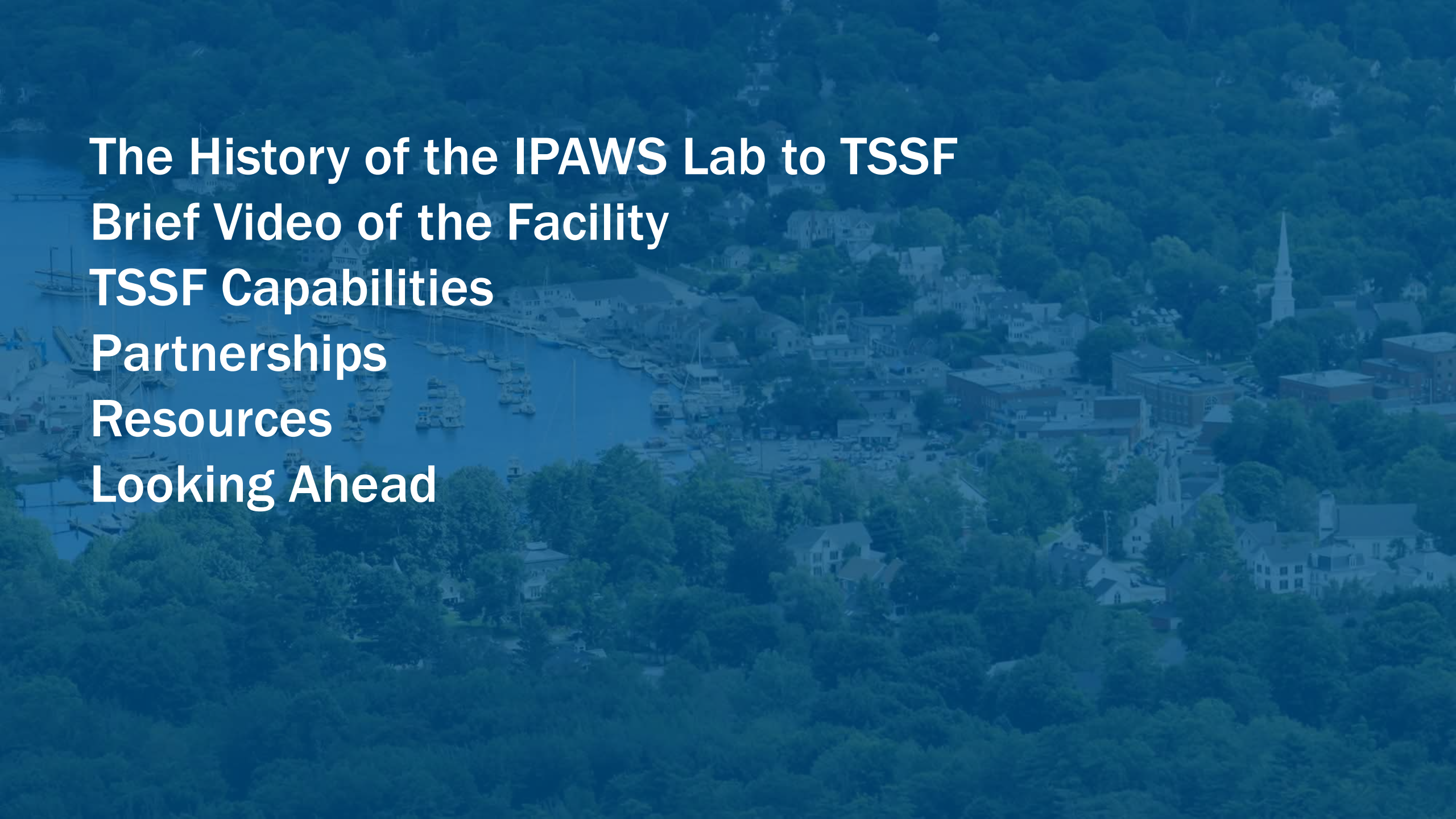


IPAWS User's Conference

IPAWS Technical Support Services Facility | Jody Smith



FEMA

An aerial photograph of a coastal town, likely in New England, featuring a harbor filled with numerous sailboats and yachts. The town is nestled between dense green forests and the water, with several buildings and a prominent church steeple visible. The entire image is overlaid with a semi-transparent blue filter.

