

**Testimony to the Senate Committee of Commerce, Science and Transportation
Subcommittee of Science, Technology and Space
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Good morning and thank you to Chairman Wyden and the entire Subcommittee for the opportunity to testify before you today on behalf of Intel Corporation. As a leader in the computing industry and supplier to the Worldwide Internet economy, we were fortunate to have had the opportunity to put our resources to use assisting our nation with the crisis the struck us on September 11th. Technology has continued to advance and integrate itself into our every day lives, such that we now depend on it for many things. In the aftermath of the tragic events of September 11th, we hoped to take this technology and use it to assist in the relief efforts. I am here to share with you what we were able to accomplish and what we believe technology could do in the context of a Technology Net Guard.

As with many people across the country, we were alerted to the crisis through cell phones, pagers, email, the Internet, television and phone calls. Suffering from shock and dismay, everyone at Intel, from our domestic to international shores, from engineering to marketing, from factory worker to executive, all wanted to find a way to assist. Being across the country did not deter or diminish our desire (much like the rest of the country) to find a way to assist. Intel donated \$1 million to the Red Cross fund and matched employee contributions of \$1 million but we still wanted to do more. We packed up available equipment (approximately 75 computers, networking equipment and digital cameras) and

15 employees headed for New York City.

After several days of planning (a very difficult activity from the West coast), our first project included a 24x7 Internet access center inside the Jacob Javits Center where the Federal Emergency Management Agency's Search and Rescue teams were stationed. Intel employees provided around the clock technical assistance for our 24 computers and quickly became IT support to the variety of other staff and volunteers working within the Javits center.

The 700 Search and Rescue members stationed there would visit us before and after they returned from 12-hour shifts at ground zero. Our computers reached close to 100% utilization 24 hours a day. They reached out to friends, they assured family members of their safety, maintained contact with their jobs, completed their banking, sent birthday cards, and even attended class over the Internet. Many of the rescue workers were not familiar with personal computers: for them we provided a high touch personal assistance, a sort of digital concierge. Others were PC experts, and although they had brought laptop computers, they had no connectivity until we set up a wireless network.

Technology made the experience a little more palatable for many of these individuals. We received many tear-filled words of thanks from rescue workers who were able to stay in contact with their loved ones, in an environment with only 3 phones available to the 700 workers. I have also included one of the thank you notes we received via email:

Subject: *Thanks from Miami Florida*

I would like to say thanks to the group from Intel that was present at the Jacob Javits center in Manhattan, New York after the Sept 11 tragedy. I am a member of South Florida Urban Search & Rescue Team FL-TF 2, we were deployed to New York and during our 16-day journey, our team, as well as other US&R teams had to leave our families and jobs to assist the City of New York. Your team arrived and setup a well-needed link to our families and the rest of the country.

At 1:15 PM 9/11/01 most of the US&R teams were alerted or standing vigil, awaiting word from FEMA. We were all cutoff from the media and eventually ended up in military installations, basically we were not able to watch the news because we were preparing our equipment and ourselves for what we were about to see. When the computers were setup, we were able to see the news from around the world as well as our hometown. My family really appreciated the fact that I could send a picture of myself along with an email. My young children can't relate to words, but the picture really made their days. I am speaking for everyone by saying thanks and please send this to everyone that was present as well as your superiors.

Sincerely,

Kevin Bartlett

Cooper City Fire Rescue

We sought out other projects to utilize our fully-contained (generator, trailer, satellite dish) mobile PC center. We were invited to station ourselves next to the Office of Emergency Management's ground zero branch at PS89. This facility was operating in conjunction with the Militia Forces of the State of New York, who were providing perimeter security. Until our arrival, the security management system was a pencil and paper operation. We built

and deployed a simple security application database for their use. After a security management team member was approved for access to the site, he or she entered the individual's name along with other personal information into the database before issuing an access badge. Besides an increased processing time (three times faster), this method allowed the records to be backed up, transferred, printed, and accessed later for quick verification. We quickly became the IT support at PS89, supporting any technical needs that the operating team had.

