

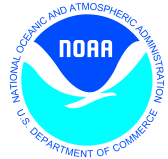
# NWSChat (Instant Messaging)

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Instant Messaging system for the  
NWS and Partners  
**NWSChat**

**Carlos Diaz**

June 2009

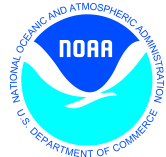


# NWSChat

## NWSChat

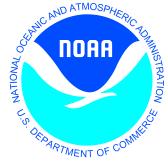
System for Instant Messaging (IM) between NWS and “Partners” for sharing warning decision expertise and other types of significant weather information essential to the NWS’ mission of saving lives and property.

- Provides media and emergency response partners with the ability to communicate significant event reports *back* to NWS operational personnel.
- NWS partners use IM as an efficient means of seeking clarifications and enhancements to the communication stream originating from the NWS during a fast-paced significant weather or hydrologic event.
- NWSChat enhanced feature (nwsbot) shows warnings/watches and other products issued by the WFO for a particular chatroom.



# NWSChat

- ✓ NWSChat Experimental Period from 12/1/2008 to 12/15/2009 – ongoing.
  - *One year period allows for evaluation during all seasons and weather conditions.*
  - *NWSChat released for NWS accounts on 12 Nov. 2008*
  - *NWSChat opened for external accounts on 1 Dec. 2008*
  - *Experimental product Service Description Document for NWSChat in place.*
  - *Use of other IM chat (IEM) terminated on 2 February 2009.*
  
- ✓ Web site includes account request forms, draft Terms of Use, training, and draft policy information. Hardware and Software in place for system evaluation.



# NWSChat – Draft Policy

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The Procedural Policy (Instruction) includes the following:

**Types of use;** Hazardous hydromet information, Decisional support communications, Significant event reporting, Other e.g. internal collaboration for non-operational purposes.

**Users;** NWS field offices, centers and HQ. Members of EM community, Government partners such as FAA, Media.

**Requirement for User Training:** For initial account and yearly thereafter.

**Chat content and etiquette.**

**Account Naming Conventions.**

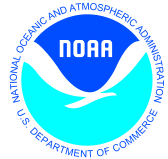
**Responsibilities:**

OCWWS - Implementation of NWSChat program policy

CIO – Technical assistance and policy

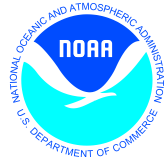
Regions – ensure offices equipped and trained

MICs/HICs – designate local NWSChat account managers, approve external users.



# NWSChat Status

- ✓ Over 5500 individual NWSChat accounts issued to date
  - *NWS Participation: 2280 individual accounts*
    - 117 WFOs
    - 10 RFCs
    - 15 CWSUs
    - 4 National Centers & WDTB
  - *Media - 1313 accounts*
  - *EM/State/Other – 2006 accounts*



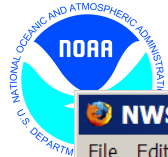
# NWSChat – What's Next?

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- Continue use and evaluation of NWSChat
- Plan to survey Regions for impact, with questions that will be used for Go/No-Go determination.
- Review of comments and final survey results on system, policy and use at comment end period.

## Time Line:

6 Month preliminary survey	June 2009
Comment end period:	12-15-09
Final recommendation decision	01-29-10
Final Operating Capability	03-19-10



## NWSChat Prototype - NOAA's National Weather Service - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://nwschat.weather.gov/

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NWSChat

Search  NWS All NOAA Go



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### NWSChat Prototype

NWSChat is an Instant Messaging program utilized by NWS operational personnel to share critical warning decision expertise and other types of significant weather information essential to the NWS's mission of saving lives and property.

This information is exchanged in real-time with the media and emergency response community, who in turn play a key role in communicating the NWS's hazardous weather messages to the public.

NWSChat also provides media and emergency response partners with the ability to communicate significant event reports back to NWS operational personnel, who in turn utilize the information to make effective warning decisions.

NWS partners can use NWSChat as an efficient means of seeking clarifications and enhancements to the communication stream originating from the NWS during a fast-paced significant weather or hydrologic event.

Additional information on NWSChat can be found in the [Service Description Document](#). If you would like to provide comments, please take the [NWSChat survey](#).

#### How to Participate

- Be a member of the Emergency Management Community
  - Defined as encompassing public safety officials who serve as employees or contract agents of a government agency at any level (federal, state, local, tribal, etc.) charged with protecting the public from hazards of whatever type influenced by weather conditions and Skywarn Net Control Operators such as Amateur Radio Emergency Services (ARES)/Radio Amateur Civil Emergency Services (RACES).
- Be a Government Partner of a specific NWS office
  - Defined as encompassing specific government partners that are necessary participants in NWSChat for specific NWS offices that have missions that require close coordination with these partners, e.g. FAA officials (for NWS Center Weather Service Units) and water management officials (for NWS River Forecast Centers).
- Be a member of the Electronic Media
  - Defined as encompassing parties who operate systems that routinely provide weather and water warning information rapidly to a significant part of the population served by the NWS office offering the IM service, and identified contract agents of these parties. Electronic media may include radio stations, broadcast television (TV) stations, cable TV stations, and

