

EXECUTIVE SUMMARY

During an emergency or incident, government agencies are leading an Emergency Support Function (ESF) in the Emergency Operations Center (EOC). Emergency managers rely heavily on assets and resources from businesses, non-profits, faith groups and volunteer organizations. The coordination and interface between these groups are often difficult to manage, resulting in unfulfilled and/or redundant requests for assets and resources or support. Although the EOC staff may have access to a Crisis Incident Management Software (CIMS) product, the state does not see these groups as daily users. However, they provide critical assets and resource to support incident management. SOURCETRAC™ is designed to manage assets and resources (i.e., equipment, materials, personnel and cash) at the community level that allows preparedness planning and incident coordination. Emergency Managers can use SOURCETRAC™ to enhance CIMS and would no longer be left to rely on manual processes for managing resources.

In responding to an emergency or incident, it is the role of the first responders to save lives and secure the victims. The next phase of response addresses the aftermath which may include housing and caring for victims, obtaining necessary materials for cleanup, restoring infrastructure, and managing the influx of volunteers and donated goods. Second phase activities generally require the orchestration of resources across multiple departments, jurisdictions, and non-government organizations (NGO).

Imagine a system that is designed as a secure web based system that is accessed by authorized users over the internet or intranet from either wired or wireless devices. With SOURCETRAC™ you now have the power to connect the people who own the resources to the incident in real-time.

Breakthrough Technology

SOURCETRAC™ is the first software product designed as a **collaborative resource system** to be consistent with the FEMA **National Response Plan**, compliant with the **NIMS (National Incident Management System) resource typing standards**, and compatible with available **Crisis Information Management Software (CIMS)**, for managing, interfacing, and tracking resources and people for emergency management operations.

SOURCETRAC™ is a system to catalog resources and people, combined with a set of workflows to standardize, manage, and track the collaborative requests and responses of Emergency Support Functions (ESF's), within and across jurisdictional boundaries. In this way, SOURCETRAC™ also enables the collaboration, management, certification, affiliation, and allocation of the resources of non-Government Organizations (NGO's) to the requirements of government's emergency management priorities.

With SOURCETRAC™ local, state, and regional governments can inventory, assess, track, collaborate, and report on the vast resources of the government as well as those given by private citizens and businesses, while still ensuring ownership and management of the resources remains with the specific support agency responsible for the resource.

SOURCETRAC™ provides the breakthrough that allows resources and people to be integrated into the EOC operations thereby providing improved accessibility of these critical resources for emergency managers.

DESIGN

SOURCETRAC™ is designed as a secure web based system that is accessed by authorized users over the internet or intranet from either wired or wireless devices. In the event of total network failure, SOURCETRAC™ can be used in an offline mode using a laptop or other computer, that can be re-synchronized with the host system once network connections are re-established.

The SOURCETRAC™ architecture allows each State to have an instance of the system installed and hosted in an appropriate data center — ideally the same data center that hosts the EOC's CIMS product, as these data centers often support secure access, backup power, and systems redundancy.

SOURCETRAC™ is designed from the viewpoint that support agencies and NGO's dealing with resources and people need a collaborative database that allows these resources to be tracked, categorized, and shared. More importantly, information about these resources is searchable, allowing informed decisions on the best resource to allocate for each request.

FUNCTIONALITY

SOURCETRAC™ allows local agencies to manage resources and people independently and privately on a day to day basis, as well as making these resources available for general allocation (assignment) when an incident occurs. They are able to report on and manage their inventory. Resources can include volunteers, materials and equipment (promissory, purchased, temporary, or loaner), and cash assets. Agencies can maintain multiple documents such as operating procedures, waivers, and MOUs for each resource. Localities and their agencies can prepare for any incident by building pre-planning checklists based on historical data from previous incidents or operational experience. These checklists define what resource classes (types) and quantities are needed for specific hazard types and compare these requirements to the inventory.

When an incident occurs, the system allows the appropriate resources to be located and allocated quickly and efficiently. Requests can be based on the resource type, the purpose, and duration of need, quantity and location. These requests are programmatically forwarded to the appropriate administrators for the localities involved in the incident. The administrators can search for the most appropriate resource to allocate to the request. The requestor is notified of the allocation and the system tracks the resources and costs associated with those resources that are allocated. At any time the resources can be returned to inventory or written-off due to use or damage as appropriate.

