



# EMERGENCY NOTIFICATION SYSTEM

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## I. Purpose

The purpose of this Directive is to designate the Emergency Notification System (ENS) as the standard notification tool for activating teams and disseminating information and to define the rules for its proper and effective use. The ENS serves as the automated notification system for the Federal Emergency Management Agency (FEMA)/Department of Homeland Security (DHS). The FEMA Operations Center (FOC) is designated as the Executive Agent for oversight and management of notifications and warnings and the associated dissemination process. The FOC is also responsible for the ENS serving as system owner and steward. This FEMA Directive and its accompanying ENS operational policy document, *Emergency Notification System (ENS) Operational Policy & Guidance*, provide overall organizational guidance on ENS operations.

The ENS is capable of sending notifications to individuals and groups within FEMA and to other DHS components that may utilize the system. The ENS is primarily intended to be used to send notifications and relay messages that are critical in nature, but it may also be used for routine and test purposes with appropriate approval and authorization. All notifications are sent to personnel via documented communication devices such as home phone, work phone, mobile phone, BlackBerry®, alpha and numeric pager, and/or e-mail. Additionally, the ENS sends desktop notifications to FEMA workstations via the Net Notify capability. The ENS administration team is also in the process of incorporating a web check-in feature whereby recipients can check into the web portal to receive a message. Also in development is the ENS Survey Module that can collect status information from recipients during an emergency or for personnel accountability.

## II. Scope

This Directive applies to all FEMA organizations and personnel.

## III. Policy and Procedures

### A. Overview

The ENS serves as the standard FEMA/DHS automated notification system. It is located within the FOC at the Mount Weather Emergency Operations Center (MWEOC). A secondary, back-up system is located within the FEMA Alternate Operations Center East (FAOC-E) in Thomasville, Georgia; a tertiary back-up system is located at the FEMA Alternate Operations Center West (FAOC-W) in Denver, Colorado.

FEMA/DHS is committed to ensuring all organizational components are operational and ready to respond in the event of an emergency, major disaster, or threat to national security. The decision to activate the ENS will be made by a component's appropriate authorizing official and in accordance with component policy and procedures. The Secretary of Homeland Security or designee has the authority to activate scenarios impacting all DHS components. If an emergency

affects an individual DHS component, the leadership of that component may make the decision to activate its individual scenarios as required by the situation. For example, if an emergency occurs that affects only FEMA Headquarters, the FEMA Administrator or Deputy Administrator can direct activation of the FEMA Headquarters Continuity of Operations Plan (COOP).

Any time an emergency situation arises that requires the issuance of an alert notification or activation notification, the appropriate notification will be issued through the ENS using the following delivery methods (either all or selective based on the situation and component requirements):

- Work Phone
- Home Phone
- Mobile Phone
- BlackBerry®
- E-mail
- SMS (text)
- Numeric Pager
- Net Notify (desktop notification)

The ENS permits broadcast messages to be sent quickly as voice calls to office, local home, or cell phones or notifications to various e-mail accounts. This system can announce or provide guidance in an emergency or crisis situation to communicate relevant, critical information.

The ENS is utilized to notify FEMA/DHS personnel of emergency situations and for an all-hazard notification. These messages serve as a notification to prompt immediate action to resolve or mitigate the situation and to further communicate the status of the situation. Operational control and administration of the system is the responsibility of the FOC. The FOC Director will direct and oversee daily operation of the system and will enter into a Memorandum of Understanding (MOU) with each participating DHS component.

#### B. ENS Authorized Users

All FEMA/DHS components are authorized to utilize the ENS. The following are prerequisite requirements:

1. Approval must be granted by the FOC Director.
2. If the FOC Director determines that the addition of a component to the system requires additional funding, a funding vehicle must be established to assist in the expansion of the system.
3. FEMA Information Technology (IT), in coordination with the ENS Administration Team, will determine the impact of adding a component onto the system and the FEMA infrastructure.

Departments and agencies outside DHS are generally NOT authorized to utilize the ENS. Exceptions to this policy may be granted but must be authorized by the FOC Director or designated representative.

