Expectations

IPAWS

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Overview of Alert Escalation and Alerting on Behalf

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Overview of AEP

Equipping You for Effective Emergency Alerting

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Overview of AOB and the Role of Technical Support Services Facility (TSSF)

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Review of the Next Steps

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Important Definitions

- **AEP** is the process by which AAs work with their State authorities when an AA is unable to send an alert.

- **AOB** is the process by which the IPAWS Technical Support Staff Facility (TSSF) issues an alert on behalf if the AA is unable to resolve an alerting issue through the AEP.

- **MOA** is the agreement you make with IPAWS

- **MOU** is an agreement you make with other AAs for cross-jurisdictional support

Regulations & Policy

- **Communications Act of 1934, E.O. 13407, IPAWS Modernization Act 2015, Stafford Act, NDAAs 2020, 2021 and 47 CFR Part 11 provides the overarching requirement**

- **FEMA Directive: Continuity Programs FD-302-095-1b**

  - "Ensuring, that under all conditions, the President, federal agencies and SLTT governments and entities are able to provide timely and effective alerts and warnings to the public regarding natural disasters, acts of terrorism, and other manmade disasters or threats to public."

- **National Advisory Council Report 2019 (provides a specific recommendation)**

  - "FEMA should develop the capacity and policy(s) for redundant alert origination capability to issue alerts at the request of alerting authorities or when they are unable to do so based on established standard operating procedure (SOPs) (e.g., delegation/succession of authority)."

  - Local jurisdiction's primary alerting capability could be compromised and/or fail during a catastrophic event" and

  - IPAWS PMO's capability for alerting on behalf of Alerting Authorities AAs could be life-saving.

Regulations & Policy Cont.

- **In 2022**

  - AOB policy introduction letter signed by director of IPAWS

- **In 2023**

  - AOB process created and implemented.

  - AOB introduction letter sent to FEMA regional administrators.

  - AOB introduction letter and email sent to state, territorial and tribal emergency directors requesting them to identify individuals authorized to reach out to IPAWS technical support staff should AA require assistance sending an alert.

  - AOB introduction email sent to AAs.

Alert on Behalf Policy Overview

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The **Alert on Behalf (AOB) Policy** provides guidance to support IPAWS' implementation of the National Advisory Council (NAC) Recommendation #11 to **alert on behalf of Alerting Authorities**

Purpose	Background	Current Status

Purpose

- Provide a **redundant alert origination capability** for alerting authorities

- Allows the **IPAWS PMO to selectively issue a public alert** on behalf of State, local, territorial, and tribal alerting officials

Background

- The need for the AOB policy is based on **actual experiences that were each unique and specific requests** for assistance by the IPAWS Technical Support Services Facility (TSSF)

- In 2021, FEMA IPAWS **established the IPAWS TSSF** to assist alerting officials

Current Status

- **The AOB policy was implemented on October 23, 2023**

- Alerting officials can register to **participate in scenario-based AOB table top exercises** with the IPAWS TSSF

