National Incident Management System ICS 700

NATIONAL INCIDENT MANAGEMENT SYSTEM

Homeland Security

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Course Objectives

Describe:
- The intent of NIMS.
- The key concepts and principles underlying NIMS.
- The purpose of the NIMS components.
- The purpose of the National Integration Center (NIC).

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Understanding NIMS

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Objectives

Describe:

- **The intent of NIMS.**
- **The key concepts and principles underlying NIMS.**

Unit List
- ✓ Overview
- ➔ Understanding NIMS
- • Preparedness
- • Communications and Information Management
- • Resource Management
- • Command and Management
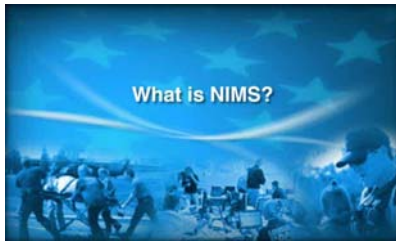- • Additional Resources and Course Summary

📖 See pages 5-8 of the NIMS document.

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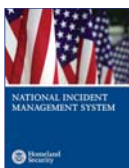IS-0700.A – October 2014
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What Is NIMS?

What is NIMS?

Click on the image to start the video.

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NIMS Overview

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What ? . . . NIMS provides a consistent nationwide template . . .

Who? . . . to enable Federal, State, tribal, and local governments, the private sector, and nongovernmental organizations to work together . . .

How? . . . to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents regardless of cause, size, location, or complexity . . .

Why? . . . in order to reduce the loss of life and property, and harm to the environment.

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NIMS: What It Is/What It's Not

NIMS is . . .
- A flexible framework of:
  - Doctrine
  - Concepts
  - Principles
  - Terminology
  - Organizational processes
- Applicable to all hazards and jurisdictions

NIMS is not . . .
- An operational incident management plan
- A resource allocation plan
- A terrorism/WMD-specific plan
- Designed to address international events

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HSPD 5 Management of Domestic Incidents

Homeland Security Presidential Directive 5 (HSPD-5) directed the Secretary of Homeland Security to:

- Develop and administer a National Incident Management System (NIMS).
- Develop the National Response Framework (NRF).

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The NIMS Mandate

HSPD-5 requires all Federal departments and agencies to:

- Adopt and use NIMS in incident management programs and activities.
- Make adoption of NIMS a condition for Federal preparedness assistance (through grants, contracts, and other activities).

NIMS Adoption

Federal Preparedness Assistance

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Collaborative Incident Management

NIMS:

- **Is not an operational incident management or resource allocation plan.**
- **Represents a core set of doctrines, concepts, principles, terminology, and organizational processes**
- **Enables effective, efficient, and collaborative incident management.**

Doctrines · Terminology · Principles · Concepts · Processes → Collaborative Incident Management

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NIMS Builds on Best Practices

NIMS integrates emergency management best practices that:

- **Lay the groundwork for the components of NIMS.**
- **Provide for the further development and refinement of supporting national standards, guidelines, protocols, systems, and technologies.**

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NIMS Is Dynamic

NIMS:

- **Is not a static system.**
- **Fosters the development of specialized technologies that facilitate response.**
- **Allows for the adoption of new approaches that will enable continuous refinement of the system.**

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Flexibility

Planned Events

Forecasted Events

No-Notice Events

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Standardization

Standardized organizational structures:

- **Improve integration and connectivity among jurisdictions and disciplines.**
- **Allow those who adopt NIMS to work together.**
- **Foster cohesion among various response organizations.**

NIMS Standardization

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Voices of Experience: NIMS Benefits

Steve Grainer
Chief, Incident Management Programs
VA Dept. of Fire Programs

Curry Mayer
Training & Exercise Chief
Governor's Office of Emergency Services (CA)

Kristy Plourde
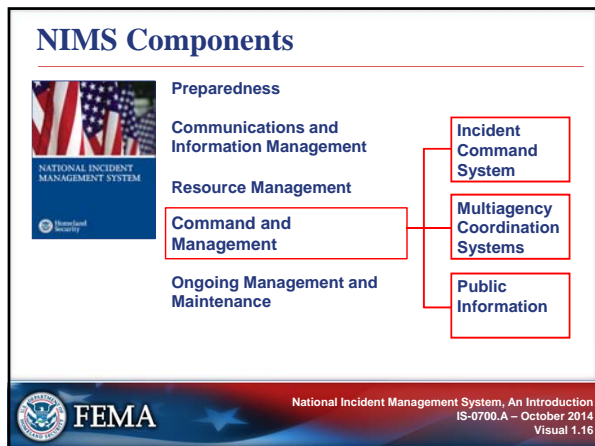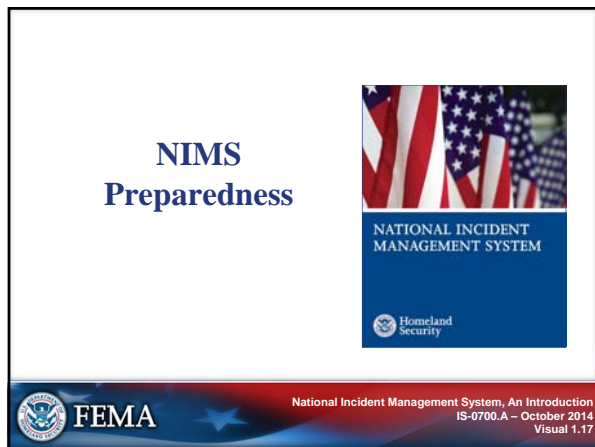**NIMS Program Coordinator**
U.S. Coast Guard

