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ICS-700
Introduction to National Incident Management System

Kevin Reilly, Emergency Management

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This course introduces the National Response Framework.

This is the first in a series of ICS courses for personnel involved in incident management.

Descriptions and details about other ICS courses can be found at: http://training.fema.gov

Welcome!

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Course Introduction: IS-700.b An Introduction to the National Incident Management System

This course provides training on and resources for personnel who require a basic understanding of the National Incident Management System (NIMS).

The training is comprised of the following lessons:

- NIMS Introduction
- Lesson 1: Fundamentals and Concepts of NIMS
- Lesson 2: NIMS Resource Management
- Lesson 3: NIMS Management Characteristics
- Lesson 4: Incident Command System (ICS)
- Lesson 5: Emergency Operations Centers (EOC)
- Lesson 6: Other NIMS Structures and Interconnectivity
- Lesson 7: Communications and Information Management
- Lesson 8: Course Summary

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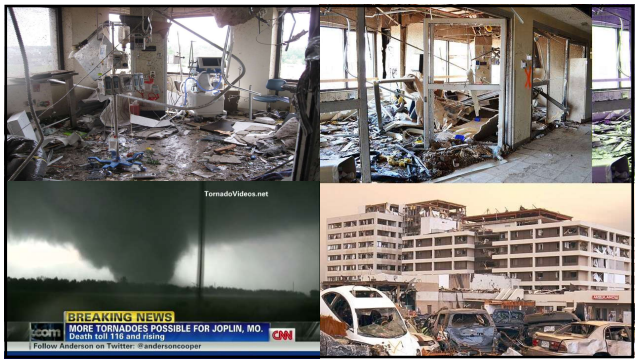

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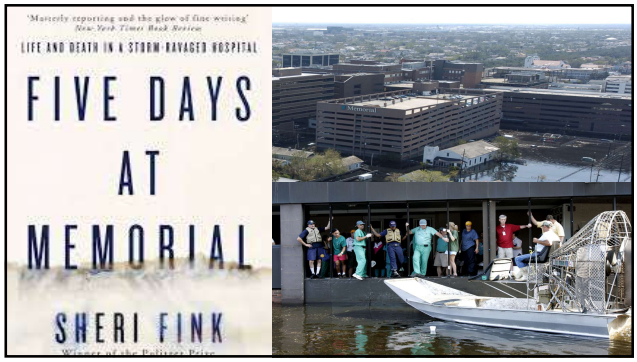

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Lesson 1: Fundamentals and Concepts of NIMS

We'll now begin with the content of the first lesson. This lesson presents key concepts and principles underlying NIMS.

Objectives: At the end of this lesson, you should be able to:

- Describe applicability and scope of NIMS.
- Describe the key concepts and principles underlying NIMS.

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What is “NIMS?”

- National Incident Management System provides the foundation needed to ensure that we can work together when our communities and the Nation need us the most.
- NIMS integrates best practices into a comprehensive, standardized framework that is flexible enough to be applicable across the full spectrum of potential incidents, regardless of cause, size, location, or complexity.
- Using NIMS allows us to work together to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents.

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NIMS Overview

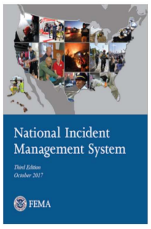
WHAT? The National Incident Management System (NIMS) defines the comprehensive approach guiding…

WHO? …the whole community - solutions that serve the entire community are implemented while simultaneously making sure that the resources the different members of the community bring to the table are leveraged across all levels of government, nongovernmental organizations (NGO), and private sector organizations to work together seamlessly

WHY? …to prevent, protect against, mitigate, respond to, and recover from the effects of incidents.

WHEN? NIMS applies to all incidents, regardless of cause, size, location, or complexity, from planned events to traffic accidents and to major disasters.

HOW? NIMS provides the shared vocabulary, systems, and processes to successfully deliver the National Preparedness System capabilities.



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NIMS Applicability and Scope

NIMS is a common framework for emergency management and incident response that is applicable to all stakeholders with incident related responsibilities.

The audience for NIMS includes:

- Emergency responders
- Other incident personnel
- Non-Governmental Organizations (NGOs) such as faith-based and community-based groups
- The private sector
- Elected and appointed officials
- People with disabilities or access and functional needs

The scope of NIMS includes:

- All incidents, regardless of size, complexity, or scope
- Planned events such as sporting events

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NIMS Is	NIMS Is Not
• A comprehensive, nationwide, systematic approach to incident management, including the command and coordination of incidents, resource management, and information management	• Only the Incident Command System • Only applicable to certain emergency/incident response personnel • A static system
• A set of concepts and principles for all threats, hazards, and events across all mission areas (Prevention, Protection, Mitigation, Response, Recovery)	• A response plan
• Scalable, flexible, and adaptable; used for all incidents, from day-to-day to large-scale	• Used only during large-scale incidents
• Standard resource management procedures that enable coordination among different jurisdictions or organizations	• A resource ordering system
• Essential principles for communications and information management	• A communications plan

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NIMS Guiding Principles

Incident management is the application of resources by organizations to plan for, respond to, and recover from an incident.

Priorities for incident management in planning, response, and recovery efforts include saving lives, stabilizing the incident, and protecting property and the environment.

