

Member Roles and Responsibilities

for

AMBER ALERT WEB PORTAL

as established by the

AMBER Alert Web Portal Consortium

Dated October 2003

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Background

The AMBER Alert Web Portal Consortium (AAWPC) consists of Member States, E2C, and sponsors who agree to participate in providing the infrastructure and data to enable law enforcement to provide AMBER Alerts from the AMBER Alert Web Portal. Members of the AAWPC agree to operate according to the Governance Model and the Memorandum of Understanding (MOU) which takes into account by reference the Roles and Responsibilities (R&R), the Standards of Performance Agreement (SOP), and the Service Level Agreement (SLA).

This document describes the roles, responsibilities and contributions of E2C and the member states participating in the AAWPC. The three areas described in detail include: Business Management, Technology Management, and Operations Management. This Roles and Responsibilities document is incorporated by reference into the Memorandum of Understanding between each participating member state and E2C.

Note: The following elements and attributes are further detailed in the inter-state and intra-state Governance Models and the Standards of Performance (SOP).

Category & Responsibility	Participant	
	E2C	Participating States in the AAWPC
Category 1: Business Management		
<p>Define the Governance Model</p> <p>The Governance Model is a framework that includes a structure, organization, and processes for the management and oversight of the Inter-State AMBER Alert Portal. The model should reflect the complexity and diversity of the inter-state public-private partnership and allow for discussions of the broader requirements, priorities, policies, planning, and coordination inherent in an inter-state approach to AMBER Alerts.</p>	<p>Review and provide feedback on the inter-state governance model.</p> <p>Review and provide feedback on intra-state governance model.</p>	<p>Define and approve its intra-state governance model.</p> <p>Contribute to the definition of, and concur with, the inter-state governance model.</p>
<p>Operate in Accordance with the Governance Model</p>	<p>Operate in accordance with the intra-state and inter-state governance models.</p> <p>Participate in the discussions and decisions of the partnership.</p>	<p>Operate in accordance with the intra-state and inter-state governance models.</p> <p>Provide a state contact for the AAWPC's National Oversight Committee to address policy, sponsorship, publicity, technology and other partnership matters.</p>
<p>Promote Nationwide Adoption and Use</p>	<p>Promote the AMBER Portal to other states, private organizations, federal agencies non-profit organizations, and the public. Conduct campaigns (e.g., with Public Service Announcements) to attract subscribers.</p>	<p>Recruit other states to join the partnership. Recruit state and national organizations and federal agencies to support or use the Portal.</p> <p>Lead intra-state efforts to promote portal use with the public, intra-state government organizations and "communities of interest." Conduct campaigns to attract subscribers.</p> <p>Support E2C in its responsibility for this area.</p> <p>Provide support to other states as needed - e.g. provide templates, reusable documents, share experiences, etc.</p> <p>Identify a principal contact person who will assist in communications with agencies, boards and branches.</p>

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Category 1: Business Management		
Recruit Sponsors to Sustain Portal Operations	<p>Lead the recruitment of all government and private sponsors as necessary.</p> <p>Obtain sufficient on-going funding and resources to sustain portal operations with the “no cost to use” business model.</p> <p>Ensure that the AMBER Alert Web Portal will not be used to commercially promote the products or services of sponsors that are in conflict with guidelines established by the AMBER Alert Web Portal Consortium (AAWPC).</p>	<p>In accordance with statutes and rules, assist in the recruitment of government sponsors and support E2C’s recruitment of private sector sponsors.</p> <p>Identify and support recruitment of state level partners and sponsors</p> <p>Review and approve / reject new national level partners and sponsors through the AAWPC.</p>
Manage the Business Affairs of the Partnership	<p>Plan, direct, organize and control business management and operations of the AMBER Alert Web Portal.</p> <p>Expend funding and resources donated in support of the AMBER Alert Web Portal as intended.</p> <p>Provide periodic reports to the AAWPC.</p>	<p>Receive periodic reports from E2C on business affairs (e.g., financial status) of the partnership and make recommendations for action if necessary through the AAWPC.</p> <p>Examine in a timely manner reports and records as needed to ensure that funds and resources provided to the AMBER Alert Web Portal are used as intended.</p>
Develop and Implement Policy and Procedures for the AMBER Alert Web Portal	<p>Participate in the development of AMBER Alert Web Portal policy, procedures and best practices at the intra-state and inter-state level. These should be developed in light of participating member state AMBER plans.</p> <p>Implement and administer policy outcomes as required by the AAWPC.</p>	<p>Participate in the development of AMBER Alert Web Portal policy, procedures and best practices at the intra-state level and the inter-state level through the AAWPC. These should be developed in light of participating state AMBER plans.</p> <p>Implement and administer policy outcomes as defined by the AAWPC.</p>

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Category 2: Technology Management		
Define and Prioritize Requirements & Features	Evaluate business requirements and change requests for impact (level of resources to implement, impact to existing functionality, etc.). Develop the functional specifications. Plan for the introduction of the change schedule, resource, risks, mitigation, and contingency.	Identify state level business requirements. Propose, prioritize and approve changes or enhancements to the Web Portal. Identify impacts and provide to E2C. Identify national level business requirements. Propose changes or enhancements to the Web Portal via the AAWPC.
Develop and Maintain the Web Portal	Develop and/or revise the standards and architecture consistent with evolving business and technical opportunities, requirements and constraints. Develop, test and implement portal capabilities into production. Manage the technical components. Identify and arrange for participation from component providers. Manage the business relationships with the component providers. Integrate components into the portal solution and ensure proper functionality and adequate performance levels.	Review and approve the revised standards and architecture through the AAWPC. Test and approve portal capabilities prior to implementation (go/no go). Manage the intra-state user aspects of portal implementation and enhancements (procedures, governance, training, update user guides, etc.). Serve as a clearinghouse for all Portal and program requests, needs, etc. originating in the state.