Roberta Runge
National NIMS Coordinator
U.S. Environmental Protection Agency

Click on seals to play audio.

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NIMS Components

Preparedness

Communications and
Information Management

Resource Management

Command and
Management

Ongoing Management and
Maintenance

Incident
Command
System

Multiagency
Coordination
Systems

Public
Information

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NIMS Preparedness

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Visual 1.17

Objectives

- Describe the importance of preparedness.
- Identify the NIMS mechanisms and tools used to help enhance preparedness.

Unit List
- ✓ Overview
- ✓ Understanding NIMS
- ➔ Preparedness
- Communications and Information Management
- Resource Management
- Command and Management
- Additional Resources and Course Summary

See pages 9-22 of the NIMS document.

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What Is NIMS Preparedness?
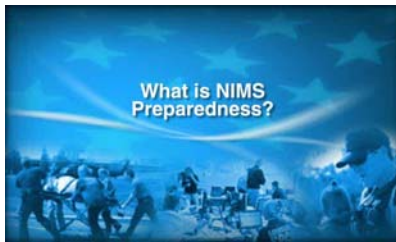
What is NIMS Preparedness?

Click on the image to start the video.

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NIMS and Other Preparedness Efforts

HSPD-7

HSPD-8

- **HSPD-7: Critical Infrastructure Identification, Prioritization, and Protection** established the U.S. policy for "enhancing protection of the Nation's critical infrastructure and key resources."
- **HSPD-8: National Preparedness** directed DHS to develop a common, unified approach to "strengthen the preparedness of the United States to prevent and respond to threatened or actual domestic terrorist attacks, major disasters, and other emergencies."

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NIMS and the National Response Framework

The National Response Framework (NRF):

- **Is a guide to how the Nation conducts all-hazards response.**
- **Builds upon the NIMS coordinating structures to align key roles and responsibilities.**
- **Links all levels of government, nongovernmental organizations, and the private sector.**

National Response Framework (NRF)

NIMS Framework

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Elected and Appointed Officials

NIMS helps elected and appointed officials:

- Ensure agency/jurisdiction policies for emergency management and incident response are clearly stated.
- Evaluate effectiveness and correct any deficiencies.
- Support a coordinated, multiagency approach.

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Preparedness: Continuous Cycle

Planning

Organizing

Training

Equipping

Exercising

Evaluating

Taking Corrective Action

Preparedness Cycle

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Preparedness: A Unified Approach

Preparedness

Resource Management

Command & Management

Communications & Information Management

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Levels of Capability

Inventorying and categorizing resources:

- Establishes and verifies the levels of capability needed.
- Identifies and verifies that resources possess the needed qualifications.

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Coordination of Preparedness Activities
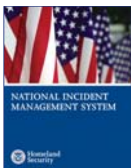
Effective preparedness activities involve coordination among:

- Individuals
- Preparedness organizations
- Nongovernmental organizations (NGOs)
- The private sector

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NIMS Preparedness Efforts

This section describes the following preparedness efforts:

- Planning
- Procedures and protocols
- Training and exercises
- Personnel qualifications and certification
- Equipment certification

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Visual 1.27

Continuity Capability

Continuity planning should address:
- Essential functions.
- Orders of succession.
- Delegations of authority.
- Continuity facilities.
- Continuity communications.
- Vital records management.
- Human capital.

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Mutual Aid and Assistance Agreements

Mutual aid and assistance agreements:
- Allow neighboring jurisdictions to support one another during an incident.
- Are formal documents that identify the resources that jurisdictions are willing to share during an incident.
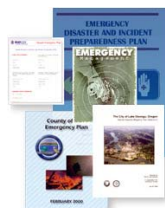
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Visual 1.29

Procedural Documents

There are four standard levels of procedural documents:
- Standard Operating Procedure or Operations Manual
- Field Operations Guide or Incident Management Handbook
- Mobilization Guide
- Job Aid

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Visual 1.30

Protocols

Protocols:

- **Are sets of established guidelines for actions under various specified conditions.**
- **Permit the rapid execution of a task, a function, or a number of interrelated functions without having to seek permission.**

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Visual 1.31

Training

Training should allow practitioners to:

- **Use the concepts and principles of NIMS in exercises, planned events, and actual incidents.**
- **Become more comfortable using NIMS, including the Incident Command System.**

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Exercises

Exercises should:
- **Include multidisciplinary, multijurisdictional incidents.**
- **Include participation of private-sector and nongovernmental organizations.**
- **Cover aspects of preparedness plans, particularly the processes and procedures for activating local, intrastate, or interstate mutual aid and assistance agreements.**
- **Contain a mechanism for incorporating corrective actions.**

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Visual 1.33

Personnel Qualifications and Certification

Standards:

- Help ensure that personnel possess the minimum knowledge, skills, and experience necessary to execute response activities safely and effectively.
- Typically include training, experience, credentialing, validation, and physical and medical fitness.

