swilder@brooklinema.gov]

Sent: Thursday, June 1, 2017 2:08 PM

To: Shiro Ando <sando@ftgtechnologies.com>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Verdone, Robert <RVerdone@chelseama.gov>

Cc: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: RE: MITC - 200 Arlington Street, Chelsea -

Hi Shiro,

If you can coordinate access to the Soldier home, that would be a good next step, so we can permanently get this power issue fixed for the PSnet equipment.

Thanks

Scott

From: Shiro Ando [<mailto:sando@ftgtechnologies.com>]
Sent: Thursday, June 01, 2017 1:34 PM
To: Scott Wilder; Michael Kiely; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw; Sarah Plowman; Verdone, Robert
Cc: Chuck Wade - Interisle (Chuck@Interisle.net); Eric Johnson; Bob Lavery Jr
Subject: RE: MITC - 200 Arlington Street, Chelsea -
Importance: High

Good afternoon,

Our tech was on site this morning, but we were asked to reschedule.
I am trying to reschedule it for Monday June 5th at 8am.
I will send an update once I get the confirmation from EOPSS/DCAM.

No time will be added to our monthly bill for today since we were not able to get up to the roof and inspect the equipment.

Also Chuck and I discussed and were wondering if FTG could stop by Soldier's Home after MITC to figure out what we would need to put the PSnet equipment permanently on the circuit connected to backup generator. Please let me know if this is ok.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



<image003.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Shiro Ando
Sent: Wednesday, May 31, 2017 4:54 PM
To: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>;
FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman
<sarah.plowman@boston.gov>; 'Verdone, Robert' <RVerdone@chelseama.gov>
Cc: Chuck Wade <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr
<blaveryjr@ftgtechnologies.com>
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Chuck noticed the problems with the BridgeWave link from Chelsea EOC/E911 to MITC last week as well.

Chuck will assist Bob in locating the PSnet equipment.

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Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Thursday, June 01, 2017 4:04 PM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; swilder@brooklinema.gov; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>

Subject: Re: PSnet - DragonWave RMA Estimate to Repair

Hello Shiro, et al.,

Just following up on this thread because I hadn't seen any activity on it. I wasn't at the PSnet meeting last week, but it's my understanding that at the meeting this was discussed and it was approved by the committee to send the Dragonwave out for repair. Can someone from the committee verify that so that Shiro can proceed?

Separately, Shiro, I noticed in your weekly progress report that you made mention of a piece of equipment suggested for the Whidden: an HP 1000SX SFP, and that FTG already has one available for use. Did this come up in conversation on Thursday's meeting? Can you clarify any more about this so that the committee can weigh in regarding if/when to deploy it?

Thanks very much,
Sarah

On Thu, May 25, 2017 at 2:34 PM, Karen Coye<kcoye@ftgsecurity.com> wrote:

Hello All,

Attached please find the RMA estimate to repair from Dragonwave.

Please let us know if you wish us to proceed with the repair at your earliest convenience.

Regards,

Karen

Karen Coye | Project Manager

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

M: [617-719-4861](tel:617-719-4861) | O: [339-502-6620](tel:339-502-6620) | kcoye@ftgsecurity.com



MA LIC 7051C

To open a new service request, please email servicecenter@ftgtechnologies.com or

call [617-367-7474](tel:617-367-7474) to speak with someone in our 24 hour Network Operations Center.

Confidentiality Notice: The information transmitted in this e-mail is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged information.

Any review, retransmission, dissemination or other use of or taking of any action in reliance upon this information by persons or entities other than the intended recipient is prohibited.

If you received this e-mail in error, please contact the sender and delete the e-mail and any attached material immediately. Thank you.

From: DragonWave Customer Support [mailto:support@dragonwaveinc.com]

Sent: Tuesday, May 23, 2017 2:01 PM

To: Karen Coye

Cc: gfrederick@dragonwaveinc.com; darlene.belanger@dragonwaveinc.com; mercedes.salas-king@dragonwaveinc.com

Subject: [DWSUPPORT #XQZ-664904]: Quote for RMA SC170116-1 Tessco - FTG Technologies COWN - NON Warranty

_____ RMA Quote _____

Hello Karen,

Please note that we have received your unit for repair (serial # DW181AEK1017).

We have been able to determine that we are able to repair this unit, however it is no longer under warranty.
I have attached a quote for the repair to this email.

Should you wish to go ahead with this repair, please print and complete the attached credit card form and return it with a purchase order to support@dragonwaveinc.com
Please reference the RMA #: SC170116-1

Please note that most repairs are complete in 30 business days.

Thank you,

Julie Love
DragonWave Customer Support
24 Hour Support [+1 613 271-7010](tel:+16132717010)

Ticket Details
Ticket ID: XQZ-664904
Department: RMA
Priority: **Major**
Status: New

--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Thursday, June 01, 2017 4:06 PM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; swilder@brooklinema.gov; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>

Subject: Re: PSnet - DragonWave RMA Estimate to Repair

Attachment(s): "SC170116-1 Tessco-FTGTechnologies May23-17.pdf", "1 - Credit Card Order Form.doc"

Ah, apologies - attachments didn't send. The quote for the Dragonwave repair is attached.

On Thu, Jun 1, 2017 at 4:04 PM, Sarah Plowman<sarah.plowman@boston.gov> wrote:

Hello Shiro, et al.,

Just following up on this thread because I hadn't seen any activity on it. I wasn't at the PSnet meeting last week, but it's my understanding that at the meeting this was discussed and it was approved by the committee to send the Dragonwave out for repair. Can someone from the committee verify that so that Shiro can proceed?

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Thanks very much,
Sarah

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Attached please find the RMA estimate to repair from Dragonwave.

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Regards,

Karen

Karen Coye | Project Manager

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

M: [617-719-4861](tel:617-719-4861) | O: [339-502-6620](tel:339-502-6620) | kcoye@ftgsecurity.com



MA LIC 7051C

To open a new service request, please email servicecenter@ftgtechnologies.com or

call [617-367-7474](tel:617-367-7474) to speak with someone in our 24 hour Network Operations Center.

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Sent: Tuesday, May 23, 2017 2:01 PM

To: Karen Coye

Cc: gfrederick@dragonwaveinc.com; darlene.belanger@dragonwaveinc.com; mercedes.salas-king@dragonwaveinc.com

Subject: [DWSUPPORT #XQZ-664904]: Quote for RMA SC170116-1 Tessco - FTG Technologies COWN - NON Warranty

_____ RMA Quote _____

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Julie Love
DragonWave Customer Support
24 Hour Support [+1 613 271-7010](tel:+16132717010)

Ticket Details
Ticket ID: XQZ-664904
Department: RMA
Priority: **Major**
Status: New

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Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
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--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Thursday, June 01, 2017 4:12 PM EDT

To: SWilder@BrooklineMA.gov; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; deirdre.habershaw@boston.gov; sarah.plowman@boston.gov

CC: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; ejohnson@lan-tel.com; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>

Subject: BosEOC-SwA

Good afternoon,

We have received the alarm for this switch and are looking into this right now thank you

Name: BosEOC-SwA

Map: Boston Police HQ

Address: [REDACTED]

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

From: Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>

Sent: Thursday, June 01, 2017 4:38 PM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: SWilder@BrooklineMA.gov; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; deirdre.habershaw@boston.gov; sarah.plowman@boston.gov; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; ejohnson@lan-tel.com; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>

Subject: Re: BosEOC-SwA

Probably related to the BoNet maintenance.

Sent from my iPhone

On Jun 1, 2017, at 4:12 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Good afternoon,

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CC: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; ejohnson@lan-tel.com; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>

Subject: Re: BosEOC-SwA

we see the port on directly connected switch BosHC-SsA error disabled due to UDLD which typically is related to fiber/sfp issue

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Map: Boston Police HQ

Address: 

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Vice President Engineering

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CC: SWilder@BrooklineMA.gov; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; deirdre.habershaw@boston.gov; sarah.plowman@boston.gov; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; ejohnson@lan-tel.com; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>
Subject: Re: BosEOC-SwA

Good afternoon,

I wanted to remind everyone of the BoNet maintenance scheduled for tomorrow beginning @ 2PM.

Please don't hesitate to contact me if you have questions or need additional information. The original notification and change management appears below.

Thanks, and have a great day.
Ginny

From: **Virginia Castro** <virginia.castro@boston.gov>
Date: Wed, May 24, 2017 at 8:04 AM
Subject: Upcoming BoNet Maintenance - [June 1 @ 2PM - 7PM](#)
To: Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>, John Surette <john.surette@pd.boston.gov>, Ken Kasinoff <ken.kasinoff@boston.gov>, Sally Chung <sally.chung@boston.gov>, Joseph Brooks<joseph.brooks@boston.gov>, Michael Kane <michael.kane@boston.gov>, Michelle Urso <michelle.urso@boston.gov>, Chuck Wade <chuck@interisle.net>, "DoITTelecommunications Group, City Hall" <telecom@cityofboston.gov>, Andy Horgan <ahorgan@bostonpublicschools.org>, Eddy Avignon <eavignon@bostonpublicschools.org>
Cc: "NOC@Boston.gov" <NOC@boston.gov>, BoNetSupport <bonetsupport@cityofboston.gov>

Good morning.
I wanted to make you all aware that Change Management has been submitted for[June 1st from 2PM - 7PM](#). The purpose of the maintenance is to decommission the Juniper MX240 in Schroeder Plaza (Roxbury Exit). The connections on Roxbury Exit will be migrated onto MX960s.

The following agencies will be affected and will experience short interruptions in service as their connections are migrated. The Public Safety agencies will be migrated first, followed by the VOIP and BPS connections.

- BPD
- BPD-Radio
- BFD
- BFD-Radio
- OEM - Bragdon St
- PSNet EOC
- Telcom / VoIP
- BPS

Please advise as soon as possible if you have an issue or concern with the date/time of the maintenance.

A copy of the Change Management is attached for your review. Please don't hesitate to contact me if you have questions or need additional information.

Thanks, and have a great day.
Ginny

CHANGE MANAGEMENT SUBMISSION

Title	Decommission Roxbury-Exit Juniper MX240
Location	
Start Time	6/1/2017 2:00 PM
End Time	6/1/2017 7:00 PM
Description	
Category	(2) Category2
All Day Event	
Recurrence	
Workspace	
Additional Comments	Interface Admin Link Description ge-1/0/5 up up BPD-Radio-Frontage-R ge-1/0/6 up up BPD-Radio-R ge-1/0/7 up up Layer-2 DataCenter EX_3200 Mutual-Link ge-1/0/7.1253 up up Mutual-Link-Internet ge-1/0/7.1631 up up Mutual-Link-VPLS ge-1/0/8 up up Bragdon MX-80 ge-1/1/9.0 ge-1/0/8.0 up up Bragdon-Connection ge-1/0/9 up up VoIP Cabinet ge-1/1/0 up up PSnet EOC ge-1/1/1 up up BPD:SRX650-port ge-2/0/7 ge-1/1/5 up up BFD-FAO-Roxbury-ge-0/1/3 ge-1/1/6 up up BPD:Core-2 Gi 5/2 ge-1/1/6.25 up up BPD:DR-L2 VPLS ge-1/1/6.26 up up BPD:DR-VPLS-26 ge-1/1/7 up up O'Bryant HS Uplink ge-1/1/7.10 up up BPS:O'Bryant-HS ge-1/1/7.16 up up Com-Wireless-Connection to O'Bryant H.S. ge-1/1/7.82 up up BPHC:O'Bryant-HS ge-1/1/7.255 up up Man:O'Bryant-HS ge-1/1/8 up up BPD-2 Connection ge-1/1/8.1253 up up BPD-Raw-Internet ge-1/1/9 up up CAD/PSS ge-1/1/9.200 up up CAD/PSS-Layer-3 ge-1/1/9.241 down up CAD->AdminBackDoorConnection xe-1/2/0 up up Dudley xe-1/3/0 up up Roxbury-North xe-1/3/0.0 up up Roxbury-North-Connection xe-2/0/0 up up Roxbury-South xe-2/0/0.0 up up Roxbury-South-Connection xe-2/0/1 up up Northhampton(Hi-Rise) xe-2/0/1.0 up up Northhampton xe-2/1/0 up up Lighttower-Pru-Connection xe-2/1/0.362 up up Lighttower-Internet xe-2/1/1 up up Roxbury-NGFW Port 8 xe-2/3/1 up up Roxbury-NGFW port 9 ae0 up down BFD FSAS ae1 up up Roxbury-NGFW
Alternate Start/End Time (if any)	
Backout/Recovery/Contingency Plan	N/A

Change Description and Purpose	Decommission Juniper MX240 so it can be re-purposed for the Disaster Recovery location in NJ.
Comments	
Contact Persons and Responsibilities	Brett Haynes - Network Operations Manager
Email	
Emergency	No
Final Approval Comments	
Message for Posting on The Hub	
Notification	BoNetSupport@CityofBoston.gov 617-635-2167
Outcome	
Post-Change Comments	
Pre-Requisites	
Referenced Documents	
Required Resources	IPC Network Engineers NOC Network Engineers
Reviewers	
Risk Assessment	Medium
Services Affected	Network services will be briefly interrupted for each connection as they are moved to their new connection on the Roxbury Juniper MX960 Core nodes.
Sr. Manager Approving	
Sr. Manager Comment	
Status	Workflow Initiated
Testing	
Type of Change	Decommission
Originator	Brett.Haynes@cityofboston.gov
Calendar Layer	Request
WF Reference	
WF Ref ToUpper	
Final Disposition	

--

Ginny Castro
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston
 Phone: 617-635-5740
virginia.castro@boston.gov

Sent from my iPhone

On Jun 1, 2017, at 4:38 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

we see the port on directly connected switch BosHC-SsA error disabled due to UDLD which typically is related to fiber/sfp issue
Reaching out to Chuck to see what is affected by this switch and discuss potential redundant link to this switch

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

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Name: BosEOC-SwA
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Subject: Re: BosEOC-SwA
Thank you Jim

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Jun 1, 2017, at 4:40 PM, Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov> wrote:

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Thanks, and have a great day.
Ginny

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Date: Wed, May 24, 2017 at 8:04 AM
Subject: Upcoming BoNet Maintenance - [June 1 @ 2PM - 7PM](#)
To: Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>, John Surette <john.surette@pd.boston.gov>, Ken Kasinoff <ken.kasinoff@boston.gov>, Sally Chung <sally.chung@boston.gov>, Joseph Brooks <joseph.brooks@boston.gov>, Michael Kane <michael.kane@boston.gov>, Michelle Urso <michelle.urso@boston.gov>, Chuck Wade <chuck@interisle.net>, "DoITTelecommunications Group, City Hall" <telecom@cityofboston.gov>, Andy Horgan <ahorgan@bostonpublicschools.org>, Eddy Avignon <eavignon@bostonpublicschools.org>
Cc: "NOC@Boston.gov" <NOC@boston.gov>, BoNetSupport <bonetsupport@cityofboston.gov>

Good morning.

I wanted to make you all aware that Change Management has been submitted for [June 1st from 2PM - 7PM](#). The purpose of the maintenance is to decommission the Juniper MX240 in Schroeder Plaza (Roxbury Exit). The connections on Roxbury Exit will be migrated onto MX960s.

The following agencies will be affected and will experience short interruptions in service as their connections are migrated. The Public Safety agencies will be migrated first, followed by the VOIP and BPS connections.

- BPD
- BPD-Radio
- BFD
- BFD-Radio
- OEM - Bragdon St
- PSNet EOC
- Telcom / VoIP
- BPS

Please advise as soon as possible if you have an issue or concern with the date/time of the maintenance.

A copy of the Change Management is attached for your review. Please don't hesitate to contact me if you have questions or need additional information.

Thanks, and have a great day.
Ginny

CHANGE MANAGEMENT SUBMISSION

Title	Decommission Roxbury-Exit Juniper MX240
Location	
Start Time	6/1/2017 2:00 PM
End Time	6/1/2017 7:00 PM
Description	
Category	(2) Category2
All Day Event	
Recurrence	
Workspace	
Additional Comments	Interface Admin Link Description ge-1/0/5 up up BPD-Radio-Frontage-R ge-1/0/6 up up BPD-Radio-R ge-1/0/7 up up Layer-2 DataCenter EX_3200 Mutual-Link ge-1/0/7.1253 up up Mutual-Link-Internet ge-1/0/7.1631 up up Mutual-Link-VPLS ge-1/0/8 up up Bragdon MX-80 ge-1/1/9.0 ge-1/0/8.0 up up Bragdon-Connection ge-1/0/9 up up VoIP Cabinet ge-1/1/0 up up PSnet EOC ge-1/1/1 up up BPD:SRX650-port ge-2/0/7 ge-1/1/5 up up BFD-FAO-Roxbury-ge-0/1/3 ge-1/1/6 up up BPD:Core-2 Gi 5/2 ge-1/1/6.25 up up BPD:DR-L2 VPLS ge-1/1/6.26 up up BPD:DR-VPLS-26 ge-1/1/7 up up O'Bryant HS Uplink ge-1/1/7.10 up up BPS:O'Bryant-HS ge-1/1/7.16 up up Com-Wireless-Connection to O'Bryant H.S. ge-1/1/7.82 up up BPHC:O'Bryant-HS ge-1/1/7.255 up up Man:O'Bryant-HS ge-1/1/8 up up BPD-2 Connection ge-1/1/8.1253 up up BPD-Raw-Internet ge-1/1/9 up up CAD/PSS ge-1/1/9.200 up up CAD/PSS-Layer-3 ge-1/1/9.241 down up CAD->AdminBackDoorConnection xe-1/2/0 up up Dudley xe-1/3/0 up up Roxbury-North xe-1/3/0.0 up up Roxbury-North-Connection xe-2/0/0 up up Roxbury-South xe-2/0/0.0 up up Roxbury-South-Connection xe-2/0/1 up up Northhampton(Hi-Rise) xe-2/0/1.0 up up Northhampton xe-2/1/0

Alternate Start/End Time (if any)	up up Lighttower-Pru-Connection xe-2/1/0.362 up up Lighttower-Internet xe-2/1/1 up up Roxbury-NGFW Port 8 xe-2/3/1 up up Roxbury-NGFW port 9 ae0 up down BFD FSAS ae1 up up Roxbury-NGFW
Backout/Recovery/Contingency Plan	N/A
Change Description and Purpose	Decommission Juniper MX240 so it can be re-purposed for the Disaster Recovery location in NJ.
Comments	
Contact Persons and Responsibilities	Brett Haynes - Network Operations Manager
Email	
Emergency	No
Final Approval Comments	
Message for Posting on The Hub	
Notification	BoNetSupport@CityofBoston.gov 617-635-2167
Outcome	
Post-Change Comments	
Pre-Requisites	
Referenced Documents	
Required Resources	IPC Network Engineers NOC Network Engineers
Reviewers	
Risk Assessment	Medium
Services Affected	Network services will be briefly interrupted for each connection as they are moved to their new connection on the Roxbury Juniper MX960 Core nodes.
Sr. Manager Approving	
Sr. Manager Comment	
Status	Workflow Initiated
Testing	
Type of Change	Decommission
Originator	Brett.Haynes@cityofboston.gov
Calendar Layer	Request
WF Reference	
WF Ref ToUpper	
Final Disposition	

--

Ginny Castro
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

Phone: 617-635-5740

virginia.castro@boston.gov

Sent from my iPhone

On Jun 1, 2017, at 4:38 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

we see the port on directly connected switch BosHC-SsA error disabled due to UDLD which typically is related to fiber/sfp issue
Reaching out to Chuck to see what is affected by this switch and discuss potential redundant link to this switch

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Jun 1, 2017, at 4:12 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Good afternoon,
We have received the alarm for this switch and are looking into this right now thank you

Name: BosEOC-SwA
Map: Boston Police HQ
Address: [REDACTED]

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Thursday, June 01, 2017 5:05 PM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; swilder@brooklinema.gov; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>

Subject: Re: PSnet - DragonWave RMA Estimate to Repair

Attachment(s): "image001.png"

Hi Sarah,

Yes the DragonWave RMA item was discussed during the Thursday meeting and it was my understanding that Karen was going to send the quote and we were waiting for approval. I apologize if this was already approved if that is the case I will go ahead and process this RMA tomorrow.

As for the SFP, Chuck and I discussed about removing the media converter that was installed when the Dell switch was replaced by HP switch at Whidden. Dell SFP is not compatible with HP switch therefore the media converter was installed as a temporary solution at the time.

With the currency sfp we can eliminate the media converter

Please let me know if you have any questions/concerns

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Jun 1, 2017, at 4:05 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hello Shiro, et al.,

Just following up on this thread because I hadn't seen any activity on it. I wasn't at the PSnet meeting last week, but it's my understanding that at the meeting this was discussed and it was approved by the committee to send the Dragonwave out for repair. Can someone from the committee verify that so that Shiro can proceed?

Separately, Shiro, I noticed in your weekly progress report that you made mention of a piece of equipment suggested for the Whidden: an HP 1000SX SFP, and that FTG already has one available for use. Did this come up in conversation on Thursday's meeting? Can you clarify any more about this so that the committee can weigh in regarding if/when to deploy it?

Thanks very much,
Sarah

On Thu, May 25, 2017 at 2:34 PM, Karen Coye<kcoye@ftgsecurity.com> wrote:

Hello All,

Attached please find the RMA estimate to repair from Dragonwave.

Please let us know if you wish us to proceed with the repair at your earliest convenience.

Regards,

Karen

Karen Coye | Project Manager

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

M: [617-719-4861](tel:617-719-4861) | O: [339-502-6620](tel:339-502-6620) | kcoye@ftgsecurity.com

MA LIC 7051C

To open a new service request, please email servicecenter@ftgtechnologies.com or

call [617-367-7474](tel:617-367-7474) to speak with someone in our 24 hour Network Operations Center.

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If you received this e-mail in error, please contact the sender and delete the e-mail and any attached material immediately. Thank you.

From: DragonWave Customer Support [mailto:support@dragonwaveinc.com]

Sent: Tuesday, May 23, 2017 2:01 PM

To: Karen Coye

Cc: gfrederick@dragonwaveinc.com; darlene.belanger@dragonwaveinc.com; mercedes.salas-king@dragonwaveinc.com

Subject: [DWSUPPORT #XQZ-664904]: Quote for RMA SC170116-1 Tessco - FTG Technologies COWN - NON Warranty

_____ RMA Quote _____

Hello Karen,

Please note that we have received your unit for repair (serial # DW181AEK1017).

We have been able to determine that we are able to repair this unit, however it is no longer under warranty. I have attached a quote for the repair to this email.

Should you wish to go ahead with this repair, please print and complete the attached credit card form and return it with a purchase order to support@dragonwaveinc.com

Please reference the RMA #: SC170116-1

Please note that most repairs are complete in 30 business days.

Thank you,

Julie Love
DragonWave Customer Support
24 Hour Support [+1 613 271-7010](tel:+16132717010)

Ticket Details
Ticket ID: XQZ-664904
Department: RMA
Priority: Major
Status: New

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Eric Johnson <ejohnson@lan-tel.com>

Sent: Thursday, June 01, 2017 5:45 PM EDT

To: Jim Fitzpatrick <Jim.Fitzpatrick@pd.boston.gov>

CC: Shiro Ando <sando@ftgtechnologies.com>; SWilder@BrooklineMA.gov; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; deirdre.habershaw@boston.gov; sarah.plowman@boston.gov; Chuck Wade <Chuck.Wade@interisle.net>; FTG NOC <FTG.NOC@ftgtechnologies.com>; HelpDesk Account <HelpDesk.Account@ftgtechnologies.com>

Subject: Re: BosEOC-SwA

Received



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | F 781.551.8657

ejohnson@lan-tel.com ✉

www.lan-tel.com

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On Jun 1, 2017, at 4:40 PM, Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov> wrote:

Good afternoon,

I wanted to remind everyone of the BoNet maintenance scheduled for tomorrow beginning @ 2PM.

Please don't hesitate to contact me if you have questions or need additional information. The original notification and change management appears below.

Thanks, and have a great day.
Ginny

From: **Virginia Castro** <virginia.castro@boston.gov>

Date: Wed, May 24, 2017 at 8:04 AM

Subject: Upcoming BoNet Maintenance - [June 1 @ 2PM - 7PM](#)

To: Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>, John Surette <john.surette@pd.boston.gov>, Ken Kasinoff <ken.kasinoff@boston.gov>, Sally Chung <sally.chung@boston.gov>, Joseph Brooks <joseph.brooks@boston.gov>, Michael Kane <michael.kane@boston.gov>, Michelle Urso <michelle.urso@boston.gov>, Chuck Wade <chuck@interisle.net>, "DoITTelecommunications Group, City Hall" <telecom@cityofboston.gov>, Andy Horgan <ahorgan@bostonpublicschools.org>, Eddy Avignon <eavignon@bostonpublicschools.org>

Cc: "NOC@Boston.gov" <NOC@boston.gov>, BoNetSupport <bonetsupport@cityofboston.gov>

Good morning.

I wanted to make you all aware that Change Management has been submitted for [June 1st from 2PM - 7PM](#). The purpose of the maintenance is to decommission the Juniper MX240 in Schroeder Plaza (Roxbury Exit). The connections on Roxbury Exit will be migrated onto MX960s.

The following agencies will be affected and will experience short interruptions in service as their connections are migrated. The Public Safety agencies will be migrated first, followed by the VOIP and BPS connections.

- BPD
- BPD-Radio
- BFD
- BFD-Radio
- OEM - Bragdon St
- PSNet EOC
- Telcom / VoIP
- BPS

Please advise as soon as possible if you have an issue or concern with the date/time of the maintenance.

A copy of the Change Management is attached for your review. Please don't hesitate to contact me if you have questions or need additional information.

Thanks, and have a great day.
Ginny

CHANGE MANAGEMENT SUBMISSION

Title	Decommission Roxbury-Exit Juniper MX240
Location	
Start Time	6/1/2017 2:00 PM
End Time	6/1/2017 7:00 PM
Description	
Category	(2) Category2
All Day Event	
Recurrence	
Workspace	
Additional Comments	Interface Admin Link Description ge-1/0/5 up up BPD-Radio-Frontage-R ge-1/0/6 up up BPD-Radio-R ge-1/0/7 up up Layer-2 DataCenter EX_3200 Mutual-Link ge-1/0/7.1253 up up Mutual-Link-Internet ge-1/0/7.1631 up up Mutual-Link-VPLS ge-1/0/8 up up Bragdon MX-80 ge-1/1/9.0 ge-1/0/8.0 up up Bragdon-Connection ge-1/0/9 up up VoIP Cabinet ge-1/1/0 up up PSnet EOC ge-1/1/1 up up BPD:SRX650-port ge-2/0/7 ge-1/1/5 up up BFD-FAO-Roxbury-ge-0/1/3 ge-1/1/6 up up BPD:Core-2 Gi 5/2 ge-1/1/6.25 up up BPD:DR-L2 VPLS ge-1/1/6.26 up up BPD:DR-VPLS-26 ge-1/1/7 up up O'Bryant HS Uplink ge-1/1/7.10 up up BPS:O'Bryant-HS ge-1/1/7.16 up up Com-Wireless-Connection to O'Bryant H.S. ge-1/1/7.82 up up BPHC:O'Bryant-HS ge-1/1/7.255 up up Man:O'Bryant-HS ge-1/1/8 up up BPD-2 Connection ge-1/1/8.1253 up up BPD-Raw-Internet ge-1/1/9 up up CAD/PSS ge-1/1/9.200 up up CAD/PSS-Layer-3 ge-1/1/9.241 down up CAD->AdminBackDoorConnection xe-1/2/0 up up Dudley xe-1/3/0 up up Roxbury-North xe-1/3/0.0 up up Roxbury-North-Connection xe-2/0/0 up up Roxbury-South xe-2/0/0.0 up up Roxbury-South-Connection xe-2/0/1 up up Northhampton(Hi-Rise) xe-2/0/1.0 up up Northhampton xe-2/1/0 up up Lighttower-Pru-Connection xe-2/1/0.362 up up Lighttower-Internet xe-2/1/1 up up Roxbury-NGFW Port 8 xe-2/3/1 up up Roxbury-NGFW port 9 ae0 up down BFD FSAS ae1 up up Roxbury-NGFW
Alternate Start/End Time (if any)	
Backout/Recovery/Contingency Plan	N/A
Change Description and Purpose	Decommission Juniper MX240 so it can be re-purposed for the Disaster Recovery location in NJ.
Comments	
Contact Persons and Responsibilities	Brett Haynes - Network Operations Manager
Email	
Emergency	No
Final Approval Comments	
Message for Posting on The Hub	
Notification	BoNetSupport@CityofBoston.gov 617-635-2167
Outcome	
Post-Change Comments	
Pre-Requisites	
Referenced Documents	
Required Resources	IPC Network Engineers NOC Network Engineers
Reviewers	
Risk Assessment	Medium
Services Affected	Network services will be briefly interrupted for each connection as they are moved to their new connection on the Roxbury Juniper MX960 Core nodes.
Sr. Manager Approving	
Sr. Manager Comment	
Status	Workflow Initiated
Testing	
Type of Change	Decommission
Originator	Brett.Haynes@cityofboston.gov
Calendar Layer	Request
WF Reference	
WF Ref ToUpper	
Final Disposition	

--

Ginny Castro
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

Phone: 617-635-5740

virginia.castro@boston.gov

Sent from my iPhone


On Jun 1, 2017, at 4:38 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

we see the port on directly connected switch BosHC-SsA error disabled due to UDLD which typically is related to fiber/sfp issue
Reaching out to Chuck to see what is affected by this switch and discuss potential redundant link to this switch

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Jun 1, 2017, at 4:12 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Good afternoon,
We have received the alarm for this switch and are looking into this right now thank you

Name: BosEOC-SwA
Map: Boston Police HQ
Address: 

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, June 01, 2017 5:46 PM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; swilder@brooklinema.gov; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>
Subject: Re: PSnet - DragonWave RMA Estimate to Repair
Attachment(s): "image001.png"

We shave the antenna in our possession still .
We will drop of at Cambridge tomorrow

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On Jun 1, 2017, at 5:05 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Sarah,

Yes the DragonWave RMA item was discussed during the Thursday meeting and it was my understanding that Karen was going to send the quote and we were waiting for approval. I apologize if this was already approved if that is the case I will go ahead and process this RMA tomorrow.

As for the SFP, Chuck and I discussed about removing the media converter that was installed when the Dell switch was replaced by HP switch at Whidden. Dell SFP is not compatible with HP switch therefore the media converter was installed as a temporary solution at the time.

With the currency sfp we can eliminate the media converter

Please let me know if you have any questions/concerns

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Jun 1, 2017, at 4:05 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hello Shiro, et al.,

Just following up on this thread because I hadn't seen any activity on it. I wasn't at the PSnet meeting last week, but it's my understanding that at the meeting this was discussed and it was approved by the committee to send the Dragonwave out for repair. Can someone from the committee verify that

so that Shiro can proceed?

Separately, Shiro, I noticed in your weekly progress report that you made mention of a piece of equipment suggested for the Whidden: an HP 1000SX SFP, and that FTG already has one available for use. Did this come up in conversation on Thursday's meeting? Can you clarify any more about this so that the committee can weigh in regarding if/when to deploy it?

Thanks very much,
Sarah

On Thu, May 25, 2017 at 2:34 PM, Karen Coye<kcoye@ftgsecurity.com> wrote:

Hello All,

Attached please find the RMA estimate to repair from Dragonwave.

Please let us know if you wish us to proceed with the repair at your earliest convenience.

Regards,

Karen

Karen Coye | Project Manager

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

M: [617-719-4861](tel:617-719-4861) | O: [339-502-6620](tel:339-502-6620) | kcoye@ftgsecurity.com

<image001.png>

MA LIC 7051C

To open a new service request, please email servicecenter@ftgtechnologies.com or

call [617-367-7474](tel:617-367-7474) to speak with someone in our 24 hour Network Operations Center.

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If you received this e-mail in error, please contact the sender and delete the e-mail and any attached material immediately. Thank you.

From: DragonWave Customer Support [mailto:support@dragonwaveinc.com]

Sent: Tuesday, May 23, 2017 2:01 PM

To: Karen Coye

Cc: gfrederick@dragonwaveinc.com; darlene.belanger@dragonwaveinc.com; mercedes.salas-king@dragonwaveinc.com

Subject: [DWSUPPORT #XQZ-664904]: Quote for RMA SC170116-1 Tessco - FTG Technologies COWN - NON Warranty

_____ RMA Quote _____

Hello Karen,

Please note that we have received your unit for repair (serial # DW181AEK1017).

We have been able to determine that we are able to repair this unit, however it is no longer under warranty.

I have attached a quote for the repair to this email.

Should you wish to go ahead with this repair, please print and complete the attached credit card form and

return it with a purchase order to support@dragonwaveinc.com
Please reference the RMA #: SC170116-1

Please note that most repairs are complete in 30 business days.

Thank you,

Julie Love
DragonWave Customer Support
24 Hour Support [+1 613 271-7010](tel:+16132717010)

Ticket Details
Ticket ID: XQZ-664904
Department: RMA
Priority: **Major**
Status: New

--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

<image001.png>

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Wednesday, May 31, 2017 4:15 PM EDT

To: Verdone, Robert

CC: Scott Wilder <swilder@brooklinema.gov>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>

Subject: RE: Soldiers' Home power outage tonight

Hi Robert

Sorry email crossed, thank you for letting me know.

We can stop in tomorrow early afternoon to figure out what we need as a permanent solution if that works for you.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Verdone, Robert [mailto:RVerdone@chelseama.gov]

Sent: Wednesday, May 31, 2017 4:11 PM

To: Verdone, Robert <RVerdone@chelseama.gov>

Cc: Shiro Ando <sando@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>

Subject: Re: Soldiers' Home power outage tonight

I found an outlet close enough that no cord is needed. It runs through the door so it can not be a permanent solution.

Very Respectfully,

Robert Verdone, Asst. Director

City of Chelsea

Emergency Management

Cell: 339-226-1611

Desk: 617-466-4672

On May 31, 2017, at 15:55, Verdone, Robert <RVerdone@chelseama.gov> wrote:

The ups's on the PSnet rack have 20amp plugs on them (T-shaped) I do not have an extension cord like that. I may be able to purchase one from home depot...I'm not sure if they make them though.

Very Respectfully,

Robert Verdone, Asst. Director

City of Chelsea

Emergency Management

Cell: 339-226-1611

Desk: 617-466-4672

On May 31, 2017, at 14:39, Shiro Ando <sando@ftgtechnologies.com> wrote:

Thank you Rob

We will be standing by, please let me know if you need anything.

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Verdone, Robert [<mailto:RVerdone@chelseama.gov>]
Sent: Wednesday, May 31, 2017 2:35 PM
To: Scott Wilder <swilder@brooklinema.gov>
Cc: Shiro Ando <sando@ftgtechnologies.com>; Verdone, Robert <RVerdone@chelseama.gov>; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>
Subject: Re: Soldiers' Home power outage tonight

I think I have the resources and technical aptitude to accomplish this!

I'll let you know if there are any questions.

Very Respectfully,

Robert Verdone, Asst. Director
City of Chelsea
Emergency Management

Cell: 339-226-1611
Desk: 617-466-4672

On May 31, 2017, at 14:31, Scott Wilder <swilder@brooklinema.gov> wrote:

Rob,

Do you need FTG to swing in and make that connection to an outlet connected to the generator, or is that something your guys can handle?

Thanks
Scott

From: Shiro Ando [<mailto:sando@ftgtechnologies.com>]
Sent: Wednesday, May 31, 2017 2:29 PM
To: Scott Wilder; Chuck Wade; Verdone, Robert; 'John Surette'; 'DERDAK@bostonems.org'; Conlon, Joseph; Quatieri, John; Griffin, Robert; Taverna, Bert; 'GCurreri@sidebandsys.com'; 'Deirdre Habershaw'; Alpert, Allan; Eric Johnson; Mark Savage; Jim Rex
Cc: Fred Goldstein; Colin Strutt
Subject: RE: Soldiers' Home power outage tonight
Importance: High

Hi Scott/Chuck
We can send a tech out this afternoon.
Please let us know if would like us to do so.
Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Scott Wilder [<mailto:swilder@brooklinema.gov>]
Sent: Wednesday, May 31, 2017 2:12 PM
To: Chuck Wade <Chuck@Interisle.net>; Verdone, Robert <RVerdone@chelseama.gov>; 'John Surette' <john.surette@pd.boston.gov>; 'DERDAK@bostonems.org' <DERDAK@bostonems.org>; Conlon, Joseph <JConlon@chelseama.gov>; Quatieri, John <JQuatieri@chelseama.gov>; Griffin, Robert <RGriffin@chelseama.gov>; Taverna, Bert <BTaverna@chelseama.gov>; 'GCurreri@sidebandsys.com' <GCurreri@sidebandsys.com>; 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>; Alpert, Allan <AAlpert@chelseama.gov>; Eric Johnson <EJohnson@LAN-TEL.com>; Mark Savage <MSavage@LAN-TEL.com>; Jim Rex <JRex@LAN-TEL.com>; Shiro Ando <sando@ftgtechnologies.com>
Cc: Fred Goldstein <Fred@Interisle.net>; Colin Strutt <Colin@Interisle.net>
Subject: RE: Soldiers' Home power outage tonight

Chuck,
Thanks for the information , it seems the precaution of getting the PSnet equipment to a known outlet that is connected to the generator should be a simple undertaking, to keep things on line.

Thanks
Scott

From: Chuck Wade [<mailto:Chuck@Interisle.net>]
Sent: Wednesday, May 31, 2017 1:51 PM
To: Verdone, Robert; 'John Surette'; 'DERDAK@bostonems.org'; Conlon, Joseph; Quatieri, John; Griffin, Robert; Taverna, Bert; 'GCurreri@sidebandsys.com'; Scott Wilder; 'Deirdre Habershaw'; Alpert, Allan; Eric Johnson; Mark Savage; Jim Rex; Shiro Ando
Cc: Fred Goldstein; Colin Strutt
Subject: Re: Soldiers' Home power outage tonight
Importance: High

Rob,

Thank you for this heads up.

Please note that our real world experience indicates that the PSnet equipment rack is NOT on a circuit with a standby generator. While we have been assured on several occasions that the PSnet rack is [supposed to be] protected by a standby generator, our experience every time power has been lost at the Soldiers' Home Quigley Hospital is that PSnet stays up at this site only as long as the batteries in the UPSs last (roughly 45 minutes). However, we do have evidence that the equipment in the radio room has standby power protection.

Therefore, PSnet services at this site will most likely go down when the UPS batteries are exhausted. The services we expect to be impacted are:

- CIMS cameras that are backhauled via Soldiers' Home
- City of Chelsea communications to Detectives' room at Quigley (including telephone services)
- All microwave connections, including these backbone links:
 - Revere PD
 - Winthrop PD
 - Winthrop Water Tower
 - Chelsea EOC
 - Chelsea PD

Note that PSnet has sufficient path diversity to maintain services to all other sites, except Soldiers' Home. In particular, Chelsea will not be isolated from the PSnet backbone, nor will Revere and Winthrop (Everett's link to Soldiers' Home is currently down, anyway). There will, however, be significant routing updates when the Soldiers' Home site goes offline, and when it comes back up. These routing events may create the appearance of brief network disruptions lasting 20 - 30 seconds. This will likely cause the Chelsea MCC7500 to briefly lose its connection to the Zone 2 Core. Other MCC7500 Consoles in the Metro North sub-region should not be impacted.

A possible preventative measure would be to connect one of the PSnet UPSs to a circuit in the Radio Room that is known to be on the standby generator. This could be done with an extension cord capable of carrying 10 Amps (PSnet equipment uses 5.1 Amps continuous). There is an access hole in the wall that could be used to feed the power through to the PSnet rack on the other side of the wall.

I have added LAN-TEL and FTG to this response, so they are informed. I will separately advise the Metro North RECC that they may see minor impact on some camera feeds during re-routing events, though they will probably see no service impact at all due to their fiber plant.

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 5/31/17 11:33 AM, Verdone, Robert wrote:

All,

We have just been notified that Eversource is planning a power outage that will affect the Soldiers' Home facility. The outage is planned for tomorrow morning between the hours of 0100hrs and 0700hrs.

The Soldiers' Home electrician has verified that the penthouse is covered by the facilities generator.

Sorry for the late notice, we had just found out as well.

Please let me know if you have any questions.

Robert A. Verdone

Assistant Director

City of Chelsea

Emergency Management

<image002.jpg>

Desk: (617)-466-4672

24 hr: (617)-466-4662

Cell: (339)-226-1611

[Twitter](#) / [Facebook](#)

The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Thursday, June 01, 2017 5:05 PM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; swilder@brooklinema.gov; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>

Subject: Re: PSnet - DragonWave RMA Estimate to Repair

Attachment(s): "image001.png"

Hi Sarah,

Yes the DragonWave RMA item was discussed during the Thursday meeting and it was my understanding that Karen was going to send the quote and we were waiting for approval. I apologize if this was already approved if that is the case I will go ahead and process this RMA tomorrow.

As for the SFP, Chuck and I discussed about removing the media converter that was installed when the Dell switch was replaced by HP switch at Whidden. Dell SFP is not compatible with HP switch therefore the media converter was installed as a temporary solution at the time.

With the currency sfp we can eliminate the media converter

Please let me know if you have any questions/concerns

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Jun 1, 2017, at 4:05 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hello Shiro, et al.,

Just following up on this thread because I hadn't seen any activity on it. I wasn't at the PSnet meeting last week, but it's my understanding that at the meeting this was discussed and it was approved by the committee to send the Dragonwave out for repair. Can someone from the committee verify that so that Shiro can proceed?

Separately, Shiro, I noticed in your weekly progress report that you made mention of a piece of equipment suggested for the Whidden: an HP 1000SX SFP, and that FTG already has one available for use. Did this come up in conversation on Thursday's meeting? Can you clarify any more about this so that the committee can weigh in regarding if/when to deploy it?

