



# Defense Logistics Agency **INSTRUCTION**

DLAI 3020.02  
Effective February 2, 2015

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DLA Logistics Operations (J3)

SUBJECT: DLA Mass Notification System (MNS)

References: See Enclosure 1.

1. PURPOSE. This Instruction:

a. Establishes and implements policies, processes and procedures necessary to rapidly alert and notify personnel in the event of an emergency in accordance with the authority in DODI 6055.17 (Reference (a)), DODI 3020.42 (Reference (b)), and DLAI 6107 (Reference (c)).

b. Describes the intended use for DLA MNS throughout the Agency.

2. APPLICABILITY. Applies to all DLA activities.

3. DEFINITIONS. See Glossary.

4. POLICY. It is DLA policy that organizations make all possible effort to protect life, property, and other installation assets by notifying organizations and employees of an emergency situation and providing instructions for the necessary response and action.

5. RESPONSIBILITIES. See Enclosure 2.

6. PROCEDURES. See Enclosure 3.

7. INFORMATION REQUIREMENTS.

a. DLA Employees should provide and verify accurate contact information. See Enclosures 2.9 and 3.3.

b. The DLA MNS alert flow provides installations and organizations an effective and reliable MNS for use during a crisis to warn affected personnel. AtHoc notification can be made via a web-based client to the Computer Desktop, Telephone, Cell phone, Short Message Service (SMS) Text, FAX, Blackberry, email, electronic signs, or Text Telephone (TTY) for hearing impaired. See Enclosure 4.

8. INTERNAL CONTROLS. The Program Manager will conduct an annual program review of DLA MNS to ensure the system supports DLA's mission assurance requirement.

9. RELEASEABILITY. UNLIMITED. This DLAI is approved for public release and is available on the DLA Issuances Internet Website.

10. EFFECTIVE DATE. This instruction:

a. Is effective on February 2, 2015

b. Must be reissued, cancelled, or certified current within 5 years of its publication in accordance with DLAI 5025.01, DLA Issuance Program. If not, it will expire effective February 2, 2025 and be removed from the DLA Issuances Website.

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Enclosures

Enclosure 1 – References

Enclosure 2 – Responsibilities

Enclosure 3 – Procedures

Enclosure 4 – MNS Alert Flow

Glossary

## ENCLOSURE 1

### REFERENCES

- (a) DODI 6055.17, DoD Installation Emergency Management (IEM) Program, November 19, 2010
- (b) DODI 3020.42, Defense Continuity Plan Development, February 17, 2006
- (c) DLAI 6107, Fourth Estate Personnel Accountability and Assessment System (FEPAAS), July 18, 2012
- (d) DODI 3001.02, Personnel Accountability in Conjunction with National Emergencies or Natural Disasters, May 3, 2010
- (e) DODI 3020.52, DOD Installation Chemical, Biological, Radiological, Nuclear, and High-Yield Explosive (CBRNE) Preparedness Standards, May 18, 2012
- (f) Memorandum: Final Recommendations of the FT. Hood Follow-on Review, August 18, 2010
- (g) Unified Facilities Criteria Design and O&M: Mass Notification Systems (UFC 4-021-01), December 18, 2002
- (h) SPAWAR Systems Center (SSC) Pacific Navy Data Center Infrastructure (SNDCI), Information System Contingency Plan (ISCP), Version 1.0, February 16, 2012
- (i) SSC PAC Data Center Service Agreement, Version 1.2, March 30, 2012
- (j) AtHoc DLA MNS Publishers Quick Start Guide, Version 6.1.8, Patch 84, December 2011
- (k) Privacy Act of 1974 (Pub.L. 93-579, 88 Stat. 1896, enacted December 31, 1974, 5 U.S.C. 552a)
- (l) Communication of Emergency Public Warnings, A Social Science Perspective and State of the Art Assessment, Federal Emergency Management Agency (FEMA), ORNL-6609, August 1990
- (m) DLA Mass Notification System, Concept Of Operations (CONOPS), 3 September 2013
- (n) DLAI 5015.01 Records Management Policy, December 12, 2013
- (o) DLA Records Disposition Schedule, current edition

ENCLOSURE 2  
RESPONSIBILITIES

1. DIRECTOR, DLA LOGISTICS OPERATIONS (J3), under the authority, direction and control of the DLA Director, must:

- a. Serve as DLA MNS Functional Program Manager (PM) responsible for providing policy and guidance to support operation of the MNS.
- b. Coordinate MNS issues with the Space and Naval Warfare System Command (SPAWAR), DLA Director, Vice Director, Chief of Staff (COS), Human Resources (J1), DLA Information Operations (J6), DLA Installation Support (DS) Site Director, and PLFA Installation Commanders.
- c. Appoint primary and alternate MNS operators for the Joint Logistics Operations Center (JLOC).
- d. Assist DS with the development of business rules and operating procedures for DLA HQ.
- e. Coordinate Interactive Crisis Communication (AtHoc) training with system administrators and operators.
- f. Establish and maintain the DLA MNS access control.

