

Mass Notification Service

December 22, 2014

Last updated: December 22, 2014

1. Rate

Base rate per agency	\$60/month
Rate per individual person in an agency database with telephony	\$0.0709/month
Rate per individual person in an agency database without telephony	\$0.0542/month

2. General Overview:

The State of Nebraska Mass Notification Service (MNS) is available to all state, county, and local agencies. The service is also available to educational groups such as school districts, colleges and state universities.

The current MNS is a third-party cloud-based system that affords a level of flexibility for mass communications to staff within an agency and to large groups such as clients of public health departments or students and parents of school districts. The system can be accessed and activated from any Internet-enabled computer or mobile device.

3. Service Description:

Features of the service include:

- The system's multi-model communications capability connects enrolled recipients whose contact data is in the system in one of several ways that include: phone, mobile, fax, pager, SMS, email, TTY, social media, CAP feed and RSS.
- The MNS weather alert feature can automatically notify agency contacts seconds after the National Weather Service (NWS) issues an alert. This can occur automatically and nearly instantaneously without any action by the agency.
- The MNS mapping feature gives agencies the ability to define a precise geographical area and call their contacts within that area in emergency situations. For even greater detail, agencies can integrate additional GIS layers such as schools, hospitals, fire stations, police stations, power plants, custom shape files, or other applicable locations. When a situation occurs, agencies define a targeted notification area on the map using various shape tools. Areas can also be defined based on other features such as fire perimeter, flood plain, zip code, etc.
- Inbound call volume spikes significantly in emergency situations, which can tie up an agency's call center for hours. The MNS can quickly set up high-capacity inbound interactive voice response (IVR) functionality to handle high volumes of inbound calls. The MNS's

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inbound IVR service is an effective way to provide follow-up instructions in situations such as active shooter, building evacuations or pandemics.

- Callers can be prompted to provide touch-tone responses, which allows agencies to gather information on affected individuals, such as 'unavailable' or 'available'. The data gathered automatically populates online reports to aid response efforts.
- Inbound IVR also includes the option at any time to transfer to other resources. The MNS's inbound service helps keep callers informed while freeing up your call center personnel to continue to support response efforts.

4. Roles and Responsibilities:

The Office of the CIO is responsible for:

- Assisting agencies in setting up initial entries;
- Training administration and system users;
- Managing the contract with the vendor for the hosted service, including reviewing and paying monthly invoices for services;
- Rebilling agencies based on usage.

The using agency is responsible for:

- Maintaining its database of contact information and insuring its accuracy;
- Preparing and sending messages through the MNS.

5. Requesting Service

Contact the Office of the CIO system administrator or the OCIO Help Desk for more information about the MNS or to initiate the service. Information that will be needed for setting up the service includes:

- Contact information for billing, service administrator and agency IT individuals.
- Job code and work order numbers for billing (see below).

6. Billing Information:

The Office of the CIO uses a system of Billing Accounts, Job Codes and Work Orders for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order to use or request a new job code and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

7. Service Hours, Response Times and Escalation:

The MNS can be accessed and messages can be activated from any internet-enabled location such as smart phones. If the Internet is unavailable, authorized users can call the MNS vendor's 24X7 Help Desk service to distribute a message. The system is always available and ready for use, from any location. The MNS vendor provides redundant sites for outbound message delivery and reliability.

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Support is available 24x7 by calling the Office of the CIO Help Desk (402- 471-4636).

The on-call staff will identify the problem and the appropriate people necessary to address the issue. During regular office hours (7 a.m. – 6 p.m.) the Help Desk will route the call to the appropriate technical team. During off hours the call will go to the Office of the CIO Operations personnel who will log the call and contact on-call members of the appropriate technical team.

For further information, please contact:

Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468