In the event that an alerting official's primary alerting capability is compromised or fails, alternate alert origination is a critical life-saving capability
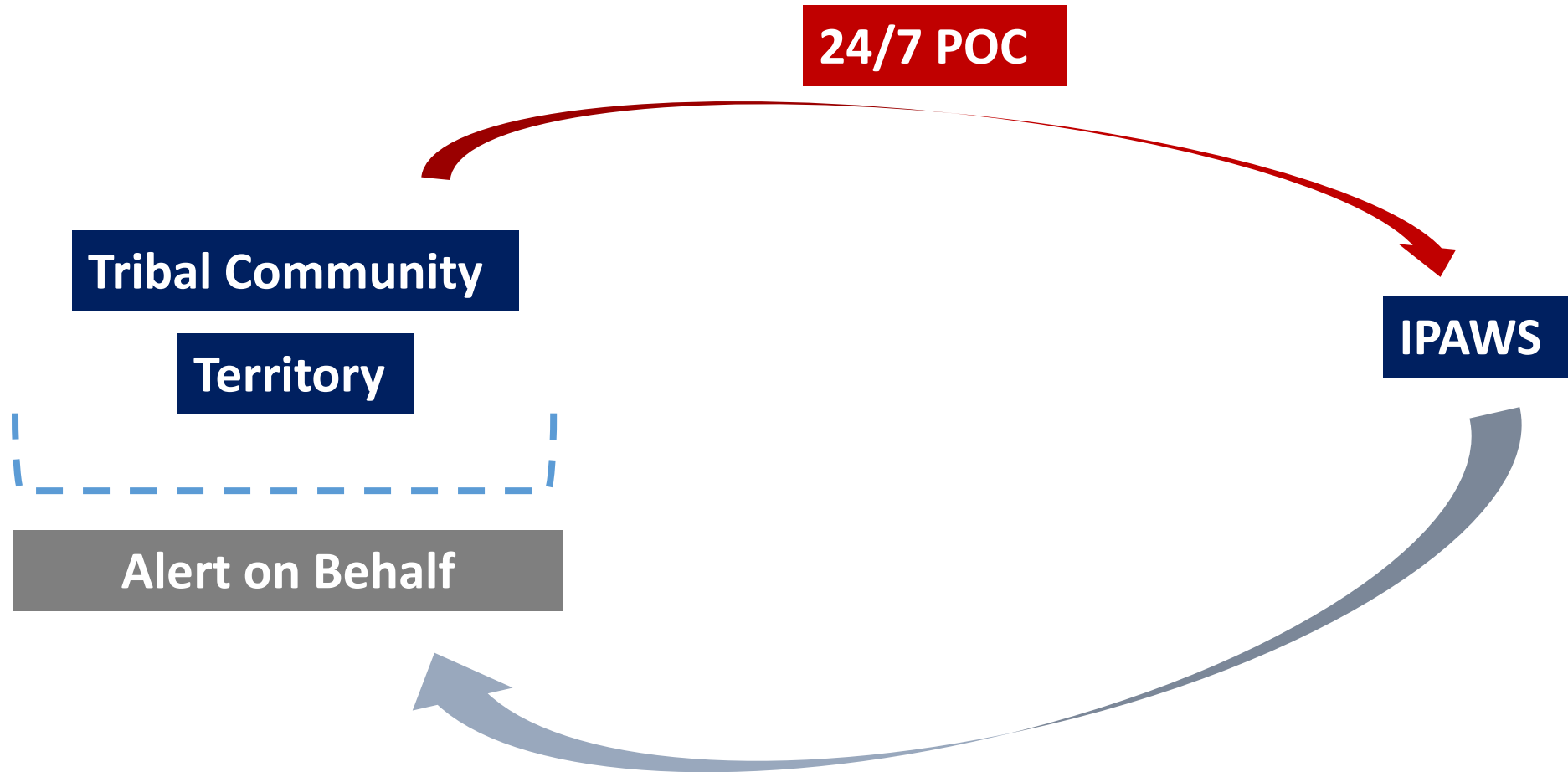
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6

State: AEP and AOB Process
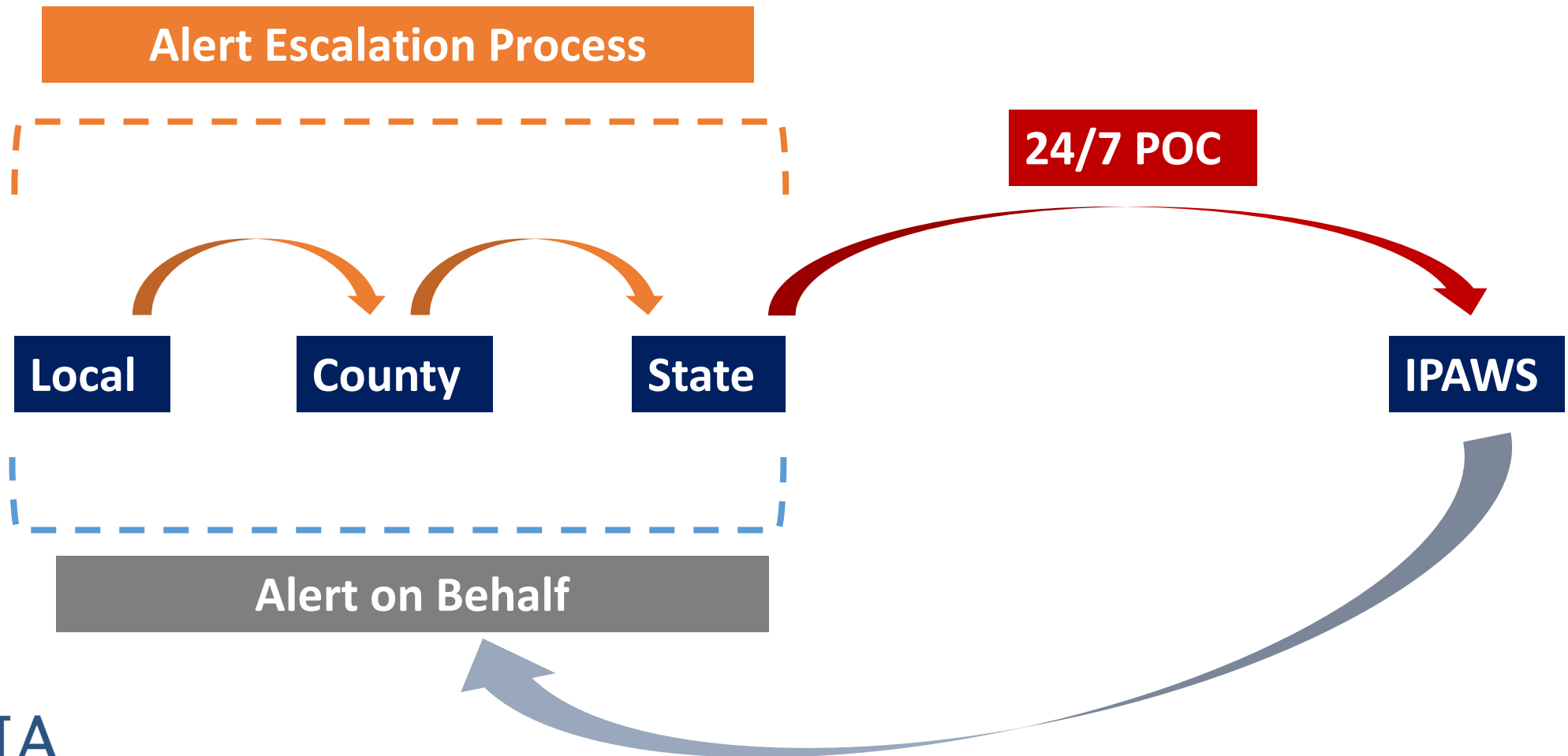
Tribal and Territorial AOB Process