#### C. Training, Testing and Exercises (TT&E)

Internal component testing and exercises, testing of the organization's alert and notification procedures and systems, and interagency testing of the ENS are required under guidance in the Federal Continuity Directive (FCD) 1, *Federal Executive Branch National Continuity Program and Requirements*, and are to be included in the organization's multi-year TT&E program.

#### D. ENS Strategy and Program Management Plan

In addition to the TT&E program stated above, each FEMA/DHS organizational component shall develop and maintain its own policies and ENS procedures specific to its operational requirements. Each plan will address both planning and program guidance to include training, testing, and exercise activities; ENS usage and implementation policy; budgetary requirements; and planning and preparedness considerations and issues. Component Points of Contact (POC) should use the ENS Operational Policy document as a guide for developing their own operational requirements. This document can be requested from the FOC Director and is dispersed to components upon joining the ENS.

Changes and updates to this Directive and any accompanying operational policy documents will be made by the ENS Administration Team. All users may submit recommendations for change to any member of the team, but all changes must be approved by the component's team lead.

#### E. Organizational Component ENS Maintenance

The ENS and its related policies will be reviewed annually by the program manager, the FOC Director, and Administration Team members. Scenarios, rosters, and contact information, as well as POC designations and training, will be updated as changes occur to ensure ENS policies remain current.

FEMA/DHS system users are required to maintain their own personal data by logging into the ENS and updating information. Additionally, administrator POCs are established to help users update information, manage group memberships, and provide other simple ENS support. Users also have the responsibility of informing their POCs when personal data (i.e., phone number) has changed, group membership requirements change, or they leave the agency.

#### F. Concluding Remarks

Each organizational component within FEMA/DHS must plan for, train, test, and evaluate its ENS implementation process and procedures. In order to accomplish this, the information in this document should be used as a guide for operational policy, and the ENS Operational Policy document, available upon request from the FOC, should be used as a guide for all component POCs. This policy shall be modified by FEMA/FOC as operational requirements change.

The ENS is an important tool especially critical during an emergency situation. As such, it is crucial that each component takes responsibility of system management for its ENS program (operation, data management, data maintenance, etc.) to ensure ENS effectiveness and success.

#### **IV. Responsibilities**

##### **A. FEMA/FOC**

FEMA is responsible for providing management, technical, and tactical support for all alert, notification, and warning activities, including the ENS. The FEMA FOC oversees the ENS system and serves as the POC for system administration for all components utilizing the FEMA system. The FOC has an ENS Technical Administration Team that is the central POC for ENS issues and oversees all maintenance activities.

1. The FOC is responsible for formulating guidance. DHS components utilizing the system, must follow all established policies in addition to their own local policies.
2. The FOC oversees and assesses the operation of the ENS and also facilitates ENS orientation and training as appropriate.
3. The FOC maintains a secure environment to fulfill Federal Certification and Accreditation (C&A) requirements.
4. The FOC may activate scenarios on behalf of FEMA components.
5. For each FEMA component, the FOC is responsible for maintaining a list of staff positions having authority to request ENS scenario activation for exercise and real-world events, technical support, and assistance from the ENS Administration Team (see C below).

##### **B. DHS Organizational Components**

Each DHS organizational component utilizing the system is responsible for appointing a POC as an ENS emergency coordinator to serve as both program manager and component POC for coordinating its agency alert and notification activities.

1. The component information worksheet must be submitted to the ENS Administration Team at [ENS-admin@dhs.gov](mailto:ENS-admin@dhs.gov) by using the form in Appendix A.
2. An MOU regarding ENS use must be jointly developed and signed by the DHS component and the FOC Director.
3. The component POC must attend formal ENS training and ENS training specific to DHS mission and requirements.
4. The component POC must work with the ENS Administration Team to establish ENS requirements and define groups, scenarios, etc.
5. Funding will be established via Interagency Agreement (IAA), if applicable. DHS and its components sharing in system usage will provide support staff and/or funding to ensure

system integrity and a high level of readiness and operational capability. Subsequently, if an agency ceases to provide any agreed upon funding and/or support, access to the system will be denied.