Thanks very much,
Sarah

On Thu, May 25, 2017 at 2:34 PM, Karen Coye<kcoye@ftgsecurity.com> wrote:

Hello All,

Attached please find the RMA estimate to repair from Dragonwave.

Please let us know if you wish us to proceed with the repair at your earliest convenience.

Regards,

Karen

Karen Coye | Project Manager

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

M: [617-719-4861](tel:617-719-4861) | O: [339-502-6620](tel:339-502-6620) | kcoye@ftgsecurity.com

MA LIC 7051C

To open a new service request, please email servicecenter@ftgtechnologies.com or

call [617-367-7474](tel:617-367-7474) to speak with someone in our 24 hour Network Operations Center.

Confidentiality Notice: The information transmitted in this e-mail is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged information.

Any review, retransmission, dissemination or other use of or taking of any action in reliance upon this information by persons or entities other than the intended recipient is prohibited.

If you received this e-mail in error, please contact the sender and delete the e-mail and any attached material immediately. Thank you.

From: DragonWave Customer Support [mailto:support@dragonwaveinc.com]

Sent: Tuesday, May 23, 2017 2:01 PM

To: Karen Coye

Cc: gfrederick@dragonwaveinc.com; darlene.belanger@dragonwaveinc.com; mercedes.salas-king@dragonwaveinc.com

Subject: [DWSUPPORT #XQZ-664904]: Quote for RMA SC170116-1 Tessco - FTG Technologies COWN - NON Warranty

_____ RMA Quote _____

Hello Karen,

Please note that we have received your unit for repair (serial # DW181AEK1017).

We have been able to determine that we are able to repair this unit, however it is no longer under warranty. I have attached a quote for the repair to this email.

Should you wish to go ahead with this repair, please print and complete the attached credit card form and return it with a purchase order to support@dragonwaveinc.com

Please reference the RMA #: SC170116-1

Please note that most repairs are complete in 30 business days.

Thank you,

Julie Love

DragonWave Customer Support

24 Hour Support [+1 613 271-7010](tel:+16132717010)

Ticket Details

Ticket ID: XQZ-664904

Department: RMA

Priority: Major

Status: New

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974



From: Eric Johnson <ejohnson@lan-tel.com>
Sent: Thursday, June 01, 2017 5:45 PM EDT
To: Jim Fitzpatrick <Jim.Fitzpatrick@pd.boston.gov>
CC: Shiro Ando <sando@ftgtechnologies.com>; SWilder@BrooklineMA.gov; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; deirdre.habershaw@boston.gov; sarah.plowman@boston.gov; Chuck Wade <Chuck.Wade <Chuck@interisle.net>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>
Subject: Re: BosEOC-SwA
Received



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | F 781.551.8657

ejohnson@lan-tel.com ✉
www.lan-tel.com
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On Jun 1, 2017, at 4:40 PM, Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov> wrote:

Good afternoon,

I wanted to remind everyone of the BoNet maintenance scheduled for tomorrow beginning @ 2PM.

Please don't hesitate to contact me if you have questions or need additional information. The original notification and change management appears below.

Thanks, and have a great day.
Ginny

From: **Virginia Castro** <virginia.castro@boston.gov>
Date: Wed, May 24, 2017 at 8:04 AM
Subject: Upcoming BoNet Maintenance - [June 1 @ 2PM - 7PM](#)
To: Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>, John Surette <john.surette@pd.boston.gov>, Ken Kasinoff <ken.kasinoff@boston.gov>, Sally Chung <sally.chung@boston.gov>, Joseph Brooks <joseph.brooks@boston.gov>, Michael Kane <michael.kane@boston.gov>, Michelle Urso <michelle.urso@boston.gov>, Chuck Wade <chuck@interisle.net>, "DoITTelecommunications Group, City Hall" <telecom@cityofboston.gov>, Andy Horgan <ahorgan@bostonpublicschools.org>, Eddy Avignon <eavignon@bostonpublicschools.org>
Cc: "NOC@Boston.gov" <NOC@boston.gov>, BoNetSupport <bonetsupport@cityofboston.gov>

Good morning.

I wanted to make you all aware that Change Management has been submitted for [June 1st from 2PM - 7PM](#). The purpose of the maintenance is to decommission the Juniper MX240 in Schroeder Plaza (Roxbury Exit). The connections on Roxbury Exit will be migrated onto MX960s.

The following agencies will be affected and will experience short interruptions in service as their connections are migrated. The Public Safety agencies will be migrated first, followed by the VOIP and BPS connections.

- BPD
- BPD-Radio
- BFD
- BFD-Radio
- OEM - Bragdon St
- PSNet EOC
- Telcom / VoIP
- BPS

Please advise as soon as possible if you have an issue or concern with the date/time of the maintenance.

A copy of the Change Management is attached for your review. Please don't hesitate to contact me if you have questions or need additional information.

Thanks, and have a great day.
Ginny

CHANGE MANAGEMENT SUBMISSION

Title	Decommission Roxbury-Exit Juniper MX240
Location	
Start Time	6/1/2017 2:00 PM
End Time	6/1/2017 7:00 PM
Description	
Category	(2) Category2
All Day Event	
Recurrence	
Workspace	
Additional Comments	Interface Admin Link Description ge-1/0/5 up up BPD-Radio-Frontage-R ge-1/0/6 up up BPD-Radio-R ge-1/0/7 up up Layer-2 DataCenter EX_3200 Mutual-Link ge-1/0/7.1253 up up Mutual-Link-Internet ge-1/0/7.1631 up up Mutual-Link-VPLS ge-1/0/8 up up Bragdon MX-80 ge-1/1/9.0 ge-1/0/8.0 up up Bragdon-Connection ge-1/0/9 up up VoIP Cabinet ge-1/1/0 up up PSnet EOC ge-1/1/1 up up BPD:SRX650-port ge-2/0/7 ge-1/1/5 up up BFD-FAO-Roxbury-ge-0/1/3 ge-1/1/6 up up BPD:Core-2 Gi 5/2 ge-1/1/6.25 up up BPD:DR-L2 VPLS ge-1/1/6.26 up up BPD:DR-VPLS-26 ge-1/1/7 up up O'Bryant HS Uplink ge-1/1/7.10 up up BPS:O'Bryant-HS ge-1/1/7.16 up up Com-Wireless-Connection to O'Bryant H.S. ge-1/1/7.82 up up BPHC:O'Bryant-HS ge-1/1/7.255 up up Man:O'Bryant-HS ge-1/1/8 up up BPD-2 Connection ge-1/1/8.1253 up up BPD-Raw-Internet ge-1/1/9 up up CAD/PSS ge-1/1/9.200 up up CAD/PSS-Layer-3 ge-1/1/9.241 down up CAD->AdminBackDoorConnection xe-1/2/0 up up Dudley xe-1/3/0 up up Roxbury-North xe-1/3/0.0 up up Roxbury-North-Connection xe-2/0/0 up up Roxbury-South xe-2/0/0.0 up up Roxbury-South-Connection xe-2/0/1 up up Northhampton(Hi-Rise) xe-2/0/1.0 up up Northhampton xe-2/1/0 up up Lighttower-Pru-Connection xe-2/1/0.362 up up Lighttower-Internet xe-2/1/1 up up Roxbury-NGFW Port 8 xe-2/3/1 up up Roxbury-NGFW port 9 ae0 up down BFD FSAS ae1 up up Roxbury-NGFW
Alternate Start/End Time (if any)	
Backout/Recovery/Contingency Plan	N/A
Change Description and Purpose	Decommission Juniper MX240 so it can be re-purposed for the Disaster Recovery location in NJ.
Comments	
Contact Persons and Responsibilities	Brett Haynes - Network Operations Manager
Email	
Emergency	No
Final Approval Comments	
Message for Posting on The Hub	
Notification	BoNetSupport@CityofBoston.gov 617-635-2167
Outcome	
Post-Change Comments	
Pre-Requisites	
Referenced Documents	
Required Resources	IPC Network Engineers NOC Network Engineers
Reviewers	
Risk Assessment	Medium
Services Affected	Network services will be briefly interrupted for each connection as they are moved to their new connection on the Roxbury Juniper MX960 Core nodes.
Sr. Manager Approving	
Sr. Manager Comment	
Status	Workflow Initiated
Testing	
Type of Change	Decommission
Originator	Brett.Haynes@cityofboston.gov
Calendar Layer	Request
WF Reference	
WF Ref ToUpper	
Final Disposition	

--

Ginny Castro
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

Phone: 617-635-5740

virginia.castro@boston.gov

Sent from my iPhone


On Jun 1, 2017, at 4:38 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

we see the port on directly connected switch BosHC-SsA error disabled due to UDLD which typically is related to fiber/sfp issue
Reaching out to Chuck to see what is affected by this switch and discuss potential redundant link to this switch

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Jun 1, 2017, at 4:12 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Good afternoon,
We have received the alarm for this switch and are looking into this right now thank you

Name: BosEOC-SwA
Map: Boston Police HQ
Address: 

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, June 01, 2017 5:46 PM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; swilder@brooklinema.gov; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>
Subject: Re: PSnet - DragonWave RMA Estimate to Repair
Attachment(s): "image001.png"

We shave the antenna in our possession still .
We will drop of at Cambridge tomorrow

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On Jun 1, 2017, at 5:05 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Sarah,

Yes the DragonWave RMA item was discussed during the Thursday meeting and it was my understanding that Karen was going to send the quote and we were waiting for approval. I apologize if this was already approved if that is the case I will go ahead and process this RMA tomorrow.

As for the SFP, Chuck and I discussed about removing the media converter that was installed when the Dell switch was replaced by HP switch at Whidden. Dell SFP is not compatible with HP switch therefore the media converter was installed as a temporary solution at the time.

With the currency sfp we can eliminate the media converter

Please let me know if you have any questions/concerns

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Jun 1, 2017, at 4:05 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hello Shiro, et al.,

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so that Shiro can proceed?

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Thanks very much,
Sarah

On Thu, May 25, 2017 at 2:34 PM, Karen Coye<kcoye@ftgsecurity.com> wrote:

Hello All,

Attached please find the RMA estimate to repair from Dragonwave.

Please let us know if you wish us to proceed with the repair at your earliest convenience.

Regards,

Karen

Karen Coye | Project Manager

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

M: [617-719-4861](tel:617-719-4861) | O: [339-502-6620](tel:339-502-6620) | kcoye@ftgsecurity.com

<image001.png>

MA LIC 7051C

To open a new service request, please email servicecenter@ftgtechnologies.com or

call [617-367-7474](tel:617-367-7474) to speak with someone in our 24 hour Network Operations Center.

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If you received this e-mail in error, please contact the sender and delete the e-mail and any attached material immediately. Thank you.

From: DragonWave Customer Support [mailto:support@dragonwaveinc.com]

Sent: Tuesday, May 23, 2017 2:01 PM

To: Karen Coye

Cc: gfrederick@dragonwaveinc.com; darlene.belanger@dragonwaveinc.com; mercedes.salas-king@dragonwaveinc.com

Subject: [DWSUPPORT #XQZ-664904]: Quote for RMA SC170116-1 Tessco - FTG Technologies COWN - NON Warranty

_____ RMA Quote _____

Hello Karen,

Please note that we have received your unit for repair (serial # DW181AEK1017).

We have been able to determine that we are able to repair this unit, however it is no longer under warranty.

I have attached a quote for the repair to this email.

Should you wish to go ahead with this repair, please print and complete the attached credit card form and

return it with a purchase order to support@dragonwaveinc.com
Please reference the RMA #: SC170116-1

Please note that most repairs are complete in 30 business days.

Thank you,

Julie Love
DragonWave Customer Support
24 Hour Support [+1 613 271-7010](tel:+16132717010)

Ticket Details
Ticket ID: XQZ-664904
Department: RMA
Priority: **Major**
Status: New

--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

<image001.png>



From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Thursday, June 01, 2017 7:36 PM EDT

To: Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>

CC: SWilder@BrooklineMA.gov; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; deirdre.habershaw@boston.gov; sarah.plowman@boston.gov; Chuck Wade <Chuck@interisle.net>; ejohnson@lan-tel.com; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>

Subject: RE: BosEOC-SwA

Good Evening,

At 6:12pm this switch came back up.

Brett from City of Boston disabled the auto negotiation on the link and that resolved the issue.

We will continue to monitor this, but we believe this is all set now.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Jim Fitzpatrick [mailto:jim.fitzpatrick@pd.boston.gov]

Sent: Thursday, June 1, 2017 4:40 PM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: SWilder@BrooklineMA.gov; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; deirdre.habershaw@boston.gov; sarah.plowman@boston.gov; Chuck Wade <Chuck@interisle.net>; ejohnson@lan-tel.com; FTG NOC <noc@ftgtechnologies.com>; HelpDesk Account <HelpDesk@ftgtechnologies.com>

Subject: Re: BosEOC-SwA

Good afternoon,

I wanted to remind everyone of the BoNet maintenance scheduled for tomorrow beginning @ 2PM.

Please don't hesitate to contact me if you have questions or need additional information. The original notification and change management appears below.

Thanks, and have a great day.

Ginny

From: **Virginia Castro** <virginia.castro@boston.gov>

Date: Wed, May 24, 2017 at 8:04 AM

Subject: Upcoming BoNet Maintenance - [June 1 @ 2PM - 7PM](#)

To: Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>, John Surette <john.surette@pd.boston.gov>, Ken Kasinoff <ken.kasinoff@boston.gov>, Sally Chung <sally.chung@boston.gov>, Joseph Brooks <joseph.brooks@boston.gov>, Michael Kane <michael.kane@boston.gov>, Michelle Urso <michelle.urso@boston.gov>, Chuck Wade <chuck@interisle.net>, "DoITTelecommunications Group, City Hall" <telecom@cityofboston.gov>, Andy Horgan <ahorgan@bostonpublicschools.org>, Eddy Avignon <eavignon@bostonpublicschools.org>

Cc: "NOC@Boston.gov" <NOC@boston.gov>, BoNetSupport <bonetsupport@cityofboston.gov>

Good morning.

I wanted to make you all aware that Change Management has been submitted for [June 1st from 2PM - 7PM](#). The purpose of the maintenance is to decommission the Juniper MX240 in Schroeder Plaza (Roxbury Exit). The connections on Roxbury Exit will be migrated onto MX960s.

The following agencies will be affected and will experience short interruptions in service as their connections are migrated. The Public Safety agencies will be migrated first, followed by the VOIP and BPS connections.

- BPD
- BPD-Radio
- BFD
- BFD-Radio
- OEM - Bragdon St
- PSNet EOC
- Telcom / VoIP
- BPS

Please advise as soon as possible if you have an issue or concern with the date/time of the maintenance.

A copy of the Change Management is attached for your review. Please don't hesitate to contact me if you have questions or need additional information.

Thanks, and have a great day.
Ginny

CHANGE MANAGEMENT SUBMISSION

Title	Decommission Roxbury-Exit Juniper MX240
Location	
Start Time	6/1/2017 2:00 PM
End Time	6/1/2017 7:00 PM
Description	
Category	(2) Category2
All Day Event	
Recurrence	
Workspace	
Additional Comments	Interface Admin Link Description ge-1/0/5 up up BPD-Radio-Frontage-R ge-1/0/6 up up BPD-Radio-R ge-1/0/7 up up Layer-2 DataCenter EX_3200 Mutual-Link ge-1/0/7.1253 up up Mutual-Link-Internet ge-1/0/7.1631 up up Mutual-Link-VPLS ge-1/0/8 up up Bragdon MX-80 ge-1/1/9.0 ge-1/0/8.0 up up Bragdon-Connection ge-1/0/9 up up VoIP Cabinet ge-1/1/0 up up PSnet EOC ge-1/1/1 up up BPD:SRX650-port ge-2/0/7 ge-1/1/5 up up BFD-FAO-Roxbury-ge-0/1/3 ge-1/1/6 up up BPD:Core-2 Gi 5/2 ge-1/1/6.25 up up BPD:DR-L2 VPLS ge-1/1/6.26 up up BPD:DR-VPLS-26 ge-1/1/7 up up O'Bryant HS Uplink ge-1/1/7.10 up up BPS:O'Bryant-HS ge-1/1/7.16 up up Com-Wireless-Connection to O'Bryant H.S. ge-1/1/7.82 up up BPHC:O'Bryant-HS ge-1/1/7.255 up up Man:O'Bryant-HS ge-1/1/8 up up BPD-2 Connection ge-1/1/8.1253 up up BPD-Raw-Internet ge-1/1/9 up up CAD/PSS ge-1/1/9.200 up up CAD/PSS-Layer-3 ge-1/1/9.241 down up CAD->AdminBackDoorConnection xe-1/2/0 up up Dudley xe-1/3/0 up up Roxbury-North xe-1/3/0.0 up up Roxbury-North-Connection xe-2/0/0 up up Roxbury-South xe-2/0/0.0 up up Roxbury-South-Connection xe-2/0/1 up up Northhampton(Hi-Rise) xe-2/0/1.0 up up Northhampton xe-2/1/0 up up Lighttower-Pru-Connection xe-2/1/0.362 up up Lighttower-Internet xe-2/1/1 up up Roxbury-NGFW Port 8 xe-2/3/1

up up Roxbury-NGFW port 9 ae0 up down BFD FSAS ae1 up up Roxbury-NGFW

Alternate Start/End Time (if any)	
Backout/Recovery/Contingency Plan	N/A
Change Description and Purpose	Decommission Juniper MX240 so it can be re-purposed for the Disaster Recovery location in NJ.
Comments	
Contact Persons and Responsibilities	Brett Haynes - Network Operations Manager
Email	
Emergency	No
Final Approval Comments	
Message for Posting on The Hub	
Notification	BoNetSupport@CityofBoston.gov 617-635-2167
Outcome	
Post-Change Comments	
Pre-Requisites	
Referenced Documents	
Required Resources	IPC Network Engineers NOC Network Engineers
Reviewers	
Risk Assessment	Medium
Services Affected	Network services will be briefly interrupted for each connection as they are moved to their new connection on the Roxbury Juniper MX960 Core nodes.
Sr. Manager Approving	
Sr. Manager Comment	
Status	Workflow Initiated
Testing	
Type of Change	Decommission
Originator	Brett.Haynes@cityofboston.gov
Calendar Layer	Request
WF Reference	
WF Ref ToUpper	
Final Disposition	

--

Ginny Castro

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

Phone: 617-635-5740

virginia.castro@boston.gov

Sent from my iPhone

On Jun 1, 2017, at 4:38 PM, Shiro Ando <sando@fgtechnologies.com> wrote:

we see the port on directly connected switch BosHC-SsA error disabled due to UDLD which typically is related to fiber/sfp issue


Reaching out to Chuck to see what is affected by this switch and discuss potential redundant link to this switch

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Jun 1, 2017, at 4:12 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Good afternoon,

We have received the alarm for this switch and are looking into this right now thank you

Name: BosEOC-SwA
Map: Boston Police HQ
Address: 

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

From: Scott Wilder <swilder@brooklinema.gov>

Sent: Friday, June 02, 2017 7:31 AM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>>; Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>

CC: mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; deirdre.habershaw@boston.gov; sarah.plowman@boston.gov; Chuck Wade <Chuck@interisle.net>>; ejohnson@lan-tel.com; FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk@ftgtechnologies.com>>

Subject: RE: BosEOC-SwA

Thank You , Scott

From: Shiro Ando [<mailto:sando@ftgtechnologies.com>]

Sent: Thursday, June 01, 2017 7:37 PM

To: Jim Fitzpatrick

Cc: Scott Wilder; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; deirdre.habershaw@boston.gov; sarah.plowman@boston.gov; Chuck Wade; ejohnson@lan-tel.com; FTG NOC; HelpDesk Account

Subject: RE: BosEOC-SwA

Importance: High

Good Evening,

At 6:12pm this switch came back up.

Brett from City of Boston disabled the auto negotiation on the link and that resolved the issue.

We will continue to monitor this, but we believe this is all set now.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Jim Fitzpatrick [<mailto:jim.fitzpatrick@pd.boston.gov>]

Sent: Thursday, June 1, 2017 4:40 PM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: SWilder@BrooklineMA.gov; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; deirdre.habershaw@boston.gov; sarah.plowman@boston.gov; Chuck Wade <Chuck@interisle.net>; ejohnson@lan-tel.com; FTG NOC <noc@ftgtechnologies.com>; HelpDesk Account <HelpDesk@ftgtechnologies.com>

Subject: Re: BosEOC-SwA

Good afternoon,

I wanted to remind everyone of the BoNet maintenance scheduled for tomorrow beginning @ 2PM.

Please don't hesitate to contact me if you have questions or need additional information. The original notification and change management appears below.

Thanks, and have a great day.

Ginny

From: **Virginia Castro** <virginia.castro@boston.gov>

Date: Wed, May 24, 2017 at 8:04 AM

Subject: Upcoming BoNet Maintenance - [June 1 @ 2PM - 7PM](#)

To: Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>, John Surette <john.surette@pd.boston.gov>, Ken Kasinoff

<ken.kasinoff@boston.gov>, Sally Chung <sally.chung@boston.gov>, Joseph Brooks<joseph.brooks@boston.gov>, Michael Kane <michael.kane@boston.gov>, Michelle Urso <michelle.urso@boston.gov>, Chuck Wade <chuck@interisle.net>, "DoITTelecommunications Group, City Hall" <telecom@cityofboston.gov>, Andy Horgan <ahorgan@bostonpublicschools.org>, Eddy Avignon <eavignon@bostonpublicschools.org>
Cc: "NOC@Boston.gov" <NOC@boston.gov>, BoNetSupport <bonetsupport@cityofboston.gov>

Good morning.

I wanted to make you all aware that Change Management has been submitted for [June 1st from 2PM - 7PM](#). The purpose of the maintenance is to decommission the Juniper MX240 in Schroeder Plaza (Roxbury Exit). The connections on Roxbury Exit will be migrated onto MX960s.

The following agencies will be affected and will experience short interruptions in service as their connections are migrated. The Public Safety agencies will be migrated first, followed by the VOIP and BPS connections.

- BPD
- BPD-Radio
- BFD
- BFD-Radio
- OEM - Bragdon St
- PSNet EOC
- Telcom / VoIP
- BPS

Please advise as soon as possible if you have an issue or concern with the date/time of the maintenance.

A copy of the Change Management is attached for your review. Please don't hesitate to contact me if you have questions or need additional information.

Thanks, and have a great day.
Ginny

CHANGE MANAGEMENT SUBMISSION

Title	Decommission Roxbury-Exit Juniper MX240
Location	
Start Time	6/1/2017 2:00 PM
End Time	6/1/2017 7:00 PM
Description	
Category	(2) Category2
All Day Event	
Recurrence	
Workspace	
Additional Comments	Interface Admin Link Description ge-1/0/5 up up BPD-Radio-Frontage-R ge-1/0/6 up up BPD-Radio-R ge-1/0/7 up up Layer-2 DataCenter EX_3200 Mutual-Link ge-1/0/7.1253 up up Mutual-Link-Internet ge-1/0/7.1631 up up Mutual-Link-VPLS ge-1/0/8 up up Bragdon MX-80 ge-1/1/9.0 ge-1/0/8.0 up up Bragdon-Connection ge-1/0/9 up up VoIP Cabinet ge-1/1/0 up up PSnet EOC ge-1/1/1 up up BPD:SRX650-port ge-2/0/7 ge-1/1/5 up up BFD-FAO-Roxbury-ge-0/1/3 ge-1/1/6 up up BPD:Core-2 Gi 5/2 ge-1/1/6.25 up up BPD:DR-L2 VPLS ge-1/1/6.26 up up BPD:DR-VPLS-26 ge-1/1/7 up up O'Bryant HS Uplink ge-1/1/7.10 up up BPS:O'Bryant-HS ge-1/1/7.16 up up Com-Wireless-Connection to O'Bryant H.S. ge-1/1/7.82 up up BPHC:O'Bryant-HS ge-1/1/7.255 up up Man:O'Bryant-HS ge-1/1/8 up up BPD-2 Connection ge-1/1/8.1253 up up BPD-Raw-Internet ge-1/1/9 up up

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Alternate Start/End Time (if any)	
Backout/Recovery/Contingency Plan	N/A
Change Description and Purpose	Decommission Juniper MX240 so it can be re-purposed for the Disaster Recovery location in NJ.
Comments	
Contact Persons and Responsibilities	Brett Haynes - Network Operations Manager
Email	
Emergency	No
Final Approval Comments	
Message for Posting on The Hub	
Notification	BoNetSupport@CityofBoston.gov 617-635-2167
Outcome	
Post-Change Comments	
Pre-Requisites	
Referenced Documents	
Required Resources	IPC Network Engineers NOC Network Engineers
Reviewers	
Risk Assessment	Medium
Services Affected	Network services will be briefly interrupted for each connection as they are moved to their new connection on the Roxbury Juniper MX960 Core nodes.
Sr. Manager Approving	
Sr. Manager Comment	
Status	Workflow Initiated
Testing	
Type of Change	Decommission
Originator	Brett.Haynes@cityofboston.gov
Calendar Layer	Request
WF Reference	
WF Ref ToUpper	
Final Disposition	

--

Ginny Castro
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

Phone: 617-635-5740

virginia.castro@boston.gov

Sent from my iPhone

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we see the port on directly connected switch BoshC-SsA error disabled due to UDLD which typically is related to fiber/sfp issue


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Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

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Good afternoon,

We have received the alarm for this switch and are looking into this right now thank you

Name: BosEOC-SwA
Map: Boston Police HQ
Address: 

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FTG Technologies
Vice President Engineering

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From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Friday, June 02, 2017 11:17 AM EDT

To: John Surette <John Surette <john.surette@pd.boston.gov>>; Alan Alpert <Alan Alpert <aalpert@chelseama.gov>>; Christopher Major <Christopher Major <cmajor@somervillema.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gturner@cambridgefire.org>>; Harold Cataldo <Harold Cataldo <harold.cataldo@pd.boston.gov>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoherty@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>

Subject: Next PSnet meeting - June 27?? Your reply needed.

Hi PSnet folks,

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I'm suggesting Tuesday June 27, either 10am or 1pm. Can you please reply to let me know if you are available then? If you are *not* available, please comment on your availability for Wednesday June 28 (1pm) or Thursday June 29 (anytime).

Thanks!

Sarah

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Friday, June 02, 2017 12:27 PM EDT

To: John Surette <John Surette <john.surette@pd.boston.gov>>; Alan Alpert <Alan Alpert <aalpert@chelseama.gov>>; Christopher Major <Christopher Major <cmajor@somervillema.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gturner@cambridgefire.org>>; Harold Cataldo <Harold Cataldo <harold.cataldo@pd.boston.gov>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoeherty@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>

Subject: Re: Next PSnet meeting - June 27?? Your reply needed.

Update - I'm hearing of a few meetings or conflicts on the 27th. **In case we need a backup, can you also let me know if you're free Thursday, June 29?**

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Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: [617.635.1400](tel:617.635.1400)

Fax: [617.635.2974](tel:617.635.2974)

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Scott Wilder <swilder@brooklinema.gov>

Sent: Friday, June 02, 2017 12:47 PM EDT

To: Sarah Plowman <Sarah.Plowman@boston.gov>; John Surette <John.Surette@john.surette@pd.boston.gov>; Alan Alpert <Alan.Alpert@chelseama.gov>; Christopher Major <Christopher.Major@cmajor@somervillema.gov>; Chuck Wade <Chuck.Wade@chuck@interisle.net>; Colin Strutt <Colin.Strutt@colin@interisle.net>; Dan Rothman <Dan.Rothman@dan.rothman@boston.gov>; David Mahoney <David.Mahoney@damahoney@cambridgefire.org>; Deirdre Habershaw <Deirdre.Habershaw@deirdre.habershaw@boston.gov>; Ed Hernandez Sr. <Ed.Hernandez.Sr.@ehernandez@chelseama.gov>; Eric Johnson <Eric.Johnson@erjohnson@lan-tel.com>; Fred Goldstein <Fred.Goldstein@fred@interisle.net>; Glenn Turner <Glenn.Turner@gtturner@cambridgefire.org>; Harold Cataldo <Harold.Cataldo@harold.cataldo@pd.boston.gov>; Jason Marshall <Jason.Marshall@jason.marshall@pd.boston.gov>; Jim Fitzpatrick <Jim.Fitzpatrick@jim.fitzpatrick@pd.boston.gov>; Ken Pitts <Ken.Pitts@kpitts@cambridge911.org>; Michael Cobb <Michael.Cobb@mcobb@ftgtechnologies.com>; Michael Saltzman <Michael.Saltzman@michael.saltzman@state.ma.us>; Mike Kiely <Mike.Kiely@mkiely@police.somerville.ma.us>; Robert Griffin <Robert.Griffin@rgriffin@chelseama.gov>; Robert Verdone <Robert.Verdone@RVerdone@chelseama.gov>; Sean Doherty <Sean.Doherty@sdoeherty@ftgtechnologies.com>; Shawn Romanoski <Shawn.Romanoski@shawn.romanoski@pd.boston.gov>; Shiro Ando <Shiro.Ando@sando@ftgtechnologies.com>; Stan Reichgott <Stan.Reichgott@sreichgott@brooklinema.gov>; Stephen Maywalt <Stephen.Maywalt@smaywalt@cambridgepolice.org>; Steven Ford <Steven.Ford@sford@reverepolice.org>

Subject: RE: Next PSnet meeting - June 27?? Your reply needed.

29th will work as a back up for me if needed.

Scott

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]

Sent: Friday, June 02, 2017 12:28 PM

To: John Surette; Alan Alpert; Christopher Major; Chuck Wade; Colin Strutt; Dan Rothman; David Mahoney; Deirdre Habershaw; Ed Hernandez Sr.; Eric Johnson; Fred Goldstein; Glenn Turner; Harold Cataldo; Jason Marshall; Jim Fitzpatrick; Ken Pitts; Michael Cobb; Michael Saltzman; Mike Kiely; Robert Griffin; Robert Verdone; Scott Wilder; Sean Doherty; Shawn Romanoski; Shiro Ando; Stan Reichgott; Stephen Maywalt; Steven Ford

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Importance: High

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Sarah Plowman

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Phone: [617.635.1400](tel:617.635.1400)

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From: Dan Rothman <dan.rothman@boston.gov>

Sent: Friday, June 02, 2017 12:55 PM EDT

To: Scott Wilder <swilder@brooklinema.gov>

CC: Sarah Plowman <Sarah.Plowman@boston.gov>; John Surette <John.Surette@john.surette@pd.boston.gov>; Alan Alpert <aalpert@chelseama.gov>; Christopher Major <Christopher.Major@cmajor@somervillema.gov>; Chuck Wade <chuck@interisle.net>; Colin Strutt <colin@interisle.net>; David Mahoney <David.Mahoney@cambridgefire.org>; Deirdre Habershaw <Deirdre.Habershaw@deirdre.habershaw@boston.gov>; Ed Hernandez Sr. <Ed.Hernandez.Sr.@ehernandez@chelseama.gov>; Eric Johnson <Eric.Johnson@ejohnson@lan-tel.com>; Fred Goldstein <Fred.Goldstein@fred@interisle.net>; Glenn Turner <Glenn.Turner@gtturner@cambridgefire.org>; Harold Cataldo <Harold.Cataldo@harold.cataldo@pd.boston.gov>; Jason Marshall <Jason.Marshall@Jason.Marshall@pd.boston.gov>; Jim Fitzpatrick <Jim.Fitzpatrick@jim.fitzpatrick@pd.boston.gov>; Ken Pitts <Ken.Pitts@kpitts@cambridge911.org>; Michael Cobb <Michael.Cobb@mcobb@ftgtechnologies.com>; Michael Saltzman <Michael.Saltzman@michael.saltzman@state.ma.us>; Mike Kiely <Mike.Kiely@mkiely@police.somerville.ma.us>; Robert Griffin <Robert.Griffin@rgriffin@chelseama.gov>; Robert Verdone <Robert.Verdone@RVerdone@chelseama.gov>; Sean Doherty <Sean.Doherty@sdoherty@ftgtechnologies.com>; Shawn Romanoski <Shawn.Romanoski@shawn.romanoski@pd.boston.gov>; Shiro Ando <Shiro.Ando@sando@ftgtechnologies.com>; Stan Reichgott <Stan.Reichgott@sreichgott@brooklinema.gov>; Stephen Maywalt <Stephen.Maywalt@smaywalt@cambridgepolice.org>; Steven Ford <Steven.Ford@sford@reverepolice.org>

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Daniel L. Rothman
Chief Technology Officer
Department of Innovation & Technology, City of Boston
1 City Hall Square, Room 103
Boston, MA 02201
617-635-3548
Dan.Rothman@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, June 02, 2017 12:57 PM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: Next PSnet meeting - June 27?? Your reply needed.

Ok with me

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jun 2, 2017, at 11:17 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hi PSnet folks,

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Thanks!
Sarah

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, June 02, 2017 12:58 PM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: Next PSnet meeting - June 27?? Your reply needed.

Ok with me

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
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ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Monday, June 05, 2017 10:29 AM EDT

To: John Surette <John Surette <john.surette@pd.boston.gov>>; Alan Alpert <Alan Alpert <aalpert@chelseama.gov>>; Christopher Major <Christopher Major <cmajor@somervillema.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gturner@cambridgefire.org>>; Harold Cataldo <Harold Cataldo <harold.cataldo@pd.boston.gov>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoherty@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>

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Sent: Monday, June 05, 2017 10:38 AM EDT

To: Sarah Plowman <Sarah.Plowman@boston.gov>; John Surette <John.Surette@john.surette@pd.boston.gov>; Alan Alpert <Alan.Alpert@chelseama.gov>; Christopher Major <Christopher.Major@cmajor@somervillema.gov>; Chuck Wade <Chuck.Wade@chuck@interisle.net>; Colin Strutt <Colin.Strutt@colin@interisle.net>; Dan Rothman <Dan.Rothman@dan.rothman@boston.gov>; David Mahoney <David.Mahoney@damahoney@cambridgefire.org>; Deirdre Habershaw <Deirdre.Habershaw@deirdre.habershaw@boston.gov>; Ed Hernandez Sr. <Ed.Hernandez.Sr.@ehernandez@chelseama.gov>; Eric Johnson <Eric.Johnson@ejohnson@lan-tel.com>; Fred Goldstein <Fred.Goldstein@fred@interisle.net>; Glenn Turner <Glenn.Turner@gtturner@cambridgefire.org>; Harold Cataldo <Harold.Cataldo@harold.cataldo@pd.boston.gov>; Jason Marshall <Jason.Marshall@Jason.Marshall@pd.boston.gov>; Jim Fitzpatrick <Jim.Fitzpatrick@jim.fitzpatrick@pd.boston.gov>; Ken Pitts <Ken.Pitts@kpitts@cambridge911.org>; Michael Cobb <Michael.Cobb@mcobb@ftgtechnologies.com>; Michael Saltzman <Michael.Saltzman@michael.saltzman@state.ma.us>; Mike Kiely <Mike.Kiely@mkiely@police.somerville.ma.us>; Robert Griffin <Robert.Griffin@rgriffin@chelseama.gov>; Robert Verdone <Robert.Verdone@RVerdone@chelseama.gov>; Sean Doherty <Sean.Doherty@sdoeherty@ftgtechnologies.com>; Shawn Romanoski <Shawn.Romanoski@shawn.romanoski@pd.boston.gov>; Shiro Ando <Shiro.Ando@sando@ftgtechnologies.com>; Stan Reichgott <Stan.Reichgott@sreichgott@brooklinema.gov>; Stephen Maywalt <Stephen.Maywalt@smaywalt@cambridgepolice.org>; Steven Ford <Steven.Ford@sford@reverepolice.org>

Subject: RE: Next PSnet meeting - June 27?? Your reply needed.

I can host \ Scott

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]

Sent: Monday, June 05, 2017 10:29 AM

To: John Surette; Alan Alpert; Christopher Major; Chuck Wade; Colin Strutt; Dan Rothman; David Mahoney; Deirdre Habershaw; Ed Hernandez Sr.; Eric Johnson; Fred Goldstein; Glenn Turner; Harold Cataldo; Jason Marshall; Jim Fitzpatrick; Ken Pitts; Michael Cobb; Michael Saltzman; Mike Kiely; Robert Griffin; Robert Verdone; Scott Wilder; Sean Doherty; Shawn Romanoski; Shiro Ando; Stan Reichgott; Stephen Maywalt; Steven Ford

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From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Monday, June 05, 2017 1:00 PM EDT

To: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>

CC: John Surette <John Surette <john.surette@pd.boston.gov>>; Alan Alpert <Alan Alpert <aalpert@chelseama.gov>>; Christopher Major <Christopher Major <cmajor@somervillema.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gturner@cambridgefire.org>>; Harold Cataldo <Harold Cataldo <harold.cataldo@pd.boston.gov>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Sean Doherty <Sean Doherty <sdoherthy@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanowski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>

Subject: Re: Next PSnet meeting - June 27?? Your reply needed.

Thanks, Scott!

On Mon, Jun 5, 2017 at 10:38 AM, Scott Wilder<swilder@brooklinema.gov> wrote:

I can host \ Scott

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]

Sent: Monday, June 05, 2017 10:29 AM

To: John Surette; Alan Alpert; Christopher Major; Chuck Wade; Colin Strutt; Dan Rothman; David Mahoney; Deirdre Habershaw; Ed Hernandez Sr.; Eric Johnson; Fred Goldstein; Glenn Turner; Harold Cataldo; Jason Marshall; Jim Fitzpatrick; Ken Pitts; Michael Cobb; Michael Saltzman; Mike Kiely; Robert Griffin; Robert Verdone; Scott Wilder; Sean Doherty; Shawn Romanoski; Shiro Ando; Stan Reichgott; Stephen Maywalt; Steven Ford

Subject: Re: Next PSnet meeting - June 27?? Your reply needed.

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One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, June 06, 2017 8:17 AM EDT

To: Scott Wilder <'Scott Wilder' <swilder@brooklinema.gov>>; Michael Kiely <'Michael Kiely' <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>; Sarah Plowman <'Sarah Plowman' <sarah.plowman@boston.gov>>; Verdone, Robert
CC: Chuck Wade - Interisle (Chuck@Interisle.net) <'Chuck Wade - Interisle (Chuck@Interisle.net)' <Chuck@Interisle.net>>; Eric Johnson <'Eric Johnson' <EJohnson@LAN-TEL.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>

Subject: RE: MITC - 200 Arlington Street, Chelsea -

Good morning,

Bob Lavery went to MITC yesterday morning and found the cover the Bridgewave antenna fell off. (please see photos below)
After discussing with Chuck, It appears this is more than just the cover/cosmetic piece as this link to Chelsea EOC has had some random issues that may have been caused by this fallen piece.

We will work together to figure out the best course of action and send another update.

Thanks

Shiro





Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando
Sent: Thursday, June 1, 2017 2:27 PM
To: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Verdone, Robert <RVerdone@chelseama.gov>
Cc: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>
Subject: RE: MITC - 200 Arlington Street, Chelsea -

Thank you Scott.

Hi Rob,
Would it be possible for us to visit Soldier's Home on Monday, June 5th in the morning?
Thank you
Shiro

From: Scott Wilder [<mailto:swilder@brooklinema.gov>]
Sent: Thursday, June 1, 2017 2:08 PM
To: Shiro Ando <sando@ftgtechnologies.com>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Verdone, Robert <RVerdone@chelseama.gov>
Cc: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>
Subject: RE: MITC - 200 Arlington Street, Chelsea -

Hi Shiro,
If you can coordinate access to the Soldier home, that would be a good next step, so we can permanently get this power issue fixed for the PSnet equipment.
Thanks
Scott

From: Shiro Ando [<mailto:sando@ftgtechnologies.com>]
Sent: Thursday, June 01, 2017 1:34 PM
To: Scott Wilder; Michael Kiely; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw; Sarah Plowman; Verdone, Robert
Cc: Chuck Wade - Interisle (Chuck@Interisle.net); Eric Johnson; Bob Lavery Jr

Subject: RE: MITC - 200 Arlington Street, Chelsea -
Importance: High

Good afternoon,

Our tech was on site this morning, but we were asked to reschedule.
I am trying to reschedule it for Monday June 5th at 8am.
I will send an update once I get the confirmation from EOPSS/DCAM.

No time will be added to our monthly bill for today since we were not able to get up to the roof and inspect the equipment

Also Chuck and I discussed and were wondering if FTG could stop by Soldier's Home after MITC to figure out what we would need to put the PSnet equipment permanently on the circuit connected to backup generator. Please let me know if this is ok.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando
Sent: Wednesday, May 31, 2017 4:54 PM
To: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; 'Verdone, Robert' <RVerdone@chelseama.gov>
Cc: Chuck Wade <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>
Subject: MITC - 200 Arlington Street, Chelsea -

Good afternoon,

Bob Lavery Jr(FTG) will be on site tomorrow morning to inspect the equipment on the roof of MITC.
This was requested by Michael Leary (EOPSS) and Chuck.
MITC building maintenance has noticed one of the pieces of equipment on the roof appears to have moved causing a piece to fall.
Chuck noticed the problems with the BridgeWave link from Chelsea EOC/E911 to MITC last week as well.

Chuck will assist Bob in locating the PSnet equipment.

I will send an update after our visit tomorrow.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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From: Deirdre Habershaw <deirdre.habershaw@boston.gov>

Sent: Tuesday, June 06, 2017 8:20 AM EDT

To: FitzpatrickJ.bpd@cityofboston.gov; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Verdone, Robert

CC: Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>

Subject: Re: MITC - 200 Arlington Street, Chelsea -

Attachment(s): "image004.jpg", "image003.jpg", "image001.jpg", "image002.jpg"

Thank you for keeping us posted.