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24/7 POC

Tribal Community

Territory

Alert on Behalf

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Cross Jurisdictional Support

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|	
Idaho State Police	Idaho State Police experienced software issues and requested a Law Enforcement Warning be issued for two potential missing and endangered adults. Both adults were safely recovered.
Fort Wayne, Indiana	Fort Wayne, Indiana requested assistance with issuing a Local Area Emergency for a missing and endangered elderly individual. Individual was Safely recovered.
California Highway Patrol	California Highway Patrol experienced software issues and requested an AMBER alert for a missing child. Child was recovered safely.
Maryland Emergency Management Agency	Maryland Emergency Management Agency requested IPAWS PMO send WEA on its behalf regarding Governor Hogan's Stay at Home Order for COVID. Request made because MEMA's alert origination tool did not support WEA's 360 characters.

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Role of TSSF

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- Technical Support Services Facility (TSSF) staff are available 24/7 to work with Alerting Authorities (AA) to overcome problems that may arise when the alerting authorities are trying to activate an AWN.

- When problems cannot be quickly resolved, TSSF staff will instruct local AAs to follow their internal AEP policy.

- Additional Capabilities:

  - Proficiency demonstration support

  - Refresher training and IPAWS overview

  - Hands-on learning facility

  - End-to-end demonstration capabilities

FEMA IPAWS TSSF Hotline
1-84-IPAWSLAB

FEMA
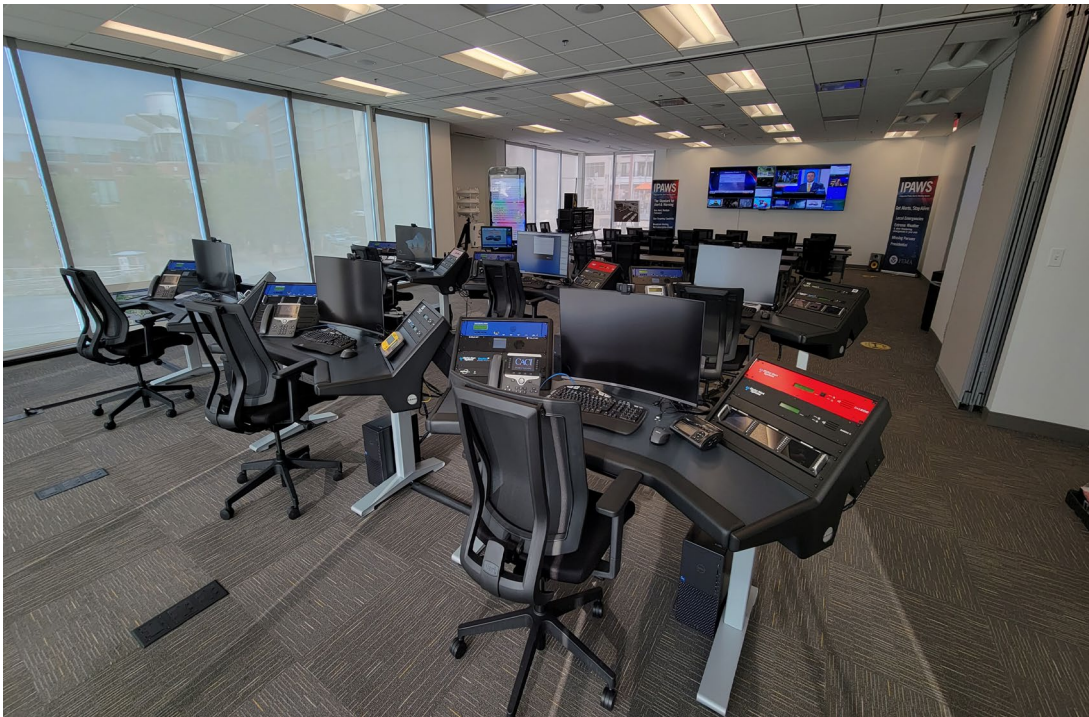
Individual Tabletop Exercises and Training with the TSSF