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Visual 1.34

Equipment Certification

Equipment certification:

- Helps ensure that the equipment acquired will perform to certain standards.
- Supports planning and rapid fulfillment of needs based on a common understanding of the abilities of distinct types of equipment.

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Visual 1.35

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Mitigation and Preparedness

Mitigation:

- Reduces the loss of life and property.
- Minimizes damage to the environment from natural or manmade disasters.
- Helps avoid or lessen the impact of a disaster.
- Impedes the cycle of disaster damage, reconstruction, and repeated damage.

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Visual 1.36

NIMS Communications and Information Management

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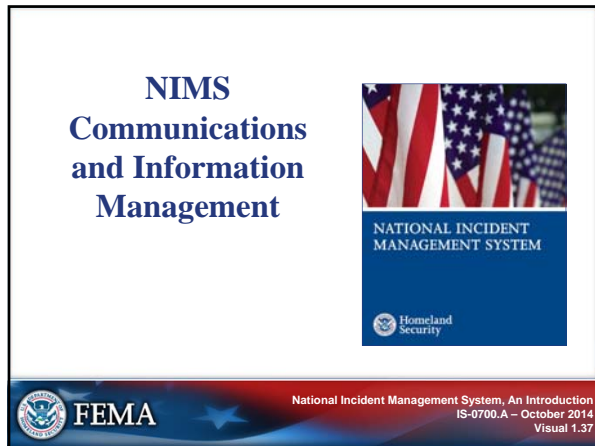
Objectives

- Describe the importance of communications and information management.
- Define the concepts of common operating picture and interoperability.
- Describe the purpose of communications and information management standards, procedures, and protocols.

Unit List
✓ Overview
✓ Understanding NIMS
✓ Preparedness
➔ Communications and Information Management
• Resource Management
• Command and Management
• Additional Resources and Course Summary

See pages 23-30 of the NIMS document.

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What Is NIMS Communications & Info Management?

What is NIMS Communication and Information Management?

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Flexible Communications and Information Systems

Communications Flow

+

Accurate Information

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Effective Decisionmaking

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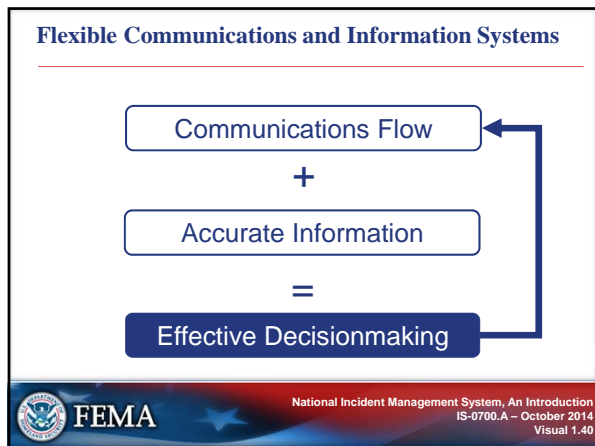
Common Operating Picture

A common operating picture:
- **Is established and maintained by gathering, collating, synthesizing, and disseminating information.**
- **Allows on-scene and off-scene personnel to have the same information, including:**
  - **Availability and location of resources.**
  - **Status of assistance requests.**

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Visual 1.41

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Interoperability

Emergency communications systems should:
- **Be the same or linked to the same system used for nonemergency procedures.**
- **Effectively interface with national standards.**
- **Allow data sharing among key players.**

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Interoperability Saves Lives!

Consider the differences between the responses to the following incidents:

- **1982 Air Florida Flight 90 crash**
- **September 11, 2001, terrorist attack on the Pentagon**

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Visual 1.43

Reliability, Portability, Scalability

Communications systems should be:

- **Reliable – able to function in any type of incident**
- **Portable – deployable to different locations and compatible with other systems**
- **Scalable – suitable for use on large or small scale**

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Visual 1.44

Resiliency and Redundancy

Communications systems should have:

- **Resiliency – ability to perform after damage or loss of infrastructure**
- **Redundancy – duplication of services or the ability to communicate through diverse, alternative methods**

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Visual 1.45

Standardized Communications Types

Successful communications and information management require the use of:

- **Strategic communications**
- **Tactical communications**
- **Support communications**
- **Public address communications**

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Visual 1.46

Policy and Planning

Communications plans should identify:

- **What information is essential and can be shared.**
- **Who . . .**
  - **Needs the information.**
  - **Has the information.**
- **How . . .**
  - **Information will flow.**
  - **Information is coordinated for public and media release.**
  - **Communications systems will be used.**

