

# HITS

High Integrity Telecommunications System



## HITS at a glance

HITS is a satellite-based telecommunications system, provided and funded by the Government, for use by the emergency services in any kind of major emergency, crisis or time of stress. If all else fails, HITS won't let you down.



### Secure

A system designed for security, in any emergency or crisis.



### Free

Funded by the Cabinet Office, and provided free of charge to the emergency services.



### Nationwide

HITS is available in your Strategic Command Centre (SCC) in your local area.



### Satellite based

A resilient service based on the advanced military Skynet 5 satellite network.



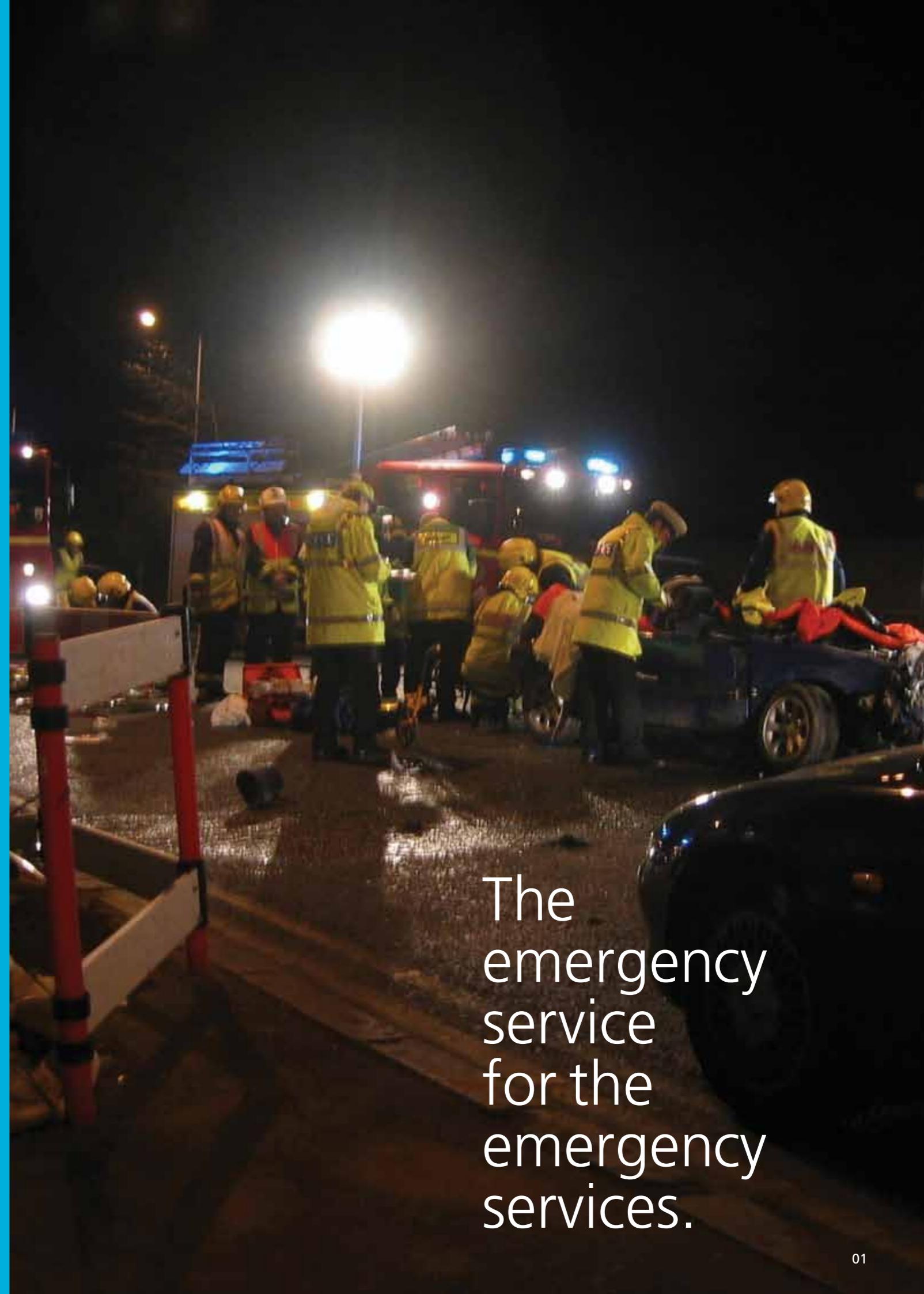
### Flexible

High quality digital voice and data communications, with guaranteed system bandwidth, at all times.



