Citywide Incident management system

The Integrated Incident Management System (IIMS) is a project in YAS Islands (or Miral properties) to send pictures and incident information from a first responder on the scene to secondary responders (e.g. Police, Fire & Rescue, Traffic or Sanitation). The information is provided directly to off-site supervisors, enabling them to make faster and more accurate responses of their resources without having to travel to the incident scene first.

1. **Be a turnkey emergency management solution**– This one is pretty self-explanatory. In the fast-paced world of emergency response, it is important that the software you buy does what you need it to do from day one versus promises of custom development.
2. **Provide a user‐friendly interface that can be learned quickly with minimal training**– Many volunteers and newly introduced stakeholders will use your incident management software for the first time in the middle of a crisis. Therefore, it is key that the software behaves in a way that is intuitive because you just don’t have time to teach people how to use it in the middle of a hurricane or another disaster.
3. **Provide mobile capabilities** – In emergency response, building a common operating picture is key. One of the key drivers to building that picture is the data collected in the field. It’s the twenty first century and an incident management system must provide an app or mobile-friendly browser capability to allow your “boots on the ground” to effectively communicate information back to the EOC or situation room.
4. **Allow for the efficient and effective integration to other technology solutions -**Those responsible for managing a crisis response know all too well both the value and complexity technology can add. With so many technologies available, the ability to integrate data in one place is critical. Promises of the ability to integrate are thrown around all too often which makes is that much more important to require evidence that the integrations exist, and work where possible.
5. **Support multiple access levels with configurable role‐based security mechanisms**– As I alluded to before, during a crisis you have a lot of people “playing in the playground.” It is a no-brainer that your local Red Cross volunteer should probably have a different set of permissions than your EOC director. Setting access controls based on an individuals’ role will be key to ensuring your processes are moving smoothly.
6. **Track multiple, concurrent incidents** – When it rains it pours. In the middle of a disaster, it is very unlikely that you will have only one incident taking place. During a flood, for example, you may have a road closure situation in one side of town and a car pileup on the other. There is no room to “finish this to do that.” You must be able to track and respond to both incidents at the same time, and the tools you use should support you in responding to concurrent incidents.
7. **Provide configurable staff notification options**– I know I am preaching to the choir here, but emergencies are not scheduled, and you need to be able to contact your staff and necessary stakeholders at a moment’s notice. It is important that your incident management software supports email, voice and SMS notifications so you can reach out to those individuals through multiple channels.
8. **Enable full customization to support existing workflows** – Here at Intermedix, we like to say that “if you have seen one WebEOC implementation, you have seen one WebEOC implementation.” That is because each organization has its already established processes and the role of an incident management solution should be to make that process more efficient and reportable, not to force a new set of procedures on an organization.
9. **Provide ability to share, request and submit information between stakeholders**­– Incident management software must provide the option to track multiple incidents simultaneously, yet separately. Interoperability is crucial, and being on an island when it comes to your ability to interface with mutual stakeholders can hamper a response. For instance, a local EOC should be able to track their ongoing emergency while a county EOC combines several local incidents into a master view. The same applies to public-private information exchange. A private company shouldn’t have all of their information shared with a local government agency, but should have the ability coordinate should it be needed during a disaster.
10. **Provide the ability to display summary information visually across the system**– The notion of situational awareness and dashboards are more than buzzwords, they are imperative. An incident management solution should include a visualization tool that can enable you to arrange a combination of information sets in one place, and allow you to decide what’s important enough to be there.
11. **Enable task management and assignment**– Any honest Emergency Manager will tell you one of their biggest headache’s is keeping track of their resources. Incident management software should allow for resource requests and task assignments to be submitted from the field or on-site, and then be routed to the appropriate position, allowing staff to manage all related activity and updates on the status. As resource management requirements grow more complex, the solution should conform.
12. **Include mapping capability**­– Whether you are looking for an incident management software for your government agency or multi-location corporation, it is likely that you may need to manage different geographic areas, from shelters to power plants. Being able to visualize these locations and their status on a map, without requiring the need for specialized GIS expertise, is key to your emergency response.