

Dr. Jeffrey A. Glick
Phone: 301-547-1735
Email: jeffrey.glick@hq.dhs.gov

CAREER SUMMARY

Thirty years as a Senior Manager developing and directing a wide range of emergency management programs at unclassified and classified levels. Significant expertise in all aspects of national security and emergency preparedness (NS/EP), resiliency, emergency management, telecommunications and cyber security from the perspectives of strategic planning and operations to assessment, corrective actions, training, exercises, and program development. Demonstrated ability to work effectively at federal, state, local, tribal, and territorial levels with private sector companies and foreign governments. Adjunct Professor at Virginia Tech teaching homeland security, emergency preparedness, terrorism, and cybersecurity courses.

EXPERIENCE AND ACHIEVEMENTS

2018 to Present. Senior Advisor to the Assistant Secretary for Cybersecurity and Communications in the Department of Homeland Security – Detail. Supervisor: Ms. Jeanette Manfra

Leading review of federal cybersecurity preparedness and response capabilities in regards to major cyber events or possible attacks in coordination with the private sector.

2013 to 2018. Chief, Interoperable Communications Technical Assistance Program, Office of Cybersecurity and Communications, Department of Homeland Security. Supervisor: Adm. Ronald Hewitt (Ret.)

Lead the Congressionally mandated Interoperable Communications Technical Assistance Program composed of federal and contract staff located throughout the United States. Staff provides support and technical assistance to large and diversified stakeholder base of first responders and federal, state, local, tribal, and territorial officials who are developing and implementing comprehensive disaster, terrorist and event-specific interoperable communications NS/EP policies, programs and assessments. My federal program staff also directly supports disaster response and recovery at all governmental levels during presidentially declared disasters. Oversee a \$14 million contract and team of technical experts providing NS/EP communications training assistance and direct support to the public safety community and all levels of government throughout the country. Designated NATO Civil Expert assisting NATO countries in developing and enhancing communications resilience. Member of an Interagency Policy Committee sponsored by the National Security Council, White House, reviewing NS/EP issues.

2013 to 2014. Senior Policy Advisor for Emergency Programs, Office of Science and Technology Policy, Executive Office of the President – Detail. Supervisor: Dr. Patricia Falcone

Senior policy advisor to a joint National Security Council and Office of Science and Technology Policy (OSTP) committee analyzing and revising White House direction for NS/EP communications technologies, policies and procedures providing situational awareness and communications for coordinating federal interagency activities under extreme operational conditions. Led an interagency review of communications interoperability between federal, state, local, tribal, and territorial responders as well as with the private sector response communities resulting in recommended policy changes in communications procedures at the National Telecommunications and Information Agency, Department of Commerce, and at the Federal Communications Commission. Represented OSTP in a wide variety of emergency programs, working groups, and task forces across the federal interagency at both classified and unclassified levels.

2004 – 2013. Chief, Office of Critical Infrastructure Protection, Office of Cybersecurity and Communications, Department of Homeland Security and previously part of the National Communications System. Supervisor: Mr. James Madden

Responsible for developing and coordinating with government and private sector partners a large scale NS/EP communications program with six components.

Oversaw operations of the National Coordination Center (NCC), a 24x7 operations center facilitating coordination between all levels of government with the private sector concerning information technology and communications preparedness for, response to and recovery from natural disasters, terrorist incidents or large events. Responsible for coordinating communications during presidentially declared disasters with federal agencies and private sector critical infrastructures. Responses were coordinated for major disasters such as hurricanes Harvey, Maria, and Katrina, as well as for wildfires, major floods, and other natural or technological events. Expanded private sector NCC membership by 29 information technology, communications and cyber companies to a total of 59 companies encompassing all aspects of current/emerging communications and cyber capabilities.

Supervised the Operations Analysis Branch providing state-of-the-art communications analysis and situational assessments that were integrated across the Industrial Sectors. Expanded the number and type of communications analyses performed and developed a database library of analyses for contingency use. Implemented the Analysis Response Team that customized analyses for emergency situations, events and training purposes.

Established and supervised the Contingency Planning Branch that developed and coordinated, concepts, plans, procedures, and job aids for federal communications teams conducting emergency operations under a wide variety of contingencies. Major contributor to communications chapters and annexes for national planning documents such as the National Response Framework and annexes. Also developed and operated a special program to support interoperable communications planning and operations with the US

Secret Service for National Special Security Events. Responded to media, White House and Congressional inquiries related to disaster and special event operations.

Supervised the Training and Exercise Branch and expanded their mission by developing and conducting training and exercises for the nationwide 150-member federal interagency communications cadre to include an annual exercise held in conjunction with state and local officials, and private communications companies. Expanded number and type of in-house training and exercise events and participation in federal and state events. Developed an online training library and distance learning programs for the nationwide team using federal and private sector experts.

Oversaw management and directed the expansion of the federal disaster high frequency (HF) communications radio program with over 1,000 voluntary members nationwide. Also supervised and expanded the membership to the Government Emergency Telecommunications Service and the Wireless Priority Service providing necessary priority communications during times of communications congestion.

Personally directed and then supervised leader of the National Security Information Exchange bringing industry and government technical experts together to exchange information on and find solutions for some of the most difficult cyber and communications issues.

Successfully managed an innovative Divisional personnel structure that included federal civilian employees, active duty and reserve military officers, and private sector on-site representatives. Enlarged staffing structure at headquarters and in the field to meet critical mission requirements.