On Tue, Jun 6, 2017 at 8:17 AM Shiro Ando <sando@ftgtechnologies.com> wrote:

Good morning,

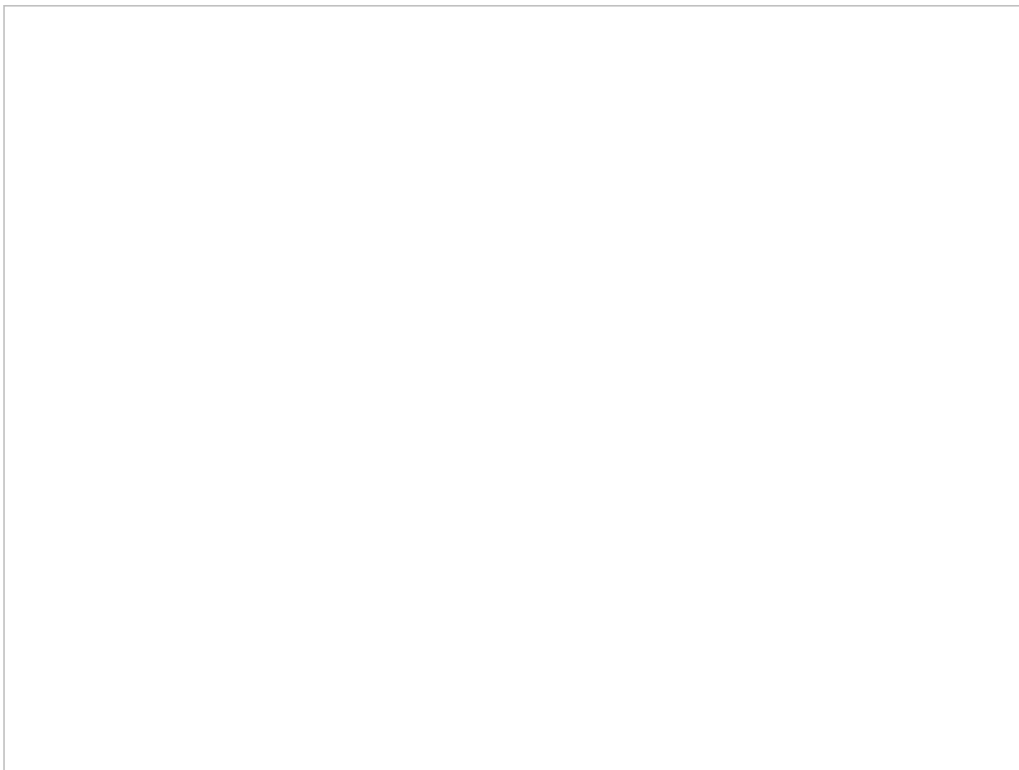
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Shiro Ando | [CCIE # 12809](#)

| Vice President Engineering |

[ftg-black-169x39 JPEG](#)

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Importance: High

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Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



From: Shiro Ando

Sent: Wednesday, May 31, 2017 4:54 PM

To: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; 'Verdone, Robert' <RVerdone@chelseama.gov>

Cc: Chuck Wade <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: MITC - 200 Arlington Street, Chelsea -

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This was requested by Michael Leary (EOPSS) and Chuck.

MITC building maintenance has noticed one of the pieces of equipment on the roof appears to have moved causing a piece to fall.

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Chuck will assist Bob in locating the PSnet equipment.

I will send an update after our visit tomorrow.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Battery March Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management

One City Hall Square, Rm 204
617-635-1400

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, June 06, 2017 8:31 AM EDT

To: Verdone, Robert

CC: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <'Michael Kiely' <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>; Sarah Plowman <'Sarah Plowman' <sarah.plowman@boston.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <'Chuck Wade - Interisle (Chuck@Interisle.net)' <Chuck@Interisle.net>>; Eric Johnson <'Eric Johnson' <EJohnson@LAN-TEL.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>

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Good morning,

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After visiting the site and discussing with Rob and Chuck, we determined the best solution is to install new outlet in PSnet cabinet that is directly wired into the panel hooked up to the backup generator.

Rob will discuss this with his team and let us know the next steps.

Thank you

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Would it be ok to schedule it for 10:30am?

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| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Verdone, Robert [<mailto:RVerdone@chelseama.gov>]

Sent: Thursday, June 1, 2017 2:44 PM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Verdone, Robert <RVerdone@chelseama.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: Re: MITC - 200 Arlington Street, Chelsea -

That should be fine. 9am ok?

Very Respectfully,

Robert Verdone, Asst. Director
City of Chelsea
Emergency Management

Cell: 339-226-1611
Desk: 617-466-4672

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Cc: Chuck Wade - Interisle (Chuck@Interisle.net); Eric Johnson; Bob Lavery Jr

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Importance: High

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<image003.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

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CC: Verdone, Robert; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>
Subject: Re: MITC - 200 Arlington Street, Chelsea -

Thank you Shiro.

Soldiers' Home has a staff electrician. I will forward his contact info to you. Please clear any planned facility mods with him.

Thanks again!

Very Respectfully,

Robert Verdone, Asst. Director
City of Chelsea
Emergency Management

Cell: 339-226-1611
Desk: 617-466-4672

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<image001.jpg>

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From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, June 06, 2017 8:45 AM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; swilder@brooklinema.gov; Mike Kiely <mkiely@police.somerville.ma.us>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>

Subject: RE: PSnet - DragonWave RMA Estimate to Repair

Hi Sarah

As discussed over the phone last week, I am still waiting for your written authorization to process the Dragonwave RMA. Just a quick email confirming it's ok to process the RMA would be great.

Thank you
Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



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| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando

Sent: Thursday, June 1, 2017 5:05 PM

To: Sarah Plowman <sarah.plowman@boston.gov>

Cc: Deirdre Habershaw <deirdre.habershaw@boston.gov>; swilder@brooklinema.gov; Mike Kiely <mkiely@police.somerville.ma.us>; Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Eric Johnson <ejohnson@lan-tel.com>; Chuck Wade <chuck@interisle.net>

Subject: Re: PSnet - DragonWave RMA Estimate to Repair

Hi Sarah,

Yes the DragonWave RMA item was discussed during the Thursday meeting and it was my understanding that Karen was going to send the quote and we were waiting for approval. I apologize if this was already approved if that is the case I will go ahead and process this RMA tomorrow.

As for the SFP, Chuck and I discussed about removing the media converter that was installed when the Dell switch was replaced by HP switch at Whidden. Dell SFP is not compatible with HP switch therefore the media converter was installed as a temporary solution at the time.

With the currency sfp we can eliminate the media converter

Please let me know if you have any questions/concerns

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Jun 1, 2017, at 4:05 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hello Shiro, et al.,

Just following up on this thread because I hadn't seen any activity on it. I wasn't at the PSnet meeting last week, but it's my understanding that at the meeting this was discussed and it was approved by the committee to send the Dragonwave out for repair. Can someone from the committee verify that so that Shiro can proceed?

Separately, Shiro, I noticed in your weekly progress report that you made mention of a piece of equipment suggested for the Whidden: an HP 1000SX SFP, and that FTG already has one available for use. Did this come up in conversation on Thursday's meeting? Can you clarify any more about this so that the committee can weigh in regarding if/when to deploy it?

Thanks very much,
Sarah

On Thu, May 25, 2017 at 2:34 PM, Karen Coye <kcoye@ftgsecurity.com> wrote:

| Hello All,

Attached please find the RMA estimate to repair from Dragonwave.

Please let us know if you wish us to proceed with the repair at your earliest convenience.

Regards,
Karen

Karen Coye | Project Manager

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

M: [617-719-4861](tel:617-719-4861) | O: [339-502-6620](tel:339-502-6620) | kcoye@ftgsecurity.com



MA LIC 7051C

To open a new service request, please email servicecenter@ftgtechnologies.com or call [617-367-7474](tel:617-367-7474) to speak with someone in our 24 hour Network Operations Center.

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If you received this e-mail in error, please contact the sender and delete the e-mail and any attached material immediately. Thank you.

From: DragonWave Customer Support [mailto:support@dragonwaveinc.com]

Sent: Tuesday, May 23, 2017 2:01 PM

To: Karen Coye

Cc: gfrederick@dragonwaveinc.com; darlene.belanger@dragonwaveinc.com; mercedes.salas-king@dragonwaveinc.com

Subject: [DWSUPPORT #XQZ-664904]: Quote for RMA SC170116-1 Tessco - FTG Technologies COWN - NON Warranty

_____ RMA Quote _____

Hello Karen,

Please note that we have received your unit for repair (serial # DW181AEK1017).

We have been able to determine that we are able to repair this unit, however it is no longer under warranty. I have attached a quote for the repair to this email.

Should you wish to go ahead with this repair, please print and complete the attached credit card form and return it with a purchase order to support@dragonwaveinc.com

Please reference the RMA #: SC170116-1

Please note that most repairs are complete in 30 business days.

Thank you,

Julie Love
DragonWave Customer Support
24 Hour Support [+1 613 271-7010](tel:+16132717010)

Ticket Details
Ticket ID: XQZ-664904
Department: RMA
Priority: Major
Status: New

--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

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Subject: RE: MITC - 200 Arlington Street, Chelsea -

OK, good luck, let us know what you need from our end.

Scott

From: Shiro Ando [mailto:sando@ftgtechnologies.com]

Sent: Tuesday, June 06, 2017 8:17 AM

To: Scott Wilder; 'Michael Kiely'; 'FitzpatrickJ.bpd@cityofboston.gov'; 'Deirdre Habershaw'; 'Sarah Plowman'; 'Verdone, Robert'

Cc: 'Chuck Wade - Interisle (Chuck@Interisle.net)'; 'Eric Johnson'; Bob Lavery Jr

Subject: RE: MITC - 200 Arlington Street, Chelsea -

Importance: High

Good morning,

Bob Lavery went to MITC yesterday morning and found the cover the Bridgewave antenna fell off. (please see photos below)

After discussing with Chuck, It appears this is more than just the cover/cosmetic piece as this link to Chelsea EOC has had some random issues that may have been caused by this fallen piece.

We will work together to figure out the best course of action and send another update.

Thanks

Shiro





Shiro Ando | CCIE # 12809
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From: Shiro Ando

Sent: Wednesday, May 31, 2017 4:54 PM

To: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; 'Verdone, Robert' <RVerdone@chelseama.gov>

Cc: Chuck Wade <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: MITC - 200 Arlington Street, Chelsea -

Good afternoon,

Bob Lavery Jr(FTG) will be on site tomorrow morning to inspect the equipment on the roof of MITC.
This was requested by Michael Leary (EOPSS) and Chuck.
MITC building maintenance has noticed one of the pieces of equipment on the roof appears to have moved causing a piece to fall.
Chuck noticed the problems with the BridgeWave link from Chelsea EOC/E911 to MITC last week as well.

Chuck will assist Bob in locating the PSnet equipment.

I will send an update after our visit tomorrow.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|
| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, June 06, 2017 8:52 AM EDT

To: Verdone, Robert

CC: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>

Subject: RE: MITC - 200 Arlington Street, Chelsea -

Thank you, we will plan accordingly.

Shiro

From: Verdone, Robert [mailto:RVerdone@chelseama.gov]

Sent: Tuesday, June 6, 2017 8:34 AM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Verdone, Robert <RVerdone@chelseama.gov>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: Re: MITC - 200 Arlington Street, Chelsea -

Thank you Shiro.

Soldiers' Home has a staff electrician. I will forward his contact info to you. Please clear any planned facility mods with him.

Thanks again!

Very Respectfully,

Robert Verdone, Asst. Director

City of Chelsea

Emergency Management

Cell: 339-226-1611

Desk: 617-466-4672

On Jun 6, 2017, at 08:31, Shiro Ando <sando@ftgtechnologies.com> wrote:

Good morning,

Thank you Robert for spending time with Bob yesterday.

After visiting the site and discussing with Rob and Chuck, we determined the best solution is to install new outlet in PSnet cabinet that is directly wired into the panel hooked up to the backup generator. Rob will discuss this with his team and let us know the next steps.

Thank you

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Shiro Ando

Sent: Thursday, June 1, 2017 2:54 PM

To: Verdone, Robert <RVerdone@chelseama.gov>

Cc: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: RE: MITC - 200 Arlington Street, Chelsea -

Hi Robert,

Bob Lavery Jr is supposed to be at MITC at 8am on Monday and expect to be there for approximately two hours(I think it would be less)

Would it be ok to schedule it for 10:30am?

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Verdone, Robert [<mailto:RVerdone@chelseama.gov>]
Sent: Thursday, June 1, 2017 2:44 PM
To: Shiro Ando <sando@ftgtechnologies.com>
Cc: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Verdone, Robert <RVerdone@chelseama.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>
Subject: Re: MITC - 200 Arlington Street, Chelsea -

That should be fine. 9am ok?

Very Respectfully,

Robert Verdone, Asst. Director
City of Chelsea
Emergency Management

Cell: 339-226-1611
Desk: 617-466-4672

On Jun 1, 2017, at 14:27, Shiro Ando <sando@ftgtechnologies.com> wrote:

Thank you Scott.

Hi Rob,
Would it be possible for us to visit Soldier's Home on Monday, June 5th in the morning?
Thank you
Shiro

From: Scott Wilder [<mailto:swilder@brooklinema.gov>]
Sent: Thursday, June 1, 2017 2:08 PM
To: Shiro Ando <sando@ftgtechnologies.com>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Verdone, Robert <RVerdone@chelseama.gov>
Cc: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>
Subject: RE: MITC - 200 Arlington Street, Chelsea -

Hi Shiro,
If you can coordinate access to the Soldier home, that would be a good next step, so we can permanently get this power issue fixed for the PSnet equipment.
Thanks
Scott

From: Shiro Ando [<mailto:sando@ftgtechnologies.com>]
Sent: Thursday, June 01, 2017 1:34 PM
To: Scott Wilder; Michael Kiely; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw; Sarah Plowman; Verdone, Robert
Cc: Chuck Wade - Interisle (Chuck@Interisle.net); Eric Johnson; Bob Lavery Jr
Subject: RE: MITC - 200 Arlington Street, Chelsea -
Importance: High

Good afternoon,

Our tech was on site this morning, but we were asked to reschedule.
I am trying to reschedule it for Monday June 5th at 8am.
I will send an update once I get the confirmation from EOPSS/DCAM.

No time will be added to our monthly bill for today since we were not able to get up to the roof and inspect the equipment.

Also Chuck and I discussed and were wondering if FTG could stop by Soldier's Home after MITC to figure out what we would need to put the PSnet equipment permanently on the circuit connected to backup generator. Please let me know if this is ok.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



<image003.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Shiro Ando

Sent: Wednesday, May 31, 2017 4:54 PM

To: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>;
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<sarah.plowman@boston.gov>; 'Verdone, Robert' <RVerdone@chelseama.gov>

Cc: Chuck Wade <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr
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Chuck will assist Bob in locating the PSnet equipment.

I will send an update after our visit tomorrow.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, June 06, 2017 10:17 AM EDT

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>; Don Burgess <Don Burgess <don.burgess@boston.gov>; Robert Slade <Robert Slade <robert.slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>; William Joyce <William Joyce <william.joyce@boston.gov>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Michael Driscoll <Michael Driscoll <mdriscoll@dvitel.com>; John Grennon <John Grennon <jgrennon@lan-tel.com>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>; Peter Clifford <Peter Clifford <Peter.clifford@boston.gov>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>

Subject: Security Camera Strategy Meeting Status Report - for 6/7 meeting

Attachment(s): "Security Camera Strategy Meeting_6-7-17.docx"

Attached is the status report for tomorrow's Security Camera Strategy team meeting.

Please note: our next meeting will be held 3 weeks out from tomorrow's meeting, on 6/28.

Thanks and talk to you all tomorrow.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | [City of Boston](#)

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

Security Camera Strategy Status Meeting – 6/7/17

Time: **Wednesday, 6/7/2017, 9:00AM – 10:00AM (Bi-weekly schedule. Next meeting = 6/28/2017)**
Location: Conference Room 115 / Dial In: 1-866-715-6967, Passcode: 4466461 (Host: 7860059)
Called by: Linda Calnan x52875

I. Agenda-Locations / Status Updates / Action Items

Locations: (Updates in bold:)

- **22 Dry Dock:**
 - **Data port wiring/cabling for 156 ports to be completed this week.**
 - **Electrical wiring to be completed this week.**
 - **Agency network connectivity testing with DoIT engineering is ongoing. Several successfully completed.**
 - **Laptop/Device support by our Help desk team for configuration on to our network has begun. OEM workstations tested successfully.**
 - **DoIT BYOD Requirements provided and distributed to attending agencies.**
 - **IT onsite support = 6/16 thru 6/22.**
 - Siemens and Axis providing additional cameras and van for temp set up – approved. Network connectivity testing to be conducted 6/6.
 - Security desk at 22 Dry Dock moving to 12 Channel – move to take place after Sail Boston event.
- **BTD & City Hall Core System Upgrades – Enhanced SC v5.5 & VidSys 7.7.1 -**
 - **BTD / City Hall Core: Genetec system upgrade to SC v5.5 & Vidsys system upgrade to v7.7.1 – COMPLETED successfully. Currently cleaning up minor items to close project.**
 - **Next upgrades = City Hall core to Genetec 5.5 (from 5.3)**
- **Downtown Crossing – Same update – EHP needs to be redone by Shawn.** Camera installs almost complete – 1 remaining; configuration in to CIMS has started. Shawn/Louie managing.
- **Chinatown – Same update – On Hold** due waiting on required documentation from BPD. 20 of 37 cameras complete – expected completion ~late June. Shawn/Louie managing.
- **BPD HQ – Equipment has been ordered. .** Shawn/Louie managing.
- **BPD & Coast Guard, Harbor Installation - Same update** ~27 cameras to BPD DVTel system. Camera installations in progress. Shawn managing.
- **Cambridge St. Guard shack – Guard shack received. Fiber being run and network being set up.** Muni-security working on installing 3 new cameras on guard shack for add'l views of City Hall.
- **BCYF - Roch Ctr/W. Roxbury CC – New project. New camera installations. POCs – Lauren Hurley and**

Security Camera Strategy

Status Meeting – 6/7/17

Bob Slade. Working to obtain update.

- **BCYF – 112 Paris St. Fiber & Cameras – Same update: Construction scheduled to complete 5/29/17.** Plan to install pt-to-pt wireless connection for 15+ cameras. Network connectivity also required for ~45 workstations. No VoIP requirements initially. (Fiber connectivity to BoNet – is included in Mike Lynch dark fiber RFP.)
- **Strand Theater - Under construction: Jerry and I had onsite meetings with Leo, PM for Strand's construction and Juan, PM from DND, for BoNet and cameras. Funding is open issue that DND is working on.**
- **On Hold - Canterbury Street, Public Works (Comcast 100MG) (Warehouse for city lighting-theft & security issues) -** Waiting on Public Works final approval of quote provided by Siemens for 16 cameras and local archiver.
- **On Hold - Water & Sewer – HQ-Harrison Ave (78 cameras) & Alford St (37 cameras) – On hold due to budget issues.** Joe Crossen is managing.
- **Body Cams – Pilot extended to December.** Pilot began 9/12, successful thus far. Shawn/Louie managing next steps.

Roadblocks / Critical issues:

- None.

Security Camera Strategy Status Meeting – 6/7/17

II. On regular bi-weekly schedule.

Attendees		Invited	Attended
Brett Haynes	COB Network	X	
Brian Barcelou	BPD, Network	X	
Brian Henry	MBTA	X	
Bob Slade	MPS	X	
Dan Rothman	CTO, COB	X	
Krishnamoorthi Ramasamy	BPHC	X	
Conor McDavitt	Siemens	X	
Eric Johnson	Lan-Tel	X	
Ian Thomas	VidSys	X	
Jarrold Fullerton	Genetec	X	
Jason MacDonald	BFD	X	
Jeff Beers	BPHC	X	
Jason Marshall	BPD, Network	X	
Jerry Turner	COB Network	X	
Jim Fitzpatrick	BPD, Network	X	
John Grennon	Lan-Tel	X	
Linda Calnan	COB	X	
Louis Madeira	BPD	X	
Mike Driscoll	DVTel	X	
Mike Flaherty	MPS	X	
Mike Kane	OEM	X	
Nelson Vasconcelos	Siemens	X	
Rich Reidy	Siemens	X	
Shawn Romanoski	BPD	X	
Vinny Stancato	Lan-Tel	X	
William Joyce	MPS	X	
Wilson Aleman	BTD	X	
Gary Cupido	VidSys	X	

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, June 06, 2017 10:53 AM EDT

To: John Surette <'John Surette' <john.surette@pd.boston.gov>>

CC: Chuck Wade - Interisle (Chuck@Interisle.net) <'Chuck Wade - Interisle (Chuck@Interisle.net)' <Chuck@Interisle.net>>; Eric Johnson <'Eric Johnson' <EJohnson@LAN-TEL.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Scott Wilder <'Scott Wilder' <swilder@brooklinema.gov>>; Michael Kiely <'Michael Kiely' <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>; Sarah Plowman <'Sarah Plowman' <sarah.plowman@boston.gov>>; Shawn.Romanoski@pd.boston.gov

Subject: BoNet Boundary Router installation at East Boston HS

Hi John

We have the new BoNet Boundary Router (BBR) and APC SmartUPS-1500 UPS ready to be installed at East Boston HS.

Bob (FTG) will be on site and Chuck will assist remotely. Although it should be brief, there will be some service interruption during the installation.

I am hoping we can schedule this for next Tuesday June 13th. Would you please let me know if this date works you?

Thank you

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: John Surette <john.surette@pd.boston.gov>

Sent: Tuesday, June 06, 2017 11:38 AM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Chuck Wade - Interisle <Chuck Wade - Interisle <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov <FitzpatrickJ.bpd@cityofboston.gov>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>

Subject: RE: BoNet Boundary Router installation at East Boston HS

Sounds good to me.

See the front office at EBHS for access to the radio room.

Thank you,

-John

John Surette

Telecommunications Division

Boston Police Department

617-343-4620

From: Shiro Ando [mailto:sando@ftgtechnologies.com]

Sent: Tuesday, June 06, 2017 10:54 AM

To: 'John Surette'

Cc: 'Chuck Wade - Interisle (Chuck@Interisle.net)'; 'Eric Johnson'; Bob Lavery Jr; 'Scott Wilder'; 'Michael Kiely'; 'FitzpatrickJ.bpd@cityofboston.gov'; 'Deirdre Habershaw'; 'Sarah Plowman'; Shawn.Romanoski@pd.boston.gov

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Thank you

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| Vice President Engineering |



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Subject: RE: BoNet Boundary Router installation at East Boston HS

Great Thank you John
Is 9am ok?
Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: John Surette [mailto:john.surette@pd.boston.gov]
Sent: Tuesday, June 6, 2017 11:39 AM
To: Shiro Ando <sando@ftgtechnologies.com>
Cc: Chuck Wade - Interisle <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>
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| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, June 06, 2017 12:27 PM EDT

To: damahoney@cambridgefire.org

CC: Chuck Wade - Interisle <Chuck@interisle.net>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Scott Wilder < Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; gturner@cambridgefire.org

Subject: APC pick up at Cambridge FD for East Boston HS

Hi Dave,

Thank you for giving us the access cards to the Cambridge Fire Department PSnet storage.

I would like to schedule Bob to come by and grab the APC SmartUPS 1500 for upcoming BoNet Boundary Router (BBR)/UPS installation at East Boston High School. This is scheduled for next Tuesday, June 13th.

Would you please let me know what day works for Bob to come by and pick up the UPS?

Thank you.

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, June 06, 2017 12:31 PM EDT

To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

CC: chuck wade <chuck wade <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@boston.gov>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Joe P <Joe P <jpepjonovich@quincyma.gov>>; Eric Ricciardi <Eric Ricciardi <ericciardi@quincyma.gov>>

Subject: RE: Quincy BoNet Boundary Router install

Good afternoon,

Today we installed the BoNet Boundary Router at Coddington Data Center in Quincy.
All went smooth as expected and the device is now online.

Thank you Eric for working with us today.

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

On Fri, May 26, 2017 at 10:48 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Deirdre

Eric Ricciardi from the city of Quincy and Chuck confirmed their availabilities for the new BoNet Boundary Router (BBR) installation at Coddington Data Center on Tuesday June 6.

We are scheduled to start at 9am.

Chuck has given us clear instructions and the installation for this site is fairly straightforward so we don't anticipate any issues, but we will keep you informed

Please let me know if you have any questions/concerns.

I hope everyone has a safe and happy Memorial Day weekend.

Thank you
Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | email:sando@ftgtechnologies.com |

--

Deirdre Habershaw

Project Director

Mayor's Office of Emergency Management

One City Hall Square, Rm 204

617-635-1400

From: Joe P <jpejnovich@quincyma.gov>
Sent: Tuesday, June 06, 2017 12:39 PM EDT
To: Shiro Ando <'Shiro Ando' <sando@ftgtechnologies.com>>; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>
CC: chuck wade <'chuck wade' <Chuck@interisle.net>>; Eric Johnson <'Eric Johnson' <ejohnson@lan-tel.com>>; Scott Wilder <'Scott Wilder' <swilder@brooklinema.gov>>; Michael Kiely <'Michael Kiely' <mkiely@police.somerville.ma.us>>; Sarah Plowman <'Sarah Plowman' <Sarah.Plowman@boston.gov>>; Bob Lavery Jr <'Bob Lavery Jr' <blaveryjr@ftgtechnologies.com>>; Eric Ricciardi <'Eric Ricciardi' <ericciardi@quincyma.gov>>
Subject: RE: Quincy BoNet Boundary Router install

[Thanks for the update](#)

Joe

From: Shiro Ando [mailto:sando@ftgtechnologies.com]
Sent: Tuesday, June 06, 2017 12:32 PM
To: Deirdre Habershaw
Cc: chuck wade; Eric Johnson; Scott Wilder; Michael Kiely; Sarah Plowman; Bob Lavery Jr; Joe P; Eric Ricciardi
Subject: RE: Quincy BoNet Boundary Router install

Good afternoon,

Today we installed the BoNet Boundary Router at Coddington Data Center in Quincy.
All went smooth as expected and the device is now online.

Thank you Eric for working with us today.

Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|
| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

On Fri, May 26, 2017 at 10:48 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Deirdre

Eric Ricciardi from the city of Quincy and Chuck confirmed their availabilities for the new BoNet Boundary Router (BBR) installation at Coddington Data Center on Tuesday June 6.
We are scheduled to start at 9am.

Chuck has given us clear instructions and the installation for this site is fairly straightforward so we don't anticipate any issues, but we will keep you informed

Please let me know if you have any questions/concerns.

I hope everyone has a safe and happy Memorial Day weekend.

Thank you
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

--
Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Mahoney, David A <DAMahoney@CambridgeFire.Org>
Sent: Tuesday, June 06, 2017 1:40 PM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Chuck Wade - Interisle <Chuck Wade - Interisle <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Scott Wilder < Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Turner, Glenn
Subject: RE: APC pick up at Cambridge FD for East Boston HS

Hi Shiro,

Anytime tomorrow after 10 AM or anytime Thursday is fine. If they have any issues just have them call my cell @ 508-843-0295

From: Shiro Ando [mailto:sando@ftgtechnologies.com]
Sent: Tuesday, June 06, 2017 12:27 PM
To: Mahoney, David A <DAMahoney@CambridgeFire.Org>
Cc: Chuck Wade - Interisle <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Turner, Glenn <GTurner@CambridgeFire.Org>
Subject: APC pick up at Cambridge FD for East Boston HS

Hi Dave,

Thank you for giving us the access cards to the Cambridge Fire Department PSnet storage.

I would like to schedule Bob to come by and grab the APC SmartUPS 1500 for upcoming BoNet Boundary Router (BBR)/UPS installation at East Boston High School. This is scheduled for next Tuesday, June 13th.

Would you please let me know what day works for Bob to come by and pick up the UPS?

Thank you.

Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, June 06, 2017 4:30 PM EDT

To: Mahoney, David A

CC: Chuck Wade - Interisle <Chuck@interisle.net>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Scott Wilder < Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Turner, Glenn

Subject: RE: APC pick up at Cambridge FD for East Boston HS

Hi David

Thank you,

Bob will swing by tomorrow just after 10am to pick it up.

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Mahoney, David A [mailto:DAMahoney@CambridgeFire.Org]

Sent: Tuesday, June 6, 2017 1:41 PM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Chuck Wade - Interisle <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Turner, Glenn <GTurner@CambridgeFire.Org>

Subject: RE: APC pick up at Cambridge FD for East Boston HS

Hi Shiro,

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From: Shiro Ando [mailto:sando@ftgtechnologies.com]

Sent: Tuesday, June 06, 2017 12:27 PM

To: Mahoney, David A <DAMahoney@CambridgeFire.Org>

Cc: Chuck Wade - Interisle <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Turner, Glenn <GTurner@CambridgeFire.Org>

Subject: APC pick up at Cambridge FD for East Boston HS

Hi Dave,

Thank you for giving us the access cards to the Cambridge Fire Department PSnet storage.

I would like to schedule Bob to come by and grab the APC SmartUPS 1500 for upcoming BoNet Boundary Router (BBR)/UPS installation at East Boston High School. This is scheduled for next Tuesday, June 13th.

Would you please let me know what day works for Bob to come by and pick up the UPS?

Thank you.

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, June 06, 2017 4:31 PM EDT

To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Mahoney, David A

CC: Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Turner, Glenn

Subject: RE: APC pick up at Cambridge FD for East Boston HS

Attachment(s): "smime.p7s"

Thank you Chuck.

We will make sure to grab the right one.

Shiro

Shiro Ando | [CCIE # 12809](#)

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Chuck Wade [mailto:Chuck@Interisle.net]

Sent: Tuesday, June 6, 2017 2:04 PM

To: Mahoney, David A <DAMahoney@CambridgeFire.Org>; Shiro Ando <sando@ftgtechnologies.com>

Cc: Eric Johnson <EJohnson@lan-tel.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Turner, Glenn <GTurner@CambridgeFire.Org>

Subject: Re: APC pick up at Cambridge FD for East Boston HS

Shiro, et al.,

When you retrieve the APC UPS from Cambridge Fire, make sure you get one of the units with a yellow refurb label on the APC network management card as shown in this photo:



These are the UPSs that have new batteries and updated firmware for the management cards.

I do recommend plugging in the UPS before removing it from Cambridge Fire to make sure it delivers power to the outlets. Sometimes batteries fail in storage. Also note that there are new battery packs for these model UPSs in the same storage room.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 6/6/17 1:40 PM, Mahoney, David A wrote:

Hi Shiro,

Anytime tomorrow after 10 AM or anytime Thursday is fine. If they have any issues just have them call my cell @ 508-843-0295

From: Shiro Ando [<mailto:sando@ftgtechnologies.com>]
Sent: Tuesday, June 06, 2017 12:27 PM
To: Mahoney, David A <DAMahoney@CambridgeFire.Org>
Cc: Chuck Wade - Interisle <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Turner, Glenn

[<GTurner@CambridgeFire.Org>](mailto:GTurner@CambridgeFire.Org)

Subject: APC pick up at Cambridge FD for East Boston HS

Hi Dave,

Thank you for giving us the access cards to the Cambridge Fire Department PSnet storage.

I would like to schedule Bob to come by and grab the APC SmartUPS 1500 for upcoming BoNet Boundary Router (BBR)/UPS installation at East Boston High School. This is scheduled for next Tuesday, June 13th.

Would you please let me know what day works for Bob to come by and pick up the UPS?

Thank you.

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

Unable to Process

From: Michael Kane <michael.kane@boston.gov>

Sent: Wednesday, June 07, 2017 8:34 AM EDT

To: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; jason.macdonald@boston.gov <jason.macdonald@boston.gov>; edward.mccarthy@boston.gov <edward.mccarthy@boston.gov>; James Riley <James Riley <james.riley@boston.gov>>

Subject: Mk: heading over to Dry Dock now MEMA GEAR IS ONSITE

See around 9

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Michael Kane <michael.kane@boston.gov>

Sent: Wednesday, June 07, 2017 9:20 AM EDT

To: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; jason.macdonald@boston.gov; edward.mccarthy@boston.gov; James Riley <James Riley <james.riley@boston.gov>>

Subject: We are on the 3rd floor

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

> On Jun 7, 2017, at 08:34, Michael Kane <michael.kane@boston.gov> wrote:

>

> See around 9

>

> Michael Kane

> Logistics Section

> City of Boston

> Office of Emergency Management

> 617-343-2413

> 617-895-7215

From: Michael Kane <michael.kane@boston.gov>

Sent: Wednesday, June 07, 2017 10:42 AM EDT

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

CC: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>

Subject: Mk:Monday 22 Dry Dock after 1000 (CIMS Access Sail Boston)

Hi Eric-

We will have Ethernet onsite Monday the 12th after 9 am.

You think we can meet up then?

I appreciate the help.

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, June 07, 2017 11:14 AM EDT
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
CC: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>
Subject: Re: Mk:Monday 22 Dry Dock after 1000 (CIMS Access Sail Boston)

Yes sir



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ✪ |
www.lan-tel.com
FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jun 7, 2017, at 10:42 AM, Michael Kane <michael.kane@boston.gov> wrote:

Hi Eric-

We will have Ethernet onsite Monday the 12th after 9 am.

You think we can meet up then?

I appreciate the help.

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Michael Kane <michael.kane@boston.gov>
Sent: Wednesday, June 07, 2017 11:41 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; edward.mccarthy@boston.gov <edward.mccarthy@boston.gov>; jason.macdonald@boston.gov <jason.macdonald@boston.gov>
Subject: Re: Mk:Monday 22 Dry Dock after 1000 (CIMS Access Sail Boston)

Thanks so much.

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

On Jun 7, 2017, at 11:14, Eric Johnson <ejohnson@lan-tel.com> wrote:

Yes sir

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jun 7, 2017, at 10:42 AM, Michael Kane <michael.kane@boston.gov> wrote:

Hi Eric-

We will have Ethernet onsite Monday the 12th after 9 am.

You think we can meet up then?

I appreciate the help.

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management

617-343-2413
617-895-7215

From: Michael Kane <michael.kane@boston.gov>
Sent: Wednesday, June 07, 2017 11:51 AM EDT
To: Eric Johnson <eric.johnson@lan-tel.com>
Subject: Fwd: Sail Boston update - Testing results so far
FYI

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

Begin forwarded message:

From: "Staffier, Steve" <SStaffier@massport.com>
Date: June 7, 2017 at 11:48:50 EDT
To: Linda Calnan <linda.calnan@boston.gov>
Cc: Rene Fielding <rene.fielding@boston.gov>, Michael Kane <michael.kane@boston.gov>, Blair Sutherland <Blair.sutherland@pol.state.ma.us>, Dan Rothman <dan.rothman@boston.gov>, Brett Haynes <brett.haynes@boston.gov>, Jerry Turner <jerry.turner@boston.gov>, Ann Roper Quinn <annroper.quinn@boston.gov>, Elizabeth Rios <elizabeth.rios@boston.gov>
Subject: Re: Sail Boston update - Testing results so far

Awesome teamwork !

Steve M. Staffier
Public Safety Systems & Interoperability Manager
Massachusetts Port Authority (MPA)
MPA Office: 617-568-5626
MPA Cell: 617-634-9563<tel:617-634-9563>
SMS Cell: 781-307-1366<tel:781-307-1366>
Iridium Satellite: 8816-3261-6083<tel:8816-3261-6083>
MPA Email: SStaffier@massport.com<mailto:SStaffier@massport.com>
SMS Email: Steve.Staffier@gmail.com<mailto:Steve.Staffier@gmail.com>
Radio: Port 439

On Jun 7, 2017, at 11:03, Linda Calnan <linda.calnan@boston.gov<mailto:linda.calnan@boston.gov>> wrote:

See below status from Brett on his successful testing with more agencies.

Also, please note: Sully Mac is expected to complete their wiring and installing of data jacks this Friday, so, Brett and telecom will be at 22 Dry Dock on Monday, 6/12, from 10am-2pm to complete network and VoIP patching to the data jacks.

Next up: Will provide the coverage schedule beginning the 16th by the DoIT technical team with contact info and instructions.

Thanks,
Linda

[http://www.cityofboston.gov/images_documents/DoIT_tcm3-18205.jpg]

Linda Calnan
Sr. Project Manager | Department of Innovation & Technology (DoIT) <https://urldefense.proofpoint.com/v2/url?u=http-3A__www.cityofboston.gov_DoIT_default.asp&d=DwMFaQ&c=1XoZxQJyt2gHLFE_byTldHn1XrU03FNEWIHnzbZimE&r=IvXkPxI0cTEGYxah9_o2r5dfycVlJk42ylNwSTo7aZk&m=_pYCZFzVoWHljiUqDvv4MoAYKo&s=S8yT58SdIoPSwGKLM47DXyxml0fN0fs35Xnhd4tPLsk&e=>> | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: 617-635-2875
C: 781-738-2020
linda.calnan@boston.gov<mailto:linda.calnan@boston.gov>

----- Forwarded message -----

From: Brett Haynes <brett.haynes@boston.gov<mailto:brett.haynes@boston.gov>>
Date: Tue, Jun 6, 2017 at 1:05 PM
Subject: Re: Sail Boston update - Testing results so far
To: Linda Calnan <linda.calnan@boston.gov<mailto:linda.calnan@boston.gov>>
Cc: "NOC@Boston.gov<mailto:NOC@Boston.gov>" <NOC@boston.gov<mailto:NOC@boston.gov>>, Jerry Turner <jerry.turner@boston.gov<mailto:jerry.turner@boston.gov>>, Dan Rothman <dan.rothman@boston.gov<mailto:dan.rothman@boston.gov>>, "telcom@cityofboston.gov<mailto:telcom@cityofboston.gov>" <telcom@cityofboston.gov<mailto:telcom@cityofboston.gov>>

Linda,

Another successful day of testing.

- EOPSS installed their Juniper SRX 550 VPN appliance and associated network switch to provide secure VPN access to CJIS. Testing was successful and State Police can plug into designated ports on the EOPSS switch for access to CJIS.

- Homeland Security Investigations (Gary Casaburri) personnel tested SSL VPN connectivity successfully.

- BFD PSS (John McKenna) tested access to PSS CAD successfully. They require connectivity to the Admin Network, not Internet.

The next time I am scheduled to be at 22 Drydock will be Monday 6/12/17 from 10:00 am - 2:00 pm to complete patching network Data jacks to corresponding network devices.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342<tel:(617)%20635-2342>
Brett.Haynes@CityofBoston.Gov<mailto:Brett.Haynes@CityofBoston.Gov>
Network Technical Support – W: (617) 635-2167<tel:(617)%20635-2167>
NOC@CityofBoston.Gov<mailto:NOC@CityofBoston.Gov>
Department of Innovation and Technology
City of Boston, City Hall

Twitter: @DoITNetwork

[Brian Barcelou's profile photo]

On Mon, Jun 5, 2017 at 2:20 PM, Brett Haynes <brett.haynes@boston.gov<mailto:brett.haynes@boston.gov>> wrote:

Linda,

We had another successful day of testing today!

- Environmental Police and DCR successfully tested SSL VPN connectivity via hard-wired Sail Boston connection.
- BFD (Joe Brooks) successfully tested SSL VPN and Radio Console connectivity via hard-wired Sail Boston connection.
- OEM Laptops (8) were updated and patched with Windows Updates and McAfee Virus Protection.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342<tel:(617)%20635-2342>
Brett.Haynes@Boston.Gov<<mailto:Brett.Haynes@CityofBoston.Gov>>
Network Technical Support – W: (617) 635-2167<tel:(617)%20635-2167>
NOC@Boston.Gov<<mailto:NOC@CityofBoston.Gov>>
Department of Innovation and Technology
City of Boston, City Hall

Twitter: @DoITNetwork

[Brian Barcelou's profile photo]

On Fri, Jun 2, 2017 at 11:03 AM, Brett Haynes <brett.haynes@boston.gov<<mailto:brett.haynes@boston.gov>>> wrote:
Linda,

U.S. Coast Guard testing was successful. They did not need a dedicated Internet routable IP address. All they needed was unfiltered Internet access (just like all the other Sail Boston wired users), and their Secure VPN Appliance provided the connectivity and security they required. They are just finishing up some additional testing, but the network connectivity they required is all set!!!

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342<tel:(617)%20635-2342>
Brett.Haynes@Boston.Gov<<mailto:Brett.Haynes@CityofBoston.Gov>>
Network Technical Support – W: (617) 635-2167<tel:(617)%20635-2167>
NOC@Boston.Gov<<mailto:NOC@CityofBoston.Gov>>
Department of Innovation and Technology
City of Boston, City Hall

Twitter: @DoITNetwork

[Brian Barcelou's profile photo]

On Thu, Jun 1, 2017 at 1:34 PM, Brett Haynes <brett.haynes@boston.gov<<mailto:brett.haynes@boston.gov>>> wrote:
Linda,

Testing today was successful with BPD (VoIP) and BFD/PSS personnel.

- WebEOC (<https://boston.webeocasp.com/boston/default.aspx><https://urldefense.proofpoint.com/v2/url?u=https-3A_boston.webeocasp.com_boston_default.aspx&d=DwMFaQ&c=1XoZxQJyt2gHLFE_bvTldHn1XrU03FNEWIHnzbZimE&r=IVxkPxi0cTEGYxah9_o2r5dfycVlJk42yiNwSTo7aZk&m=_pYCFzVoUqDvv4MoAYKo&s=V8hS1mteOZHlqxn3gzx1AEZ480UKplyxy1eXTmyOHg&e=>>) was accessible from all network connection points (wired and wireless)

- PSS CAD is accessible from the "Internal" network (Admin). It was decided to connect the dedicated PSS workstations to the Admin network because that is the current connectivity BFD currently have, so there is no additional security risk. It also alleviates additional complicated configurations.

- U.S. Coastguard is scheduled for testing tomorrow between 10:00 am - 1:00 pm.

- BPD Radio (John Surette) and BFD Radio (Joe Brooks) will be handling their own radio network requirements, and will only need unfiltered Internet access (already provided and tested).

- Waiting for EOPSS and State Police to confirm testing dates and complete network requirements.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342<tel:(617)%20635-2342>
Brett.Haynes@Boston.Gov<<mailto:Brett.Haynes@CityofBoston.Gov>>
Network Technical Support – W: (617) 635-2167<tel:(617)%20635-2167>
NOC@Boston.Gov<<mailto:NOC@CityofBoston.Gov>>
Department of Innovation and Technology
City of Boston, City Hall

Twitter: @DoITNetwork

[Brian Barcelou's profile photo]

On Wed, May 31, 2017 at 2:37 PM, Brett Haynes <brett.haynes@boston.gov<<mailto:brett.haynes@boston.gov>>> wrote:
Linda,

Here are the results from our testing at 22 Drydock 3rd floor (Sail Boston):

- Wireless (Internet-Only) connectivity is working as expected. There is currently 1 wireless Access Point connected directly to the switch, but I am waiting for cabling to be completed so all APs can be deployed.

