



U.S. Air Force, Air Education & Training Command Network-Centric Emergency Warning System for Command Installations

Customer Profile

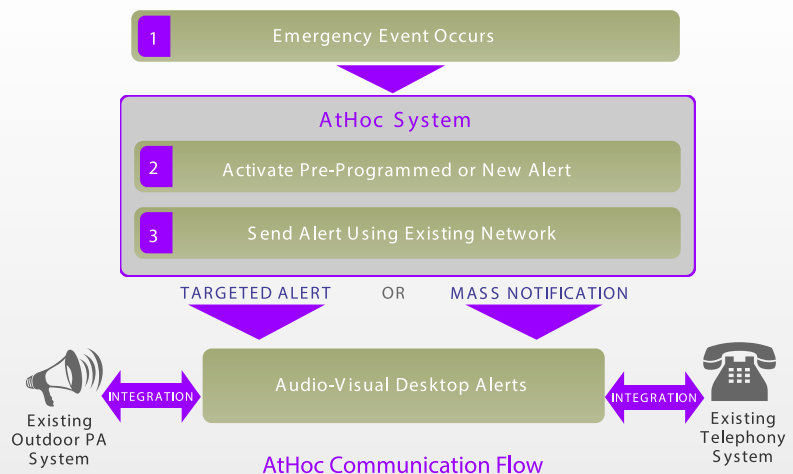
AETC's mission is to replenish the combat capability of the nation's Air Force with high quality, professional airmen. AETC consists of 13 bases, more than 43,000 active-duty members and 14,000 civilians. The command also has responsibility for approximately 1,600 aircrafts.

Solution Benefits

- Distribute emergency alerts to thousands of network-connected devices in average of one minute.
- Reach personnel inside buildings and sound proof bunkers by leveraging the network.
- Activate alerts from any connected workstation to sustain operations during Command Post shut downs.
- Centrally manage all three types of alerting—telephony, sirens and computer alerts—with a single push of a button.
- Comply with federal and DoD emergency notification guidelines, including FSTR requirements.
- Create pre-programmed alerts and target recipient lists for specific operational scenarios.
- Install in hours and become fully operational within days.
- Highly secure, interoperable and customizable enterprise-class software.

Situation

The Air Force's Air Education and Training Command (AETC) needed a reliable and secure way to deliver emergency threat notifications to all personnel at its thirteen bases—approximately 57,000 military and civilian personnel. Notifications can range from Force Protection Conditions (FPCONs) and anti-terror warnings to natural disaster alerts for approaching tornados. AETC wanted personnel to know about threats and have instructions for action as quickly as possible after a threat is identified—whether personnel are outdoors or inside sound-proof buildings and bunkers. Meeting this mission-critical alerting need allowed AETC to address Air Force Headquarters' mandate AFI 10-2501 for Full Spectrum Threat Response (FSTR) Readiness.




U.S. AIR FORCE

AtHoc enabled the AETC to reliably and securely deliver emergency alerts and instructions to targeted personnel instantly.

"The command standard for a network alerting system is AtHoc Incorporated."

— U.S. Air Force, AETC

Requirements

AETC required a commercial-off-the-shelf (COTS) network alerting solution that would ensure anyone connected to the network would be notified within a single minute of an alert being sent out. The system would need to be interoperable with its telephony and PA alerting systems, allowing singleclick activation of pre-defined emergency scenario alerts on all three systems, and it would need to have alert activation from any workstation in the Command in order to sustain operations even if the primary Command Post was shut down. The net-centric system also needed to include provisions for secure communication, authentication and encryption using DoD and industry-standard PKI-encryption technologies and support U.S. Air Force standard network ports and protocols.

Solution Delivered

AETC selected AtHoc command-wide to fulfill this need. This command-wide approach would provide AETC with an integrated command-level alerting system, interoperability and redundancy between bases and economies of scale in costs and IT resources. AtHoc sends alerts to all computers connected to bases' networks in an average of one minute whenever a threat is identified. The alerts, in the form of pop-up windows accompanied by an audio alarm, describe the potential threat, categorize the threat level and include instructions for action. The product includes a library of pre-programmed audio-visual signals for numerous alert scenarios. Such signals cover FPCON commands, watches, warnings, battle staff directives and other federal, Department of Defense (DoD), USAF and AETC-specific emergency notifications.

AtHoc is an enterprise-class, commercial-off-the-shelf software running on a Microsoft server platform. The network-centric product includes a web-based operator's application, enabling permission-based access from any networked workstation with the appropriate login credentials. AtHoc has received Defense Information Technology Security Certification and Accreditation Process (DITSCAP) SSAA certification and possesses the Certification to Operate (CTO) and Approval to Operate (ATO) on AETC's network. AETC began deploying AtHoc at its bases in 2005, including AETC Headquarters at Randolph Air Force Base (AFB), Vance AFB, Luke AFB and Sheppard AFB with remaining nine bases scheduled for deployment. Some of the bases have already integrated the network alerting system with its outdoor sirens and telephony alerting system, so it can launch alerts through the siren, phones and over the network with a single push of a button. Each deployment has been completed and declared operational within less than three days.

Conclusion

AETC can now use AtHoc to contact their staff about pending threats in an average of one minute. AtHoc is helping these bases comply with Air Force-specific requirements for installation-wide warning systems as outlined in AFI 10-2501, a mandatory requirement for Full Spectrum Threat Response (FSTR) Installation Warning Systems. Using AtHoc—a networked, highly secure and scalable solution for emergency notifications—AETC is dramatically improving base emergency response readiness. By selecting AtHoc and leveraging its existing network infrastructure—one of the base’s most pervasive assets—AETC has significantly increased the likelihood all personnel will be prepared for emergencies while keeping total cost and time of deployment minimal. With the successful deployments at bases such as Randolph AFB, Vance AFB, Luke AFB and Sheppard AFB, AETC is well on its way toward creating a powerful, command-wide alerting system.

Scenario Alert Activation

The screenshot shows the AtHoc IWSAlerts web interface. The top navigation bar includes the AtHoc logo, the text "AtHoc IWSAlerts : Sign out IWS Administrator", and a timestamp "09/11/2005 # 11:19:02 (GMT -08:00 Pacific)". The left sidebar contains a menu with "Home", "Publisher", "Quick Alert Publisher", "Alert Publisher", "Alert Manager", "Reports", "Studio", "Administration", and "Reference & Support". The main content area is titled "Publisher - Quick Alert Publisher" and shows a dropdown menu for "Force Protection Conditions". Below this is a table with the following data:

Scenario	Alert Channel	Last Published	Action
Exercise, Exercise, Exercise, Force	Force Protection Conditions	09/11/2005 04:20:32	Publish Preview Edit & Publish
Force Protection Condition BRAVO	Force Protection Conditions	09/11/2005 04:18:22	Publish Preview Edit & Publish
Force Protection Condition CHARLIE	Force Protection Conditions	09/11/2005 09:43:45	Publish Preview Edit & Publish
Force Protection Condition DELTA	Force Protection Conditions	09/11/2005 04:19:46	Publish Preview Edit & Publish

Below the table is a note: "Note : 'Edit & Publish' edits only the current alert, not the Scenario. To edit the Scenario, use the Scenario Manager." To the right of the table is a desktop alert notification window with the U.S. Air Force logo and the text "Force Protection Condition BRAVO" and "Published on: 09/11/2005 11:20:46".

Desktop Alert

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