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Visual 1.47

Agreements

Agreements should:

- **Be executed among all stakeholders.**
- **Specify communications systems and platforms to be used.**

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Visual 1.48

Equipment Standards and Training

Standards should address:

- Conditions under which communications systems must operate
- Maintenance and updating of systems and equipment
- Periodic testing of systems

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Visual 1.49

Incident Information

Information may provide for:

- Development of incident objectives and Incident Action Plan (IAP)
- Identification of safety hazards
- Determination of resource needs
- Formulation of public information messages
- Analysis of incident cost

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Visual 1.50

Communications and Data Standards

Standards may include:

- A standard set of organizational structures and responsibilities.
- Common "typing" of communications resources.
- Use of agreed-upon communications protocols.
- Common identifier "titles" for personnel, facilities, and operational locations.

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Visual 1.51

Plain Language & Common Terminology

Plain language:

- **Is a matter of safety.**
- **Facilitates interoperability across agencies/ organizations, jurisdictions, and disciplines.**
- **Ensures that information dissemination is timely, clear, acknowledged, and understood by all intended recipients.**

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NIMS Resource Management

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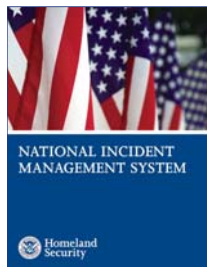
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Visual 1.53

Objectives

- **Describe the importance of resource management.**
- **Define the concepts and principles of effective resource management.**
- **Identify the steps for managing incident resources.**

Unit List
- ✓ Overview
- ✓ Understanding NIMS
- ✓ Preparedness
- ✓ Communications and Information Management
- ➔ Resource Management
- • Command and Management
- • Additional Resources and Course Summary

📖 **See pages 31-44 of the NIMS document.**

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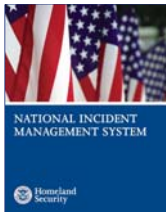Visual 1.54

What Is NIMS Resource Management?

What is NIMS
Resource Management?

Click on the image to start the video.

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Standardized Approach

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This standardized approach is based on the underlying concepts:

- **Consistency**
- **Standardization**
- **Coordination**
- **Use**
- **Information Management**
- **Credentialing**

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Planning

Planning should result in:

- **Identification of resource needs.**
- **Development of alternative strategies to obtain the needed resources.**
- **Creation of new policies to encourage positioning of resources.**
- **Identification of conditions that may trigger a specific action.**

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Resource Identification and Ordering

The resource management process supports incident management by using standardized methods for:

- Identification
- Ordering
- Mobilization
- Tracking

Identification and ordering of resources are intertwined.

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Effective Resource Management (1 of 2)

Resource acquisition procedures may include:

- Acquiring critical resources in advance and storing them in a warehouse.
- Supplying resources "just in time," typically using a preincident contract.

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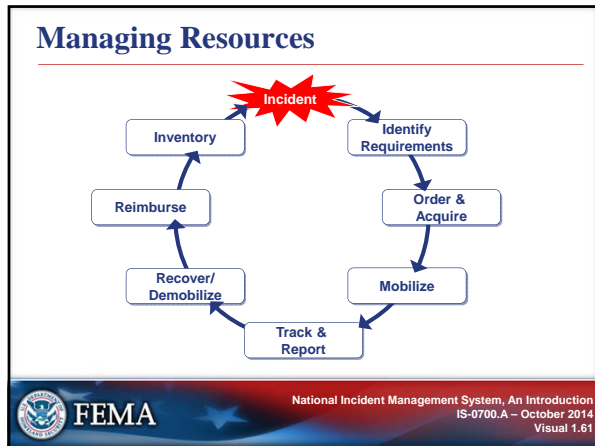### Effective Resource Management (2 of 2)

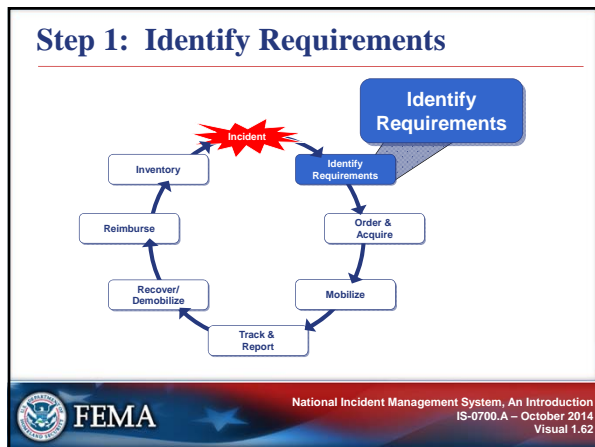Effective resource management includes:

- Management information **systems** to collect, update, and process resource data and track the status and location of resources.
- Standard **protocols** to request resources, prioritize requests, activate and mobilize resources to incidents, and return resources to normal status.
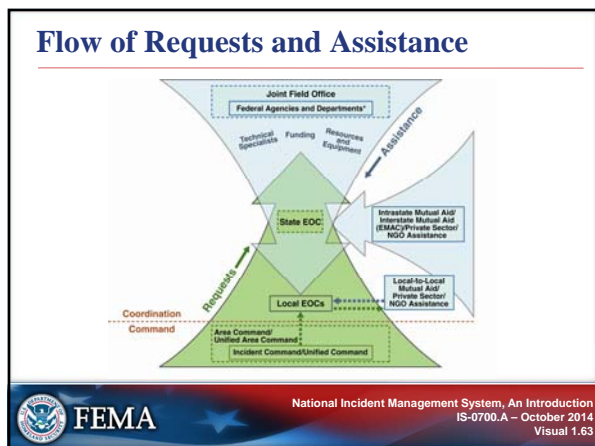
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Managing Resources

Inventory — Incident — Identify Requirements — Order & Acquire — Mobilize — Track & Report — Recover/ Demobilize — Reimburse

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Visual 1.61

Step 1: Identify Requirements

Identify Requirements

Inventory — Incident — Identify Requirements — Order & Acquire — Mobilize — Track & Report — Recover/ Demobilize — Reimburse

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Flow of Requests and Assistance

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Step 2: Order & Acquire

Order & Acquire

Incident — Inventory — Identify Requirements — Order & Acquire — Mobilize — Track & Report — Recover/Demobilize — Reimburse
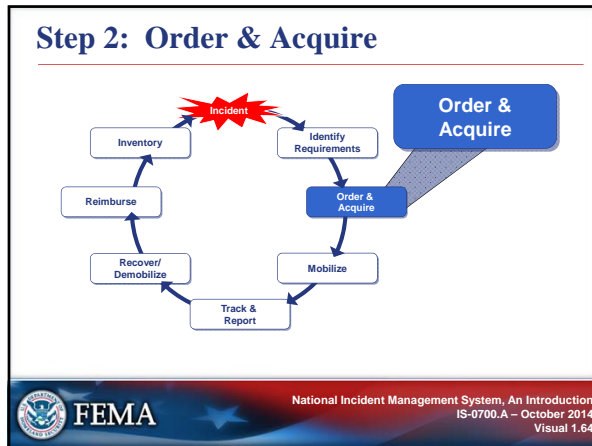
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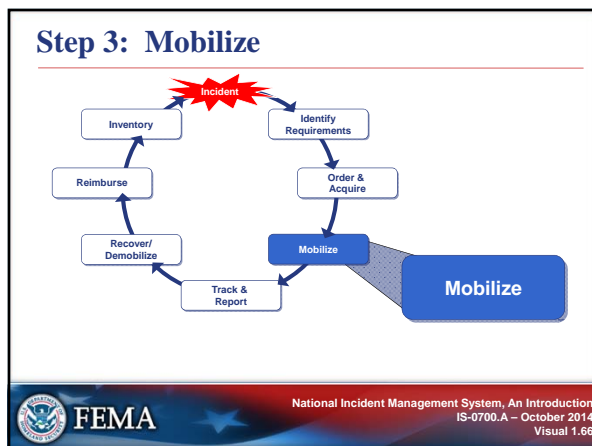IS-0700.A – October 2014
Visual 1.64

Avoid Bypassing Systems

Reaching around the official resource coordination process:

- **Creates serious problems.**
- **Puts responders at risk.**
- **Leads to inefficient use and/or lack of accounting of resources.**

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Visual 1.65

Step 3: Mobilize

Mobilize

Incident — Inventory — Identify Requirements — Order & Acquire — Mobilize — Track & Report — Recover/Demobilize — Reimburse

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Visual 1.66

Mobilization and Demobilization
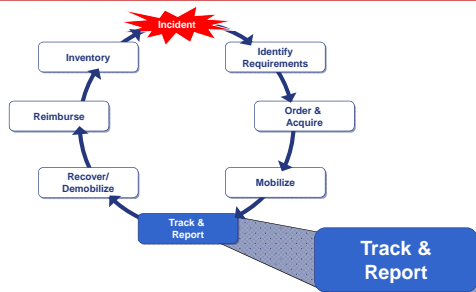
Demobilization planning:

- **Begins at the same time as mobilization.**
- **Facilitates accountability and efficiency.**
- **Occurs in the Planning Section.**

National Incident Management System, An Introduction
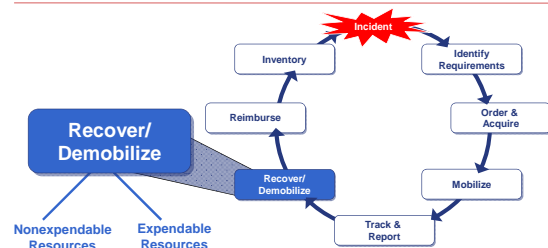IS-0700.A – October 2014
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Step 4: Track & Report