- VoIP is working as expected, and I left a VoIP phone in place at Drydock for further use and testing if necessary.. BPD will bring one of their VoIP phones to test it tomorrow to see if it will register with the Call Manager. If it does then BPD personnel can bring their own phones and retain use of their extensions. This would be in addition to the phones Telecom is already providing.

- BPD LAN equipment and Firewall installed and tested successfully using secure VPN tunnel.

- BFD tested successfully to their applications (CAD, etc.) via the Internet connected to the Cisco 3850 (Sail Boston User Access) switches. They will be back tomorrow with PSS personnel to test connectivity to their applications.

Additional items:

1. Mayor's Office of Returning Citizens tested successfully for Data, VoIP and remote access.

2. I would like WebEOC to be tested as soon as possible. I don't know if it would be Jason McDonald or John Hardiman who would be responsible for that.
3. US Coast Guard scheduled for testing on Friday, 6/2/2017.
4. Waiting for EOPSS to confirm when they will be ready to test, and if they have additional requirements.
5. State Police requested SSL VPN connectivity, which I confirmed today will work via our standard user access connectivity on the Sail Boston Cisco 3850 switches.

Please feel free to share these results and concerns to any other interested parties I may have neglected to include.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342<tel:(617)%20635-2342>
[Brett.Haynes@Boston.Gov](mailto:Brett.Haynes@CityofBoston.Gov)<<mailto:Brett.Haynes@CityofBoston.Gov>>
Network Technical Support – W: (617) 635-2167<tel:(617)%20635-2167>
NOC@Boston.Gov<<mailto:NOC@CityofBoston.Gov>>
Department of Innovation and Technology
City of Boston, City Hall

Twitter: @DoITNetwork

[Brian Barcelou's profile photo]

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Thursday, June 08, 2017 1:47 PM EDT

To: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Joe P <Joe P <jpepionovich@quincyma.gov>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) < Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>

Subject: Quincy Fire HQ switch alarm

Good afternoon,

We have received an alarm for the switch at Quincy Fire HQ.
We are looking into it now.

Name: QncFA-SwA

Map: Quincy S-R-F

Address: 10.254.247.33

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Thursday, June 08, 2017 1:56 PM EDT

To: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Joe P <Joe P <jpepjonovich@quincyma.gov>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>
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Thanks

Shiro

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| Vice President Engineering |



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Subject: Quincy Fire HQ switch alarm

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Name: QncFA-SwA

Map: Quincy S-R-F

Address: [REDACTED]

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Chuck Wade <Chuck@Interisle.net>
Sent: Thursday, June 08, 2017 3:30 PM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Joe P <Joe P <jpepjonovich@quincyma.gov>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>
Subject: Re: Quincy Fire HQ switch alarm
Attachment(s): "smime.p7s"

Shiro,

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Any other issues you see on InterMapper will shortly be cleaned up.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

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Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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Sent: Thursday, June 8, 2017 1:47 PM
To: Scott Wilder <swilder@brooklinema.gov>; 'Michael Kiely' <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Joe P <jpepjonovich@quincyma.gov>
Cc: Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <ejohnson@lan-tel.com>; FTG NOC <noc@ftgtechnologies.com>; HelpDesk Account <HelpDesk@ftgtechnologies.com>
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Name: QncFA-SwA
Map: Quincy S-R-F
Address: [REDACTED]

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Thursday, June 08, 2017 3:36 PM EDT
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>
CC: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Joe P <jpepjonovich@quincyma.gov>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>
Subject: Re: Quincy Fire HQ switch alarm
Attachment(s): "image001.jpg"

Ok thank you Chuck
Shiro

On Jun 8, 2017, at 3:31 PM, Chuck Wade <Chuck@Interisle.net> wrote:

Shiro,

My apologies. I worked with Eric Ricciardi to change things around with those switches at Quincy when I was at the site to survey the radio systems. I hadn't expected to do this, but Eric was available, and we teamed up to switch the fiber from one pair to two bidirectional links. This is the reason for the alerts you received. I was focused on notifying the dispatchers, and forgot to call you.

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SwitchB which I believe is located right next to SwitchA never rebooted. Looking into it more.
Thanks
Shiro


Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>
| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Shiro Ando
Sent: Thursday, June 8, 2017 1:47 PM
To: Scott Wilder <swilder@brooklinema.gov>; 'Michael Kiely' <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Joe P <jpepjonovich@quincyma.gov>
Cc: Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <ejohnson@lan-tel.com>; FTG NOC <noc@ftgtechnologies.com>; HelpDesk Account <HelpDesk@ftgtechnologies.com>
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Name: QncFA-SwA
Map: Quincy S-R-F
Address: 

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|

| Office: 617-367-7474 | Fax: 617-367-3331 | [email:sando@ftqtechnologies.com](mailto:sando@ftqtechnologies.com) |

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Thursday, June 08, 2017 3:44 PM EDT

To: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>

Subject: Winthrop Fort Banks switch

Attachment(s): "image001.jpg"


Good afternoon,

We have another alarm we are looking into

This is for

Name: FtBanks_Switch

Map: Winthrop Water Tower

Address: 

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

From: Michael Kiely <mkiely@police.somerville.ma.us>

Sent: Thursday, June 08, 2017 3:46 PM EDT

To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>

CC: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; FitzpatrickJ.bpd@cityofboston.gov; Joe P <Joe P <jpepjonovich@quincyma.gov>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>

Subject: Re: Quincy Fire HQ switch alarm

Chuck,

Communication, Communication, Communication,

Communication !!!

This is just stunning to me after what has been ordered of the vendors.

I will have further questions for you relative to this at the next meeting.

Respectfully,

Sgt. Michael Kiely

Homeland Security &

Emergency Management

(617) 625-1600x7241

On Jun 8, 2017, at 3:30 PM, Chuck Wade <Chuck@Interisle.net> wrote:

Shiro,

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Thanks

Shiro

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| Vice President Engineering |



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Cc: Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <ejohnson@lan-tel.com>; FTG NOC <noc@ftgtechnologies.com>; HelpDesk Account <HelpDesk@ftgtechnologies.com>

Subject: Quincy Fire HQ switch alarm

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Name: QncFA-SwA

Map: Quincy S-R-F

Address: [REDACTED]

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| Vice President Engineering |



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From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Thursday, June 08, 2017 3:54 PM EDT

To: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>

Subject: Re: Winthrop Fort Banks switch

It appears the microwave link between water tower and Fort Banks is down I just talked to Eric Johnson he is going to look into this thank you

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Jun 8, 2017, at 3:44 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:


Good afternoon,

We have another alarm we are looking into

This is for

Name: FtBanks_Switch

Map: Winthrop Water Tower

Address: 

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, June 08, 2017 4:18 PM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>
Subject: Re: Winthrop Fort Banks switch
Ip conflict sorry installing cameras



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘ |

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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FTG Technologies
Vice President Engineering

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This is for

Name: FtBanks_Switch
Map: Winthrop Water Tower
Address: [REDACTED]

Thanks
Shiro

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FTG Technologies
Vice President Engineering

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Thursday, June 08, 2017 4:37 PM EDT

To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>

CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>

Subject: Re: Winthrop Fort Banks switch

Attachment(s): "IMG_0663.PNG"

Thank you for the update Eric

We do see everything back up

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Jun 8, 2017, at 4:18 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Ip conflict sorry installing cameras

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘

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Map: Winthrop Water Tower
Address: 

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Friday, June 09, 2017 9:03 AM EDT

To: John Surette <'John Surette' <john.surette@pd.boston.gov>>

CC: Chuck Wade - Interisle (Chuck@Interisle.net) <'Chuck Wade - Interisle (Chuck@Interisle.net)' <Chuck@Interisle.net>>; Eric Johnson <'Eric Johnson' <EJohnson@LAN-TEL.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Scott Wilder <'Scott Wilder' <swilder@brooklinema.gov>>; Michael Kiely <'Michael Kiely' <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>; Sarah Plowman <'Sarah Plowman' <sarah.plowman@boston.gov>>; Shawn.Romanoski@pd.boston.gov

Subject: RE: BoNet Boundary Router installation at East Boston HS

Good morning,

I wanted to let everyone know that the installation date has been changed to Tuesday June 20th.
Bob (FTG) will be on site at 9am.

I have confirmed with all parties involved in this installation.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando

Sent: Tuesday, June 6, 2017 10:54 AM

To: 'John Surette' <john.surette@pd.boston.gov>

Cc: 'Chuck Wade - Interisle (Chuck@Interisle.net)' <Chuck@Interisle.net>; 'Eric Johnson' <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; 'Scott Wilder' <swilder@brooklinema.gov>; 'Michael Kiely' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>; 'Sarah Plowman' <sarah.plowman@boston.gov>; Shawn.Romanoski@pd.boston.gov

Subject: BoNet Boundary Router installation at East Boston HS

Hi John

We have the new BoNet Boundary Router (BBR) and APC SmartUPS-1500 UPS ready to be installed at East Boston HS.

Bob (FTG) will be on site and Chuck will assist remotely. Although it should be brief, there will be some service interruption during the installation.

I am hoping we can schedule this for next Tuesday June 13th. Would you please let me know if this date works you?

Thank you

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Friday, June 09, 2017 9:28 AM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; swilder@brooklinema.gov; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>

Subject: Re: PSnet - DragonWave RMA Estimate to Repair

Yes, thanks for the reminder. Sgt. Kiey or Scott, can you reply with your go ahead on this?

On Tue, Jun 6, 2017 at 8:45 AM, Shiro Ando<sando@ftgtechnologies.com> wrote:

Hi Sarah

As discussed over the phone last week, I am still waiting for your written authorization to process the Dragonwave RMA.

Just a quick email confirming it's ok to process the RMA would be great.

Thank you

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Shiro Ando

Sent: Thursday, June 1, 2017 5:05 PM

To: Sarah Plowman <sarah.plowman@boston.gov>

Cc: Deirdre Habershaw <deirdre.habershaw@boston.gov>; swilder@brooklinema.gov; Mike Kiely <mkiely@police.somerville.ma.us>; Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Eric Johnson <ejohnson@lan-tel.com>; Chuck Wade <chuck@interisle.net>

Subject: Re: PSnet - DragonWave RMA Estimate to Repair

Hi Sarah,

Yes the DragonWave RMA item was discussed during the Thursday meeting and it was my understanding that Karen was going to send the quote and we were waiting for approval. I apologize if this was already approved if that is the case I will go ahead and process this RMA tomorrow.

As for the SFP, Chuck and I discussed about removing the media converter that was installed when the Dell switch was replaced by HP switch at Whidden. Dell SFP is not compatible with HP switch therefore the media converter was installed as a temporary solution at the time.

With the currency sfp we can eliminate the media converter

Please let me know if you have any questions/concerns

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Jun 1, 2017, at 4:05 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hello Shiro, et al.,

Just following up on this thread because I hadn't seen any activity on it. I wasn't at the PSnet meeting last week, but it's my understanding that at the meeting this was discussed and it was approved by the committee to send the Dragonwave out for repair. Can someone from the committee verify that so that Shiro can proceed?

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Thanks very much,

Sarah

On Thu, May 25, 2017 at 2:34 PM, Karen Coye <kcove@ftgsecurity.com> wrote:

Hello All,

Attached please find the RMA estimate to repair from Dragonwave.

Please let us know if you wish us to proceed with the repair at your earliest convenience.

Regards,

Karen

Karen Coye | Project Manager

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

M: [617-719-4861](tel:617-719-4861) | O: [339-502-6620](tel:339-502-6620) | kcove@ftgsecurity.com



MA LIC 7051C

To open a new service request, please email servicecenter@ftgtechnologies.com or

call [617-367-7474](tel:617-367-7474) to speak with someone in our 24 hour Network Operations Center.

Confidentiality Notice: The information transmitted in this e-mail is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged information.

If you received this e-mail in error, please contact the sender and delete the e-mail and any attached material immediately. Thank you.

From: DragonWave Customer Support [mailto:support@dragonwaveinc.com]

Sent: Tuesday, May 23, 2017 2:01 PM

To: Karen Coye

Cc: gfrederick@dragonwaveinc.com; darlene.belanger@dragonwaveinc.com; mercedes.salas-king@dragonwaveinc.com

Subject: [DWSUPPORT #XQZ-664904]: Quote for RMA SC170116-1 Tessco - FTG Technologies COWN - NON Warranty

_____ RMA Quote _____

Hello Karen,

Please note that we have received your unit for repair (serial # DW181AEK1017).

We have been able to determine that we are able to repair this unit, however it is no longer under warranty. I have attached a quote for the repair to this email.

Should you wish to go ahead with this repair, please print and complete the attached credit card form and return it with a purchase order to support@dragonwaveinc.com
Please reference the RMA #: SC170116-1

Please note that most repairs are complete in 30 business days.

Thank you,

Julie Love
DragonWave Customer Support
24 Hour Support [+1 613 271-7010](tel:+16132717010)

Ticket Details
Ticket ID: XQZ-664904
Department: RMA
Priority: **Major**
Status: New

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: [617.635.1400](tel:617.635.1400)

Fax: [617.635.2974](tel:617.635.2974)

--

Sarah Plowman
Regional Planner

Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Scott Wilder <swilder@brooklinema.gov>
Sent: Friday, June 09, 2017 10:15 AM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
CC: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>
Subject: Re: PSnet - DragonWave RMA Estimate to Repair

Yes please proceed.

Scott Wilder

Sent from my Verizon 4G LTE Droid

On Jun 9, 2017 9:28 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Yes, thanks for the reminder. Sgt. Kiey or Scott, can you reply with your go ahead on this?

On Tue, Jun 6, 2017 at 8:45 AM, Shiro Ando<sando@ftgtechnologies.com> wrote:

Hi Sarah

As discussed over the phone last week, I am still waiting for your written authorization to process the Dragonwave RMA.

Just a quick email confirming it's ok to process the RMA would be great.

Thank you

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Battery March Park | Suite 401 | Quincy, MA 02169 |

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | email: sando@ftgtechnologies.com |

From: Shiro Ando
Sent: Thursday, June 1, 2017 5:05 PM
To: Sarah Plowman <sarah.plowman@boston.gov>
Cc: Deirdre Habershaw <deirdre.habershaw@boston.gov>; swilder@brooklinema.gov; Mike Kiely <mkiely@police.somerville.ma.us>; Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Eric Johnson <ejohnson@lan-tel.com>; Chuck Wade <chuck@interisle.net>
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As for the SFP, Chuck and I discussed about removing the media converter that was installed when the Dell switch was replaced by HP switch at Whidden. Dell SFP is not compatible with HP switch therefore the media converter was installed as a temporary solution at the time.

With the currency sfp we can eliminate the media converter

Please let me know if you have any questions/concerns

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Jun 1, 2017, at 4:05 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

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Karen Coye | Project Manager

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

M: [617-719-4861](tel:617-719-4861) | O: [339-502-6620](tel:339-502-6620) | kcoye@ftgsecurity.com



MA LIC 7051C

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Sent: Tuesday, May 23, 2017 2:01 PM

To: Karen Coye

Cc: gfrederick@dragonwaveinc.com; darlene.belanger@dragonwaveinc.com; mercedes.salas-king@dragonwaveinc.com

Subject: [DWSUPPORT #XQZ-664904]: Quote for RMA SC170116-1 Tessco - FTG Technologies COWN - NON Warranty

_____ RMA Quote _____

Hello Karen,

Please note that we have received your unit for repair (serial # DW181AEK1017).

We have been able to determine that we are able to repair this unit, however it is no longer under warranty. I have attached a quote for the repair to this email.

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Please note that most repairs are complete in 30 business days.

Thank you,

Julie Love
DragonWave Customer Support
24 Hour Support [+1 613 271-7010](tel:+16132717010)

Ticket Details
Ticket ID: XQZ-664904
Department: RMA
Priority: Major
Status: New

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: [617.635.1400](tel:617.635.1400)

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--

Sarah Plowman

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Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
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From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Friday, June 09, 2017 10:26 AM EDT
To: Scott Wilder <swilder@brooklinema.gov>
CC: Sarah Plowman <sarah.plowman@boston.gov>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>; Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Mike Kiely <mkiely@police.somerville.ma.us>; Chuck Wade <Chuck Wade <chuck@interisle.net>>
Subject: Re: PSnet - DragonWave RMA Estimate to Repair
Attachment(s): "image003.png", "image002.jpg"

Thank you
We will process this RMA
Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

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Yes please proceed.

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| Vice President Engineering |

<image002.jpg>

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M: [617-719-4861](tel:617-719-4861) | O: [339-502-6620](tel:339-502-6620) | kcoye@ftgsecurity.com



MA LIC 7051C

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Julie Love

DragonWave Customer Support

24 Hour Support [+1 613 271-7010](tel:+16132717010)

Ticket Details

Ticket ID: XQZ-664904

Department: RMA

Priority: Major

Status: New

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Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: [617.635.1400](tel:617.635.1400)

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Sarah Plowman

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From: Michael Kane <michael.kane@boston.gov>

Sent: Sunday, June 11, 2017 10:59 AM EDT

To: jason.macdonald@boston.gov <jason.macdonald@boston.gov>; edward.mccarthy@boston.gov <edward.mccarthy@boston.gov>

CC: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

Subject: Mike Kane: How is the sailboston skins set up going

I will be onsite around 8 tomorrow. See you around 930.

Have a great Sunday.

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Michael Kane <michael.kane@boston.gov>

Sent: Sunday, June 11, 2017 10:59 AM EDT

To: edward.mccarthy@boston.gov <edward.mccarthy@boston.gov>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

Subject: Fwd: Monday 6/12

FYI...

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

Begin forwarded message:

From: Keith Brown <kbrown@sullymac.com>

Date: June 11, 2017 at 10:47:26 EDT

To: michael.kane@boston.gov

Subject: Monday 6/12

Mike,

I will be on site around 8-8:30 tomorrow morning not 6am. I have a few personal things to take care of in the morning . All wiring and labeling is complete . I will hang the access points when I arrive in the morning . It won't take me long at all. Thank you

Keith Brown
Sullivan and McLaughlin Companies
74 Lawley St. Boston, Ma
Sullymac.com

From: Jason MacDonald <jason.macdonald@boston.gov>

Sent: Sunday, June 11, 2017 1:41 PM EDT

To: Michael Kane <Michael Kane <michael.kane@boston.gov>>

CC: edward.mccarthy@boston.gov; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

Subject: Re: Mike Kane: How is the sailboston skins set up going

Perfect its all in and tested.

Just need to walk through the setups on Monday.

What is wanted on each screen in the different rooms.

We will do a dry run on Monday.

Sent from my iPhone

> On Jun 11, 2017, at 10:59 AM, Michael Kane <michael.kane@boston.gov> wrote:

>

> I will be onsite around 8 tomorrow. See you around 930.

>

> Have a great Sunday.

>

> Michael Kane

> Logistics Section

> City of Boston

> Office of Emergency Management

> 617-343-2413

> 617-895-7215

From: Michael Kane <michael.kane@boston.gov>

Sent: Monday, June 12, 2017 10:11 AM EDT

To: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; jason.macdonald@boston.gov <jason.macdonald@boston.gov>

CC: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>

Subject: Mike Kane: doit gets here around 1030

Just a heads up

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Michael Kane <michael.kane@boston.gov>

Sent: Monday, June 12, 2017 3:24 PM EDT

To: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; David Carabin <David Carabin <CarabinD.bpd@cityofboston.gov>>

Subject: MIKE KANE: Workstations

I will be here at 8 tomorrow see you then.

Mike

--

Michael Kane

Logistics Section Coordinator

Office of Emergency Management (OEM)

85 Bragdon Street | Boston, MA 02201

Phone: 617-343-2413 | Cell: 617-895-7215

michael.kane@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, June 12, 2017 4:25 PM EDT
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
CC: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; David Carabin <David Carabin <CarabinD.bpd@cityofboston.gov>>
Subject: Re: MIKE KANE: Workstations

Roger

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On Jun 12, 2017, at 3:24 PM, Michael Kane <michael.kane@boston.gov> wrote:

I will be here at 8 tomorrow see you then.

Mike

--

Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413 | Cell: 617-895-7215
michael.kane@boston.gov

From: Michael Kane <michael.kane@boston.gov>

Sent: Monday, June 12, 2017 4:26 PM EDT

To: edward.mccarthy@boston.gov <edward.mccarthy@boston.gov>; jason.macdonald@boston.gov <jason.macdonald@boston.gov>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; James Riley <James Riley <james.riley@boston.gov>>

Subject: Mike Kane : Thank you

All of you have helped with this event so much and have really stepped up when asked.

I can't thank you enough but I can buy you all a cold beverage at Harpoon tap room next Thursday or Friday. I hope you take me up on it.

Thanks again for the outstanding effort and execution over the last month.

See you in the am,

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Jason MacDonald <jason.macdonald.bfd@cityofboston.gov>

Sent: Monday, June 12, 2017 5:12 PM EDT

To: Michael Kane <Michael Kane <michael.kane@boston.gov>>

CC: Edward McCarthy <Edward McCarthy <edward.mccarthy@boston.gov>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; James Riley <James Riley <james.riley@boston.gov>>

Subject: Re: Mike Kane : Thank you

Sounds good pal.

Glad we can help

On Mon, Jun 12, 2017 at 4:26 PM, Michael Kane<michael.kane@boston.gov> wrote:

All of you have helped with this event so much and have really stepped up when asked.

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Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
[617-343-2413](tel:617-343-2413)
[617-895-7215](tel:617-895-7215)

--

Have a great day

□

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From: Deirdre Habershaw <deirdre.habershaw@boston.gov>
Sent: Tuesday, June 13, 2017 10:46 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Fwd: From Interisle weekly report, 6/4/17 - 6/10/17

Can you translate this for me?

----- Forwarded message -----

From: **Sarah Plowman** <sarah.plowman@boston.gov>
Date: Tue, Jun 13, 2017 at 10:42 AM
Subject: From Interisle weekly report, 6/4/17 - 6/10/17
To: Deirdre Habershaw <deirdre.habershaw@boston.gov>

Network Planning, Design, & Discovery

B) An extensive analysis and survey has been conducted of all subnets and systems that need to interact with the CIMS archivers at Schroeder Plaza via BoNet. This turns out to be far more extensive than previously known, and includes MBTA and multiple agencies with the City of Boston.

(From Interisle weekly report, 6/4/17 - 6/10/17)

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: [617.635.1400](tel:617.635.1400)
Fax: [617.635.2974](tel:617.635.2974)

--

Deirdre Habershaw
Project Director
Mayor's Office of Emergency Management
One City Hall Square, Rm 204
617-635-1400

From: Michael Kane <michael.kane@boston.gov>

Sent: Tuesday, June 13, 2017 12:48 PM EDT

To: Ryan Walsh <ryan.walsh@pd.boston.gov>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>

CC: edward.mccarthy@boston.gov <edward.mccarthy@boston.gov>; Jason MacDonald <Jason MacDonald <jason.macdonald@boston.gov>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; David Carabin <David Carabin <david.carabin@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Vin Stancato <Vin Stancato <vstancato@lan-tel.com>>

Subject: Logs Oem: TOC DISPLAY

All-

Spoke with tactical command this afternoon and I need to get the access to the link that will have the BPD DASHBOARD assets on display that you plan on using for SailBoston in the TOC room. We will make sure that the TOC has Internet as well on the Video port.

Thanks

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Ryan Walsh <ryan.walsh@pd.boston.gov>

Sent: Tuesday, June 13, 2017 1:09 PM EDT

To: Michael Kane <Michael Kane <michael.kane@boston.gov>>

CC: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; edward.mccarthy@boston.gov <edward.mccarthy@boston.gov>; Jason MacDonald <Jason MacDonald <jason.macdonald@boston.gov>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; David Carabin <David Carabin <david.carabin@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Vin Stancato <Vin Stancato <vstancato@lan-tel.com>>

Subject: Re: Logs Oem: TOC DISPLAY

Hi Mike,

I don't have the link just yet as we're still waiting on some finalized map stuff that should be in today so I'll hopefully have that tomorrow. That link will need to be on the BPD Network as several layers will be coming from our servers. Also the Dashboard is a desktop application that needs to be installed on the computer to work properly.

I can also have our analyst working each day share the dashboard on their laptop via a VGA connection if that's easier to get it to a projector/TV.

Thanks,
Ryan

Ryan Walsh
Deputy Director
Boston Regional Intelligence Center
Boston Police Department
617-343-5497 or 617-343-4328
Ryan.Walsh@pd.boston.gov

On Tue, Jun 13, 2017 at 12:48 PM, Michael Kane<michael.kane@boston.gov> wrote:

All-

Spoke with tactical command this afternoon and I need to get the access to the link that will have the BPD DASHBOARD assets on display that you plan on using for SailBoston in the TOC room. We will make sure that the TOC has Internet as well on the Video port.

Thanks

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
[617-343-2413](tel:617-343-2413)
[617-895-7215](tel:617-895-7215)

From: Brett Haynes <brett.haynes@boston.gov>

Sent: Tuesday, June 13, 2017 1:12 PM EDT

To: Michael Kane <Michael Kane <michael.kane@boston.gov>>

CC: Ryan Walsh <Ryan Walsh <ryan.walsh@pd.boston.gov>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; edward.mccarthy@boston.gov <edward.mccarthy@boston.gov>; Jason MacDonald <Jason MacDonald <jason.macdonald@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; David Carabin <David Carabin <david.carabin@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Vin Stancato <Vin Stancato <vstancato@lan-tel.com>>

Subject: Re: Logs Oem: TOC DISPLAY

Mike,

If this is to be connected to the BPD Network, you will need Jim Fitz to authorize that first. We cannot make any connections to the BPD LAN without his consent.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DoITNetwork](https://twitter.com/DoITNetwork)

On Tue, Jun 13, 2017 at 12:48 PM, Michael Kane<michael.kane@boston.gov> wrote:

All-

Spoke with tactical command this afternoon and I need to get the access to the link that will have the BPD DASHBOARD assets on display that you plan on using for SailBoston in the TOC room. We will make sure that the TOC has Internet as well on the Video port.

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Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
[617-343-2413](tel:617-343-2413)
[617-895-7215](tel:617-895-7215)

From: Michael Kane <michael.kane@boston.gov>

Sent: Tuesday, June 13, 2017 7:11 PM EDT

To: Ryan Walsh <ryan.walsh@pd.boston.gov>>

CC: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; edward.mccarthy@boston.gov; Jason MacDonald <Jason MacDonald <jason.macdonald@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Vin Stancato <Vin Stancato <vstancato@lan-tel.com>>; john.davin@pd.boston.gov <john.davin@pd.boston.gov>

Subject: Re: Logs Oem: TOC DISPLAY Sail Boston

Sounds good Ryan. Let me know when you got it so we can do a test run before Friday.

Lantel is going to let us use another large monitor for the TOC.

Have a good night,

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

On Jun 13, 2017, at 13:09, Ryan Walsh <ryan.walsh@pd.boston.gov> wrote:

Hi Mike,

I don't have the link just yet as we're still waiting on some finalized map stuff that should be in today so I'll hopefully have that tomorrow. That link will need to be on the BPD Network as several layers will be coming from our servers. Also the Dashboard is a desktop application that needs to be installed on the computer to work properly.

I can also have our analyst working each day share the dashboard on their laptop via a VGA connection if that's easier to get it to a projector/TV.

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Ryan

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Deputy Director
Boston Regional Intelligence Center
Boston Police Department
617-343-5497 or 617-343-4328
Ryan.Walsh@pd.boston.gov

On Tue, Jun 13, 2017 at 12:48 PM, Michael Kane<michael.kane@boston.gov> wrote:

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Mike

Michael Kane
Logistics Section
City of Boston
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[617-343-2413](tel:617-343-2413)
[617-895-7215](tel:617-895-7215)

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, June 14, 2017 8:32 AM EDT
To: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
Subject: Re: From Interisle weekly report, 6/4/17 - 6/10/17

So Chuck is still cutting over the 3850 switch at Schroeder Plaza. This is the switch that was purchased when Andrew was still at OEM.

This has been a long ongoing process and Jim Fitz at BPD could explain better on the what and why.

During this process the connection that BFD had went away and they had to fix. This was remedied between Chuck and Brett at DOIT. I believe during this process Chuck found all these other connections that cascade to MBTA etc .These were all made on 1st marathon after bombing for Vidsys .

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘ |
www.lan-tel.com
FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jun 13, 2017, at 10:46 AM, Deirdre Habershaw <deirdre.habershaw@boston.gov> wrote:

Can you translate this for me?

----- Forwarded message -----

From: Sarah Plowman <sarah.plowman@boston.gov>
Date: Tue, Jun 13, 2017 at 10:42 AM
Subject: From Interisle weekly report, 6/4/17 - 6/10/17
To: Deirdre Habershaw <deirdre.habershaw@boston.gov>

Network Planning, Design, & Discovery

B) An extensive analysis and survey has been conducted of all subnets and systems that need to interact with the CIMS archivers
at Schroeder Plaza via BoNet. This turns out be be far more extensive than previously known, and includes MBTA and multiple agencies with the City of Boston.

(From
Interisle weekly report, 6/4/17 - 6/10/17)

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: [617.635.1400](tel:617.635.1400)

Fax: [617.635.2974](tel:617.635.2974)

--

Deirdre Habershaw

Project Director

Mayor's Office of Emergency Management

One City Hall Square, Rm 204

617-635-1400

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Thursday, June 15, 2017 12:44 PM EDT

To: Chuck Wade <Chuck Wade <chuck@interisle.net>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Joe Pepjonovich <Joe Pepjonovich <jpepjonovich@quincyma.gov>>; Bob Gillan <Bob Gillan <rgillan@quincyma.gov>>

Subject: Fwd: Quincy Fiber re-imbursement

Attachment(s): "QPD HN Community Center.doc", "QPD Radio Site switches.doc"

Hello Chuck & Shiro,

I'm reaching out to you because I know you've been working on a scope of work and budget for a PSnet project requested by Joe Pepjonovich of Quincy (his official request letters to the CIS/PSnet Exec Committee is attached below for your reference). When you have the project scope drawn up with the timeline, labor and materials estimates, and proposed budget, please pass it along to me. As long as I have it before our upcoming PSnet meeting on June 29, we'll be fine. At that meeting the Committee will vote on whether to launch the project or not. After that point, if it is approved, we'll anticipate seeing the work reflected on future weekly reports and future invoices.

If you have any questions, please ask at any time.

Thanks so much,
Sarah

----- Forwarded message -----

From: **Joe P** <jpepjonovich@quincyma.gov>

Date: Tue, Jun 13, 2017 at 11:27 AM

Subject: RE: Quincy Fiber re-imbursement

To: Sarah Plowman <sarah.plowman@boston.gov>

Cc: Deirdre Habershaw <deirdre.habershaw@boston.gov>, Scott Wilder <swilder@brooklinema.gov>, Chuck Phelan <cphelan@quincyma.gov>, chiefkeen@quincyma.gov

Attached are official requests for below work

Thanks,

Joe

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]

Sent: Tuesday, June 13, 2017 10:49 AM

To: Joe P

Cc: Deirdre Habershaw; Scott Wilder; Chuck Phelan; chiefkeen@quincyma.gov

Subject: Re: Quincy Fiber re-imbursement

Thanks very much for this, Joe. I'll hold onto it until our next CIS meeting and we'll put it on the agenda for discussion there.

Related, and correct me if I'm wrong, Deirdre, but I believe there were two other such letters we were requesting that Quincy submit to the CIS if the projects are still on the table: first, for the networking switch that Lt. Gillan had asked Deirdre about, and second, for the PSnet/Quincy radio sites project, including a quote with expected hours and materials from Interisle and/or FTG as the PSnet vendor(s). Joe, if you know that Quincy would still like those projects to be considered, you can pass along those letters to me as well. The next CIS meeting isn't until July, but the next PSnet meeting is June 29, so if we could get them before then that'd be great.

Thanks so much,
Sarah

On Tue, Jun 13, 2017 at 9:16 AM, Joe P <jpepjonovich@quincyma.gov> wrote:

Per our discussion at the last CIS meeting in Charlestown, see attached documents relative to fiber re-imbursement.

Thanks,

Joe

--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: [617.635.1400](tel:617.635.1400)
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Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Thursday, June 15, 2017 1:37 PM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: Chuck Wade <Chuck Wade <chuck@interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Joe Pepjonovich <Joe Pepjonovich <jpepjonovich@quincyma.gov>>; Bob Gillan <Bob Gillan <rgillan@quincyma.gov>>

Subject: Re: Quincy Fiber re-imbursement

Hi Sarah,

I will review the documents, discuss with Chuck and either he or I will get back to you.

Thank you,
Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Jun 15, 2017, at 12:45 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hello Chuck & Shiro,

I'm reaching out to you because I know you've been working on a scope of work and budget for a PSnet project requested by Joe Pepjonovich of Quincy (his official request letters to the CIS/PSnet Exec Committee is attached below for your reference). When you have the project scope drawn up with the timeline, labor and materials estimates, and proposed budget, please pass it along to me. As long as I have it before our upcoming PSnet meeting on June 29, we'll be fine. At that meeting the Committee will vote on whether to launch the project or not. After that point, if it is approved, we'll anticipate seeing the work reflected on future weekly reports and future invoices.

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Subject: RE: Quincy Fiber re-imbursement

To: Sarah Plowman <sarah.plowman@boston.gov>

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[Attached are official requests for below work](#)

Thanks,

Joe

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]

Sent: Tuesday, June 13, 2017 10:49 AM

To: Joe P

Cc: Deirdre Habershaw; Scott Wilder; Chuck Phelan; chiefkeen@quincyma.gov

Subject: Re: Quincy Fiber re-imbursement

Thanks very much for this, Joe. I'll hold onto it until our next CIS meeting and we'll put it on the agenda for discussion there.

Related, and correct me if I'm wrong, Deirdre, but I believe there were two other such letters we were requesting that Quincy submit to the CIS if the projects are still on the table: first, for the networking switch that Lt. Gillan had asked Deirdre about, and second, for the PSnet/Quincy radio sites project, including a quote with expected hours and materials from Interisle and/or FTG as the PSnet vendor(s). Joe, if you know that Quincy would still

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<QPD HN Community Center.doc>

<QPD Radio Site switches.doc>

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Friday, June 16, 2017 8:02 AM EDT

To: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>

Subject: Winthrop PD switch

Good morning,

We have received two alarms for Winthrop PD switches and are looking into this

Name: WinPD-SwA

Map: Winthrop Water Tower

Address: [REDACTED]

Name: WinPD-SwB

Map: Revere-Winthrop S-R-F

Address: [REDACTED]

Thanks,
Shiro

From: Chuck Wade <Chuck@Interisle.net>

Sent: Friday, June 16, 2017 8:20 AM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Scott Wilder <Swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>

Subject: Re: Winthrop PD switch

Attachment(s): "smime.p7s"

Shiro,

This looks very much like a power outage at Winthrop PD. All connections from neighboring switches are showing their links to Winthrop PD as down.

I suggest you also reach out to:

- Chief Delehanty <TDelehanty@Town.Winthrop.MA.US>
- Richard Swartz <RSwartz@Town.Winthrop.MA.US>
- Jay Mazzola <RFD441@Gmail.com>
- Andrew Nimon <Andrew.Nimon@BalsamTech.com>

Also, please copy my partners, Colin and Fred, on these notices. I've added them to the list.

Note I am still out of town, planning to be back this evening.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 6/16/17 8:02 AM, Shiro Ando wrote:

Good morning,

We have received two alarms for Winthrop PD switches and are looking into this

Name: WinPD-SwA
Map: Winthrop Water Tower
Address: 10.254.247.193

Name: WinPD-SwB
Map: Revere-Winthrop S-R-F
Address: 10.254.247.194

Thanks,
Shiro

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Friday, June 16, 2017 8:24 AM EDT

To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>

CC: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>

Subject: Re: Winthrop PD switch

Thank you Chuck

We do see the same and will contact Winthrop PD

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Jun 16, 2017, at 8:20 AM, Chuck Wade <Chuck@Interisle.net> wrote:

Shiro,

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Thanks,
Shiro

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Friday, June 16, 2017 8:43 AM EDT

To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Scott Wilder <Swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; TDelehanty@Town.Winthrop.MA.US; RSwartz@Town.Winthrop.MA.US

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; RFD441@Gmail.com; Andrew.Nimon@BalsamTech.com; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>

Subject: RE: Winthrop PD switch

Attachment(s): "smime.p7s"

Good morning,

I just talked to Winthrop Fire dispatcher and learned there is power outage in Winthrop.
I also left a message and waiting to hear back.

Thanks,

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Chuck Wade [mailto:Chuck@Interisle.net]

Sent: Friday, June 16, 2017 8:21 AM

To: Shiro Ando <sando@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov

Cc: Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Eric Johnson <ejohnson@lan-tel.com>; FTG NOC <noc@ftgtechnologies.com>; HelpDesk Account <HelpDesk@ftgtechnologies.com>; Colin Strutt <Colin@Interisle.net>; Fred Goldstein <Fred@Interisle.net>

Subject: Re: Winthrop PD switch

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Thanks,
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Subject: Re: Winthrop PD switch

I was speaking to WPD on unrelated matter confirmed power outage at PD

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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Map: Revere-Winthrop S-R-F
Address: 10.254.247.194

Thanks,
Shiro

From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Friday, June 16, 2017 8:59 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>
CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>
Subject: RE: Winthrop PD switch

Thank you Eric.

We will monitor this and check switches and confirm when everything comes back up.

Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Eric Johnson [mailto:ejohnson@Lan-Tel.com]
Sent: Friday, June 16, 2017 8:44 AM
To: Chuck Wade <Chuck@Interisle.net>
Cc: Shiro Ando <sando@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; FTG NOC <noc@ftgtechnologies.com>; HelpDesk Account <HelpDesk@ftgtechnologies.com>; Colin Strutt <Colin@Interisle.net>; Fred Goldstein <Fred@Interisle.net>
Subject: Re: Winthrop PD switch

I was speaking to WPD on unrelated matter confirmed power outage at PD



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | F 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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- Jay Mazzola <RFD441@Gmail.com>
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Map: Winthrop Water Tower
Address: 10.254.247.193

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Map: Revere-Winthrop S-R-F
Address: 10.254.247.194

Thanks,
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Sent: Friday, June 16, 2017 9:49 AM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Richard Swartz <Richard Swartz <rswartz@town.winthrop.ma.us>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; RFD441@Gmail.com; Andrew.Nimon@BalsamTech.com; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>

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Attachment(s): "image001.jpg"

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Map: Winthrop Water Tower
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Address: 10.254.247.194

Thanks,
Shiro

From: Chief Terence Delehanty <tdelehanty@town.winthrop.ma.us>

Sent: Friday, June 16, 2017 11:40 AM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Richard Swartz <Richard Swartz <rswartz@town.winthrop.ma.us>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; RFD441@Gmail.com; Andrew.Nimon@BalsamTech.com; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>

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| Vice President Engineering |

<image001.jpg>

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Map: Winthrop Water Tower
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Sent: Friday, June 16, 2017 11:46 AM EDT

To: Chief Terence Delehanty <Chief Terence Delehanty <tdelehanty@town.winthrop.ma.us>>

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From: Colin Strutt <colin@interisle.net>
Sent: Friday, June 16, 2017 11:51 AM EDT
To: Shiro Ando <'Shiro Ando' <sando@ftgtechnologies.com>>; Chief Terence Delehanty <'Chief Terence Delehanty' <tdelehanty@town.winthrop.ma.us>>
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We see everything as up – tunnels and all.

Looks good to me.

colin

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To: Chief Terence Delehanty <tdelehanty@town.winthrop.ma.us>
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Shiro Ando | CCIE # 12809
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| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

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Attachment(s): "image001.jpg"

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As with the previous time that everything came back, I show that the Winthrop PD RMS Server ([REDACTED]) supporting CrimeView and the Winthrop PD FATPOT Agent (also At [REDACTED] supporting FATPOT show as down.

Maybe that device takes longer to come back after a power outage?

What was the cause of the second outage – was it a repeat of the power outage from earlier this morning?

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| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Chief Terence Delehanty [<mailto:tdelehanty@town.winthrop.ma.us>]

Sent: Friday, June 16, 2017 9:49 AM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Chuck Wade <Chuck@Interisle.net>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Richard Swartz <rswartz@town.winthrop.ma.us>; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Eric Johnson <ejohnson@lan-tel.com>; FTG NOC <noc@ftgtechnologies.com>; Colin Strutt <Colin@Interisle.net>; Fred Goldstein <Fred@Interisle.net>; RFD441@Gmail.com; Andrew.Nimon@BalsamTech.com; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: Re: Winthrop PD switch

All thank you yes there is a power outage and our generator never activated. Generator company is in route and national grid has given a two hour outage period starting at 830

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I just talked to Winthrop Fire dispatcher and learned there is power outage in Winthrop.
I also left a message and waiting to hear back.

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Note I am still out of town, planning to be back this evening.

