



# IPAWS

Integrated Public Alert & Warning System



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Alert on Behalf for  
State Alerting Officials  
Tribal and Territorial  
Representatives

November 16, 2023

# Expectations

**01**

**What Led to Alert on Behalf**

**02**

**Cross Jurisdictional Support**

**Empowering Each  
State, Tribal  
Community, and  
Territory**

**03**

**Individual Alert Escalation  
Process**

**04**

**Next Steps and Expectations**



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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



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# Regulations & Policy



- **Communications Act of 1934, E.O. 13407, IPAWS Modernization Act 2015, Stafford Act, NDAA's 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 AAs could be life-saving.



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# Regulations & Policy



## 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.

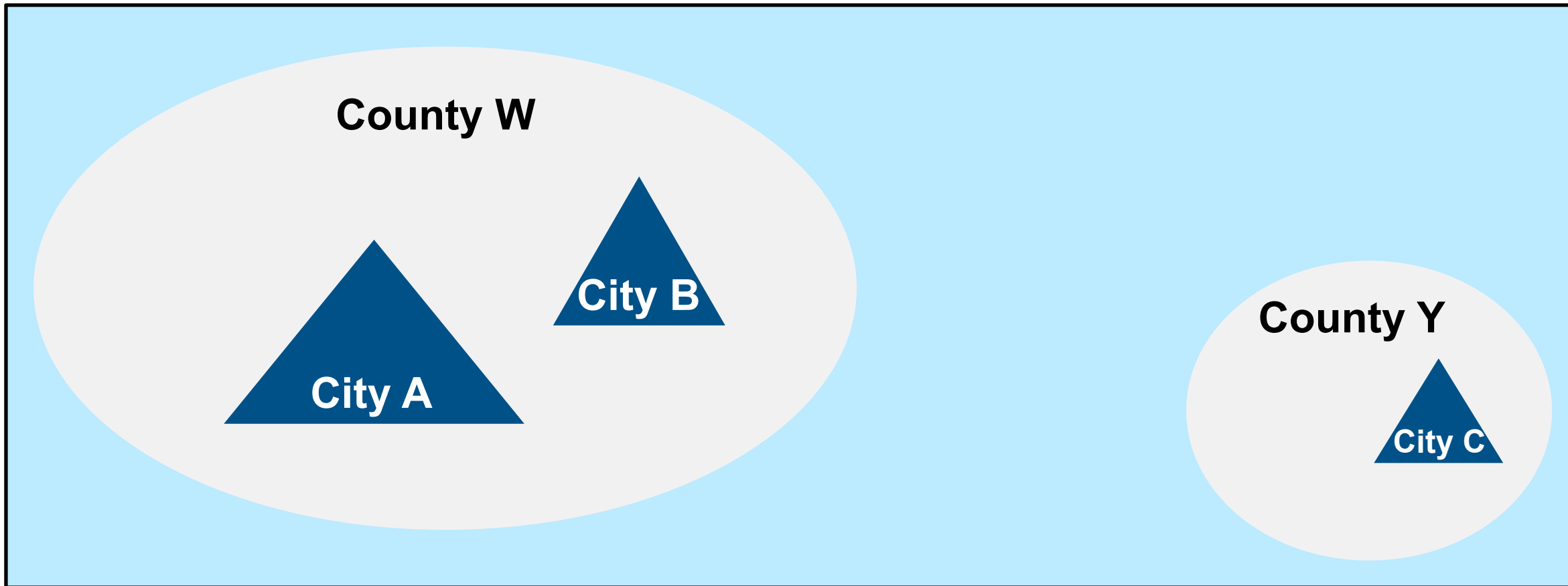


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# Cross Jurisdictional Support



## State of Prosperity



# Cross Jurisdictional Support



## Alerting Authority A and Alerting Authority B

### Cross-Jurisdictional Memorandum of Understanding Regarding Alert, Warning, and Notifications Sent Through FEMA's Integrated Public Alert and Warning System

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#### **Purpose**

The above-mentioned Alerting Authorities (AA) recognize the need for interagency cooperation to enhance public alerting capabilities. This Memorandum of Understanding (MOU) allows AAs to establish a backup AA to issue alert, warnings, and notifications (AWN) on their behalf, to their respective communities in the unlikely event the original AA is not able to perform that function.

#### **Scope**

This MOU is effective as of **DATE** and will continue until revoked by on or all parties following the procedures listed in Section 7, Changes to the MOU. The MOU provides permission for the backup AA, established in this MOU, to issue AWN on behalf of the requesting AA only when express permission is granted by the requesting AA.



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# Cross Jurisdictional Support



## Alerting Authority Signatures

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NAME & DATE  
TITLE  
Organization

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NAME & DATE  
TITLE  
Organization

## State Alerting Official Signature

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NAME & DATE  
TITLE  
Organization