To achieve these priorities, incident management personnel use NIMS components in accordance with three NIMS guiding principles:

- Flexibility
- Standardization
- Unity of Effort

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Flexibility

The NIMS guiding principle of flexibility allows NIMS to be scalable from routine, local incidents through those requiring interstate mutual aid up to those requiring Federal assistance.

Flexibility enables NIMS to be applicable to incidents that vary widely in terms of hazard, geography, demographics, climate, cultural, and organizational authorities.

NIMS components are adaptable to any type of event or incident.

Planned Events | Forecasted Events

No-Notice Events

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Standardization

The NIMS guiding principle of standardization supports interoperability among multiple organizations in incident response.

NIMS defines **standard organizational structures** that improve integration and connectivity among organizations.

NIMS defines **standard practices** that allow incident personnel and organizations to work together effectively.

NIMS includes **common terminology**, which enables effective communication.

Unity of Effort

The NIMS guiding principle of Unity of Effort means coordinating activities among various organizational representatives to achieve common objectives. Unity of effort enables organizations with jurisdictional authority or functional responsibilities to support each other while allowing each participating agency to maintain its own authority and accountability.

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NIMS Framework - Major Components

Jurisdictions and organizations involved in the management of incidents vary in their authorities, management structures, communication capabilities and protocols, and many other factors. The major Components of NIMS provide a common framework to integrate these diverse capabilities and achieve common goals.

Lesson 1: Knowledge Review 1

Which of the following statements about NIMS are correct? Select all that apply.

- ☐ NIMS is scalable, flexible, and adaptable for all incidents.
- ☐ NIMS is a resource ordering system and communications plan.
- ☐ NIMS is a set of concepts and principles for all threats.
- ☐ NIMS is used only during large-scale incidents.

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Lesson 1: Knowledge Review 2

The NIMS guiding principle of _____ facilitates interoperability among organizations in incident response.

- ○ Flexibility
- ○ Standardization
- ○ Unity of Effort
- ○ Planned Events

Lesson 1: Knowledge Review 3

Match the following NIMS components to their respective definition.

1. Resource Management
2. Communications & Information Management
3. Command & Coordination

1. Leadership roles, processes, and recommended organizational structures for incident management at the operational and incident support levels and how these structures interact to manage incidents effectively and efficiently.
2. Standard mechanisms to identify resource requirements and to order, acquire, mobilize, activate, track and report, demobilize, reimburse for, and inventory resources such as personnel, equipment, teams, and facilities.
3. Systems to ensure that decision makers, incident managers, and incident personnel have the information needed to make and implement decisions.

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Lesson 2: NIMS Resource Management

This lesson presents an overview of NIMS Resource Management.

Objectives:

At the end of this lesson, you will be able to:

- Describe the four key activities of NIMS Resource Management Preparedness.
- Identify the methods for Managing Resources during an Incident.
- Describe features of Mutual Aid.

What is NIMS Resource Management?

- Collaboration & coordination across jurisdictions to systematically manage resources—including personnel, equipment, supplies and facilities.
- Sharing limited resources necessary to address all hazards to leverage each jurisdiction's resources and encouraging mutual aid agreements.
- Standardized procedures are used to:
  Identify resource requirements **Order and acquire resources** **Mobilize resources**
- Tracking and reporting is about accountability, and this helps us ensure responder safety and effective use of incident resources.

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Resource Management Key Activities Overview

Resource management preparedness involves four key activities:

- Identifying and typing resources
- Qualifying, certifying, and credentialing personnel
- Planning for resources
- Acquiring, storing, and inventorying resources

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Typing Resources

Resource typing defines and categorizes incident resources by capability.

Resource typing establishes common definitions for capabilities of personnel, equipment, teams, supplies, and facilities.

Typing definitions include the following information:

Capability: the resource's capability to perform its function in one or more of the five mission areas: Prevention, Protection, Mitigation, Response, and Recovery.

Category: the function for which a resource would be most useful (e.g., firefighting, law enforcement, health and medical).

Kind: a broad characterization, such as personnel, equipment, teams, and facilities.

Type: a resource's level of capability to perform its function based on size, power, capacity (for equipment), or experience and qualifications; Type 1 has greater capacity than Type 2, 3, or 4.

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Qualifying, Certifying and Credentialing Personnel

The Authority Having Jurisdiction (AHJ) has the authority and responsibility for qualification, certification, and credentialing within its organization or jurisdiction.

The establishment of national standards provide common, compatible structures for the qualification and certification of emergency management personnel.

Qualification, certification, and credentialing are the essential steps to help ensure that personnel deploying under mutual aid agreements can perform their assigned roles.

- **Qualifying:** Personnel meet the minimum established standards (including training, experience, physical and medical fitness) to fill specific positions.
- **Certification:** recognition from an Authority Having Jurisdiction (AHJ) or a third party that an individual has completed qualification for a position (one example of a third party is an accredited body such as a state licensure board for medical professionals).
- **Credentialing**: documentation – typically an identification card or badge – that identifies personnel and verifies their qualifications for a particular position.

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Planning for Resources

Coordinated planning provides a foundation for interoperability and compatibility of resources.

Jurisdictions and organizations work together before incidents to develop plans that identify, manage, estimate, allocate, order, deploy and demobilize resources.

The planning process includes identifying resource requirements to meet anticipated threats and vulnerabilities.

Resource management planning should consider resources needed to support all mission areas: Prevention, Protection, Mitigation, Response and Recovery.

