

# Integrated Public Alert and Warning System (IPAWS)



## Process Map Playbook

Version 2.0

February 2023



FEMA

# Revision History

Version	Version Date	Nature of Revision
1.0	01/20/2021	Initial Version
2.0	01/18/2023	<ul style="list-style-type: none"><li>• New slide to highlight the TSSF (6)</li><li>• Amended Slide 8 to show examples of emerging technologies</li><li>• Amended Slide 9 with new Salesforce process</li><li>• Amended language in Slide 12</li><li>• New slide to show NWEM process (13)</li><li>• Amended Slide 14 to highlight voluntary participation by EAS participants</li><li>• New slide to provide checklist for NWEM alerts (16)</li><li>• Updated links to associated resources in Slide 17</li></ul>



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# Process Map Playbook Purpose



## About the Integrated Public Alert and Warning System (IPAWS)

The IPAWS program was created by the Federal Emergency Management Agency (FEMA) in 2006, per Executive Order 13407.

IPAWS is a network of complex systems that lets Federal, State, Local, Tribal, and Territorial (FSLTT) Alerting Authorities (AAs) send geographically-targeted alerts. AAs can send alerts and save lives through IPAWS by quickly informing the public of impending natural and man-made disasters, or other hazards to public safety and well-being.

Messages created by AAs are verified through the Integrated Public Alert and Warning System Open Platform for Emergency Networks (IPAWS-OPEN). Once verified, alerts are sent through the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), as well as internet-based and unique alerting systems.



# Process Map Playbook Purpose



## About the Integrated Public Alert and Warning System (IPAWS) Technical Support Services Facility (TSSF)

The IPAWS TSSF is staffed 24/7 with subject-matter experts experienced in emergency management, public safety communications, public works, and broadcasting, who assist Alerting Authorities (AAs) with IPAWS needs.

Additionally, The TSSF hosts a closed, end-to-end, IPAWS environment for alert creation and dissemination to all IPAWS pathways including the Emergency Alert System (EAS), Wireless Emergency Alerts (WEAs), Non-Weather Emergency Messages (NWEMs), and IPAWS All-Hazards Information Feed so that AAs may train, practice, and exercise alert, warning, and notification procedures and processes.

The TSSF Help Desk can be reached at [fema-ipaws-lab@fema.dhs.gov](mailto:fema-ipaws-lab@fema.dhs.gov) or 1-844-729-7522.



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# Process Map Playbook Purpose



## About the Process Map Playbook

The Process Map Playbook illustrates the interconnected processes for State, Local, Tribal, and Territorial (SLTT) Alerting Authorities (AAs) to send alerts through the Integrated Public Alert and Warning System (IPAWS). By quickly informing the public, AAs can send alerts and save lives.