Track & Report

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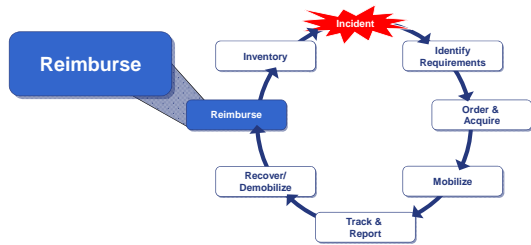IS-0700.A – October 2014
Visual 1.68

Step 5: Recover/Demobilize

Recover/Demobilize

Nonexpendable Resources   Expendable Resources

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Visual 1.69

Step 6: Reimburse

Reimburse

Incident

Inventory

Reimburse

Identify Requirements

Order & Acquire

Recover/ Demobilize

Mobilize

Track & Report

Step 7: Inventory

Inventory

Incident

Inventory

Preparedness Activities
• Resource Typing
• Credentialing

Reimburse

Identify Requirements

Order & Acquire

Recover/ Demobilize

Mobilize

Track & Report
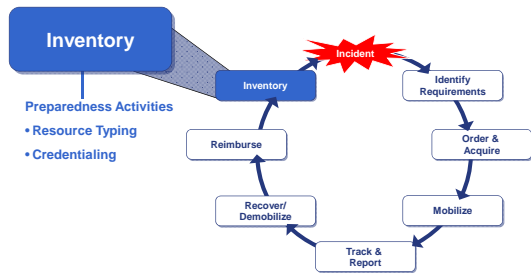
Identifying and Typing Resources

The National Integration Center typing protocol provides:

- Resource Category
- Kind of Resource
- Type of Resource

📖 See pages 83-87 of the NIMS document

Credentialing

Credentialing includes evaluation and documentation of an individual's:

- **Current certification, license, or degree**
- **Training and experience**
- **Competence or proficiency**
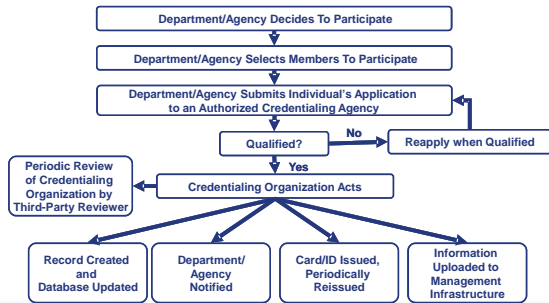
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Visual 1.73

Credentialing Process

Department/Agency Decides To Participate

Department/Agency Selects Members To Participate

Department/Agency Submits Individual's Application to an Authorized Credentialing Agency

Qualified? — **No** → Reapply when Qualified

Yes

Periodic Review of Credentialing Organization by Third-Party Reviewer

Credentialing Organization Acts

- Record Created and Database Updated
- Department/ Agency Notified
- Card/ID Issued, Periodically Reissued
- Information Uploaded to Management Infrastructure
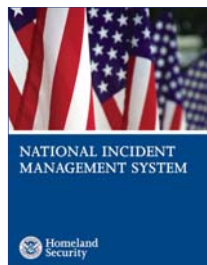
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Visual 1.74

NIMS Command and Management

NATIONAL INCIDENT MANAGEMENT SYSTEM

Homeland Security

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Visual 1.75

Objectives

Define the concepts and principles related to:

- **Incident Command System**
- **Multiagency Coordination Systems**
- **Public Information**

Unit List
- ✓ Overview
- ✓ Understanding NIMS
- ✓ Preparedness
- ✓ Communications and Information Management
- ✓ Resource Management
- ➔ Command and Management
- • Additional Resources and Course Summary

📖 **See pages 45-74 of the NIMS document.**

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Visual 1.76

Command and Management Elements

Preparedness

Resource Management

Communications & Information Management

Command and Management

Incident Command System

Multiagency Coordination Systems

Public Information

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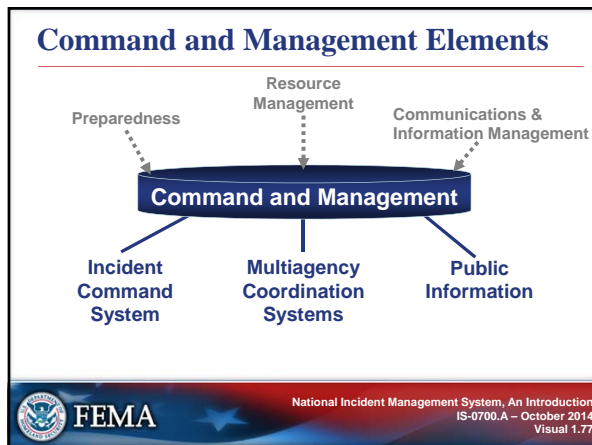
What Is NIMS Command & Management?

What is NIMS Command and Management?

Click on the image to start the video.

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Visual 1.78

Understanding Command & Coordination

Command

The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

Coordination

The process of providing support to the command structure, and may include incident prioritization, critical resource allocation, communications systems integration, and information exchange.

