



February 9, 2024

Chair William C. Smith, Jr.
Judicial Proceedings Committee
Maryland State Senate
2 West Miller Senate Office Bldg.
11 Bladen Street
Annapolis, MD 21401

SUBJECT: Senate Bill 496 – Favorable

Dear Chair Smith, Vice Chair Waldstreicher, and members of Judicial Proceedings Committee,

My name is Matthew Smith, and I am the Chief Network Architect at Skyline Technology Solutions LLC. The pursuit of our mission, “to build a more resilient and connected society”, drives our passion to support Governmental inter-communication through infrastructure and application development that facilitates increased levels of data sharing and collaboration within and between the partners we serve. Increases in connectedness between organizations often also results in an increased threat landscape against the critical communications infrastructures used both for internal as well as citizen service delivery. As experts in Information Technology communications infrastructure, we have seen firsthand how technology can also be used as a weapon intended to disrupt critical communication services. We have supported the Maryland State Department of Information Technology's networkMaryland™ program and in partnership with DoIT have supported mitigation of many distributed denial of service attacks launched against its subscriber community. While DoIT's investment in mitigation technologies and services have limited the impacts of these large-scale DDoS events some level of disruption of services is unavoidable. The costs of mitigating these attacks, overall loss of productivity, as well as subsequent investigations and counter measures result in a high burden. As a Maryland company we support the legislation under SB496 that prohibits and penalizes perpetrators that intentionally interrupt or impairs public safety answering points.

Technology is being increasingly leveraged by emergency response organizations to better serve our communities. Next Generation 9-1-1 (NG911) is a nationwide, standards-based system that will transition our 9-1-1 system from analog to IP based systems. The NG systems will allow the public to send digital data like photos, videos, and texts to PSAPs/ECCs. It will also allow telecommunicators to share data with field responders, other PSAPs/ECCs, and other agencies and organizations. As Maryland transitions to NG9-1-1 it is critical that our laws also evolve to ensure the infrastructure



supporting our communities. While any Intentional impairment or attempt to impair a computer system should not be permitted, such attacks against NG9-1-1 and/or critical supporting systems are particularly abhorrent as disruptions and/or impairments of these services directly impact life safety services. Our NG9-1-1 systems need to be protected both technically and lawfully and we fully support SB496.

Sincerely,

Matthew Smith
Chief Network Architect
Skyline Technology Solutions