



U.S. General Services Administration (GSA)

GSA Order: GSA National Alert and Accountability System (NAAS)

OMA 2425.1A

Office of Mission Assurance

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Purpose:

This Order establishes policies and responsibilities regarding the management and use of the GSA National Alert and Accountability System (NAAS). NAAS ensures GSA leadership has an effective, integrated, and flexible crisis alert and accountability system with the ability to reach GSA employees via multiple communication modes in a uniform manner.

Background:

Per GSA Order ADM 2430.1A, The U.S. General Services Administration Continuity Program; GSA Order ADM 2430.3A, The U.S. General Services Administration Emergency Management Program; and GSA Order OMA 2430.2B, GSA National Continuity Plan, GSA must establish and maintain a comprehensive and effective agency-wide personnel emergency notification and accountability system.

NAAS is GSA's enterprise-wide notification system that is used to notify and account for employees. NAAS uses employee contact information (work and personal) to conduct the notification.

The following are examples when NAAS should be used:

1. Emergencies and all-hazard incidents, including natural and manmade incidents.
2. Continuity events and Continuity of Government Readiness Condition (COGCON) changes.
3. Imminent threats or change in the National Terrorism Advisory System.
4. Conducting exercises and tests.

Applicability:

This Order applies to all GSA employees in the performance of their duties, with the following exceptions:

1. The Office of Inspector General, due to its independent authorities.
2. The Civilian Board of Contract Appeals, due to its independent authorities.
3. GSA contractors.

Cancellation:

This Order supersedes ADM 2425.1, GSA National Alert and Accountability System Policy.

Summary of Changes:

1. Updated the format of the order to align with OAS 1832.1C, Internal Directives Management.
2. Updated expectations of employees on leave to align with HRM 6010.1E, Time and Leave Administration Policy.
3. Updated the roles and responsibilities to align with the Federal Continuity Directive (FCD), Continuity Planning Framework for the Federal Executive Branch.
4. Clarifying the scope and utilization of NAAS.
5. Removed regional references, automated tasks, and duplicate responsibilities.

Roles and Responsibilities:

The following positions have specific responsibilities under this Order.

1. All Heads of Staff and Service Offices (HSSOs)

All HSSOs are responsible for the following:

- Coordinate with the Office of Mission Assurance (OMA) to determine whether it is necessary to activate the NAAS for emergency notification(s).
- Review NAAS accountability results after tests and exercises are completed.

2. OMA Associate Administrator (AA)

The OMA AA is responsible for the following:

- Coordinate with, and report to, the Administrator and elements of the Administrator's Senior Emergency Response Team (SERT) to determine whether it is necessary to activate NAAS for notification, accountability, or both, as well as determine the content of notifications to employees.
- Appoint a NAAS Program Manager to oversee the system, manage administrative tasks for the NAAS Program, provide training to users, and coordinate with GSA IT and the Office of Human Resources Management (OHRM).
- Distribute NAAS messages during emergencies, exercises, or tests.
- Conduct, at a minimum, quarterly notification tests utilizing NAAS in preparation for emergency events.

- Maintain trained staff capable of providing NAAS reports or documentation as required.

3. Chief Human Capital Officer, HSSO of OHRM

The Chief Human Capital Officer is responsible for the following:

- Ensure employee information is available in human resources (HR) systems for routine NAAS uploads by GSA IT.
- Maintain HR system backup reports for continuity during NAAS outages.
- Distribute reminders to employees to update and maintain their contact information in HR systems.
- Coordinate emergency notification content with OMA, the Office of the General Counsel (OGC), and the Office of Strategic Communication (OSC).
- Execute Essential Support Activity (ESA) duties for employee accountability through NAAS notifications and reporting, in coordination with OMA, HSSO contacts, and supervisors.

4. Chief Information Officer, HSSO of GSA IT

The Chief Information Officer is responsible for the following:

- Ensure GSA employee contact information is regularly uploaded to NAAS from existing HR systems.
- Provide technical support to the NAAS Program Manager, as required, to ensure full compatibility and compliance between the GSA network and NAAS functionality.
- Work with the NAAS vendor's technical team to resolve any data file, software, or application issues.

5. Office of the General Counsel (OGC)

The Office of the General Counsel reviews pre-scripted template messages for legal sufficiency.

6. GSA Emergency Coordinators (EC)

GSA ECs are responsible for supporting their HSSO and HSSO supervisors in achieving full accountability.

7. GSA Supervisors

GSA supervisors must coordinate with OHRM to account for employees who have not confirmed receipt of NAAS employee accountability notifications.

