INSTRUCTIONS FOR FEDERAL, STATE, TERRITORIAL, AND TRIBAL NATION AGENCIES
APPLYING FOR ACCESS TO NORS AND DIRS DATABASES

Eligible agencies with a demonstrable "need to know" may apply for read-only access to the Federal Communications Commission's NORS and DIRS databases, which contain outage and infrastructure status reports for the jurisdictions that the agencies serve.

Which agencies are "eligible agencies" for purposes of obtaining direct access to the NORS and DIRS databases? Direct access to these databases is "limited to agencies acting on behalf of the federal government, the 50 states, the District of Columbia, Tribal Nations, and the U.S. Territories (including Puerto Rico and the U.S. Virgin Islands)."[1]

How does an eligible agency demonstrate a "need to know"? An eligible agency must demonstrate its "need to know" by "citing to statutes or other regulatory authority that establishes it has official duties making it directly responsible for emergency management and first responder support functions."[2] The information obtained by qualified agencies from the databases can only be used for valid public safety purposes i.e., carrying out emergency management and first responder support functions as dictated by statute or regulation.

What is the application process?

- A complete application must be sent to NORS_DIRS_Information_Sharing@fcc.gov. This includes:
    1. a signed statement from an agency official, on the agency's official letterhead, including the official's full contact information and formally requesting access to NORS and DIRS filings;
    2. a description of why the agency has a need to access NORS and DIRS filings and how it intends to use the information in practice;
    3. if applicable, a request to exceed the proposed presumptive limits on the number of individuals (i.e., user accounts) permitted to access NORS and DIRS filings with an explanation of why this is necessary;
    4. a completed copy of a Participating Agency Certification Form; and
    5. a demonstration of the agency's "need to know" by citing to statutes or other regulatory authority that establishes it has official duties making it directly responsible for emergency management and first responder support functions.

Where do I find the Participating Agency Certification Form and how do I fill it out? Eligible agencies must:

- Visit http://www.fcc.gov/outage-information-sharing and download the "Participating Agency Certification Form."
- Complete the top of the form with the requested information (e.g., name and address of agency, and title of the person verifying the information on the completed form);
- In the first paragraph, identify the specific jurisdictions that your agency serves. NOTE – An agency can only request access to reports affecting the jurisdiction(s) it is authorized by statute or regulation to provide emergency management or first responder support services. For example, a state agency can only request access to reports of outages in its state. Tribal Nation agencies can

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[1] 47 CFR § 4.2; Amendments to Part 4 of the Commission's Rules Concerning Disruptions to Communications, PS Docket No. 15-80, Second Report and Order, 36 FCC Rcd 6136, 6143, para. 22 (2021) (Second Report and Order).

[2] Second Report and Order, 36 FCC Rcd at 6146, para. 35.

request access to reports of any state or territory that the nation's jurisdiction encompasses. A federal agency can request access to all U.S. states and territories.

- Fill in the name of your agency in each of the paragraphs in which a bracketed placeholder is located detailing the access terms to which your agency must certify, including:
    - o Confidential treatment of NORS and DIRS filings and data, and safeguards to maintain that information as such in a manner equivalent or greater than those afforded under Federal confidentiality statutes and rules; o Acknowledging restrictions on sharing information under the Commission's rules; o The requirement that your agency adopt security training and provide copies of the same to the Commission on demand;
    - o Acknowledging the obligation to report known or suspected breaches of training or unauthorized disclosure;
    - o Acknowledging the limitations of the accuracy of NORS and DIRS data; o Acknowledging the need for annual recertification; and
    - o Identifying the agency employee responsible for managing NORS and DIRS user accounts, and updating the same if the designated representative changes.

What happens after I submit my application? Commission staff will review the form and contact the agency if additional information is needed.

How do I get access to NORS or DIRS once approved? Once the FCC approves the agency's registration form, the agency needs to complete four more steps.

- *First,* the agency must create the email accounts that it will use to access the systems (a maximum of five). The email addresses should be generic and not contain the name of a specific employee (e.g., NORS-DIRS-User1@agency.gov) in order to allow the agency itself to reassign the account to different employees in response to staff changes.

- *Second,* the email addresses must be registered in the FCC's COmmission REgistration System (CORES), available at https://apps.fcc.gov/cores/userLogin.do. This system governs access to a variety of FCC systems. You will be required to validate your CORES registration with the generic email you provide.

- *Third,* once registered in CORES, you may request NORS and/or DIRS access for those the email addresses by logging into each database and requesting access at https://fccprod.servicenowservices.com/login_with_sso.do?glide_sso_id=10db4616dbb07200f2f2 f6531f9619de for NORS and https://www.fcc.gov/nors/disaster/prod/AddNewUser.cfm for DIRS. Step-by-step instructions on how to request access to NORS data is available at http://www.fcc.gov/file/23866/download, while instructions for requesting access to DIRS data are available at http://www.fcc.gov/file/23865/download.

- *Fourth,* send an e-mail to FCC staff at NORS_DIRS_Information_Sharing@fcc.gov that lists the e-mail addresses for which you have requested access. FCC staff will validate your agency's email addresses and grant access.

For assistance with any of these steps, email NORS_DIRS_Information_Sharing@fcc.gov.