



# NWSChat 2.0

Powered by Slack



The National Weather Service is streamlining the way it communicates during extreme weather and for day-to-day business, both internally and with public safety partners. By adopting Cloud-based technology to power its primary collaboration tool, *NWSChat*, the nation’s weather agency is becoming more nimble, flexible and mobile – change that will lead to better forecasts and better decisions on the ground.

## Priority Focus: People & Mission



We developed NWSChat 2.0 with our employees and our mission at heart. Enriched connections between our forecasters and partners, and the decision support we provide to them, also delivers the best possible service to America. We know that when we take care of our people, they take care of our mission – and that saves more lives.

**DID YOU KNOW?**  
 This initiative will provide a modern and reliable tool for NWS offices to communicate with each other and partners during weather, water and climate events.

## Driving Force



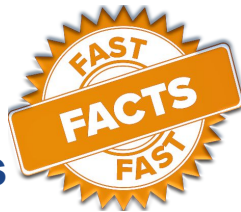
This initiative is vital because the legacy NWSChat system is outdated and unreliable. NWSChat 2.0 is custom-built to meet the agency’s modern needs and growing demand for fast and seamless information sharing.

## Key Messages



- NWSChat 2.0 connects forecasters and their partners in real time during extreme weather to support the highest level of collaboration and communication.
- NWSChat 2.0 will run on Slack, a secure and reliable platform that offers new features, such as photo and video sharing and cross-device compatibility.
- The new platform will launch in the Pacific Region in early 2023, and nationwide testing, training and deployment will start shortly thereafter.

## Fast Facts



- ✓ Piloted Slack successfully in 2021
- ✓ Expedited implementation to more quickly deliver for our employees
- ✓ Adopted Cloud-based collaboration technology that does more and moves with us
- ✓ Contracted to give NWSChat partners full access to Slack with no purchase required

## Ken’s Ten: NWS Priorities **10**

This initiative emerged as one of ten agency priorities soon after Ken Graham was appointed as the National Weather Service director on June 7, 2022. Ken organized teams to expedite critical product and service improvements, focused on *Our People, Our Infrastructure, and Our Future*.

**Partners: contact your WCM for further information!**