### Transportable

Available anywhere in England and Wales. Terminals are fully transportable in 4x4 vehicles.



The  
emergency  
service  
for the  
emergency  
services.



Service  
without  
disruption,  
in any event.

## What is HITS?

HITS is a secure and resilient satellite-based communications system capable of handling restricted information and operating independently from the main UK telephone network. As such, it's a unique and crucially important national asset.

### An independent 'failsafe' system

In our normal daily lives, we depend more than ever before on efficient and reliable telecommunications. In a time of national emergency, or any kind of major crisis, the need for a secure and resilient communications network would be incalculably greater. HITS is designed to meet this need.

Superseding the now obsolete Emergency Communications Network (ECN), HITS is an independent system that will continue to function when conventional landline and mobile telecoms are unavailable or degraded.

### Satellite-based security

Based on the advanced military Skynet 5 satellite network, it is available to police and other emergency services personnel at fixed sites located across the UK, with further transportable units enabling HITS to be deployed wherever and whenever the need arises.

Allowing both voice and data transmission, as well as access to the internet, HITS will play a critical role in enabling uninterrupted communication between regional and national levels of crisis co-ordination during any kind of disruptive event.

### A free service

The High Integrity Telecommunications System is funded and provided free of charge by the Civil Contingencies Secretariat of the Cabinet Office, supported by the Ministry of Defence. The supplier is Paradigm.



## What's HITS for?

Initially working alongside PSTN, HITS will continue to work when all other systems fail. So its most obvious value and importance will be in helping to cope in a major disaster or emergency situation. But there's more to HITS than that...

### When the worst happens

HITS is primarily designed to be used during extreme events, whether a natural disaster or 'man made' crisis such as a terrorist attack, has affected the PSTN. Its main purpose is to allow the emergency services to remain in communication with central government, and with each other, until normal communications have been restored.

For this reason, as you will see overleaf, the core HITS network is being installed mainly in Police Strategic Command Centres (SCCs) across England and Wales. And since the secure communication of restricted information in such circumstances is a matter of national importance, HITS is being provided free of charge to Police SCCs as well as the Devolved Administrations' Crisis Management Centres.

