



DoDEA ADMINISTRATIVE INSTRUCTION 3021.01

DoDEA NOTIFICATION SYSTEM PROGRAM

Originating Division: Operations, Plans, Legislation and Policy

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Approved by: Thomas M. Brady, Director

Purpose: In accordance with Department of Defense (DoD) Instruction 6055.17 and DoD Instruction 3001.02, this Issuance establishes responsibilities and procedures for distributing notification messages to DoDEA-affiliated personnel using the DoDEA Notification System (DNS).

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SECTION 1: GENERAL ISSUANCE INFORMATION

1.1. APPLICABILITY. This Issuance applies to the DoDEA Headquarters Organization, the DoDEA Americas Region, the DoDEA Europe Region, the DoDEA Pacific Region, and to include all schools under the DoDEA authority, and when applicable, volunteers, support personnel, student teachers, contractors, and sponsors, parents, and legal guardians.

1.2. POLICY.

a. It is DoDEA policy that the DNS is a DoDEA leaders' system for distributing emergency and non-emergency information and directions to DoDEA-affiliated personnel.

b. The collection of Personally Identifiable Information (PII) from DoDEA-affiliated personnel is required to enable DNS messaging.

1.3. INFORMATION COLLECTION. This Issuance may result in the collection of information due to its policy and procedures. Any collection of information must follow all applicable Federal, DoD, and DoDEA regulations, policies, and guidance.

SECTION 2: RESPONSIBILITIES

2.1. DODEA DIRECTOR. The DoDEA Director:

- a. Establishes policy, procedures, and the resourcing required for the effective utilization and maintenance of the DNS.
- b. Assigns responsibility for the DNS Program to the DoDEA Operations, Plans, Legislation, and Policy Division Chief.

2.2. DODEA OPERATIONS, PLANS, LEGISLATION, AND POLICY DIVISION CHIEF. The DoDEA Operations, Plans, Legislation, and Policy Division Chief:

- a. Manages the global DNS structure.
- b. Appoints the primary DNS Program Manager and an alternate DNS Program Manager.
- c. Ensures DNS requirements are included in the DoDEA Operations, Plans, Legislation, and Policy Division budget.

2.3. DODEA NOTIFICATION SYSTEM PROGRAM MANAGER. The DNS Program Manager:

- a. Serves as the DNS system administrator and the DoDEA Headquarters DNS operator.
- b. Serves as the DNS Contracting Officer Representative (COR).
- c. Coordinates with the DoDEA Information Technology Division Chief to:
 - (1) Establish procedures for DoDEA employees to receive computer notifications and access the self-registration feature within DNS.
 - (2) Establish and maintain procedures for transferring DoDEA student sponsor contact data transfer from the DoDEA Student Information System (SIS) into the DNS.
- d. Coordinates DNS messaging activities when DoDEA Headquarters (HQ) involvement is appropriate.
- e. Monitors DoDEA DNS messaging during emergency events and provides guidance and instructions, as needed, to ensure the timely provision of essential information and directions to DoDEA-affiliated personnel affected by an emergency event.
- f. Ensures DoDEA compliance in accordance with Section 701 *et seq.* of Title 29, United States Code, also known and referred to in this Issuance as "Section 503 of The Rehabilitation Act of 1973."

- g. Monitors DNS administrator and operator appointments to ensure:
 - (1) A primary and alternate DNS administrator is appointed within each region.
 - (2) A minimum of two (2) system operators are appointed for each region office, each district office, and each DoDEA school. Maintains a current list of appointed DNS administrators and operators and ensures the maintenance of their DNS accounts.
- h. Conducts an annual DNS Program review to ensure the system supports DoDEA's messaging (emergency and non-emergency) requirements.
- i. Coordinates DNS administrator and operator training requirements.
- j. Recommends predeveloped alert templates for DoDEA regions, districts, and schools.
- k. Develops and sends emergency messages to DoDEA HQ staff, as needed.
- l. Completes Appendix 1: Internal Controls Evaluation Checklist of this Issuance each year.
- m. Provides guidance to DoDEA CORs about requiring DoDEA contactors to provide emergency contact information in the Performance Work Statements (PWS) of service contracts.
- n. Publishes system use guidelines based on contractual and technological limitations to follow when publishing notifications.

2.4. DODEA DIRECTORS FOR STUDENT EXCELLENCE. The DoDEA Directors for Student Excellence:

- a. Appoints at the region level a DNS primary and alternate DNS administrators and operators.
- b. Requires DoDEA employees and DoDEA contractor personnel in the region to provide contact information in accordance with this Issuance.
- c. Approves the release of region-level messages and ensures that messages comply with guidelines published by the DNS Program Manager.
- d. Preapproves region alert templates to be used during an emergency.