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# Alert Escalation Process

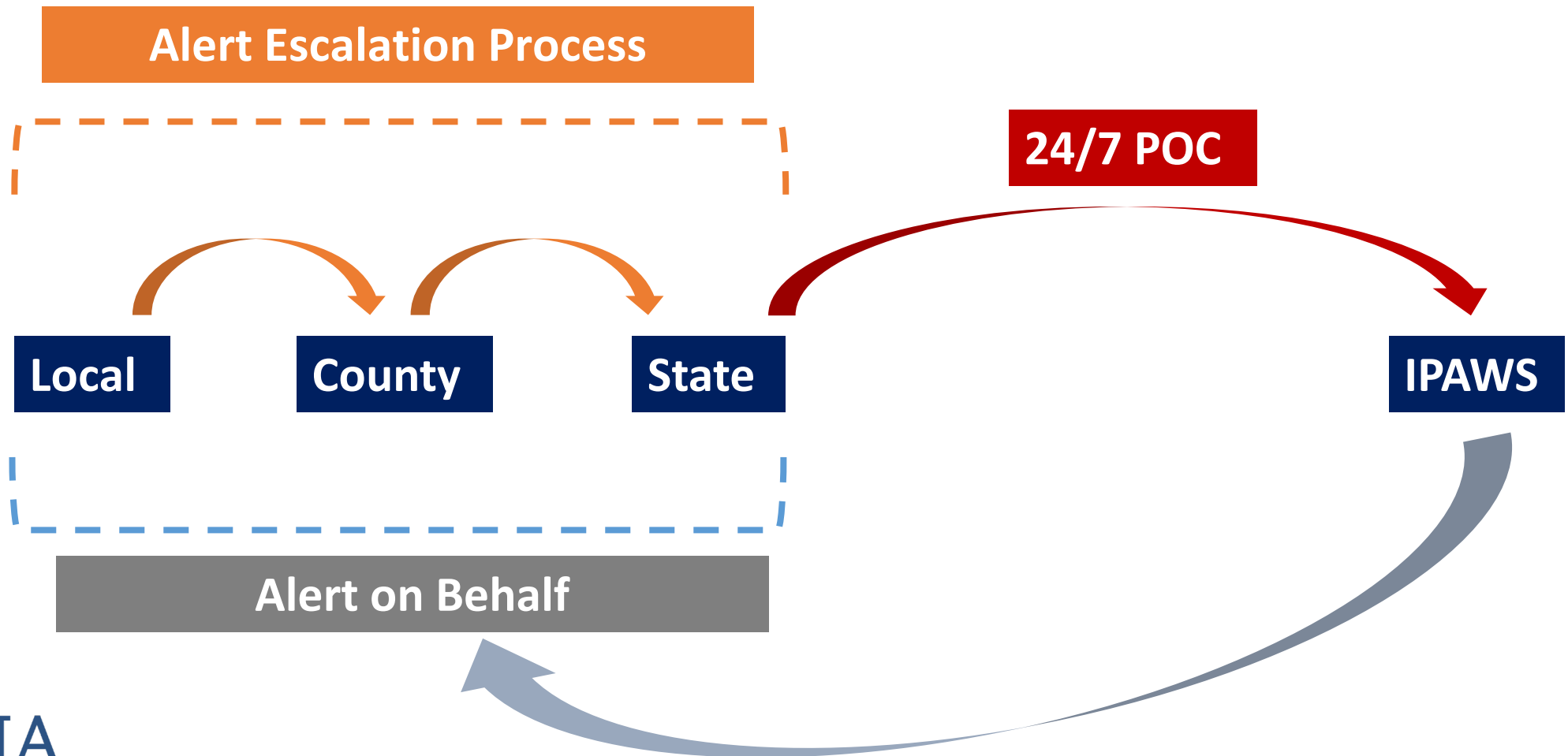


Each State, Tribal Community, and Territory must identify an Alert Escalation Process that fits their jurisdiction. This is not a one size fits all plan.

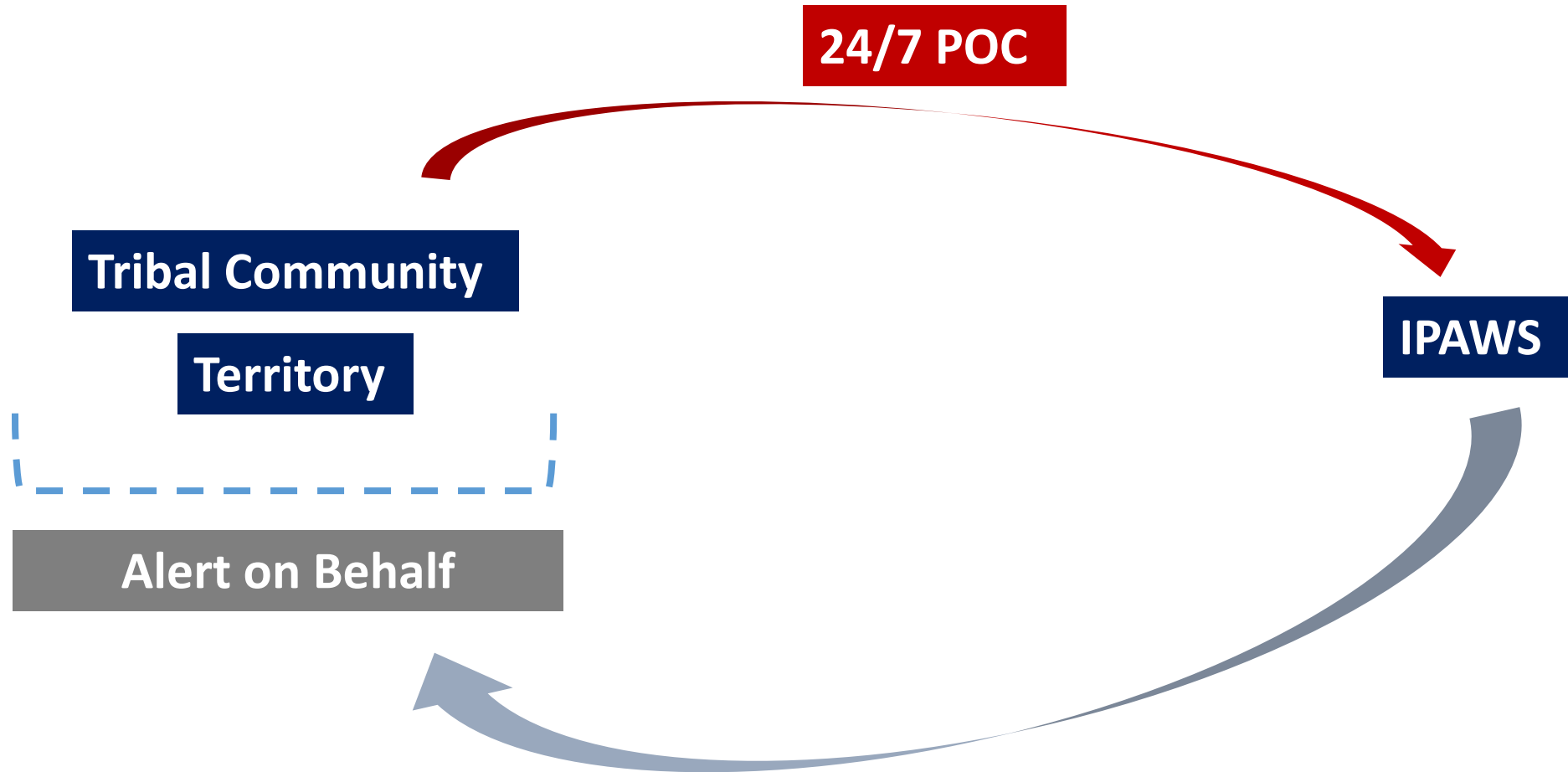


Risk is mitigated as emergencies are handled closer to the local level. AEP provides the opportunity to maintain communication with their communities.