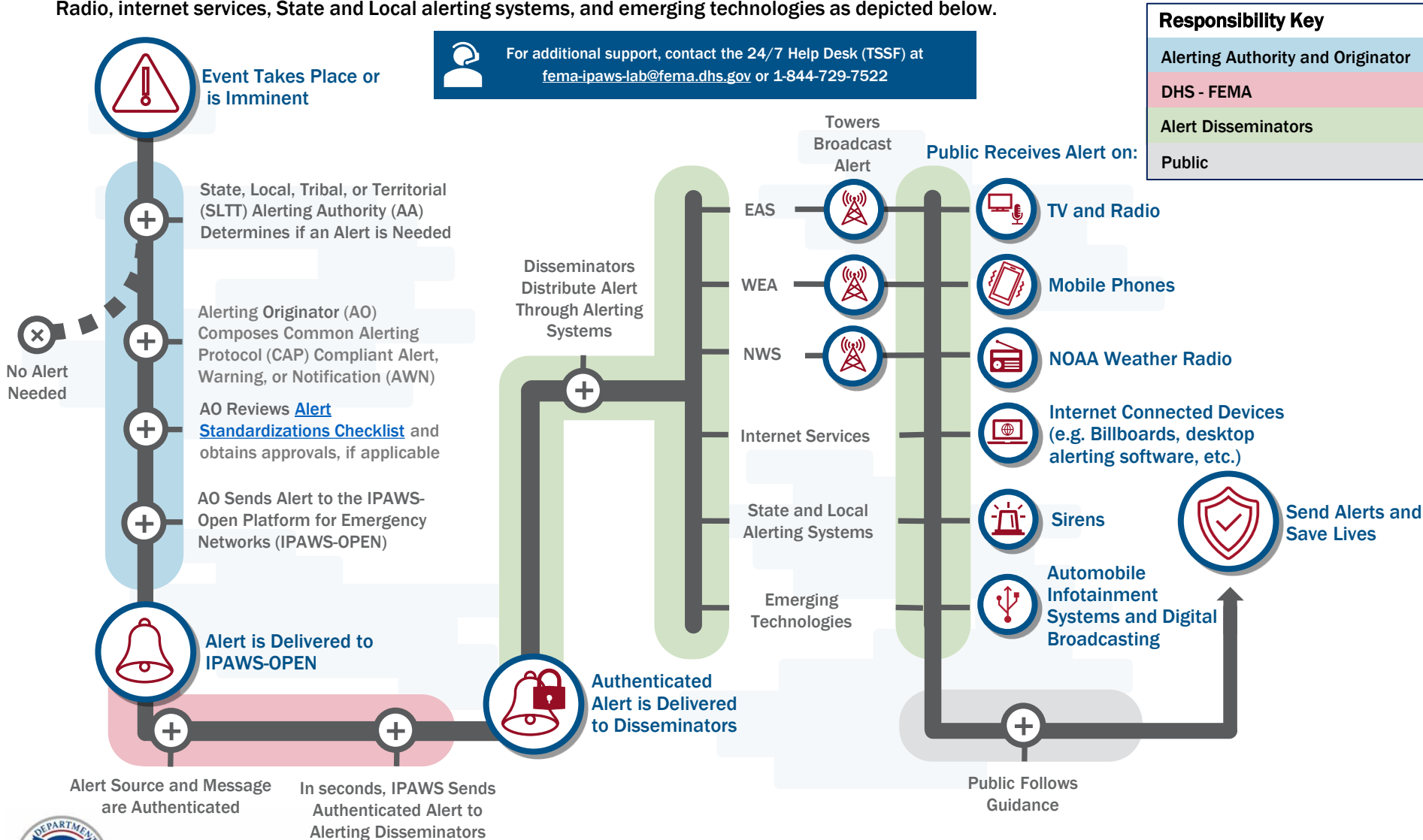
This Playbook brings together information from a variety of resources to streamline knowledge for IPAWS stakeholders. IPAWS' stakeholders include the Federal Government, State and Local entities, wireless providers, broadcasters, and others involved with existing and emerging technologies.

The Process Map Playbook demonstrates the importance of preparation, training, resource-sharing, communication, and relationship development.



# Alert Distribution Through Integrated Public Alert and Warning System (IPAWS)

The Integrated Public Alert and Warning System (IPAWS) quickly distributes alerts to the Public through multiple broadcast pathways including the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), National Oceanic and Atmospheric Administration (NOAA) Weather Radio, internet services, State and Local alerting systems, and emerging technologies as depicted below.



# Process to Become an IPAWS Alerting Authority (AA)

To become an Alerting Authority (AA), public safety officials must apply for access from the Integrated Public Alert and Warning System (IPAWS) to send public alerts and warnings. Visit [How to Sign Up for IPAWS](#) and start [IPAWS Training](#) to begin. The [IPAWS Customer Support Team](#) is available to answer questions about capabilities, considerations, and to assist with the application process.