2.5. DODEA DISTRICT AND COMMUNITY SUPERINTENDENTS. The DoDEA District and Community Superintendents:

- a. Appoint at the district level a minimum of two (2) DNS operators. Do not assign DoDEA employees:
 - (1) Out of the office or building as part of their normal duties.

(2) That would respond to an incident, installation command post, or installation emergency operations center during an emergency.

b. Require DoDEA employees and DoDEA contractor personnel to provide contact information in accordance with this Issuance.

c. Approve the release of district-level messages and ensures that messages comply with guidelines published by the DNS Program Manager.

d. Coordinate with military installation emergency management and safety personnel throughout the district to ensure a coordinated messaging plan for informing and directing DoDEA-affiliated personnel during emergency events.

e. Preapprove district alert templates to be used during an emergency.

f. Incorporate DNS use in drills and exercises.

2.6. DODEA SCHOOL PRINCIPALS. The DoDEA School Principals:

a. Appoint at the school level a minimum of two (2) DNS operators.

b. Manage the DoDEA school use of the DNS to include approving the release of school messages.

c. Require DoDEA employees and DoDEA contractor personnel working in the school to provide contact information in accordance with this Issuance.

d. Coordinate with local military installation emergency management and safety personnel to ensure a coordinated messaging plan for informing and directing DoDEA-affiliated personnel during installation emergency, safety, and other high priority installation events.

e. Preapprove DoDEA school-specific alert templates to be used in an emergency.

f. Incorporate DNS use in school drills and emergency exercises.

g. Encourage school volunteers to provide contact information to be registered in DNS.

h. Approve the release of school-level messages and ensures that messages comply with guidelines published by the DNS Program Manager.

2.7. DODEA NOTIFICATION SYSTEM ADMINISTRATORS. DNS administrators shall:

a. Manage the use of the DNS system at their respective level and assist operators within their organization.

b. Grant appropriate DNS operator privileges to operators appointed within their organization.

- c. Ensure the contact information for DoDEA-affiliated personnel of the DoDEA organizations supported by the administrator is correctly listed in DNS.
- d. Use the DNS in accordance with locally coordinated messaging plans established in coordination with military installation emergency and safety management personnel.
- e. Support operators in assisting student sponsors to update contact information in DNS.
- f. Ensure student sponsors and DoDEA-affiliated personnel are deleted from the DNS user database when they are no longer associated with DoDEA school or organization.
- g. Log into the DNS at least once every thirty (30) days to maintain DNS proficiency.
- h. Ensure operators send at least one (1) notification each school quarter for school level DNS operators, and once a calendar quarter for above school level DNS operators.
- i. Perform the duties of DNS operators, as required.

2.8. DODEA NOTIFICATION SYSTEM OPERATORS. DNS operators shall:

- a. Manage and operate the DNS system for their respective level.
- b. Release approved messages to applicable personnel groups and monitor and report the status of responses (when required).
- c. Ensure the contact information for DoDEA-affiliated personnel of the DoDEA organization(s) supported by the operator is correctly listed in DNS.
- d. Use the DNS in accordance with locally coordinated messaging plans established in coordination with military installation emergency and safety management personnel.
- e. Assist student sponsors to update contact information in DNS, when requested.
- f. Delete student sponsors and DoDEA-affiliated personnel from the DNS user database when they are no longer associated with DoDEA school or organization.
- g. Log into the DNS at least once every thirty (30) days to maintain DNS operator proficiency.
- h. Send at least one (1) notification each school quarter for school level DNS operators, and once a calendar quarter for above school level DNS operators.
- i. Ensures that messages sent via DNS conform to the guidelines published by the DNS Program Manager.

2.9. DODEA REGISTRARS. DoDEA Registrars will ensure student sponsor information in the DoDEA SIS contains at least one (1) valid email address and a phone number that conforms to the telephone number standards of the DNS system of record.

2.10. DODEA CONTRACTING OFFICER REPRESENTATIVES. The DoDEA COR will include a requirement into the service contract PWS for personnel assigned to work in DoDEA schools or other facilities to provide contact information for DNS based on the guidance provided by the DNS Program Manager.