# State: AEP and AOB Process



# Tribal and Territorial AOB Process



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# How AEP and AOB Work Together

## (AEP) AA performs Cross-Jurisdictional Support



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



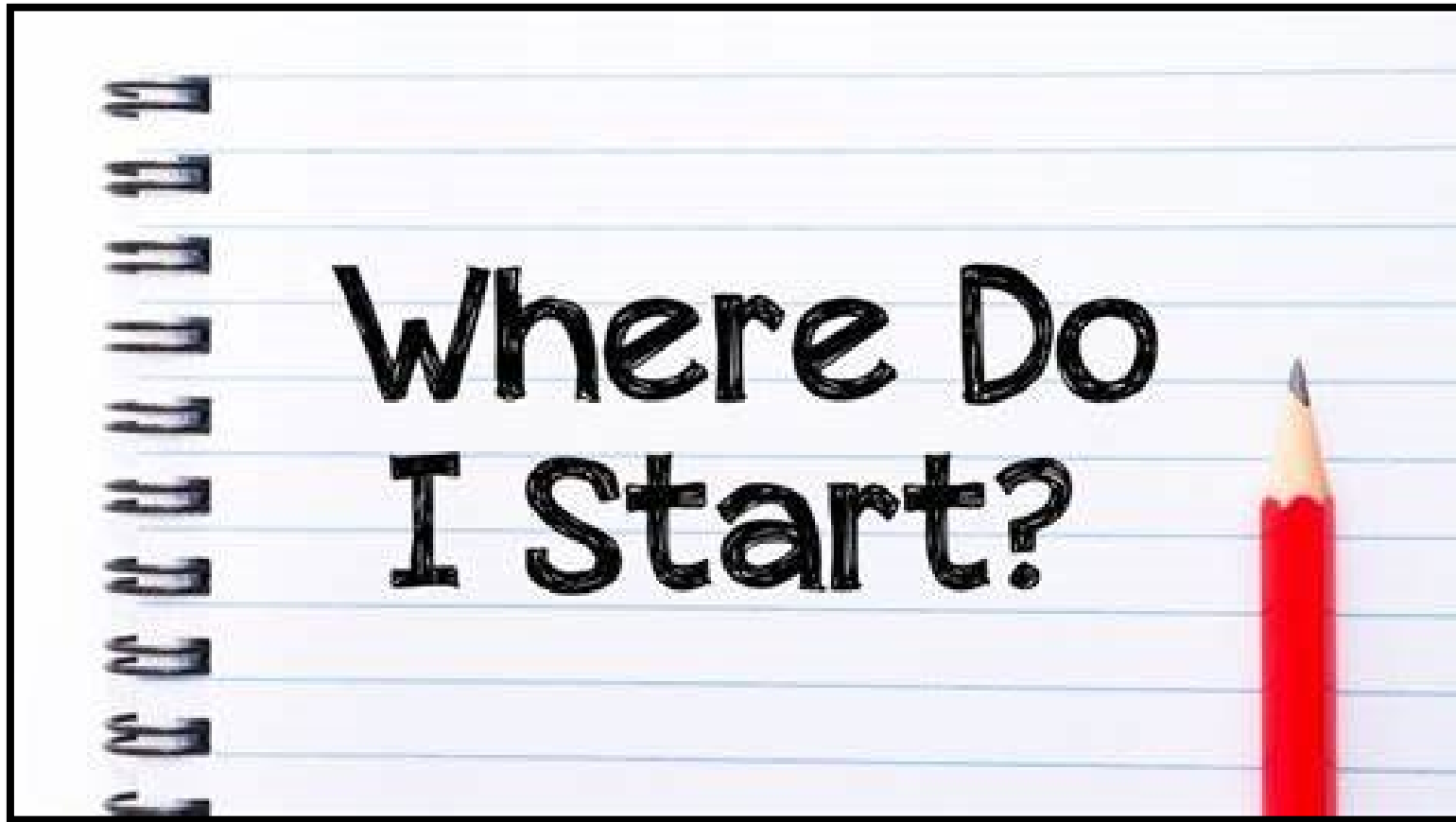
IPAWS PMO approves AOB and sends the alert on the AA's behalf



