

Installation Warning Systems for Military Facilities and Commands

AtHoc IWSAlerts™: Network-centric Emergency Notification Systems™

Now Deployed at Over 130 DoD Bases, Protecting Over One Million Personnel Worldwide



Challenge

From acts of terror and war to extreme weather and chemical or biological hazards, today's full spectrum threats necessitate a comprehensive mass notification capability to quickly and effectively reach personnel in times of emergency. Military concept of operations require the use of mass notification for:

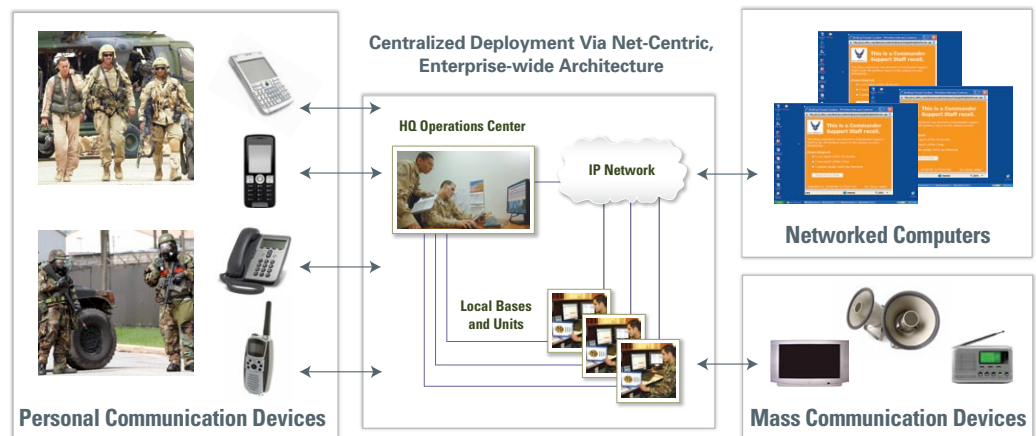
- **Force protection** – Mass dissemination of alerts to personnel to accelerate threat response
- **Personnel recall** – Rapid activation of off-base personnel to report for duty
- **Personnel accountability** – Proactive assessment of force status and its ability to perform duties
- **Regulatory compliance** – Physical security, network security and other DoD and federal regulations

Solution Overview and Benefits

AtHoc's proven network-centric emergency notification systems enable commanders to provide force protection, personnel recall and personnel accountability for tenant units, bases, installations or entire commands. Compliant with DoD and federal regulations, AtHoc's commercial off-the-shelf (COTS) solutions are used today by over 130 DoD facilities, protecting over one million personnel across the U.S. Navy, Air Force, Army and Unified Combatant Commands.

The AtHoc IWSAlerts solution:

- **Transforms your existing IP network** into a comprehensive, enterprise-class mass notification system for rapid communication, boundless reach and cost effectiveness
- **Unifies all communication channels and devices**, including networked computers, land/mobile phones, sirens, display boards, radios and others, into a single system to simplify activation, ensure message consistency and reduce alerting time
- **Manages the emergency notification process** across the enterprise by providing pre-defined scenarios, operator access policies, multi-location support, alert activation flow, tracking and reporting
- **Monitors video feeds, physical sensors and external data** sources to automatically trigger notification scenarios
- **Ensures continuous accuracy of personnel contact information** by integrating with enterprise directories, providing operator user management tools and supporting end user self service



To learn more about AtHoc products and solutions, call 650.685.3000 or visit www.athoc.com



Features and Benefits

AtHoc IWSAlerts incorporates enterprise-class capabilities to manage the emergency notification process across the entire organization. Using a Web-based console, operators from any location in the organization can activate alerts to virtually any device, track responses and view accountability reports. Automatic notifications can be triggered by physical sensors and data feeds. Notification processes can be defined to support both enterprise-wide and individual unit's needs.

