
U.S. Nuclear Regulatory Commission



Privacy Impact Assessment Mass Notification System (MNS)

Office of the Chief Information Officer (OCIO)

**Version 2.0
06/04/2026**

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Privacy Impact Assessment	06/04/2026

Document Revision History

Date	Version	PIA Name/Description	Author
6/04/2026	2.0	Updated to new template; updated Section 1.1. to note a use by NRC Operations Center and updated contact information in Section 1.3.	OCIO / RES Oasis Systems, LLC
05/14/2025	DRAFT of v2.0	Updated to new template; updated Section 1.1 and Section 1.3.	OCIO / RES Oasis Systems, LLC
11/07/2023	1.0	MNS – FINAL Release	OCIO / RES Oasis Systems, LLC.
10/18/2023	DRAFT	MNS – DRAFT Release	OCIO / RES Oasis Systems, LLC.

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The agency is subject to the requirements of the E-Government Act and is committed to identifying and addressing privacy risks whenever it develops or makes changes to its information systems. The questions below help determine any privacy risks related to the E-Government Act or later guidance by the Office of Management and Budget (OMB) and the National Institute of Standards and Technology (NIST).

Name/System/Subsystem/Service Name: Mass Notification System (MNS).

Data Storage Location (i.e., Database Server, SharePoint, Cloud, Other Government Agency, Power Platform): MNS is hosted by Everbridge, Inc., in the Amazon Web Services (AWS) US East/West cloud environment.

Date Submitted for review/approval: June 15, 2026.

1 Description

1.1 Describe the project, including the system, subsystem, technology (e.g., Microsoft products), program, or other data collection involved. Explain why this project is being developed and its intended purpose.

The Mass Notification System (MNS) is a Critical Event Management Software-as-a-Service cloud solution provided by Everbridge, Inc. MNS is used by the U.S. Nuclear Regulatory Commission (NRC) to notify employees and contractors of important events such as office or building closures, weather-related event information, or any other emergency event that necessitates an emergency notification. In addition to the notification features, the system is also used to monitor personnel accountability during critical events and emergencies. MNS allows individuals to report their accountability status during emergency situations by replying to the system notifications. MNS is also used by the NRC Operations Center to spin up incident bridges and reach critical personnel for these bridges.

Registration in the notification system is mandatory for NRC employees, whereas contractor participation is voluntary but highly encouraged. Employees and contractors register by entering their personal contact information into the NRC Enterprise Identity Hub (EIH) which transfers that data to MNS. Once individuals are registered as contacts, they will be able to receive short message service (SMS) text messages, emails, or voice messages from MNS. The MNS administrators can utilize various groups within the system to direct messages to appropriate contacts.

Please mark appropriate response below if your project/system will involve the following:

☐ PowerApps	☐ Artificial Intelligence (AI)
☐ Dashboard	☐ Public Website
☐ SharePoint	☐ Internal Website
☒ Cloud Service Provider	☐ Other
☐ Server/Database Design	

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1.2 Does this PIA pertain to a proposed new project, a planned modification to an existing project, or another type of situation?

Select options that are best applied in table below.

Status Options	
☐	New system/project
☐	A change or update to an existing system or project that occurs outside of its scheduled annual review. <i>Provide the ADAMS ML of the existing PIA and describe the modifications made.</i>
☒	Annual Review - <i>Briefly describe the changes that were made:</i> Updated to new template; updated Section 1.1 to note a use by the NRC Operations Center and updated the contact information in Section 1.3.
☐	Other (explain)

1.3 Points of Contact:

Role	Contact Information Name Office/Division/Branch Phone Number
Project Manager(s)	Nicholas DiTizio Office of the Chief Information Officer (OCIO) /Cyber and Infrastructure Security Division (CISD) 301-415-0481
System Owner/Data Owner or Steward	James Peyton Office of the Chief Information Officer (OCIO) 301-287-0701
ISSM	Natalya Bobryakova Office of the Chief Information Officer (OCIO) /Cyber and Infrastructure Security Division (CISD) 301-287-0671
Executive Sponsor	Garo Nalabandian Office of the Chief Information Officer (OCIO) 301-415-8421
Other	

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1.4 Does the project involve Artificial Intelligence (AI), if yes, please complete the table below:

Questions	Explanation (if Yes/Applicable)
AI Model and Purpose What type of AI model is being used? ☐ Large Language Model (LLM) ☐ Generative AI ☐ Predictive/Analytical Model ☐ Other (specify)	Describe the purpose and function of the AI component. What specific role does it play (e.g., decision-making, recommendations, anomaly detection, document review, predictive modeling)? N/A
Data Inputs Does the AI use (PII) or sensitive data? ☐ Yes ☐ No Does the AI use other data sources? ☐ Publicly available data ☐ Third-party data ☐ Internal agency data	List the types of data used and how data quality/accuracy is ensured. N/A
Outputs and Impact Does the AI generate outputs that affect individuals or operations? ☐ Yes ☐ No	If yes, describe the outputs (decisions, recommendations, predictions) and whether a process exists for human review or appeal. N/A
Risk Management Are safeguards in place to address risks (bias, inaccuracy, misuse, security)? ☐ Yes ☐ No Is the AI model web-grounded (connected to the internet for real-time or periodic updates)? ☐ Yes ☐ No	Describe safeguards, monitoring, and controls in place to mitigate risks, including how web access is managed (if applicable). N/A

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2 Authorities and Other Requirements

2.1 What specific legal authorities and/or agreements permit the collection of information for the project?

Provide all statutory and regulatory authorities for operating the project, including the authority to collect the information; NRC internal policy is not a legal authority. Please mark appropriate response in table below.

Mark with an "X" on all that apply.	Authority	Citation/Reference
☐	Statute	
☐	Executive Order	
☒	Federal Regulation	Presidential Policy Directive 40 (PPD-40), National Continuity Policy, dated July 15, 2016, and U.S. Department of Homeland Security Federal Emergency Management Agency Federal Continuity Directive 1 (FCD-1) issued on January 17, 2017, require federal agencies to maintain a comprehensive and effective continuity capability including continuity communications.
☐	Memorandum of Understanding/Agreement	
☐	Other (summarize and provide a copy of relevant portion)	

2.2 Explain how the information will be used under the authority listed above (i.e., enroll employees in a subsidies program to provide subsidy payment).

MNS allows NRC to communicate with employees and contractors during emergencies, abnormal situations, weather conditions, and/or dangerous events occurring at an NRC facility. The data to be collected from the employees and contractors will be personal identity information including name, home phone number, personal phone number, personal e-mail address, and personal SMS / text messaging service number.

2.2a If the project collects Social Security numbers, state why this is necessary and how it will be used.

N/A.

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3 Characterization of the Information

In the table below, mark the categories of individuals for whom information is collected.

Category of individual	
☒	Federal employees
☒	Contractors
☐	Members of the Public (any individual other than a federal employee, consultant, or contractor)
☐	Licensees
☐	Other

In the table below, is a list of the most common types of PII collected. Mark all PII that is collected and stored by the project/system. If there is additional PII not defined in the table below, a comprehensive listing of PII is provided for further reference in ADAMS at the following link: [PII Reference Table](#).

Categories of Information			
☒	Name	☐	Resume or curriculum vitae
☐	Date of Birth	☐	Driver's License Number
☐	Country of Birth	☐	License Plate Number
☐	Citizenship	☐	Passport number
☐	Nationality	☐	Relative's Information
☐	Race	☐	Taxpayer Identification Number
☒	Home Address	☐	Credit/Debit Card Number
☐	Social Security number (Truncated or Partial)	☐	Medical/health information
☐	Sex (Male or Female)	☐	Alien Registration Number
☐	Ethnicity	☐	Professional/personal references
☐	Spouse Information	☐	Criminal History
☒	Personal e-mail address	☐	Biometric identifiers (facial images, fingerprints, iris scans)
☐	Personal Bank Account Number	☐	Emergency contact e.g., a third party to contact in case of an emergency
☒	Personal Mobile Number/Home Number	☐	Accommodation/disabilities information
☐	Marital Status	☒	Other: Personal Home Phone Number
☐	Children Information		
☐	Mother's Maiden Name		
☐	Education Information (i.e., Graduation Year, Test Scores)		

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3.1 Explain how the project collects its data. For example, is the data gathered through NRC forms, surveys, questionnaires, existing NRC files or databases, or responses to background checks?

The system collects personal contact information from the EIH portal, where individuals can modify and update their personal information.

3.2 If using a form (paper or web) to collect the information, provide the form number, title and/or a link to the form.

Personal contact information is collected by using the EIH data forms which can be accessed through the NRC Service Catalog. The information is uploaded to MNS via a secure file transfer. Uploads occur daily to ensure the latest information is made available in MNS.