The public is alerted and can take the appropriate actions

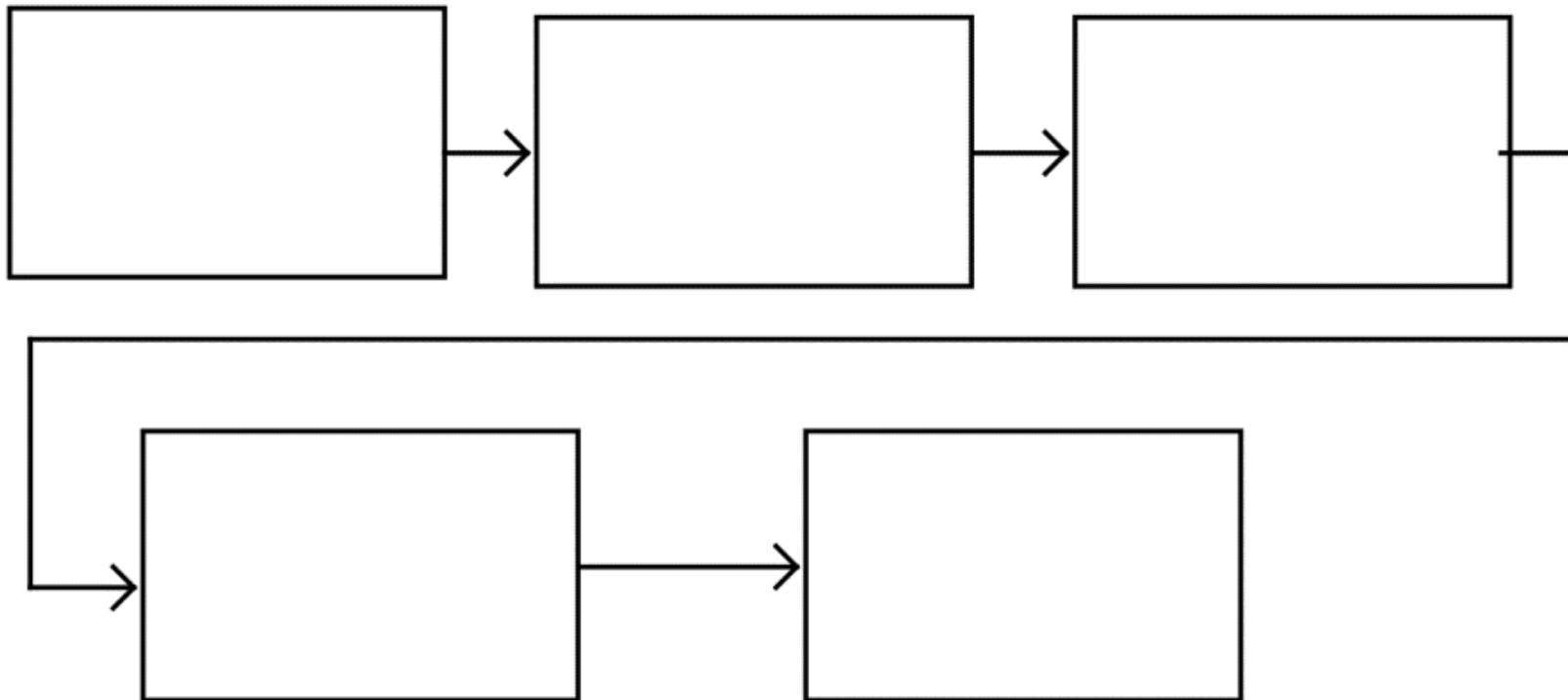
## (AOB) TSSF performs Alert on Behalf

# Next Steps – Create and Finalize AEP

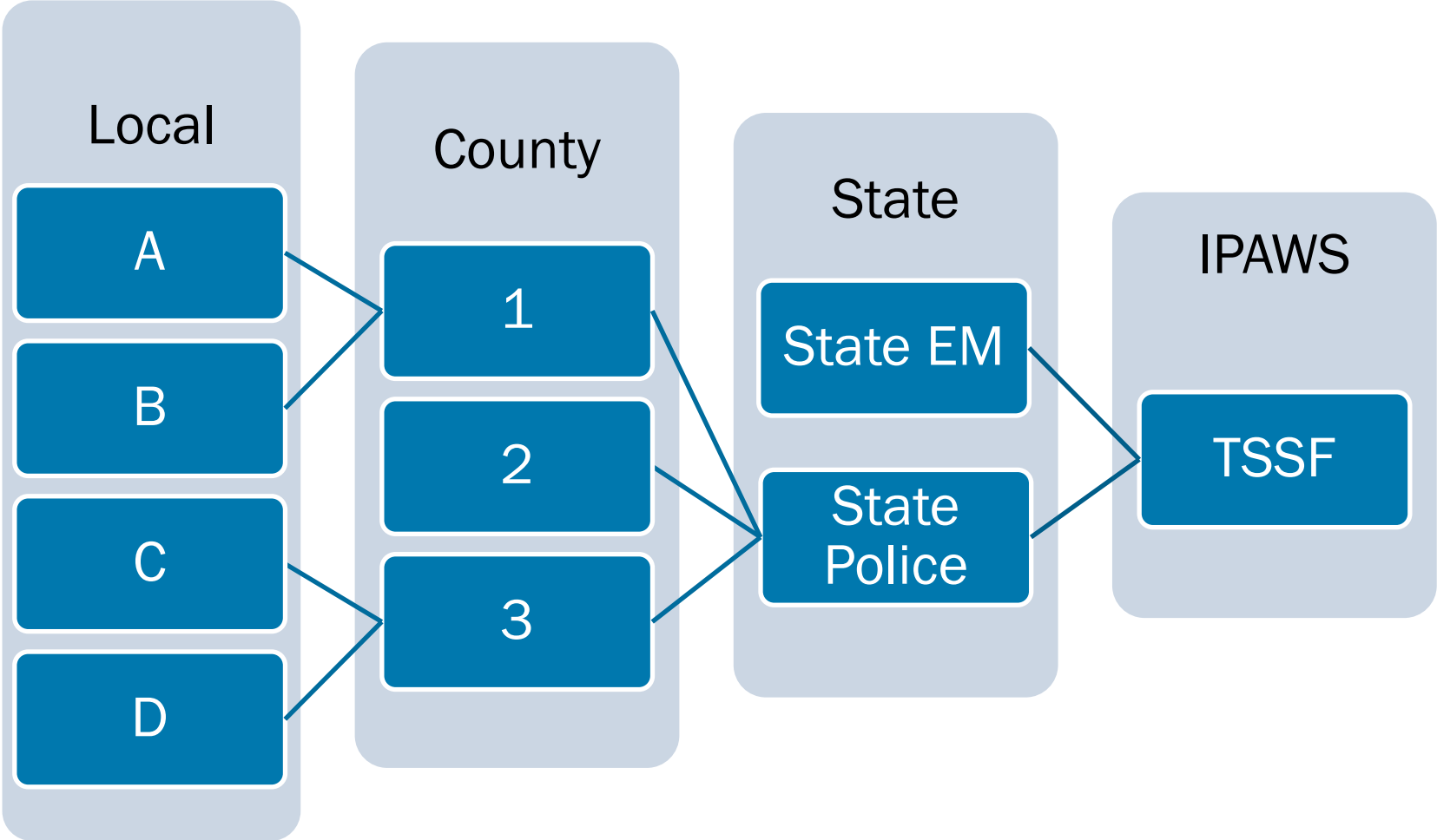


# Next Steps – Create an AEP

**It can be simple.**

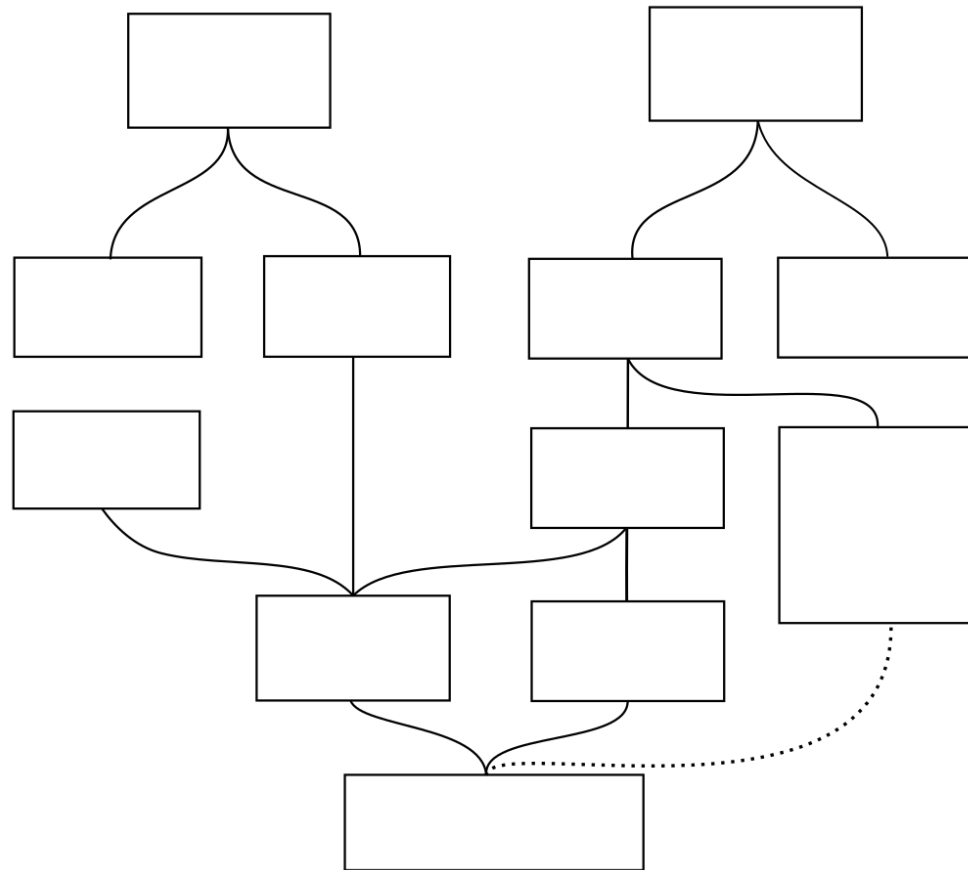


# Next Steps – Create an AEP



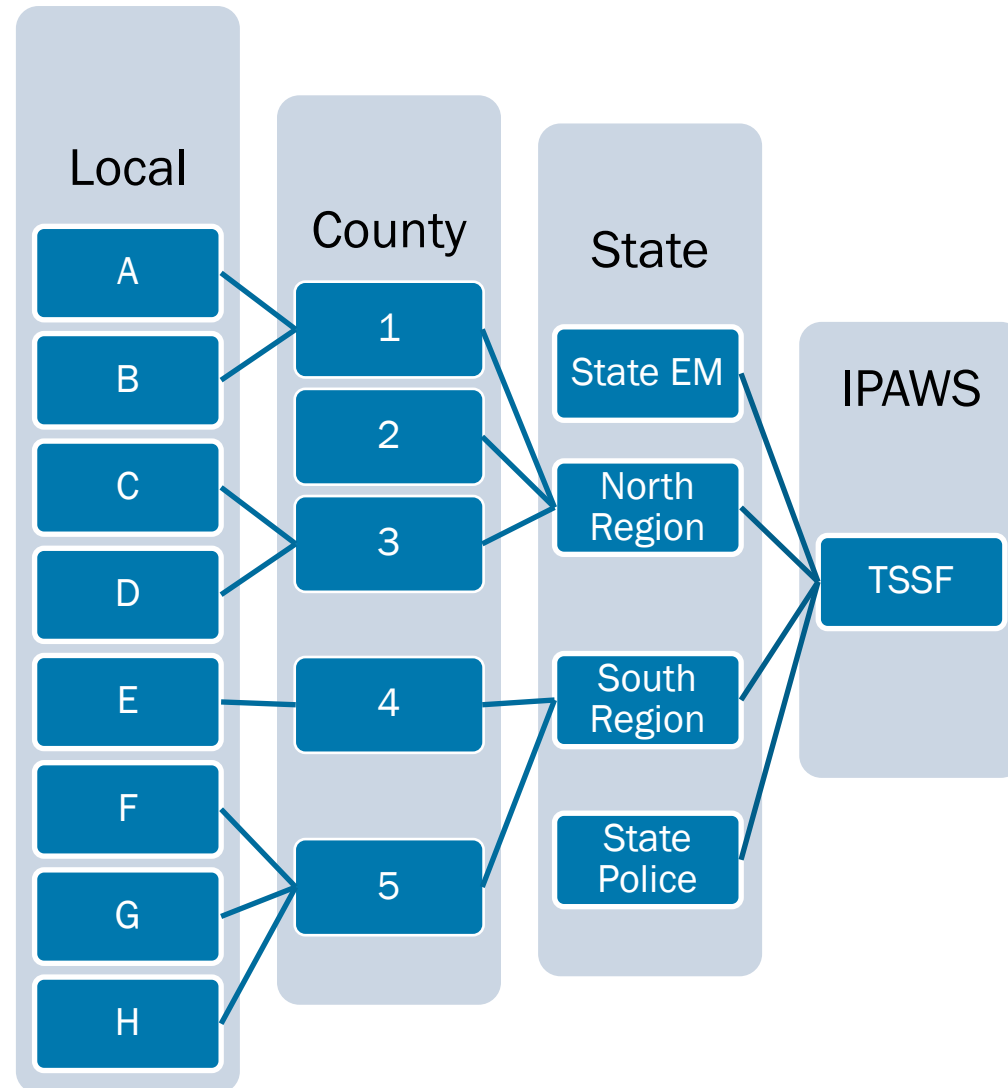
# Next Steps – Create an AEP

**It can be complex.**

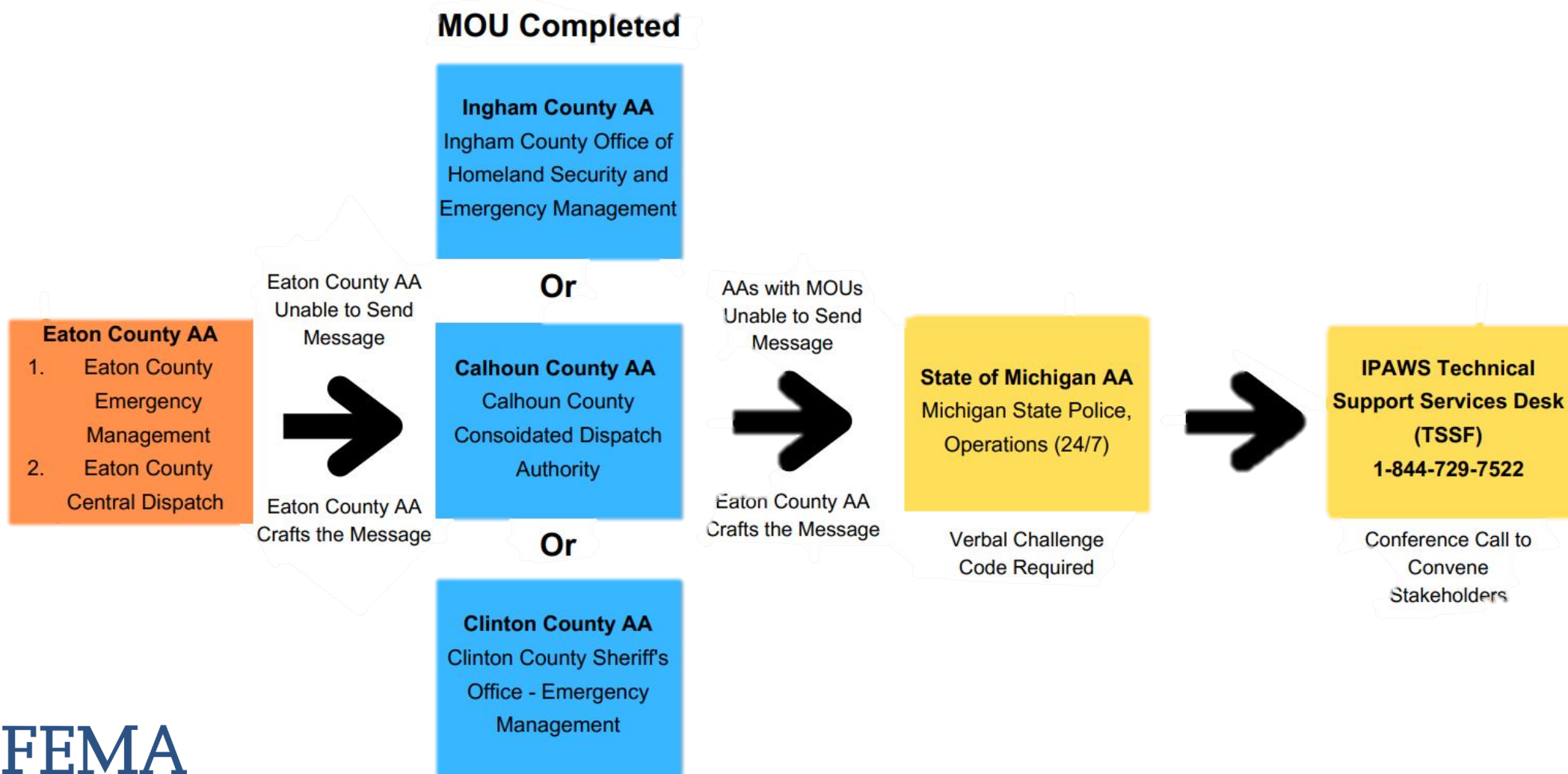




# Next Steps – Create an AEP



# Complete Plan Example



# Next Steps – Create and Finalize AEP

**Just make it yours.**



1. **Decide on Cross-Jurisdictional Support (MOUs)**
2. **Choose Your Alert Escalation Process**