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Visual 1.79

Incident Command System

Command and Management

Incident Command System

Multiagency Coordination Systems

Public Information

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Visual 1.80

What Is ICS?

ICS:

- **Is a standardized, on-scene, all-hazard incident management concept.**
- **Allows its users to adopt an integrated organizational structure that matches the complexities and demands of incidents.**
- **Permits seamless integration of responders from all jurisdictions.**
- **Can be used for incidents of any type, scope, and complexity.**

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Visual 1.81

ICS Features

- **Standardization**
  - **Common terminology**
- **Command**
  - **Establishment and transfer of command**
  - **Chain of command and unity of command**
  - **Unified command**
- **Planning/Organizational Structure**
  - **Management by objectives**
  - **Incident Action Plan (IAP)**
  - **Modular organization**
  - **Manageable span of control**
- **Facilities and Resources**
  - **Comprehensive resource management**
  - **Incident locations and facilities**
- **Communications/Information Management**
  - **Integrated communications**
  - **Information and intelligence management**
- **Professionalism**
  - **Accountability**
  - **Dispatch/Deployment**

Take a few minutes to review the ICS features descriptions at the end of this unit.

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Incident Command Functions

Incident Command

| Operations | Planning | Logistics | Finance/ Administration |

Note: Intelligence/Investigations may be added as a function, if required, to meet incident management needs.

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Incident Commander

The Incident Commander:
- **Provides overall leadership for incident response.**
- **Delegates authority to others.**
- **Takes general direction from agency administrator/official.**

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Visual 1.84
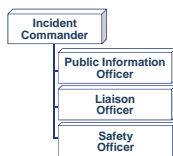
Incident Command Post

The Incident Command Post is:

- **The location from which the Incident Command directs operations.**
- **Generally located at or in the immediate vicinity of the incident site.**

JACKSON COUNTY INCIDENT COMMAND POST

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Command Staff

Incident Commander
Public Information Officer
Liaison Officer
Safety Officer

It may be necessary for the Incident Commander to designate a Command Staff that:

- **Provides information, liaison, and safety services for the entire organization.**
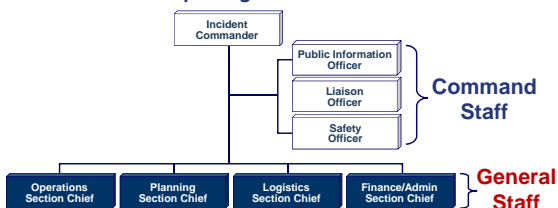- **Reports directly to the Incident Commander.**

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Visual 1.86

General Staff (Section Chiefs)

Incident management personnel organized according to function and reporting to the Incident Commander.

Incident Commander
Public Information Officer
Liaison Officer
Safety Officer
Command Staff

Operations Section Chief | Planning Section Chief | Logistics Section Chief | Finance/Admin Section Chief
General Staff

Note: An Intelligence/Investigations Chief may be established, if required, to meet incident management needs.

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Visual 1.87

Command and General Staff: Activity

Instructions: Using the Command and General Staff handout, answer the following questions:
- **What is the role of the Liaison Officer?**
- **Why is it important to appoint a Safety Officer?**
- **Which Section Chief is responsible for:**
  - **Tracking incident costs?**
  - **Producing the Incident Action Plan?**
  - **The direct management of all incident-related tactical activities?**
  - **Overseeing the provision of facilities, services, and material support for the incident?**

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Visual 1.88

Unified Command

As a team effort, Unified Command allows all agencies with jurisdictional authority or functional responsibility for an incident to jointly provide management direction to the incident.

In Unified Command, no agency's legal authorities will be compromised or neglected.

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Visual 1.89

Unified Command Benefits

- **A shared understanding of priorities and restrictions.**
- **A single set of incident objectives.**
- **Collaborative strategies.**
- **Improved internal and external information flow.**
- **Less duplication of efforts.**
- **Better resource utilization.**

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Visual 1.90

Single vs. Unified Command

Single Incident Commander	Unified Command
The Incident Commander is: ▪ Solely responsible (within the confines of his or her authority) for establishing incident objectives and strategies. ▪ Directly responsible for ensuring that all functional area activities are directed toward accomplishment of the strategy.	The individuals designated by their jurisdictional or organizational authorities work together to: ▪ Determine objectives, strategies, plans, resource allocations, and priorities. ▪ Execute integrated incident operations and maximize the use of assigned resources.