6. All contacts within the prospective component must understand the rules of system security. See the *FOC Emergency Notification System (ENS) Rules of Behavior*.
7. All POCs must be trained and be able to respond to notifications as required.
8. All organizational components using the ENS shall plan and conduct tests, training, and exercises to demonstrate viability and interoperability of ENS operations.

#### C. ENS Administration Team

An ENS Administration Team is in place to manage the system. The ENS Administration Team is responsible for the administration and maintenance of the ENS. Close coordination and cooperation among team members is critical to ensure successful development of the system as it expands to other components within DHS. The FOC functions as the primary steward and overall POC for the ENS. The composition and primary responsibilities for the ENS Administration Team are described below:

1. The ENS Administration Team is led by a permanent, full-time supervisor. Team members may include DHS staff, FEMA staff, contractors, and employees from other departments and agencies.
2. The number of team leaders and team members will grow and expand along with system membership, usage, and complexity. Team members are expected to establish a clearly defined set of responsibilities and are required to ensure the system remains online and functional at all times.
3. Guidance on team composition is provided to ENS components in the form of the ENS operational policy document along with standard operating procedures that provide guidance on messages, scenarios, and other ENS features.
4. Internal ENS security safeguards are managed by the FOC ENS Administration Team.

#### D. FEMA Information Technology (IT)

The ENS uses FEMA's IT infrastructure.

The FEMA Office of the Chief Information Officer (OCIO) is responsible for managing and maintaining all telecommunications network connections and configurations beyond the physical ENS hardware. These responsibilities are clearly defined in a Service Level Agreement (SLA) between the FOC and OCIO.

### V. **Definitions**

- A. Activation of COOP: The initiation of the process of executing the COOP. Note: The ENS is the primary tool used for activation of COOP activities and is an intrinsic part of COOP planning and operations.
- B. Company: Each FEMA/DHS component has a separate database, or company. All companies use the same collective resources (T-1 lines, etc.).

- C. COOP: Internal organizational plan that ensures that a viable capability exists to continue essential government functions during emergencies and major disasters. The COOP includes information on procedures that delineate essential functions; specifies succession plans and emergency delegations of authority; provides for the safekeeping of vital records and databases; identifies alternate operating facilities; provides for interoperable communications; and validates response capability through tests, training, and exercises.
- D. POC: Staff designated by component leadership to serve as the main point of contact for all ENS-related issues.
- E. Cassidian Communications: The Communicator!NXT® (brand name for ENS) system manufacturer.
- F. Essential Functions: Functions that enable Federal Executive Branch departments and agencies to provide vital services, exercise civil authority, maintain the safety and well being of the general populace, and sustain the industrial/economic base during an emergency.
- G. FEMA Alternate Operations Centers - East (FAOC-E): FEMA's secondary Operations Center located in Thomasville, Georgia, part of the FEMA Mobile Emergency Response System (MERS) Detachment that hosts the secondary notification system and serves as the back-up to the FOC.
- H. FEMA Alternate Operations Centers - West (FAOC-W): FEMA's tertiary Operations Center located in Denver, Colorado, part of the FEMA Mobile Emergency Response System (MERS) Detachment that hosts the tertiary notification system and serves as back-up to the FOC.
- I. FEMA Operations Center (FOC): FEMA's primary Operations Center located at the Mount Weather Emergency Operations Center (MWEOC), in Mt. Weather, Virginia, that hosts the primary notification system. The FOC is the owner and steward of all three Emergency Notification Systems utilized by FEMA and serves as the central location for overall system management.
- J. National Operations Center (NOC): DHS's National Operations Center located in Washington, D.C., that serves as the operations and coordination center for DHS component activities.
- K. Scenario: A named activation of the ENS response based on situational requirements. Scenarios determine who will be notified in a given situation, what messages are received, and by which delivery methods.

## VI. Authorities

Federal laws, policies, and guidelines governing alert, notification, and warning systems provide the foundation for the FOC to establish and ensure FEMA capability to alert, notify, and warn emergency teams, key staff, and other Federal departments and agencies during major disasters and emergencies.

- A. *The Homeland Security Act of 2002* (PL 107-296).
- B. *The National Security Act of 1947*, as amended (50 U.S.C. 401).
- C. *Robert T. Stafford Disaster Relief and Emergency Assistance Act*, as amended (42 U.S.C. 5121, et seq.).
- D. Executive Order 12656, as amended, *Assignment of Emergency Preparedness Responsibilities*.

