

**Information Technology Bulletin
Commonwealth of Pennsylvania
Governor's Office of Administration/Office for Information Technology**

ITB Number:	ITB-APP010	
ITB Title:	Alerting and Notification Service Standards	
Issued by:	Deputy Secretary for Information Technology	
Date Issued:	July 17, 2008	Date Revised: October 25, 2010
Domain:		
	Application	
Discipline:		
	Application Services	
Technology Area:		
	Alerting and Notification	
Revision History		
Date:	Description:	
10/25/2010	ITB Refresh	

Abstract:

The purpose of this Information Technology Bulletin (ITB) is to establish enterprise-wide standards and policies for alerting and notification. Establishing alerting and notification standards will provide guidance to agencies as they plan for new projects or make investments in existing applications that require alerting and notification services.

An alerting and notification service provides the basic capability of broadcasting messages (alerts or notifications) to targeted audiences. The messages can be in the form of voice delivered to a landline or a cell phone, e-mail, or short message service text messages delivered to pagers or other mobile computing devices. An alerting and notification service provides for the prioritization and management of messages which subsequently allocates that emergency and non-emergency alerts and notifications share the same infrastructure. Additionally, an alerting and notification service provides integration between applications that generate messages and services that provide new forms of message delivery.

The *Alerting and Notification: Product Standards* (STD-APP010A) standard provides guidance to agencies on the current standards and the status of other alerting and notification solutions that are being used or being considered for use.

General:

This ITB applies to all departments, boards, commissions and councils under the Governor's jurisdiction. Agencies not under the Governor's jurisdiction are strongly encouraged to follow this policy.

Policy:

Agencies requiring an alerting and notification service are to use one of the current standards as defined in STD-APP010A.

The Public Safety Community of Practice Deputy Chief Information Officer is responsible for establishing the Alerting and Notification Governance Structure Team (ANGST) which has the following responsibilities:

- Define the ANGST charter;
- Establish team membership;
- Determine overall alerting and notification approach;
- Define goals;
- Define expectations;
- Provide for the governance of the alerting and notification service; and

- Operate a change management board for the alerting and notification service.

Refresh Schedule:

All standards identified in this ITB are subject to periodic review and possible revision, or upon request by the Enterprise Architecture Standards Committee (EASC).

Exemption from This Policy:

In the event an agency chooses to seek an exemption, for reasons such as the need to comply with requirements for a federally mandated system, a request for waiver may be submitted via the Community of Practice Procurement and Architectural Review (COPPAR) process. Requests are to be entered into the COPPAR Tool located at WWW.COPPAR.STATE.PA.US. Agency CIO approval is required. Contact your agency [CoP Planner](#) for further details or assistance.

Questions:

Questions regarding this policy are to be directed to ra-oaitb@state.pa.us.

Policy Supplements:

[STD-APP010A](#): Alerting and Notification Product Standards