1-84-IPAWSLAB
1-844-729-7522

When AEP becomes AOB

The TSSF must confirm that **State and Local Alerting Authorities** have attempted **cross-jurisdictional support** before initiating the AOB process

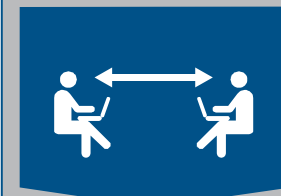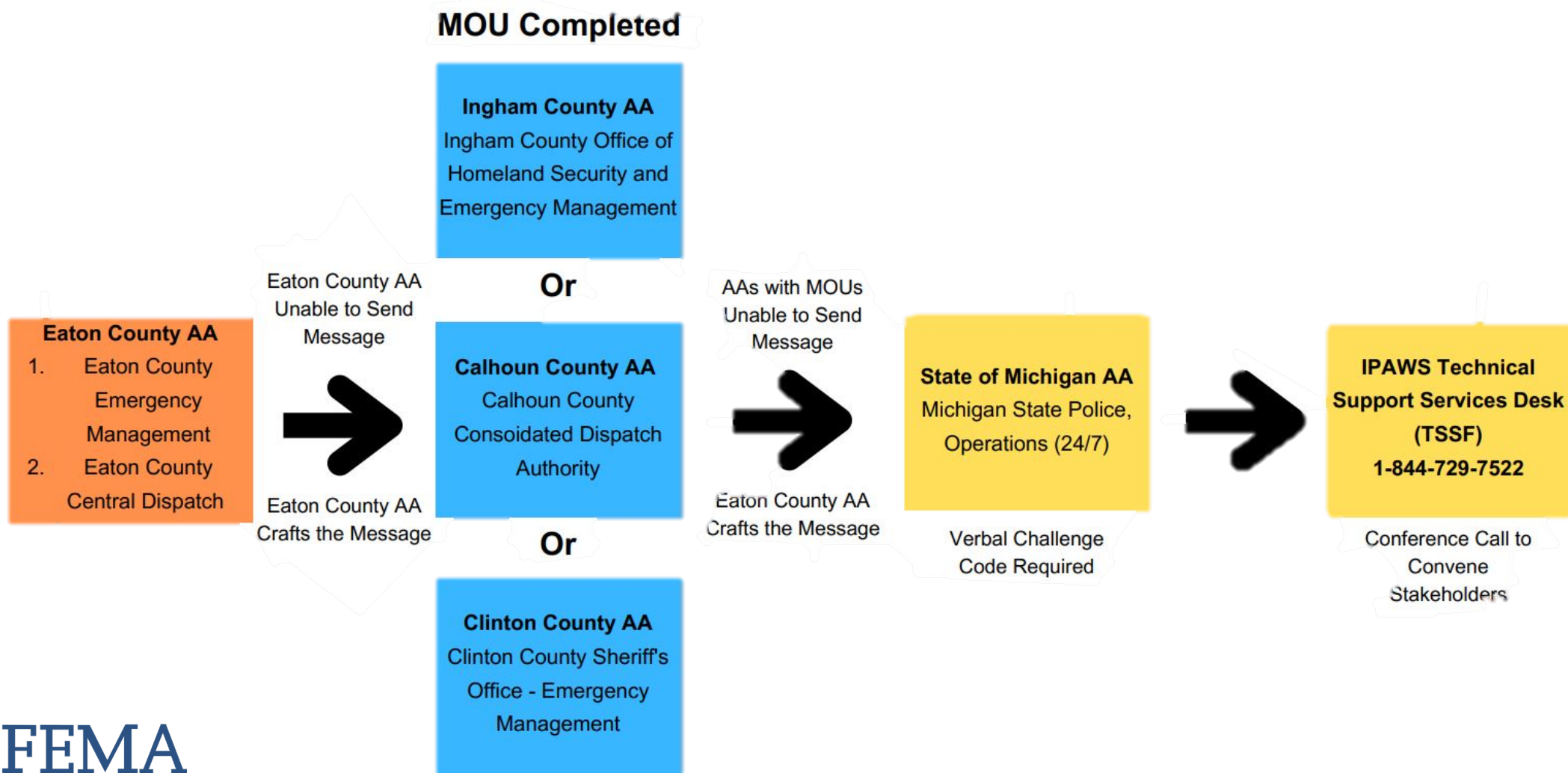| (AEP) AA performs Cross-Jurisdictional Support				(AOB) TSSF performs Alert on Behalf		
AA is unable to send a live alert	AA initiates Alert Escalation Process (AEP) through cross-jurisdictional support	AA contacts state 24/7 POC as part of the state's AEP	State 24/7 POC contacts TSSF to begin AOB process on behalf of AA	TSSF confirms AEP was followed to approve AOB with AA state 24/7 POC	IPAWS PMO approves AOB and sends the alert on the AA's behalf	The public is alerted and can take the appropriate actions