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Chuck Wade, Principal
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+1 508 435-3050 Office
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www.interisle.net

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We have received two alarms for Winthrop PD switches and are looking into this

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Map: Winthrop Water Tower
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CC: Chief Terence Delehanty <Chief Terence Delehanty <tdelehanty@town.winthrop.ma.us>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Richard Swartz <Richard Swartz <rswartz@town.winthrop.ma.us>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Fred Goldstein < Fred Goldstein <Fred@Interisle.net>>; RFD441@Gmail.com; Andrew.Nimon@BalsamTech.com; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>

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FTG Technologies

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We have received two alarms for Winthrop PD switches and are looking into this

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Map: Winthrop Water Tower
Address: 10.254.247.193

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Map: Revere-Winthrop S-R-F
Address: 10.254.247.194

Thanks,
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From: Michael Kiely <mkiely@police.somerville.ma.us>

Sent: Friday, June 16, 2017 4:58 PM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Colin Strutt <Colin Strutt <colin@interisle.net>>; Chief Terence Delehanty <Chief Terence Delehanty <tdelehanty@town.winthrop.ma.us>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; FitzpatrickJ.bpd@cityofboston.gov; Richard Swartz <Richard Swartz <rswartz@town.winthrop.ma.us>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; RFD441@Gmail.com; Andrew.Nimon@BalsamTech.com; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>

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<image001.jpg>
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Sent: Monday, June 19, 2017 1:49 PM EDT

To: John Surette <'John Surette' <john.surette@pd.boston.gov>>

CC: Chuck Wade - Interisle (Chuck@Interisle.net) <'Chuck Wade - Interisle (Chuck@Interisle.net)' <Chuck@Interisle.net>>; Eric Johnson <'Eric Johnson' <EJohnson@LAN-TEL.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Scott Wilder <'Scott Wilder' <swilder@brooklinema.gov>>; Michael Kiely <'Michael Kiely' <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>; Sarah Plowman <'Sarah Plowman' <sarah.plowman@boston.gov>>; Shawn.Romanoski@pd.boston.gov

Subject: RE: BoNet Boundary Router installation at East Boston HS

Good afternoon,

This is just a quick reminder we will be installing a new router at East Boston High School tomorrow starting at 9am.

Thank you,
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando

Sent: Friday, June 9, 2017 9:03 AM

To: 'John Surette' <john.surette@pd.boston.gov>

Cc: 'Chuck Wade - Interisle (Chuck@Interisle.net)' <Chuck@Interisle.net>; 'Eric Johnson' <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; 'Scott Wilder' <swilder@brooklinema.gov>; 'Michael Kiely' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>; 'Sarah Plowman' <sarah.plowman@boston.gov>; 'Shawn.Romanoski@pd.boston.gov' <Shawn.Romanoski@pd.boston.gov>

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From: Shiro Ando

Sent: Tuesday, June 6, 2017 10:54 AM

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From: John Surette <john.surette@pd.boston.gov>

Sent: Monday, June 19, 2017 1:53 PM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Shawn.Romanoski@pd.boston.gov

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Yes.

Access via front office.

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Sent from my iPhone

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| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Monday, June 19, 2017 2:18 PM EDT

To: John Surette <John Surette <john.surette@pd.boston.gov>>

CC: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Shawn.Romanoski@pd.boston.gov

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From: John Surette [mailto:john.surette@pd.boston.gov]

Sent: Monday, June 19, 2017 1:54 PM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Shawn.Romanoski@pd.boston.gov

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From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Wednesday, June 21, 2017 8:41 AM EDT
To: John Surette <'John Surette' <john.surette@pd.boston.gov>>
CC: Chuck Wade - Interisle (Chuck@Interisle.net) <'Chuck Wade - Interisle (Chuck@Interisle.net)' <Chuck@Interisle.net>>; Eric Johnson <'Eric Johnson' <EJohnson@LAN-TEL.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Scott Wilder <'Scott Wilder' <swilder@brooklinema.gov>>; Michael Kiely <'Michael Kiely' <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>; Sarah Plowman <'Sarah Plowman' <sarah.plowman@boston.gov>>; Shawn.Romanoski@pd.boston.gov
Subject: RE: BoNet Boundary Router installation at East Boston HS
Attachment(s): "EBHS Before 1.JPG", "EBHS Before 2.JPG", "EBHS After 3.JPG", "EBHS After 1.JPG", "EBHS After 2.JPG"

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To: 'John Surette' <john.surette@pd.boston.gov>
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From: Scott Wilder <swilder@brooklinema.gov>
Sent: Wednesday, June 21, 2017 8:44 AM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; John Surette <'John Surette' <john.surette@pd.boston.gov>>
CC: Chuck Wade - Interisle (Chuck@Interisle.net) <'Chuck Wade - Interisle (Chuck@Interisle.net)' <Chuck@Interisle.net>>; Eric Johnson <'Eric Johnson' <EJohnson@LAN-TEL.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Michael Kiely <'Michael Kiely' <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>; Sarah Plowman <'Sarah Plowman' <sarah.plowman@boston.gov>>; Shawn.Romanoski@pd.boston.gov
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Nice job, progress is good.
Thanks for the photos

Scott

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The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

From: Gary Cupido <cupidog@vidsys.com>
Sent: Wednesday, June 21, 2017 9:11 AM EDT
To: linda.calnan@boston.gov; michael.flaherty2@boston.gov; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; avallancourt@genetec.com; jfullerton@genetec.com; DoIT-CityHall-703-Fenway Park Conference Room <DoIT-CityHall-703-Fenway Park Conference Room <boston.gov_72655a69556b796a6e5547622d4a4f742d434c306351@resource.calendar.google.com>>; Shawn.Romanoski@pd.boston.gov; william.joyce@boston.gov; bhenry@mbta.com; michael.kane@boston.gov; Brian.Barcelou@pd.boston.gov; conor.mcdavitt@siemens.com; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; daniel.keeler@pd.boston.gov; ejohnson@lan-tel.com; apelekanakis@genetec.com; mike.lynch@boston.gov; stephanie.nappi@siemens.com; mfrench@lan-tel.com; robert.slade@boston.gov; don.burgess@boston.gov; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Thomas, Ian; nelson.vasconcelos@siemens.com; jbeers@bphc.org; wilson.aleman@boston.gov; tom.deloriea@isilon.com; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; richard.reidy@siemens.com; zpena@genetec.com; akhule@bphc.org; mdriscoll@dvitel.com; Wagner, Jeff
Subject: RE: Updated Invitation: Security Camera Strategy Status Meeting @ Every 2 weeks from 9am to 10am on Wednesday (linda.calnan@boston.gov)

Hi Linda:

Is this call on for today? I am on the bridge but just hearing music waiting for the organizer to open the bridge. Thanks.

Regards,

Gary Cupido
PROGRAM MANAGER



Corporate Headquarters
8219 Leesburg Pike, Suite 250
Vienna, Virginia 22182, USA
+1 (508) 485-2900 x56 office
+1 (508) 320-9748 mobile
cupidog@vidsys.com
www.vidsys.com

-----Original Appointment-----

From: Thomas, Ian **On Behalf Of** linda.calnan@boston.gov
Sent: Monday, March 13, 2017 5:05 PM
To: 'linda.calnan@boston.gov'; Gary Cupido; michael.flaherty2@boston.gov; Jerry Turner; avallancourt@genetec.com; jfullerton@genetec.com; DoIT-CityHall-703-Fenway Park Conference Room; Shawn.Romanoski@pd.boston.gov; william.joyce@boston.gov; bhenry@mbta.com; michael.kane@boston.gov; Brian.Barcelou@pd.boston.gov; conor.mcdavitt@siemens.com; Dan Rothman; Larry Louis; daniel.keeler@pd.boston.gov; ejohnson@lan-tel.com; apelekanakis@genetec.com; mike.lynch@boston.gov; stephanie.nappi@siemens.com; mfrench@lan-tel.com; robert.slade@boston.gov; don.burgess@boston.gov; Jason Marshall; Jim Fitzpatrick; Thomas, Ian; nelson.vasconcelos@siemens.com; jbeers@bphc.org; wilson.aleman@boston.gov; tom.deloriea@isilon.com; Brett Haynes; Vincent Stancato; richard.reidy@siemens.com; zpena@genetec.com; akhule@bphc.org; mdriscoll@dvitel.com; Wagner, Jeff
Subject: FW: Updated Invitation: Security Camera Strategy Status Meeting @ Every 2 weeks from 9am to 10am on Wednesday (linda.calnan@boston.gov)
When: Wednesday, June 21, 2017 9:00 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: DoIT-CityHall-115-1st Floor Conference Room / Dial in: 1-866-715-6967, Passcode: 4466461, DoIT-CityHall-703-Fenway Park Conference Room

-----Original Appointment-----

From: linda.calnan@boston.gov [<mailto:linda.calnan@boston.gov>]
Sent: Wednesday, January 20, 2016 4:54 PM
To: linda.calnan@boston.gov; michael.flaherty2@boston.gov; Jerry Turner; avallancourt@genetec.com; jfullerton@genetec.com; DoIT-CityHall-703-Fenway Park Conference Room; Shawn.Romanoski@pd.boston.gov; william.joyce@boston.gov; bhenry@mbta.com; michael.kane@boston.gov; Brian.Barcelou@pd.boston.gov; conor.mcdavitt@siemens.com; Dan Rothman; Larry Louis; daniel.keeler@pd.boston.gov; ejohnson@lan-tel.com; apelekanakis@genetec.com; mike.lynch@boston.gov; stephanie.nappi@siemens.com; mfrench@lan-tel.com; robert.slade@boston.gov; don.burgess@boston.gov; Jason Marshall; Jim Fitzpatrick; Thomas, Ian; nelson.vasconcelos@siemens.com; jbeers@bphc.org; wilson.aleman@boston.gov; tom.deloriea@isilon.com; Brett Haynes; Vincent Stancato; richard.reidy@siemens.com; zpena@genetec.com; akhule@bphc.org; mdriscoll@dvitel.com; Wagner, Jeff
Subject: Updated Invitation: Security Camera Strategy Status Meeting @ Every 2 weeks from 9am to 10am on Wednesday (linda.calnan@boston.gov)
When: Occurs every 2 weeks on Wednesday effective 2/3/2016 from 9:00 AM to 10:00 AM America/New_York.
Where: DoIT-CityHall-115-1st Floor Conference Room / Dial in: 1-866-715-6967, Passcode: 4466461, DoIT-CityHall-703-Fenway Park Conference Room

This event has been changed.

[more details »](#)

Security Camera Strategy Status Meeting

Changed: Attached are the notes from last week's meeting for your reference. See you all tomorrow. We are back in the first floor conference room.

When

Changed: Every 2 weeks from 9am to 10am on
Wednesday Eastern Time

Where

Changed: DoIT-CityHall-115-1st Floor Conference
Room / Dial in: 1-866-715-6967, Passcode: 4466461, DoIT-
CityHall-703-Fenway Park Conference Room ([map](#))

Calendar

linda.calnan@boston.gov

- linda.calnan@boston.gov -
organizer
- michael.flaherty2@boston.gov
- Jerry Turner
- availlancourt@genetec.com
- jfullerton@genetec.com
- Shawn.Romanoski@pd.boston.gov
- william.joyce@boston.gov
- bhenry@mbta.com
- michael.kane@boston.gov
- Brian.Barcelou@pd.boston.gov
- conor.mcdavitt@siemens.com
- Dan Rothman
- Larry Louis
- daniel.keeler@pd.boston.gov
- ejohnson@lan-tel.com
- apelekanakis@genetec.com
- mike.lynn@boston.gov
- stephanie.nappi@siemens.com
- mfrench@lan-tel.com
- robert.slade@boston.gov
- don.burgess@boston.gov
- Jason Marshall
- Jim Fitzpatrick
- ithomas@vidsys.com
- nelson.vasconcelos@siemens.com
- jbeers@bphc.org
- wilson.aleman@boston.gov
- tom.deloria@isilon.com
- Brett Haynes
- Vincent Stancato
- richard.reidy@siemens.com
- zpena@genetec.com
- akhule@bphc.org
- mdriscoll@dvitel.com
- jwagner@vidsys.com

Who

Attachments

[Security Camera Strategy
Meeting Notes_1-13-2016.docx](#)

Going? All events in this series: [Yes](#) - [Maybe](#) - [No](#) [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account ithomas@vidsys.com because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More](#).

<< File: invite.ics >>

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Wednesday, June 21, 2017 9:11 AM EDT

To: Scott Wilder <swilder@brooklinema.gov>

CC: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; John Surette <John Surette <john.surette@pd.boston.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net) <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Shawn.Romanoski@pd.boston.gov

Subject: Re: BoNet Boundary Router installation at East Boston HS

Thanks very much to all! Glad to see how the work is coming along at these sites!

On Wed, Jun 21, 2017 at 8:44 AM, Scott Wilder<swilder@brooklinema.gov> wrote:

Nice job, progress is good.

Thanks for the photos

Scott

From: Shiro Ando [mailto:sando@ftgtechnologies.com]

Sent: Wednesday, June 21, 2017 8:41 AM

To: 'John Surette'

Cc: 'Chuck Wade - Interisle (Chuck@Interisle.net)'; 'Eric Johnson'; Bob Lavery Jr; Scott Wilder; 'Michael Kiely'; FitzpatrickJ.bpd@cityofboston.gov; 'Deirdre Habershaw'; 'Sarah Plowman'; Shawn.Romanoski@pd.boston.gov '

Subject: RE: BoNet Boundary Router installation at East Boston HS

Importance: High

Good morning,

The BoNet Boundary Router installation at East Boston High School was completed successfully yesterday.

We installed another piece of plywood and mount the new router and the UPS. (Please see before and after photos attached)

We removed the Cisco switch that was no longer necessary as well.

We believe there were no service interruptions during the installation and everything is operating normally without any issues today.

Please let us know if you hear otherwise and we will monitor this closely.

Many thanks to Chuck for working with us and planning carefully to achieve minimum/no impact to the PSnet during the installation.

Thank you,

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Shiro Ando
Sent: Monday, June 19, 2017 1:50 PM
To: 'John Surette' <john.surette@pd.boston.gov>
Cc: 'Chuck Wade - Interisle' (<Chuck@Interisle.net>) <Chuck@Interisle.net>; 'Eric Johnson' <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; 'Scott Wilder' <swilder@brooklinema.gov>; 'Michael Kiely' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>; 'Sarah Plowman' <sarah.plowman@boston.gov>; 'Shawn.Romanoski@pd.boston.gov' <Shawn.Romanoski@pd.boston.gov>
Subject: RE: BoNet Boundary Router installation at East Boston HS

Good afternoon,

This is just a quick reminder we will be installing a new router at East Boston High School tomorrow starting at 9am.

Thank you,

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Shiro Ando
Sent: Friday, June 9, 2017 9:03 AM
To: 'John Surette' <john.surette@pd.boston.gov>
Cc: 'Chuck Wade - Interisle' (<Chuck@Interisle.net>) <Chuck@Interisle.net>; 'Eric Johnson' <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; 'Scott Wilder' <swilder@brooklinema.gov>; 'Michael Kiely' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>; 'Sarah Plowman' <sarah.plowman@boston.gov>; 'Shawn.Romanoski@pd.boston.gov' <Shawn.Romanoski@pd.boston.gov>
Subject: RE: BoNet Boundary Router installation at East Boston HS

Good morning,

I wanted to let everyone know that the installation date has been changed to Tuesday June 20th.

Bob (FTG) will be on site at 9am.

I have confirmed with all parties involved in this installation.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Shiro Ando

Sent: Tuesday, June 6, 2017 10:54 AM

To: 'John Surette' <john.surette@pd.boston.gov>

Cc: 'Chuck Wade - Interisle' (<Chuck@Interisle.net>' <Chuck@Interisle.net>; 'Eric Johnson' <EJohnson@LAN-TEL.com>; 'Bob Lavery Jr' <blaveryjr@ftgtechnologies.com>; 'Scott Wilder' <swilder@brooklinema.gov>; 'Michael Kiely' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>; 'Sarah Plowman' <sarah.plowman@boston.gov>; Shawn.Romanoski@pd.boston.gov

Subject: BoNet Boundary Router installation at East Boston HS

Hi John

We have the new BoNet Boundary Router (BBR) and APC SmartUPS-1500 UPS ready to be installed at East Boston HS.

Bob (FTG) will be on site and Chuck will assist remotely. Although it should be brief, there will be some service interruption during the installation.

I am hoping we can schedule this for next Tuesday June 13th. Would you please let me know if this date works you?

Thank you

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Chuck Wade <Chuck@Interisle.net>
Sent: Wednesday, June 21, 2017 10:59 AM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; John Surette <'John Surette' <john.surette@pd.boston.gov>>
CC: Eric Johnson <'Eric Johnson' <EJohnson@LAN-TEL.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Scott Wilder <'Scott Wilder' <swilder@brooklinema.gov>>; Michael Kiely <'Michael Kiely' <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>; Sarah Plowman <'Sarah Plowman' <sarah.plowman@boston.gov>>; Shawn.Romanoski@pd.boston.gov
Subject: Re: BoNet Boundary Router installation at East Boston HS
Attachment(s): "smime.p7s"

Shiro,

Thank you for sharing the photos that Bob took of the installation. Bob did a good job of mounting the UPS and router, and he was a pleasure to work with, despite some of the unrelated annoyances he had to deal with yesterday. It is nice to finally have this site properly equipped, and with UPS backup power.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 6/21/17 8:41 AM, Shiro Ando wrote:

Good morning,

The BoNet Boundary Router installation at East Boston High School was completed successfully yesterday.

We installed another piece of plywood and mount the new router and the UPS. (Please see before and after photos attached)

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Please let us know if you hear otherwise and we will monitor this closely.

Many thanks to Chuck for working with us and planning carefully to achieve minimum/no impact to the PSnet during the installation.

Thank you,
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



12 Batterymarch Park | Suite 401 | Quincy, MA 02169
Office: 617-367-7474 | Fax: 617-367-3331 | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Shiro Ando
Sent: Monday, June 19, 2017 1:50 PM
To: 'John Surette' <john.surette@pd.boston.gov>
Cc: 'Chuck Wade - Interisle' (Chuck@Interisle.net)' <Chuck@Interisle.net>; 'Eric Johnson' <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; 'Scott Wilder' <swilder@brooklinema.gov>; 'Michael Kiely' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>; 'Sarah Plowman' <sarah.plowman@boston.gov>; 'Shawn.Romanoski@pd.boston.gov' <Shawn.Romanoski@pd.boston.gov>
Subject: RE: BoNet Boundary Router installation at East Boston HS

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This is just a quick reminder we will be installing a new router at East Boston High School tomorrow starting at 9am.

Thank you,

Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Shiro Ando
Sent: Friday, June 9, 2017 9:03 AM
To: 'John Surette' <john.surette@pd.boston.gov>
Cc: 'Chuck Wade - Interisle' (<Chuck@Interisle.net>) <Chuck@Interisle.net>; 'Eric Johnson' <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; 'Scott Wilder' <swilder@brooklinema.gov>; 'Michael Kiely' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>; 'Sarah Plowman' <sarah.plowman@boston.gov>; 'Shawn.Romanoski@pd.boston.gov' <Shawn.Romanoski@pd.boston.gov>
Subject: RE: BoNet Boundary Router installation at East Boston HS

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I have confirmed with all parties involved in this installation.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Shiro Ando
Sent: Tuesday, June 6, 2017 10:54 AM
To: 'John Surette' <john.surette@pd.boston.gov>
Cc: 'Chuck Wade - Interisle' (<Chuck@Interisle.net>) <Chuck@Interisle.net>; 'Eric Johnson' <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>; 'Scott Wilder' <swilder@brooklinema.gov>; 'Michael Kiely' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; 'Deirdre Habershaw' <deirdre.habershaw@boston.gov>; 'Sarah Plowman' <sarah.plowman@boston.gov>; Shawn.Romanoski@pd.boston.gov
Subject: BoNet Boundary Router installation at East Boston HS

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I am hoping we can schedule this for next Tuesday June 13th. Would you please let me know if this date works you?

Thank you
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Michael Kane <michael.kane@boston.gov>
Sent: Wednesday, June 21, 2017 4:07 PM EDT
To: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>; edward.mccarthy@boston.gov <edward.mccarthy@boston.gov>; Jason MacDonald <Jason MacDonald <jason.macdonald@boston.gov>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; James Riley <James Riley <james.riley@boston.gov>; john.j.holbrook@state.ma.us <john.j.holbrook@state.ma.us>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>; Dmitry Gurvich <Dmitry Gurvich <DGurvich@bostonems.org>>
Subject: Sail Boston JOC 6/22/17 0800 DEMOB

FYI if you want to break down tomorrow.

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

Begin forwarded message:

From: Rene Fielding <rene.fielding@boston.gov>
Date: June 21, 2017 at 15:25:22 EDT
To: Albert Parker <albert.parker@boston.gov>, Alicia Woodberry <alicia.woodberry@boston.gov>, Brenda Jones <brenda.jones@boston.gov>, Christopher Coakley <christopher.coakley@boston.gov>, Deirdre Habershaw <Deirdre.Habershaw@cityofboston.gov>, Eamon Miller <eamon.miller@boston.gov>, Emma DeSimone <emma.desimone@boston.gov>, "Kane, Michael" <Michael.Kane@boston.gov>, "Michelle 'Shelly' Urso" <michelle.urso@boston.gov>, Nancy Anderson <nancy.anderson@boston.gov>, Nancy Nee <nancy.nee@cityofboston.gov>, Rich Perito <richard.perito@boston.gov>, "Ronald J. Bashista" <ronald.bashista@boston.gov>, Sarah Eig <sarah.eig@boston.gov>, Sarah Plowman <sarah.plowman@boston.gov>, Stacey Schwartz <stacey.schwartz@boston.gov>
Subject: Sail Boston JOC

Team -

This evening we will close down the JOC. Tomorrow when the Tall ships leave it will be a maritime operation so the JOC will not be needed. Please report to City or the EOC for your normal shift unless you are taking some of your comp time.

OEM really shined this week because of all your hard work and professionalism.

Thank you and enjoy a well deserved weekend of rest!
Rene

Rene Fielding
Director
Office of Emergency Management
One City Hall Square, Room 204
Boston, MA 02201
617-635-1400
617-635-2974 Fax

From: Scott Wilder <swilder@brooklinema.gov>

Sent: Wednesday, June 21, 2017 4:20 PM EDT

To: Ty Hollins <Ty Hollins <ty.hollins@boston.gov>>

CC: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Eric Johnson <'Eric Johnson' <EJohnson@LAN-TEL.com>>; Deirdre Habershaw <'Deirdre Habershaw' <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

Subject: Introductions

All,

I just wanted to introduce Ty to the 3 vendor's key personnel that all make PSnet work ,

Interisle - Chuck Wade

FTG - Shiro Ando

Lan-Tel - Eric Johnson

There certainly are others but I would consider these 3 to be the main contacts and subject matter experts for their respective organizations.

Ty has been hired to do the Cyber Security recommendations for the region at the local level , as well as the region level.

I am sure your paths will all cross in time, I invited TY to attend our next PSnet meeting on the 29th here at Brookline from noon to 2 p.m.

It will be a good chance for Ty to meet you, and get to know who is who in our strange UASI world.

Thanks,

Scott

Officer Scott Wilder

Director of Technology

Brookline Police Department

350 Washington Street

Brookline, MA. 02445-6800

Office : 617-730-2259

swilder@brooklinema.gov

The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

From: Michael Kane <michael.kane@boston.gov>

Sent: Thursday, June 22, 2017 8:49 AM EDT

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Vin Stancato <Vin Stancato <vstancato@lan-tel.com>>

Subject: Mike Kane OEM: can you guys demob today Ill be in 1000 at Dry Dock

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Michael Kane <michael.kane@boston.gov>
Sent: Friday, June 23, 2017 9:17 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: HDMI cables

Did your guy take a some extra HDMI cables by accident?

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, June 23, 2017 9:49 AM EDT
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
Subject: Re: HDMI cables

We prob did I will check

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jun 23, 2017, at 9:18 AM, Michael Kane <michael.kane@boston.gov> wrote:

Did your guy take a some extra HDMI cables by accident?

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

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From: Michael Kane <michael.kane@boston.gov>
Sent: Friday, June 23, 2017 9:51 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: HDMI cables

Ok no worries they are short ones that belong to MEMA.

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

On Jun 23, 2017, at 09:49, Eric Johnson <ejohnson@lan-tel.com> wrote:

We prob did I will check

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

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From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Monday, June 26, 2017 9:36 AM EDT

To: Turner, Glenn

CC: Deirdre Habershaw <Deirdre.Habershaw@boston.gov>; Chuck Wade <Chuck.Wade@interisle.net>; Michael Kiely <Michael.Kiely@police.somerville.ma.us>; Sarah Plowman <Sarah.Plowman@boston.gov>; Scott Wilder <Scott.Wilder@brooklinema.gov>; Eric Johnson <Eric.Johnson@lan-tel.com>; Mahoney, David A; Maywalt, Stephen; Pitts, Ken

Subject: CamFDH-SwC

Attachment(s): "image001.jpg", "image002.jpg"

Good morning

We have received an alarm for CamFDH-SwC.

The adjacent switch A seems to have lost connection to this switch which is labeled as Lab Switch

We are looking into this further

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

From: Mahoney, David A <DAMahoney@CambridgeFire.Org>

Sent: Monday, June 26, 2017 9:38 AM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Turner, Glenn

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman < Sarah Plowman <Sarah.Plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Maywalt, Stephen; Pitts, Ken

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From: Shiro Ando [mailto:sando@ftgtechnologies.com]

Sent: Monday, June 26, 2017 9:36 AM

To: Turner, Glenn <GTurner@CambridgeFire.Org>

Cc: Deirdre Habershaw <deirdre.habershaw@boston.gov>; Chuck Wade <Chuck@interisle.net>; Michael Kiely <mkiely@police.somerville.ma.us>; Sarah Plowman <Sarah.Plowman@boston.gov>; Scott Wilder <swilder@brooklinema.gov>; Eric Johnson <ejohnson@lan-tel.com>; Mahoney, David A <DAMahoney@CambridgeFire.Org>; Maywalt, Stephen <SMaywalt@CambridgePolice.Org>; Pitts, Ken <KPitts@Cambridge911.Org>

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Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Monday, June 26, 2017 9:47 AM EDT

To: Mahoney, David A

CC: Turner, Glenn; Deirdre Habershaw <Deirdre.Habershaw@boston.gov>; Chuck Wade <Chuck.Wade@interisle.net>; Michael Kiely <Michael.Kiely@police.somerville.ma.us>; Sarah Plowman <Sarah.Plowman@boston.gov>; Scott Wilder <Scott.Wilder@brooklinema.gov>; Eric Johnson <Eric.Johnson@lan-tel.com>; Maywalt, Stephen; Pitts, Ken

Subject: Re: CamFDH-SwC

Thank you

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

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FTG Technologies

Vice President Engineering

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Monday, June 26, 2017 9:58 AM EDT

To: Mahoney, David A

CC: Turner, Glenn; Deirdre Habershaw <Deirdre.Habershaw@boston.gov>; Chuck Wade <Chuck.Wade@interisle.net>; Michael Kiely <Michael.Kiely@police.somerville.ma.us>; Sarah Plowman <Sarah.Plowman@boston.gov>; Scott Wilder <Scott.Wilder@brooklinema.gov>; Eric Johnson <Eric.Johnson@lan-tel.com>; Maywalt, Stephen; Pitts, Ken

Subject: Re: CamFDH-SwC

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FTG Technologies

Vice President Engineering

From: Mahoney, David A <DAMahoney@CambridgeFire.Org>
Sent: Monday, June 26, 2017 10:14 AM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Mahoney, David A
CC: Turner, Glenn; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Sarah Plowman <Sarah Plowman <Sarah.Plowlman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Maywalt, Stephen; Pitts, Ken
Subject: Re: CamFDH-SwC

Yes we are back on full power, I am trying to identify this switch and plug it into proper backup power. Is this switch showing as a Cisco 3550?

David Mahoney

----- Original message -----

From: Shiro Ando <sando@ftgtechnologies.com>
Date: 6/26/17 9:58 AM (GMT-05:00)
To: "Mahoney, David A" <DAMahoney@CambridgeFire.Org>
Cc: "Turner, Glenn" <GTurner@CambridgeFire.Org>, Deirdre Habershaw <deirdre.habershaw@boston.gov>, Chuck Wade <Chuck@interisle.net>, Michael Kiely <mkiely@police.somerville.ma.us>, Sarah Plowman <Sarah.Plowlman@boston.gov>, Scott Wilder <swilder@brooklinema.gov>, Eric Johnson <ejohnson@lan-tel.com>, "Maywalt, Stephen" <SMaywalt@CambridgePolice.Org>, "Pitts, Ken" <KPitts@Cambridge911.Org>
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Shiro

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FTG Technologies
Vice President Engineering

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Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Monday, June 26, 2017 10:22 AM EDT

To: Mahoney, David A

CC: Turner, Glenn; Deirdre Habershaw <Deirdre.Habershaw@boston.gov>; Chuck Wade <Chuck.Wade@interisle.net>; Michael Kiely <Michael.Kiely@police.somerville.ma.us>; Sarah Plowman <Sarah.Plowman@boston.gov>; Scott Wilder <Scott.Wilder@brooklinema.gov>; Eric Johnson <Eric.Johnson@lan-tel.com>; Maywalt, Stephen; Pitts, Ken

Subject: RE: CamFDH-SwC

Hi Dave

Yes it is the 48-port 3550

Active ports are:

29, 31, 32, 33, 34 47 and the uplink to Switch A which is a copper module into the first slot.

Model number: WS-C3550-48-SMI

Serial number: CAT0706X1GL

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Mahoney, David A [mailto:DAMahoney@CambridgeFire.Org]

Sent: Monday, June 26, 2017 10:14 AM

To: Shiro Ando <sando@ftgtechnologies.com>; Mahoney, David A <DAMahoney@CambridgeFire.Org>

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Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Monday, June 26, 2017 1:00 PM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Chuck Wade <Chuck Wade <chuck@interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Joe Pepjonovich <Joe Pepjonovich <jpepjonovich@quincyma.gov>>; Bob Gillan <Bob Gillan <rgillan@quincyma.gov>>

Subject: Re: Quincy Fiber re-imbursement

Hello again Shiro & Chuck,

Just reviving this thread in anticipation of Thursday's PSnet meeting. If you're able to email me a copy of the Quincy PSnet radio sites project scope/timeline/budget before Thursday morning, I'll pass it along to the Exec Committee for their advance review. Giving them a chance to digest and come prepared with thoughts or questions may accelerate things on Thursday. If you're not able to get me an electronic copy ahead of time, just plan to bring a hard copy or two when we meet.

Thanks again for your work on scoping this out and for your work on other PSnet projects,
Sarah

On Thu, Jun 15, 2017 at 1:37 PM, Shiro Ando<sando@ftgtechnologies.com> wrote:

Hi Sarah,

I will review the documents, discuss with Chuck and either he or I will get back to you.

Thank you,
Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Jun 15, 2017, at 12:45 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hello Chuck & Shiro,

I'm reaching out to you because I know you've been working on a scope of work and budget for a PSnet project requested by Joe Pepjonovich of Quincy (his official request letters to the CIS/PSnet Exec Committee is attached below for your reference). When you have the project scope drawn up with the timeline, labor and materials estimates, and proposed budget, please pass it along to me. As long as I have it before our upcoming PSnet meeting on June 29, we'll be fine. At that meeting the Committee will vote on whether to launch the project or not. After that point, if it is approved, we'll anticipate seeing the work reflected on future weekly reports and future invoices.

If you have any questions, please ask at any time.

Thanks so much,
Sarah

----- Forwarded message -----

From: **Joe P** <jpepjonovich@quincyma.gov>

Date: Tue, Jun 13, 2017 at 11:27 AM

Subject: RE: Quincy Fiber re-imbursement

To: Sarah Plowman <sarah.plowman@boston.gov>

Cc: Deirdre Habershaw <deirdre.habershaw@boston.gov>, Scott Wilder <swilder@brooklinema.gov>, Chuck Phelan <cphelan@quincyma.gov>, chiefkeenan@quincyma.gov

[Attached are official requests for below work](#)

Thanks,

Joe

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]

Sent: Tuesday, June 13, 2017 10:49 AM
To: Joe P
Cc: Deirdre Habershaw; Scott Wilder; Chuck Phelan; chiefkeen@quincyma.gov
Subject: Re: Quincy Fiber re-imbursement

Thanks very much for this, Joe. I'll hold onto it until our next CIS meeting and we'll put it on the agenda for discussion there.

Related, and correct me if I'm wrong, Deirdre, but I believe there were two other such letters we were requesting that Quincy submit to the CIS if the projects are still on the table: first, for the networking switch that Lt. Gillan had asked Deirdre about, and second, for the PSnet/Quincy radio sites project, including a quote with expected hours and materials from Interisle and/or FTG as the PSnet vendor(s). Joe, if you know that Quincy would still like those projects to be considered, you can pass along those letters to me as well. The next CIS meeting isn't until July, but the next PSnet meeting is June 29, so if we could get them before then that'd be great.

Thanks so much,
Sarah

On Tue, Jun 13, 2017 at 9:16 AM, Joe P<jpepjonovich@quincyma.gov> wrote:

Per our discussion at the last CIS meeting in Charlestown, see attached documents relative to fiber re-imbursement.

Thanks,

Joe

--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: [617.635.1400](tel:617.635.1400)
Fax: [617.635.2974](tel:617.635.2974)

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Sarah Plowman

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Boston City Hall, Room 204

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<QPD HN Community Center.doc>

<QPD Radio Site switches.doc>

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Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Monday, June 26, 2017 2:04 PM EDT
To: Sarah Plowman <Sarah.Plowman@sarah.plowman@boston.gov>
CC: Chuck Wade <chuck@interisle.net>; Eric Johnson <eric.johnson@lan-tel.com>; Deirdre Habershaw <Deirdre.Habershaw@deirdre.habershaw@boston.gov>; Scott Wilder <Scott.Wilder@swilder@brooklinema.gov>; Mike Kiely <mkiely@police.somerville.ma.us>; Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Joe Pepjonovich <Joe.Pepjonovich@jpepjonovich@quincyma.gov>; Bob Gillan <rgillan@quincyma.gov>
Subject: RE: Quincy Fiber re-imbursement

Hi Sarah,

Chuck and I had a few discussions and email changes about this potential project.
He will be sending the required documents.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]
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<QPD HN Community Center.doc>

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Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
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From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, June 27, 2017 8:36 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Fwd: MEMA Portable Monitors - Missing Accessories

Eric-

This was the list of the stuff missing your guys did not grab any of these things by accident did they in the TOC?

Thanks

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

Begin forwarded message:

From: "Hamel, Jaclyn (CDA)" <Jaclyn.Hamel@MassMail.State.MA.US>
Date: June 27, 2017 at 08:24:17 EDT
To: "Michael Kane (michael.kane@boston.gov)" <michael.kane@boston.gov>
Cc: "Russas, Michael (CDA)" <michael.russas@state.ma.us>
Subject: **MEMA Portable Monitors - Missing Accessories**

Good Morning,

The following is a list of missing accessories for our portable monitors:

~ (1) One Surge Protector:

Kensington SmartSocket Color-Coded Tabletop Surge Protector - ROUND, 6 Outlets, 16ft Cord

~ (2) Two HDMI Cables:

Tripp Lite P568-010 HDMI Gold Digital Video Cable, M/M, 10ft

~ (2) Two HDMI to DisplayPort converter/adaptor:

StarTech DisplayPort to HDMI Video Converter

~ (2) Two VGA to HDMI converter with USB power adapter:

StarTech VGA to HDMI Adapter/Converter with USB Power

Please order these parts as soon as possible and have them delivered to me at:

MEMA HQ
400 Worcester Road (Route 9 east)
Framingham, MA 01702-5399

Thanks
Jaci

Jaclyn Hamel
Operations Unit Supervisor
Massachusetts Emergency Management Agency
400 Worcester Road
Framingham, MA 01702
office: 508.820.2067
cell: 508.988.0595

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, June 27, 2017 9:25 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Mk: List of missing chords from Sail Boston

Eric-

Could you check to see if your guy took any of these by accident I believe these were the ones from the TOC.

I appreciate you looking into this Eric thank you talk to you soon

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

Begin forwarded message:

From: "VALUED CUSTOMER" <cdwsales@cdwemail.com>
Date: June 27, 2017 at 09:11:33 EDT
To: <michael.kane@boston.gov>
Subject: VALUED CUSTOMER Sent You this CDW-G Shopping Cart for Review
Reply-To: "VALUED CUSTOMER" <reply-fe651571756c01787015-483_HTML-433105194-1052938-12721@cdwemail.com>

[View Online](#)

Shopping Cart

Account Message:
This email was sent to you from: **VALUED CUSTOMER**
Sender Comments:
Items for EM video display

CART DETAILS				
ITEM	QTY	PART #	UNIT PRICE	EXT. PRICE
Kensington SmartSockets Table Top surge Part#: K62634NA UNSPSC: 39121610 Go to Site	1	3638764	\$48.87	\$48.87
Tripp Lite 10ft High Speed HDMI Digital Audio Video Cable EXCLUSIVE PRICE Part#: P568-010 UNSPSC: 26121604 Go to Site	2	755137	\$10.96	\$21.92
StarTech.com DisplayPort to HDMI Video Converter Part#: DP2HDMI2 UNSPSC: 26121604 Go to Site	2	2003264	\$20.94	\$41.88
StarTech.com VGA to HDMI Portable Adapter Converter w/ USB Audio & Power Part#: VGA2HDU UNSPSC: 43211608 Go to Site	2	3359936	\$47.87	\$95.74
Sub Total:				\$208.41

GRAND TOTAL: \$208.41

Pricing is reflective of items only. Shipping, tax, and any related fees will be calculated at checkout.

SALES CONTACT INFO



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This email was sent to michael.kane@boston.gov.

Please add cdwsales@cdwemail.com to your address book.

© 2017 CDW-G LLC, 200 N. Milwaukee Avenue, Vernon Hills, IL 60061 | 800.808.4239

WEB 007 | WEB7034a379-571f-4ac5-98e0-6beed7c306c9

From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, June 27, 2017 12:25 PM EDT

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <brett.haynes@boston.gov>; Don Burgess <Don Burgess <don.burgess@boston.gov>; Robert Slade <Robert Slade <robert.slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>; William Joyce <William Joyce <william.joyce@boston.gov>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Michael Driscoll <Michael Driscoll <mdriscoll@dvitel.com>; John Grennon <John Grennon <jgrennon@lan-tel.com>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>; Peter Clifford <Peter Clifford <Peter.clifford@boston.gov>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>; Robert Flaherty <Robert Flaherty <robert.flaherty@boston.gov>

Subject: Security Camera Strategy Meeting - 6/28 @ 9:00AM

Attachment(s): "Security Camera Strategy Meeting_6-28-17.docx"

Attached is the status update for tomorrow's camera meeting.

Thanks.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

Security Camera Strategy

Status Meeting – 6/28/17

Time: **Wednesday, 6/28/2017, 9:00AM – 10:00AM (Bi-weekly schedule. Next meeting = 7/12/2017)**
Location: Conference Room 115 / Dial In: 1-866-715-6967, Passcode: 4466461 (Host: 7860059)
Called by: Linda Calnan x52875

I. Agenda-Locations / Status Updates / Action Items

Locations: (Updates in bold:)

- **22 Dry Dock: Sail Boston Updates: Huge success**
 - **The DoIT support was very much appreciated by OEM and our sister agencies. We built a lot of credibility and partnerships with sister agencies.**
 - **Break down of network and telecom equipment loaned is completed.**
 - Security desk at 22 Dry Dock moving to 12 Channel – working to schedule this move.
- **BTD & City Hall Core System:**
 - **BTD / City Hall Core: Genetec system upgrade to SC v5.5 & Vidsys system upgrade to v7.7.1** – Still troubleshooting BTD camera issue with Vidsys. Will discuss further in security camera meeting on Wed.
 - **Next upgrades = City Hall core and Municipal Security system to Genetec 5.5 (from 5.3).**
- **Downtown Crossing – Same update – EHP needs to be redone by Shawn.** Camera installs almost complete – 1 remaining; configuration in to CIMS has started. Shawn/Louie managing.
- **Chinatown – Same update – On Hold** due waiting on required documentation from BPD. 20 of 37 cameras complete – expected completion ~late June. Shawn/Louie managing.
- **BPD HQ** – Equipment has been ordered. . Shawn/Louie managing.
- **BPD & Coast Guard, Harbor Installation - Same update** ~27 cameras to BPD DVTel system. Camera installations in progress. Shawn managing.
- **Cambridge St. Guard shack – Fiber has been run and network being set up this week.** Muni-security working on installing 3 new cameras on guard shack for add'l views of City Hall.
- **BPHC – New camera installations. Need to obtain update from Jeff and Krishnamoorthi.**
- **BCYF – 112 Paris St. Fiber & Cameras – Microwave installed this week. Network to be installed next week.** BCYF working with contractor to run cable between camera switch and BoNet switch for camera connectivity to federation. 18 cameras. Network connectivity also required for ~45 workstations

Security Camera Strategy Status Meeting – 6/28/17

- **Strand Theater - Under construction – elevators being moved: BoNet and cameras to be set up there. Funding is open issue that DND is working on.**
- **BCYF - Roch Ctr/W. Roxbury CC – New project. New camera installations. POCs – Lauren Hurley and Bob Slade. Working to obtain update.**
- **On Hold - Canterbury Street, Public Works (Comcast 100MG) (Warehouse for city lighting-theft & security issues) - Waiting on Public Works final approval of quote provided by Siemens for 16 cameras and local archiver.**
- **On Hold - Water & Sewer – HQ-Harrison Ave (78 cameras) & Alford St (37 cameras) – On hold due to budget issues. Joe Crossen is managing.**
- **Body Cams – Pilot extended to December. Pilot began 9/12, successful thus far. Shawn/Louie managing next steps.**

Roadblocks / Critical issues:

- None.