Resource management strategies for planners to consider include:

- Stockpiling resources
- Establishing mutual aid agreements to obtain resources from neighboring jurisdictions
- Determining how and where to reassign resources performing non-essential tasks
- Developing contracts to acquire resources from vendors

Estimating resource needs is a key activity in resource planning that enables jurisdictions to assess their ability to take a course of action.

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Acquiring, Storing and Inventorying Resources

Organizations acquire, store, and inventory resources for both normal operations and incidents.

Effective resource management requires a current, accurate resource inventory to track resource status and availability.

This inventory can be as simple as a paper spreadsheet or as advanced as computer-based inventory systems.

Accurate resource inventories:

- Enable organizations to resource incidents promptly when needed
- Support day-to-day resource management

In NIMS, resource inventorying refers to preparedness activities conducted outside of incident response; resource tracking occurs during an incident.

Lesson 2: Knowledge Review 1

Which of the following resource management key activities defines and categorizes incident resources by capability?

- ○ Qualifying, Certifying, and Credentialing Personnel
- ○ Planning for Resources
- ○ Acquiring, Storing, and Inventorying Resources
- ○ Identifying and Typing Resources

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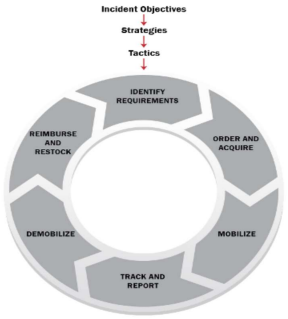
Resource Management During an Incident



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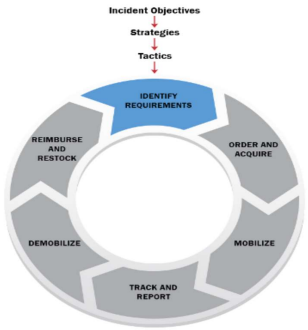
Resource Management During an Incident



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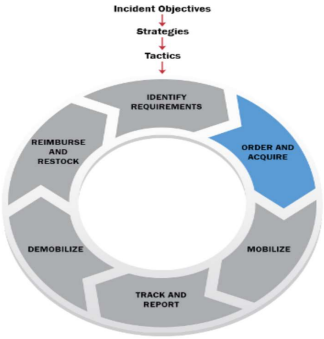
Resource Management During an Incident



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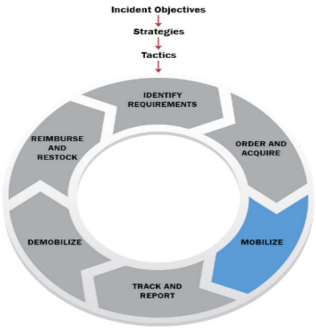
Resource Management During an Incident



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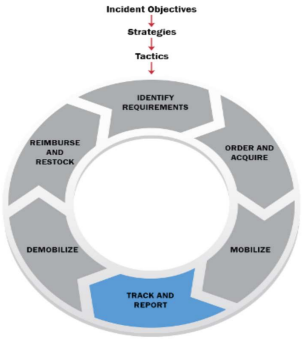
Resource Management During an Incident



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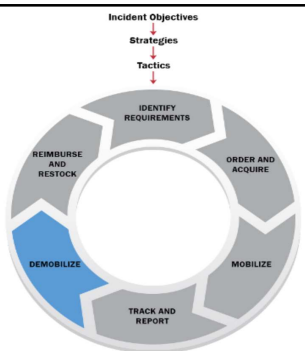
Resource Management During an Incident



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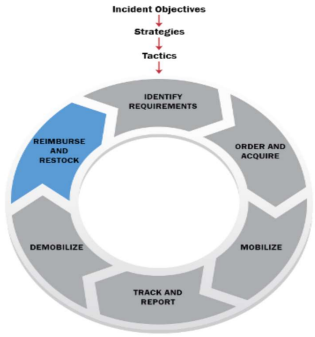
Resource Management During an Incident



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Lesson 2: Knowledge Review 2

Which of the following take place within the Track and Report stage of the resource management process? Select all that apply.

- ☐ Protects the safety and security of personnel and resources
- ☐ Enables resource coordination and movement
- ☐ Estimates date and time of arrival
- ☐ Helps staff prepare to receive and use resources

Lesson 2: Knowledge Review 3

"The orderly, safe, and efficient return of a resource to its original location and status" is the goal of which of the following?

- ○ Order and Acquire
- ○ Demobilize
- ○ Track and Report
- ○ Mobilize

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Mutual Aid Agreements and Compacts

Mutual aid agreements establish the legal basis for two or more entities to share resources.

Various forms of mutual aid agreements and compacts exist among and between all levels of government in the United States.

These agreements may authorize mutual aid:

- Between two or more neighboring communities
- Among all jurisdictions within an state
- Between States, Territories and Tribal Governments
- Between Federal agencies
- Internationally
- Between government and NGOs and/or the private sector
- Among NGOs and/or private sector entities

Emergency Management Assistance Compact (EMAC)

EMAC is a congressionally ratified mutual aid compact that defines a non-Federal, state-to-state system for sharing resources across state lines during an emergency or disaster. Signatories include all 50 states, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands. EMAC enables the movement of a wide variety of resources to meet the needs of impacted jurisdictions.

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Mutual Aid Process

Upon receipt of a mutual aid request, the supporting jurisdiction evaluates the request against its capacity.