3.3 Who provides the information? Is it provided directly from the individual or a third party.

The individual provides the information.

3.4 Explain how the accuracy of the data collection is validated. If the project does not check for accuracy, please explain why.

Individuals are expected to provide accurate contact information to be notified of critical events.

3.5 Will PII data be used in a test environment? If so, explain the rationale for this and how the PII information is protected.

No.

3.6 What procedures are in place to allow the subject individual to correct inaccurate or erroneous privacy information?

NRC staff and contractors can modify and update any inaccurate data in the EIH portal.

4 Data Security

4.1 Describe who has access to the data in the project (i.e., internal NRC, system administrators, external agencies, contractors, public).

A limited number of users within the Office of the Chief Information Officer (OCIO), the Office of Administration (ADM), the Office of the Chief Human Capital Officer (OCHCO), the Office of Nuclear Security and Incident Response, and the regional offices have access to MNS. Data from MNS may be shared with other offices, as necessary, to facilitate responses to emergency situations.

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4.2 If this project or system shares information with other NRC systems, please identify: 1) the system(s) it shares data with, 2) the type of information shared, and 3) the method of sharing. Indicate whether Application Programming Interfaces (APIs) or other interconnections—such as direct database connections, file transfers, or web services—are used.

MNS receives contact information from EIH, which is a service under the NRC Identity Credential and Access Management (ICAM) System.

4.3 If the project/system connects, receives, or shares information with any external non-NRC partners or systems, identify what is being shared.

N/A.

If so, identify what agreements are in place with the external non-NRC partner or system in the table below.

Agreement Type	
☐	Contract Provide Contract Number:
☐	License Provide License Information:
☐	Memorandum of Understanding Provide ADAMS ML number for MOU:
☐	Other
☐	None

4.4 Describe how the data is accessed and describe the access control mechanisms that prevent misuse.

NRC personnel utilize an HTTPS connection to access MNS and authenticate using Single-Sign-On (SSO) provided by the Identity Credential and Management (ICAM) Authentication Gateway.

4.5 Explain how the data is transmitted and how confidentiality is protected (i.e., encrypting the communication or by encrypting the information before it is transmitted).

Data is transmitted through a Secure File Transfer Protocol connection which encrypts data during transmission.

4.6 Describe where the data is being stored (e.g., NRC servers, cloud services, contractor sites, local desktops, network drives, SharePoint libraries, external databases, or other storage systems).

The data is stored in an AWS environment hosted by Everbridge.

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4.7 Describe whether the project or system can be accessed or operated from multiple locations (e.g., Regional Offices, contractor sites) and explain how access is provided.

No. The system is hosted and operated remotely by the CSP at one location.

4.8 Is the project or system accessible by a contractor?

Yes. MNS is a cloud service solution hosted by Everbridge.

If yes, please indicate which of the following applies:

☐	NRC IT II Investigation completed	☐	Other Federal Background Investigation completed
☐	Issued an NRC Badge	☐	No background investigation conducted
☒	Other MNS is a cloud service solution hosted by Everbridge.		

4.9 Explain the auditing measures and technical safeguards in place to prevent misuse of data.

A limited number of the administrators within OCIO have access to all data and the management of agency-level privileges in MNS. MNS uniquely identifies and authenticates users with the access to the system. The CSP, Everbridge, identifies logs relevant to user actions with the NRC instance. That information can be made available to agency administrators as needed.

4.10 Describe if the project has the capability to identify, locate, and monitor (i.e., trace/track/observe) individuals.

N/A.

4.11 Define which FISMA boundary this project is part of.

MNS is a subsystem of Third-Party System (TPS).

4.12 Is there an Authority to Operate (ATO) associated with this project/system?

Authorization Status	
☐	Unknown
☐	No <i>If no, please note that the authorization status must be reported to the Chief Information Security Officer (CISO) and Computer Security Organization (CSO's) Point of Contact (POC) via e-mail quarterly to ensure the authorization remains on track.</i>
☐	In Progress provide the estimated date to receive an ATO. Estimated date:
☒	Yes An Authority to Operate (ATO) for Mass Notification System (MNS) was issued on

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	December 30, 2021 (ML21364A164). Indicate the data impact levels (Low, Moderate, High, Undefined) approved by the Chief Information Security Officer (CISO) Confidentiality-Moderate Integrity- Moderate Availability- Moderate
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4.13 Provide the NRC system Enterprise Architecture (EA)/Inventory number. If unknown, contact [EA Service Desk](#) to get the EA/Inventory number.

