



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS COMMAND
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IN REPLY REFER TO:
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MARINE CORPS INSTALLATIONS COMMAND POLICY LETTER 1-15

From: Commander, Marine Corps Installations Command
To: Distribution List

Subj: INTERIM POLICY FOR THE SOFTWARE BASED COMPONENT OF THE MARINE CORPS
MASS NOTIFICATION SYSTEM (MCMNS)

Ref: (a) SECDEF Memo "Final Recommendations of the Fort Hood Follow-on
Review" of 18 Aug 10
(b) DoD Independent Review Related to Fort Hood of 15 Jan 10
(c) DoDI 6055.17 w/Ch 1
(d) MCMNS Concept of Operations (Draft Version 12)
(e) Goal 4 of the USMC Logistics IT Portfolio Strategy of 17 Jun 14
(f) HQMC/AFGE C240 Memorandum of Agreement of 5 Feb 14
(g) SECNAVINST 5211.5E

1. Situation

a. In the wake of the tragic shootings on Fort Hood, DoD directed all installations to have the capability to "warn all personnel immediately, but no longer than 10 minutes after incident notification and verification." References (a) through (d) pertain.

b. In addition to previously deployed mass notification systems (MNS) for exterior (Giant Voice) and interior spaces, the Marine Corps has deployed a software based, enterprise mass notification system (eMNS). The eMNS is designed to connect with the first two elements of the MCMNS and to provide computer based alerts (pop-up messages (via NIPRNet) and email), telephone alerts, and short message service (SMS) text alerts. The eMNS is a commercial off-the-shelf (COTS) product. In the future, the eMNS will be integrated with the existing exterior and interior MNS components of the MCMNS.

c. Upon deployment of the eMNS, initial operator and administrator training was conducted. Additional follow-on training will be conducted as required and coordinated by the MCICOM G-3 Emergency Manager. Public awareness announcements regarding the eMNS have also been published on many installations to educate their personnel and gather key information for disseminating alerts.

d. While the eMNS will initially be hosted on servers located in specified MAGTF Information Technology Support Centers (MITSC) at the regional level (MCINCR, MCIWEST, MCIPAC and Mid-Pac), the end-state is for the eMNS to be supported as an enterprise solution at the Facilities Systems Branch (FSB), in accordance with Goal 4.1 of reference (e), in the Marine Corps Information Technology Center (MCITC).

2. Mission. The Marine Corps shall employ the MCMNS and specifically the eMNS to meet the mass notification requirements specified in reference (c).

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3. Execution

a. The eMNS is designated as a Mission Assurance Category (MAC) Level II/Sensitive Life Safety System in a manner similar to facility fire protection systems and shall be used to publish time-sensitive command information, emergency alert information, and emergency personnel recalls. The purpose of mass notification is to protect life by indicating the existence of an emergency situation and providing instructions on the necessary and appropriate response and action to be taken by alert recipients.

b. In accordance with reference (c), the MCMNS, to include the eMNS, must be capable of being activated 24/7 from a central location (normally the Emergency Dispatch Center (EDC) or Provost Marshal's Office (PMO)/Marine Corps Police Department (MCPD)/Fire and Emergency Services Department dispatch/alarm control center) or, when activated, the Emergency Operations Center (EOC).

c. The control, operation, and regulation of the eMNS is the responsibility of the installation Emergency Management (EM) office in coordination with the installation PMO/MCPD and/or Physical Security office.

d. All usmc.mil users on an installation shall be able to receive emergency alerts. Tenant organization personnel who are not on usmc.mil can be registered in the eMNS using the procedures outlined in paragraph 4.a.(10).

e. Examples of eMNS alerts include, but are not limited to, notification of:

- (1) Active shooter or terrorist attack
- (2) Force protection condition changes
- (3) Severe weather (meteorological and oceanographic (METOC)) warnings
- (4) Hazardous material (HAZMAT) releases
- (5) Temporary installation closure (installation operating code)
- (6) "All Clear"
- (7) Other messages as approved by officials designated by the installation Commanding General/Officer

f. With the potential to overwhelm installation telephone circuits, installation-wide mass notifications sending telephone voice alerts to land line or mobile phones should be limited in actual emergencies or used for recall of designated personnel. Regular tests of telephone alerts for limited numbers of personnel to ensure system effectiveness are authorized. Coordination between the installation G-3/S-3, G-6/S-6, and the eMNS vendor will help to mitigate this concern.

g. To ensure overall eMNS daily functionality, the MCICOM Watch Officer shall conduct a daily test of the eMNS by sending an email alert using the eMNS alert menu to the regional Command Duty Officers/Watch Officers,

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requiring a response. Additionally, telephone and desktop alerts will be sent to a small group of internal recipients to ensure all modes of notification are working.

h. Installations shall develop local procedures to provide for testing of all elements of the MCMNS, to include the eMNS. Using guidelines provided in reference (d), eMNS tests should include exercise email, desktop pop-up, SMS text, and telephone alerts using pre-scripted messages.

i. Coordinating Instructions

(1) Installations are strongly encouraged to continue providing educational information to their populace, encouraging personnel to enter contact device data and other pertinent information, and exercising the eMNS on a regular basis as part of daily operations and in conjunction with emergency response exercises. Reference (d) provides additional guidance regarding daily tests and administrative support.

(2) The eMNS is designed to provide timely notifications and alerts to as many personnel aboard Marine Corps installations as possible. To be effective requires participation of the operating forces and other tenant organizations in operator and administrator training and coordination with the installation G-3/S-3 EM office in populating databases with contact information.

(3) Commanders of operating forces and other tenant organizations aboard Marine Corps installations are strongly encouraged to cooperate and coordinate with their respective installation commands in the implementation of the eMNS. This entails the inclusion of the installation G-6/S-6 in the check-in/out process to ensure accuracy of contact information in the Active Directory for personnel in receipt of permanent change of station orders.

(4) Initial eMNS capabilities will not be available to the Reserve, Marine Corps Recruiting Command, individual family members, and detached commands/units.

4. Administration

a. Contact Data. For the eMNS to be effective, personal contact data must be obtained. This shall be accomplished via synchronization with the usmc.mil Active Directory (Global Address List (GAL)) which imports first name, last name, work email and work phone number.

(1) All usmc.mil users (military and civilian) are required to verify their contact information contained within the usmc.mil Active Directory to include name, email address, and work telephone number.

(2) Personnel are associated with a particular installation based upon organizational information in the Active Directory as well as the site code used to identify their network workstation. To ensure the accuracy and integrity of individual contact information in the Active Directory, installations are directed to include their respective G-6/S-6 office in the check-in/out process so that a logical move between organizational units can be accomplished. Failure to do so can result in individuals receiving alerts from a former duty station.

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(3) In some cases (especially with laptop computers), a workstation may have a site code for a different installation than where the user actually works. In these cases, the user should contact their local help desk to have the site code for the workstation changed to reflect the current location of the machine.

(4) Accounts will also be created for anyone who enters a DoD Common Access Card (CAC) into a NIPR workstation with an active eMNS client (purple globe icon) at an installation where they do not already have an account (for example, a MCB Quantico Marine on Temporary Additional Duty (TAD) orders to MCB Camp Pendleton). The system provides Auto-Disable/Delete functions to allow installations to purge the database of personnel no longer associated with that installation. The eMNS Administrator training covers those functions.

(5) Once an account has been created individual users will be granted access to a self-service portal which will allow them to verify Active Directory information. The self-service portal, which is only accessible via Marine Corps NIPRNet computers, will allow them to update all other data, except data imported via the Active Directory, which is synchronized weekly. If first name, last name, work email, or work phone number are incorrect, that must be updated in the Active Directory and not the eMNS system.

(6) Users are required to register all government issued phones/devices and are encouraged to provide additional information such as home and mobile phone numbers, SMS text number, dependent phone numbers, and up to two personal email addresses to their profile.

(7) Additionally, users are encouraged to enter home and work addresses for use in geo-targeting where alerts may be specific to a particular location (section of the base or local neighborhood). This may be done by typing in the actual address or moving the cursor on the map provided in the self-service portal to the correct location.