The supporting jurisdiction determines if it is able to meet its own requirements during the temporary loss of the resource(s).

If the providing jurisdiction determines it can accommodate the deployment of resources, it will identify and arrange the deployment of these resources in accordance with the mutual aid agreement.

The receiving jurisdiction can decline resources if they do not meet its needs.

Lesson 2: Knowledge Review 4

The role of the receiving jurisdiction for mutual aid includes which of the following?

- ☐ Arranging for deployment of resources.
- ☐ Determining whether exchange is within the mutual aid agreement.
- ☐ Declining resources that do not meet needs.
- ☐ Evaluating the mutual aid request against capacity.

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Lesson 3: NIMS Management Characteristics

This lesson presents an overview of the NIMS Management Characteristics.

Objective:

At the end of this lesson, you will be able to:

- Differentiate among the fourteen NIMS Management Characteristics

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Lesson 3: Knowledge Review 1

Which of the following NIMS Management Characteristics allow units from diverse agencies to connect, share information, and achieve situational awareness?

- ○ Integrated Communications
- ○ Common Terminology
- ○ Unified Command
- ○ Incident Facilities and Locations

Lesson 3: Knowledge Review 2

Typical designated _____ include Incident Command Post (ICP), incident base, staging areas, camps, mass casualty triage areas, points-of-distribution, and emergency shelters.

- ○ Management by Objectives
- ○ Comprehensive Resource Management
- ○ Incident Facilities and Locations
- ○ Incident Action Planning

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Lesson 4: Incident Command System (ICS)

This lesson presents an overview of the Incident Command System (ICS).

Objective:

At the end of this lesson, you will be able to:

- Describe the Incident Command System (ICS) Organizational Structure

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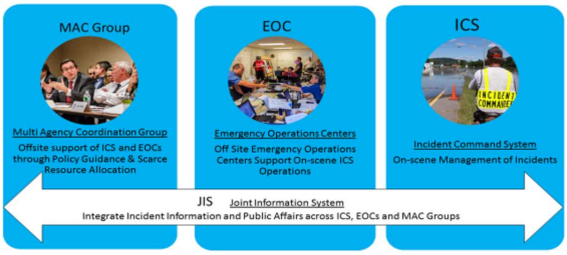

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ICS Introduction

The Incident Command System (ICS) provides:

- A standardized approach to the command, control, and coordination of on-scene emergency management
- A common structure within which personnel from different organizations can work together
- A structure for incident management that integrates and coordinates procedures, personnel, equipment, facilities, and communications

ICS is used by all levels of government and many NGOs and private sector organizations.

This system includes five major functional areas: Command, Operations, Planning, Logistics, and Finance/Administration.

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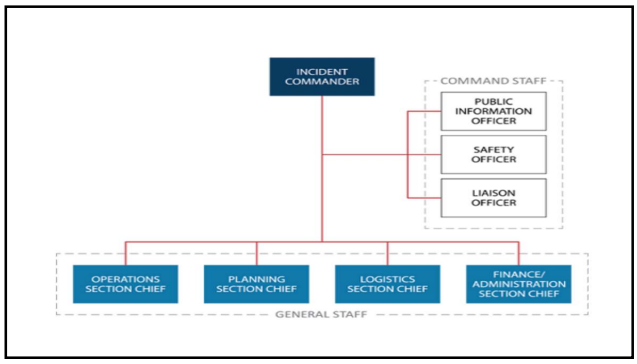
INCIDENT COMMANDER
COMMAND STAFF
PUBLIC INFORMATION OFFICER
SAFETY OFFICER
LIAISON OFFICER
OPERATIONS SECTION CHIEF
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LOGISTICS SECTION CHIEF
FINANCE/ ADMINISTRATION SECTION CHIEF
GENERAL STAFF

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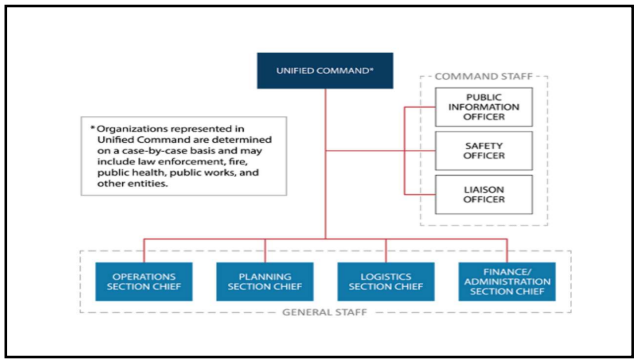
UNIFIED COMMAND*
*Organizations represented in Unified Command are determined on a case-by-case basis and may include law enforcement, fire, public health, public works, and other entities.
COMMAND STAFF
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SAFETY OFFICER
LIAISON OFFICER
OPERATIONS SECTION CHIEF
PLANNING SECTION CHIEF
LOGISTICS SECTION CHIEF
FINANCE/ ADMINISTRATION SECTION CHIEF
GENERAL STAFF