Another area of focus for us was rebuilding businesses. We were invited to participate in some of the early discussions and planning for the rebuilding activities that The New York City Partnership began. Intel supported this organization with personal computers for their volunteers, developed an Internet application that would log donations of goods and services and track affected businesses. A link was established between the City and the State call centers to allow these organizations to work together, on the same data and the same customer. We stationed an Intel employee full-time at the Partnership's location to assist as affected businesses began articulating their technology needs and to decipher what they needed and match it to what was available. Technology assisted in unifying three government teams trying to service the same audience.

Our presence and willingness to help provided us with several other meaningful opportunities. Although it was difficult to broadcast our offers of assistance, word eventually spread through casual networks. We assisted the Board of Education with an

evaluation of the Stuyvesant High School's network before they reopened the school. We loaned laptops to the several members of the FBI/NY Port Authorities joint terrorism task force. We restored infrastructure for one of our customers, Reuters. We relocated and helped rebuild operating infrastructure for an Intel Capital Portfolio company. We loaned equipment to several small businesses trying to restart operations. We counseled and consulted with several non-profit organizations as they began to restore operations.

We wish we could have done more. We let the grass take root where it did.

Technology played a critical role on September 11th. Many of us used it to communicate with our loved ones, our family members, our friends and our business associates in order to ensure their safety, to hold hands with each other over the Internet, and share in each other's pain. Within a few hours of the initial attack, the Internet, computers, pagers and our cell phones supported our quest for information. Some of the statistics that have been reported show the following happened with the first few hours: 1.2 billion instant messages were exchanged on AOL compared with 650 million normally/day. Volume was up 40 times at Yahoo!News and Yahoo's new PC-phone calling was up 59%. CNN.com received 9 million page views within hours versus 11 million in an average day. For the handheld Blackberry email device, traffic was up 57%. The Internet gave us an instant platform for community action with \$50 million in donations collected within the first 3 weeks.

There is no question that technology could have done more to assist in the aftermath of the

disaster by providing quicker access to information as well as supporting more families, more businesses and the rescue teams. There are many examples of where technology could have been deployed to ease and speed access to information, to organize and plan, collect and distribute critical information where the IT industry could help. This leads to the discussion of a Technology National Guard. From the experiences that I described above, I can confidently say that the IT industry has both opportunity and skill to contribute.

Technology is clearly a critical part of our nations infrastructure. Ensuring that the technology is available and utilized to its capacity is something that the IT industry or trained IT professionals are uniquely positioned to accomplish.

There are many different focus areas that a Net Guard could focus upon and different services that could be provided running the gamut from basic to the more complex and technical. Our industry can assist in developing contingency planning for both physical disasters as well as cyber security of the infrastructure. Our industry could assist in predefining and developing applications such as the program we developed to service an immediate need of matching donated goods to those in need or the security database we created. The IT industry combined with the communications industry is certainly able to provide some level of assistance in returning critical infrastructure from data centers to communications networks to operation. Finally, the type of on the ground, unplanned, ad-hoc assistance that was needed in its simplest form (roving IT support) was critical for on the ground communications and operations.

The solution is not obvious. A single plan may not be the immediate solution, but rather multiple plans that support a variety of needs. We certainly support exploring the options as the concept is developed. I believe there are many members of our industry that are anxious to share what we learned, how we conduct our business and how we could, at the minimum, provide ideas on how to utilize the technology that is available today. Industry could lead to train and organize teams that could be deployed in emergency situations. Teams could participate in pre-planning and development of packaged solutions to be deployed by National Guard teams. National Guard deployment skills could include IT workers deployed for that specific purpose. Other options are viable. Intel is interested and committed to explore the options with each of you as the proposal is solidified.

I am grateful that I had the opportunity to organize and lead Intel's effort. I am grateful that I work for a company that was willing and able to be of assistance. Thank you for the opportunity to speak with you today. I am happy to answer any questions you may have.