**Alerting Authority (AA) is Made Aware of IPAWS Capabilities**



For additional support, contact the 24/7 Help Desk (TSSF) at [fema-ipaws-lab@fema.dhs.gov](mailto:fema-ipaws-lab@fema.dhs.gov) or 1-844-729-7522

## Responsibility Key

Alerting Authority

A Municipality May Need County Approval Before They Can Directly Apply to the State



Consult With State\* About Pursuing IPAWS



Initiate Process to Obtain IPAWS for Your Organization



Complete [IPAWS EMI Training Courses 247 and 251](#)



Learn More about IPAWS and Contact [IPAWS Customer Support](#) with any Questions



Decide Not to Pursue IPAWS AA Authorization



Commit to Becoming an IPAWS Authorized AA



Compare Vendor Capabilities and Costs



[Select IPAWS Compatible Software](#)

Review and Obtain Signature From State or Tribal Official

Return Form with Final Signature to IPAWS



Identify the Event Codes Intended to be Used Based On Local Hazards



**Complete Public Alerting Permissions Application Provided by IPAWS**



Receive Collaborative Operating Group (COG) Name and Identification Number



Submit Completed MOA Form to IPAWS



[Complete Memorandum of Agreement \(MOA\) Form](#)

Miss 3 Consecutive Months of TSSF Proficiency Demos and Lose IPAWS Access



**Receive IPAWS Authorization**



Install IPAWS Digital Certificates



**Complete Initial IPAWS Training**



Complete Vendor Software Training



[Practice in Technical Support Services Facility \(TSSF\)](#)



**Event Takes Place or is Imminent**



**Send Alerts and Save Lives**



Increase Public Awareness and Education Campaigns



**Send IPAWS Alerts to Public**



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\*Federally-recognized tribal nations are not subject to state alerting review or approval, however, IPAWS Office encourages coordination between tribal, state and local jurisdictions.



# Integrated Public Alert and Warning System (IPAWS)



## Processes for Wireless Emergency Alerts (WEA)



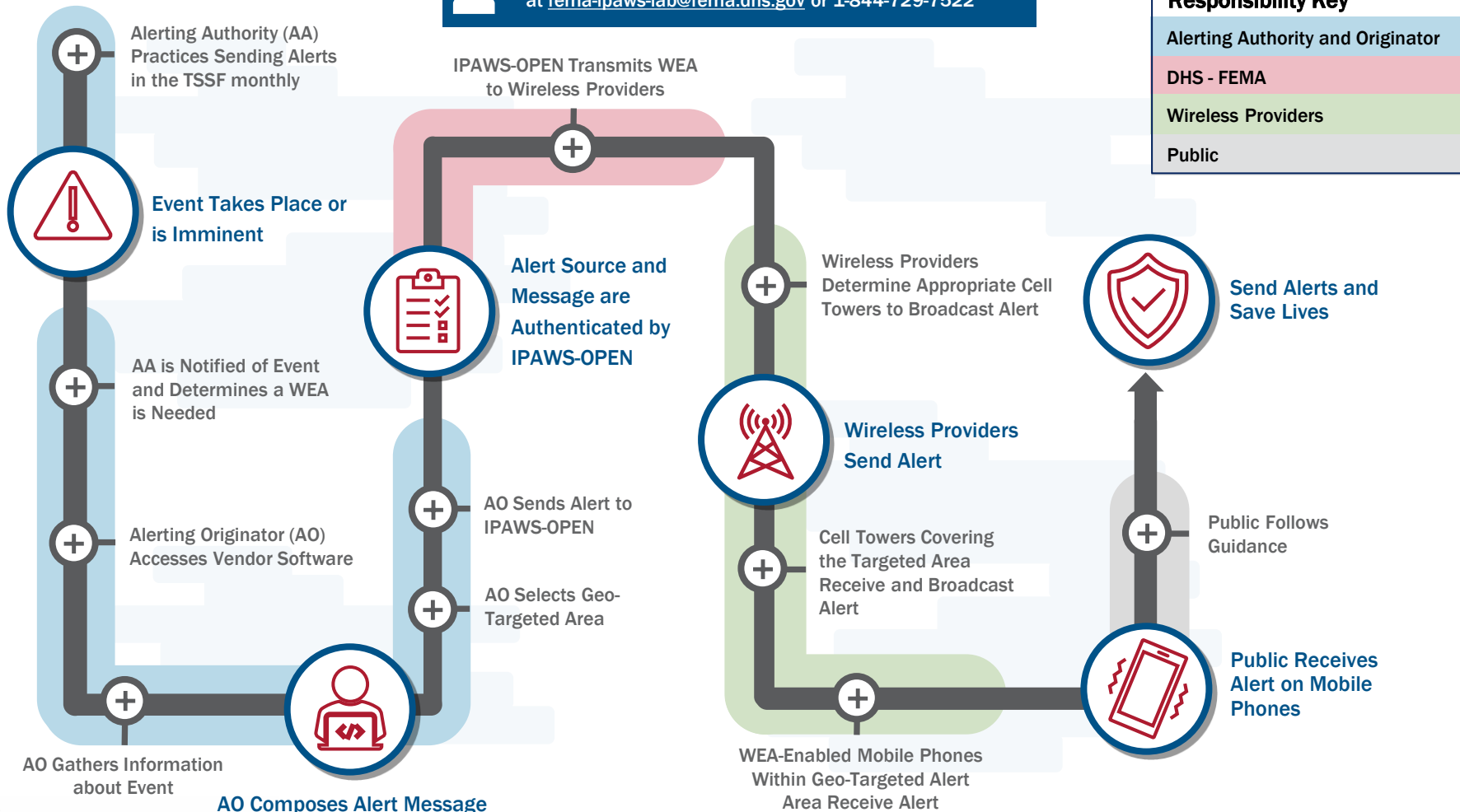
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# Wireless Emergency Alert (WEA) Process Map