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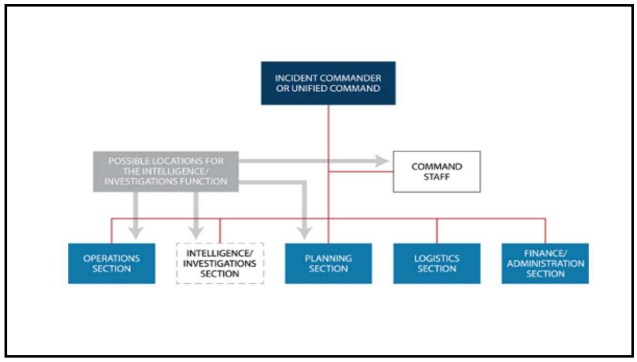
INCIDENT COMMANDER OR UNIFIED COMMAND
POSSIBLE LOCATIONS FOR THE INTELLIGENCE/ INVESTIGATIONS FUNCTION
COMMAND STAFF
OPERATIONS SECTION
INTELLIGENCE/ INVESTIGATIONS SECTION
PLANNING SECTION
LOGISTICS SECTION
FINANCE/ ADMINISTRATION SECTION

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Common Types of ICS Facilities

The Incident Commander or Unified Command determines the kinds and locations of ICS facilities based on what is required to support the incident.

The Incident Commander or Unified Command may establish several different kinds of facilities in and around the incident area.

Common ICS facilities:

- The **Incident Command Post (ICP)** - location of the tactical-level, on-scene incident management (Incident Commander or Unified Command and Staff)
- **Staging Areas** - temporarily position and account for personnel, supplies, and equipment awaiting assignment
- **Incident Base** - location at which personnel conduct primary support activities (may be co-located with the ICP)
- **Camps** - satellites to an Incident Base, established where they can best support incident operations by providing food, sleeping areas, sanitation and minor maintenance and servicing of equipment

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Incident Management Teams

Incident Management Teams (IMT) are a rostered group of ICS-qualified personnel composed of an Incident Commander, other incident leadership, and personnel qualified for other key ICS positions.

IMTs are:

- Established at local, regional, state, tribal, and national levels with formal notification, deployment, and operational procedures in place.
- Typed based on the team member qualifications.
- Assigned to manage incidents or to accomplish supporting incident-related tasks or functions.

When assigned to an incident, IMTs are typically delegated the authority to act on behalf of the affected jurisdiction or organization.

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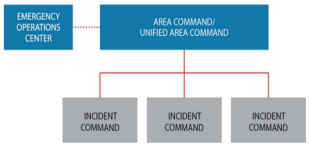
Area Command

An Area Command organization oversees the management of multiple incidents or a very complex incident through establishing multiple ICS organizations.

- An Area Command is activated only if necessary based on the complexity of the incident and span-of-control considerations.
- Area Command is particularly relevant to situations with several ICPs requesting similar, scarce resources.
- Area Commands are frequently established as Unified Area Commands and use the same principles as a Unified Command.

Additional coordination structures, such as EOCs or MAC Groups, may assist with coordinating the resource needs of multiple incidents.



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Lesson 4: Knowledge Review 1

Which of the following is associated with multijurisdictional or multiagency incident management?

- ○ Incident Commander
- ○ Unified Command
- ○ Area Command
- ○ Agency Command

Lesson 4: Knowledge Review 2

Which of the following statements are accurate about an Area Command? Select all that apply.

- ☐ Area Commands are frequently established as Unified Area Commands and use the same principles as a Unified Command.
- ☐ An Area Command is generally activated during all incidents and is solely based on the complexity of the incident.
- ☐ An Area Command organization oversees the management of multiple incidents or a very large or evolving situation.
- ☐ Area Command is particularly relevant to situations with several Incident Command Posts (ICPs) requesting similar, scarce resources.

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Lesson 5: Emergency Operations Centers (EOC)

This lesson presents an overview of Emergency Operations Centers.

Objective:

At the end of this lesson, you will be able to describe basic:

- Emergency Operations Center (EOC) Functions
- EOC Staff Organization Models
- EOC Activation Levels

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Emergency Operations Centers (EOC): Introduction

Emergency Operations Centers are one of four NIMS Command and Coordination structures.

ICS is used to manage on-scene, tactical-level response; EOCs are off site locations where staff from multiple agencies come together to:

- Address imminent threats and hazards
- Provide coordinated support to incident command, on-scene personnel and/or other EOCs

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Configuration of Emergency Operations Centers (EOCs)

EOC teams vary widely. Organization of the EOC staff can vary based on:

- Jurisdictional/organizational authorities
- Staffing
- Partner and stakeholder agencies represented
- EOC facilities
- EOC communications capabilities
- Political considerations
- The mission

NIMS identifies three common ways of organizing EOC Teams:

1. ICS or ICS-like structure
2. Incident Support Model structure
3. Departmental structure

Like ICS, EOCs utilize the NIMS management characteristic **modular organization**.

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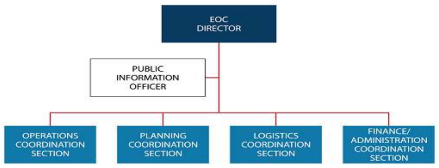
ICS or ICS-like EOC Structure

Many jurisdictions/organizations configure their EOCs using the standard ICS organizational structure, either exactly as it is performed in the field or with slight modifications. The structure is familiar and it aligns with the on-scene incident organization.



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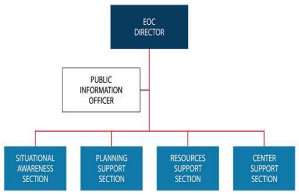
Incident Support Model (ISM) EOC Structure

Jurisdictions/organizations that focus their EOC team's efforts on information, planning, and resource support may choose to separate the situational awareness function from planning and combine operations and logistics functions into an incident support structure.