2.11. DODEA EMPLOYEES. DoDEA employees must participate in the DNS Program. Due to the potential life-safety implications of the information being relayed, DoDEA employees will:

- a. Provide contact information, including after-duty hours contact information (i.e., home and mobile phone numbers, text number, personal email address, and home address) to their organization DNS operator or enter the information through the DNS self-registration function.
- b. Provide updated contact information to the organization DNS operator or update their information using the DNS self-service option, upon any change to the information.
- c. Follow instructions received in messages from a supporting military installation command mass warning and notification system and the DNS.

2.12. DODEA CONTRACTOR PERSONNEL. DoDEA contractor personnel within the scope of their PWS will participate in the DNS Program. Due to the potential life-safety implications of the information being relayed, DoDEA contractor personnel will:

- a. Provide contact information within the scope of the PWS to the contract COR, the local organization DNS operator, or enter the information through the DNS self-registration function.
- b. Provide updated contact information to the contract COR, the local organization DNS operator, or update their information using the DNS self-service option, upon any change to the information.
- c. Follow instructions received in messages from a supporting military installation command mass warning and notification system and the DNS.

SECTION 3: PROCEDURES

3.1. ESTABLISHMENT OF THE DODEA NOTIFICATION SYSTEM. The DNS is established in each DoDEA primary organizational element: The DoDEA HQ, each region office, each district office, and in each school. This employment method enables the DoDEA leaders in each of these offices to provide emergency and non-emergency messages to their associated DoDEA-affiliated personnel in a timely manner through various messaging sources.

a. The DNS requires the uploading of DoDEA-affiliated personnel contact information. DoDEA employees and DoDEA contractor personnel are required to provide contact information in accordance with DoD Instruction 6055.17. Student sponsors of students enrolled in a DoDEA school may elect to ‘opt-out’ of receiving messages from the system by informing the DoDEA Registrar of this preference.

b. When military installation commands operate a mass warning and notification system that serves the same purpose as the DNS, the military installation command messaging system takes precedence over the DNS during emergency events. In such cases, the DNS may be used in support of the military installation messaging system to provide additional DoDEA-specific information and guidance required for DoDEA-affiliated personnel.

3.2. USE OF THE DODEA NOTIFICATION SYSTEM.

a. The DNS provides DoDEA organizational leaders the ability to provide information and directions to DoDEA-affiliated personnel before, during, and after emergency events. Emergency events include:

- (1) Events presenting an imminent threat to life or property.
- (2) Manmade or natural disasters.
- (3) Authorized and ordered evacuations.
- (4) Public health emergencies.
- (5) Other emergency events deemed appropriate by the cognizant DoDEA organizational leader.

b. The DNS also provides DoDEA organizational leaders a tool to communicate non-emergency, event-related information (e.g., school closures, after-school-event cancellations, and school event information).

3.3. ALERT TEMPLATES. Alert templates are established in the DNS. Examples of alert templates are provided in Appendix 2: DoDEA Notification System Example Alert Templates. The alert templates are designed to facilitate the timely, accurate, and complete provision of

emergency information to DoDEA-affiliated personnel impacted by an emergency event. Alert templates may be customized to meet unique region, district, or school situations.

3.4. DODEA NOTIFICATION SYSTEM ADMINISTRATOR AND OPERATOR

TRAINING. DNS administrator and operator training will be coordinated by the DNS Program Manager. Training is available through a variety of training methods to include on-site instruction, video teleconference (VTC), phone conferencing, online, and through written and slide products.

a. Initial DNS administrator and operator training is required within one (1) month of appointment.

b. DNS administrator and operator sustainment training will be conducted annually or as required by the DNS Program Manager.

3.5. UPLOADING PERSONNEL CONTACT INFORMATION IN THE DODEA NOTIFICATION SYSTEM.

a. DoDEA employee and DoDEA contractor contact information will be entered into the DNS by the local DNS administrator, DNS operator, or by using the self-registration function.

b. Student sponsor contact information will be uploaded into the DNS from the DoDEA SIS.

c. DNS administrators and operators may enter other stakeholder (military installation commanders, school volunteers, Child Development Centers (CDC), etc.) contact information directly into the DNS.

3.6. DODEA NOTIFICATION SYSTEM TESTING AND OPERATOR PROFICIENCY.

a. DNS administrators and DNS operators will log into the DNS at least once every thirty (30) days to maintain DNS proficiency.

b. At least once per school quarter, each school level DNS operator will send a notification. Above school level DNS operators will send a notification at least once per calendar quarter.

(1) Notifications may be an emergency alert, informational alert to student sponsors or staff, an exercise alert, or a test alert.