IPAWS TSSF and staff can only AOB when requested

Complete Plan Example

MOU Completed

Ingham County AA
Ingham County Office of Homeland Security and Emergency Management

Or

Eaton County AA
1. Eaton County Emergency Management
2. Eaton County Central Dispatch

Eaton County AA Unable to Send Message

Eaton County AA Crafts the Message

Calhoun County AA
Calhoun County Consoidated Dispatch Authority

Or

Clinton County AA
Clinton County Sheriff's Office - Emergency Management

AAs with MOUs Unable to Send Message

Eaton County AA Crafts the Message

State of Michigan AA
Michigan State Police, Operations (24/7)

Verbal Challenge Code Required

IPAWS Technical Support Services Desk (TSSF)
1-844-729-7522

Conference Call to Convene Stakeholders

Next Steps – IPAWS User Portal

The IPAWS User Portal is a user-friendly online platform serves as a central hub for managing Alerting Authority documentation and contact information.

Already have an IPAWS Users Portal account?

Login Here ↗
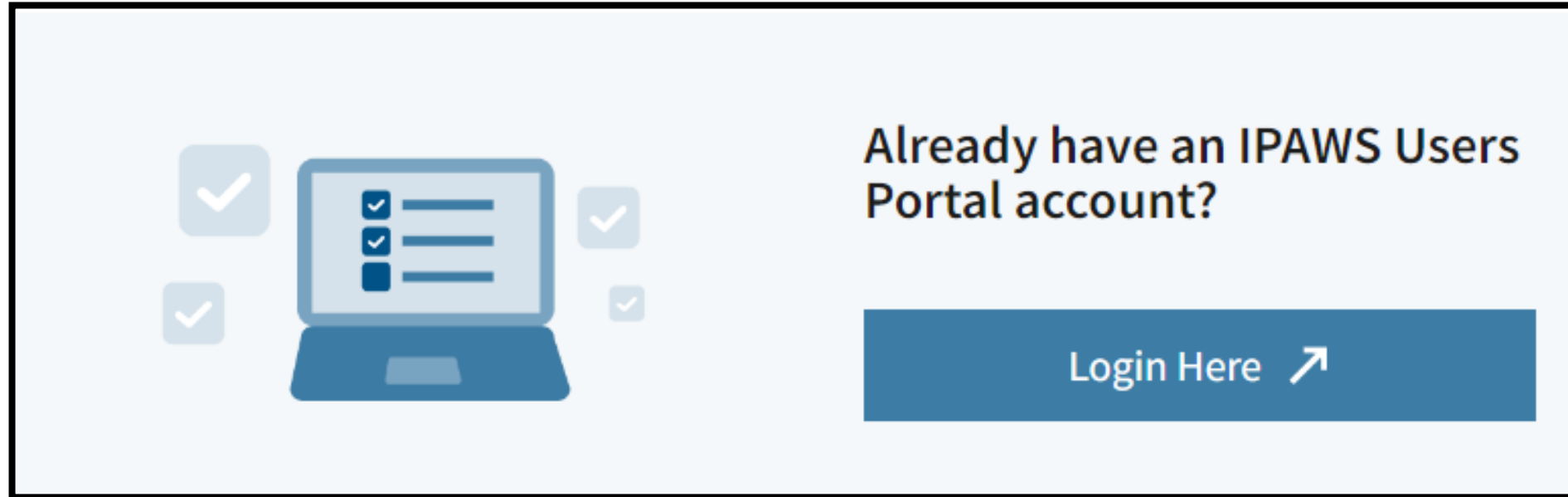
This is not a once-a-year log into the system type of experience!!

Next Steps – IPAWS User Portal

The IPAWS User Portal AAs with access to the following:

- Memorandum of Agreement with IPAWS
- List of Permissions Granted to use IPAWS
- A list of Primary Contacts for the AA
- Copies of Cross-Jurisdictional Agreements

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TERMS OF USE AND ACCEPTANCE
You are entering an Official United States Government System, which may be used only for authorized purposes.
Unauthorized use of this system may result in criminal, civil, and/or administrative penalties.
*This portal does NOT allow you to send alerts via IPAWS or access your alerting software.