Security Camera Strategy Status Meeting – 6/28/17

II. On regular bi-weekly schedule.

Attendees		Invited	Attended
Brett Haynes	COB Network	X	
Brian Barcelou	BPD, Network	X	
Brian Henry	MBTA	X	
Bob Slade	MPS	X	
Dan Rothman	CTO, COB	X	
Krishnamoorthi Ramasamy	BPHC	X	
Conor McDavitt	Siemens	X	
Eric Johnson	Lan-Tel	X	
Ian Thomas	VidSys	X	
Jarrold Fullerton	Genetec	X	
Jason MacDonald	BFD	X	
Jeff Beers	BPHC	X	
Jason Marshall	BPD, Network	X	
Jerry Turner	COB Network	X	
Jim Fitzpatrick	BPD, Network	X	
John Grennon	Lan-Tel	X	
Linda Calnan	COB	X	
Louis Madeira	BPD	X	
Mike Driscoll	DVTel	X	
Mike Flaherty	MPS	X	
Mike Kane	OEM	X	
Nelson Vasconcelos	Siemens	X	
Rich Reidy	Siemens	X	
Shawn Romanoski	BPD	X	
Vinny Stancato	Lan-Tel	X	
William Joyce	MPS	X	
Wilson Aleman	BTD	X	
Gary Cupido	VidSys	X	

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Thursday, June 29, 2017 10:04 AM EDT

To: Chuck Wade <Chuck Wade <chuck@interisle.net>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>

Subject: Staying after the PSnet meeting today - Interisle

Hello PSnet vendors,

Just wanted to pass along that the Committee has a few follow up questions for Interisle this week, so we're asking Interisle to remain behind after the meeting today. We will continue the regular rotation of vendors in future PSnet meetings.

Thanks very much,
Sarah

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, June 29, 2017 10:16 AM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: Staying after the PSnet meeting today - Interisle

Sarah

I will not be able to attend with end of fiscal year and unforeseen July 4th prep



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ✉ |
www.lan-tel.com
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On Jun 29, 2017, at 10:04 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hello PSnet vendors,

Just wanted to pass along that the Committee has a few follow up questions for Interisle this week, so we're asking Interisle to remain behind after the meeting today. We will continue the regular rotation of vendors in future PSnet meetings.

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Sarah

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

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notify the sender and delete this e-mail from your computer system.

From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Thursday, June 29, 2017 10:27 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Staying after the PSnet meeting today - Interisle

No problem, Eric. Thanks for letting me know.

On Thu, Jun 29, 2017 at 10:16 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Sarah

I will not be able to attend with end of fiscal year and unforeseen July 4th prep



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ✉ |

www.lan-tel.com

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On Jun 29, 2017, at 10:04 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hello PSnet vendors,

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Thanks very much,
Sarah

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: [617.635.1400](tel:617.635.1400)
Fax: [617.635.2974](tel:617.635.2974)

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Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Friday, June 30, 2017 11:17 AM EDT

To: Verdone, Robert

CC: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>

Subject: RE: MITC - 200 Arlington Street, Chelsea -

Hi Robert,

I have not heard from your electrician yet.

Would you please be able to reach back out so we can get this scheduled?

Thank you and have a safe and happy holiday.

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Verdone, Robert [mailto:RVerdone@chelseama.gov]

Sent: Tuesday, June 6, 2017 8:34 AM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Verdone, Robert <RVerdone@chelseama.gov>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: Re: MITC - 200 Arlington Street, Chelsea -

Thank you Shiro.

Soldiers' Home has a staff electrician. I will forward his contact info to you. Please clear any planned facility mods with him.

Thanks again!

Very Respectfully,

Robert Verdone, Asst. Director
City of Chelsea
Emergency Management

Cell: 339-226-1611

Desk: 617-466-4672

On Jun 6, 2017, at 08:31, Shiro Ando <sando@ftgtechnologies.com> wrote:

Good morning,
Thank you Robert for spending time with Bob yesterday.

After visiting the site and discussing with Rob and Chuck, we determined the best solution is to install new outlet in PSnet cabinet that is directly wired into the panel hooked up to the backup generator.
Rob will discuss this with his team and let us know the next steps.

Thank you
Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Shiro Ando

Sent: Thursday, June 1, 2017 2:54 PM

To: Verdone, Robert <RVerdone@chelseama.gov>

Cc: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: RE: MITC - 200 Arlington Street, Chelsea -

Hi Robert,

Bob Lavery Jr is supposed to be at MITC at 8am on Monday and expect to be there for approximately two hours(I think it would be less)

Would it be ok to schedule it for 10:30am?

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Verdone, Robert [<mailto:RVerdone@chelseama.gov>]

Sent: Thursday, June 1, 2017 2:44 PM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Verdone, Robert <RVerdone@chelseama.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: Re: MITC - 200 Arlington Street, Chelsea -

That should be fine. 9am ok?

Very Respectfully,

Robert Verdone, Asst. Director
City of Chelsea
Emergency Management

Cell: 339-226-1611
Desk: 617-466-4672

On Jun 1, 2017, at 14:27, Shiro Ando <sando@ftgtechnologies.com> wrote:

Thank you Scott.

Hi Rob,

Would it be possible for us to visit Soldier's Home on Monday, June 5th in the morning?

Thank you

Shiro

From: Scott Wilder [<mailto:swilder@brooklinema.gov>]

Sent: Thursday, June 1, 2017 2:08 PM

To: Shiro Ando <sando@ftgtechnologies.com>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Verdone, Robert <RVerdone@chelseama.gov>

Cc: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: RE: MITC - 200 Arlington Street, Chelsea -

Hi Shiro,

If you can coordinate access to the Soldier home, that would be a good next step, so we can permanently get this power issue fixed for the PSnet equipment.

Thanks
Scott

From: Shiro Ando [<mailto:sando@ftgtechnologies.com>]

Sent: Thursday, June 01, 2017 1:34 PM

To: Scott Wilder; Michael Kiely; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw; Sarah Plowman; Verdone, Robert

Cc: Chuck Wade - Interisle (Chuck@Interisle.net); Eric Johnson; Bob Lavery Jr

Subject: RE: MITC - 200 Arlington Street, Chelsea -
Importance: High

Good afternoon,

Our tech was on site this morning, but we were asked to reschedule.
I am trying to reschedule it for Monday June 5th at 8am.
I will send an update once I get the confirmation from EOPSS/DCAM.

No time will be added to our monthly bill for today since we were not able to get up to the roof and inspect the equipment.

Also Chuck and I discussed and were wondering if FTG could stop by Soldier's Home after MITC to figure out what we would need to put the PSnet equipment permanently on the circuit connected to backup generator. Please let me know if this is ok.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



<image003.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Shiro Ando

Sent: Wednesday, May 31, 2017 4:54 PM

To: Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>;
FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman
<sarah.plowman@boston.gov>; 'Verdone, Robert' <RVerdone@chelseama.gov>

Cc: Chuck Wade <Chuck@Interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Bob Lavery Jr
<blaveryjr@ftgtechnologies.com>

Subject: MITC - 200 Arlington Street, Chelsea -

Good afternoon,

Bob Lavery Jr(FTG) will be on site tomorrow morning to inspect the equipment on the roof of MITC.
This was requested by Michael Leary (EOPSS) and Chuck.
MITC building maintenance has noticed one of the pieces of equipment on the roof appears to have moved causing a piece to fall.
Chuck noticed the problems with the BridgeWave link from Chelsea EOC/E911 to MITC last week as well.

Chuck will assist Bob in locating the PSnet equipment.

I will send an update after our visit tomorrow.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

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From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Friday, June 30, 2017 12:18 PM EDT

To: Sarah Plowman <Sarah.Plowman@boston.gov>; Scott Wilder <Scott.Wilder@brooklinema.gov>

CC: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck.Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <Eric.Johnson@lan-tel.com>; Michael Kiely <Michael.Kiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre.Habershaw@boston.gov>

Subject: RE: BoNet Boundary Router installation at East Boston HS

Good afternoon,

It was nice seeing some of you yesterday.

As I mentioned during the meeting, here are the tasks I would like your approvals to move forward.

I will schedule with local contacts once approved.

Network (Router/Switch) Tasks

1. BoNet Boundary Router install at Markley Data Center
 - New installation
2. BoNet Boundary Router install at Boston City Hall
 - New installation
3. Whidden Hospital HP SFP installation
 - This will eliminate the temporary media converter

Microwave Tasks

1. **East Boston High School**
 1. Re-install DragonWave 23 GHz ODU and re-align radio with its companion at MITC
 2. Replace Ubiquiti NB5G22 with a NB5G25 radio we have on hand.
2. **MITC**
 1. Re-align DragonWave radio that shoots to EBHS.
 2. Repair BridgeWave radio. This involves re-attaching the antenna cover that blew off. This radio should be re-aligned to its companion at the Chelsea E/911 dispatch center.
 3. Replace the Ubiquiti NB5G22 with an NB5G25 (in inventory). This replacement radio also needs to be realigned with its companion at EBHS.
3. **Soldiers' Home**
 1. Install AirFiber-24 radio shooting to Whidden to replace BridgeWave 80GHz that was previously removed due to failure. This may require upgrading the mount.
 2. Examine DragonWave AirPair 23 GHz radio that shoots to Broadway Tower in Revere. The Revere end has failed, and we want to inspect this radio for possible similar water-related damage.
4. **Whidden Hospital**
 1. Install AirFiber-24 radio shooting to Soldiers' Home to replace BridgeWave 80GHz that was previously removed due to failure. This may require upgrading the mount.
5. **N.E. Baptist Hospital**
 1. Move DragonWave 18 GHz radio that was previously located at Egleston Tower (Walnut Park) to NEBH. It should be possible to use the same non-pen mount and mast. This will replace the BridgeWave 60 GHz radio currently installed at NEBH. This DragonWave radio will shoot to its companion at Brookline Town Hall(the FCC license has been updated to reflect this new location)
6. **Brookline Town Hall**
 1. Re-align DragonWave 18 GHz radio to point to NEBH instead of Egleston Tower. The mount may need to be upgraded.
 2. Remove BridgeWave 60 GHz radio that currently shoots to NEBH. I.e., the DragonWave 18 GHz link is replacing the BridgeWave 60 GHz link to reduce rain fade and wind problems.

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Michael Kiely <mkiely@police.somerville.ma.us>

Sent: Saturday, July 01, 2017 11:45 AM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

Subject: Re: BoNet Boundary Router installation at East Boston HS

Attachment(s): "image001.jpg"

Shiro,
how many of these task will require Interisles assistance ? These project need to be very tightly managed for the next year.
Which of these, that involved Interisle assistance is mission critical?
Sorry I was unable to attend, but I am up to speed as to the current state of affairs.
Thank you and enjoy your holiday.

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617) 625-1600x7241

On Jun 30, 2017, at 12:18 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Good afternoon,

It was nice seeing some of you yesterday.

As I mentioned during the meeting, here are the tasks I would like your approvals to move forward.
I will schedule with local contacts once approved.

Network (Router/Switch) Tasks

1. BoNet Boundary Router install at Markley Data Center
 - New installation
2. BoNet Boundary Router install at Boston City Hall
 - New installation
3. Whidden Hospital HP SFP installation
 - This will eliminate the temporary media converter

Microwave Tasks

1. **East Boston High School**
 1. Re-install DragonWave 23 GHz ODU and re-align radio with its companion at MITC
 2. Replace Ubiquiti NB5G22 with a NB5G25 radio we have on hand.
2. **MITC**
 1. Re-align DragonWave radio that shoots to EBHS.
 2. Repair BridgeWave radio. This involves re-attaching the antenna cover that blew off. This radio should be re-aligned to its companion at the Chelsea E/911 dispatch center.
 3. Replace the Ubiquiti NB5G22 with an NB5G25 (in inventory). This replacement radio also needs to be realigned with its companion at EBHS.
3. **Soldiers' Home**
 1. Install AirFiber-24 radio shooting to Whidden to replace BridgeWave 80GHz that was previously removed due to failure. This may require upgrading the mount.
 2. Examine DragonWave AirPair 23 GHz radio that shoots to Broadway Tower in Revere. The Revere end has failed, and we want to inspect this radio for possible similar water-related damage.
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6. **Brookline Town Hall**
 1. Re-align DragonWave 18 GHz radio to point to NEBH instead of Egleston Tower. The mount may need to be upgraded.
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Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Saturday, July 01, 2017 5:29 PM EDT

To: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>

CC: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

Subject: Re: BoNet Boundary Router installation at East Boston HS

Hi Sgt Kiely,

No problem at all, sorry I missed you on Thursday.

I will go thru the list and get back to later on today.

Thank you,

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Jul 1, 2017, at 11:46 AM, Michael Kiely <mkiely@police.somerville.ma.us> wrote:

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Homeland Security &

Emergency Management

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Shiro Ando | CCIE # 12809

| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Saturday, July 01, 2017 9:21 PM EDT

To: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>

CC: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

Subject: RE: BoNet Boundary Router installation at East Boston HS

Hi Sgt Kiely,

All of these tasks will be performed on site by FTG and our sub-contractor USAi.net.
Interisle will support remotely with router installations and some of the microwave tasks.

I understand all these projects must be managed very tightly.

I believe all these tasks are important and improve reliability, performance and redundancy of PSnet.

Most critical tasks in my opinion are router installations and Dragonwave re-installation at East Boston HS (Chuck/Eric, please feel to comment)

I hope you have a great holiday.

Thank you,
Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Michael Kiely [mailto:mkiely@police.somerville.ma.us]

Sent: Saturday, July 1, 2017 11:46 AM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Sarah Plowman <sarah.plowman@boston.gov>; Scott Wilder <swilder@brooklinema.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>

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Shiro Ando | [CCIE # 12809](#)

| Vice President Engineering |

<image001.jpg>

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| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Monday, July 03, 2017 3:56 PM EDT

To: Allan Alpert <Allan Alpert <aalpert@chelseama.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; John Surette <John Surette <john.surette@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoeherty@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>

Subject: July 25 PSnet Meeting (tentative)

Hello PSnet Executive Committee and vendors,

Could you please pencil in Tuesday, July 25 for the next PSnet meeting?

At the close of last week's meeting, we didn't choose a date for July's monthly meeting. I'm open to suggestions if there are conflicts but wanted to start somewhere concrete. We usually meet at 10am but we've also had afternoon meetings as well (2pm).

Can you please respond and let me know if you have conflicts with either morning or afternoon of Tuesday July 25?
(And if you'd like to host)

Thank you!
Happy July 4,
Sarah

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Scott Wilder <swilder@brooklinema.gov>

Sent: Wednesday, July 05, 2017 5:17 PM EDT

To: Sarah Plowman <Sarah.Plowman@boston.gov>; Allan Alpert <Allan.Alpert@aalpert@chelseama.gov>; Chuck Wade <Chuck.Wade@interisle.net>; Colin Strutt <Colin.Strutt@colin@interisle.net>; Dan Rothman <Dan.Rothman@boston.gov>; David Mahoney <David.Mahoney@damahoney@cambridgefire.org>; Deirdre Habershaw <Deirdre.Habershaw@deirdre.habershaw@boston.gov>; Ed Hernandez Sr. <Ed.Hernandez.Sr.@ehernandez@chelseama.gov>; Eric Johnson <Eric.Johnson@ejohnson@lan-tel.com>; Fred Goldstein <Fred.Goldstein@fred@interisle.net>; Glenn Turner <Glenn.Turner@gtturner@cambridgefire.org>; Jason Marshall <Jason.Marshall@pd.boston.gov>; Jim Fitzpatrick <Jim.Fitzpatrick@jim.fitzpatrick@pd.boston.gov>; John Surette <John.Surette@john.surette@pd.boston.gov>; Ken Pitts <Ken.Pitts@kpitts@cambridge911.org>; Michael Cobb <Michael.Cobb@mcobb@ftgtechnologies.com>; Michael Saltzman <Michael.Saltzman@michael.saltzman@state.ma.us>; Mike Kiely <Mike.Kiely@mkiely@police.somerville.ma.us>; Nancy Anderson <Nancy.Anderson@nancy.anderson@boston.gov>; Robert Griffin <Robert.Griffin@rgriffin@chelseama.gov>; Robert Verdone <Robert.Verdone@RVerdone@chelseama.gov>; Sean Doherty <Sean.Doherty@sdoeherty@ftgtechnologies.com>; Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Shiro Ando <Shiro.Ando@sando@ftgtechnologies.com>; Stan Reichgott <Stan.Reichgott@sreichgott@brooklinema.gov>; Stephen Maywalt <Stephen.Maywalt@smaywalt@cambridgepolice.org>; Steven Ford <Steven.Ford@sford@reverepolice.org>

Subject: RE: July 25 PSnet Meeting (tentative)

Hi Sara,

The 25th will work for me , but the Community Room is booked that week, so I will not be able to host.

Scott

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]

Sent: Monday, July 03, 2017 3:57 PM

To: Allan Alpert; Chuck Wade; Colin Strutt; Dan Rothman; David Mahoney; Deirdre Habershaw; Ed Hernandez Sr.; Eric Johnson; Fred Goldstein; Glenn Turner; Jason Marshall; Jim Fitzpatrick; John Surette; Ken Pitts; Michael Cobb; Michael Saltzman; Mike Kiely; Nancy Anderson; Robert Griffin; Robert Verdone; Scott Wilder; Sean Doherty; Shawn Romanoski; Shiro Ando; Stan Reichgott; Stephen Maywalt; Steven Ford

Subject: July 25 PSnet Meeting (tentative)

Importance: High

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Thank you!

Happy July 4,

Sarah

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Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

From: Ford Lt Steven <sford@reverepolice.org>

Sent: Thursday, July 06, 2017 6:34 AM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Allan Alpert <Allan Alpert <aalpert@chelseama.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; John Surette <John Surette <john.surette@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoherty@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>

Subject: RE: July 25 PSnet Meeting (tentative)

I can make the July 25th and Revere can host the meeting at 10AM if you like.

Lt. Steven Ford

781-286-8335

www.reverepolice.org

<http://www.facebook.com/ReverePoliceDept>

@reverepolice on Twitter

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Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Friday, July 07, 2017 10:45 AM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) < Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>

Subject: Revere

Good morning,

We are seeing Revere Switch E and F down and are looking into it.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

S

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Friday, July 07, 2017 10:53 AM EDT

To: Sarah Plowman <Sarah.Plowman@boston.gov>; sford@reverepolice.org

CC: Scott Wilder <swilder@brooklinema.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck.Wade@Interisle.net>; Eric Johnson <Eric.Johnson@lan-tel.com>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre.Habershaw@boston.gov>; Michael Kiely <Michael.Kiely@police.somerville.ma.us>; FTG NOC <FTG.NOC@ftgtechnologies.com>

Subject: RE: Revere

I see both switches in Revere RECC Room 140 (switch E and F) back up.
They seemed to have been rebooted most likely due to power.

Thanks
Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



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From: Shiro Ando

Sent: Friday, July 7, 2017 10:45 AM

To: Sarah Plowman <sarah.plowman@boston.gov>

Cc: Scott Wilder <swilder@brooklinema.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; 'Michael Kiely' <mkiely@police.somerville.ma.us>

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From: Ford Lt Steven <sford@reverepolice.org>

Sent: Friday, July 07, 2017 11:05 AM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>

Subject: RE: Revere

The problem was the PSNET equipment was plugged into an old UPS system in room 140. I have since placed them on a in room ups system.

Lt. Steven Ford
781-286-8335

www.reverepolice.org

<http://www.facebook.com/ReverePoliceDept>

@reverepolice on Twitter

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Sent: Friday, July 07, 2017 10:54 AM

To: Sarah Plowman; Ford Lt Steven

Cc: Scott Wilder; Chuck Wade - Interisle (Chuck@Interisle.net); Eric Johnson; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw; Michael Kiely; FTG NOC

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Sent: Friday, July 7, 2017 10:45 AM

To: Sarah Plowman <sarah.plowman@boston.gov>

Cc: Scott Wilder <swilder@brooklinema.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; 'Michael Kiely' <mkiely@police.somerville.ma.us>

Subject: Revere

Good morning,
We are seeing Revere Switch E and F down and are looking into it.
Thanks
Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Chuck Wade <Chuck@Interisle.net>
Sent: Friday, July 07, 2017 11:07 AM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; sford@reverepolice.org
CC: Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Jay Mazzola <Jay Mazzola <RFD441@Gmail.com>>; Richard Swartz <Richard Swartz <RSwartz@Town.Winthrop.MA.US>>
Subject: Re: Revere
Attachment(s): "smime.p7s"

Shiro,

Jay Mazzola just called me. The RevRECC-SwE and RevRECC-SwF switches were both plugged into the same UPS, which apparently failed, taking down both switches. They re-powered these two switches by connecting them to the new "system" UPS in that room, so this should be better. As an aside, when we originally installed this redundant switch pair, the only power option in the rack (as I recall) was the small, standalone UPS. We knew that the UPS was being upgraded in this server room, but it was not available when these switches were initially deployed.

This was a pretty serious outage, since it also caused the connections to the bank of eight IPmux-1Es to go down, which meant they lost access to all radio sites in Revere and Winthrop. (Murphy got us again!)

I briefly discussed with Jay a couple of options for distributing the power feeds to these critical switches. There is plenty of network resilience due to multiple, diverse paths, but power feeds need more attention.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 7/7/17 10:53 AM, Shiro Ando wrote:

I see both switches in Revere RECC Room 140 (switch E and F) back up.
They seemed to have been rebooted most likely due to power.

Thanks
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Shiro Ando | CCIE # 12809
| Vice President Engineering |



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| Office: 617-367-7474 | Fax: 617-367-3331 | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Shiro Ando
Sent: Friday, July 7, 2017 10:45 AM
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Cc: Scott Wilder <swilder@brooklinema.gov>; Chuck Wade - Interisle (<Chuck@Interisle.net> <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; 'Michael Kiely' <mkiely@police.somerville.ma.us>
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| Office: 617-367-7474 | Fax: 617-367-3331 | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Friday, July 07, 2017 11:09 AM EDT

To: Ford Lt Steven <Ford Lt Steven <sford@reverepolice.org>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: Scott Wilder <swilder@brooklinema.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>

Subject: RE: Revere

Thank you

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Ford Lt Steven [mailto:sford@reverepolice.org]

Sent: Friday, July 7, 2017 11:05 AM

To: Shiro Ando <sando@ftgtechnologies.com>; Sarah Plowman <sarah.plowman@boston.gov>

Cc: Scott Wilder <swilder@brooklinema.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FTG NOC <noc@ftgtechnologies.com>

Subject: RE: Revere

The problem was the PSNET equipment was plugged into an old UPS system in room 140. I have since placed them on a in room ups system.

Lt. Steven Ford
781-286-8335

www.reverepolice.org

<http://www.facebook.com/ReverePoliceDept>

@reverepolice on Twitter

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From: Shiro Ando [mailto:sando@ftgtechnologies.com]

Sent: Friday, July 07, 2017 10:54 AM

To: Sarah Plowman; Ford Lt Steven

Cc: Scott Wilder; Chuck Wade - Interisle (Chuck@Interisle.net); Eric Johnson; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw; Michael Kiely; FTG NOC

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| Vice President Engineering |



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| Vice President Engineering |



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| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

S

From: Michael Kiely <mkiely@police.somerville.ma.us>

Sent: Friday, July 07, 2017 12:39 PM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Ford Lt Steven <Ford Lt Steven <sford@reverepolice.org>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>

Subject: Re: Revere

Attachment(s): "image001.jpg"

Please fix this and get it back online. After that, Interisle will have no more involvement with this outage and no future suggestion are needed at this point.

We are in emergency , keeping the lights on mood with Interisle for the next 11 months.

Any questions or concerns email me directly!!

Stay safe,

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617) 625-1600x7241

On Jul 7, 2017, at 11:09 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Thank you

Shiro Ando | CCIE # 12809

| Vice President Engineering |

<image001.jpg>

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| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Ford Lt Steven [<mailto:sford@reverepolice.org>]

Sent: Friday, July 7, 2017 11:05 AM

To: Shiro Ando <sando@ftgtechnologies.com>; Sarah Plowman <sarah.plowman@boston.gov>

Cc: Scott Wilder <swilder@brooklinema.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; FTG NOC <noc@ftgtechnologies.com>

Subject: RE: Revere

The problem was the PSNET equipment was plugged into an old UPS system in room 140. I have since placed them on a in room ups system.

Lt. Steven Ford

781-286-8335

www.reverepolice.org

<http://www.facebook.com/ReverePoliceDept>

[@reverepolice](#) on Twitter

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From: Shiro Ando [<mailto:sando@ftgtechnologies.com>]

Sent: Friday, July 07, 2017 10:54 AM

To: Sarah Plowman; Ford Lt Steven

Cc: Scott Wilder; Chuck Wade - Interisle (Chuck@Interisle.net); Eric Johnson; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw; Michael Kiely; FTG NOC

Subject: RE: Revere

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They seemed to have been rebooted most likely due to power.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Shiro Ando

Sent: Friday, July 7, 2017 10:45 AM

To: Sarah Plowman <sarah.plowman@boston.gov>

Cc: Scott Wilder <swilder@brooklinema.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>;
Eric Johnson <EJohnson@lan-tel.com>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw
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Subject: Revere

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<image001.jpg>

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| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

S

From: Ford Lt Steven <sford@reverepolice.org>

Sent: Friday, July 07, 2017 12:57 PM EDT

To: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>

Subject: RE: Revere

The problems was solved, it was not interisle fault, they used a UPS system we had in the rack. That UPS which was property of the RPD failed. Once I determined the problem it was remedied in a few minutes. I used the in room UPS that was provided by UASI.

Lt. Steven Ford
781-286-8335

www.reverepolice.org

<http://www.facebook.com/ReverePoliceDept>

@reverepolice on Twitter

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From: Michael Kiely [mailto:mkiely@police.somerville.ma.us]

Sent: Friday, July 07, 2017 12:40 PM

To: Shiro Ando

Cc: Ford Lt Steven; Sarah Plowman; Scott Wilder; Chuck Wade - Interisle (Chuck@Interisle.net); Eric Johnson; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw; FTG NOC; Nancy Anderson

Subject: Re: Revere

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Homeland Security &
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(617) 625-1600x7241

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Thank you

Shiro Ando | CCIE # 12809

| Vice President Engineering |

<image001.jpg>

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| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

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Sent: Friday, July 7, 2017 11:05 AM

To: Shiro Ando <sando@ftgtechnologies.com>; Sarah Plowman <sarah.plowman@boston.gov>

Cc: Scott Wilder <swilder@brooklinema.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; FitzpatrickJ.bpd@cityofboston.gov;

Deirdre Habershaw <deirdre.habershaw@boston.gov>; Michael Kiely <mkiely@police.somerville.ma.us>;

FTG NOC <noc@ftgtechnologies.com>

Subject: RE: Revere

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Sent: Friday, July 07, 2017 10:54 AM
To: Sarah Plowman; Ford Lt Steven
Cc: Scott Wilder; Chuck Wade - Interisle (Chuck@Interisle.net); Eric Johnson; Fitzpatrickj.bpd@cityofboston.gov; Deirdre Habershaw; Michael Kiely; FTG NOC
Subject: RE: Revere

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<image001.jpg>
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From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Friday, July 07, 2017 12:58 PM EDT
To: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>
CC: Ford Lt Steven <Ford Lt Steven <sford@reverepolice.org>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Scott Wilder <swilder@brooklinema.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>
Subject: RE: Revere

Hi Sergeant Kiely,

We are seeing everything up at this point after the switches were moved to the UPS system in room 140 by Lieutenant Ford.

Lieutenant Ford,
Please let me know if there is anything further we could assist with.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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Sent: Friday, July 07, 2017 10:54 AM
To: Sarah Plowman; Ford Lt Steven
Cc: Scott Wilder; Chuck Wade - Interisle (Chuck@Interisle.net); Eric Johnson; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw; Michael Kiely; FTG NOC
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Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

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| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

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<image001.jpg>

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| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, July 11, 2017 11:46 AM EDT

To: Sarah Plowman <Sarah.Plowman@boston.gov>; Scott Wilder <Scott.Wilder@brooklinema.gov>

CC: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck.Wade@Interisle.net> <Chuck@interisle.net>; Eric Johnson <Eric.Johnson@lan-tel.com>; Michael Kiely <Michael.Kiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre.Habershaw@boston.gov>

Subject: RE: BoNet Boundary Router installation at East Boston HS

Good morning,

I am following up on the email I sent below.

Would it be ok for me to schedule these tasks?

Thank you,

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando

Sent: Friday, June 30, 2017 12:19 PM

To: 'Sarah Plowman' <sarah.plowman@boston.gov>; Scott Wilder <swilder@brooklinema.gov>

Cc: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>

Subject: RE: BoNet Boundary Router installation at East Boston HS

Good afternoon,

It was nice seeing some of you yesterday.

As I mentioned during the meeting, here are the tasks I would like your approvals to move forward.

I will schedule with local contacts once approved.

Network (Router/Switch) Tasks

1. BoNet Boundary Router install at Markley Data Center
 - New installation
2. BoNet Boundary Router install at Boston City Hall
 - New installation
3. Whidden Hospital HP SFP installation
 - This will eliminate the temporary media converter

Microwave Tasks

1. **East Boston High School**
 1. Re-install DragonWave 23 GHz ODU and re-align radio with its companion at MITC
 2. Replace Ubiquiti NB5G22 with a NB5G25 radio we have on hand.
2. **MITC**
 1. Re-align DragonWave radio that shoots to EBHS.
 2. Repair BridgeWave radio. This involves re-attaching the antenna cover that blew off. This radio should be re-aligned to its companion at the Chelsea E/911 dispatch center.
 3. Replace the Ubiquiti NB5G22 with an NB5G25 (in inventory). This replacement radio also needs to be realigned with its companion at EBHS.
3. **Soldiers' Home**
 1. Install AirFiber-24 radio shooting to Whidden to replace BridgeWave 80GHz that was previously removed due to failure. This may require upgrading the mount.
 2. Examine DragonWave AirPair 23 GHz radio that shoots to Broadway Tower in Revere. The Revere end has failed, and we want to inspect this radio for possible similar water-related damage.
4. **Whidden Hospital**
 1. Install AirFiber-24 radio shooting to Soldiers' Home to replace BridgeWave 80GHz that was previously removed due to failure. This may require upgrading the mount.
5. **N.E. Baptist Hospital**
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Shiro Ando | [CCIE # 12809](#)

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, July 11, 2017 12:43 PM EDT

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>; Don Burgess <Don Burgess <don.burgess@boston.gov>; Robert Slade <Robert Slade <robert.slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>; William Joyce <William Joyce <william.joyce@boston.gov>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Michael Driscoll <Michael Driscoll <mdriscoll@dvitel.com>; John Grennon <John Grennon <jgrennon@lan-tel.com>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>; Peter Clifford <Peter Clifford <Peter.clifford@boston.gov>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>; Robert Flaherty <Robert Flaherty <robert.flaherty@boston.gov>

Subject: Security Camera Strategy Status Meeting - 7/12/17

Attachment(s): "Security Camera Strategy Meeting_7-12-17.docx"

Attached are the status updates for tomorrow's Security Camera meeting.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

Security Camera Strategy

Status Meeting – 7/12/17

Time: **Wednesday, 7/12/2017, 9:00AM – 10:00AM (summer schedule - next meeting = 8/16/2017)**
Location: Conference Room 115 / Dial In: 1-866-715-6967, Passcode: 4466461 (Host: 7860059)
Called by: Linda Calnan x52875

I. Agenda-Locations / Status Updates / Action Items

Next meeting = 8/16/2017

Locations: (Updates in bold:)

- **22 Dry Dock Muni-Security Service Desk Move**
 - Security desk at 22 Dry Dock moving to 12 Channel – working to schedule this move. Will test camera access/viewing at new location to ensure continuity.
- **BTD & City Hall Core System:**
 - **BTD / City Hall Core: Genetec system upgrade to SC v5.5 & Vidsys system upgrade to v7.7.1** – Still troubleshooting BTD camera issue with Vidsys. Will discuss further in security camera meeting on Wed.
 - **Next upgrades = City Hall core and Municipal Security system to Genetec 5.5 (from 5.3).**
- **Cambridge St. Guard Shack – Fiber, network and camera installations complete. Camera integration in to infrastructure to be completed by 7/14.**
- **BCYF – 112 Paris St. Fiber & Cameras – Microwave, network and camera connectivity set up completed. Integrating 18 cameras in to camera infrastructure, to be completed by 7/14.**
- **Downtown Crossing – Same update – EHP needs to be redone by Shawn.** Camera installs almost complete – 1 remaining; configuration in to CIMS has started. Shawn/Louie managing.
- **Chinatown – Same update – On Hold** due waiting on required documentation from BPD. 20 of 37 cameras complete. Shawn/Louie managing.
- **BPD HQ – Equipment has been ordered. .** Shawn/Louie managing.
- **BPD & Coast Guard, Harbor Installation - Same update** ~27 cameras to BPD DVTel system. Camera installations in progress. Shawn managing.
- **BPHC – New camera installations. 13 cameras to be added to 112 S. Hampton St. Jeff to discuss IPs with networking. Jeff to provide time frame.**
- **97 Magazine St. – needs microwave to 1010 Mass Ave for boNet connectivity and camera infrastructure. Mike managing.**

Security Camera Strategy

Status Meeting – 7/12/17

- **BCYF – Hyde park CC – microwave to Engine 48 – Engineering to extend video VPN.**
- **BCYF – Cloherty Pool, Charlestown – needs BoNet connectivity and then camera infrastructure.**
- **BCYF - Roch Ctr/W. Roxbury CC – New project. New camera installations. POCs – Lauren Hurley and Bob Slade. Rob Flaherty to provide PO for cameras.**
- **Strand Theater - Under construction – elevators being moved: Fiber moved. BoNet and cameras to be set up there. Funding is open issue that DND is working on.**
- **On Hold - Canterbury Street, Public Works (Comcast 100MG) (Warehouse for city lighting-theft & security issues) - Waiting on Public Works final approval of quote provided by Siemens for 16 cameras and local archiver.**
- **On Hold - Water & Sewer – HQ-Harrison Ave (78 cameras) & Alford St (37 cameras) – On hold due to budget issues. Joe Crossen is managing.**
- **Body Cams – Pilot extended to December. Pilot began 9/12, successful thus far. Shawn/Louie managing next steps.**

Roadblocks / Critical issues:

- **None.**

Security Camera Strategy Status Meeting – 7/12/17

II. On regular bi-weekly schedule.

Attendees		Invited	Attended
Brett Haynes	COB Network	X	
Brian Barcelou	BPD, Network	X	
Brian Henry	MBTA	X	
Bob Slade	MPS	X	
Dan Rothman	CTO, COB	X	
Krishnamoorthi Ramasamy	BPHC	X	
Conor McDavitt	Siemens	X	
Eric Johnson	Lan-Tel	X	
Ian Thomas	VidSys	X	
Jarrold Fullerton	Genetec	X	
Jason MacDonald	BFD	X	
Jeff Beers	BPHC	X	
Jason Marshall	BPD, Network	X	
Jerry Turner	COB Network	X	
Jim Fitzpatrick	BPD, Network	X	
John Grennon	Lan-Tel	X	
Linda Calnan	COB	X	
Louis Madeira	BPD	X	
Mike Driscoll	DVTel	X	
Mike Flaherty	MPS	X	
Mike Kane	OEM	X	
Nelson Vasconcelos	Siemens	X	
Rich Reidy	Siemens	X	
Shawn Romanoski	BPD	X	
Vinny Stancato	Lan-Tel	X	
William Joyce	MPS	X	
Wilson Aleman	BTD	X	
Gary Cupido	VidSys	X	

From: Scott Wilder <swilder@brooklinema.gov>

Sent: Tuesday, July 11, 2017 4:11 PM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>

Subject: RE: BoNet Boundary Router installation at East Boston HS

Hi Shiro,

I would say it is OK to start with the Boundary router project, and get that moving forward.

Thanks
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Sent: Tuesday, July 11, 2017 11:47 AM

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Thank you,

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Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando

Sent: Friday, June 30, 2017 12:19 PM

To: 'Sarah Plowman' <sarah.plowman@boston.gov>; Scott Wilder <swilder@brooklinema.gov>

Cc: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>

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 - New installation
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 - New installation
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 - This will eliminate the temporary media converter

Microwave Tasks

1. **East Boston High School**
 1. Re-install DragonWave 23 GHz ODU and re-align radio with its companion at MITC
 2. Replace Ubiquiti NB5G22 with a NB5G25 radio we have on hand.
2. **MITC**
 1. Re-align DragonWave radio that shoots to EBHS.

2. Repair BridgeWave radio. This involves re-attaching the antenna cover that blew off. This radio should be re-aligned to its companion at the Chelsea E/911 dispatch center.
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2. **Soldiers' Home**

1. Install AirFiber-24 radio shooting to Whidden to replace BridgeWave 80GHz that was previously removed due to failure. This may require upgrading the mount.
2. Examine DragonWave AirPair 23 GHz radio that shoots to Broadway Tower in Revere. The Revere end has failed, and we want to inspect this radio for possible similar water-related damage.

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From: Michael Kiely <mkiely@police.somerville.ma.us>
Sent: Tuesday, July 11, 2017 5:26 PM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Scott Wilder <swilder@brooklinema.gov>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
Subject: Re: BoNet Boundary Router installation at East Boston HS
Attachment(s): "image001.jpg"

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(617) 625-1600x7241

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Understood, I will keep everyone informed.

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<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Shiro Ando

Sent: Friday, June 30, 2017 12:19 PM

To: 'Sarah Plowman' <sarah.plowman@boston.gov>; Scott Wilder <swilder@brooklinema.gov>

Cc: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>;

Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw

<deirdre.habershaw@boston.gov>

Subject: RE: BoNet Boundary Router installation at East Boston HS

Good afternoon,

It was nice seeing some of you yesterday.

As I mentioned during the meeting, here are the tasks I would like your approvals to move forward.

I will schedule with local contacts once approved.

Network (Router/Switch) Tasks

1. BoNet Boundary Router install at Markley Data Center
 - New installation
2. BoNet Boundary Router install at Boston City Hall
 - New installation
3. Whidden Hospital HP SFP installation
 - This will eliminate the temporary media converter

Microwave Tasks

1. East Boston High School

1. Re-install DragonWave 23 GHz ODU and re-align radio with its companion at MITC
2. Replace Ubiquiti NB5G22 with a NB5G25 radio we have on hand.

2. MITC

1. Re-align DragonWave radio that shoots to EBHS.
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3. Soldiers' Home

1. Install AirFiber-24 radio shooting to Whidden to replace BridgeWave 80GHz that was previously removed due to failure. This may require upgrading the mount.
2. Examine DragonWave AirPair 23 GHz radio that shoots to Broadway Tower in Revere. The Revere end has failed, and we want to inspect this radio for possible similar water-related damage.

4. Whidden Hospital

1. Install AirFiber-24 radio shooting to Soldiers' Home to replace BridgeWave 80GHz that was

previously removed due to failure. This may require upgrading the mount.

5. N.E. Baptist Hospital

1. Move DragonWave 18 GHz radio that was previously located at Egleston Tower (Walnut Park) to NEBH. It should be possible to use the same non-pen mount and mast. This will replace the BridgeWave 60 GHz radio currently installed at NEBH. This DragonWave radio will shoot to its companion at Brookline Town Hall(the FCC license has been updated to reflect this new location)

6. Brookline Town Hall

1. Re-align DragonWave 18 GHz radio to point to NEBH instead of Egleston Tower. The mount may need to be upgraded.
2. Remove BridgeWave 60 GHz radio that currently shoots to NEBH. I.e., the DragonWave 18 GHz link is replacing the BridgeWave 60 GHz link to reduce rain fade and wind problems.

Shiro Ando | [CCIE # 12809](#)

| Vice President Engineering |

<image001.jpg>

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The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

From: Jeff Bodio <jeffb@lan-tel.com>
Sent: Thursday, July 13, 2017 3:11 PM EDT
To: Eamon Miller <Eamon Miller <eamon.miller@boston.gov>>
CC: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Mary Milligan <Mary Milligan <mmilligan@lan-tel.com>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Dennis Drain <Dennis Drain <ddrain@lan-tel.com>>
Subject: RE: LAN-TEL Invoice
Attachment(s): "9916318-DOINNOV-5-12-2017-2.pdf", "9916318A-DOINNOV-5-12-2017-2.pdf"

Hi Eamon
Please see the attached invoices

Thank you

Jeff

From: Eamon Miller [mailto:eamon.miller@boston.gov]
Sent: Thursday, July 13, 2017 12:52 PM
To: Jeff Bodio <jeffb@lan-tel.com>
Cc: Sarah Plowman <sarah.plowman@boston.gov>
Subject: Re: LAN-TEL Invoice

Jeff,

I found out what happened. We do not have enough funds on this PO to cover it entirely. We currently have 2 open POs with you. Can you provide two new invoices:

Invoice 9916318
PO 0000675530 CONTRACT ID 40555
Amount: \$48,553.21
(Payment will officially close out this PO)

Invoice 9916318A
PO 0000678832 CONTRACT ID 40555
Amount \$95.79
(This will be the only active CIMS PO moving forward)

Your May CIMS payment of \$39,073.50 on PO678832 hit our warrant today, so you'll receive payment Friday.

Sorry for the confusion and hold up. Let me know if you have any questions.

Eamon

On Wed, Jul 12, 2017 at 11:53 AM, Jeff Bodio <jeffb@lan-tel.com> wrote:

Hi Eamon
Could you please provide a status of invoice # 9916318?

Thank you

Jeff



Jeff Bodio
Assitant Controller

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T [781.352.2641](tel:781.352.2641) | F [781.551.8667](tel:781.551.8667)

jeffb@lan-tel.com | www.lan-tel.com

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--


Eamon Miller

Regional Training and Exercise Coordinator

Office of Emergency Management (OEM)

Boston City Hall, Room 204 | Boston, MA 02201

Phone: [617-635-1400](tel:617-635-1400) | Fax: [617-635-2974](tel:617-635-2974) | eamon.miller@cityofboston.gov

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From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, July 18, 2017 10:27 AM EDT

To: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Paul.Landry@cityofeverett.org; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>

CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck@Interisle.net; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; Zachary Kinman <Zachary Kinman <zkinman@ftgtechnologies.com>>

Subject: Everett Switch

Good morning,

We received an alarm for EvrtHA-SwA in Everett Housing Authority
We are looking into this.

Event: Down

Name: EvrtHA-SwA

Map: Everett S-R-F

Address: [REDACTED]

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Battery March Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Mike Cobb <mcobb@ftgtechnologies.com>

Sent: Tuesday, July 18, 2017 10:53 AM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Scott Wilder <swilder@brooklinema.gov>; Paul.Landry@cityofeverett.org; Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>

CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck@Interisle.net; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; Zachary Kinman <Zachary Kinman <zkinman@ftgtechnologies.com>>

Subject: RE: Everett Switch

Good Morning,

We were able to reach officer Gilmore regarding this outage and he was able to provide the local contact for this location. Joanne Pisacreta (Facilities) confirmed that there is currently no power in this building due to an electrical fire. We will watch for the equipment to come back online and will check periodically for an update on the power issues.