- E. Executive Order 12472, *Assignment of National Security and Emergency Preparedness Telecommunications Functions*.
- F. Executive Order 12148, as amended, *Federal Emergency Management*.
- G. National Security Presidential Directive (NSPD) 51/Homeland Security Presidential Directive (HSPD) 20, *National Continuity Policy*.
- H. FOC, *Emergency Notification System (ENS) Rules of Behavior*, June 14, 2011.
- I. FCD 1, *Federal Executive Branch National Continuity Program and Requirements*, February 2008.

**VII. Responsible Office**

FEMA Operations Center, (FOC)

**VIII. Supersession**

None.

**IX. References**

- A. Title 36, CFR Part 1236, *Management of Vital Records*, May 16, 2001.
- B. HSPD 7, *Critical Infrastructure Identification, Prioritization, and Protection (CIP)*, December 17, 2003.
- C. FCD 1, *Federal Executive Branch National Continuity Program and Requirements*, February 2008.
- D. FEMA Headquarters COOP, *Mount Weather Site Support Procedures*, January 30, 2001.
- E. HSPD 3, *Homeland Security Advisory System (HSAS)*, March 12, 2002.
- F. HSPD 5, *Management of Domestic Incidents*, February 28, 2003.
- G. *FEMA Headquarters Occupant Emergency Guide* FEMA Publications Office, June 2009.
- H. *FEMA Employee Guide Occupant Emergency Plan*, June 2009.
- I. General Services Administration, *Continuity of Operations Plan* outline, (2003 draft).
- J. National Institute for Standards and Technology, SP 800-34, *Contingency Planning*.
- K. National Response Framework (NRF).
- J. FOC, *Emergency Notification System (ENS) Rules of Behavior*, June 14, 2011.
- K. FOC, *Emergency Notification System (ENS) Operational Policy & Guidance*.

**X. Forms Prescribed**

None.

**XI. Attachments**

- A. Component Information Worksheet (Request to Join System).
- B. ENS Contact Information.



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FEMA

Date: 11/3/11



## Attachment A

### Component Information Worksheet (Request to Join System)

Component	
Component POC	
POC Contact Information	
Number of Prospective Contacts	
Project Date	
Estimated Costs	
Agency Requirements	

*This form should be submitted to the ENS Administration Team at [ENS-admin@dhs.gov](mailto:ENS-admin@dhs.gov).*

## Attachment B

### ENS Contact Information

<p>Federal Emergency Management Agency (FEMA) FEMA Operations Center (FOC) Mount Weather Emergency Operations Center PO Box 129 Mt. Weather, VA 22611-0129</p>	
<p><b>FOC Telephone Contact Numbers:</b> 540-665-6100 - Washington, DC 540-665-6100 - Winchester, VA 703-771-6100 - Leesburg, VA 540-665-6106 - STE 800-634-7084 - Toll Free Number</p> <p>FSN-631-6100 DSN-380-6100</p>	<p><b>FOC Unclassified Fax:</b> 540-665-6175 <b>FOC Secure Fax:</b> 540-665-6103</p> <p><b>FOC E-mail:</b> <a href="mailto:fema-operations-center@dhs.gov">fema-operations-center@dhs.gov</a> <a href="mailto:ens-admin@dhs.gov">ens-admin@dhs.gov</a></p> <p><b>FOC Intranet Site:</b> <a href="http://online.fema.net/foc/">http://online.fema.net/foc/</a></p> <p><b>FOC ENS Login:</b> <a href="http://fema.ens1.fema.net">http://fema.ens1.fema.net</a> (Primary System) <a href="http://fema.ens2.fema.net">http://fema.ens2.fema.net</a> (Secondary System, Thomasville, GA) <a href="http://fema.ens3.fema.net">http://fema.ens3.fema.net</a> (Tertiary System, Denver, CO)</p> <p>800-713-6125 - ENS Call Back (primary system) 877-216-2044 – ENS Call Back (secondary system) 888-540-2682 – ENS Call Back (tertiary system)</p>