#### Access Online Tools

NWSChat Username (not handle) :

@nwschat.weather.gov

Password:

#### Important Links

[Reset NWSChat Password](#)

[Request NWSChat Account - NWS Partners](#)

[Request Account - NWS Personnel](#)

[Documentation](#)

[Office Contacts](#)

#### News and Notes RSS

- [NWSbot degraded performance on April 29, 2009](#)  
Posted on: 30 Apr 15:15 GMT
- [New Online Monitor](#)  
Posted on: 29 Mar 22:34 GMT
- [FAQ Updated](#)  
Posted on: 16 Mar 17:14 GMT
- [NWSChat news feed](#)  
Posted on: 12 Mar 22:59 GMT

Done

nwschat.weather.gov



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**Options** <<

Available Rooms:

▼

☒ Show NWSBot Messages

☐ Enable Audio Alerts

Sound Volume:

Help   Saved Items   <b>Binghamton</b> [X]		
<input type="button" value="Clear Room Log"/> <input type="button" value="Export to HTML"/> <input type="button" value="Print Log"/> <input type="button" value="Save Selected"/> <input type="button" value="View As HTML"/>		
Timestamp ▼	Author	Message
06/16 12:08 AM	nws-priscilla.nicosi	ping
06/16 12:08 AM	nwsbot	nws-priscilla.nicosi: pong
06/15 9:18 PM	media-doug.peters	bgm did u get my report of hail in new berlin earlier this afternoon... had nickel/dime size hail there ~3:25pm
06/15 9:14 PM	media-doug.peters	looks like it snowed in this one..
06/15 9:14 PM	media-doug.peters	<a href="http://media.wbng.com/images/600*450/816.JPG">http://media.wbng.com/images/600*450/816.JPG</a>
06/15 9:13 PM	media-doug.peters	we got a bunch of viewers sending in hail pics from delaware/otsego counties...
06/15 9:13 PM	media-doug.peters	nice little hail storms we had this afternoon... eh?
06/15 8:03 PM	nwsbot	BGM: Paupack [Pike Co, PA] public reports HAIL of nickel size (E0.88 INCH) at 04:57 PM EDT --
06/15 8:03 PM	nwsbot	BGM: Hamden [Delaware Co, NY] public reports HAIL of nickel size (E0.88 INCH) at 05:00 PM EDT -- hail covered the ground and cars
06/15 8:03 PM	nwsbot	BGM: Milford [Pike Co, PA] public reports HAIL of ping pong ball size (E1.50 INCH) at 06:55 PM EDT -- also quarter size hail. covering the ground.
06/15 8:03 PM	nwsbot	BGM issues <a href="#">Summary Local Storm Report</a> , 16 out of 19 reports were previously sent and not repeated here.
06/15 8:00 PM	nwsbot	----- Jun 16, 2009 [GMT] -----
06/15 7:30 PM	nwsbot	BGM issues <a href="#">STRONG THUNDERSTORM WILL AFFECT EAST CENTRAL DELAWARE COUNTY</a> for Delaware [NY] till 8:30 PM EDT
06/15 7:18 PM	nwsbot	BGM <a href="#">cancels Severe Thunderstorm Warning</a> for Pike [PA]
06/15 7:00 PM	nwsbot	BGM: 2 W Dingmans Ferry [Pike Co, PA] public reports HAIL of quarter size (E1.00 INCH) at 06:50 PM EDT --
06/15 7:00 PM	nwsbot	BGM: Milford [Pike Co, PA] public reports HAIL of quarter size (E1.00 INCH) at 06:50 PM EDT --
06/15 6:36 PM	nwsbot	BGM <a href="#">issues Severe Thunderstorm Warning</a> for Pike [PA] till 7:30 PM EDT
06/15 6:23 PM	nwsbot	BGM <a href="#">issues STRONG THUNDERSTORM WILL AFFECT CENTRAL PIKE AND EXTREME SOUTHWESTERN SULLIVAN COUNTIES</a> for Sullivan [NY] and P
06/15 5:51 PM	media-doug.peters	bgm.. check out the hail pics on our younews portion of the website... hail covering the ground... looks like snow
06/15 5:36 PM	nwsbot	BGM <a href="#">issues STRONG THUNDERSTORM WILL AFFECT EAST CENTRAL WAYNE, PIKE AND SOUTHWESTERN SULLIVAN COUNTIES</a> for Sullivan [NY] i PM EDT
06/15 5:24 PM	media-doug.peters	looks like that storm to the north is causing issues with its updraft
06/15 5:23 PM	nwsbot	BGM <a href="#">continues Severe Thunderstorm Warning</a> for Pike [PA] till 6:00 PM EDT
06/15 5:22 PM	media-doug.peters	looks like that storm is weakening rapidly...
06/15 5:22 PM	media-doug.peters	nice..
06/15 5:21 PM	nws-steven.ippoliti	ping pong size hail from Andes





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