The teamwork of several systems including the Federal Emergency Management Agency's (FEMA) Integrated Public Alert and Warning System Open Platform for Emergency Networks (IPAWS-OPEN), vendor software, wireless providers, and cell towers allows the Public to receive a Wireless Emergency Alert (WEA) on their mobile phones within seconds.



For additional support, contact the 24/7 Help Desk (TSSF) at [fema-ipaws-lab@fema.dhs.gov](mailto:fema-ipaws-lab@fema.dhs.gov) or 1-844-729-7522



## Responsibility Key

Alerting Authority and Originator

DHS - FEMA

Wireless Providers

Public



FEMA

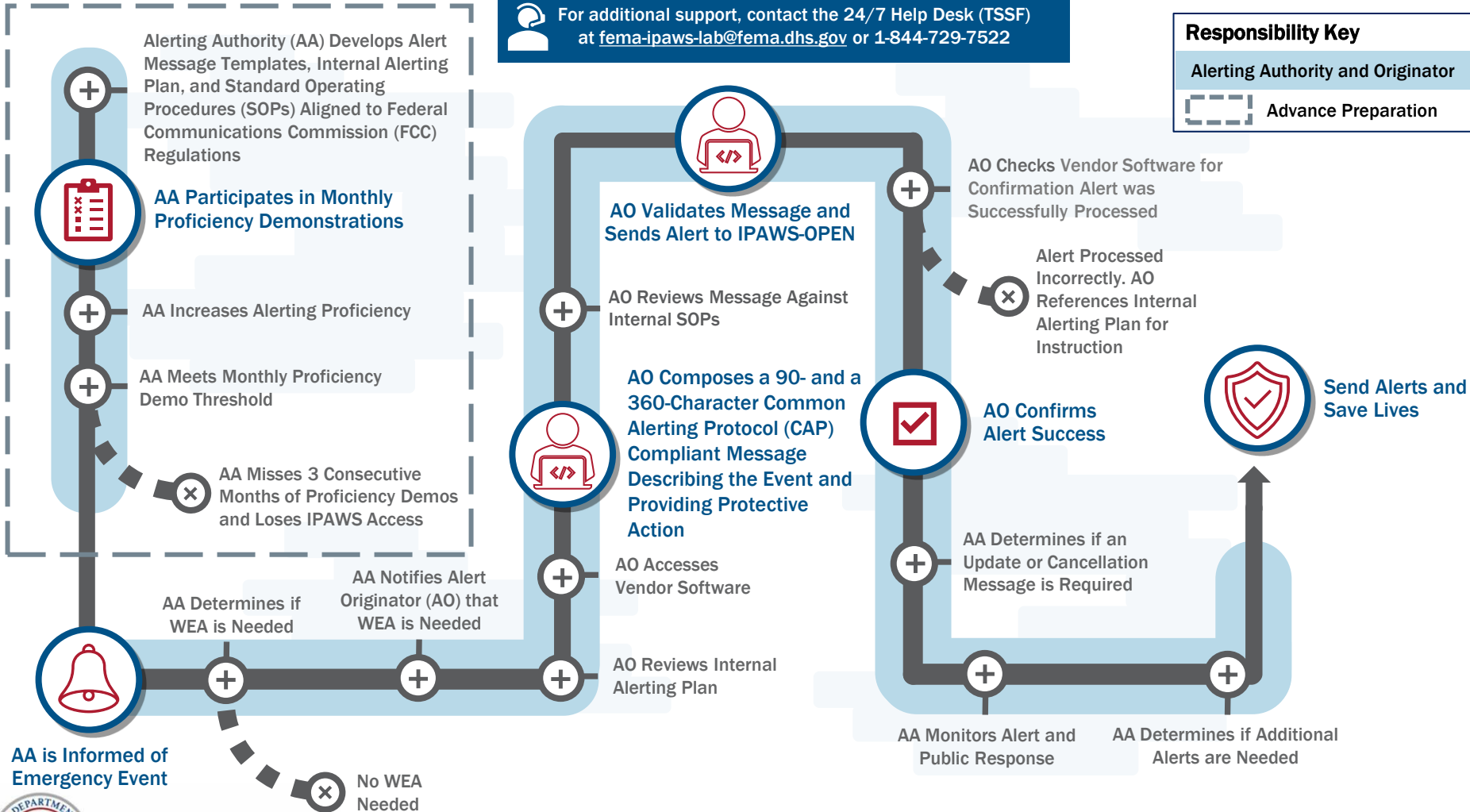
AO Composes Alert Message Using [Alert Standardization Checklist](#)

