

Technical Support Services Facility (TSSF) Services and Capabilities

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Q: What is the TSSF?



A: One-Stop Shop for Alerting Authorities

- ✓ 24/7 technical support
 - Assistance with live and test alerts
 - Troubleshoot errant alerts and status codes
 - Resource development
 - User account management
- ✓ End-to-end demonstration capabilities
- ✓ Guidance and best practices for practitioners
- ✓ Hands-on training facility
- ✓ Interactive seminars, conferences, and workshops
- ✓ IPAWS-focused exercises (table-top, functional, evaluated, etc.)
 - Development and facilitation
- ✓ On-demand IPAWS education
- ✓ Proficiency demonstration support
- ✓ Tool and resource development and dissemination
- ✓ Vendor support (e.g., refresher training, vendor-hosted seminars)



IPAWS TSSF & Live Environments



Production Certificate

Live



Live network = the public: TV, radio, cell phones, NWR Radio, redistribution services



Demo Certificate

Demo



Devices at the IPAWS TSSF only

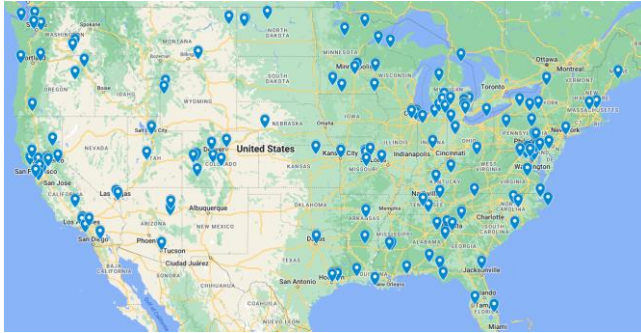


Closed Environment



Year in Review





FEMA

IPAWS Message Viewer

COGID 300473 User Type: **Originator**

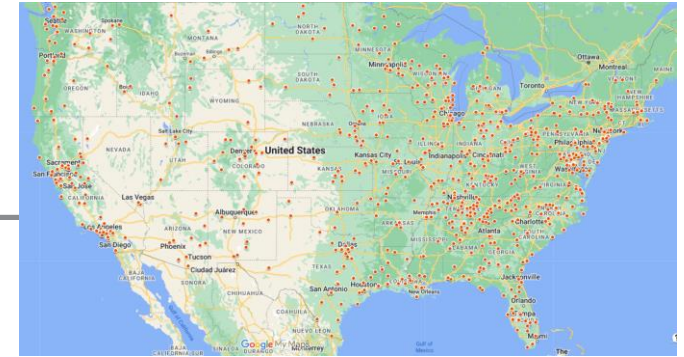
Message Identifier	Sent Time (GMT)	Event Code	Headline
393766896682809	2019-10-03 15:27	LAE	IPAWS - Required Monthly Test

IPAWS Best Practices

Integrated Public Alert & Warning System (IPAWS)
Guidance and Techniques for Sending Successful Alerts, Warnings, and Notifications

June 2023

FEMA **IPAWS**



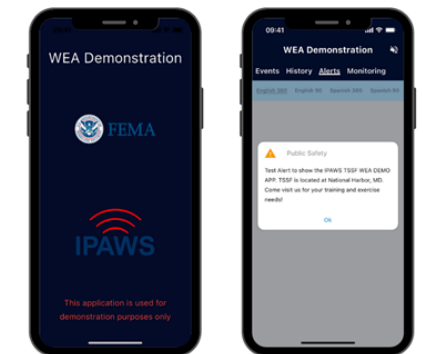
112



IPAWS Technical Support Information and Best Practices

FEMA 174 views · Last updated on Jul 26, 2023

- 1 IPAWS TSSP Virtual Tour FEMA · 50 views · 11 months ago
- 2 WEA 90 & 300 Best Practices FEMA · 220 views · 1 month ago
- 3 IPAWS Technical Support - Monthly Proficiency Demonstrations and Tablet Exercises FEMA · 507 views · 8 months ago



IPAWS Best Practices Guide



Did you know?

Dr. Dennis Mileti, a researcher on the effectiveness of alert, warning and notification provided a [PrepTalk](#) that showcased his research on the public's reaction to mass notifications. He provided practical guidance on how to reduce milling by crafting effective messaging and using multiple delivery methods to amplify notification.

Dr. Jeanette Sutton has performed research on effective AWN message content. Her work can be found at The Warn Room [website](#).



Did you know?

The FEMA IPAWS website contains resources and information and is updated regularly. If you have resources that may benefit other AAs, please reach out to fema-ipaws-lab@fema.dhs.gov for possible inclusion.

[Integrated Public Alert & Warning System | FEMA.gov](#)



Did You Know?

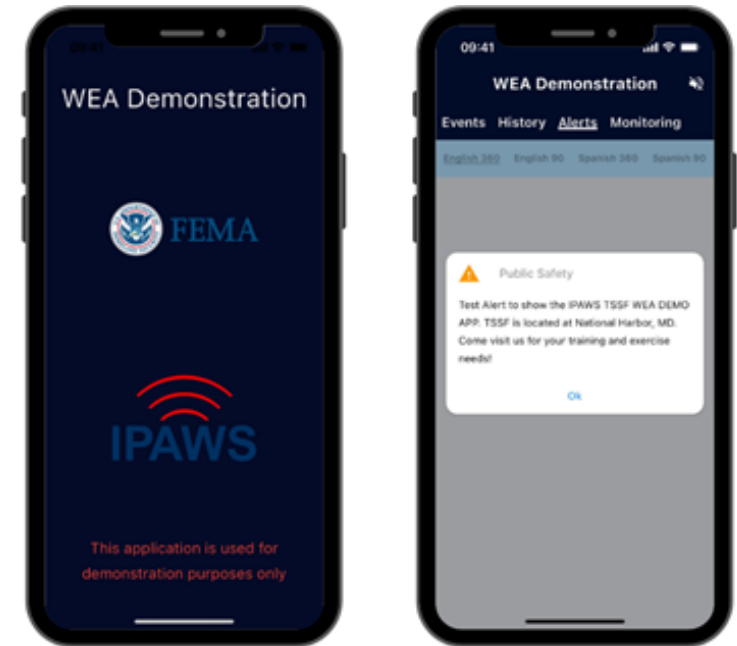
WEA 3.0 introduced device-based geo-fencing (DBGF), which restricts targeted area(s) to no more than 1/10th of a mile outside of the polygon/circle. DBGF relies on the capability of the cell device to determine via its GPS if it is located within a polygon/circle and should present alert information to its holder. Most cell devices support DBGF. This capability is expected to improve as more DBGF-enabled cell phones are purchased by the public.



WEA Demo App

What are the benefits?

- View WEAs when performing demonstrations, training, and exercises
- Evaluate 90- and 360-character WEAs in English and Spanish
- Fulfill required IPAWS Monthly Proficiency Demonstration (MPD) requirements
- Familiarize and train new employees or use for refresher training
- Develop templates or operating procedures for WEA use



What's ahead?



AOB – What's it mean for me?

Resulting Impact

- ✓ Enhanced Security

Things you will need to know:

- Do you have an MOA with a neighboring jurisdiction to send on your behalf?
- Is your IPAWS-OPEN profile updated with your agency email address?
- Do you know your Designated Authority (e.g., 24/7 state POC)?
- Do you know your Unique Authentication Number (UAN)?



Stay tuned . . .

- Quick Reference Guides – English & Spanish
- Scenario-Based Monthly Proficiency Demonstrations
 - More Educational Videos
 - IAEM 2023



Questions?