RESOURCE MANAGEMENT

Resources and people have characteristics that can be used to help manage their usage in emergency situations. For example volunteers have characteristics such as training, skills, languages, and availability. Goods have properties such as shelf life, location, availability, and capacity. The DHS *National Incident Management System (NIMS)* has defined this as “resource typing” and provides 8 Elements for Managing Resources and standards for this function. SOURCETRAC™ uses the NIMS typing model for all resources and volunteers.

Preparedness for any particular hazard helps reduce the time to respond. In the area of resource management it is critical for planners to understand what resources are needed and when they are needed for different types of emergencies. SOURCETRAC™ not only allows preplanning to take place before various hazards occur, but also creates a historical knowledge base that models real world experience to help ensure the right mix and availability of resources and people.

REPORTING

Facilities exist that allow the capture and generation of incident situation and after-action reports. These reports not only include information about what resources and people are used, but are tied to FEMA approved cost lists and reimbursement forms that can be used to recover incident costs if appropriate. At any time, administrators are able to review the incident for what resources are allocated to what requests and where the resources are located.

COLLABORATION

Collaboration: Connecting the people with the resources to the incident

The key to giving emergency managers a system for coordinating and interfacing with resources and people is to provide simple, but effective collaboration between the various jurisdictions,

while still allowing individual agencies (and organizations) within these jurisdictions to manage their people and resources independently.

SOURCETRAC™ supports individual agency operations by locality. Each agency within a locality (jurisdiction) has administrative rights to manage their independent resources. An agency of the same type that has a presence across multiple localities can appoint an agency monitor who can view the agency's state-wide resources for reporting purposes.

The *state administrator* exists in order to define the state's localities and is able to coordinate state level incidents across all localities and agencies within the state.

Regional incidents involving multiple localities from multiple states can be coordinated through the involved locality administrators.

SOURCETRAC™ recognizes the need to coordinate and manage local resources, not only within a state, but also across localities of multiple states. SOURCETRAC™ allows administrators to make resources accessible and to allocate them to requests as needed and where needed.

Collaboration Capability

SOURCETRAC™ allows an incident to be managed collaboratively or independently by the administrators of the relevant jurisdictions with individual support agencies deciding on what resources are visible at any given time.

When there are multiple local administrators collaborating on an incident, SOURCETRAC™ provides the appropriate level of data integrity (locking) to allow allocation of resources to be synchronized within the database.

The power of the collaboration capabilities of SOURCETRAC™ can be illustrated by the four types of request processing for incidents that may occur in the system.

1. a single location

For a single locality incident, only support agency users and local administrators of the same locality can make a request for resources, regardless of the ESF designation and support agency settings of their user ID.

Submitted requests always appear in the local administrator's request queue. Request queues are visibly color-coded and can be sorted based on various properties of request such as priority,

resource class requested, status (open, fulfilled, rejected, etc.).

Resource allocation can only be done by locality administrators and the only resources that are available for allocation are those local resources that have been made visible by the agencies for the locality.

2. multi-location within state

For a multiple locality incident, the incident creator is any locality administrator or, as necessary, a state administrator. When the multiple locality incident is created, the creator must specify which localities are involved in this incident. When an Administrator creates a “multiple locality” incident, the local administrators of the involved (specified) localities are notified.

Requests against multiple locality incidents can be made by any involved agency user, any involved locality administrator or, as necessary, the state administrator.

Additionally, independent operations capabilities still exist for each agency within the localities whereby they can operate independently and their locality administrations can redirect requests to the most appropriate agency for resource allocation.

3. state wide (all locations)

For a state incident, the incident creator is always the state administrator. When the state administrator creates a state incident, all localities for the state are automatically involved. State level incidents imply automatic collaboration between all state localities. Independent operations capability can also be given to the individual localities and then to their individual agencies. These options provide total flexibility to assign allocation rights to the most appropriate administrators and maintain the agency’s resource privacy as needed.

A state-wide incident can also be operated as a multiple locality incident — in other words, all localities are involved. Only state administrators can create a state-wide incident. Requests can be submitted by any support agency user or local administrator from any locality.

4. regional (multiple locations across multiple states)

For a regional incident, the incident creator can be a local or state administrator. Regional incidents involve localities from across states. An example is the Washington National Capital Region (NCR) that includes surrounding localities from Virginia and Maryland together with DC.

When a regional incident is created by a state or locality administrator, the incident will automatically include all the localities defined within the regional definition of that state's SOURCETRAC™ system.

Once the regional incident is created in one state's SOURCETRAC™ database by an administrator, SOURCETRAC™ will automatically invoke a web-service call to the URL for every other state included in the regional definition. This web-service call will automatically cause the same incident definition to be created in each of the other state's databases using the local jurisdictions defined in that state's regional definition.