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Departmental EOC Structure

Jurisdictions/organizations may opt instead to use their day-to-day departmental/agency structure and relationships in their EOC. By operating in the context of their normal relationships, department/agency representatives can function in the EOC with minimal preparation or startup time.

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EOC Activation and Deactivation

Emergency Operations Centers are activated for a variety of incidents, threats and events.

Some circumstances that might trigger center activation include:

- Multiple jurisdictions or agencies involved in an incident.
- The Incident Commander or Unified Command indicates an incident could expand rapidly, involve cascading effects or require additional resources.
- A similar incident in the past led to EOC activation.
- The EOC Director or an appointed or elected official directs EOC activation.
- An incident is imminent such as predicted hurricane, flooding, hazardous weather, or elevated threat levels.
- Threshold events described in an emergency operations plan occur.
- Significant impacts to the population are anticipated.

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EOC Activation Levels

Emergency Operations Centers frequently have multiple activation levels to allow for:

- Response scaled to the incident
- Delivery of the exact resources needed
- A level of coordination appropriate to the incident

The level of activity within a center often increases as the size, scope, and complexity of the incident grow. If the incident requires additional support and coordination, the EOC director may activate additional staff to involve more disciplines, mobilize additional resources, inform the public, address media inquiries, involve senior elected and appointed officials, and request outside assistance.

	Activation Level	Description
3	Normal Operations/Steady State	• Activities that are normal for the EOC when no incident or specific risk or hazard has been identified • Routine watch and warning activities if the EOC normally houses this function
2	Enhanced Steady-State/Partial Activation	• Certain EOC team members/organizations are activated to monitor a credible threat, risk, or hazard and/or to support the response to a new and potentially evolving incident
1	Full Activation	• EOC team is activated, including personnel from all assisting agencies, to support the response to a major incident or credible threat

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Lesson 5: Knowledge Review 1

Which Emergency Operations Center (EOC) structure may reflect an organization that focuses efforts on information, planning, and resource support?

- ○ Incident Support Model (ISM)
- ○ ICS or ICS-like EOC Structure
- ○ Area Command EOC Structure
- ○ Departmental EOC Structure

Lesson 5: Knowledge Review 2

Instructions: Match the following descriptions to their Activation Level.

1. Activities that are normal for the EOC when no incident or specific risk or hazard has been identified, routine watch and warning activities.
2. Certain EOC team members/organizations are activated to monitor a credible threat, risk, or hazard and/or to support the response to a new and potentially evolving incident.
3. EOC team is activated, including personnel from all assisting agencies, to support the response to a major incident or credible threat.

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Lesson 6: Other NIMS Structures and Interconnectivity

This lesson presents an overview of the Other NIMS Structures and Interconnectivity.

Objectives:

At the end of this lesson, you will be able to:

- Identify the roles and responsibilities of the Multiagency Coordination Group (MAC Group)
- Describe the Joint Information System (JIS)
- Describe Interconnectivity of NIMS Command and Coordination Structures

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Other NIMS Structures and Interconnectivity Introduction

The Incident Command System (ICS) and Emergency Operations Centers (EOC), which were discussed in the prior lessons of this course, are two of the four NIMS Command and Coordination structures.

In this lesson, we will learn about Multiagency Coordination (MAC) Groups and the Joint Information System (JIS), and discuss the interconnectivity between the NIMS Command and Coordination structures.

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MAC Group Definition and Composition

Multiagency Coordination Groups (MAC Group) are part of the off-site incident management structure of NIMS.

MAC Groups are also sometimes referred to as policy groups.

MAC Group members are typically agency administrators, executives or their designees from stakeholder agencies or organizations impacted by and with resources committed to the incident. The MAC Group may also include representatives from non-governmental organizations such as businesses and volunteer organizations.

During incidents, MAC Groups:
- Act as a policy-level body
- Support resource prioritization and allocation
- Make cooperative multi-agency decisions
- Enable decision making among elected and appointed officials and the Incident Commander responsible for managing the incident.

The MAC Group does not perform incident command functions, nor does it replace the primary functions of EOCs or other operations, coordination, or dispatch organizations.

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Elected and Appointed Officials

Elected and appointed officials such as governors, tribal leaders, mayors, city managers and county commissioners are key players in incident management because they are responsible for:

- The safety and welfare of their constituents
- The overall effectiveness of incident management efforts within their jurisdiction

Elected and appointed officials operate at the policy level of incident management. The MAC Group provides a way for these policy-level officials to work together, enhancing unity of effort at the senior level.

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Lesson 6: Knowledge Review 1

Which of the following statements are correct about MAC Groups? Select all that apply.

- [ ] During incidents, MAC Groups make cooperative multiagency decisions.
- [ ] During incidents, MAC Groups impede decision making among elected officials.
- [ ] During incidents, MAC Groups support resource prioritization and allocation.
- [ ] During incidents, MAC Groups act as a policy-level body.

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Joint Information System (JIS) Purpose

The Joint Information System (JIS) is the fourth NIMS Command and Coordination structure.

JIS integrates incident information and public affairs into a unified organization that provides consistent, coordinated, accurate, accessible, timely and complete information to the public and stakeholders during incident operations.

JIS operates across and supports the other NIMS Command and Coordination structures: ICS, EOC and MAC Group.