Welcome to the IPAWS Users Portal!
Apply for alerting permissions, View your MOA and PAA documents,
Update your COG's contact information, Upload your EMI certificates,
Download your digital certificates, Open help tickets,
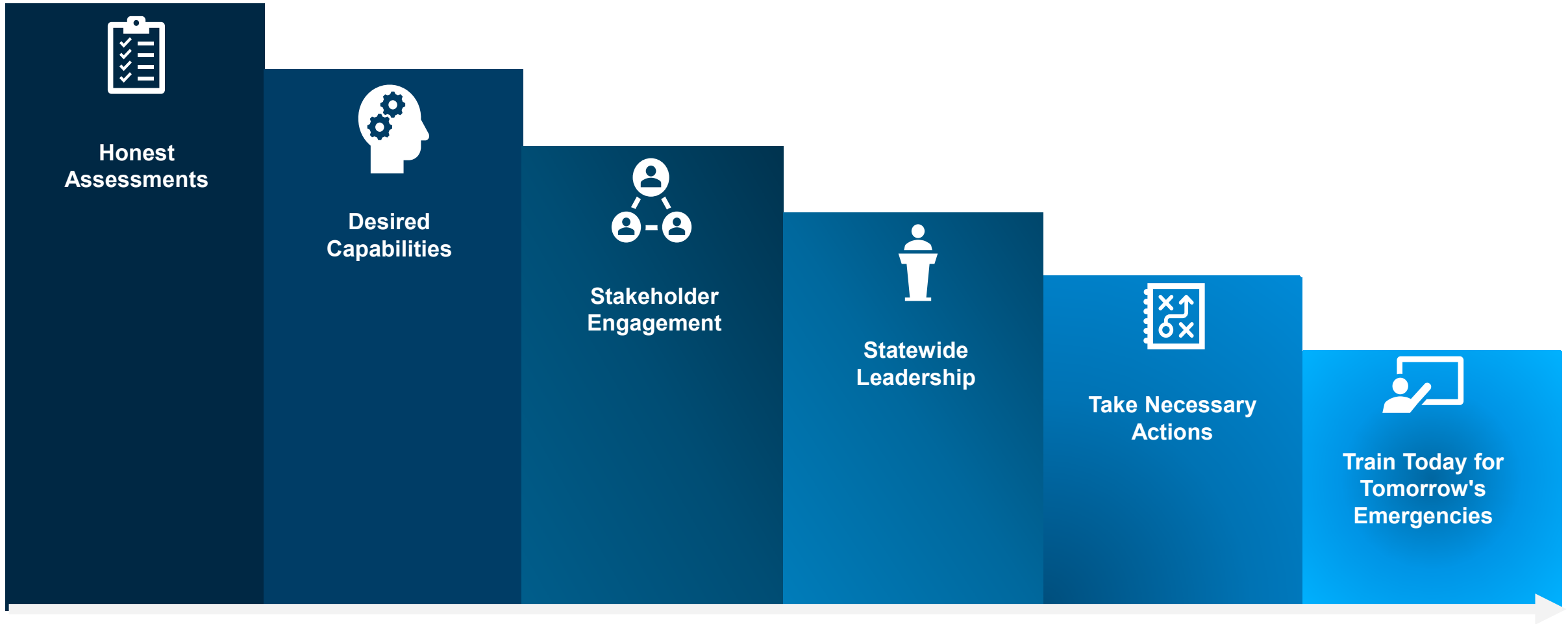Receive updates from IPAWS
Please login below:

👤 Username

🔒 Password

Log in

Forgot your password?

Next Steps For All

Honest Assessments

Desired Capabilities

Stakeholder Engagement

Statewide Leadership

Take Necessary Actions

Train Today for Tomorrow's Emergencies

Next Steps For Leaders

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Below are the **next steps** that State, Territorial, and Tribal Emergency Management leads should take to prepare for AOB implementation

Identify your state, territorial, or tribal 24/7 point of contact (POC) who will verify and validate requests on behalf of AAs in the event of an AOB incident and TSSF contact

State governments establish or finalize their alert escalation processes

Update your 24/7 POC Information in the IPAWS User Portal details

The AOB policy was implemented on October 23, 2023

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Unique Authentication Number

- 24/7 POC/Designated Authority

- Knowledge-Based Authentication

- State abbreviation + five numbers

  - Example: VA28946

- Changes Quarterly

- Alerting, Updating, or cancelling on behalf

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*Email
John.doe@fema.dhs.gov

*Type
--None--

*Role
Primary

*Phone
911-522-8551

Department

24/7 POC
☐

Address Information

Scenario

Red Rock County EM is responding to an overnight chemical fire at the nation's largest glue factory that is impacting several cities within their county. This has caused immediate evacuations including the county EM facility. The personnel normally assigned to send out an AWN are not able to do so because their offices are impacted by the fire.