MNS is a subsystem of TPS; the TPS EA number is 20180002.

5 Privacy Act Determination

5.1 Is the data collected retrieved using a personal identifier?

Mark the appropriate response.

Response	
☒	Yes - The information is retrieved using a personal identifier (e.g., individual's name, address, Social Security Number, employee ID, or other unique number). List the identifiers that will be used to retrieve information on the individual. Individual names, geographical locations, offices, divisions, or branches will be used to retrieve information.
☐	No - The PII is not retrieved by a personal identifier (e.g., Date of visit or service, Machine or equipment ID, Project or task ID) If no, explain how the data is retrieved from the project.

5.2 For all collections where the information is retrieved by a personal identifier, the Privacy Act requires that the agency publish a System of Record Notice (SORN) in the Federal Register. As per the Privacy Act of 1974, "the term 'system of records' means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some other personal identifier assigned to the individual.

Mark the appropriate response in the table below.

Response	
☒	Yes, this system is covered by an existing SORN. (See existing SORNs: https://www.nrc.gov/reading-rm/foia/privacy-systems.html) Provide the SORN name, number, (List all SORNs that apply): NRC 36 - Employee Locator Records
☐	SORN is in progress
☐	SORN needs to be created
☐	Unaware of an existing SORN
☐	No, this system is not a system of records and a SORN is not applicable.

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5.3 When an individual is asked to provide personal data (e.g., via a form, webpage, or survey), is a Privacy Act Statement (PAS) provided?

A Privacy Act Statement is a disclosure that must appear on any document used by the agency to collect personal data that will be maintained in a system of records. This includes paper forms, electronic forms, surveys, or other documents.

Please mark the appropriate response:

Options	
☒	Privacy Act Statement
☐	Not Applicable
☐	Unknown

5.4 Is providing the PII mandatory or voluntary? Explain the consequences for the individual if they choose not to provide the information (e.g., inability to receive services, delay in processing, or no impact).

Registration in the notification system is mandatory for NRC employees, whereas contractor participation is voluntary but highly encouraged. Employees and contractors register by entering their personal contact information into the NRC Enterprise Identity Hub (EIH) which transfers that data to MNS. Once individuals are registered as contacts, they will be able to receive short message service (SMS) text messages, emails, or voice messages from MNS. The MNS administrators can utilize various groups within the system to direct messages to appropriate contacts.

6 Records and Information Management-Retention and Disposal

The National Archives and Records Administration (NARA), in collaboration with federal agencies, approves whether records are **Temporary** (eligible at some point for destruction/deletion because they no longer have business value) or **Permanent** (eligible at some point to be transferred to the National Archives because of historical or evidential significance). Records/data and information with historical value, identified as having a “permanent” disposition, are transferred to the National Archives of the United States at the end of their retention period. All other records identified as having a “temporary” disposition are destroyed at the end of their retention period in accordance with the NARA Records Schedule or the General Records Schedule.

These determinations are made through records retention schedules and NARA statutes (44 United States Code (U.S.C.), 36 Code of Federal Regulations (CFR)). Under 36 CFR, agencies are required to establish procedures for addressing Records and Information Management (RIM) requirements. This includes strategies for establishing and managing recordkeeping

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requirements and disposition instructions before approving new electronic information systems or enhancements to existing systems.

The following questions are intended to determine whether the records/data and information in the system have approved records retention schedules and disposition instructions, whether the system incorporates RIM strategies including support for [NARA's Universal Electronic Records Management \(ERM\) requirements](#), and if a mitigation strategy is needed to ensure compliance.

If the project/system:

- Does not have an approved records retention schedule and/or
- Does not have an *automated* RIM functionality,
- Involves a cloud solution,
- And/or if there are additional questions regarding Records and Information Management - Retention and Disposal, please contact the NRC Records staff at ITIMPolicy.Resource@nrc.gov for further guidance.

If the project/system has a record retention schedule or an automated RIM functionality, please complete the questions below.

6.1 Does this project map to an applicable retention schedule in NRC's Comprehensive Records Disposition Schedule (NUREG-0910), or NARA's General Records Schedules?