3. **Identify your 24/7 POCs/ Designated Authorities**

# Next Steps



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 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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# Next Steps – 24/7 Point of Contact



**Who can be the State, Tribal, or Territorial 24/7 Point of Contact?**

**What will they need to be ready to provide to prove their identity during AOB?**



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# Unique Authentication Number



- 24/7 POC/Designated Authority
  - Example: VA28946
- Knowledge-Based Authentication
- State abbreviation + five numbers
- Changes Quarterly
- Alerting, Updating, or cancelling on behalf

* Email	John.doe@fema.dhs.gov
* Type	--None--
* Role	Primary
* Phone	911-522-8551
Department	
24/7 POC	<input type="checkbox"/>
Address Information	

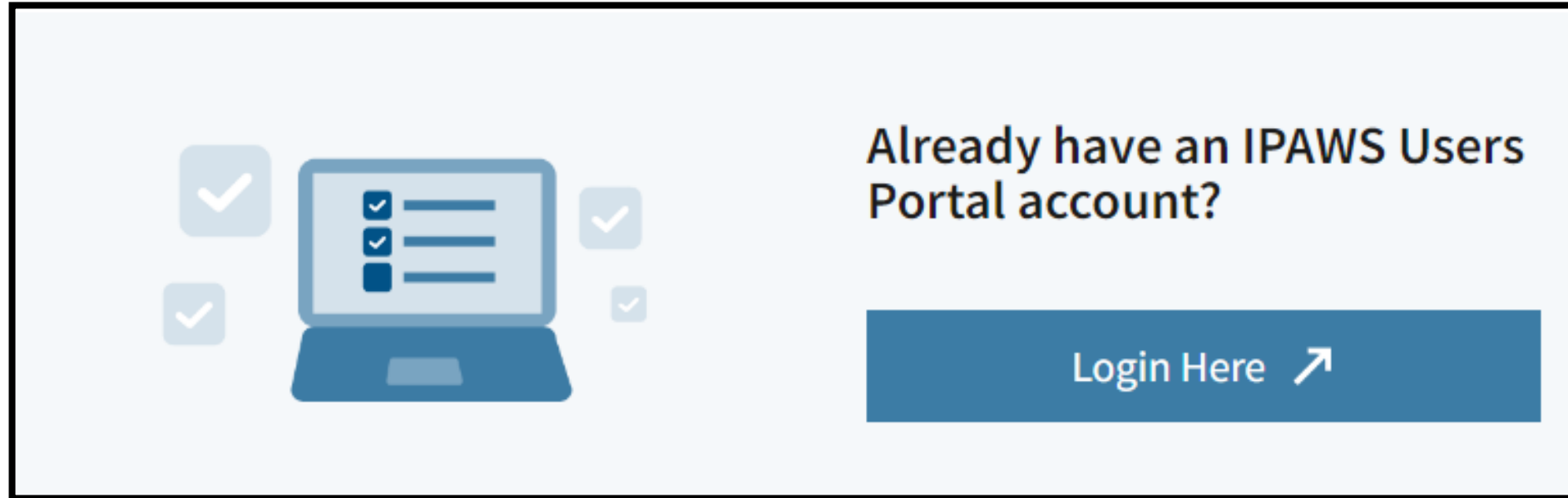


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# Next Steps – IPAWS User Portal



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



**This is not a once-a-year log into the system type of experience!!**



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# Next Steps – IPAWS User Portal



Input the 24/7 POC for your State,  
Tribal Community, or Territory

Keep the information up to date in the  
IPAWS User Portal. If you have a  
question on how to do this, reach  
out to the TSSF.