# Process for an Alerting Authority (AA) to Send a Wireless Emergency Alert (WEA)

Sending a Wireless Emergency Alert (WEA) saves lives. By participating in the Integrated Public Alert and Warning System (IPAWS) training, learning best practices, and mastering vendor software, Alerting Authorities (AA) can quickly alert and warn their communities.

For additional support, contact the 24/7 Help Desk (TSSF) at [fema-ipaws-lab@fema.dhs.gov](mailto:fema-ipaws-lab@fema.dhs.gov) or 1-844-729-7522

Responsibility Key	
	Alerting Authority and Originator
	Advance Preparation

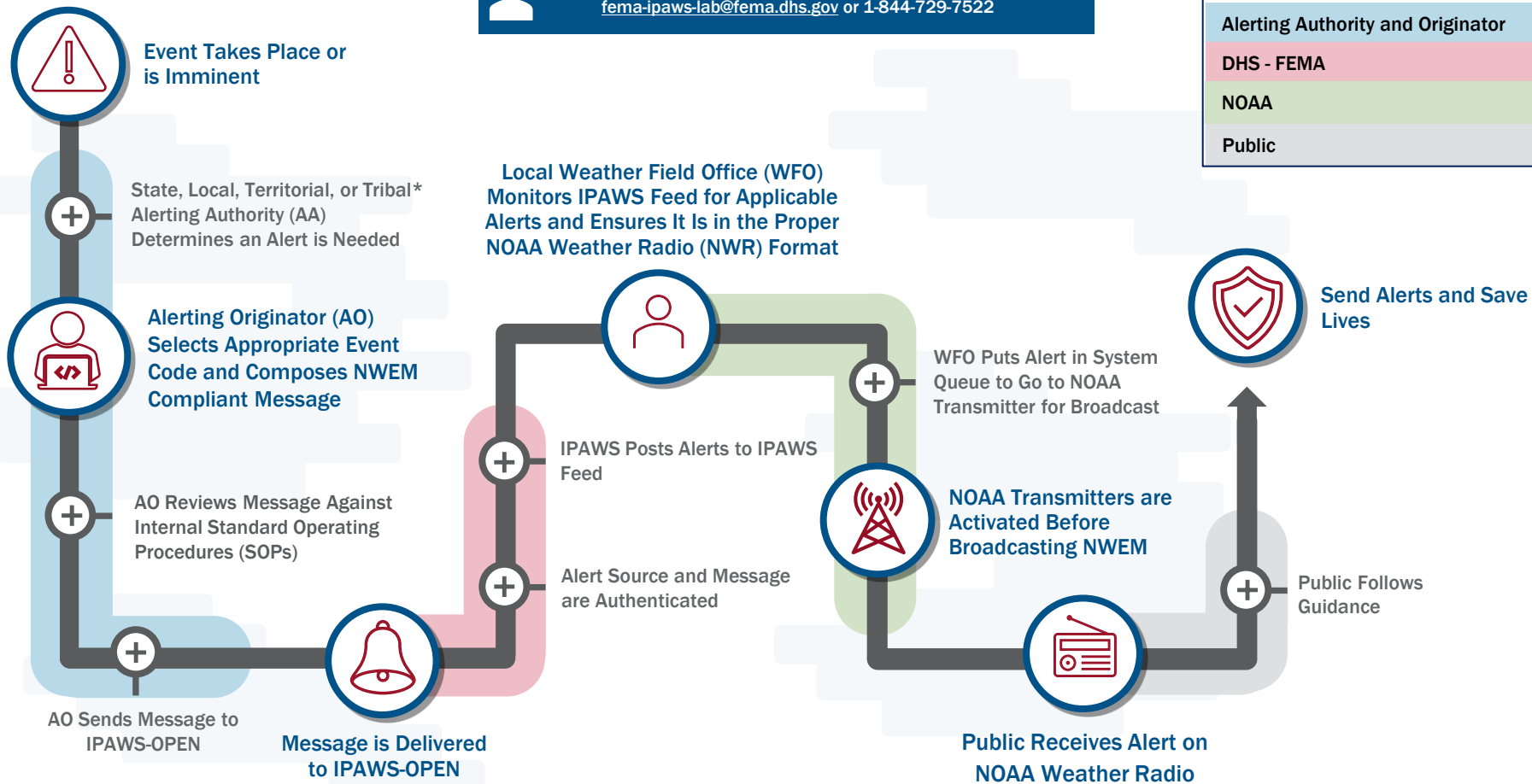


# Non-Weather Emergency Messages (NWEM) Process Map

Federal, State, Local, Tribal, and Territorial (FSLTT) public safety officials can send Non-Weather Emergency Messages (NWEMs) through the Federal Emergency Management Agency (FEMA) Integrated Public Alert and Warning System (IPAWS) to the National Weather Service (NWS) for broadcast over National Oceanic and Atmospheric Association (NOAA) Weather Radio (NWR) All Hazards and other NWS dissemination systems.

For additional support, contact the 24/7 Help Desk (TSSF) at [fema-ipaws-lab@fema.dhs.gov](mailto:fema-ipaws-lab@fema.dhs.gov) or 1-844-729-7522

Responsibility Key	
Alerting Authority and Originator	
DHS - FEMA	
NOAA	
Public	



\*Federally-recognized tribal nations are not subject to state alerting review or approval, however, IPAWS Office encourages coordination between tribal, state and local jurisdictions.

