

Non-Federal Outreach and Technical Assistance Offerings

In coordination and in concert with the FEMA Regions, FEMA's National Continuity Programs provides outreach and technical assistance to whole community partners across the Nation. The following menu of outreach and technical assistance offerings is available to non-federal partners, including state, local, tribal, and territorial governments; the private sector; non-governmental organizations; and critical infrastructure owners and operators. Jurisdictions are encouraged to complete an assessment of current plans and programs using the Continuity Assessment Tool to identify shortfalls or gaps to guide requests for technical assistance. If interested in outreach or technical assistance opportunities, please contact FEMA-CGC@fema.dhs.gov.

Continuity Outreach and Technical Assistance

Planning Technical Assistance

FEMA can provide technical assistance to help an entity develop and review continuity plans and procedures that align to the Continuity Guidance Circular. Planning technical assistance could include:

- Inform the development of a project plan, timelines, and milestones to assist the entity in creating an efficient and effective continuity planning effort.
- Providing guidance and reference material to assist an entity in completing a Business Process Analysis or Business Impact Analysis.
- Assist in identifying and assessing mitigation options that help an entity mitigate the impact of a disruption on the performance of essential functions and delivery of critical services.
- Developing procedures to address the vital elements of a continuity program, such as orders of succession, delegations of authority, accountability, essential records, communications, and critical systems.
- Helping an entity develop procedures to guide the activation of the continuity plan, including activation triggers and reconstitution procedures.
- Assist in developing a continuity multi-year strategic plan.
- Assist in reviewing state or territorial governments' continuity program and plan using the Continuity Assessment Tool.

Classroom Training Offerings

FEMA instructs continuity training to develop and enhance continuity knowledge and expertise. Training is available for students at all levels, from individuals new to the continuity community to program managers who have been involved with continuity for many years. FEMA can instruct the following courses and provide necessary course materials:

- FEMA established the [Continuity Excellence Series](#) - Level I, Professional Continuity Practitioner, and Level II, Master Continuity Practitioner. This effort is dedicated to enhancing the excellence in the development and implementation of continuity programs and emergency management.
- The E/L/G 548, [Continuity Managers Course](#), is a three-day classroom course designed to provide continuity managers define continuity of operations, explain the benefits of developing a viable continuity program, identify the elements of a viable continuity program, and identify the processes, resources, and tasks necessary to implement and manage a successful continuity program.
- The E/L/G 550, [Continuity Planners Workshop](#), is a three-day classroom course designed to provide information on key concepts and strategies for developing, implementing, and updating a continuity plan.

- L 552, [Continuity of Operations for Tribal Governments Course](#), is a 2-day course that provides tribal representatives with an understanding of how to develop and implement a continuity of operations program to ensure continuity of community essential functions across a wide range of emergencies and events.
- E/L 547, [Continuity Exercise Design Course](#), is a three-day course designed to provide participants with the tools and hands-on experience necessary to develop continuity exercises for their organization. This course begins by explaining the unique aspects of continuity exercise design. The course also provides instruction on how to develop a continuity exercise and allows participants to use what they learn to create continuity exercises in class.
- E/L 557, [Mission Essential Function Workshop](#), is a two-day course that assists participants in identifying essential functions, conducting a business process analysis, and conducting a business impact analysis.

Exercise Planning and Conduct Technical Assistance

Test, training, and exercise events assess and validate continuity plans, policies, procedures, and systems. Exercise technical assistance could include:

- Providing templates and conducting discussions on how to incorporate continuity into an exercise.
- Assistance and tools to develop continuity exercise documentation, including:
 - Exercise Plans;
 - Evaluation Plans;
 - Controller, Evaluator, and Data Collector Guides;
 - Player Handbooks; and
 - After Action Reports and Improvement Plans.
- Assist in the facilitation of continuity tabletop exercises.
- Assist in the evaluation or control of continuity functional or full-scale exercises.
- Assist in the review and documentation of lessons learned, best practices, and observations from exercises and real-world events for incorporation into After Action Reports and Corrective Action Programs.

Continuity Communications Outreach and Technical Assistance

The FEMA National Radio System (FNARS) is a nationwide High Frequency (HF) Automatic Link Establishment radio network that provides backup communications through the capabilities of voice, chat, and phone patch during continuity activations. FNARS also enables provision of real-time situational awareness directly from disaster areas to improve decision-making during continuity events. FNARS currently operates at over 80 sites, including all FEMA Regional Offices and state and territorial emergency operations centers.

FEMA NCP provides the following technical assistance offerings for FNARS:

- Program Administration: Conducting risk management assessments; ensuring adherence to program performance measures; performing regular status assessments of all FNARS HF assets deployed or in storage at the national, regional, and state/territory levels; and coordinating the logistics of installation or decommissioning activities for FNARS equipment with on-site facility managers and FEMA contacts at the national, regional, and state/territory levels.

- Technical Engineering: Providing engineering support for all antennas, radios, and software for the FNARS program, including but not limited to providing technical expertise and coordinating configuration change management across all aspects of the system.
- Operations: Ensuring the operational capability of the system at all times, as well as providing guidance on how the system functions and user training to all participants.
- Maintenance: Providing maintenance support on all antennas, radios, and software for the FNARS program as well as ancillary devices.
- Security: Providing policy guidance for FNARS, conducting system certification and accreditation, and in consultation with the FNARS Information Systems Security Officer (ISSO) ensuring all FNARS logical, physical, and communications security equipment adheres to DHS and FEMA standards. In cooperation with the System Owner, the ISSO prepares and submits the system security package for approval to operate. The ISSO also advises the System Owner through all phases of the system engineering life cycle regarding security.

Integrated Public Alert and Warning Outreach and Technical Assistance

FEMA operates the Integrated Public Alert and Warning System (IPAWS), the nation's alert and warning infrastructure. During an emergency, alert and warning officials need to provide the public with life-saving information quickly. IPAWS is a modernization and integration of the nation's alert and warning infrastructure, and will save time when time matters most, protecting life and property.

Federal, state, local, tribal, and territorial alerting authorities can use IPAWS and integrate local systems that use Common Alerting Protocol standards with the IPAWS infrastructure. IPAWS provides public safety officials with an effective way to alert and warn the public about serious emergencies using the Emergency Alert System, Wireless Emergency Alerts, the National Oceanic and Atmospheric Administration Weather Radio, and other public alerting systems from a single interface.

FEMA NCP provides the following technical assistance offerings for IPAWS:

- The IPAWS Lab is a safe and effective environment for public safety officials to test and exercise alert and warning technologies interoperable with IPAWS. The [Checklist for Testing with the IPAWS Lab at JITC](#) provides instructions, assuming that an active Memorandum of Agreement is in place between the FEMA IPAWS Program Management Office and an alerting authority.