Thank you,

Michael Cobb | Sr. Solutions Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email:mcobb@ftgtechnologies.com |



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

From: Shiro Ando

Sent: Tuesday, July 18, 2017 10:27 AM

To: Scott Wilder <swilder@brooklinema.gov>; Paul.Landry@cityofeverett.org; Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>

Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Michael Kiely <mkiely@police.somerville.ma.us>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck@Interisle.net; Mike Cobb <mcobb@ftgtechnologies.com>; HelpDesk Account <HelpDesk@ftgtechnologies.com>; Zachary Kinman <zkinman@ftgtechnologies.com>

Subject: Everett Switch

Good morning,

We received an alarm for EvrHA-SwA in Everett Housing Authority
We are looking into this.

Event: Down

Name: EvrHA-SwA

Map: Everett S-R-F

Address: 1 [REDACTED]

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, July 18, 2017 1:40 PM EDT

To: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Ricciardi <Eric Ricciardi <ericciardi@quincyma.gov>>; jpepjonovich@quincyma.gov

CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck@Interisle.net; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; Zachary Kinman <Zachary Kinman <zkinman@ftgtechnologies.com>>

Subject: Quincy DVTel server switch

Attachment(s): "image001.jpg"

We received an alarm and looking into it

Name: DVTEL Server Switch

Map: Quincy S-R-F

Address: 1 

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

From: Mike Cobb <mcobb@ftgtechnologies.com>

Sent: Tuesday, July 18, 2017 2:40 PM EDT

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Ricciardi <Eric Ricciardi <ericciardi@quincyma.gov>>; jpepjonovich@quincyma.gov

CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck@Interisle.net; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; Zachary Kinman <Zachary Kinman <zkinman@ftgtechnologies.com>>

Subject: RE: Quincy DVTel server switch

Hello,

This switch is back online and it looks like this may have been power related.

Thanks,

Michael Cobb | Sr. Solutions Engineer |



2 Ballerymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email:mcobb@ftgtechnologies.com |



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

From: Shiro Ando

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Subject: Quincy DVTel server switch

We received an alarm and looking into it

Name: DVTEL Server Switch

Map: Quincy S-R-F

Address: [REDACTED]

Shiro Ando CCIE # 12809

FTG Technologies

Vice President Engineering

From: Scott Wilder <swilder@brooklinema.gov>
Sent: Thursday, July 20, 2017 12:22 PM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
CC: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>
Subject: RE: BoNet Boundary Router installation at East Boston HS

Shiro,
You can move forward with the microwave tasks as listed below.
Thank You,
Scott

From: Shiro Ando [mailto:sando@ftgtechnologies.com]
Sent: Tuesday, July 11, 2017 11:47 AM
To: Sarah Plowman; Scott Wilder
Cc: Chuck Wade - Interisle (Chuck@Interisle.net); Eric Johnson; Michael Kiely; Fitzpatrickj.bpd@cityofboston.gov; Deirdre Habershaw
Subject: RE: BoNet Boundary Router installation at East Boston HS

Good morning,

I am following up on the email I sent below.
Would it be ok for me to schedule these tasks?

Thank you,

Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|
| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

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Cc: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; Eric Johnson <EJohnson@lan-tel.com>; Michael Kiely <mkiely@police.somerville.ma.us>; Fitzpatrickj.bpd@cityofboston.gov; Deirdre Habershaw <deirdre.habershaw@boston.gov>
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Network (Router/Switch) Tasks

1. BoNet Boundary Router install at Markley Data Center
 - New installation
2. BoNet Boundary Router install at Boston City Hall
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3. Whidden Hospital HP SFP installation
 - This will eliminate the temporary media converter

Microwave Tasks

1. **East Boston High School**
 1. Re-install DragonWave 23 GHz ODU and re-align radio with its companion at MITC
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5. **Brookline Town Hall**

1. Re-align DragonWave 18 GHz radio to point to NEBH instead of Egleston Tower. The mount may need to be upgraded.
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Shiro Ando | CCIE # 12809

| Vice President Engineering |



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| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

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From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Thursday, July 20, 2017 12:28 PM EDT
To: Scott Wilder <swilder@brooklinema.gov>; Sarah Plowman <Sarah.Plowman@sarah.plowman@boston.gov>
CC: Chuck Wade <Chuck.Wade@Interisle.net>; Eric Johnson <Eric.Johnson@Lan-Tel.com>; Mike Kiely <Mike.Kiely@mkiely@police.somerville.ma.us>
Subject: RE: BoNet Boundary Router installation at East Boston HS

Thank you Scott, I will go ahead and start scheduling these tasks.

Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Scott Wilder [mailto:swilder@brooklinema.gov]
Sent: Thursday, July 20, 2017 12:23 PM
To: Shiro Ando <sando@ftgtechnologies.com>; Sarah Plowman <sarah.plowman@boston.gov>
Cc: Chuck Wade <Chuck@Interisle.net>; Eric Johnson <ejohnson@Lan-Tel.com>; Mike Kiely <mkiely@police.somerville.ma.us>
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| Vice President Engineering |



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| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

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Shiro Ando | [CCIE # 12809](#)

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

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From: Kevin Lai <klai@ftgtechnologies.com>

Sent: Monday, July 24, 2017 12:05 PM EDT

To: swilder@brooklinema.gov; sarah.plowman@boston.gov; pflanagan@town.winthrop.ma.us;
rswartz@town.winthrop.ma.us

CC: Chuck@Interisle.net; ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov;
Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

Subject: FTBanks_Switch

Hi all,

We received an alarm and we are looking into it.

Name: FtBanks_Switch

Map: Winthrop Water Tower

Address: [REDACTED]

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email: klai@ftgtechnologies.com |



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, July 24, 2017 12:06 PM EDT
To: Kevin Lai <klai@ftgtechnologies.com>>
CC: swilder@brooklinema.gov; sarah.plowman@boston.gov; pflanagan@town.winthrop.ma.us; rswartz@town.winthrop.ma.us; Chuck@Interisle.net; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
Subject: Re: FTBanks_Switch
Attachment(s): "image001.png", "image002.png"

Received



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘ |

www.lan-tel.com

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On Jul 24, 2017, at 12:04 PM, Kevin Lai <klai@ftgtechnologies.com> wrote:

Hi all,

We received an alarm and we are looking into it.

Name: FtBanks_Switch
Map: Winthrop Water Tower
Address: 10.10.79.12

Kevin Lai | Systems Engineer |

<image001.png>

2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email: klai@ftgtechnologies.com |

<image002.png>

To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

This email and any files transmitted with it are confidential information of LAN-TEL Communications, Inc. and intended solely for the use of the individual or entity to whom they are addressed. If you are not the intended recipient you hereby are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this email or the information contained in, or attached to, this email is strictly prohibited. If you have received this e-mail in error, please immediately notify the sender and delete this e-mail from your computer system.

From: Kevin Lai <klai@ftgtechnologies.com>

Sent: Monday, July 24, 2017 12:08 PM EDT

To: swilder@brooklinema.gov; sarah.plowman@boston.gov

CC: Chuck@Interisle.net; ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

Subject: Seaview Tower Switch - Revere

Hi All,

We received an alarm and we are looking into it.

Name: Seaview_Tower_Switch

Map: Revere Broadway Tower

Address: 1 [REDACTED]

Thanks!

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email:klai@ftgtechnologies.com |



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

From: Kevin Lai <klai@ftgtechnologies.com>
Sent: Monday, July 24, 2017 12:09 PM EDT
To: swilder@brooklinema.gov; sarah.plowman@boston.gov; sford@reverepolice.org
CC: Chuck@Interisle.net; ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
Subject: RE: Seaview Tower Switch - Revere

My apologies,

Forgot to add the local contact Steven.

Kevin Lai | Systems Engineer |



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Office: 617-367-7474 | Fax: 617-367-3331 | email:klai@ftgtechnologies.com |



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From: Kevin Lai
Sent: Monday, July 24, 2017 12:08 PM
To: 'swilder@brooklinema.gov' <swilder@brooklinema.gov>; 'sarah.plowman@boston.gov' <sarah.plowman@boston.gov>
Cc: 'Chuck@Interisle.net' <Chuck@Interisle.net>; 'ejohnson@Lan-Tel.com' <ejohnson@Lan-Tel.com>; 'mkiely@police.somerville.ma.us' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; Shiro Ando <sando@ftgtechnologies.com>
Subject: Seaview Tower Switch - Revere

Hi All,

We received an alarm and we are looking into it.

Name: Seaview_Tower_Switch
Map: Revere Broadway Tower
Address: [REDACTED]

Thanks!

Kevin Lai | Systems Engineer |



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Office: 617-367-7474 | Fax: 617-367-3331 | email:klai@ftgtechnologies.com |



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From: Kevin Lai <klai@ftgtechnologies.com>

Sent: Monday, July 24, 2017 12:10 PM EDT

To: swilder@brooklinema.gov; sarah.plowman@boston.gov; sford@reverepolice.org

CC: Chuck@Interisle.net; ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

Subject: RevSVT- SwA

Hi All,

We received an alarm and we are looking into it.

Name: RevSVT-SwA

Map: Revere Broadway Tower

Address: [REDACTED]

Thanks!

Kevin Lai | Systems Engineer |



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Office: 617-367-7474 | Fax: 617-367-3331 | email:klai@ftgtechnologies.com |



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From: Kevin Lai <klai@ftgtechnologies.com>

Sent: Monday, July 24, 2017 12:12 PM EDT

To: swilder@brooklinema.gov; sarah.plowman@boston.gov; bcotter@police.somerville.ma.us

CC: Chuck@Interisle.net; ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

Subject: 40 Holland Switch

Hi All,

We received an alarm and we are looking into it.

Name: 40Holland_Switch

Map: Somerville Burton-Faulkner

Address: 1 [REDACTED]

Thanks!

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email:klai@ftgtechnologies.com |



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From: Kevin Lai <klai@ftgtechnologies.com>

Sent: Monday, July 24, 2017 2:36 PM EDT

To: swilder@brooklinema.gov; sarah.plowman@boston.gov; pflanagan@town.winthrop.ma.us;

rswartz@town.winthrop.ma.us

CC: Chuck@Interisle.net; ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov;

Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

Subject: RE: FTBanks_Switch

Hi All,

I see the switch as up. It does not seem like it was a power issue. The issue tends to be the Wireless Bridge(FtBanks-WaterTower) that went down at 11:27 for 22 minutes.

Thanks!

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email:klai@ftgtechnologies.com |



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

From: Kevin Lai

Sent: Monday, July 24, 2017 12:05 PM

To: 'swilder@brooklinema.gov' <swilder@brooklinema.gov>; 'sarah.plowman@boston.gov' <sarah.plowman@boston.gov>;

'pflanagan@town.winthrop.ma.us' <pflanagan@town.winthrop.ma.us>; 'rswartz@town.winthrop.ma.us'

<rswartz@town.winthrop.ma.us>

Cc: 'Chuck@Interisle.net' <Chuck@Interisle.net>; 'ejohnson@Lan-Tel.com' <ejohnson@Lan-Tel.com>;

'mkiely@police.somerville.ma.us' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov'

<FitzpatrickJ.bpd@cityofboston.gov>; Shiro Ando <sando@ftgtechnologies.com>

Subject: FTBanks_Switch

Hi all,

We received an alarm and we are looking into it.

Name: FtBanks_Switch

Map: Winthrop Water Tower

Address: [REDACTED]

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email:klai@ftgtechnologies.com |



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From: Kevin Lai <klai@ftgtechnologies.com>
Sent: Monday, July 24, 2017 2:36 PM EDT
To: swilder@brooklinema.gov; sarah.plowman@boston.gov; sford@reverepolice.org
CC: Chuck@Interisle.net; ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <shiro@ftgtechnologies.com>
Subject: RE: Seaview Tower Switch - Revere

Hi All,

I see the switch as up. It does not seem like it was a power issue. It tends to be the Wireless bridge(10.10.75.81) that went down at 11:30am.

Thanks!

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

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From: Kevin Lai
Sent: Monday, July 24, 2017 12:09 PM
To: 'swilder@brooklinema.gov' <swilder@brooklinema.gov>; 'sarah.plowman@boston.gov' <sarah.plowman@boston.gov>; 'sford@reverepolice.org' <sford@reverepolice.org>
Cc: 'Chuck@Interisle.net' <Chuck@Interisle.net>; 'ejohnson@Lan-Tel.com' <ejohnson@Lan-Tel.com>; 'mkiely@police.somerville.ma.us' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; Shiro Ando <sando@ftgtechnologies.com>
Subject: RE: Seaview Tower Switch - Revere

My apologies,

Forgot to add the local contact Steven.

Kevin Lai | Systems Engineer |



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From: Kevin Lai
Sent: Monday, July 24, 2017 12:08 PM
To: 'swilder@brooklinema.gov' <swilder@brooklinema.gov>; 'sarah.plowman@boston.gov' <sarah.plowman@boston.gov>
Cc: 'Chuck@Interisle.net' <Chuck@Interisle.net>; 'ejohnson@Lan-Tel.com' <ejohnson@Lan-Tel.com>; 'mkiely@police.somerville.ma.us' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; Shiro Ando <sando@ftgtechnologies.com>
Subject: Seaview Tower Switch - Revere

Hi All,

We received an alarm and we are looking into it.

Name: Seaview_Tower_Switch
Map: Revere Broadway Tower
Address: [REDACTED]

Thanks!

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email: klai@ftgtechnologies.com |



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From: Kevin Lai <klai@ftgtechnologies.com>
Sent: Monday, July 24, 2017 2:36 PM EDT
To: swilder@brooklinema.gov; sarah.plowman@boston.gov; sford@reverepolice.org
CC: Chuck@Interisle.net; ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
Subject: RE: RevSVT- SwA

Hi All,

I see the switch as up. It does not seem like it was a power issue. It tends to be the Wireless bridge(10.10.75.81) that went down at 11:30am.

Thanks!

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email:klai@ftgtechnologies.com |



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From: Kevin Lai
Sent: Monday, July 24, 2017 12:11 PM
To: 'swilder@brooklinema.gov' <swilder@brooklinema.gov>; 'sarah.plowman@boston.gov' <sarah.plowman@boston.gov>; 'sford@reverepolice.org' <sford@reverepolice.org>
Cc: 'Chuck@Interisle.net' <Chuck@Interisle.net>; 'ejohnson@Lan-Tel.com' <ejohnson@Lan-Tel.com>; 'mkiely@police.somerville.ma.us' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; Shiro Ando <sando@ftgtechnologies.com>
Subject: RevSVT- SwA

Hi All,

We received an alarm and we are looking into it.

Name: RevSVT-SwA
Map: Revere Broadway Tower
Address: [REDACTED]

Thanks!

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email:klai@ftgtechnologies.com |



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, July 25, 2017 6:19 AM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Meeting today

Is this still on for today ?

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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From: Ford Lt Steven <sford@reverepolice.org>

Sent: Tuesday, July 25, 2017 8:03 AM EDT

To: Kevin Lai <Kevin Lai <klai@ftgtechnologies.com>>; swilder@brooklinema.gov; sarah.plowman@boston.gov

CC: Chuck@Interisle.net; ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

Subject: RE: RevSVT- SwA

I assume this is all set?

Lt. Steven Ford
781-286-8335

www.reverepolice.org

<http://www.facebook.com/ReverePoliceDept>

@reverepolice on Twitter

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From: Kevin Lai [mailto:klai@ftgtechnologies.com]

Sent: Monday, July 24, 2017 2:36 PM

To: swilder@brooklinema.gov; sarah.plowman@boston.gov; Ford Lt Steven

Cc: Chuck@Interisle.net; ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando

Subject: RE: RevSVT- SwA

Hi All,

I see the switch as up. It does not seem like it was a power issue. It tends to be the Wireless bridge(10.10.75.81) that went down at 11:30am.

Thanks!

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email: klai@ftgtechnologies.com |



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From: Kevin Lai

Sent: Monday, July 24, 2017 12:11 PM

To: 'swilder@brooklinema.gov' <swilder@brooklinema.gov>; 'sarah.plowman@boston.gov' <sarah.plowman@boston.gov>; 'sford@reverepolice.org' <sford@reverepolice.org>

Cc: 'Chuck@Interisle.net' <Chuck@Interisle.net>; 'ejohnson@Lan-Tel.com' <ejohnson@Lan-Tel.com>; 'mkiely@police.somerville.ma.us' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; Shiro Ando <sando@ftgtechnologies.com>

Subject: RevSVT- SwA

Hi All,

We received an alarm and we are looking into it.

Name: RevSVT-SwA

Map: Revere Broadway Tower

Address: 10.254.247.89

Thanks!

Kevin Lai | Systems Engineer |



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To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, July 25, 2017 8:08 AM EDT

To: Ford Lt Steven <Ford Lt Steven <sford@reverepolice.org>>; Kevin Lai <Kevin Lai <klai@ftgtechnologies.com>>; swilder@brooklinema.gov; sarah.plowman@boston.gov

CC: Chuck@Interisle.net; ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov

Subject: RE: RevSVT- SwA

Yes we are seeing this switch up and operating normally.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Ford Lt Steven [mailto:sford@reverepolice.org]

Sent: Tuesday, July 25, 2017 8:04 AM

To: Kevin Lai <klai@ftgtechnologies.com>; swilder@brooklinema.gov; sarah.plowman@boston.gov

Cc: Chuck@Interisle.net; ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <sando@ftgtechnologies.com>

Subject: RE: RevSVT- SwA

I assume this is all set?

Lt. Steven Ford

781-286-8335

www.reverepolice.org

<http://www.facebook.com/ReverePoliceDept>

@reverepolice on Twitter

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From: Kevin Lai [mailto:klai@ftgtechnologies.com]

Sent: Monday, July 24, 2017 2:36 PM

To: swilder@brooklinema.gov; sarah.plowman@boston.gov; Ford Lt Steven

Cc: Chuck@Interisle.net; ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando

Subject: RE: RevSVT- SwA

Hi All,

I see the switch as up. It does not seem like it was a power issue. It tends to be the Wireless bridge(10.10.75.81) that went down at 11:30am.

Thanks!

Kevin Lai | Systems Engineer |



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Office: 617-367-7474 | Fax: 617-367-3331 | email:klai@ftgtechnologies.com |



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From: Kevin Lai

Sent: Monday, July 24, 2017 12:11 PM

To: 'swilder@brooklinema.gov' <swilder@brooklinema.gov>; 'sarah.plowman@boston.gov' <sarah.plowman@boston.gov>; 'sford@reverepolice.org' <sford@reverepolice.org>

Cc: 'Chuck@Interisle.net' <Chuck@Interisle.net>; 'ejohnson@Lan-Tel.com' <ejohnson@Lan-Tel.com>; 'mkiely@police.somerville.ma.us' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; Shiro Ando <sando@ftgtechnologies.com>

Subject: RevSVT- SwA

Hi All,

We received an alarm and we are looking into it.

Name: RevSVT-SwA

Map: Revere Broadway Tower

Address: 1

Thanks!

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email: klai@ftgtechnologies.com |



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Tuesday, July 25, 2017 9:35 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Meeting today

Yes it is! Sorry, just seeing this!

On Tue, Jul 25, 2017 at 06:19 Eric Johnson <ejohnson@lan-tel.com> wrote:
Is this still on for today ?

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, July 25, 2017 10:00 AM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: Meeting today

No worries I have a shift in my schedule due to the weather the last two days and I am trying to make it for end of meeting

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On Jul 25, 2017, at 9:35 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Yes it is! Sorry, just seeing this!

On Tue, Jul 25, 2017 at 06:19 Eric Johnson <ejohnson@lan-tel.com> wrote:

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Respectfully,

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--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

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From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Thursday, July 27, 2017 10:10 AM EDT

To: John Surette <John Surette <john.surette@pd.boston.gov>; Allan Alpert <Allan Alpert <aalpert@chelseama.gov>; Chuck Wade <Chuck Wade <chuck@interisle.net>; Colin Strutt <Colin Strutt <colin@interisle.net>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Fred Goldstein <Fred Goldstein <fred@interisle.net>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>; Sean Doherty <Sean Doherty <sdoherly@ftgtechnologies.com>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>; Steven Ford <Steven Ford <sford@reverepolice.org>; nduncan@cobth.org <nduncan@cobth.org>; Ann Roper Quinn <Ann Roper Quinn <annroper.quinn@boston.gov>; Blair Sutherland <Blair Sutherland <blair.sutherland@state.ma.us>; Bob Gillan <Bob Gillan <rgillan@quincyma.gov>; Brent Campbell <Brent Campbell <bcampbell@quincyma.gov>; Brian Kyes <Brian Kyes <bkyes@chelseama.gov>; Chief Gerald Reardon <Chief Gerald Reardon <greardon@cambridgefire.org>; Chuck Phelan <Chuck Phelan <cphelan@quincyma.gov>; Dan Cotter <Dan Cotter <bcotter@police.somerville.ma.us>; Dave Carifio <Dave Carifio <dcarifio@reverepolice.org>; Ed Mastrocola <Ed Mastrocola <ed.mastrocola@ci.everett.ma.us>; Elliot Derdak <Elliot Derdak <derdak@bostonems.org>; Jack Albert <Jack Albert <jalbert@cambridgepolice.org>; James Guido <James Guido <jguido@reverepolice.org>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>; Joe Conlon <Joe Conlon <jconlon@chelseama.gov>; Joe Griffin <Joe Griffin <jgriffin@gbpc.org>; Joe Jackson <Joe Jackson <jjackson@quincyma.gov>; Joe O'Hare <Joe O'Hare <o'hare@bostonems.org>; Joe Pepjonovich <Joe Pepjonovich <jpepjonovich@quincyma.gov>; Joe Reiter <Joe Reiter <jreiter@massport.com>; Joseph Brooks <Joseph Brooks <joseph.brooks@boston.gov>; kenneth bruker <kenneth bruker <kbruker@reverepolice.org>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>; Mike Worley <Mike Worley <mworley@quincyma.gov>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>; Paul Flanagan <Paul Flanagan <pflanagan@town.winthrop.ma.us>; Paula Lawrence <Paula Lawrence <paula.lawrence@boston.gov>; Richard Andreano <Richard Andreano <richard.andreano@dhs.gov>; Richard Swartz <Richard Swartz <captswartz@town.winthrop.ma.us>; Steve Staffier <Steve Staffier <sstaffier@massport.com>>

Subject: PSnet Switch Alert Notification Protocol: FTG NOC phone number for after-hours alerts

Hello PSnet Exec Committee & CIS members,

As you may be aware, FTG has been actively monitoring PSnet switches for the past few months. FTG receives Intermapper alerts on most PSnet switches and responds accordingly during business hours.

After business hours, any PSnet switch alerts will continue to be received, but FTG has been instructed not to take action between the hours of 5pm and 8am unless a stakeholder calls FTG's NOC asking for assistance.

If a switch goes down overnight and it becomes mission critical or you need it to be addressed before the start of business the next day, please call the FTG NOC at 617-367-7474 (operated 24x7). (email if needed is noc@ftgtechnologies.com).

FTG will respond to all overnight alerts during the next day's business hours unless otherwise instructed by stakeholders.

If you have follow up questions or feedback, please don't hesitate to reach out.

Thanks so much,
Sarah

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Sunday, August 06, 2017 3:10 PM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>

Subject: Intermapper

Sarah

It has been brought to attention that we cannot access the intermapper server .I contacted Colin at Interisle and he has conveyed that they cannot troubleshoot based on constraints of contract. So here is formal request to see what is going on since we heavily use this to monitor the 3000 devices that make up the CIMS portion of the network .

Now I believe this would impact the backhaul portion of PSNET since I have been told that FTG does not monitor actual backhaul antennas they only monitor the switches (which rarely if not ever go down) We have been monitoring these antennas for years, always have , and always will , this is purely for practical reasons , we cannot adequately perform our job without seeing the whole system form 10,000 feet so to speak.

Lan-Tel has been trying to stay in our lane and perform our job silently and with no drama since 2011 and overall personally since 2005.

In conjunction with what I see / hear and have had to get involved in while maintaining rules / guidelines and ultimately a clear conscience with what has been happening with our peer vendors on the network side, I cannot stay silent any longer and let this network crash and burn.

This outage and the continued "shrug the shoulders" attitude from our peer vendors is now impacting me from doing my work to keep 800 + cameras , 2000 + antennas all associated servers , edge switches and UPS equipment , plus watch the backhaul antennas (that should be in my professional and business estimation monitored by the vendors that are responsible for that portion of the contract)

I will have to start letting stakeholders know what is actually going on since some are not part of PSNET.

I will have to strongly document all aspects since this might impact past or ongoing law enforcement investigations within the UASI structure.

Please advise

Eric

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Sunday, August 06, 2017 3:32 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>
Subject: Re: Intermapper

Eric,

Thanks for reaching out.

In this particular instance Scott has been involved and has instructed Interisle to investigate and work to remedy the situation with FTG.

I'm not personally very familiar with how exactly CIMS and PSnet are interconnected. I welcome your input and observations throughout the process of getting Intermapper back up online.

Thanks again,
Sarah

On Sun, Aug 6, 2017 at 14:11 Eric Johnson <ejohnson@lan-tel.com> wrote:

Sarah

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Eric

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ejohnson@lan-tel.com ♣ □

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--
Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Chuck Wade <Chuck@Interisle.net>
Sent: Sunday, August 06, 2017 4:29 PM EDT
To: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>
CC: Colin@Interisle.net; Fred@Interisle.net; Sarah Plowman <Sarah.Plowman@boston.gov>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Shiro Ando <Shiro Ando <SAndo@FTGTechnologies.com>>
Subject: Re: PSnet: Problems with Boston Hosting Center
Attachment(s): "smime.p7s"

Scott,

First, all services are back online as of about 15:38. Colin will follow up with FATPOT to make sure that their FPdb1 VM is behaving correctly, as this seems to be the cause of depleting available capacity on one of the Boston datastores.

Regarding your questions, there were multiple problems due to these VMs hanging up as a result of running out of data storage. The most obvious, and quickest, fix was to relocate VM storage to another datastore in Boston to free up space on the depleted datastore. We did that, but then ran into a user interface glitch with our version of VMware vSphere that did not provide the necessary "button" to complete restarting the hung VMs. By using the deprecated vSphere client, we were able to restart the hung VMs. We could have also recovered from this problem by going into the ESX host via ssh and root access, but that is a riskier procedure that proved to be unnecessary.

As far as how to improve resilience for these applications in a way that leverages both hosting centers, we need to pursue different approaches for FATPOT ng and the CIMS InterMapper system. The former involves working with FATPOT and apparently deploying a load balancer, while the latter is a matter of completing some planned InterMapper restructuring in coordination with LAN-TEL. Note that the PSnet InterMapper servers already operate out of both hosting centers.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 8/6/17 3:33 PM, Scott Wilder wrote:

Chuck,
Why can't these down applications be run from Cambridge, since we have some unknown issues with the data server in Boston.
These servers should be replicated, I understand that the automatic fail over can't happen due to network band width issues between the 2 data centers at this time.
Can the applications be manually started at the Cambridge side, until the Boston data servers can be fixed?
The most Important, for all involved is InterMapper back on line.
Scott

From: Chuck Wade [<mailto:Chuck@Interisle.net>]
Sent: Sunday, August 06, 2017 1:02 PM
To: Scott Wilder
Cc: Colin@Interisle.net; Fred@Interisle.net; Sarah Plowman; Eric Johnson; Shiro Ando
Subject: Re: PSnet: Problems with Boston Hosting Center
Importance: High

Scott,

We're looking into this. The cause appears to be that the FATPOT ng VMs and the CIMS InterMapper VM have exceeded the storage space allocated in the Boston Hosting Center. However, this seems to imply some runaway process consuming storage. We will advise when we have a resolution or workaround.

We may need to reach out to the FATPOT team if this turns out to an issue with their ng application services.

Note that the FATPOT problems do not affect the legacy services, which are run out of Cambridge. I believe Harvard University is still the only agency using the new generation services. The more pressing concern is probably with the CIMS InterMapper VM.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group

+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 8/5/17 5:44 PM, Scott Wilder wrote:

Chuck

If you could check this remotely and copy Shiro on what you find.
This is important, so I authorize you to explore this problem.
I am out of State, but I will be checking my email when I can.

Scott Wilder

Sent from my Verizon 4G LTE Droid

On Aug 5, 2017 4:02 PM, Chuck Wade <Chuck@Interisle.net> wrote:

Scott,

It appears that something has failed at the PSnet Hosting Center at Schroeder Plaza. This is affecting the new FATPOT VMs and has also taken the CIMS InterMapper VM offline. We became aware of the problem when LAN-TEL asked us why their InterMapper VM could not be reached.

Since we are not approved to expend any labor hours, we cannot proceed to investigate further until we receive approval. Furthermore, until we investigate, we cannot offer an estimate of how much effort would be required to resolve this problem. It could be a trivial fix, or it might require significant effort if the problem turns out to be serious. (Aside: how could we have possibly forecasted this in advance on the form provided by OEM that only applies to "Engineering Services"? This is an IT support issue.)

...Chuck

--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Tuesday, August 08, 2017 11:03 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Quick call today?

Hi Eric,

Hope things have calmed down a bit since this weekend. Unrelated to PSnet and CIMS, I was emailing to see if you have a few minutes this afternoon (3pm and onwards) for a call with Rene and I. We're trying to gather any updated information regarding locations of CIMS cameras in Boston specifically (rather than the entire region). I have documents from 2014 but I assume there are more updated maps and lists and things since then? She has a meeting tomorrow with some various city departments surrounding camera efforts and would like to be able to speak to UASI's work.

Let me know if you're free at/after 3pm today.

Thanks very much,
Sarah

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, August 08, 2017 11:04 AM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: Quick call today?

Certainly whatever you need

From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Tuesday, August 8, 2017 11:03 AM
To: Eric Johnson
Subject: Quick call today?

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Thanks very much,
Sarah

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Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Tuesday, August 08, 2017 11:20 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Quick call today?

Can I set up a conference call at 3:30pm?

On Tue, Aug 8, 2017 at 11:04 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Certainly whatever you need

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Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, August 08, 2017 11:22 AM EDT
To: Sarah Plowman <Sarah.Plowman <sarah.plowman@boston.gov>>
Subject: Re: Quick call today?

Absolutely

□
Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Tuesday, August 08, 2017 11:24 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Quick call today?

Thanks. Or you know what, we could just call you on her phone and not need to make a conference bridge number and all that. What's the best number to reach you? The mobile number in your email signature?

On Tue, Aug 8, 2017 at 11:22 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Absolutely

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

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Sarah Plowman

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One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, August 08, 2017 11:28 AM EDT
To: Sarah Plowman <Sarah.Plowman@boston.gov>
Subject: Re: Quick call today?

That works , yes that is the best number

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
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NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

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Hope things have calmed down a bit since this weekend. Unrelated to PSnet and CIMS, I was emailing to see if you have a few minutes this afternoon (3pm and onwards) for a call with Rene and I. We're trying to gather any updated information regarding locations of CIMS cameras in Boston specifically (rather than the entire region). I have documents from 2014 but I assume there are more updated maps and lists and things since then? She has a meeting tomorrow with some various city departments surrounding camera efforts and would like to be able to speak to UASI's work.

Let me know if you're free at/after 3pm today.

Thanks very much,
Sarah

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: [617.635.1400](tel:617.635.1400)
Fax: [617.635.2974](tel:617.635.2974)

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--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: [617.635.1400](tel:617.635.1400)
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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, August 08, 2017 11:34 AM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: CIMS 2015
Attachment(s): "CIMS 7.15.15.pdf"

Sarah

Here is a summary of CIMS for July 2015. There are Boston numbers in there , you will see that the BPD camera count has doubled since that time.

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

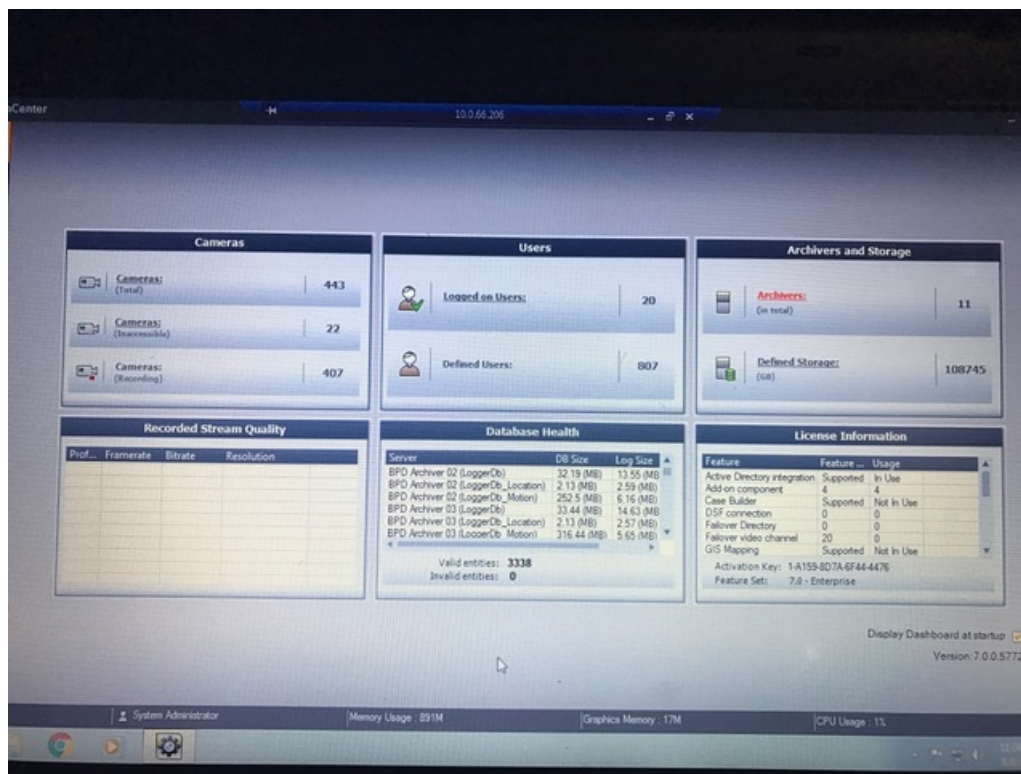
M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □
www.lan-tel.com

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, August 08, 2017 11:35 AM EDT
To: sarah.plowman@boston.gov
Subject: Boston Police cameras
Snap shop of current cameras today



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣
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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Tuesday, August 08, 2017 3:34 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Quick call today?

Hi Eric. We just tried to call you but the line rang awhile; perhaps you were on another call. At any rate, we're both around. Give us a call back at 617.635.1400 if you can. Thanks!!

On Tue, Aug 8, 2017 at 11:28 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:
That works , yes that is the best number

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On Aug 8, 2017, at 11:24 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Thanks. Or you know what, we could just call you on her phone and not need to make a conference bridge number and all that. What's the best number to reach you? The mobile number in your email signature?

On Tue, Aug 8, 2017 at 11:22 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:
Absolutely

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On Aug 8, 2017, at 11:20 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Can I set up a conference call at 3:30pm?

On Tue, Aug 8, 2017 at 11:04 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Certainly whatever you need

From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Tuesday, August 8, 2017 11:03 AM
To: Eric Johnson
Subject: Quick call today?

Hi Eric,

Hope things have calmed down a bit since this weekend. Unrelated to PSnet and CIMS, I was emailing to see if you have a few minutes this afternoon (3pm and onwards) for a call with Rene and I. We're trying to gather any updated information regarding locations of CIMS cameras in Boston specifically (rather than the entire region). I have documents from 2014 but I assume there are more updated maps and lists and things since then? She has a meeting tomorrow with some various city departments surrounding camera efforts and would like to be able to speak to UASI's work.

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Sarah

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Sarah Plowman

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Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Tuesday, August 08, 2017 4:36 PM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

Subject: Fw: some info for Rene / BPD Maps

Attachment(s): "Camera Wall Map.jpg", "bpd cams 2.jpg", "bpd cams 2.jpg", "Hancock st.jpg"

This is one of the maps I have showing all passages east to west using two different train lines as a natural barrier . I could not fit this all in pic , but it extends up to Chinatown / Harrison Ave. The current map is from Mass Ave. to Hyde Park . Some of these sites are already covered, it would take some augmentation and tweaking to get full coverage.

The other map is for Hancock St on a project we have been doing with BPD / Shawn / Lou . It started with money for cameras for Downer Ave . We are using input obtained by BPD, Councilor Baker , and the natural pedestrian and vehicular trends of traversing Cushing Ave to Dorchester Ave / Savin Hill T stop . This video wall extends from Columbia Rd @ Hancock to BPD building at Hancock @ Bowdoin. This will eventually tie with cameras that will be installed on the Grove Hall project west on Dudley tying this area across Columbia and extending further for this area.

From: Johnson, Lee E. <LJOHNSON33@PARTNERS.ORG>

Sent: Saturday, June 24, 2017 10:15 PM

To: Eric Johnson

Subject: BPD Maps

The information in this e-mail is intended only for the person to whom it is addressed. If you believe this e-mail was sent to you in error and the e-mail contains patient information, please contact the Partners Compliance HelpLine at <http://www.partners.org/complianceline> . If the e-mail was sent to you in error but does not contain patient information, please contact the sender and properly dispose of the e-mail.

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From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Tuesday, August 08, 2017 4:48 PM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

Subject: Screen shots of cams as I see it

Attachment(s): "BPD Ctown.jpg", "BPD South Boston.jpg", "BPD Dot - franklin.jpg", "BPD Adams Village.jpg"

Sarah:

Here are some screen shots of the master plan I had put together over time. Please see heavy emphasis on BHA property .
Hope this helps

Eric

□

Respectfully,

Eric Johnson

Security Project Manager

1400 PROVIDENCE HIGHWAY,

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M 617.785.8254 | **F** 781.551.8667

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From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Wednesday, August 09, 2017 6:22 AM EDT

To: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; FitzpatrickJ.bpd@cityofboston.gov

CC: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>; ejohnson@Lan-Tel.com; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>

Subject: RE: FTG Down: BosEOC-SwA

Good morning,

We received this alarm for Boston EOC switch.

I would like to confirm the power is good at site, would anyone be able to provide a contact over at EOC?

It appears this involves BoNet L2 VPN (Pseudowires).

I see both adjacent PSnet switches in HQ and Housing Center up and operational, once the power is confirmed I will be reaching out to BoNet support.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

-----Original Message-----

From: NOC Displays

Sent: Wednesday, August 9, 2017 2:48 AM

To: Mike Cobb <mcobb@ftgtechnologies.com>; Shiro Ando <sando@ftgtechnologies.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: FW: FTG Down: BosEOC-SwA

From: intermapper@ps-net.org

Sent: Wednesday, August 09, 2017 2:47:15 AM (UTC-05:00) Eastern Time (US & Canada)

To: FTG NOC; colin@interisle.net

Subject: FTG Down: BosEOC-SwA

08/09 02:42:14: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Down

Name: BosEOC-SwA

Map: Core

Address: 1

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: OK]

Time since last reported down: 24 days, 11 hours, 31 minutes, 42 seconds Device's up time: 472 days, 4 hours, 36 minutes, 21 seconds

From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Wednesday, August 09, 2017 9:02 AM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; FitzpatrickJ.bpd@cityofboston.gov; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>>; ejohnson@Lan-Tel.com; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>
Subject: Re: FTG Down: BosEOC-SwA

Good morning, Shiro --

I'm told the power is down to the whole building. The backup power is also down. I'm told it'll be another two hours before they get it going again.

At the moment the person who is there is Shelly (michelle.urso@boston.gov) but in general perhaps the best person in general to talk to about EOC network issues would be Mike Kane (michael.kane@boston.gov). He's not there this morning, though; he's out most of the day at other meetings.

If you can't get in touch with anyone I'll be sure to update you if/when I hear that things are back up.

Thanks!
Sarah

On Wed, Aug 9, 2017 at 6:22 AM, Shiro Ando<sando@ftgtechnologies.com> wrote:

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Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|
| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

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Sent: Wednesday, August 9, 2017 2:48 AM

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To: FTG NOC; colin@interisle.net

Subject: FTG Down: BosEOC-SwA

08/09 02:42:14: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Down

Name: BosEOC-SwA

Map: Core

Address: [REDACTED]

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: OK]

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--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Wednesday, August 09, 2017 9:06 AM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
CC: Scott Wilder <swilder@brooklinema.gov>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; FitzpatrickJ.bpd@cityofboston.gov; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>>; ejohnson@Lan-Tel.com; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>
Subject: RE: FTG Down: BosEOC-SwA

Thank you Sarah.
Shiro

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]
Sent: Wednesday, August 9, 2017 9:02 AM
To: Shiro Ando <sando@ftgtechnologies.com>
Cc: Scott Wilder <swilder@brooklinema.gov>; Shawn Romanoski <shawn.romanoski@pd.boston.gov>; FitzpatrickJ.bpd@cityofboston.gov; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; ejohnson@Lan-Tel.com; Mike Kiely <mkiely@police.somerville.ma.us>; FTG NOC <noc@ftgtechnologies.com>
Subject: Re: FTG Down: BosEOC-SwA

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Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

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| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | [email:sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

-----Original Message-----

From: NOC Displays
Sent: Wednesday, August 9, 2017 2:48 AM
To: Mike Cobb <mcobb@ftgtechnologies.com>; Shiro Ando <sando@ftgtechnologies.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>
Subject: FW: FTG Down: BosEOC-SwA

From: intermapper@ps-net.org
Sent: Wednesday, August 09, 2017 2:47:15 AM (UTC-05:00) Eastern Time (US & Canada)

To: FTG NOC; colin@interisle.net
Subject: FTG Down: BosEOC-SwA

08/09 02:42:14: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Down
Name: BosEOC-SwA
Map: Core Bos-Camb
Address: [REDACTED]
Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)
Condition:
[Previous Condition was: OK]

Time since last reported down: 24 days, 11 hours, 31 minutes, 42 seconds Device's up time: 472 days, 4 hours, 36 minutes, 21 seconds

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Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
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From: Sarah Plowman <sarah.plowman@boston.gov>
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Subject: Re: FTG Down: BosEOC-SwA

The Boston EOC has power again, just FYI.