(2) Ensure all test or exercise alerts sent from the DNS are clearly identified as test or exercise messages. Begin messages with “TEST-TEST-TEST” or “EXERCISE-EXERCISE-EXERCISE” in the message header if the message could be interpreted to be an emergency message to ensure personnel are able to immediately differentiate between real-world and test/exercise alerts.

GLOSSARY

G.1. ACRONYMS.

CDC	Child Development Center
COR	Contracting Officer Representative
DNS	DoDEA Notification System
HQ	Headquarters
PII	Personally Identifiable Information
PWS	Performance Work Statement
SIS	Student Information System
VTC	video teleconference

G.2. DEFINITIONS. Unless otherwise notes, these terms and their definitions are for the purpose of this Issuance only.

Alert template. A preapproved formatted message based on likely events, that DNS operators can quickly publish at the appropriate time during an emergency.

crisis. A time of intense difficulty, trouble, or danger.

disaster. A sudden event, such as an accident or a natural catastrophe, that causes great damage or loss of life.

DoDEA-affiliated personnel. DoDEA employees, sponsors of students enrolled in a DoDEA school, and DoDEA contractor personnel.

DoDEA contractor. An employee of a private firm, corporation, partnership, association, or other non-federal entity that enters into a contract directly with DoDEA to furnish services, supplies, or construction, and is working in and/or on a DoDEA facility, including commercial facilities. Foreign governments, representatives of foreign governments, or foreign corporations wholly owned by foreign governments that have entered into contracts with DoDEA are not defense contractors.

DoDEA SIS. The DoDEA SIS is the electronic data collection system for all student demographic data, to include contact information for the student sponsors.

emergency event. A forecasted or actual situation, natural or manmade, that poses an immediate or near-term risk to life, property, operations, or the environment.

school volunteer. A person who voluntarily agrees to augment educational or support resources available to students using their diverse talents or skills on a reoccurring basis.

student sponsor. Parent, legal guardian, or sponsor of students enrolled in DoDEA schools.

REFERENCES

DoD Instruction 3001.02, "Personnel Accountability in Conjunction with Natural or Manmade Disasters," May 3, 2010

DoD Instruction 6055.17, "DoD Emergency Management (EM) Program," February 13, 2017, as amended

United States Code, Title 29, Section 701 *et seq.* (also known and referred to as "Section 503 of The Rehabilitation Act of 1973, as amended")

APPENDIX

APPENDIX 1: INTERNAL CONTROLS EVALUATION CHECKLIST

DODEA DNS PROGRAM MANAGER CHECKLIST ITEMS	YES/NO
Is a Primary DNS Program Manager and Alternate DNS Program Manager appointed?	
Is a process established and maintained to transfer student sponsor contact data from DoDEA SIS to the DNS?	
Is the DoDEA DNS Program in compliance with Section 701 <i>et seq.</i> of Title 29, United States Code, also known and referred to as "Section 503 of The Rehabilitation Act of 1973."?	
Is a primary and alternate DNS administrator appointed for each region?	
Is a minimum of two (2) DNS operators appointed for each district office and DoDEA school?	
Are annual DNS administrator and operator training events being conducted for each region?	
Are the alert templates preapproved by the appropriate DoDEA leadership?	
Are student sponsor, DoDEA employee, DoDEA contractor, and school volunteer user accounts being deleted from the DNS user database when no longer associated with the DoDEA school or office?	
Are DNS administrators and operators logging into the DNS at least once every thirty (30) days to maintain proficiency?	
Are DoDEA above school level DNS operators sending at least one (1) DNS notification per calendar quarter?	
Are DoDEA school level DNS operators sending at least one (1) DNS notification per school quarter?	
Is the DNS being used during drills and exercises?	
Are DoDEA employees and contractors providing and updating their contact information for DNS?	
Are DoDEA COR including DNS registration requirements in service contracts in accordance with the guidance provided by the DNS Program Manager?	

