

Mass Notification and Warning System (MNWS)

Compliance with SECDEF August 18, 2010 Memo Related to the Ft. Hood Review

After the tragic shooting of U.S. military personnel at Fort Hood in November 2009 the DoD thoroughly reviewed its approach to force protection policies, programs, and procedures. In January 2010 the DoD Independent Review identified lessons from the Ft. Hood incident and provided recommendations. Following this Review, a thorough study was conducted, which culminated in the Secretary of Defense' memo of August 18, 2010 outlining the actions the DoD is taking based on these recommendations.

AtHoc, as a strategic partner and #1 provider to the DoD of net-centric mass notification systems, is providing here, for your awareness and convenience, a summary of the requirements as they relate to "Mass Notification and Warning Systems (MNWS)". Following this summary, a solution approach is provided, based on AtHoc's extensive experience across approximately 300 DoD and DHS facilities worldwide, protecting 1.5 Million military and homeland security personnel.

SECDEF MEMO: KEY TAKE AWAYS

- Mass Notification Warning Systems (MNWS) is regarded as "high priority by SECDEF"
- MNWS is a required capability to achieve Full Operational Capability (FOC); Services are directed to develop funding options to achieve FOC by January 2014 and IOC by January 2011
- Services must gain MNWS capability to notify all personnel within 10 minutes of incident
- COCOMS must gain the capability to notify all DoD facilities within their AOR by April 2011
- MNWS elements include: (1) Giant Voice, (2) Indoor Voice, (3) Network Alerts for desktop notification, and (4) Telephony Alerts and text messaging to phones
- Services should maximize improvements to installation preparedness using minimum resources necessary, leveraging existing capabilities and tailoring per installation's size and mission
- Best Practice highlighted – Navy's Wide Area Alerting Network (WAAN) – **Powered by AtHoc**

ATHOC – A STRATEGIC DOD PARTNER FOR MNWS

AtHoc is the #1 provider to the DoD of net-centric Mass Notification and Warning System, fully compliant with requirements outlined in the SECDEF memo, DoD and federal instructions.

AtHoc's solution for the Navy has been the only MNWS identified in the Review as a best practice.

AtHoc's solutions are used by over 300 DoD & DHS installations to fulfill their MNWS requirement:

- **Navy** — Service wide system, standard of Navy's Anti-Terrorism Force Protection Program
- **Air Force** — 75% of AF covered - 500K Personnel at over 110 locations (including AFCENT)
- **Army** — CONUS and OCONUS (including in theatre) Deployments
- **Coast Guard** — First Enterprise-Wide System within U.S. Department of Homeland Security
- **Joint** — STRATCOM, AFRICOM, PACOM, Pentagon Force Protection Agency, Executive Branch Government Agency, Missile Defense Agency, National Geospatial Agency, and more



The Independent Review Recommendation on MNWS:

"... a better approach [for MNWS] using newer technologies, such as the Navy's Wide Area Alert and Notification System [Powered by AtHoc] is available." [4.4]

"Examine the feasibility of advancing the procurement...of state-of-the-art MNWS..." [4.4]

SECDEF Follow-on Final Recommendations (Aug '10):

"To attain IOC and FOC, Services must implement a...Mass Notification and Warning System (MNWS)." [4.1b]

"The Secretary places a high priority on this...and directs the Services...to develop funding options to achieve FOC no later than 2014." [4.4]

"By April 2011, Combatant Commands will ensure there is an unclassified means to notify all DoD facilities within their AOR ..." [3.6]

THE ATHOC SOLUTION: NET-CENTRIC MASS NOTIFICATION AND WARNING SYSTEM FOR DOD ORGANIZATIONS

- **Transforms existing IP network** into a comprehensive, enterprise-class mass notification system for rapid communication and boundless reach
- **Unifies all communication channels and devices** into a single system to save time, reduce manpower and assure consistency of messaging. Notification channels include (1) network alerting to computers desktops and VoIP phones, (2) mass telephony alerting and text messaging, (3) Integration with existing Giant Voice, (4) Integration with existing Indoor Voice and audio-enabled fire panels, (5) broadcast to display boards, radios, CCTV and others mass communication devices
- **Assure accountability** of notification process, by tracking all alert delivery, capturing responses from all recipients and providing operators with enterprise-level and individual-level reporting
- **Manages the emergency notification process across the enterprise** by providing pre-defined scenarios, operator access policies, multi-location support, tracking and reporting
- **Leverages existing DoD communication infrastructure** (such as network, Giant Voice, PA systems) to reduced additional infrastructure and support needs, minimizing cost and resources for quick deployment
- **Supports key DoD initiatives** including Joint Basing, Consolidated Command Posts, Enterprise architecture and VoIP
- **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



DOD IMPLEMENTATION OF RECOMMENDATIONS FROM THE FORT HOOD INDEPENDENT REVIEW (August 2010)

"Based on Joint Staff Integrated Vulnerability Assessments, the Independent Review found that many DoD installations lack mass notification capabilities. The Independent Review recommended the Department examine the feasibility of advancing the procurement and deployment of state-of-the-art Mass Notification and Warning Systems (MNWS) and incorporate these technologies into emergency response plans. The purpose of MNMS is to provide warning and response direction for all personnel within 10 minutes of incident notification and verification. MNWS has four elements: (1) Giant Voice for outdoor areas; (2) Indoor Voice for indoor facilities; (3) Telephone Alerting System for phone call/text alerts; and (4) Software Alert Systems for computer alerts. Depending on the installation, different combinations of components may be required to meet FOC for mass notification. All installations have some MNWS in place, but the systems are not robust. A state-of-the-art MNWS automates guidance (e.g., evacuation orders for certain areas) to help emergency responders manage a crisis.

Future Action to Implement Mass Notification Warning Systems: The Follow-On Review determined there is a need to implement MNWS. Each Service should determine the combination of elements most appropriate to meet FOC requirements for mass notification. MNWS programs must be funded to meet Full Operational Capability (FOC), as outlined in DoDI 6055.17 (*DoD Installation Emergency Management (IEM) Program*) no later than 2014. To meet FOC, MNWS must notify all installation personnel within ten minutes of incident verification. The Secretary places a high priority on this IEM program and directs the Services to work with cost Assessment and Program Evaluation during the 2012-2016 Integrated Program/Budget Review to develop funding options to achieve FOC no later than 2014. Services should use the FY 2012-2016 Integrated Program /Budget Review process to determine how to prioritize and tailor program implementation to maximize improvements to installation emergency preparedness using the minimum resources necessary, taking into account the unique requirements of varying size and mission type. "