A screenshot of the IPAWS User Portal login page. At the top center is the IPAWS logo. Below it is the heading "TERMS OF USE AND ACCEPTANCE" followed by a disclaimer: "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." A note below states: "\*This portal does NOT allow you to send alerts via IPAWS or access your alerting software." The main heading is "Welcome to the IPAWS Users Portal!" followed by a list of actions: "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". Below this is the instruction "Please login below:". There are two input fields: "Username" with a person icon and "Password" with a lock icon. A blue "Log in" button is positioned below the fields. At the bottom left of the form area is a link: "Forgot your password?".

**IPAWS**

**TERMS OF USE AND ACCEPTANCE**

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Update your COG's contact information, Upload your EMI certificates,  
Download your digital certificates, Open help tickets,  
Receive updates from IPAWS

**Please login below:**

**Log in**

[Forgot your password?](#)





# Next Steps – TSSF



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

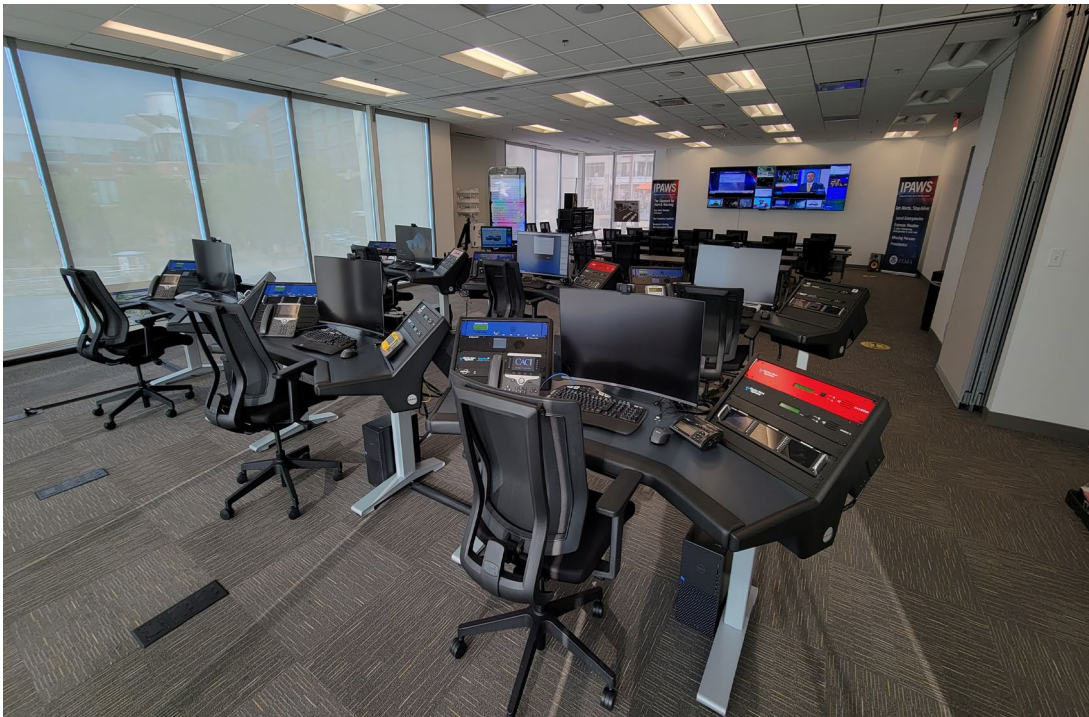
## Additional Capabilities:

- Proficiency demonstration support
- Refresher training and IPAWS overview
- Hands-on learning facility
- End-to-end demonstration capabilities



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# Next Steps - TSSF



## Individual Tabletop Exercises and Training with the TSSF

**1-84-IPAWSLAB**

**1-844-729-7522**



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# Scenario

You are a State, Tribal Community, or Territorial 24/7 POC.

There is a large complex wildland fire that is impacting several areas within your jurisdiction. There are numerous evacuations taking place. Local EMs are not able to send out Awns due to the chaos of evacuations. They call and ask for help.