# Integrated Public Alert and Warning System (IPAWS)



## Processes in the Emergency Alert System (EAS)



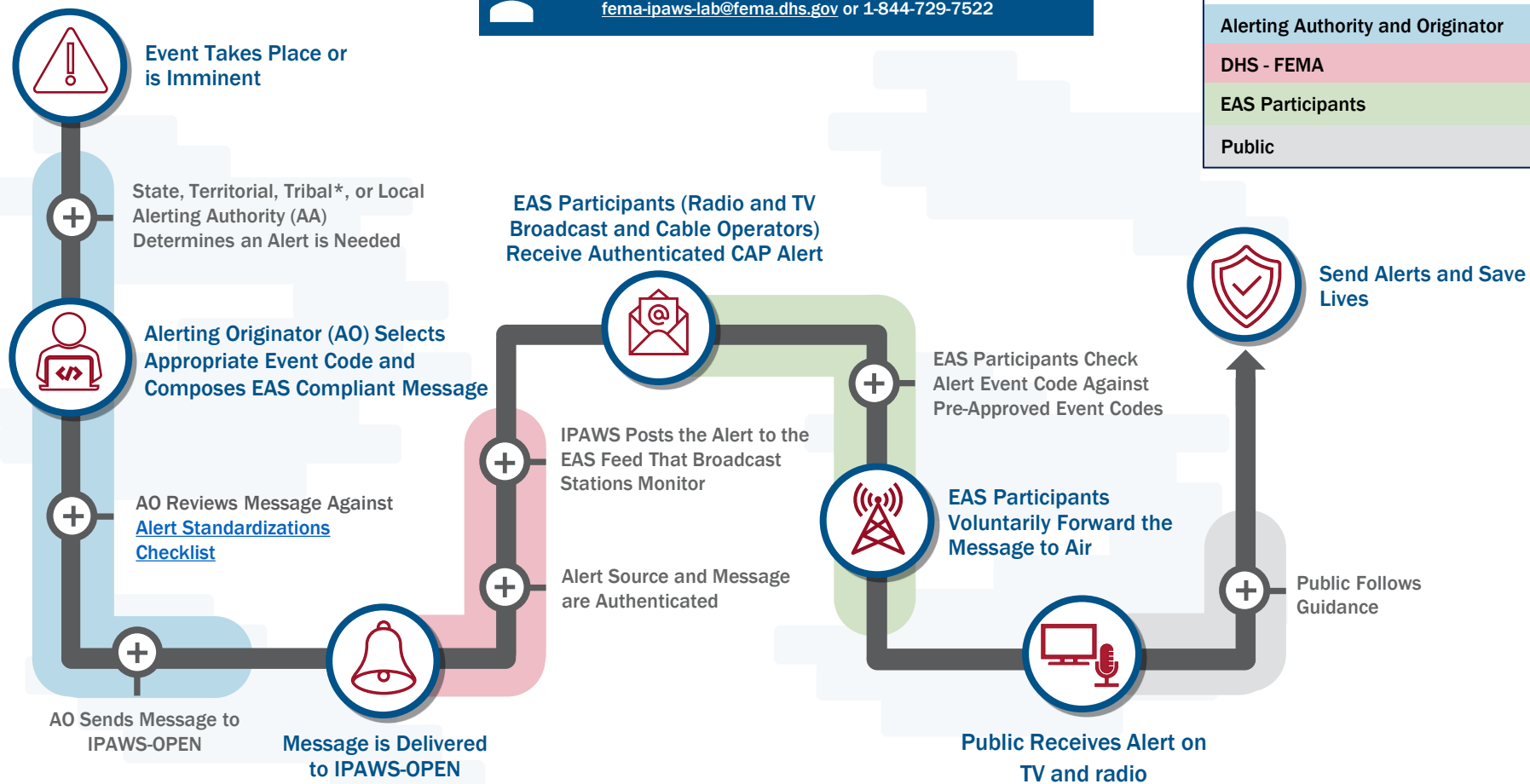
**FEMA**

# Emergency Alert System (EAS) Alert Process Map

The Emergency Alert System (EAS) quickly delivers warnings to the Public through Radio and TV. When sending an alert via the Integrated Public Alert and Warning System (IPAWS), EAS may be selected as a stand-alone distribution pathway or in combination with other IPAWS distribution pathways.

For additional support, contact the 24/7 Help Desk (TSSF) at [fema-ipaws-lab@fema.dhs.gov](mailto:fema-ipaws-lab@fema.dhs.gov) or 1-844-729-7522

Responsibility Key	
Alerting Authority and Originator	
DHS - FEMA	
EAS Participants	
Public	



\*Federally-recognized tribal nations are not subject to state alerting review or approval, however, IPAWS Office encourages coordination between tribal, state and local jurisdictions.