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Scenario

Red Rock County Supervisors along with many city mayors want an AWN sent out throughout the county advising residents of the fire and evacuations. Unfortunately, no one is back at the office to complete this request and the few people who have access to the mobile application to send AWN are not responding.

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**Cross-Jurisdictional Support
and
Alert Escalation Process**

You contact your neighboring jurisdiction and ask for their help to send an AWN to your community. They have a current memorandum of agreement with you to send AWN to your jurisdiction in these types of situations. They help facilitate appropriate AWN for your situation. They ask for updates and a dedicated person for them to communicate with to help manage the alerts for your jurisdiction.

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You contact your neighboring jurisdiction. You are friends with them and have their direct cell phone numbers. They quickly answer and ask what they can do to help you in this emergency. You ask for their help to send an AWN to your community. They reply that they don't have the permissions to help, but they want to look into it for future situations.

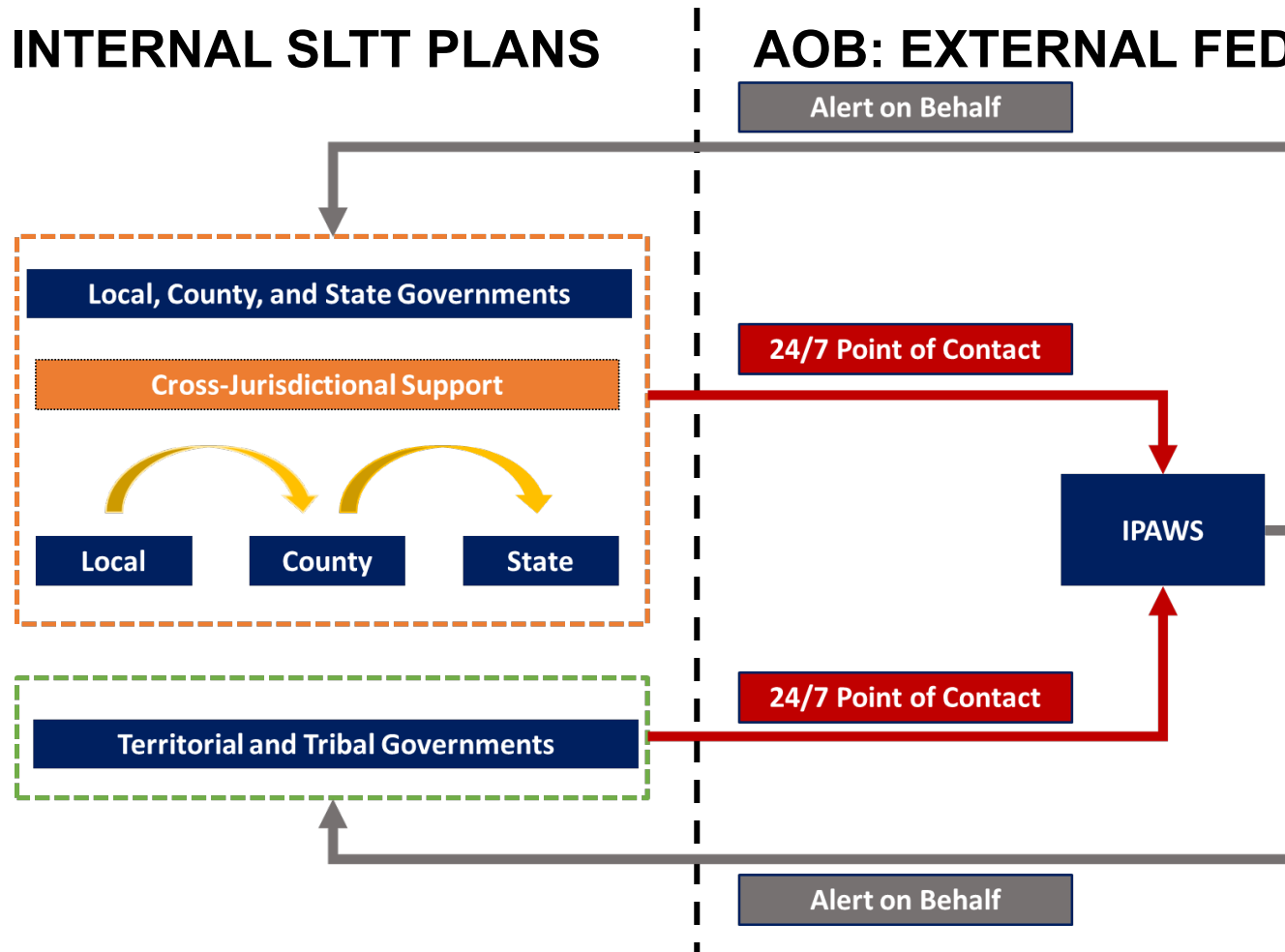You get a report that the smoke is getting worse.

WHAT IF IT DOESN'T WORK?