The History of the IPAWS Lab to TSSF
Brief Video of the Facility
TSSF Capabilities
Partnerships
Resources
Looking Ahead

History of the IPAWS Lab

- Approximately 14 years ago, we decided to use some lab space for an IPAWS Lab
 - Inter-agency agreement with DoD Defense Information System Agency (DISA) Joint Interoperability Test Command (JITC)
 - Initially for evaluation of EAS devices
 - Preparation to perform the first national-level EAS test
 - Develop improvements to the national-level EAS system
- Big idea: let's construct a closed IPAWS system
 - Support SLTTs
 - Support conferences
 - Perform independent tests and evaluations



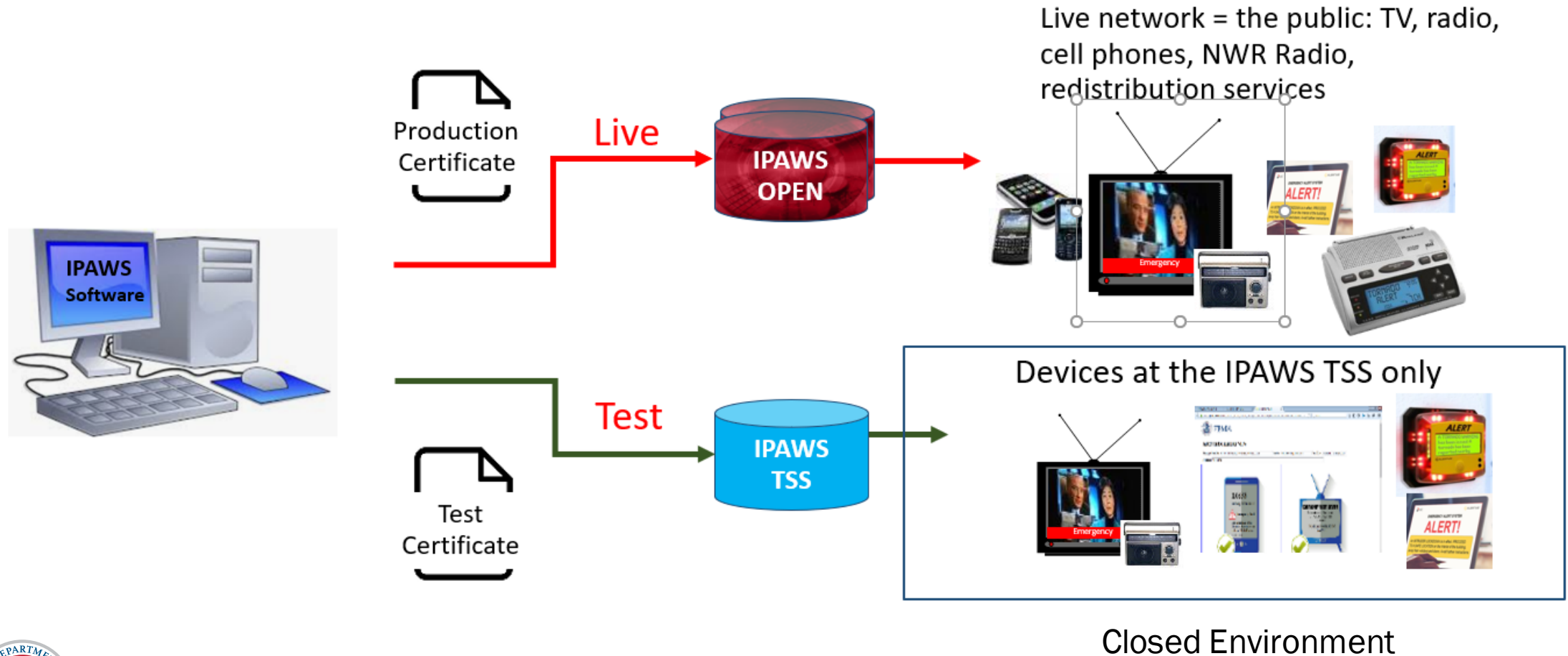
IPAWS Technical Support Services Facility

- Over the years, increase in demand, requests for visits, reliance on lab personnel, etc.
 - Contractor suggested a larger, more accommodating space to support current and future efforts
 - Shifted away from “lab” and into service-oriented position
- New name IPAWS Technical Support Services Facility
- Location:
 - 161 National Plaza, Oxon Hill, MD (National Harbor)
 - Closer proximity to FEMA Headquarters
 - Accessibility
 - Amenities