On Wed, Aug 9, 2017 at 9:06 AM, Shiro Ando<sando@ftgtechnologies.com> wrote:

Thank you Sarah.

Shiro

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]
Sent: Wednesday, August 9, 2017 9:02 AM
To: Shiro Ando <sando@ftgtechnologies.com>
Cc: Scott Wilder <swilder@brooklinema.gov>; Shawn Romanoski <shawn.romanoski@pd.boston.gov>; FitzpatrickJ.bpd@cityofboston.gov; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; ejohnson@Lan-Tel.com; Mike Kiely <mkiely@police.somerville.ma.us>; FTG NOC <noc@ftgtechnologies.com>
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From: NOC Displays

Sent: Wednesday, August 9, 2017 2:48 AM

To: Mike Cobb <mcobb@ftgtechnologies.com>; Shiro Ando <sando@ftgtechnologies.com>; Bob Lavery Jr
<blaveryjr@ftgtechnologies.com>

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From: intermapper@ps-net.org

Sent: Wednesday, August 09, 2017 2:47:15 AM (UTC-05:00) Eastern Time (US & Canada)

To: FTG NOC; colin@interisle.net

Subject: FTG Down: BosEOC-SwA

08/09 02:42:14: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Down

Name: BosEOC-SwA

Map: Core Bos-Camb

Address: 10.254.245.105

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: OK]

Time since last reported down: 24 days, 11 hours, 31 minutes, 42 seconds Device's up time: 472 days, 4 hours, 36 minutes, 21 seconds

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Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

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Sent: Wednesday, August 09, 2017 11:36 AM EDT
To: Sarah Plowman <Sarah.Plowman@sarah.plowman@boston.gov>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; FitzpatrickJ.bpd@cityofboston.gov; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>>; ejohnson@Lan-Tel.com; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>
Subject: RE: FTG Down: BosEOC-SwA
Thanks for the update ... SW

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]
Sent: Wednesday, August 09, 2017 11:35 AM
To: Shiro Ando
Cc: Scott Wilder; Shawn Romanoski; FitzpatrickJ.bpd@cityofboston.gov; Chuck Wade - Interisle (Chuck@Interisle.net); ejohnson@Lan-Tel.com; Mike Kiely; FTG NOC
Subject: Re: FTG Down: BosEOC-SwA
Importance: High

The Boston EOC has power again, just FYI.

On Wed, Aug 9, 2017 at 9:06 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:
Thank you Sarah.
Shiro

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]
Sent: Wednesday, August 9, 2017 9:02 AM
To: Shiro Ando <sando@ftgtechnologies.com>
Cc: Scott Wilder <swilder@brooklinema.gov>; Shawn Romanoski <shawn.romanoski@pd.boston.gov>; FitzpatrickJ.bpd@cityofboston.gov; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@interisle.net>; ejohnson@Lan-Tel.com; Mike Kiely <mkiely@police.somerville.ma.us>; FTG NOC <noc@ftgtechnologies.com>
Subject: Re: FTG Down: BosEOC-SwA

Good morning, Shiro --

I'm told the power is down to the whole building. The backup power is also down. I'm told it'll be another two hours before they get it going again.

At the moment the person who is there is Shelly (michelle.urso@boston.gov) but in general perhaps the best person in general to talk to about EOC network issues would be Mike Kane (michael.kane@boston.gov). He's not there this morning, though; he's out most of the day at other meetings.

If you can't get in touch with anyone I'll be sure to update you if/when I hear that things are back up.

Thanks!
Sarah

On Wed, Aug 9, 2017 at 6:22 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Good morning,

We received this alarm for Boston EOC switch.

I would like to confirm the power is good at site, would anyone be able to provide a contact over at EOC?

It appears this involves BoNet L2 VPN (Pseudowires).

I see both adjacent PSnet switches in HQ and Housing Center up and operational, once the power is confirmed I will be reaching out to BoNet support.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | email:sando@ftgtechnologies.com |

-----Original Message-----

From: NOC Displays

Sent: Wednesday, August 9, 2017 2:48 AM

To: Mike Cobb <mcobb@ftgtechnologies.com>; Shiro Ando <sando@ftgtechnologies.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: FW: FTG Down: BosEOC-SwA

From: intermapper@ps-net.org

Sent: Wednesday, August 09, 2017 2:47:15 AM (UTC-05:00) Eastern Time (US & Canada)

To: FTG NOC; colin@interisle.net

Subject: FTG Down: BosEOC-SwA

08/09 02:42:14: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Down

Name: BosEOC-SwA

Map: Core Bos-Camb

Address: [REDACTED]

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: OK]

Time since last reported down: 24 days, 11 hours, 31 minutes, 42 seconds Device's up time: 472 days, 4 hours, 36 minutes, 21 seconds

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: [617.635.1400](tel:617.635.1400)

Fax: [617.635.2974](tel:617.635.2974)

--

Sarah Plowman

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One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

From: Kevin Lai <klai@ftgtechnologies.com>

Sent: Monday, August 14, 2017 3:34 PM EDT

To: swilder@brooklinema.gov; sarah.plowman@boston.gov; Joseph.brooks@boston.gov; derdak@bostonems.org; Steve.Hillson@boston.gov; Dan.Rothman@boston.gov; Linda.Calnan@boston.gov; Shawn.Romanoski@pd.boston.gov; John.surette@pd.boston.gov; sreighgott@brooklinema.gov

CC: Chuck@Interisle.net; ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Sourena Ansari <Sourena Ansari <sansari@ftgtechnologies.com>>

Subject: BosPDHq-SwA

Hi All,

We received an alarm for the device below and we are looking into it.

Name: BosPDHq-SwA

Map: Boston Police HQ

Address: [REDACTED]

Thanks!

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email: klai@ftgtechnologies.com |



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

From: Kevin Lai <klai@ftgtechnologies.com>

Sent: Monday, August 14, 2017 3:56 PM EDT

To: swilder@brooklinema.gov; sarah.plowman@boston.gov; Joseph.brooks@boston.gov; derdak@bostonems.org; Steve.Hillson@boston.gov; Dan.Rothman@boston.gov; Linda.Calnan@boston.gov; Shawn.Romanoski@pd.boston.gov; John.surette@pd.boston.gov; sreichgott@brooklinema.gov; Chuck@Interisle.net

CC: ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Sourena Ansari <Sourena Ansari <sansari@ftgtechnologies.com>>

Subject: RE: BosPDHq-SwA

Hi Chuck,

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We are unclear as to what "Condition: Total Link Errors = 228/minute" is in reference to, could you please assist in clarifying?

Thanks!

Kevin Lai | Systems Engineer |



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Cc: 'Chuck@Interisle.net' <Chuck@Interisle.net>; 'ejohnson@Lan-Tel.com' <ejohnson@Lan-Tel.com>; 'mkiely@police.somerville.ma.us' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; Shiro Ando <sando@ftgtechnologies.com>; Sourena Ansari <sansari@ftgtechnologies.com>

Subject: BosPDHq-SwA

Hi All,

We received an alarm for the device below and we are looking into it.

Name: BosPDHq-SwA

Map: Boston Police HQ

Address: [REDACTED]

Thanks!

Kevin Lai | Systems Engineer |



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From: Chuck Wade <Chuck@Interisle.net>
Sent: Monday, August 14, 2017 6:23 PM EDT
To: Kevin Lai <Kevin Lai <klai@ftgtechnologies.com>>; swilder@brooklinema.gov; sarah.plowman@boston.gov; Joseph.brooks@boston.gov; derdak@bostonems.org; Steve.Hillson@boston.gov; Dan.Rothman@boston.gov; Linda.Calnan@boston.gov; Shawn.Romanoski@pd.boston.gov; John.surette@pd.boston.gov; sreichgott@brooklinema.gov
CC: ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Sourena Ansari <Sourena Ansari <sansari@ftgtechnologies.com>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: Re: BosPDHq-SwA
Attachment(s): "smime.p7s"

Kevin,

I'm heading out to an appointment, so I've only had a chance to take a quick glance at this. I did see the problem as reported by InterMapper, but this situation has now cleared. Off hand, I can't see why transmit discards were being reported. One guess is that this was an SNMP reporting anomaly. I did log into the BosHC-FwA Juniper SSG, and saw no problems.

Let's keep an eye on this, but it may turn out to just be a reporting fluke.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 8/14/17 3:56 PM, Kevin Lai wrote:

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Name: BosPDHq-SwA
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Thanks!

Kevin Lai | Systems Engineer |



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Subject: RE: BosPDHq-SwA

Hi Chuck,

We'll keep an eye on it.

Thanks!

Kevin Lai | Systems Engineer |



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Subject: BosPDHq-SwA

Hi All,

We received an alarm for the device below and we are looking into it.

Name: BosPDHq-SwA
Map: Boston Police HQ
Address: 10.254.245.2

Thanks!

Kevin Lai | Systems Engineer |



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Office: 617-367-7474 | Fax: 617-367-3331 | email:klai@ftgtechnologies.com |



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Tuesday, August 15, 2017 11:22 AM EDT

To: John Surette <John Surette <john.surette@pd.boston.gov>>; Allan Alpert <Allan Alpert <aalpert@chelseama.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdohertry@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>

Subject: PSnet Meeting (tentative) Tuesday, Sept 19?

Hello PSnet Executive Committee members & vendors,

Could you please pencil in Tuesday, September 19 for the next PSnet meeting?

We're (obviously) skipping August, and we haven't discussed a date for the next meeting. If there are large conflicts with Sept 19 we can certainly adjust; I'm just starting somewhere.

Can you please respond and let me know if you have conflicts with a 10am PSnet meeting Tuesday September 19?
(And if you'd like to host)

Thanks!

Sarah

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Dan Rothman <dan.rothman@boston.gov>

Sent: Tuesday, August 15, 2017 11:24 AM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: John Surette <John Surette <john.surette@pd.boston.gov>>; Allan Alpert <Allan Alpert <aalpert@chelseama.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoherty@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>

Subject: Re: PSnet Meeting (tentative) Tuesday, Sept 19?

Works for me.

On Tue, Aug 15, 2017 at 11:22 AM, Sarah Plowman<sarah.plowman@boston.gov> wrote:

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Sarah Plowman

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One City Hall Square | Boston, MA 02201

Phone: [617.635.1400](tel:617.635.1400)

Fax: [617.635.2974](tel:617.635.2974)

--

Daniel L. Rothman

Chief Technology Officer

Department of Innovation & Technology, City of Boston

1 City Hall Square, Room 103

Boston, MA 02201

617-635-3548

Dan.Rothman@boston.gov

From: Shawn Romanoski <shawn.romanoski@pd.boston.gov>

Sent: Tuesday, August 15, 2017 11:41 AM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: John Surette <John Surette <john.surette@pd.boston.gov>>; Allan Alpert <Allan Alpert <aalpert@chelseama.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdohertry@ftgtechnologies.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>

Subject: Re: PSnet Meeting (tentative) Tuesday, Sept 19?

Sarah,

That date/time works for me.

Shawn Romanoski
Director of Telecommunications
Boston Police Dept.
(617) 594-2994

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Thanks!
Sarah

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Ford Lt Steven <sford@reverepolice.org>

Sent: Tuesday, August 15, 2017 11:50 AM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: John Surette <John Surette <john.surette@pd.boston.gov>>; Allan Alpert <Allan Alpert <aalpert@chelseama.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoherly@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanowski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>

Subject: Re: PSnet Meeting (tentative) Tuesday, Sept 19?

Works for me

Sent from my iPhone

On Aug 15, 2017, at 11:22 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

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From: Scott Wilder <swilder@brooklinema.gov>

Sent: Tuesday, August 15, 2017 12:16 PM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Sean Doherty <Sean Doherty <sdoherthy@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Dan Rothman < Dan Rothman <dan.rothman@boston.gov>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; John Surette <John Surette <john.surette@pd.boston.gov>>; Ed Hernandez Sr. < Ed Hernandez Sr. <ehernandez@chelseama.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Mike Kiely < Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Colin Strutt < Colin Strutt <colin@interisle.net>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Steven Ford <Steven Ford <sford@reverepolice.org>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Allan Alpert < Allan Alpert <aalpert@chelseama.gov>>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>

Subject: Re: PSnet Meeting (tentative) Tuesday, Sept 19?

Sorry, I am not available on the 19th.

Scott

Scott Wilder

Sent from my Verizon 4G LTE Droid

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From: Griffin, Robert <RGriffin@chelseama.gov>

Sent: Tuesday, August 15, 2017 12:46 PM EDT

To: Sarah Plowman <Sarah.Plowman@boston.gov>; John Surette <John.Surette@john.surette@pd.boston.gov>; Alpert, Allan; Chuck Wade <chuck@interisle.net>; Colin Strutt <Colin.Strutt@colin@interisle.net>; Dan Rothman <Dan.Rothman@dan.rothman@boston.gov>; David Mahoney <David.Mahoney@damahoney@cambridgefire.org>; Hernandez, Edwin; Eric Johnson <Eric.Johnson@eric.johnson@lan-tel.com>; Fred Goldstein <Fred.Goldstein@fred@interisle.net>; Glenn Turner <Glenn.Turner@glenn.turner@cambridgefire.org>; Jason Marshall <Jason.Marshall@jason.marshall@pd.boston.gov>; Jim Fitzpatrick <Jim.Fitzpatrick@jim.fitzpatrick@pd.boston.gov>; Ken Pitts <Ken.Pitts@ken.pitts@cambridge911.org>; Michael Cobb <Michael.Cobb@michael.cobb@ftgtechnologies.com>; Michael Saltzman <Michael.Saltzman@michael.saltzman@state.ma.us>; Mike Kiely <Mike.Kiely@mike.kiely@police.somerville.ma.us>; Verdone, Robert; Scott Wilder <Scott.Wilder@scott.wilder@brooklinema.gov>; Sean Doherty <Sean.Doherty@sean.doherty@ftgtechnologies.com>; Shawn Romanoski <Shawn.Romanoski@shawn.romanoski@pd.boston.gov>; Shiro Ando <Shiro.Ando@sandro@ftgtechnologies.com>; Stan Reichgott <Stan.Reichgott@stan.reichgott@brooklinema.gov>; Stephen Maywalt <Stephen.Maywalt@stephen.maywalt@cambridgepolice.org>; Steven Ford <Steven.Ford@steven.ford@reverepolice.org>; Nancy Anderson <Nancy.Anderson@nancy.anderson@boston.gov>

Subject: RE: PSnet Meeting (tentative) Tuesday, Sept 19?

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Sent: Tuesday, August 15, 2017 11:23 AM

To: John Surette <john.surette@pd.boston.gov>; Alpert, Allan <AAlpert@chelseama.gov>; Chuck Wade <chuck@interisle.net>; Colin Strutt <colin@interisle.net>; Dan Rothman <dan.rothman@boston.gov>; David Mahoney <damahoney@cambridgefire.org>; Hernandez, Edwin <EHernandez@chelseama.gov>; Eric Johnson <ejohnson@lan-tel.com>; Fred Goldstein <fred@interisle.net>; Glenn Turner <gturner@cambridgefire.org>; Jason Marshall <Jason.Marshall@pd.boston.gov>; Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Ken Pitts <kpitts@cambridge911.org>; Michael Cobb <mcobb@ftgtechnologies.com>; Michael Saltzman <michael.saltzman@state.ma.us>; Mike Kiely <mkiely@police.somerville.ma.us>; Griffin, Robert <RGriffin@chelseama.gov>; Verdone, Robert <RVerdone@chelseama.gov>; Scott Wilder <swilder@brooklinema.gov>; Sean Doherty <sdoherly@ftgtechnologies.com>; Shawn Romanoski <shawn.romanoski@pd.boston.gov>; Shiro Ando <sando@ftgtechnologies.com>; Stan Reichgott <sreichgott@brooklinema.gov>; Stephen Maywalt <smaywalt@cambridgepolice.org>; Steven Ford <sford@reverepolice.org>; Nancy Anderson <nancy.anderson@boston.gov>

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Phone: 617.635.1400

Fax: 617.635.2974

From: Saltzman, Michael (EPS) <michael.saltzman@state.ma.us>

Sent: Tuesday, August 15, 2017 12:47 PM EDT

To: Griffin, Robert

CC: Sarah Plowman <sarah.plowman@boston.gov>; John Surette <John Surette <john.surette@pd.boston.gov>; Alpert, Allan; Chuck Wade <chuck@interisle.net>; Colin Strutt <Colin Strutt <colin@interisle.net>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>; Hernandez, Edwin; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Fred Goldstein <Fred Goldstein <fred@interisle.net>; Glenn Turner <Glenn Turner <gturner@cambridgefire.org>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>; Kiely, Michael; Verdone, Robert; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>; Sean Doherty <Sean Doherty <sdooherty@ftgtechnologies.com>; Shawn Romanoski <Shawn Romanoski <shawn.romanowski@pd.boston.gov>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>; Steven Ford <Steven Ford <sford@reverepolice.org>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>

Subject: Re: PSnet Meeting (tentative) Tuesday, Sept 19?

I'll be there

Michael Saltzman
Commonwealth of Massachusetts
Executive Office of Public Safety & Security
Program Management Office
Off 617-660-4661
Cell 617-455-8462

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Phone: 617.635.1400
Fax: 617.635.2974

From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, August 15, 2017 2:48 PM EDT

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>; Don Burgess <Don Burgess <don.burgess@boston.gov>; Robert Slade <Robert Slade <robert.slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>; William Joyce <William Joyce <william.joyce@boston.gov>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Michael Driscoll <Michael Driscoll <mdriscoll@dvitel.com>; John Grennon <John Grennon <jgrennon@lan-tel.com>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>; Peter Clifford <Peter Clifford <Peter.clifford@boston.gov>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>; Robert Flaherty <Robert Flaherty <robert.flaherty@boston.gov>

Subject: Security Camera Strategy Meeting - Status Update for tomorrow's meeting

Attachment(s): "Security Camera Strategy Meeting_8-16-17.docx"

All - attached is the status report for our camera projects for tomorrow's meeting. Let me know if there are any questions.

Thanks.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Tuesday, August 15, 2017 4:36 PM EDT

To: John Surette <John Surette <john.surette@pd.boston.gov>>; Allan Alpert <Allan Alpert <aalpert@chelseama.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoherly@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>

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Sarah Plowman

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One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Maywalt, Stephen <SMaywalt@CambridgePolice.Org>
Sent: Tuesday, August 15, 2017 4:40 PM EDT
To: Sarah Plowman <Sarah.Plowman@boston.gov>; John Surette <John.Surette
<john.surette@pd.boston.gov>>; Allan Alpert <Allan.Alpert@chelseama.gov>; Chuck Wade <Chuck.Wade
<chuck@interisle.net>>; Colin Strutt <Colin.Strutt@interisle.net>; Dan Rothman <Dan.Rothman
<dan.rothman@boston.gov>>; Mahoney, David A; Ed Hernandez Sr. <Ed.Hernandez.Sr.
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<sando@ftgtechnologies.com>>; Stan Reichgott <Stan.Reichgott@brooklinema.gov>; Steven Ford <Steven.Ford
<sford@reverepolice.org>>; Nancy Anderson <Nancy.Anderson
<nancy.anderson@boston.gov>>
Subject: Re: PSnet Meeting (tentative) Tuesday, Sept 19?

I'm free the 12th.

-Stephen

From: Sarah Plowman <Sarah.Plowman@boston.gov>
Sent: Tuesday, August 15, 2017 4:36:11 PM
To: John Surette; Allan Alpert; Chuck Wade; Colin Strutt; Dan Rothman; Mahoney, David A; Ed Hernandez Sr.; Eric Johnson; Fred Goldstein; Turner, Glenn; Jason Marshall; Jim Fitzpatrick; Pitts, Ken; Michael Cobb; Michael Saltzman; Mike Kiely; Robert Griffin; Robert Verdone; Scott Wilder; Sean Doherty; Shawn Romanoski; Shiro Ando; Stan Reichgott; Maywalt, Stephen; Steven Ford; Nancy Anderson
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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, August 15, 2017 4:49 PM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: PSnet Meeting (tentative) Tuesday, Sept 19?

Yes

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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From: Ford Lt Steven <sford@reverepolice.org>

Sent: Tuesday, August 15, 2017 4:57 PM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: John Surette <John Surette <john.surette@pd.boston.gov>>; Allan Alpert <Allan Alpert <aalpert@chelseama.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoherly@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>

Subject: Re: PSnet Meeting (tentative) Tuesday, Sept 19?

12th works for me. I can check to see if we can host again if you like

Sent from my iPhone

On Aug 15, 2017, at 4:36 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Update! Thanks for the speedy responses from so many of you, but unfortunately I wasn't aware that Scott, the PSNEC Chair, wasn't available for the first time I suggested. Oops.

What about Tuesday, Sept 12, this time at 1pm? We'd move it up a week and push it to the afternoon.

Let me know...
Thanks!

On Tue, Aug 15, 2017 at 11:22 AM, Sarah Plowman<sarah.plowman@boston.gov> wrote:

Hello PSnet Executive Committee members & vendors,

Could you please pencil in Tuesday, September 19 for the next PSnet meeting?

We're (obviously) skipping August, and we haven't discussed a date for the next meeting. If there are large conflicts with Sept 19 we can certainly adjust; I'm just starting somewhere.

Can you please respond and let me know if you have conflicts with a 10am PSnet meeting Tuesday September 19? (And if you'd like to host)

Thanks!
Sarah

--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: [617.635.1400](tel:617.635.1400)
Fax: [617.635.2974](tel:617.635.2974)

--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Griffin, Robert <RGriffin@chelseama.gov>

Sent: Wednesday, August 16, 2017 8:58 AM EDT

To: Sarah Plowman <Sarah.Plowman@boston.gov>; John Surette <John.Surette@john.surette@pd.boston.gov>; Alpert, Allan; Chuck Wade <chuck@interisle.net>; Colin Strutt <Colin.Strutt@colin@interisle.net>; Dan Rothman <Dan.Rothman@boston.gov>; David Mahoney <David.Mahoney@damahoney@cambridgefire.org>; Hernandez, Edwin; Eric Johnson <Eric.Johnson@erjohnson@lan-tel.com>; Fred Goldstein <Fred.Goldstein@fred@interisle.net>; Glenn Turner <Glenn.Turner@glenn.turner@cambridgefire.org>; Jason Marshall <Jason.Marshall@jason.marshall@pd.boston.gov>; Jim Fitzpatrick <Jim.Fitzpatrick@jim.fitzpatrick@pd.boston.gov>; Ken Pitts <Ken.Pitts@kpitts@cambridge911.org>; Michael Cobb <Michael.Cobb@mcobb@ftgtechnologies.com>; Michael Saltzman <Michael.Saltzman@michael.saltzman@state.ma.us>; Mike Kiely <Mike.Kiely@mkiely@police.somerville.ma.us>; Verdone, Robert; Scott Wilder <Scott.Wilder@swilder@brooklinema.gov>; Sean Doherty <Sean.Doherty@sdoherly@ftgtechnologies.com>; Shawn Romanoski <Shawn.Romanoski@shawn.romanowski@pd.boston.gov>; Shiro Ando <Shiro.Ando@sando@ftgtechnologies.com>; Stan Reichgott <Stan.Reichgott@sreichgott@brooklinema.gov>; Stephen Maywalt <Stephen.Maywalt@smaywalt@cambridgepolice.org>; Steven Ford <Steven.Ford@sford@reverepolice.org>; Nancy Anderson <Nancy.Anderson@nancy.anderson@boston.gov>

Subject: RE: PSnet Meeting (tentative) Tuesday, Sept 19?

The statewide police promotion exams are being held on Saturday, September 16th. Like many of my co-workers, I will be taking that week off to attend a five-day review course just before the exam and to study for it.

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]

Sent: Tuesday, August 15, 2017 4:36 PM

To: John Surette <john.surette@pd.boston.gov>; Alpert, Allan <AAlpert@chelseama.gov>; Chuck Wade <chuck@interisle.net>; Colin Strutt <colin@interisle.net>; Dan Rothman <dan.rothman@boston.gov>; David Mahoney <damahoney@cambridgefire.org>; Hernandez, Edwin <EHernandez@chelseama.gov>; Eric Johnson <erjohnson@lan-tel.com>; Fred Goldstein <fred@interisle.net>; Glenn Turner <gturner@cambridgefire.org>; Jason Marshall <Jason.Marshall@pd.boston.gov>; Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Ken Pitts <kpitts@cambridge911.org>; Michael Cobb <mcobb@ftgtechnologies.com>; Michael Saltzman <michael.saltzman@state.ma.us>; Mike Kiely <mkiely@police.somerville.ma.us>; Griffin, Robert <RGriffin@chelseama.gov>; Verdone, Robert <RVerdone@chelseama.gov>; Scott Wilder <swilder@brooklinema.gov>; Sean Doherty <sdoherly@ftgtechnologies.com>; Shawn Romanoski <shawn.romanowski@pd.boston.gov>; Shiro Ando <sando@ftgtechnologies.com>; Stan Reichgott <sreichgott@brooklinema.gov>; Stephen Maywalt <smaywalt@cambridgepolice.org>; Steven Ford <sford@reverepolice.org>; Nancy Anderson <nancy.anderson@boston.gov>

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Sarah

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Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: [617.635.1400](tel:617.635.1400)

Fax: [617.635.2974](tel:617.635.2974)

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Eamon Miller <eamon.miller@boston.gov>
Sent: Wednesday, August 16, 2017 9:37 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: Billing

Hi Eric,

It will be Sarah Plowman, cc'd here, for the time being. Can you give me a quick call today? Just need 5 minutes.

Thanks,
Eamon

On Wed, Aug 16, 2017 at 6:05 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Eamon

Good morning

I was just wondering with Deirdre moving on , who would my POC be ?

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

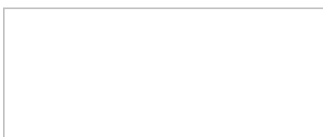
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--

Eamon Miller
Regional Training and Exercise Coordinator

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: [617-635-1400](tel:617-635-1400) | Fax: [617-635-2974](tel:617-635-2974) | eamon.miller@cityofboston.gov



From: Mary Milligan <mmilligan@lan-tel.com>
Sent: Wednesday, August 16, 2017 11:11 AM EDT
To: sarah.plowman@boston.gov
CC: Kate Waldron <kwaldron@lan-tel.com>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Dennis Drain <Dennis Drain <ddrain@lan-tel.com>>; Jeff Bodio <Jeff Bodio <jeffb@lan-tel.com>>
Subject: June 2017 CIMS Billing
Attachment(s): "JUNE 2017 CIMS Backup Final.xls", "9916684-DOINNOV-8-16-2017-2.PDF"

Good Day,

Please see the attached invoice (9916684) and backup for CIMS work completed in June of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.352.4717 | F 781.551.8667
mmilligan@lan-tel.com | www.lan-tel.com

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From: Sourena Ansari <sansari@ftgtechnologies.com>
Sent: Wednesday, August 16, 2017 11:57 AM EDT
To: Kevin Lai <Kevin Lai <klai@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; swilder@brooklinema.gov; sarah.plowman@boston.gov; Joseph.brooks@boston.gov; derdak@bostonems.org; Steve.Hillson@boston.gov; Dan.Rothman@boston.gov; Linda.Calnan@boston.gov; Shawn.Romanoski@pd.boston.gov; John.surette@pd.boston.gov; sreichgott@brooklinema.gov
CC: ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: RE: BosPDHq-SwA

Hi Chuck,

We're seeing these alarms come in again.

InterMapper is reporting that this is due to transmit discards sending to the SSG5b. We're seeing output drops on the interface increase.

The interface is set to auto negotiate speed and duplex, and show's it negotiated on the switch side to 100/Full. Could you please verify that the firewall side is also auto negotiating to 100/full?

Thanks!
--Sourena

From: Kevin Lai
Sent: Tuesday, August 15, 2017 8:14 AM
To: Chuck Wade <Chuck@Interisle.net>; swilder@brooklinema.gov; sarah.plowman@boston.gov; Joseph.brooks@boston.gov; derdak@bostonems.org; Steve.Hillson@boston.gov; Dan.Rothman@boston.gov; Linda.Calnan@boston.gov; Shawn.Romanoski@pd.boston.gov; John.surette@pd.boston.gov; sreichgott@brooklinema.gov
Cc: ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <sando@ftgtechnologies.com>; Sourena Ansari <sansari@ftgtechnologies.com>; Colin Strutt <Colin@Interisle.net>
Subject: RE: BosPDHq-SwA

Hi Chuck,

We'll keep an eye on it.

Thanks!

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

Office: 617-367-7474 | Fax: 617-367-3331 | email: klai@ftgtechnologies.com |



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

From: Chuck Wade [<mailto:Chuck@Interisle.net>]
Sent: Monday, August 14, 2017 6:23 PM
To: Kevin Lai <klai@ftgtechnologies.com>; swilder@brooklinema.gov; sarah.plowman@boston.gov; Joseph.brooks@boston.gov; derdak@bostonems.org; Steve.Hillson@boston.gov; Dan.Rothman@boston.gov; Linda.Calnan@boston.gov; Shawn.Romanoski@pd.boston.gov; John.surette@pd.boston.gov; sreichgott@brooklinema.gov
Cc: ejohnson@Lan-Tel.com; mkiely@police.somerville.ma.us; FitzpatrickJ.bpd@cityofboston.gov; Shiro Ando <sando@ftgtechnologies.com>; Sourena Ansari <sansari@ftgtechnologies.com>; Colin Strutt <Colin@Interisle.net>
Subject: Re: BosPDHq-SwA

Kevin,

I'm heading out to an appointment, so I've only had a chance to take a quick glance at this. I did see the problem as reported by InterMapper, but this situation has now cleared. Off hand, I can't see why transmit discards were being reported. One guess is that this was an SNMP reporting anomaly. I did log into the BoshC-FwA Juniper SSG, and saw no problems.

Let's keep an eye on this, but it may turn out to just be a reporting fluke.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group

+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 8/14/17 3:56 PM, Kevin Lai wrote:

Hi Chuck,

We took a look at the switch and saw that there were no issues with port Gi1/0/20 (other than 4 interface resets and 5 input/run errors over a 2 year period). We also did not see any log entries for that port. We do see that the switch has learned a mac address of 0021.5947.db0d [REDACTED] which appears to be a Juniper device and it is pingable with no packet drops.

We are unclear as to what "Condition: Total Link Errors = 228/minute" is in reference to, could you please assist in clarifying?

Thanks!

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169|

Office: 617-367-7474 | Fax: 617-367-3331 | email:kilai@ftgtechnologies.com |



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

From: Kevin Lai

Sent: Monday, August 14, 2017 3:35 PM

To: 'swilder@brooklinema.gov' <swilder@brooklinema.gov>; 'sarah.plowman@boston.gov' <sarah.plowman@boston.gov>; 'Joseph.brooks@boston.gov' <Joseph.brooks@boston.gov>; 'derdak@bostonems.org' <derdak@bostonems.org>; 'Steve.Hillson@boston.gov' <Steve.Hillson@boston.gov>; 'Dan.Rothman@boston.gov' <Dan.Rothman@boston.gov>; 'Linda.Calnan@boston.gov' <Linda.Calnan@boston.gov>; 'Shawn.Romanoski@pd.boston.gov' <Shawn.Romanoski@pd.boston.gov>; 'John.surette@pd.boston.gov' <John.surette@pd.boston.gov>; 'sreichgott@brooklinema.gov' <sreichgott@brooklinema.gov>
Cc: 'Chuck@Interisle.net' <Chuck@Interisle.net>; 'ejohnson@Lan-Tel.com' <ejohnson@Lan-Tel.com>; 'mkiely@police.somerville.ma.us' <mkiely@police.somerville.ma.us>; 'FitzpatrickJ.bpd@cityofboston.gov' <FitzpatrickJ.bpd@cityofboston.gov>; Shiro Ando <sando@ftgtechnologies.com>; Sourena Ansari <sansari@ftgtechnologies.com>

Subject: BosPDHq-SwA

Hi All,

We received an alarm for the device below and we are looking into it.

Name: BosPDHq-SwA
Map: Boston Police HQ
Address: 10.254.245.2

Thanks!

Kevin Lai | Systems Engineer |



2 Batterymarch Park | Suite 401 | Quincy, MA 02169|

Office: 617-367-7474 | Fax: 617-367-3331 | email:kilai@ftgtechnologies.com |



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, August 16, 2017 2:26 PM EDT
To: Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>
Subject: Fwd: Want to interact with multiple cameras or displays on a single screen?

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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Begin forwarded message:

From: "LAN-TEL Communications, Inc." <mdelrose@lan-tel.com>
Date: August 16, 2017 at 2:16:17 PM EDT
To: ejohnson@lan-tel.com
Subject: Want to interact with multiple cameras or displays on a single screen?
Reply-To: mdelrose@lan-tel.com

LAN-TEL Communications partners with Skreens to offer revolutionary video display technology

LAN-TEL Communications is pleased to partner with [Skreens](#), a revolutionary new video technology, to create and display high-impact layouts combining multiple video sources and web content. The combination of LAN-TEL Communications and Skreens can add great new features and capabilities to existing security solutions or enable new projects at a very affordable price.

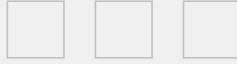
Skreens' innovative video products provide you with the opportunity to interact with your current displays in ways that were never before possible. With this advanced technology, you can:

- Create custom on-screen layouts combining video sources with web content using an intuitive browser interface
 - Organize camera feeds
 - Deliver more interactive dashboards
-

- Create impactful video walls all with the same Skreens device

LAN-TEL Communications is one of the very first Premier Skreens Resellers and the first to bring this revolutionary product to security solutions*. To learn more about how Skreens and LAN-TEL Communications can help you with your current and future security and A/V needs, [click here](#).

*LAN-TEL Communications, Inc. provides [MA FAC64](#) services.



LAN-TEL Communications, Inc.
1400 Providence Highway
Building #3, Suite 3100
Norwood MA 02062

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From: John Daley <john.daley@pd.boston.gov>

Sent: Friday, August 18, 2017 1:15 PM EDT

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

CC: Matthew Spillane <Matthew Spillane <matthew.spillane@pd.boston.gov>>; Lou Madeira <Lou Madeira <louis.madeira@pd.boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Rene Fielding <Rene Fielding <rene.fielding@boston.gov>>

Subject: Camera reinstallation

Hi Eric,

First, thanks for the quick response recently, from the academy quote to the Common.

I talked to Rene Fielding about the need for cameras at Bragdon following the recent shooting and she mentioned that you suggested we could redeploy one of the bandstand cameras after tomorrows event. I am good with that. We can take a closer look at how to get additional cameras at Bragdon later but for the short-term the redeploy option is OK from my end.

John J. Daley
Superintendent
Boston Police Department
617-594-9369
@SuptDaley

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Friday, August 18, 2017 1:28 PM EDT

To: John Daley <John.Daley@pd.boston.gov>>

CC: Matthew Spillane <Matthew.Spillane@pd.boston.gov>>; Lou Madeira <Lou.Madeira@pd.boston.gov>>; Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Rene Fielding <Rene.Fielding@pd.boston.gov>>

Subject: Re: Camera reinstallation

Superintendent Daley

Thank you sir , We know that things happen quick , and we want to be here to help and continue to be a partner.

I will let all parties know when Bragdon St is online and recording .

I hope all goes well tomorrow , we will be monitoring all connectivity to cameras in the area .

Best,
Eric



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘ |

www.lan-tel.com

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John J. Daley

Superintendent
Boston Police Department
617-594-9369
@SuptDaley

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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Wednesday, August 23, 2017 10:31 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: CIMS question

Hi Eric,

I just left you a voicemail I think, but following up with email too -- if you have a few minutes today, could you give me a call?
I have a CIMS question to run by you!

Thanks so much,
Sarah

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, August 23, 2017 10:59 AM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: CIMS question

Will do

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On Aug 23, 2017, at 10:31 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

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Thanks so much,
Sarah

--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

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From: Linda Calnan <linda.calnan@boston.gov>
Sent: Friday, August 25, 2017 9:59 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM

Eric - please move the 3 emergency cameras that were set up at the EOC from the wireless set up to the BoNet/fiber network by mid next week the latest. We want to monitor and support these cameras thru BoNet. Also, please re-IP those cameras with the BoNet IPs provided on Monday. I have cc'd OEM as this was their request.

Also - we provided the copper SFP connection that your team picked up on Wed, 8/23, and as agreed your switch will need to be Gig not 100 MB.

I have cc'd OEM as this was their request.

Please let us all know when this has been completed.

Thank you.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: 617-635-2875
C: 781-738-2020
linda.calnan@boston.gov

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Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ✪ |

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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Brett

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Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
NOC@Boston.Gov
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Twitter: [@DotITNetwork](https://twitter.com/DotITNetwork)

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Cc: Brett Haynes

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Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | [City of Boston](#)

1 City Hall Square, Room 109

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D: [617-635-2875](tel:617-635-2875)

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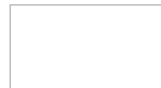
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Please advise. Thanks.



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From: **Brett Haynes** <brett.haynes@boston.gov>

Date: Mon, Aug 21, 2017 at 11:03 AM

Subject: Re: BPD needs 3 IPs for 3 new cameras today -
Emergency Install per OEM

To: Linda Calnan <linda.calnan@boston.gov>

Cc: Louis Madeira <louis.madeira@pd.boston.gov>,
BoNetSupport <BoNetSupport@cityofboston.gov>, Eric
Johnson <ejohnson@lan-tel.com>

Linda,

Here is the IP addressing and port assignment.

Bragdon St Juniper MX80: Port 1/0/3

Camera IPs: 10.100.18.66 - 70

Mask: 255.255.255.224

Gateway: 10.100.18.65

Regards,

Brett Haynes

Network Operations Manager

City of Boston, City Hall

[\(617\) 635-2342](tel:617-635-2342)

Brett.Haynes@Boston.Gov


Network Technical Support – W: [\(617\) 635-2167](tel:617-635-2167)

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BPD is requesting 3 IPs for 3 new cameras to be installed at the EOC and brought online **today** by Lan-tel.

Please call me with any questions at [617-635-2875](tel:617-635-2875).

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To: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>
CC: Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
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Sorry for the delay



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Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM

Eric,

You do understand that it is not a switch you had picked up, but a Juniper Copper SFP to accept the copper Cat5 connection from your camera switch.

You just have to plug it into the Juniper SFP slot that corresponds to ge-1/0/3. That is why I wanted whoever was going to be onsite to call me so I could assist with this in case there was any confusion.

Regards,

Brett Haynes

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Thank you for your help on this since this was dropped in my lap last minute



Respectfully,

Eric Johnson
Security Project Manager
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NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

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Network Operations Manager

City of Boston, City Hall

[\(617\) 635-2342](tel:(617)635-2342)

Brett.Haynes@Boston.Gov

Network Technical Support – W: [\(617\) 635-2167](tel:(617)635-2167)

NDC@Boston.Gov

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Twitter: [@DotITNetwork](https://twitter.com/DotITNetwork)

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Your switch will also need to be Gig not 100 MB.

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Eric - this is an SFP switch you will be connecting to so you will need an SFP connection. Brett has them and will drop one off at my desk. Are you using copper cabling?

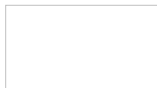
Please advise. Thanks.

Linda Calnan
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Cc: Louis Madeira
<louis.madeira@pd.boston.gov>, BoNetSupport
<BoNetSupport@cityofboston.gov>, Eric
Johnson <ejohnson@lan-tel.com>

Linda,

Here is the IP addressing and port assignment.

Bragdon St Juniper MX80: Port 1/0/3
Camera IPs: 10.100.18.66 - 70
Mask: 255.255.255.224
Gateway: 10.100.18.65

Regards,

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Please call me with any questions at [617-635-2875](tel:617-635-2875).

Linda


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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, August 25, 2017 11:11 AM EDT
To: Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>
CC: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM

Brett
Ok sorry I didn't understand that. My apologies , I am doing this out of pocket . regardless the tech I had there was not able to perform the work the following day or for the week .I only have two techs that have performed work on BONET and 1 was on vacation, I started vacation the next day as well .I understand urgency to put on BONET but I did the best I could under circumstances to get cameras online for OEM and keep of integrity of system intact and not bring anything down with a tech unfamiliar with BONET . since EMS and OEM are housed there.

We will get there and have this on BONET , that is my goal. I thought we could do all in one day like we have before.but we couldn't , I could not get downtown to pick up this piece of equipment the same day as install.
I will let you know when we can do . It will probably be Tuesday . Will let you know Monday .
Have a great weekend

Eric



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
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NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

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On Aug 25, 2017, at 10:55 AM, Brett Haynes <brett.haynes@boston.gov> wrote:

Eric,

You do understand that it is not a switch you had picked up, but a Juniper Copper SFP to accept the copper Cat5 connection from your camera switch.

You just have to plug it into the Juniper SFP slot that corresponds to ge-1/0/3. That is why I wanted whoever was going to be onsite to call me so I could assist with this in case there was any confusion.

Regards,

Brett Haynes

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City of Boston, City Hall
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On Fri, Aug 25, 2017 at 10:08 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Linda

Yes I understand everything .I did not anticipate having to pick up and install the switch .

Sorry for the delay



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Eric - please move the 3 emergency cameras that were set up at the EOC from the wireless set up to the BoNet/fiber network by mid next week the latest. We want to monitor and support these cameras thru BoNet. Also, please re-IP those cameras with the BoNet IPs provided on Monday. I have cc'd OEM as this was their request.

Also - we provided the copper SFP connection that your team picked up on Wed, 8/23, and as agreed your switch will need to be Gig not 100 MB.

I have cc'd OEM as this was their request.

Please let us all know when this has been completed.

Thank you.

Linda Calnan

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