# NWS Connect, IDSS Operations Cycle, and Continuum of Messaging: A Holistic Approach to Mobile, Nimble and Flexible IDSS Delivery

13th Symposium on Building a Weather-Ready Nation: Enhancing Our Nation's Readiness, Responsiveness, and Resilience to High Impact Weather Events

Mark Tew, Danielle Nagele, David Bieger, Andy Foster, Wendy Marie Thomas, Mark Willis, Matt Davis, and Jeremy Schulz

Decision Support Integration Branch / Analysis and Mission Support Division / Analyze, Forecast and Support Office / National Weather Service, Silver Spring, MD

## Abstract

The National Weather Services requires a holistic integrated approach to move forward and provide IDSS that is nimble, flexible, and mobile. To do so, it is imperative that the NWS work within a common operational and service delivery framework that supports the effective communication of critical weather, water, and climate information that is easily understood, meets the needs of decision makers, and is appropriately acted upon. Two important concepts as codified in the NWS IDSS Instructions support the ongoing transformation of the NWS.

First, to meet the NWS mission to provide IDSS for the protection of life and property, the Continuum of Messaging incorporates everything from Key Messages issued from National Centers to tailored IDSS briefings provided to core partners. Products and services can be categorized within a tiered approach, beginning with publicly available products and services through increasing levels of targeting of information and dedicated support. By establishing a consistent Continuum of Messaging, with a shared foundation of messaging principles, NWS forecasters can work across different spatial/temporal scales and hazard types to tell a shared story, while also addressing unique partner and community needs. By telling a cohesive story across NWS products and services issued from National Centers, regional, and local offices, we can better serve our partners and communities.

Second, the IDSS Operations Cycle provides the NWS with a consistent operations four phase model to support IDSS operations and delivery including mutual aid. The IDSS Operations Cycle phases include: Relationship Building with Core Partners, Readiness, Delivery, and Evaluation. By working within a nationally consistent IDSS framework at all levels, across National Centers, Regional Operations Centers, and local field offices, our Core Partners will receive the science-based, interpretive services they need to continue to make the critical life saving, planning, and operational decisions into the future

As the NWS enters Phase II in the development of its new technology, NWS Connect, expanded features are being planned to better support the IDSS Operations Cycle and deliver the Continuum of Messaging, which includes environmental intelligence and interpretative services. These capabilities include Support Profiles for entering and storing logistical information for Impact-Based Decision Support Services (IDSS); a place to append documents; and a portal to

receive intermittent, short feedback surveys that will inform NWS IDSS and its Social, Behavioral, and Economic Sciences (SBES) Program.

This presentation will explain and demonstrate the fundamental concepts of a Continuum of Messaging and the IDSS Operations Cycle, and their role in formulating and delivering a cohesive message that supports the needs of decision makers and the general public. It will also provide a description of the current features and capabilities of NWS Connect, as well as preview expanded features planned in Phase II to better deliver environmental intelligence and interpretative services.