### HITS and the National Resilience Extranet (NRE)

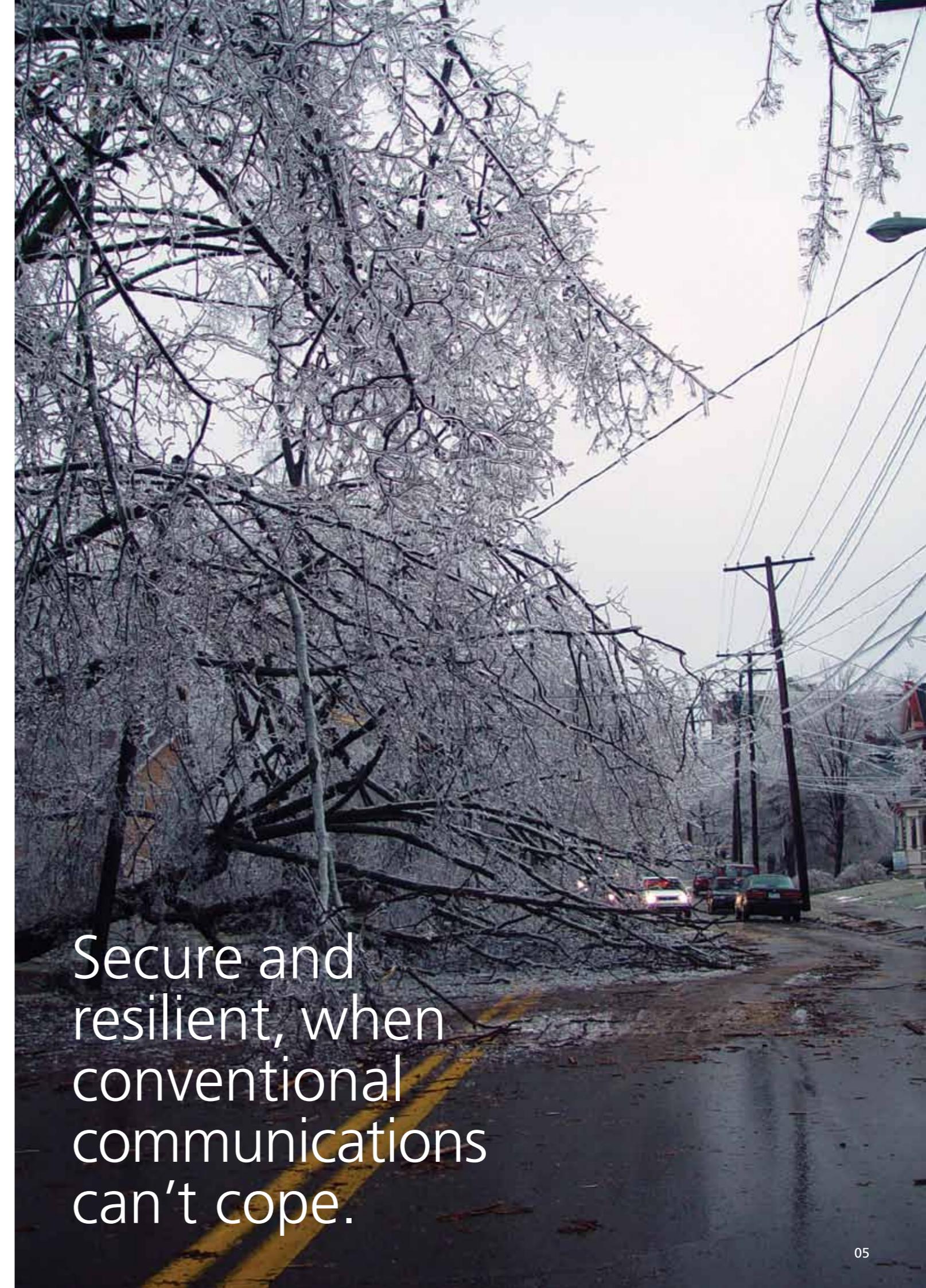
HITS has been designed to fully inter-operate with the National Resilience Extranet (NRE). This provides the UK resilience community with a common system for the efficient and secure communication and exchange of information – allowing users to work together on routine planning, share best practice, and store documentation for others to access. HITS means that even if your regular network or internet connection is down, the NRE and internet will still be available.

### A wider role for HITS

In addition, as the HITS network is rolled out nationally, it will play a wider role in facilitating communications at times when foreseeable events place extreme pressure on conventional telecommunications services. For example, at the time of writing, preparations for the 2012 Olympic Games are at an advanced stage; and police forces in key locations – such as Dorset, where the sailing events will be taking place - are planning to use HITS to guarantee secure communications throughout the event.

Similarly, during the Pope's recent visit to Britain, two HITS Transportable Terminals (see page 11) were deployed at the massive public events which took place in London and Birmingham. These were used by Central Government and Emergency Service personnel, as well as other supporting organisations such as the St John's Ambulance.

In short, HITS is here to ensure that secure and reliable communications are available whatever the future holds.



Secure and  
resilient, when  
conventional  
communications  
can't cope.



"HITS was a real success in that it was initially put in as a contingency plan, but very quickly became used for making calls throughout the week of the event. As a failsafe, or an opportunity for telephony in a remote or difficult area, I would recommend it to anyone as it did what we wanted."

**Gwent Police**  
2010 Ryder Cup

## Where is HITS?

HITS uses the latest satellite technology to give you communications on the ground. It's a service based on the advanced military Skynet 5 satellite constellation, ensuring a high level of security and protection. It is located at a growing network of sites throughout the UK...