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<p>Deploy and Maintain the Technical Infrastructure</p> <p>Design, construct, assemble, and deploy the technical infrastructure components. The components include the facility, servers, networks, Internet connectivity, etc.</p> <p>Monitor and maintain the technical infrastructure components on an on-going basis to ensure proper performance and availability.</p>	<p>Develop and maintain the architecture for the technical infrastructure. Design the technical infrastructure according to best practices and in support of the business requirements.</p> <p>Deploy and integrate the technical infrastructure components. Provide all equipment, software, and services necessary to operate and maintain the AMBER Alert Web Portal. Ensure consistent availability and performance at all times, especially during AMBER Alerts.</p> <p>Maintain (manage and operate) the technical infrastructure. Monitor, control and report on performance. Identify performance shortcomings and take action to address them.</p> <p>Provide for short-term and long-term sustainability of the Portal application, technology infrastructure and data.</p>	<p>Review and approve the technical architecture to meet State AMBER plan requirements.</p> <p>Test and approve (go/no go) the technical infrastructure for State implementation.</p> <p>Review reports from the system integrator on Web Portal performance. Work with the system integrator to ensure performance through the AAWPC.</p> <p>Submit change requests for national technical requirements through the AAWPC.</p>

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Category 3: Operations Management		
<p>Manage Content</p> <p>Publish AMBER plans and related public information on the Portal and issue alerts.</p>	<p>Ensure that content can be accommodated on the Portal and conforms to intra-state and inter-state policy. Work with the consortium of states to ensure this system remains a neutral but effective resource for AMBER Alerts.</p> <p>Ensure all information presented on the Portal is non-controversial and proactive in nature. Ensure information is accurate, appropriate, and conforms to partnership policy with the AAWPC.</p> <p>Customize and present system content on the Portal to meet intra-state needs and requirements</p>	<p>Enter and maintain its own AMBER Alert plans, AMBER Alerts and related public information. Ensure information is accurate, appropriate, and conforms to AAWPC and state policy.</p> <p>Review and approve content and information available to the public on the AMBER Alert Web Portal. Ensure all information presented on the Portal is non-controversial and proactive in nature.</p> <p>Identify potential new alerting programs (e.g. missing children, criminal activity, , etc.) and encourage the placement of such programs and content on the Web Portal (i.e., potential All Alerts).</p>
<p>Security Management</p>	<p>Provide a sufficient security infrastructure to protect the AAWP from unauthorized access, disclosure, tampering, or corruption.</p> <p>Dele gate and work with intra-state security administration to a central authority in each state.</p> <p>Provide sufficient security and protection for the physical environment of the AMBER Alert Web Portal (e.g., servers, software, network, facility, etc.).</p> <p>Serve as the “administrator” for management and issuance of security encryption certificates.</p>	<p>Manage access, including the assignment of login Ids and passwords, for intra-state law enforcement or other Portal users responsible for administering and issuing AMBER Alerts. Issue its own login Ids and passwords in “Real Time” for any specific AMBER Alert that it issues.</p> <p>Meet AAWPC technical specifications and security requirements.</p>
<p>Provide Help Desk / Call Center Support</p> <p>Provide technical and non-technical help desk / call center support to users.</p>	<p>Serve as the <u>sole point of contact</u> for the general public, including subscribers.</p> <p>Address and resolve technical questions or problems that have been assigned by participating member states.</p>	<p>Each participating member state will provide the <u>first point of contact</u> for authorized law enforcement users with questions or problems. This first point of contact will triage and assign the questions or problems as follows:</p> <ul style="list-style-type: none"> ▪ State staff will answer questions about their AMBER Alert procedures and help in how to use the Portal ▪ E2C staff will address technical questions or problems

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	E2C	Participating States in the AAWPC
<p>Assure Quality Performance</p> <p>Monitor Portal and partnership performance and take action to improve usefulness and increase adoption.</p>	<p>Provide partner states with up-to-date performance information regarding the business, technology, and operations management of the AMBER Alert Web Portal and the partnership. For example, provide reports on financials, Portal performance, subscriber trends, etc.</p>	<p>Review reports from the system integrator. (E2C). Make recommendations to the AAWPC for improvement through the partnership. Take action as necessary.</p> <p>Share after-action reviews with partner states to improve recovery effectiveness.</p> <p>As necessary, determine the satisfaction of the portal with the public, subscribers, and stakeholders.</p>