# Alert Standardizations Checklists – EAS and WEA

The below serve as general checklists for Alert Originators to review and confirm that their Emergency Alert System (EAS), Wireless Emergency Alert (WEA) messages, and Non-Weather Emergency Messages (NWEMs) align with the national and international standard used by the Integrated Public Alert and Warning System (IPAWS) to send public alerts and warnings. Further instruction on composing WEA and EAS alerts can be found in the [IPAWS Alert and Warning Message Guide](#).

## EAS

- Determine the appropriate event code
- Compose an English message that:
  - Includes the source of the message
  - Describes the threat or event
  - States the location affected
  - Advises protective action for public to take, when they should take this action, how to accomplish said action, and how the action will reduce impact(s)
  - Includes when to expect the threat to end and/or new information will be received
  - Does not exceed the 1,800-character limit
- Determine if Spanish alert is needed
- If appropriate and compatible with software, include a mp3 audio attachment (2 minutes max.)
- Review the composed alert
- Send the composed alert to IPAWS-OPEN
- Continue to monitor event and determine if additional message updates are required
- Send alerts and save lives

## WEA

- Determine the appropriate event code
- If supported, select the geo-targeted boundaries
- Compose a 90- and 360-character English message that:
  - Includes the source of the message
  - Describes the threat or event
  - States the location affected
  - Advises protective action for the public to take, when they should take this action, how to accomplish said action, and how the action will reduce impact(s)
  - Includes when to expect the threat to end and/or new information will be received
- Determine if Spanish alert is needed
- If appropriate, include a phone number and/or URL
- Review the composed alert
- Send the composed alert to IPAWS-OPEN
- Continue to monitor event and determine if additional message updates or cancellations are required
- Send alerts and save lives



# Alert Standardizations Checklists – NWEM

The below serve as general checklists for Alert Originators to review and confirm that their Emergency Alert System (EAS), Wireless Emergency Alert (WEA) messages, and Non-Weather Emergency Messages (NWEMs) align with the national and international standard used by the Integrated Public Alert and Warning System (IPAWS) to send public alerts and warnings. Further instruction on composing WEA and EAS alerts can be found in the [IPAWS Alert and Warning Message Guide](#).

## NWEM

- Determine the appropriate event code
- Sendername element should be formatted: “<CODID>,<CogName>,<Requesting Agency>” where Requesting Agency is used when sending a message on behalf of another entity (e.g., State Agency sending on behalf of a county agency)
- Compose an English message that:
  - Includes the source of the message
  - Describes the threat or event
  - States the location affected
  - Advises protective action for public to take, when they should take this action, how to accomplish said action, and how the action will reduce impact(s)
  - Includes when to expect the threat to end and/or new information will be received
- If appropriate and compatible with software, include a mp3 audio attachment (2 minutes max.)
- Review the composed alert
- Send the composed alert to IPAWS-OPEN
- Continue to monitor event and determine if additional message updates are required
- Send alerts and save lives





## Associated Resources

- ❑ [Integrated Public Alert and Warning System \(IPAWS\) Homepage](#)
- ❑ [IPAWS Program Planning Toolkit](#)
- ❑ [Emergency Alert System \(EAS\)](#)
- ❑ [Wireless Emergency Alerts \(WEA\)](#)
- ❑ [Alerting Authorities](#)
- ❑ [IPAWS Adoption Checklist for Alerting Authorities](#)
- ❑ [Alert Origination Software Providers](#)
- ❑ [IPAWS Memorandum Of Agreement \(MOA\) Application](#)
- ❑ [IPAWS Online Training](#)
- ❑ [Practice and Train with the Technical Services Support Facility \(TSSF\)](#)
- ❑ [Emergency Alert System \(EAS\) Participants and Common Alerting Protocol \(CAP\)](#)
- ❑ [Integrated Public Alert and Warning System Open Platform for Emergency Networks \(IPAWS-OPEN\)](#)
- ❑ [National Public Warning System \(NPWS\)](#)
- ❑ [IPAWS Message Viewer](#)
- ❑ [IPAWS Tips](#)
- ❑ [IPAWS Alert and Warning Message Guide](#)

