

Emergency Operation Information Management

Summary Highlights training from
ICS 300, L 0962 Planning section
chief, L964 Situation Unit
Leader, FEMA EEIs

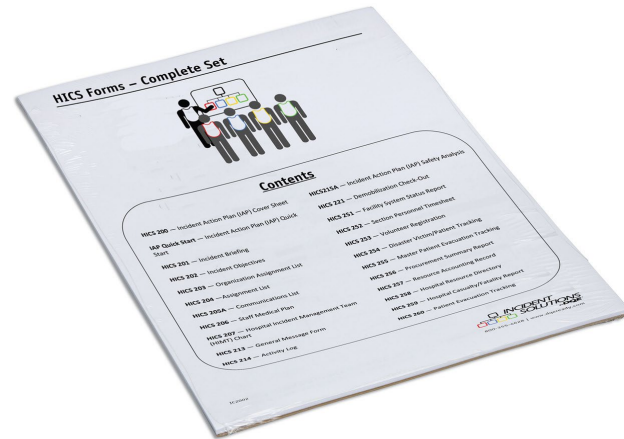




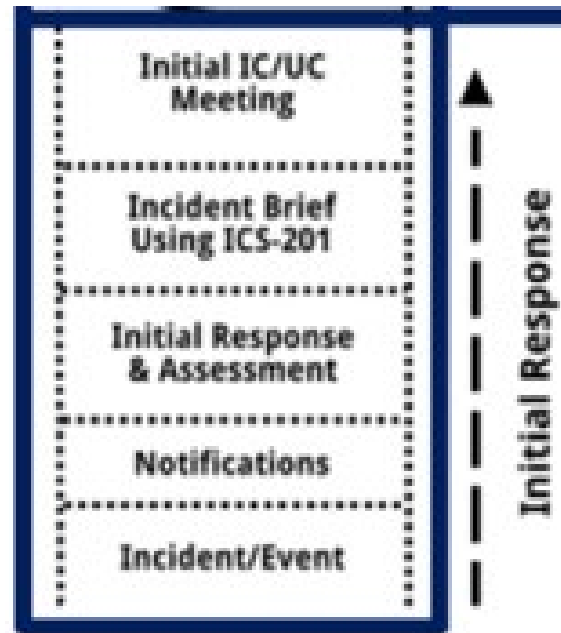
Brief Overview

- **Intentions:** Overview the most critical resource an EOC has to offer; which is coordinated real-time information
- Emergency Information Management Structure
- Data Collection
- Analysis
- Information Sharing
- Situational Awareness
- Decision Support
- Impact Assessment
- Report/Brief Cadence
- Will not cover Public Information Officer role

The Planning "P"



