

NATIONAL WEATHER SERVICE POLICY DIRECTIVE 60-10

MAY 30, 2012

Information Technology

FAMILY OF SERVICES

NOTICE: This publication is available at: <http://www.nws.noaa.gov/directives/>.

OPR: W/OPS31 (J. Hayes)

Certified by: W/OPS (R. Vogt)

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SUMMARY OF REVISIONS: This directive supersedes the National Directive System (NDS) Policy Directive 60-10, Family of Services, dated October 15, 2009. Changes made are: 1) Telecommunications Operations Center (TOC) moved from the Office of the Chief Information Office (OCIO) to the Office of Operational Systems (OPS) in 2010.

1. The Family of Services (FOS) was established to make weather information available to external users. The FOS provides external users access to near real-time weather data and information on the National Oceanic and Atmospheric Administration's National Weather Service (NWS) Telecommunications Gateway (NWSTG) OPSnet Multi-Protocol Label Switching System Network. This directive establishes the FOS to provide weather information to external users.

2. The objective of the FOS is to provide the commercial meteorological community, the academic community and other Federal agencies with access to near real-time weather information.

3. This directive establishes the following authorities and responsibilities:

3.1 The OPS TOC is responsible for overall management of the FOS Program, which includes: the management of all FOS subscriber agreements, establishment and collection of all FOS user fees, coordination of all FOS matters with the FOS subscriber community, notifying the FOS community of all change notices, management of the FOS web page, and management of real-time technical and operational coordination with FOS users and the telecommunications common carriers.

3.2 The Data Management team of the Operations Support and Performance Monitoring Branch (OPS31), is responsible for adding, deleting, or changing products on FOS upon request from the FOS Program Leader, and investigating and correcting software-related transmission problems.

4. The effectiveness of this policy will be measured by the TOC tracking the number of users who connect to the FOS and measuring customer satisfaction by comments received from e-mails and feedback from FOS meetings.

5. This policy directive is supported by the reference listed in Attachment 1.

signed

May 16, 2012

Date

John L. Hayes
Assistant Administrator for Weather Services

ATTACHMENT 1

GLOSSARY OF SUPPORTING DOCUMENTATION

References

1. Data Management Family of Services Web Page:
<http://www.nws.noaa.gov/datamgmt/fos/fospage.html>