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Same Technical Capabilities



FEMA

Seminar and Learning Facility

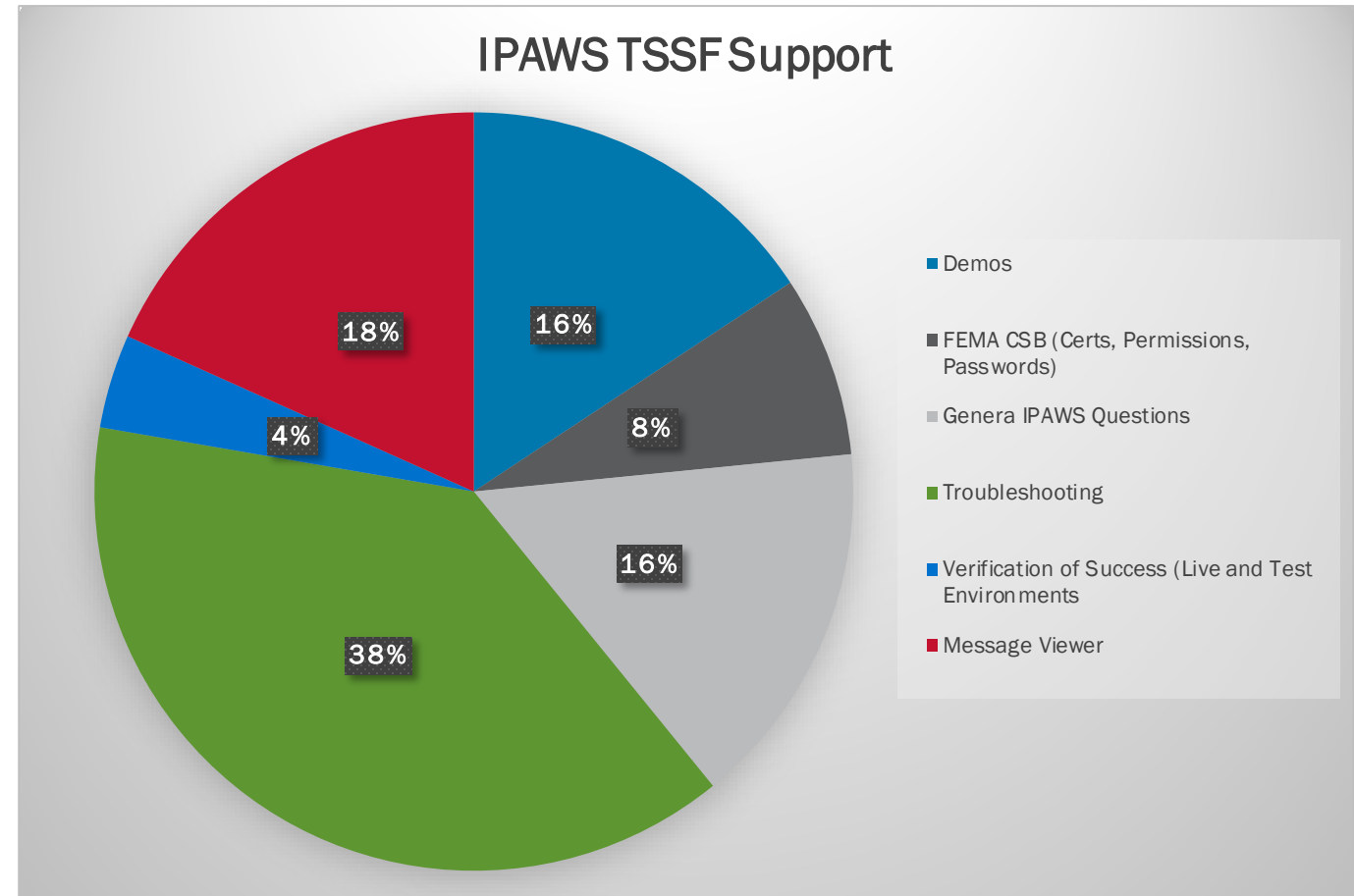
- Interactive seminar and conference areas
- Hands-on learning facility
- End-to-end demonstration capabilities
- Enhanced A/V to support virtual events
- Vendor supported events (e.g., refresher training, vendor-hosted seminars)
- Knowledgeable and experienced support staff
- IPAWS PMO technical support

1-84-IPAWSLab
1-844-729-7522
Fema-ipaws-lab@fema.dhs.gov



24/7/365 On-Call Technical Support

- Live alerting assistance
- Troubleshooting errors
- Teaching/education
- Proficiency demonstration assistance
- Alert verification
- Technical configuration help
- Vendor support
- Q&A



Partnerships

- FEMA National Integration Center (NIC) Technical Assistance (TA) series
 - IPAWS technical support
 - IPAWS TSSF Office Hours
- National Exercise Division (NED)
 - Evaluated exercise support (HSEEP Evaluators)
 - National Level Exercise (NLE) – Cascadia Rising 2022
 - IPAWS technical support
- DHS Science & Technology
 - Operational exercises
 - Technical expertise and input to collateral and projects
- FEMA Emergency Management Institute (EMI)
 - Integrated Emergency Management Course (IEMC)
 - Table-top exercises