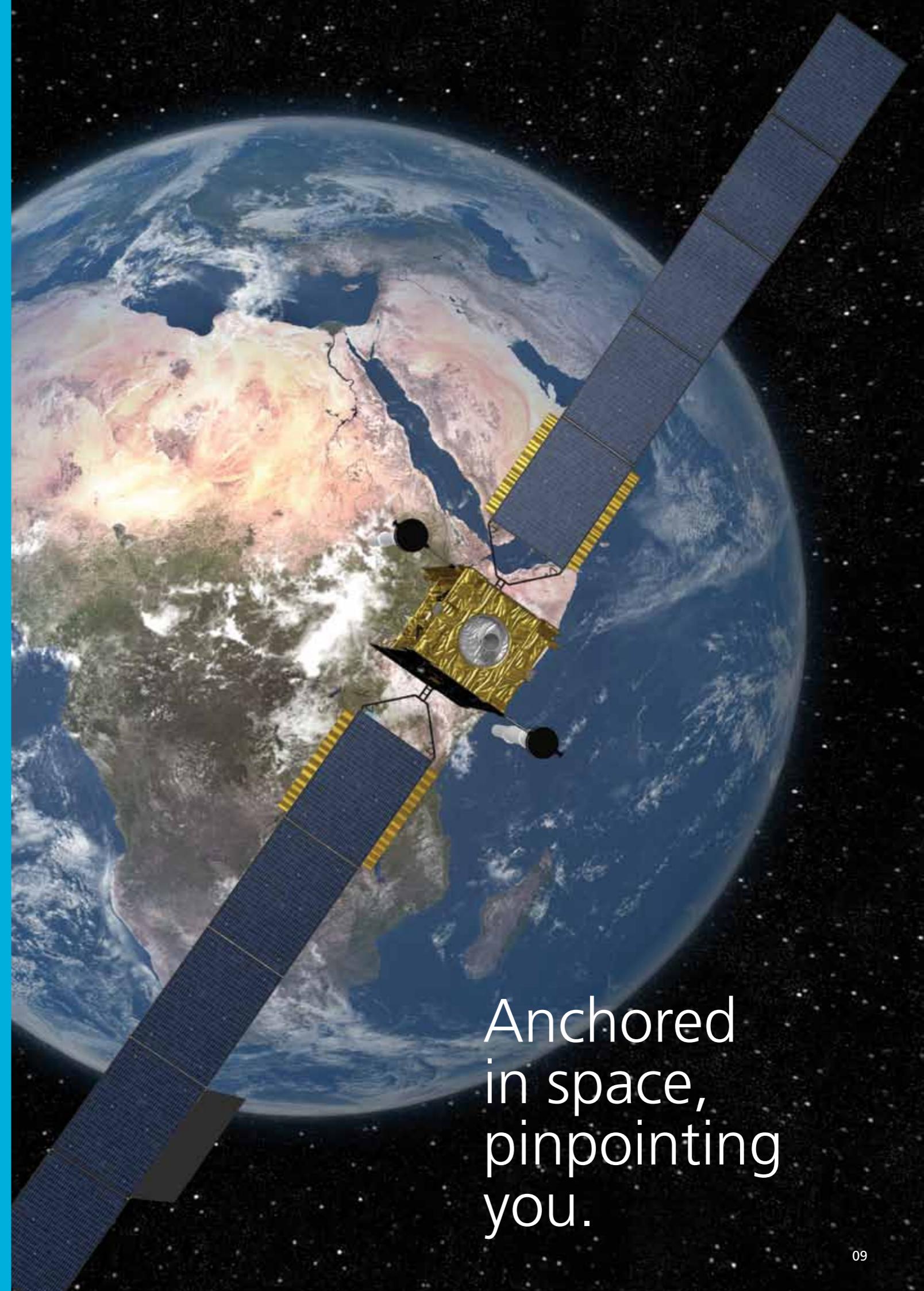
### A nationwide network

Since most emergency response situations will be led by the Police, the HITS network is mainly being installed in their Strategic Command Centres (SCCs), with one HITS site per Police Force Area in England and Wales. In addition, each of the Devolved Administrations will have HITS installed at their Crisis Management Centres and the core network will also include the Central Government Crisis Management Facilities, COBR.

As the map shows, the first two phases of the HITS network are already operational, with the third phase fast approaching completion and the fourth and final phase on course to be installed by early 2012, in time for the Olympics.

### A fall-back position

In addition to the core network sites shown here, each Police Force Area will also have at least one pre-determined fall-back location, where HITS Transportable Terminals can be deployed (see page 11). Designed to provide an extra level of additional communication layer. These sites will be used only when the main HITS installation in an area is unavailable.



Anchored  
in space,  
pinpointing  
you.

# Whatever, whenever, wherever.



## Where else is HITS?

Quite simply, HITS can be available wherever it's needed. To add another layer of flexibility and resilience, rapid response Transportable Terminals can quickly deploy the system anywhere in England and Wales...

### On the way within six hours

If an incident occurs in a location where the main HITS site is unavailable for any reason, secure communications can quickly be restored, by one of three Transportable Terminals.

