Incident Management Team
The Eight Step Implementation Model

1. Assign Membership
2. Emergency Operations Center
3. Training Meeting One
4. Training Meeting Two
5. Training Meeting Three
6. Table Top #1
7. Table Top #2
8. Begin Quarterly Meetings

Recurring Meetings
Recurring Training Drills
Recurring Manual Updates
Incident Management Team Organization

- Corporate Incident Management Team
  - Regional Incident Management Team
    - Local Incident Management Team
  - Regional Incident Management Team
    - Local Incident Management Team
    - Local Incident Management Team
    - Local Incident Management Team
Incident Management Team

Corporate CMT

Incident Commander

Command Staff
- HS&E
- Corporate Comm
- Security
- Finance
- Legal
- Human Resources
- BCM Coordinator
- Information Technology
- Department Liaison

Tactical Teams
- Facilities
  - Transportation
  - Food Services
  - Insurance (RM)
- Procurement
- Documentation
- Records Management
- Data
- Voice

updated July 18, 2007
Incident Evaluation Flowchart

Incident Management Team Activation

Initial Response

Beyond Resources

IMT DO Activates IMT

IMT manages and supports IC

Incident Resolved?

Activate Business Continuity Plan(s)

Continue Resolution Process

Return to Operations

Yes

Yes

No

No

Yes

No

Return to Operations

STOP
8 Step Worksheet

- IMT Deployment Process worksheet 7-18-2008.xls
- Provides tasks and meeting agenda(s)
1 – Assign Membership

- Incident Commander
- Finance
- Human Resources
- Corporate Communications
- Information Tech.
- Security
- Health, Safety, Environmental, and Facilities (HSE&F)
- BCM Coordinator
- BCM Manager
- Bus. Unit Liaison
Incident Commander

• Responsible for the overall management of the incident.

• The IC directs incident activities including the development and implementation of strategic decisions.

• Approves the ordering and releasing of resources.
Finance

• The Finance Section chief should be designated from the business unit that has the requirement due to the specialized nature of the finance functions.

• The following sub teams may be established as the need requires.
  – Time Unit
  – Procurement Unit
  – Compensation/Claims Unit
  – Cost Unit
Human Resources

• Identify and address human resource issues and concerns related to the response.
• Receive and respond to requests for personnel
• Arrange for necessary human resource support for the IMT and their families – humanitarian assistance, Employee Assistance Program, Critical Incident Stress Debriefing, etc.
Corporate Communications

• Develop accurate and complete information regarding incident cause, size, current situation, resources committed, and other matters of general interest.

• Normally be the point of contact for the media and other governmental agencies that desire information directly about the incident.

• Only one information officer would be designated.
Information Technology

- Responsible for providing information technology support at all incident facilities.
- Computer hardware/software installation,
- Maintenance, and trouble-shooting;
- Ensuring appropriate information security measures are in place.
Health, Safety, Environmental & Facilities

- Provides initial Damage Assessment Team
- Manages EOC facility.
- Transportation Tactical Team
Legal

- Advise and provide legal counsel to their respective member of the Emergency Operations Center Command / Tactical Teams of the legal implications of the organization’s response actions.
- Provide legal counsel and direction for the organization’s investigation effort.
- Provide documentation guidance for maintaining a legal record of the incident.
Security

• Responsible for the provision of the safeguards needed to protect personnel and property from loss or damage, and to implement site control.
• Special attention to the security of alternate operating locations.
BCM Coordinator

- Advises the Incident Commander regarding the development of the Business Unit(s) Business Continuity Plan(s).
- Advises on the specific interdependencies of the particular Business Continuity Plans activated.
Business Unit Liaison

- Advises the Incident Commander regarding the development of the Business Unit(s) Business Continuity Plan(s).
- Advises on the specific interdependencies of the particular Business Continuity Plans activated.
- Specifically consults on recovery operations and RTO’s
2 – Emergency Operations Center

• Identify Primary and Secondary EOCs.
• Centrally Located
• Equipment Considerations
  – Internet Connections of all IMT Members
  – Conference Telephone
  – Projector(s)
  – Copy Machine
  – Rest Rooms
  – Meeting Room
  – Security
Understanding the EOC Mission
Information Management and Decision Making

What takes place in the first meeting?

STEP 1: Set Priorities and Objectives
STEP 2: Present Considerations
STEP 3: Develop a Collective Set of Incident Objectives
STEP 4: Adopt an Overall Strategy
STEP 5: Select a UC Spokesperson
Understanding the EOC Mission
Information Management and Decision Making

STEP 1: Set Priorities and Objectives

- Preserve the safety of human life.
- Stabilize the situation to prevent the event from worsening.
- Use all necessary containment and removal tactics in a coordinated manner to ensure a timely, effective response that minimizes adverse impacts to the environment.
- Address all three of these priorities concurrently.
Understanding the EOC Mission
Information Management and Decision Making

- Maintaining business survival
- Minimizing response costs
- Maintaining or improving public image
- Minimizing economic or tourism impacts
- Minimizing environmental impacts
- Evaluating prospects of criminal prosecution
- Meeting certain reasonable expectations of stakeholders
STEP 2 – Present Considerations

• At the onset of the initial meeting, IMT members have an obligation to raise and discuss honestly what each can provide in terms of authorities, equipment, skills, and experience, including their response capabilities.

