GOVERNMENT EMERGENCY TELECOMMUNICATIONS SERVICE (GETS) CARD AND WIRELESS PRIORITY SERVICE (WPS) REQUIREMENT

1. The purpose of this Notice is to amend VA Directive 0323, VA Continuity Program, with respect to the Government Emergency Telecommunications Service (GETS), which is a part of the Department of Homeland Security (DHS) program that supports national leadership, federal, state, local, tribal and territorial governments; and other authorized national security and emergency preparedness (NS/EP) users. GETS is intended to provide priority access and be used in an emergency or crisis situation when the landline network is congested and the probability of completing a normal call is reduced. The Wireless Priority Service (WPS) is a companion service to GETS intended to provide priority treatment for registered mobile devices.

2. Effective immediately, all members of the Department’s Emergency Relocation Group (ERG) must have a GETS card. Cards can be requested by Administration and Staff Offices (A/So) for leadership and employees involved in emergency management, disaster response and recovery, public health, and first responders. Personnel issued a card are required to perform a monthly test/familiarization call with the card and personal identification number (PIN). A/So can designate GETS cardholders to also have WPS capability. Personnel with WPS capability must test monthly on their registered mobile device. A/So will designate a Point of Contact (POC) to facilitate the requesting/verification/issuance of GETS cards, securing cards from employees clearing station, and registering of mobile devices for WPS, and will provide POC contact information to the VA GETS Program Manager (PM). Cards will be issued from DHS to the PM office to the A/So POC and then to the individual. Data required for issuance of cards includes organization, sub organization, Continuity or NS/EP role, last name, first name, location (city, state), justification for WPS, mobile phone number and carrier. Reports documenting completed testing/use of the GETS and WPS by cardholders in each A/So will be provided in the quarterly Continuity Report to the Continuity Coordinator.

3. If you have any questions about this Notice, please contact PM Harolyn Ford-Harrison, getsrequests@va.gov, 202-461-5915.

4. RECISSION: This Notice is rescinded December 31, 2017.

CERTIFIED BY: 

/s/ 
Dat P. Tran
Acting Assistant Secretary
Office of Enterprise Integration

BY DIRECTION OF THE SECRETARY OF VETERANS AFFAIRS:

/s/ 
Kevin T. Hanretta
Acting Assistant Secretary for Operations, Security, and Preparedness

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