These can be deployed anywhere in England and Wales, and will usually be driven to the relevant location, though they can also be carried by boat or helicopter. Operated by HITS supplier Paradigm, the Transportables are on call 24/7. They can be on the road within six hours of an emergency call out by the Cabinet Office.

### Support to mobile command centre

Usually, the Transportable Terminals will be deployed at one of the official fallback locations. Each comes with up to 10 digital phones and laptops, so that they can support a mobile command centre wherever it's needed.

HITS Transportables are equipped with their own generators and fuel, enabling them to operate fully autonomously for up to seven days. Fully trained Paradigm personnel will be on hand throughout the deployment.

To request a Transportable Terminal call the Transportable – Emergency Point of Contact (EPOC) numbers which are listed in the HITS online directory.

### HITS transportables, at a glance:

- Three sets of Transportable Terminals
- Deployable anywhere in England and Wales
- First Terminal on the road within six hours
- Seven days autonomy with their own generators and fuel
- Can connect up to 10 phones and 10 laptops
- Supported by fully trained Paradigm personnel





"The HITS network and the HITS Transportables provide a necessary extra level of communications resilience for Dorset Police, both for the Olympics and for longer-term emergency response."

**Dorset Police**  
Olympic Sailing Venue

## Using HITS

So how does HITS work in practice? The system is easy to use, whether you are communicating with other networked HITS users or exchanging information with others outside the network. Service and support are always available...

### Maximum ease-of-use

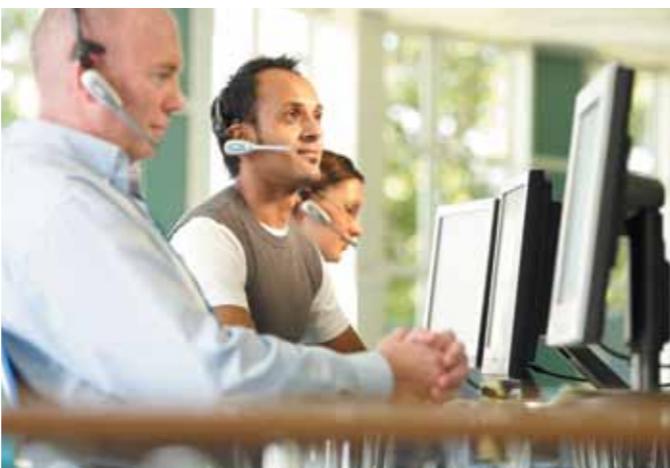
In an emergency or crisis of any kind, it's critical that HITS should perform efficiently. So the system has been designed for maximum ease-of-use. New users can be quickly trained by authorised personnel at your site, and there is also an online user directory.

You can use HITS to make phone calls or access the internet, with guaranteed bandwidth to ensure optimum online performance. As you've read, the system is primarily intended for emergency response situations, enabling users at HITS sites to remain in contact with each other when conventional telecommunications are unavailable. But you can also use HITS to call landlines and mobiles when these networks are working normally.

