

Cyber Threats in the Dispatch Center

Public safety answering points (PSAPs) are increasingly being targeted by bad actors intent on disrupting emergency communications systems and operations. As these threats grow in complexity and sophistication, cyber incidents have become one of the greatest operational risks to public safety. They impact normal operations and can delay calls and response times. As a result, everyone in the PSAP plays a key role in cybersecurity efforts, including telecommunicators.

In this course, you define cyber threats and explain common techniques used by bad actors to compromise your agency's security. But most importantly, you review the vital role that you play in keeping your agency safe. The choices you make when opening email or responding to text messages can expose your PSAP to a cyber attack. By identifying the methods used by cyber criminals to hamper emergency responders and describing the individuals and groups that are the sources of the attacks, this course helps telecommunicators and PSAPs protect themselves against cyber risks.

Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Identify multiple types of cyber threats and methods of attack used to target 911 services.
2. Describe the techniques and strategies used by cyber criminals to attack PSAPs.
3. Discuss the sources of cybersecurity threats to PSAPs.
4. Explain how telecommunicators can help protect their agency against cyber attacks.
5. Describe actions that a PSAP can take to harden their facility against cyber attacks.

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 1.0 CEU.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)