# Potential Outcome 1

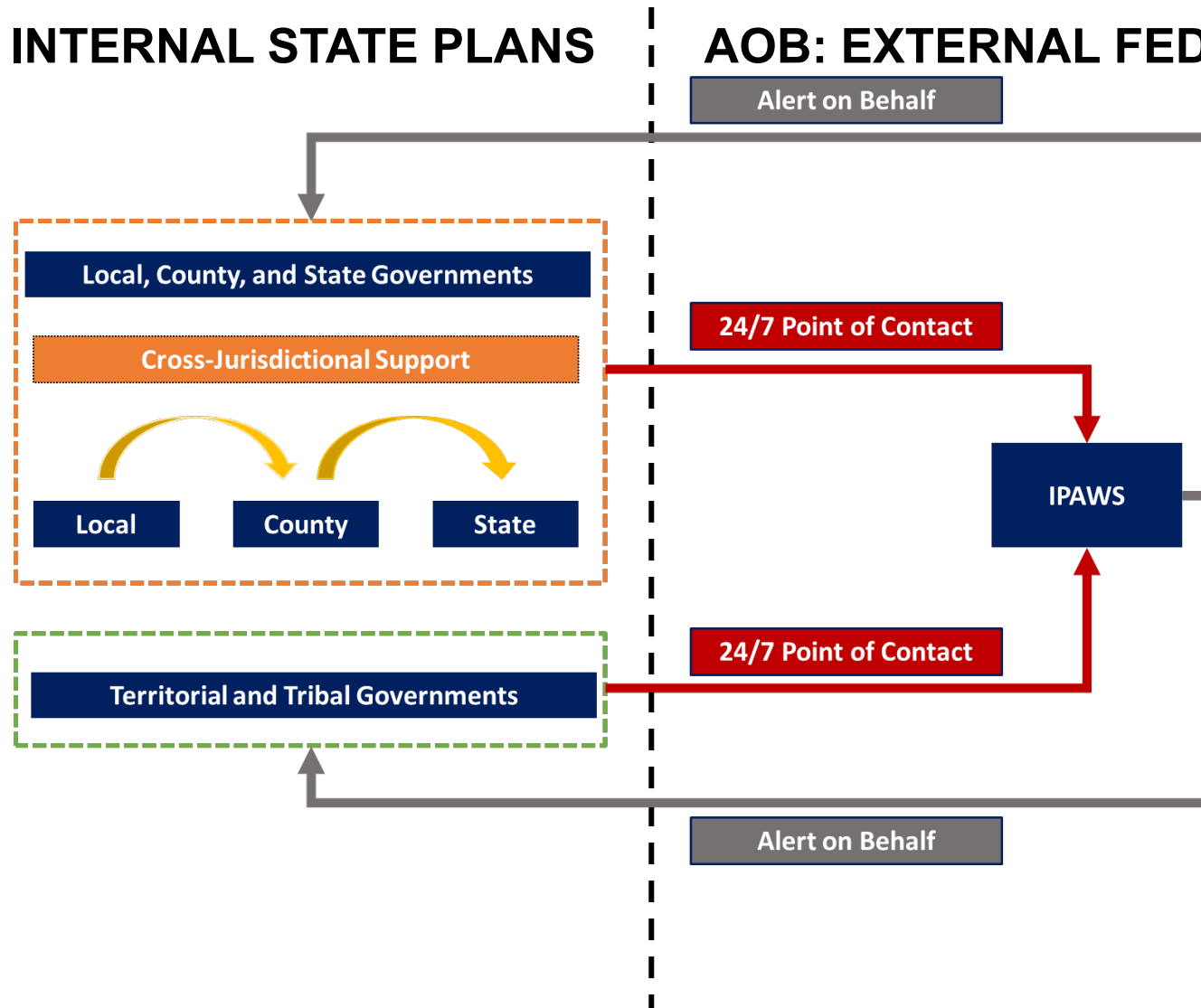
You as the 24/7 POC help facilitate appropriate AWN for the situation. The local area provides updates and a dedicated person to communicate with you to help manage the alerts for their jurisdiction.



# Alert Escalation Process Review

## AEP: INTERNAL STATE PLANS

## AOB: EXTERNAL FEDERAL PLAN



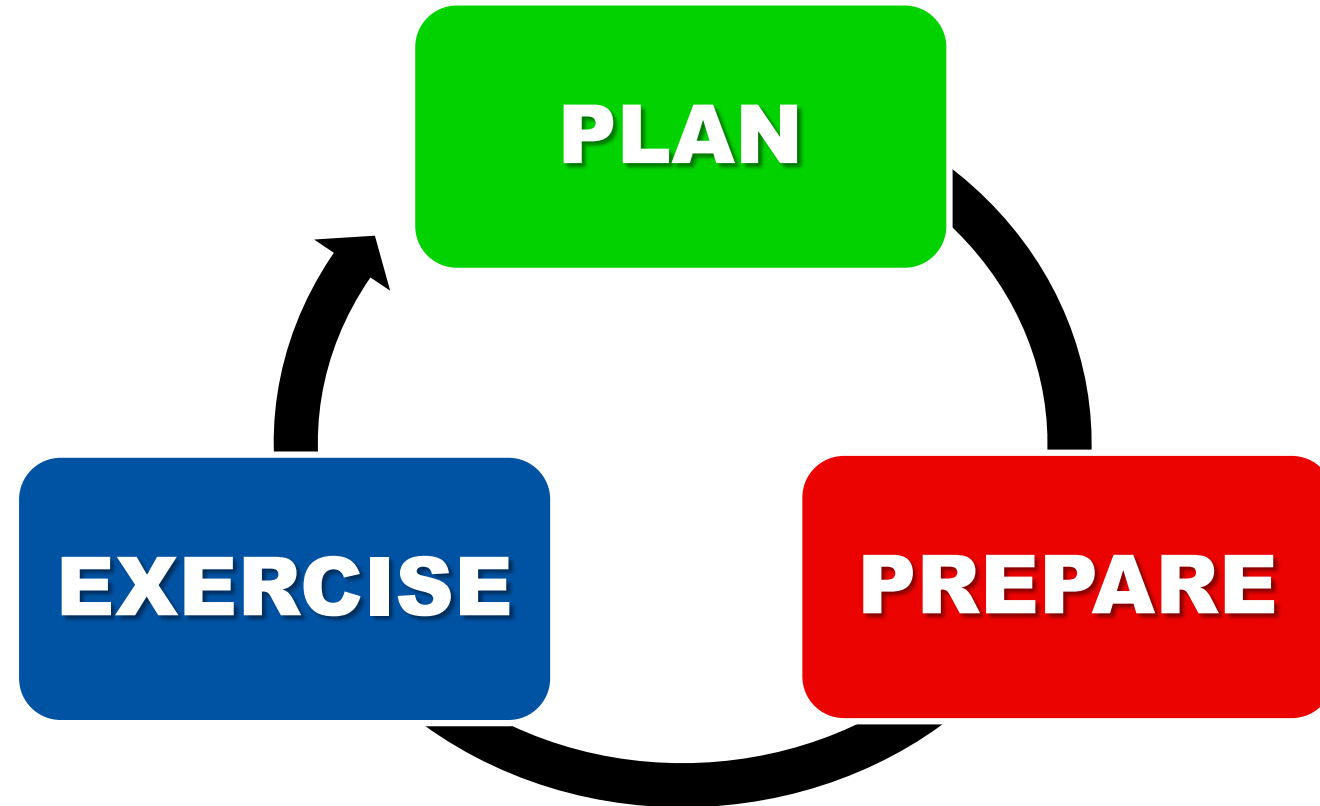
**Who should be on the call?**

**What happens after the alert is issued?**

**How is the alert cancelled after the incident?**



# Reminder



# Questions