Unified Notifications to All Devices

Through a single unified interface, AtHoc IWSAlerts allows you to quickly communicate a consistent message across multiple channels and delivery devices – all integrated using the IP network. Notification channels include:

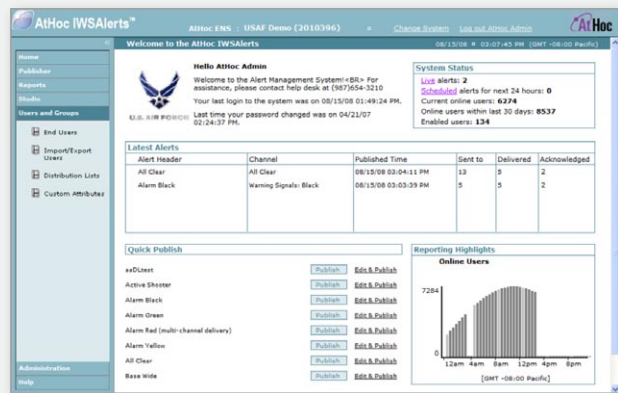
- **Networked Computers** – Delivery of audio-visual notifications to PCs connected to the IP network
- **Telephony** – Delivery of alerts as audio messages to any phone
- **Text-messaging** – Delivery of text-messages (SMS) and email to mobile phones, pagers, BlackBerry devices or fax machines
- **Indoor and Outdoor Speakers** – Audio notifications to sirens and activation of Giant Voice systems
- **Cable TV and Display Boards** – Text alerts to digital displays
- **Radio Broadcasts** – Audio broadcasts to local radio stations
- **National Emergency Alert System (EAS)** – Delivery of text-based alerts via CAP to national public alert system

Personnel Targeting by Organization and Geography

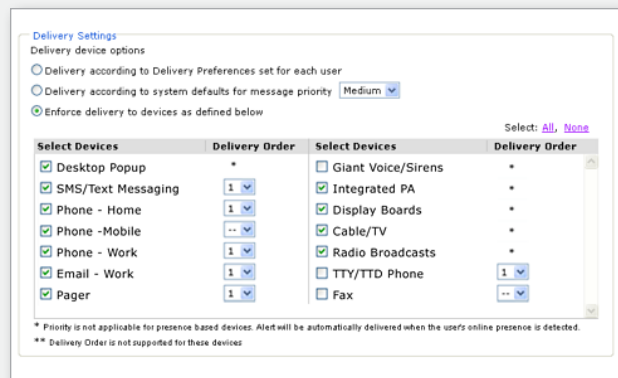
AtHoc IWSAlerts can target personnel based on organizational structure, distribution lists or physical location. Personal and mass notification devices (such as sirens and display boards) can be targeted using visual geographic maps, enabling the selection of buildings, regions or zones to be notified. Dynamic targeting can be accomplished using a combination of attributes such as rank, medical training level or IP address.

Emergency Scenarios and Processes

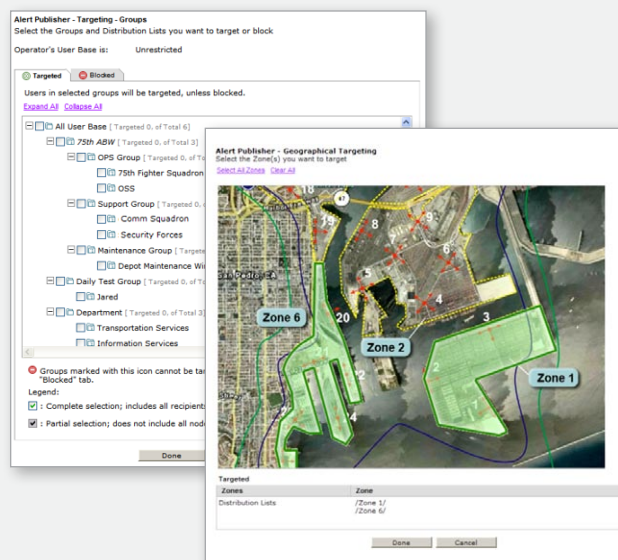
AtHoc IWSAlerts automates operating procedures for emergency situations by providing a library of over 100 out-of-the-box DoD scenarios, including FPCON, INFOCON and warning conditions. Scenarios include alert content, response options, targeted recipients and delivery devices. Operators can customize their own scenarios and processes or create new ones using simple Web-based tools.



Web-based console for managing the entire notification process



Easily select communication channels and set priorities for emergency notification



Quickly target personnel by organizational hierarchy, geographical maps, distribution lists or dynamic queries

Response Tracking and Reporting

Alert recipients are presented with multiple response options for selection and acknowledgement on all personal communication channels (e.g., desktop, phone, SMS or email). The delivery, receipt and responses of the alerts are tracked in real time, providing operators with both aggregated overview summaries as well as detailed delivery information for each alert recipient. These reports provide visibility and accountability into force readiness.