JIS activities include:

- Developing and delivering coordinated interagency messages
- Developing, recommending and executing public information plans and strategies
- Advise on public affairs issues that could affect the incident management effort
- Addressing and managing rumors and inaccurate information that could undermine public confidence

The JIS performs these activities in support of the Incident Commander or Unified Command, the EOC Director, and the MAC Group.

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NIMS Command and Coordination Structures

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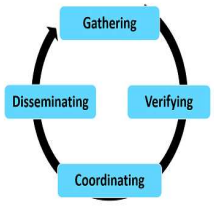
Informing the Public and Stakeholders

In some cases, lives will depend on getting information to the public quickly and those responsible take necessary steps to alert the public.

Getting information to the public and stakeholders during an incident requires an ongoing information cycle:

- **Gathering** complete information for the public and other stakeholders
- **Verifying** information to ensure accuracy
- **Coordinating** information with other public information personnel who are part of the JIS to ensure consistency
- **Disseminating** consistent, coordinated, accurate, accessible, timely and complete information to the public and stakeholders



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Public Information Communications Planning

Well-developed and coordinated public information, education and communications plans enable the sharing of public safety information.

This can include information such as lifesaving measures or evacuation routes.

The information communications plan can include:

- Draft news releases
- Media lists
- Contact information for elected/appointed officials, community leaders, private sector organizations, and public service organizations

Public information communications plans should be included in training and exercises in order to prepare for actual incidents.

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Lesson 6: Knowledge Review 2

Which of the following are supporting elements of the JIS? Select all that apply.

- ☐ Public Information Officer
- ☐ Emergency Operations Centers
- ☐ Incident Commander
- ☐ Joint Information Center

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Interconnectivity of NIMS Command and Coordination Structures

NIMS structures enable incident managers to manage incidents in a unified, consistent manner.

Interconnectivity of NIMS structures is important to allow personnel in diverse geographic areas, with differing roles and responsibilities, and operating within various functions of ICS and/or EOCs to integrate their efforts through common organizational structures, terminology, and processes.

- When an incident occurs or threatens, local emergency personnel manage response using NIMS principles and **ICS**.
- If the incident is or becomes large or complex, local **EOCs** activate.
- EOCs receive senior level guidance from **MAC Groups**.
- A Joint Information Center (JIC) manages the Joint Information System **(JIS)** operations to ensure coordinated and accurate public messaging among all levels: ICS, EOC and MAC Group.

If required resources are not available locally, they can be obtained under **mutual aid agreements** from neighboring jurisdictions, or State, tribal, territorial, and interstate sources and assigned to the control of the Incident Commander or Unified Command.

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Federal Support to Response Activities

The Federal Government has a variety of capabilities and resources to support domestic incidents.

Most incidents are resolved using capabilities available from the local jurisdiction.

Larger incidents are resolved with support from by neighboring jurisdictions, or State, tribal, territorial, and interstate sources.

The Federal Government only becomes involved with a response:

- When state governors or tribal leaders request Federal assistance and their requests are approved
- When Federal interests are involved
- As statute or regulation authorizes or requires

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Lesson 6: Knowledge Review 3

When an incident occurs, local emergency personnel manage response using which of the following?

- ○ EOC
- ○ MAC Groups
- ○ JIC
- ○ ICS

Lesson 6: Knowledge Review 4

Which of the following statements is accurate about a Joint Information Center (JIC)?

- ○ Provides high-level, strategic policy guidance to operations/coordination centers.
- ○ Manages Joint Information System (JIS) operations to ensure coordination and public messaging is occurring among all levels.
- ○ Activates and organizes local EOCs.
- ○ Manages local emergency personnel when incidents occur or threaten to occur.

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Lesson 7: Communications and Information Management

This lesson presents an overview of Communications and Information Management.

Objectives:

At the end of this lesson, you will be able to:

- Identify the four key principles of communications and information management.
- Describe the communications management practices and considerations.
- Identify how incident information is used.
- Identify the three concepts related to Communications Standards and Formats.

What Is NIMS Communications and Information Management?

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Communications and Information Management Introduction

In order to maintain situational awareness, incident personnel update incident information continually.

Effective incident management relies on flexible communications and information systems that provide accurate, timely, and relevant information.

During an incident, this integrated approach:

- Links all incident personnel, whether on-scene, in an EOC, or in another support location
- Maintains communications connectivity and situational awareness

Four key communications and information systems principles support the ability of incident managers to maintain this constant flow of information during an incident:

- Interoperability
- Reliability, Scalability, and Portability
- Resilience and Redundancy
- Security

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Interoperability

Interoperability: Interoperability is the capacity for emergency management and response personnel to interact and work well together.

Interoperable communications systems enable personnel and organizations to communicate:

- Within and across jurisdictions and organizations
- Via voice, data, and video systems
- In real time

Reliability, Portability, and Scalability

Communications and information systems should be designed to be:

Reliable - familiar to users, adaptable to new technology and dependable in any situation

Portable - can effectively be transported, deployed, and integrated to enable support of incidents across jurisdictions

Scalable - able to expand to support situations, from small to large scale, and support the rapid increase in the number of system users

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Resiliency and Redundancy

Resilient and redundant communications ensure the uninterrupted flow of information.

Resiliency - systems can withstand and continue to perform after damage or loss of infrastructure

Redundancy - when primary communication methods fail, duplicate systems enable continuity through alternate communication methods

Security

Because some incident information is sensitive, voice, data, networks, and systems should be secure to the appropriate level to control access to sensitive or restricted information.