2002 – 2003. Senior Watch Officer and FEMA Representative to DHS Homeland Security Operations Center, Department of Homeland Security. Detail from Federal Emergency Management Agency. Supervisor: Mr. Mathew Broderick

Was the FEMA representative that helped establish procedures and operating capabilities for the newly formed DHS Homeland Security Operations Center. Helped establish protocols and products for a wide variety of situations and contingencies from infrastructure protection to cyber and terrorist threats, events and disasters. Directed staff detailed from every component of DHS and other federal departments and agencies.

Helped coordinate all aspects of emergency operations controlled by Operations Center staff in natural disasters, counter terrorism and critical infrastructure protection. Was responsible for helping to develop situational awareness documentation and procedures for use with senior DHS management and other high-level government officials.

2001 – 2002. Chief, Policy and Plans Section, Response and Recovery Directorate, Federal Emergency Management Agency (FEMA). Supervisor: Mr. Russell Salter

Led staff responsible for developing national level preparedness and response plans with the federal interagency community. Responsible for revisions to the national Federal

Response Plan for presidentially declared emergencies, including changes to specific Emergency Support Functions annexes. Supervised development of technical and operational planning for National Special Security Events.

1995 – 2001. Chief, Assessment Branch, Preparedness, Training and Exercise Directorate, Federal Emergency Management Agency. Supervisor: Mr. Homer Hervey

Designed, developed and implemented a comprehensive set of standards for all-hazards emergency preparedness, response and recovery. Included sections for natural and technological disasters and terrorism. Coordinated standards development with state and tribal emergency directors from across the country and with the National Emergency Managers Association (NEMA) and the National Fire Protection Association. Standards developed became the basis for NEMA's successful Emergency Management Accreditation Program. Developed and implemented strategies and guidance for utilization of these standards through two nationwide surveys of emergency preparedness at the state and tribal levels which resulted in technical, equipment and operational program improvements. Supervised development of two published reports to Congress on these assessments. Was sent by FEMA to assist the city of Bangkok, Thailand in developing their emergency management plans and procedures, working closely with governmental organizations and the private sector in Bangkok. Member of the NATO Stability Pact team in Eastern Europe after the Bosnian war, assessing and developing emergency management capabilities in Sarajevo, Bosnia and Herzegovina as well as in Tirana, Albania.

EMERGENCY ASSIGNMENTS

- **NATO Civil Expert Advisor. 2014 – Present.**
- **Chief, Interoperable Communications Technical Assistance Program and Regional Coordination Branch, DHS. 2014 – Present.** Provide technical assistance to federal, state, local, tribal, and territorial officials and first responders for preparedness, response and recovery operations. Staff under my direction deployed to the 2018 wildfires and Hawaiian volcano, the 2017 wildfires and hurricane disasters in Texas, Florida, Puerto Rico, and Virgin Islands as well as for local and national special events such as the Super Bowl, Boston Marathon, political conventions, etc.
- **Chief, Critical Infrastructure Protection, Cybersecurity & Communications Division, DHS. 2004 – 2013.** Coordinated federal communications teams in headquarters and field locations for preparedness, response and recovery operations in close coordination with Communications Sector companies for all types of Presidentially declared disasters, terrorism and special events. Deployed with staff to run communications after initial difficulties during the Hurricane Katrina response.
- **FEMA Liaison, Strategic Information & Operations Center, FBI. 2001–03.** Helped to coordinate plans and programs between the two agencies.

- **Deputy Director, Emergency Support Team, FEMA.** 1998 – 2002. Deputy of an interagency team providing federal support for presidentially declared disasters that included natural and technological disasters and terrorist events. Helped direct response and recovery efforts following the September 11, 2001 terrorist attacks. Assisted restoration of commodity futures trading on the New York Mercantile Exchange.
- **Various positions of leadership and participation in national teams involved with disaster response and recovery operations.** 1990 – 1998.

EDUCATION

- PhD: 2013, Department of Engineering and Systems Management, George Washington University, Washington D.C.
- MA: 1995, Industrial College of the Armed Forces, National Defense University, Washington D.C.
- MA: 1975, School of Social Service Administration, University of Chicago, IL
- BA: 1973, University of California Santa Barbara, Santa Barbara CA

SECURITY CLEARANCE

Top Secret, SCI

PROFESSIONAL AFFILIATIONS

- Adjunct Professor, Virginia Polytechnic University (Virginia Tech)
- Civil Expert Advisor, NATO
- Member, American Society for Public Administration (ASPA)
- Alumni Board Member, School of Social Service Administration, University of Chicago
- Member, Cosmos Club, Washington DC

PUBLICATIONS

“From Painful Past to an Uncertain Future” and “The Evolving Federal Role in Emergency Management: Policies and Processes.” Contributing author for revision of chapters in edited volume, *Emergency Management: The American Experience 1900 – 2000*. Claire Rubin, CRC Press. Forthcoming 2019.

“Moving From Situational Awareness to Decisions During Disaster Response: Transition to Decision Making.” Journal of Emergency Management. Vol. 11, Number 6, November-December 2013.

Decision Making By Leaders In High Consequence Disasters. Dissertation for Ph.D. Department of Engineering and Systems Management, George Washington University, Washington D.C., May 2013.

“Preparedness for a Catastrophic Casualty Disaster.” Prehospital and Disaster Medicine. Vol. 13, Number 2-4, April-December 1998. Written with Marvin Birnbaum, MD, PhD.