Up-to-date Contact Information and Self Service

Maintaining the accuracy of personnel contact information is crucial for the success of any large-scale emergency notification system. AtHoc IWSAAlerts addresses this challenge via a three-tiered approach:

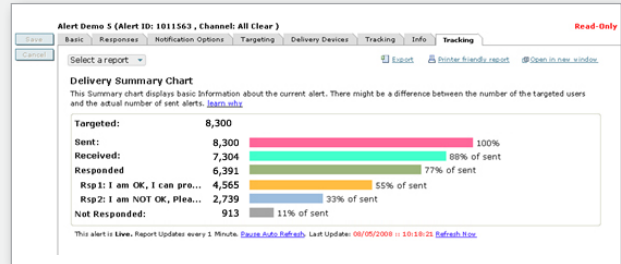
- **Integration with Organizational Repositories** – AtHoc IWSAAlerts concurrently integrates with multiple enterprise user directories to continuously synchronize personal and organizational information. Supported repositories include Active Directory, LDAP, MiiPDS, CivPDS and common HRMS applications.
- **Operator Management** – Local operators can either manually update contact information for their local personnel or import personnel rosters in common file formats such as CSV or XLS.
- **User Self-service** – Individual end users can access and modify their own personal information and device preferences through a Web-based, self-service portal, as well as view their personal alert Inbox.

Event Monitoring and System Interoperability

Emergency events are often triggered by physical sensors (e.g., fire alarms, video surveillance and chemical detectors) or external data sources (e.g., National Weather Service content feeds). AtHoc IWSAAlerts provides a means for monitoring such events, and using pre-configured business rules, it can automatically activate any emergency scenario. By utilizing CAP, XML and Web services, AtHoc IWSAAlerts also enables communication with external systems, such as federal, state and local agencies for information sharing and interoperability.

Enterprise-wide Operations and Multi-tenancy

With its enterprise capabilities, AtHoc IWSAAlerts can be deployed centrally to support an entire region or command while catering for the alerting needs of individual units. This means that a command can disseminate alerts across all units with visibility across the entire command, while providing each unit its own “private” alerting system. AtHoc IWSAAlerts also includes a permissions management system that controls operator access rights to scenarios, personnel contact information and device types. Beyond increased data confidentiality and network security, this centralized, enterprise-wide approach enables rapid deployment as well as reduces infrastructure and support costs.



Real-time response tracking provides visibility and accountability for force readiness

Department of Defense

User Information

Fields marked with * are mandatory.

Save | Reset

Basic Attributes

- Username: sberman
- First Name: John
- Last Name: Smith
- Display Name: John Smith
- Created On: 6/13/2007 4:16:44 PM
- Status: Enabled
- Pin: ****
- Confirm Pin: ****
- 75th ABW: /
- Building: A-323
- Medical level:
 - medical level 1
 - medical level 2
 - None
- Department:
 - Transportation Services
 - Information Services

Self-service module allowing end users to update their own contact information and alerting preferences

Weather Alerting Preferences

Current Watches, Warnings and Advisories for the United States Issued by the National Weather Service

Weather Alerting Enabled

End users will receive weather alerts based on configured rules.

Disable Weather Alerts

Monitor weather for these events

- Hurricane
- Tornado
- Fire
- High Winds

Customized Event Rules

- weather
 - Urgency: All
 - Severity: All
 - Certainty: All
 - Keywords: None
- earthquake
 - Urgency: All
 - Severity: All
 - Certainty: All
 - Keywords: "earthquake"

Add a rule

Locations (Geocodes)

06081, 53033, 53061, 06075

Separate geocodes with comma, use * for all geocodes.