(8) Reference (d) provides guidelines whereby end users can add dependents' phone numbers and email addresses to the end user's profile so that key family members (spouse/children) can also receive alerts.

(9) Personnel designated as emergency essential are subject to recall. Those individuals are required to register on the installation's system, provide off-duty contact information (i.e. home/personal phone number(s) and personal email address), and keep their contact data current. Reference (f) pertains, which states, "if the Marine Corps determines the AtHoc (eMNS) mass notification system to be a mandatory requirement, the parties agree to implement to bargaining unit employees."

(10) Personnel who do not have an usmc.mil email account or access to a Marine Corps NIPRNet computer can be registered in the installation eMNS database by their organization's administrator or an installation administrator using a .csv file bulk registration or by individual account creation through an administrator. Examples include, but are not limited to, personnel assigned to:

- (a) Non-USMC tenant commands
- (b) U.S. Navy medical facilities

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(c) DoD dependent schools

(d) Marine Corps Community Services (MCCS)

(11) Installations shall safeguard personally identifiable information (PII) in accordance with reference (g).

b. eMNS Information Technology (IT) System Administration and Support. MCICOM, through its regional G-6 service desks (SDs), shall provide interim eMNS IT support until such time that the eMNS can be supported as an enterprise application by the FSB. Specific system administration and application support tasks required for eMNS IT support will be provided by separate correspondence.

(1) MCICOM has assumed ownership and support of the eMNS servers which are located aboard MCB Quantico, MCB Camp Pendleton, MCB Camp Butler (Camp Foster), and MCB Hawaii (Kaneohe Bay).

(2) Until such time as those servers can be physically moved into the respective regional G-6 data centers, and in order to provide support for daily operations, regional G-6 system administrators shall be provided 24/7 access and appropriate administrative access rights to the eMNS servers aboard their respective installations.

(3) The installation G-3/S-3's Emergency Management office is responsible for the input, control, change, or modification of operational data that is contained within the database (i.e. alert scenarios, end user contact information, creation of end user hierarchies and groups, etc.).

(4) eMNS hardware/software help desk support is the responsibility of the regional G-6. This is an interim solution until the FSB is ready to support the eMNS.

(a) Tier one support shall be provided by organization/unit level Information Systems Coordinators (ISCs).

(b) Tier two support of ISC-generated trouble tickets shall be provided by the installation SD.

(c) Tier three support shall be provided by the regional (MCINCR/MCIPAC) SD of the MITSC hosting the primary eMNS servers.

(d) Initial and ongoing training for ISCs, SD personnel, and systems administrators will be provided by the vendor and coordinated by the MCICOM G-3 Emergency Management Program Manager.

(5) Due to its nature, it is essential that installation G-3/S-3 departments coordinate closely with their respective G-6/S-6 departments in implementing the eMNS.

(6) System Failover. Upon determination the eMNS is not functioning (technically/functionally) enterprise-wide, the installation EM staff shall provide notification of the failure via the chain of command to the MCICOM Watch Officer at (571) 256-8194/(910) 391-4419 or by email at mcicom_watch_officer.fct@usmc.mil.

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(a) The MCICOM G-3 Watch Officer shall request failover to the appropriate backup servers via the respective regional G-3 who will coordinate with the regional G-6.

(b) Upon notification by the regional G-3/CDO to the MCICOM Watch Officer that the gaining site is fully operational, the MCICOM Watch Officer shall publish an eMNS alert to the respective MCICOM regions and installations of the change in the eMNS alerting website.

(c) Once the primary servers are again fully operational, this procedure will be reversed and the MCICOM Watch Officer shall again publish an MNS alert to the respective MCICOM regions and installations that the primary eMNS URLs are fully functional. Checklists identifying specific procedures to be followed will be published via separate correspondence.

5. Command and Signal

a. Command. This policy is applicable to all Marine Corps installations.

b. Signal. This policy is effective the date signed and will remain in effect until superseded or cancelled.


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