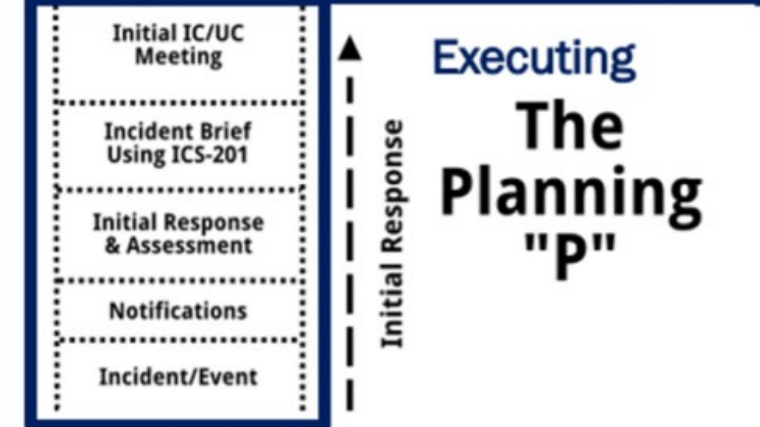
Initiation



Planning



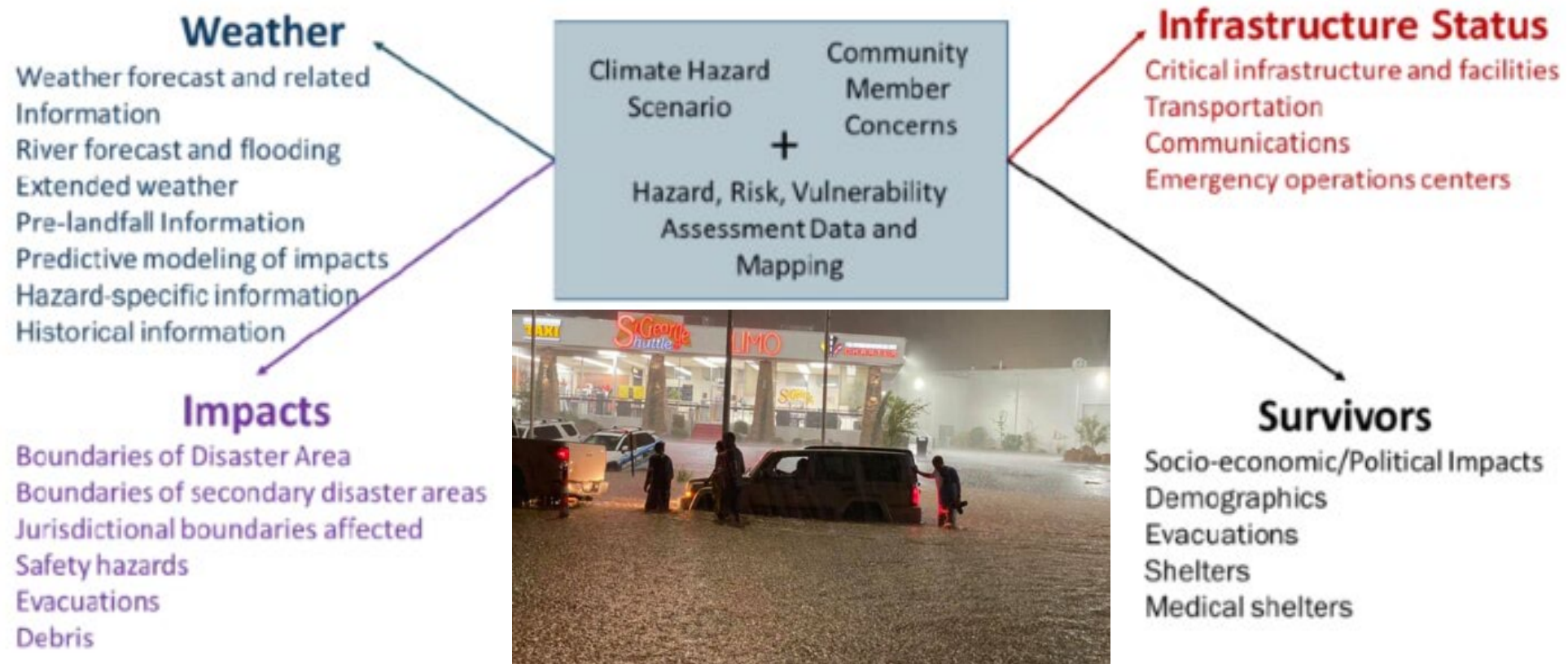
Initiation



Executing
The
Planning
"P"

Essential Elements of Information (EEl)s

- Hazard Specific, Known unknowns
- Specific and Measurable



Assessment (Fact finding phase)