• All IMT members must be free to speak openly with the other members about their constraints or limitations, whether practical or political in nature, because these constraints may have an impact on how the IMT’s objectives can best be achieved.
STEP 3 – Develop a Collective Set of Incident Objectives

The Incident Action Plan

• The IMT must decide upon a collective set of incident-specific objectives to identify what the IMT as a whole needs to accomplish before an overall response strategy can be developed.

• To be effective, these objectives should be specific, measurable, assignable, reasonable, and time-related.

• The IMT must come to consensus on a set of general objectives that can then be documented to provide focus for the response organization. This process includes establishing and agreeing upon acceptable priorities.

Understanding the EOC Mission

Information Management and Decision Making
STEP 4 – Adopt an Overall Strategy

• Strategy is the development of policies and plans to achieve the objectives for a response. If the IMT knows exactly how to accomplish an objective, it should specify the strategy.
Understanding the EOC Mission
Information Management and Decision Making

- How do responders prepare for ICS Implementation? The key to successful implementation of an ICS is planning and exercising.
- Practicing prior to an incident will help the IMT understand their roles and responsibilities and prepare them to work together in the EOC. When responders understand each other’s roles and responsibilities and have a plan for working together, they are more likely to reach consensus on response strategies and tactics.
Understanding the EOC Mission
Information Management and Decision Making

• Communication and Intelligence
  – Incident intelligence gathering
  – Notification to:
    • Crisis Managers
    • Employees
    • Government Agencies
    • The Public
Understanding the EOC Mission
Information Management and Decision Making

• Information Management System
  – Response and Recovery Checklists
  – Triage
    • Receive, send, and assign incoming information to specific IMT members.
  – BC Plan tracking and monitoring
    • Store, implement and track BC Plans
Understanding the EOC Mission
Information Management and Decision Making

• Information Management System (continued)
  – Resource Tracking
    • Track deployment and recovery of personnel and assets.
  – Public Information and Executive Briefings
    • Easy to understand reports
Understanding the EOC Mission
Information Management and Decision Making

• Command and Control
  – Multiple responses
    • Same location
    • Multiple locations
  – Multiple recovery plans
    • Multiple locations
    • Multiple business units
Understanding the EOC Mission
Information Management and Decision Making

- Coordination and Documentation
  - Facilitate all steps required for the response(s)
  - Trigger response events as needed
  - Provide a triage structure for the allocation of resources and personnel.
  - Create a document repository
    - All information received
    - All decisions
    - Demonstrates an adherence to “Best Practices”
Understanding the EOC Mission
Information Management and Decision Making

• Decisions
  – When do we activate the IMT?
  – Which EOC to open?
    • Primary / Alternate / Virtual
  – Which plan to activate?
    • Lack a specific plan? Which Plan is close enough to modify?
• What is a recovery plan?
  – A plan is a set of pre-approved set of goals and objectives which need to be met to recover a business unit.
  • Pre-approved by the business unit management team.
Understanding the EOC Mission
Information Management and Decision Making

• Checklists
  – The companion to the recovery plan.
  – Breaks down the goals and objectives into tasks.
  – Tasks are then assigned to members of the IMT.
Understanding the EOC Mission
Information Management and Decision Making

• The IMT Master Checklist
  – Developed by each IMT member.
    • Outlines those tasks required for the support of the impacted business unit(s).
    • Will be modified upon activation to fit the required response.
    • The checklists will become part of the Incident Action Plan.

IMT Checklists.xls
Understanding the EOC Mission
Information Management and Decision Making

• The Incident Action Plan
  – Completed for each Operational Period.
  – Summary of actions per IMT membership.
  – Summary of resources deployed, available.
  – List of open tasks.
  – Used to summarize the current status of the incident for reports, executive briefings, and the next Operational Period IMT.
The Incident Action Plan

• INCIDENT ACTION PLAN (IAP) –
  • A plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.
3– Meeting One

• Send Invitations to Primary members and their Alternates.

• Presentations
  – Introduction to the Incident Management Team
  – Introduction to the Incident Command System.
  – The Emergency Operations Center
  – The IMT Manual
  – The Incident Evaluation Flowchart
3– Training Meeting One (cont.)

• (Presentations Continued)
  – IMT call Tree Flowchart
  – Auto Notification
  – System Glossary
  – Checklists
  – Homework
• Checklists Updates
  – Each member will be responsible to update their particular section of the Master Incident Management Checklist.
4– Training Meeting Two

• Checklist Reviews
• Call Tree Review
• Call Tree Notification Test via your auto notification tool.
5– Training Meeting Three

• Review the additions to the checklists
• Review the call trees
• Scenario Training
• Questions / Answers / Comments Session
6– Tabletop Exercise # 1

- Table Top #1
- Initiate Conduct Review Plus/Deltas
7 – Tabletop Exercise # 2

- Table Top #2 Initiate
- Conduct Review Plus/Deltas
8 – Quarterly Meeting #1

• Begin Quarterly Meetings
  – Initiate meeting with an auto notification message.
    • This serves to verify contact information.
  – Address updates to checklists, call trees, or membership.
  – Provide near miss report for discussion.
    • Local and global incidents which may have resulted in activation of the IMT.
Questions?

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Recurring Meetings
Recurring Training Drills
Recurring Manual Updates
Attachments

"Incident Management Guidebook"
"Making Your Command Center a Success-
Article"
"Key Factors in Facilitating Exercises"
"EOC Design Considerations"
"Adaptation of ICS by Corporate America-
Article"
Thank You.