Targeting Options

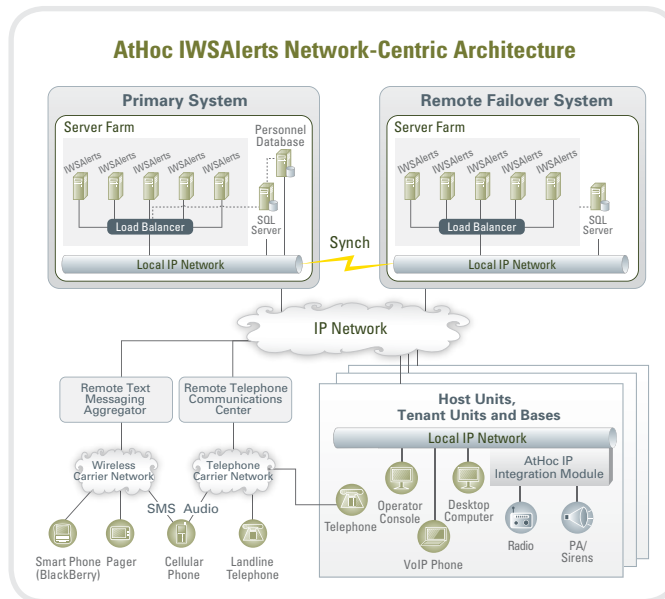
- Send alerts to these Groups:
 - Separate Group Common Names with a comma
- Send alerts with a Scenario:
 - Select a Scenario
 - A channel scenario sets advanced defaults. Detaching a scenario is available only when the Channel has Scenarios with a common name.
- Send alerts to all subscribed End Users
 - If subscription is not enabled, all End Users will receive alerts.
- Send alerts to End Users whose location matches the weather event location
 - This feature requires enabling location-based targeting in the Agent Configuration, and providing the common name of a User Attribute.

Monitoring external sensors and event sources, including critical weather conditions using the AtHoc Weather Alerts Module

Enterprise-Class Network-Centric Architecture

AtHoc IWSAlerts provides numerous enterprise capabilities, including:

- **High Availability** – Automatic and manual failover to an alternate site in case of critical failure of primary site
- **Security** – Provisions for secure communication, authentication and encryption using industry-standard PKI technologies
- **Scalability** – A load-balanced server farm to support tens of thousands of end users
- **Interoperability and Integration** – Uses standard and open protocols including CAP, XML and Web services
- **Deployment Flexibility** – Multiple delivery options including:
 - **On-premise** – Entire system deployed behind the firewall leverages secure integration with user directory databases and internal resources including network, PBX, Giant Voice and physical security sensors
 - **Hosted / Software-as-a-Service (SaaS)** – Available as a service from a remote hosting facility, speeds deployment and eliminates the need for on-site hardware
 - **On-premise with Remote Communication Center** – Application software installed locally with secure access to remote communication center that handles mass telephony dialing and text messaging without taxing local telephony resources
 - **On-premise with Hosted Failover** – Application software is installed locally with failover to host facility, assuring redundancy even if the entire facility's network goes down



Compliance with DoD/Federal Requirements and Guidelines

Security and Network Certifications

AtHoc IWSAlerts has numerous DoD security and network certifications and complies with key DoD security requirements, including:

- DIACAP (DoD Information Assurance Certification and Accreditation Process), as well as its predecessor, DITSCAP
- Army Certificate of Networkiness
- Navy/Marine Corps Intranet (NMCI) Certificate to Operate
- Defense Information Systems Agency (DISA) FSO Gold Standard
- DoD Common Access Card (CAC) requirements
- DoD Password Management Policy

DoD Instructions and Requirements

- **Air Force Instruction (AFI) 10-2501 "Emergency Management Program Planning and Operations"**: AtHoc IWSAlerts meets the AFI's network-centric alerting requirements pertaining to installation warning systems.
- **AFI 10-218 "Personnel Accountability in Conjunction with Natural Disasters or National Emergencies"**: AtHoc IWSAlerts supports this AFI by proactively querying personnel for status and providing accountability reports to operators.
- **Navy Anti-Terrorism Force Protection (ATFP)**: AtHoc IWSAlerts complies with the requirements of the ATFP program responsible for all Navy installations.

Deployable on All Major DoD Networks

AtHoc IWSAlerts has been deployed on the following networks:

- NIPRNET (Unclassified but Sensitive Internet Protocol Router Network)
- SIPRNET (Secret Internet Protocol Router Network)
- NMCI (Navy/Marine Corps Intranet)
- JWICS (Joint Worldwide Intelligence Communications System)

UFC Recommendations for Network-centric Alerting Systems

The DoD's Unified Facilities Criteria (UFC) 4-021-01 entitled "Design and O&M: Mass Notification Systems," provides planning and design of mass notification systems and applies to U.S. military departments and defense agencies. AtHoc IWSAlerts fully complies with the specifications for network-centric alerting systems (NCAS) incorporated in the UFC.

Section 508 of the Rehabilitation Act

Section 508 requires federal departments and agencies to ensure that personnel with disabilities have fair access to and use of IT systems. AtHoc Desktop Notifier™ (the desktop component of AtHoc IWSAlerts) software passed the Department of Commerce test for Section 508 compliance.



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