☐	NUREG-0910, "NRC Comprehensive Records Disposition Schedule"
☒	NARA's General Records Schedules
☐	Unscheduled

6.2 If so, cite the schedule number, approved disposition, and describe how this is accomplished.

System Name (include sub-systems, platforms, or other locations where the same data resides)	MNS
Records Retention Schedule Number(s)	GRS 5.3 – item 020 : Continuity and Emergency Planning Records. Employee Emergency Contact Information
Approved Disposition Instructions	GRS 5.3 – item 020 : Temporary . Destroy when superseded or obsolete, or upon separation or transfer of employee.
Is there a current automated functionality or a manual process to support RIM requirements? This includes the ability to apply records retention and disposition policies in the	MNS will be assessed using the Records and Information (RIM) Certification process. The structured process will provide criteria aligned with the Suggested Rating to

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system(s) to support records accessibility, reliability, integrity, and disposition.	accurately reflect the system's ability to support records management requirements.
Disposition of Temporary Records Will the records/data or a composite be automatically or manually deleted once they reach their approved retention?	Yes. MNS will be assessed using the Records and Information (RIM) Certification process. The structured process will provide criteria aligned with the Suggested Rating to accurately reflect the system's ability to support records management requirements.
Disposition of Permanent Records Will the records be exported to an approved format and transferred to the National Archives based on approved retention and disposition instructions? If so, what formats will be used? NRC Transfer Guidance (Information and Records Management Guideline - IRMG)	N/A

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7 Paperwork Reduction Act

The Paperwork Reduction Act (PRA) of 1995 requires that agencies obtain an Office of Management and Budget (OMB) approval in the form of a "control number"—before promulgating a paper form, website, surveys, questionnaires, or electronic submission from 10 or more members of the public. If the data collection is from federal employees regarding work-related duties, then a PRA clearance is not necessary.

7.1 Will the project be collecting any information from 10 or more persons who are not Federal employees?

Yes, the project will be collecting any information from 10 or more persons who are not Federal employees.

7.2 Is there any collection of information addressed to all or a substantial majority of an industry (i.e., Fuel Fabrication Facilities or Fuel Cycle Facilities)?

No.

7.3 Is the collection of information required by a rule of general applicability?

No.

Note: For information collection (OMB clearances) questions: contact the NRC's Clearance Officer. Additional guidance can be found on the NRC's internal Information Collections Web page at: <https://intranet.nrc.gov/ocio/33456>.

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8 Privacy Act Determination

Project/System Name: Mass Notification System (MNS)

Submitting Office: Office of the Chief Information Officer (OCIO)

Privacy Officer Review

Review Results		Action Items
☐	This project/system does not contain PII .	No further action is necessary for Privacy.
☐	This project/system does contain PII ; the Privacy Act does NOT apply, since information is NOT retrieved by a personal identifier.	Must be protected with restricted access to those with a valid need-to-know.
☒	This project/system does contain PII ; the Privacy Act does apply .	SORN is required- Information is retrieved by a personal identifier.

Comments:

Covered by Systems of Record Notice - NRC 36 - Employee Locator Records.

Approved by Senior Privacy Officer

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9 OMB Clearance Determination

NRC Clearance Officer Review

Review Results	
☒	No OMB clearance is needed.
☐	OMB clearance is needed.
☐	Currently has OMB Clearance. Clearance No. _____

Comments:

An OMB clearance is not needed as long as the information collected from contractors is limited to Name, Address, Phone Number, and email address.

Approved by Agency Clearance Officer



Signed by Kristen Benney on 07/09/26

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10 Records Retention and Disposal Schedule Determination

Records Information Management Review

Review Results	
☐	No record schedule required.
☐	Additional information is needed to complete assessment.
☐	Needs to be scheduled.
☒	Existing records retention and disposition schedule covers the system - no modifications needed.

Comments:

Approved by Agency Records Officer



Signed by Marna Dove on 07/26/26

Approved by Records and Information Management Specialist

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11 Review and Concurrence

Review Results	
☐	This project/system does not collect, maintain, or disseminate information in identifiable form.
☒	This project/system does collect, maintain, or disseminate information in identifiable form.

I concur with the Privacy Act, Information Collections, and Records Management reviews.



Signed by Garo Nalabandian on 08/03/26

Director
Chief Information Security Officer
Cybersecurity, Risk and Enablement Division
Office of the Chief Information Officer

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ADDITIONAL ACTION ITEMS/CONCERNS

Name of Project/System:	
Mass Notification System (MNS)	
Date CRED received PIA for review:	Date CRED completed PIA review:
June 18, 2026	July 28, 2026
Action Items/Concerns:	