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Visual 1.91

Area Command

Area Command is used to oversee the management of:

- **Multiple incidents that are each being handled by an Incident Command System organization; or**
- **A very large incident that has multiple Incident Management Teams assigned to it.**

Area Commander
├── Incident #1 Incident Commander
├── Incident #2 Incident Commander
└── Incident #3 Incident Commander

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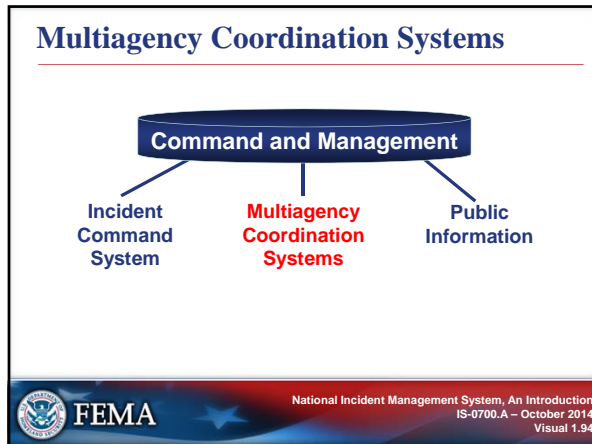IS-0700.A – October 2014
Visual 1.92

Area Command: Primary Functions

- **Provide agency or jurisdictional authority for assigned incidents.**
- **Ensure a clear understanding of agency expectations, intentions, and constraints.**
- **Establish critical resource use priorities between various incidents.**
- **Ensure that Incident Management Team personnel assignments and organizations are appropriate.**
- **Maintain contact with officials in charge, and other agencies and groups.**
- **Coordinate the demobilization or reassignment of resources between assigned incidents.**

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Visual 1.93

Multiagency Coordination Systems

Command and Management

Incident Command System

Multiagency Coordination Systems

Public Information

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Visual 1.94

Multiagency Coordination System (MACS)

A system that provides the architecture to support:

- **Coordination for incident prioritization,**
- **Critical resource allocation,**
- **Communications systems integration, and**
- **Information coordination.**

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Visual 1.95

A System . . . Not a Facility

Dispatch

On-Scene Command

Coordination Resource Centers

Multiagency Coordination System

Coordination Entities/ Groups

Emergency Operations Centers

Emergency Operations Center (EOC)

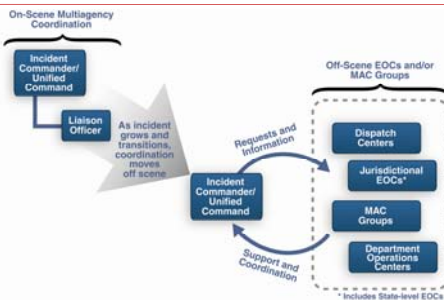**A central location that supports Incident Command by:**

- **Making executive/policy decisions.**
- **Coordinating interagency relations.**
- **Dispatching and tracking requested resources.**
- **Collecting, analyzing, and disseminating information.**

The EOC does not command the on-scene level of the incident.

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Visual 1.97

On-Scene and Off-Scene Multiagency Coordination

On-Scene Multiagency Coordination

Incident Commander/Unified Command

Liaison Officer

As incident grows and transitions, coordination moves off scene

Incident Commander/Unified Command

Requests and Information

Support and Coordination

Off-Scene EOCs and/or MAC Groups

Dispatch Centers

Jurisdictional EOCs*

MAC Groups

Department Operations Centers

* Includes State-level EOCs

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Visual 1.98

Public Information

Command and Management

Incident Command System

Multiagency Coordination Systems

Public Information

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Visual 1.99

Public Information

Public Information includes messages about:

- Lifesaving measures.
- Evacuation routes.
- Threat and alert system notices.
- Other public safety information.

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Managing Public Information

The Public Information Officer (PIO):

- Represents and advises the Incident Command.
- Manages on-scene media and public inquiries.

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Visual 1.101

Joint Information Center (JIC)

A JIC:

- May be established to coordinate public affairs functions.
- Serves as a focal point for coordinated and timely release of incident-related information to the public and the media.

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Visual 1.102

Speaking With One Voice

- Executives/senior officials must coordinate and integrate messages with on-scene PIOs and other agencies.
- The Joint Information System (established procedures and protocols) is used to help ensure coordination of messages.

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Visual 1.103


Joint Information System (JIS)

The JIS:

- Helps organize, integrate, and coordinate information across multiple jurisdictions and/or disciplines with NGOs and the private sector.
- Ensures timely, accurate, accessible, and consistent messaging.
- Includes the plans, protocols, procedures, and structures used to provide public information.

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Additional Resources and Course Summary
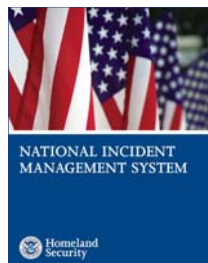
NATIONAL INCIDENT MANAGEMENT SYSTEM

Homeland Security

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Visual 1.105

National Integration Center (NIC)

The National Integration Center (NIC) serves as an asset for:

▪ **Government agencies.**

▪ **The private sector.**

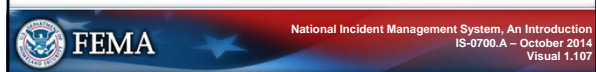▪ **Nongovernmental organizations that are implementing NIMS.**

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Visual 1.106

NIC Responsibilities

Administration & Compliance	Standards & Credentialing
Training & Exercise Support	**Publication Management**

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Visual 1.107

NIMS Resource Center

www.fema.gov/nims

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Visual 1.108

QUESTIONS ?

Thank You

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