APPENDIX 2: DODEA NOTIFICATION SYSTEM EXAMPLE ALERT TEMPLATES

	<p>* These templates are to be used with current DoDEA emergency protective measures. ** Templates will include custom message for text messaging that conforms to system and local telecommunications standards for character limits.</p>
SCHOOL CLOSED	<p>Use the following for events that closes the school or cancellation of classes after school begins.</p> <p>TEXT**/EMAIL/VOICE: SCHOOL CLOSED - SCHOOL CLOSED: Due to _____ (insert the reason for the closure) the (insert school name) will be closed as of 00:00 AM/ PM [day, month date, year]. Please limit phone use to ensure phone lines are available for emergency messaging. Standby for additional messages and go to the _____ (insert School Website/Facebook) or _____ (other local sources) for additional information.</p> <p style="text-align: center;">OR</p> <p>TEXT**/EMAIL/VOICE: CLASSES CANCELLED: Due to _____ (insert the reason for the closure). Classes are cancelled and all but essential operations are suspended beginning at _____ (insert the time closure begins), until further notice. Please limit phone use to ensure phone lines are available for emergency messaging. Standby for additional messages and go to the _____ (insert School Website/Facebook) or _____ (other local sources) for additional information.</p>
REUNIFICATION	<p>Used when student sponsors are required to pick up students in a formalized and controlled release after an emergency event.</p> <p>TEXT**/EMAIL/VOICE: REUNIFICATION: The _____ (insert school name) school reunification plan has been activated. Students can be picked up at _____ (insert reunification Site). Please bring your identification.</p>
OFF CAMPUS ALERT	<p>Used during school sponsored events away from school campus.</p> <p>TEXT**/EMAIL/VOICE: OFF CAMPUS EVENT: An incident has occurred involving an off-campus activity with _____ (identify school, activity). An informational/reunification site will be established at _____ (insert location) for this event. Please limit phone use to ensure phone lines are available for emergency messaging. Standby for additional messages. Go to _____ (insert School Website/Facebook) or _____ (insert other local sources) for additional information.</p>

ALL CLEAR	<p>Use when emergency situation has been resolved.</p> <p>TEXT**/EMAIL/VOICE: ALL CLEAR - ALL CLEAR: The _____ (specify the type of emergency) emergency has ended. Please standby for further instructions. Go to _____ (insert School Website/Facebook) or _____ (insert other local sources) for additional information.</p>
EXERCISE	<p>Use this template to send exercise messages.</p> <p>TEXT**/EMAIL/VOICE: EXERCISE – EXERCISE – EXERCISE: This is an exercise of _____ (insert School Name) DoDEA Notification System. This is only an exercise. In the event of an actual emergency, you would be given brief details and directed to visit _____ (insert School Website/Facebook) or _____ (insert other local sources) for additional information and instructions. If you have received this message in error or have difficulty with the transmission of this call, please send email to _____ (insert School point of contact). Thank you for participating in the _____ (insert School Name) DoDEA Notification System exercise.</p>
Lockdown	<p>Used to notify student sponsors the school is on Lockdown.</p> <p>TEXT**/EMAIL/VOICE: The _____ (insert School Name) has been placed on Lockdown. Installation emergency responders are dealing with the situation. Please do not come to the school until directed. Please standby for further instructions. Go to _____ (insert School Website/Facebook) or _____ (insert other local sources) for additional information.</p>
Lockout	<p>Used to notify student sponsors the school is on Lockout.</p> <p>TEXT**/EMAIL/VOICE: The _____ (insert School Name) has been placed on Lockout. Installation emergency responders are dealing with the situation. Students will remain in the building until the lockout is lifted. Please do not come to the school until directed. Please standby for further instructions. Go to _____ (insert School Website/Facebook) or _____ (insert other local sources) for additional information.</p>
Shelter	<p>Used to notify student sponsors the school is in a Shelter event.</p> <p>TEXT**/EMAIL/VOICE: The _____ (insert School Name) has Sheltered due to _____ (insert hazard). Installation emergency responders are dealing with the situation. Please do not come to the school until directed. Please standby for further instructions. Go to _____ (insert School Website/Facebook) or _____ (insert other local sources) for additional information.</p>
Evacuation	<p>Used to notify student sponsors of an evacuation of the school.</p> <p>TEXT**/EMAIL/VOICE: The _____ (insert School Name) has been evacuated due to _____ (insert hazard). Installation emergency responders are dealing with the situation. Please do not come to the school until directed. Please standby for further instructions. Go to _____ (insert School Website/Facebook) or _____ (insert other local sources) for additional information.</p>

Cancelation of After School	Used to notify student sponsors and staff of canceled after school activities. TEXT**/EMAIL/VOICE: After school activities have been canceled for _____ (insert School Name) on _____ (insert date and time). _____ (insert any specific instructions). Go to _____ (insert School Website/Facebook) or _____ (insert other local sources) for additional information.
Drill Notification	Used to notify student sponsors of Drills conducted in the school. TEXT**/EMAIL/VOICE: Drill Notification. The _____ (insert School Name) conducted a _____ (insert Standard Response Protocol Drill type) drill today to test the school's emergency procedures. Please contact the school if you have any questions about today's drill.