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Alert Escalation Process Review

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AEP: INTERNAL SLTT PLANS

AOB: EXTERNAL FEDERAL PLAN

Alert on Behalf

Local, County, and State Governments

Cross-Jurisdictional Support

Local — County — State

24/7 Point of Contact

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Territorial and Tribal Governments

24/7 Point of Contact

Alert on Behalf

State governments must identify a 24/7 POC who is authorized to verify and validate requests for the TSSF to alert on behalf
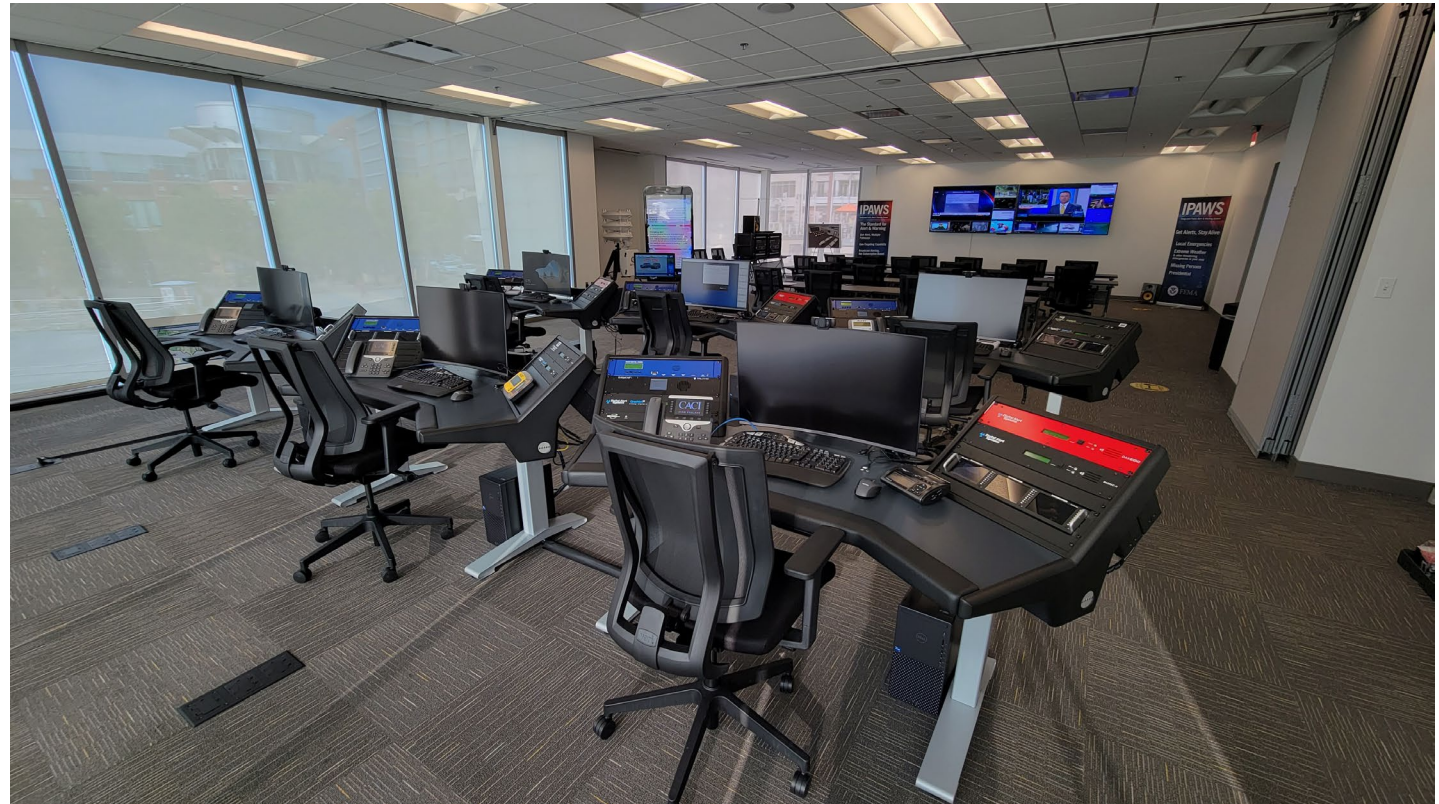
Potential Outcome 2 Update

You contact your State Alerting Official, and they help facilitate appropriate AWN for your situation. They ask for updates and a dedicated person for them to communicate with to help manage the alerts for your jurisdiction.

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Potential Outcome 3 Discussion

The IPAWS Technical Support Services Facility (TSSF) is available 24/7 to assist Alerting Authorities in the creation and management of AWN.

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What is the phone number to the TSSF?

1-84-IPAWSLAB

What do I need to be prepared to provide them?

Who should be on the call?

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What happens after the alert is issued?

How is the alert cancelled after the incident?

Close Out Discussion