2. JLOC must serve as back-up to J3 MNS program manager.

3. DIRECTOR, J1 must, in a declared emergency that requires civilian personnel accountability, activate the Fourth Estate Personnel Accountability and Assessment System upon notification from the Office of the Chairman of the Joint Chiefs of Staff or DLA Director, once an emergency has been declared in a target area. The personnel accountability process will begin immediately or at a specified time. In addition, it will follow the personnel accountability guidance in accordance with Reference (c).

4. DIRECTOR, DS must:

- a. Serve as the point of contact for the operation and administration of the DLA MNS for DLA HQ (McNamara Complex), Hybla Valley, Gatehouse Road, Mark Center, and Child Development Center.
- b. Assist J3 with the development of operating procedures for headquarters and installation-level alerts for normal and degraded communications situations.
- c. Review alerts for DLA HQ during emergency situations and provide instructions on the necessary response and action.
- d. Maintain a current list of HQ administrators and operators.

e. Develop and release notification of emergency messages.

5. DP must:

a. Develop, approve, and release command messages; i.e., building closure, operational status, and command information messages for DLA HQ.

b. Assist DS and J3 with the development of pre-scripted messages for MNS.

6. DIRECTOR, J6 must:

a. Serve as DLA MNS Program Manager.

b. Serve as the technical liaison between DLA users and SPAWAR helpdesk support.

c. Maintain and implement DLA MNS upgrades.

d. Provide guidance to the DLA Enterprise Helpdesk on how to handle service request calls.

e. Fund MNS sustainment (maintenance, hosting, administration, and upgrades).

7. DLA J CODE AND D STAFF DIRECTORS must:

a. Ensure all personnel update and maintain their current contact information (work email and phone number only) in DLA MNS.

b. Maintain personnel updates as applicable with sub groups (i.e., Command and Control Center (CCC), Installation Emergency Management, Emergency Operations Center (EOC), Emergency Support Function (ESF), Critical Incident Response Team (CIRT), Technical Working Group (TWG), Continuity of Operations (COOP), etc.). Quarterly the MNS program manager or appointee will attain reports to verify data.

c. Ensure geographically separated personnel are identified in the system.

8. COMMANDERS/DIRECTORS OF DLA PRIMARY LEVEL FIELD ACTIVITIES OR DS SITE DIRECTORS must:

a. Appoint operators and administrators to operate the DLA MNS at their locations.

b. Identify additional installation activities responsible for initiating installation-level alerts (if applicable).

c. Ensure personnel assignment to all sub-groups in the DLA MNS Access Self Service for applicable sub-groups (i.e., CCC, IEM, EOC, ESF, CIRT, Law Enforcement, Fire Department, TWG, COOP, etc.) are updated and maintained IAW local procedures.

d. Provide guidance and updates on preapproved quick reaction checklists for installation notification, or provide real-time verbal confirmation.

e. Direct activation of MNS.

f. Designate Administrators and Operators (e.g., authorized CCC, EOC or IEM personnel) in writing, (no bargaining unit personnel, unless currently performing similar duties, shall be appointed as Administrator or Operators).

g. Changes to the CONOPS and/or the MNS Operator's Manual, will be coordinated through the DLA MNS Program Manager.

9. DLA MNS EMPLOYEES (END USERS). DLA employees are End Users, they are recipients of alerts only, and cannot publish or alter an alert. Personal contact information will be provided on a voluntary basis. DLA employees should :

a. Ensure accurate contact information is provided (work email and phone number only).

b. Respond appropriately to the messages received.

10. INSTALLATION / SITE ADMINISTRATORS must:

a. Coordinate Installation DLA MNS operational issues and concerns with DLA MNS J3 Functional Program Manager, and Installation DLA MNS Operators.

b. Coordinate DLA MNS operator training with J3 functional program managers to include initial, recurring, and refresher.

c. Update and verify installation and organization DLA MNS Operators.

d. Perform operational oversight of the DLA MNS.

e. Resolve operational issues for the DLA MNS Operators.

f. Elevate unresolved operational issues to the DLA MNS J3 Functional Program Manager.

g. Provide or remove access privileges to the DLA MNS when the individual no longer requires access as an operator.

11. INSTALLATION / SITE OPERATORS (ALERT PUBLISHERS) must:

a. Attend initial MNS training and maintain proficiency on the MNS through regular training.

b. Develop local scenarios and distribution lists to support installation operations.

c. Ensure a minimum of one person is available and at least two personnel are

trained to operate the DLA MNS.