For example, law-enforcement may discuss sensitive, personally identifiable or classified information and must ensure this information is shielded in accordance with applicable laws.

Additionally, incident communications and information sharing should comply with data protection and privacy laws.

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Lesson 7: Knowledge Review 1

Match each communications and information systems characteristic to its definition by selecting the correct definition number.

1. Can effectively be transported, deployed, and integrated to enable support of incidents across jurisdictions.
2. When primary communication methods fail, duplicate systems enable continuity through alternate communication methods.
3. Familiar to users, adaptable to new technology, and dependable in any situation.
4. Systems can withstand and continue to perform after damage or loss of infrastructure.
5. The capacity for emergency management and response personnel to interact and work well together.
6. Expand to support situations, from small to large scale, and support the rapid increase in the number of system users.
7. Access to sensitive or restricted information is controlled.

Interoperable
Secure
Portable
Resilient
Redundant
Reliable
Scalable

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Communications Management Characteristics

Incident management personnel must manage incident communications and information effectively using a variety of communications methods.

Management procedures should change to use new technologies and improved methods of exchanging information.

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Standardized Communications Types

Successful communications and information management requires the use of standard communications types:

Strategic Communications:
High-level directions, including resource priority decisions, roles and responsibilities determinations, and overall incident management courses of action.

Tactical Communications:
Communications among and between on-scene command and tactical personnel and cooperating agencies and organizations.

Support Communications:
Coordination of support of strategic and tactical communications (e.g., communications among hospitals concerning resource ordering, dispatching, and tracking; traffic and public works communications).

Public Communications:
Alerts and warnings, press conferences.

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Policy and Planning

All stakeholders should be involved in communications planning to formulate integrated and interoperable communications plans, technology and equipment standards.

Coordinated communications policy and planning supports effective communications and management of information.

Communications planning determines:

- What communications systems and platforms are used
- Who can use the communications systems
- What information is essential
- What the technical requirements are for communications equipment and systems

Agreements

Agreements should be in place between all parties in a jurisdiction's emergency operations plan to ensure that the communications elements within plans and procedures are in effect at the time of an incident.

Agreements typically specify the communication systems and platforms that the parties will use to share information.

Agreements also typically include connection of networks, data format standards, and cybersecurity agreements.

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Equipment Standards

Communications equipment standards are designed to produce unified communications systems.

When developing communications systems, personnel should consider:

- The range of conditions under which personnel will use the systems.
- The range of potential system users.
- The current nationally recognized communications standards.
- The need for durable equipment.

Training

Training and exercises that employ interoperable communications systems and equipment enable personnel to understand their capabilities and limitations before an incident.

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Incident Reports:

Enhance situational awareness and ensure personnel can access needed information. Two types:

Situation Report (SITREP): Contain information regarding the incident status during the past operational period and the specific details for an incident.

Status Report: include vital and/or time-sensitive information. Status reports or spot reports are typically function-specific and less formal than SITREPS.

Incident reports should use a common format to enable other jurisdictions and organizations to easily access incident information.

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Incident Action Plans:

Incident-specific plans improve situational awareness and describe the objectives and tactics of the incident management.

Incident Action Plan (IAP): Plans containing the incident objectives established by the Incident Commander or Unified Command and addressing tactics and support activities for the planned operational period (generally 12 to 24 hours).

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Data Collection & Processing:

ICS, EOCs, MAC Groups, and JIS all rely on accurate and timely information to support decision making.

When collecting data, personnel should:

- Follow data collection techniques and definitions
- Conduct analysis of data
- Transmit data through appropriate channels

Data collection and processing include the following standard elements:

- Initial size up/ rapid assessment
- Data collection plans
- Validation
- Analysis
- Dissemination
- Updating

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Communications Standards and Formats

During an incident, all incident personnel are linked by common communications standards and formats:

Common Terminology: Common terminology helps incident management personnel communicate & coordinate.

Plain Language: Personnel should use plain language and clear text; avoid using organizational acronyms or jargon such as "10-codes" during incidents involving multiple organizations.

Data Interoperability: Common communications protocols enable the dissemination of information among all incident management elements.

Technology Use And Procedures
Technology provides many resources for incident management. Personnel use technology tools to increase awareness for both incident management and the public. Examples of communications technologies include:

Radio and telephone systems, Public warning and notification systems, Hardware, software and internet-based systems and applications such as Geospatial Information Systems (GIS) and incident management software
•Social media
Information transmitted through communications technologies should follow planned and standardized methods and conform to information sharing standards, procedures, and protocols.

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Lesson 7: Knowledge Review 2

Which of the following are Strategic Communications?

- ○ Communications between on-scene command and tactical personnel and cooperating agencies and organizations.
- ○ High-level directions, resource priority decisions, roles and responsibilities determinations, and incident management courses of action.
- ○ Coordination of support of strategic and tactical communications.
- ○ Emergency alerts and warnings; press conferences.

Lesson 7: Knowledge Review 3

When collecting data, personnel should do which of the following? Select all that apply.

- ☐ Follow data collection techniques and standards
- ☐ Recycle assessments from data
- ☐ Conduct analysis of data
- ☐ Delete transmissions of data from certain channels

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Next Webinar

ICS-800: Introduction to National Response Framework

Wednesday, February 02, 2022 10am to 12pm

Questions?

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