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January 3, 2018

Office of Emergency Management  
Sarah Plowman  
Boston City Hall  
One City Hall Plaza  
Boston, MA

**RE: Concerns Regarding the Vulnerabilities of the CIMS Network**

Sarah Plowman,

LAN-TEL Communications, Inc. ("LAN-TEL") has requested this meeting today with the Office of Emergency Management ("OEM") to express the serious concerns it has about the ongoing functionality and vulnerabilities of the Critical Infrastructure Monitoring System ("CIMS"); concerns that are being raised as the result of serious service outages on the Metro Boston Homeland Security Public Safety environment ("PSnet").

As the subject matter expert for UASI members of the CIMS network, we are concerned about the issues below:

- The documented delays within PSnet causes vulnerabilities to the Critical Infrastructure Monitoring System (CIMS) which is under contract by LAN-TEL Communications.
- The repairing of faults or preparing for potential vulnerabilities within the PSnet network is not being processed in a timely practical manner. (EX – A)
- It has been communicated to LAN-TEL that the PSnet network is *not* being actively monitored by the vendors responsible for the service and maintenance contracts.
- The documented delays and lack of monitoring could potentially impact radio communications that use this network for key regional connections that could result in first responders potentially being harmed or killed.
- The documented delays and lack of monitoring could potentially impact solvability of crime for the Urban Area Security Initiative (UASI) partners who maintain video monitoring systems (VMS) within the PSnet/ CIMS network.
- LAN-TEL Communications has been placed in serious situations outside of their official scope as the contracted CIMS vendor. This is based solely as a "user" of PSnet, since CIMS network data traffic traverses and is



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integrated with PSnet computing equipment in many areas of the overall network.

I would welcome the opportunity to discuss this matter with you in more detail.

Sincerely,

Eric Johnson  
CIMS Project Manager



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Structured Cabling • Integrated Security • IT Infrastructure