- d. Notify the installation organization administrator or DLA Enterprise Helpdesk of any system malfunctions, issues, or outages.
- e. Ensure daily that the DLA MNS is operational.
- f. Resolve system issues for the Installation or Site Administrator.
- g. Coordinate with J3 and DS, administrators and operators to perform a monthly test targeting desktop pop-ups and work email. Under no circumstances will an alert be sent without approval of the Commander/Site Director or appointed representative.
- h. Publish approved scenarios/alerts, track reports, and create and manage user/group distribution lists and scenarios for their area of responsibility.
- i. Ensure all relevant scenarios are properly configured to match local requirements.

## 12. INSTALLATIONS OR SITES SHOULD DEVELOPMENT SPECIFIC GUIDANCE.

Local MNS guidance and general operating guidance includes appropriate bargaining obligations will be met in developing guidance.

- a. During duty hours, alerting is best done by desktop email, duty phone, and personal contact information.
- b. After duty hours, alerting is best done using home and/or mobile phone, personal email, and text messaging. However, provision of this information is voluntary on the part of the employee. Those who wish to enroll for home alerts should complete their contact information on the self service page at <https://dlamns.nmci.navy.mil>.
- c. For important but non-emergency information after hours and on weekends (e.g. two hour snow delay, increase from Force Protection Condition (FPCON) Alpha to FPCON Bravo), operators should consider targeting personal e-mail addresses.
- d. Include within the alert, the publishing agency (i.e., sent from the JLOC, CCC, EOC, IEM, Dispatcher) to avoid confusion on installations.
- e. Target personnel affected by the alert. (For example: If the alert only affects maintenance, only notify maintenance personnel). DLA MNS alerts are for critical information and must be used cautiously to prevent indifference to an alert.
- f. Due to cost, alerting by home/cell telephone and text messages should be kept to a minimum, and sent when absolutely necessary.
- g. Host Installations have the responsibility of notifying their tenant organizations located on its installation. Tenant organizations may be added to the DLA MNS as POC's. However, use this method to alert DLA personnel and tenant POC's, if the situation warrants immediate notification (e.g., simultaneous multiple active shooters at different geographical locations,

tornado threatening the Installation, etc.). Tenant POC's are responsible for notifying their workforce by using DLA MNS or other methods.

h. Precede all exercise alerts with "EXERCISE – EXERCISE – EXERCISE" in the alert header to ensure all personnel can differentiate between actual and exercise alerts.

i. Exercise MNS alerts monthly to demonstrate capability and give opportunity to practice, unless during the quarter a real-world mass alert was sent for a real world situation.

j. Administrators and operators must login at least once every 30 days to keep their accounts active.



ENCLOSURE 3

PROCEDURES

1. Planning: Administrators and Operators will:

a. Assist with populating contact information into AtHoc MNS using Computer Desktop, Telephone, Cell phone, SMS Text, FAX, Blackberry, Email, Electronic Signs, and Pre-Scripted Messages. Operators will also, verify, review, and send MNS messages.

b. Test and verify accuracy of the contact information.

c. Update and review contact information, and send monthly test alerts.

d. Develop business rules or day-to-day standard operating procedures, assign roles, and responsibilities.

2. Event: Administrators and Operators will:

a. Verify the event and then craft message or use a pre-scripted message.

b. Coordinate with local offices based on the level of the event, i.e., Crisis Management Team, DS, JLOC, and DP.

c. Send initial and follow-up notification(s).

3. Notify: Workforce Should:

a. Employees follow notification instructions provided.

b. Managers, supervisors, and/or designated representatives ensure employees use the AtHoc self-service page to input their contact information. Additionally, ensure their employees are notified via MNS or manually by alternate methods, i.e., phone, text, or, email. This information can be obtained from the MNS administrators or operators.

4. Report: Administrators and Operators will:

a. Monitor, review, and verify MNS reports.

b. Operators send final notification.

## ENCLOSURE 4

### Mass Notification System Alert Flow



## GLOSSARY

### DLA MNS ACRONYM LIST

CCC	Command and Control Center
CIRT	Critical Incident Response Team
CONOPS	Concept of Operations
COOP	Continuity of Operations
DLA	Defense Logistics Agency
DoD	Department of Defense
EOC	Emergency Operations Center
ESF	Emergency Support Function
IEM	Installation Emergency Management
J3	DLA Logistics Operations
J6	DLA Information Operations
JLOC	Joint Logistics Operations Center
MNS	Mass Notification System
SMS	Short Message Service
SNDICI	SPAWAR System Center Navy Data Center Infrastructure
SPAWAR	Space and Naval Warfare System Command (US Navy)
SSC	SPAWAR Systems Center
TWG	Technical Working Group