### Phone, laptop, pin password: it's that simple

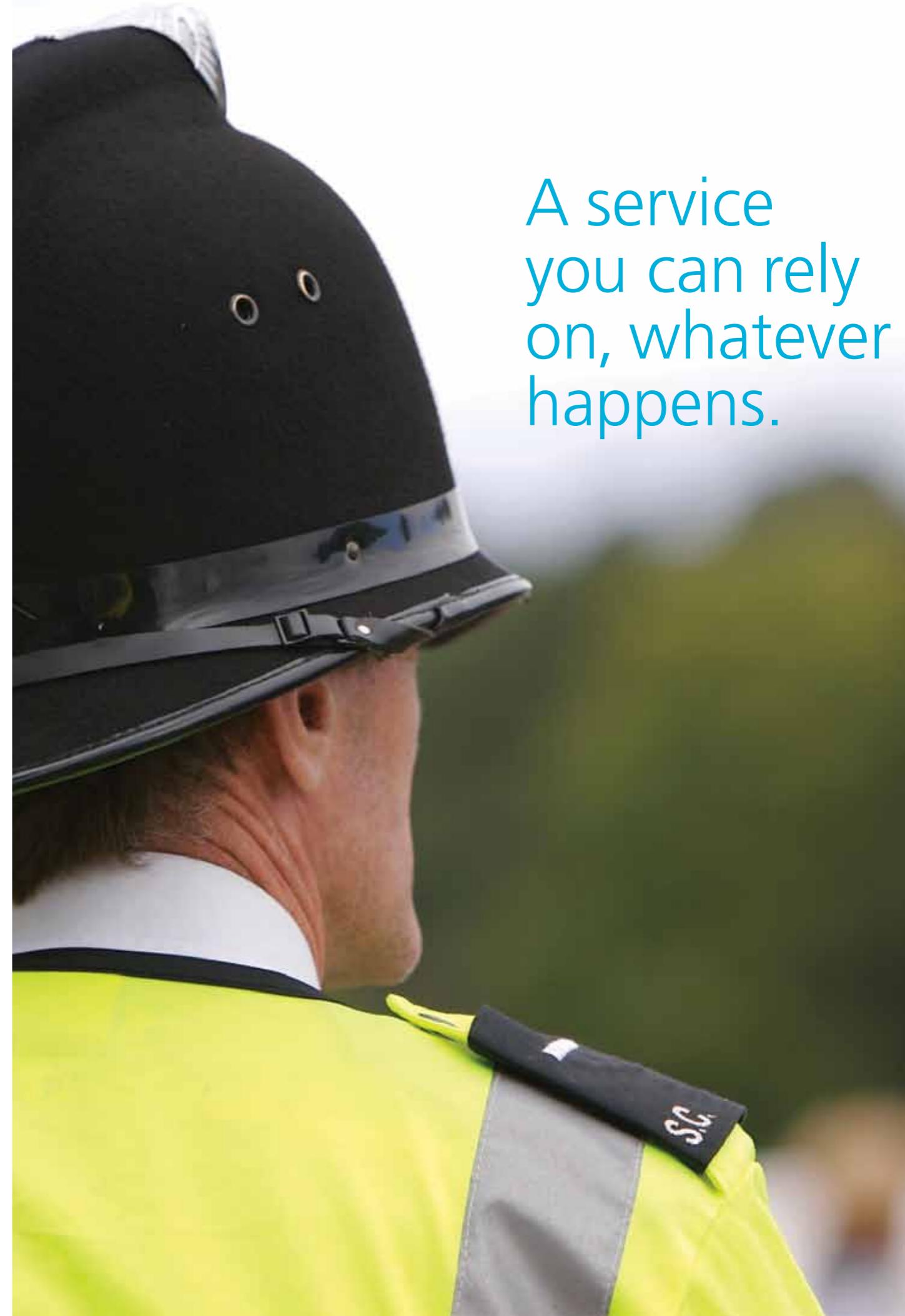
Every HITS installation comes with a number of phones and laptops, usually three of each, as well as at least one networked printer.

To use HITS, you will need a 5-digit user account number and a 4-digit PIN to log on to the phone. This will also give you access to the online directory via the phone screen. All user access information for example, passwords and PINs will be provided by Paradigm.



### Service and support, whenever you need it

The HITS Network is monitored and managed centrally by Paradigm. If you should experience problems of any kind, help is always at hand via The Paradigm Customer Contact Centre (PCCC), which is available 24 hours a day.



A service  
you can rely  
on, whatever  
happens.



## Protecting the present, safeguarding the future.

What next?

Already, HITS is fully operational across England and Wales, providing a secure and resilient telecommunications service, free of charge. But there are further important developments in the pipeline...

### Expanding the network

As you've read, the first two phases of the nationwide HITS network are complete, with the third nearing completion and the fourth on track to be finished by 2012. But the Cabinet Office is also exploring options to expand the system beyond the core network. This might include Central Government Business Continuity Sites, as well as some specialised national response centres.

### Any questions?

We hope this brochure has given you a clear understanding of what HITS is, how the system works and why it has such a vitally important part to play in safeguarding our national security. But if you would like further information about any aspect of what you have read here, please either visit the HITS website or email the HITS Team.

Please visit the HITS website:  
[www.cabinetoffice.gov.uk/HITS](http://www.cabinetoffice.gov.uk/HITS)

Or contact the HITS Team at:  
[HITS@cabinetoffice.x.gsi.gov.uk](mailto:HITS@cabinetoffice.x.gsi.gov.uk)  
[contact@paradigm-services.com](mailto:contact@paradigm-services.com)