This allows the same incident to be defined programmatically for all the participating states' SOURCETRAC™ system. Effectively, the result is that each state has an incident that could be considered as a multiple locality incident, but the incident name, hazard type, and other relevant data is exactly the same and provides a way to consolidate inter-state incident reports and activities.

A regional incident display screen is available that summarizes the active regional incidents, showing what states and what localities from those states are participating. If there are active regional incidents, any locality or state administrator from one state's SOURCETRAC™ system can click on another state from this display and be programmatically passed through (with implied logon) to the other states' SOURCETRAC™ system allowing collaboration between administrators across the participating states.

PRODUCT FEATURES

- ***SOURCETRAC™ is easy to use*** - Simple to operate with intuitive functionality and interfaces. SOURCETRAC™™ users can be operational with minimal training.
- ***SOURCETRAC™ is scalable and secure*** - built using state-of-the-art technologies and executes on standard computing platforms.
- ***Credentialing*** - prints identification badges on the fly to help eliminate confusion and reduce risks
- ***NIMS Compliant Open Data Model*** – for resource typing
- ***Automatically generates FEMA forms*** – for reimbursable expenses
- ***Integrates with GIS products*** – helps locate resources and personnel closest to incident
- ***Integrates with CIMS products*** – adds functionality to these products
- ***Automatic inventory accounting and tracking*** when resources are allocated, used or consumed, or returned.
- ***Restricted User Access*** – users can register online, creating and maintaining their profile. Agency staff can validate and authorize registered users before they become available for deployment.
- ***Historical Statistics*** and knowledge about incidents, requests and allocations of volunteer and donated goods are stored for use in pre-planning (preparedness).
- ***Multiple Operating Modes*** – Simultaneous “live”, “test” and “training” modes for incident operations allow preparedness exercises to take place when required or changes to be tested before use.
- ***Tracks the cost of resource usage*** for resources allocated to resource requests.
- ***Enables after action analysis*** by providing reports on resource tracking, utilization costs and detailed comments on resource requests and fulfillment.
- ***Automatically generate Cost Reports***, including reimbursement claims for FEMA.

KEY DIFFERENTIATORS

Maintains accurate inventories of assets/resources – The foundation of SOURCETRAC™ is a series of databases which identify resources available for deployment in the event of an emergency. Each locality or NGO can have its own database and specific assets can be designated for sharing, or keep private. These inventories form the basis for preparing for an incident management on any desired scale – within a locality or across jurisdictions and states.

The resources which are inventoried can be material (e.g. blankets, medicines, shelters, helicopters), personnel (e.g. physicians, volunteers, rescue teams), or funds (e.g. cash, grants, pledges). Data is maintained on each resource describing such things as its location, availability, cost, instructions for use, recoverability, etc. This data facilitates searching to identify and locate the best available resource, tracking during the event, and cost recovery afterwards.

Supports real-time identification and allocation of assets/resources – SOURCETRAC™ is a collaborative environment which provides the state government the tools they need to locate the best available resources and deploy them, quickly and effectively. SOURCETRAC™ includes imbedded workflows which allow a user to initiate a Request, Allocate the resource, and track it through Fulfillment. In doing so, SOURCETRAC™ maintains a complete audit trail of activities and constructs a knowledge base of how an incident unfolds. This knowledge base can help improve future preparedness by serving as the basis for training and planning exercises.

Credentialing – SOURCETRAC™ provides the ability to create identification badges and track, incident, name, skills, assignment, organization, validation and photograph. This gives emergency managers the tools required to know who is on the scene and reduces liability.

Manages volunteers – Volunteers and community partners represent valuable resources but ones that come with unique challenges. Besides recruiting them, their qualifications & availability must be carefully tracked and kept up to date. SOURCETRAC™ provides a range of features that allows you to capture a volunteer's personal information, review their qualifications, approve them for services, maintain their status & availability, and credential them at the time of need. Coupled with list management and electronic notification of call-up, SOURCETRAC™ provides the essential tools for managing and credentialing these critical resources.

ABOUT US

Founded in 1999, EastBanc Technologies is a profitable, privately held concern committed to serving public and select private sector organizations in the mid-Atlantic area. Based in Washington DC, EastBanc Technologies has adapted a unique business model which enables us to offer clients a variety of service delivery models based on a staff of highly educated and experienced professionals.

EastBanc Technologies is the second leading LSDBE provider of Information Technology services to the District of Columbia Office of the Chief Technology (determined by annual receipts) and in the top 10 of all District suppliers, regardless of industry

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