Data Collection

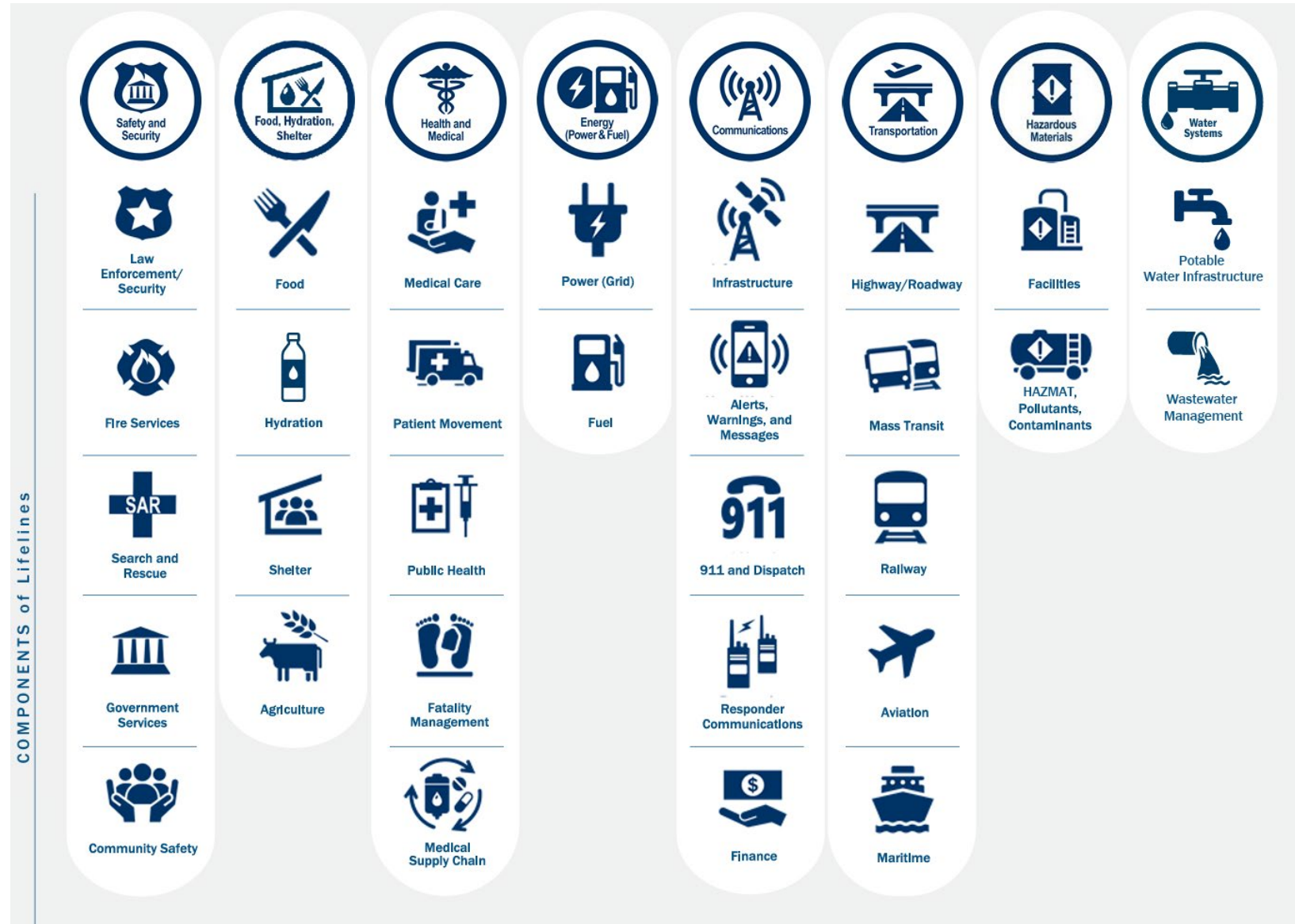
Fact Finding Stage

- **Essential Elements of Information; EEIs (Known Unknown)**
- **Request for Information (RFI)**
 - **Per Jurisdiction & Authority**
 - **Leveraging Subject Matter Expertise (SMEs) / Liaisons to source complex EEIs**
 - **Emergency Service Function (ESF) categorize expertise into 15 sections**
 - **Private Sector Agency Reps**



Impact Assessment

- Determine if the incident is stable, cascading into a more hazardous situation or downsizing
- Secondary Factors
 - Weather forecast, Human factors
- Cascading Effects
 - Initial event led to other failures
- Advance planning can attempt to mitigate secondary impacts from the initial incident
- Consider critical infrastructure and community lifelines
 - aids in impact assessments and scaling up or down our response



Impact Assessments

- **Casualties & Injuries:** Number of fatalities and injuries.
- **Infrastructure Damage:** Buildings, utilities, transportation networks affected.
- **Environmental Damage:** Contamination, pollution, or long-term ecological effects
- **Economic Losses:** Business interruptions, government expenditures, and property damage
- **Community & Social Impact:** Displacement, Isolated communities, psychological effects, and public sentiment
- Determines how we scale up or down our operational footprint
- Drives decisions on Public messaging, Resource Request, Proclamations and Recovery operations



Dissemination of Information: Situation Reports

Situation Reports "SitReps",

- Keeps stakeholders informed of the current situation, drives decisions to action and keep "one team" cohesion in supporting the response
- Reports due in by a specific time daily and frequency distances as incident slows
- For Official Use Only (FOUO) **Internal**
- Used to generate executive summaries (**Internal**) for elected officials and public information officer (PIO) to build talking points and public messaging (**External**)
- **Highlights:** status updates, challenges, key decisions, and staffing posture
- Helps identify emerging issues before they become major problems
- Sets an expectation of when information will be released
- Holds accountability and public records





Dissemination of Information: Coordination Calls

Coordination Meeting is an expedited method to collect and disseminate information or to discuss concerns that don't fit within a formal report template.

- Start within an hour of an initial event to brief support staff and issue roles and tasks
- Coordination Calls/meetings continues daily as needed
- Stakeholder should be present even if they have Nothing Significant to Report (NSTR)
- Document meeting minutes to identify action items, hold accountability and maintain public records
- Coord Calls should be no longer than necessary, Brief out high level factors: Department Status, Actions taken, Unmet needs

Common pitfalls in EOC information management

- Not vetting information before reporting it as fact
- Using passive words that are not objective in context
- Not using brief bullet points with time and dates
- Sending internal reports to external partners or public, when in doubt, ask your command staff/PIO
- Reports are not approved and edited by one central point of contact before distribution, inconsistent formatting
- Coordination calls invites are sent externally to public or the press
- Not directing and formalizing your RFIs to the correct jurisdictions (Law, Fire, County OES etc. ..)
- Not providing enough details that drive to decision making
- Not sharing enough to neighboring jurisdictions or incident command post (ICP)
- Not having the SME, Liaisons and stakeholders present to move decisions towards actions
- Not scrubbing outdated information out of your reports as the incident wears on
- Working in silos, not knowing what the other sections are doing
- Avoid Analysis Paralysis: Do not wait on actions or reports until you have every nuance of the situation. Follow up as needed

Questions