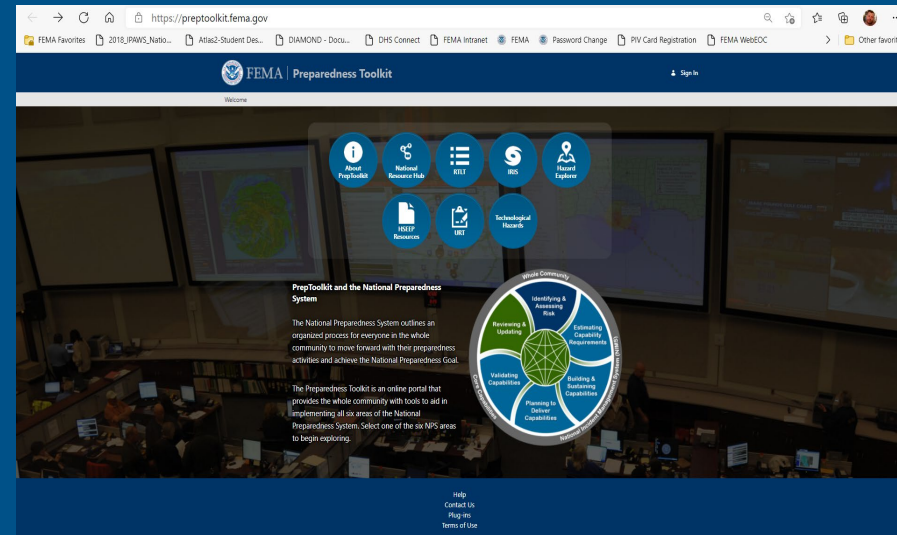
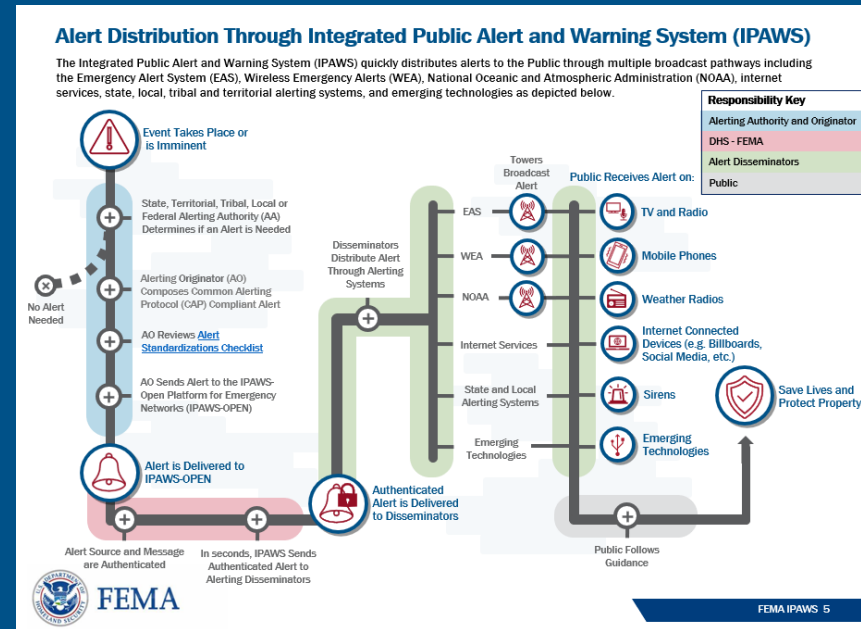


Resources

- IPAWS Program Planning Toolkit
 - Fact sheets
 - Guides
 - FAQs
- IPAWS Process Playbook
 - Detailed processes by pathway
 - Great teaching tool
- IPAWS Exercise Starter Kit
 - Scalable
 - SitMan, EEGs, AARs,



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<https://www.fema.gov/media-collection/ipaws-program-planning-toolkit>

Federal Emergency Management Agency

Cool Stuff We're Working On

- Scenario-based monthly proficiency tests – not a requirement
 - FEMA-provided short scenarios to make monthly testing “fun”
 - Kick-off 13 Sept with San Fernando, CA
 - Scalable/customizable
- Table-top exercises
- Improved web site space for TSSF-related information
 - Toolkits
 - Guides
 - Best practices
 - Announcements
- Continue to support and work with our partners to improve AWN

- We welcome suggestions!
- How can we better help you?
- What would you like to see in a lab setting?

Looking Ahead

- Incorporation of emerging technologies
- Increased interactions with SLTTs
- Seminar and conference hosting
- Increased incorporation of IPAWS in exercises
- On-site and off-site learning initiatives
- Expanded partnerships
- Increased and improved resources for you!



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