INSARAG Coordination & Management System (ICMS)

UCC Based Field Operations Guide/Technical Manual

ICMS – UCC/Coordination

Introduction

When to use	Use this guide to manage and perform the functions of UCC during USAR operations using ICMS
Role	UCC Manager/UCC staff
Contents	

UCC Function

Workflow

INSARAG ICMS HUB

- Dashboard
- UCC App
- UCC QA App

Survey123 HUB

Summary TAB

RDC/TEAM TAB

- Amend Team status
- Save/print Team fact Sheet

Triage

- Actions
- Prioritise Worksites
- Assign Worksites

Operations

Logistics

Photo Gallery

Filter

Use Stacked TABS

Access to ICMS Functions

Access to ICMS functions is the INSARAG HUB. (https://icms-insarag.hub.arcgis.com/)

All functions in this manual are available from the HUB with a valid login and password.

Any questions or queries can be sent to IMWG on: insarag.imwg@gmail.com

UCC Function

The UCC is the main coordination function of INSARAG based methodology and will coordinate all USAR teams, liaising with OSOCC and LEMA.

The need for a USAR Coordination methodology came from the INSARAG Team Leaders, based on lessons learned from previous international deployments and training exercises. The concept is designed to lessen the burden on an UNDAC team to perform the actions, through recognising that INSARAG members could be better suited to perform the function. Using this concept allows the UNDAC team to focus more to the humanitarian needs of the affected country, by streamlining and establishing clearer division of labour regarding the coordination efforts.

Implementation of USAR Coordination methodology begins with the arrival of the first INSARAG classified team into the affected country. Its design is based on the assumption–

That no Reception Departure Centre (RDC) is in place, meaning that the first arriving INSARAG classified team will need to establish one. If an RDC is in place, the first arriving INSARAG classified team will offer to strengthen it by assigning staff to the function.

That each Heavy INSARAG classified team will arrive with four personnel trained in USAR Coordination, and that each Medium INSARAG classified team will arrive with two personnel trained in the same methodology. This staffing level ensures that initial coordination and staffing gaps at the RDC, USAR Coordination Cell (UCC) and Sector Coordination Cell (SCC) can be filled.

That other stakeholders such as Emergency Medical Teams (EMT's), UNDAC, International Humanitarian Partnership and its affiliates, can also augment the RDC.

That the arrival of an international resource into an affected country will be at a designated airport. While ports and railway stations are viewed as an alternative means of entry into an affected country, these are not discussed separately in this manual. If an INSARAG classified team learns it is to establish an RDC at one of these alternative locations, it will follow the same guidance, developed for an airport arrival. (United Nations Office for the Coordination of Humanitarian Affairs (OCHA), 2017)

This Field Operations Guide/Technical Manual is designed to provide UCC Staff/Operators with a resource that will help them utilise ICMS in the UCC role and function.

** **Note:** UCC will also manage non INSARAG Classified Teams as are tasked. UCC will also need to provide guidance and generic passwords to allow the teams to use ICMS.

This may include the downloading and use of ICMS or the assigning of another team to support non classified teams with ICMS and its use.

Workflow

Access Hub

Either from VO
Or via a direct link

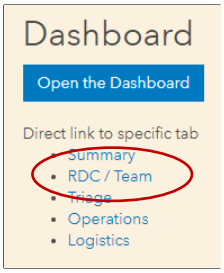
Select event

Select UCC Details

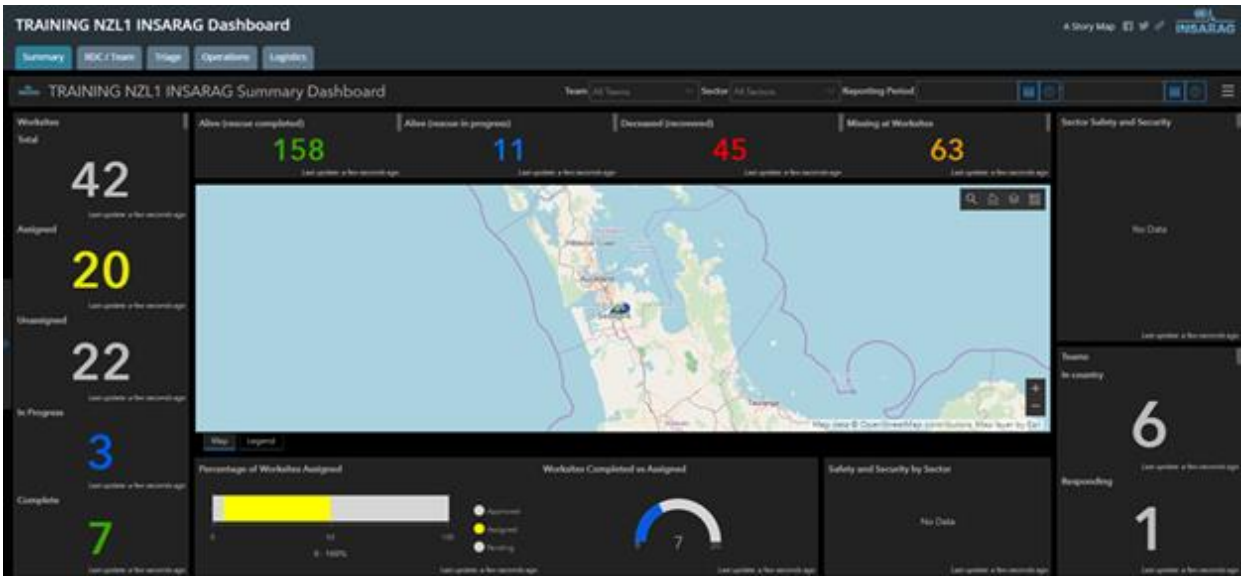
UCC Access is required

Select Dashboard

Or select TAB required



Dashboard Open



Other Applications

All other applications can be accessed from the INSARAG HUB from separate links on the event page.

INSARAG ICMS HUB

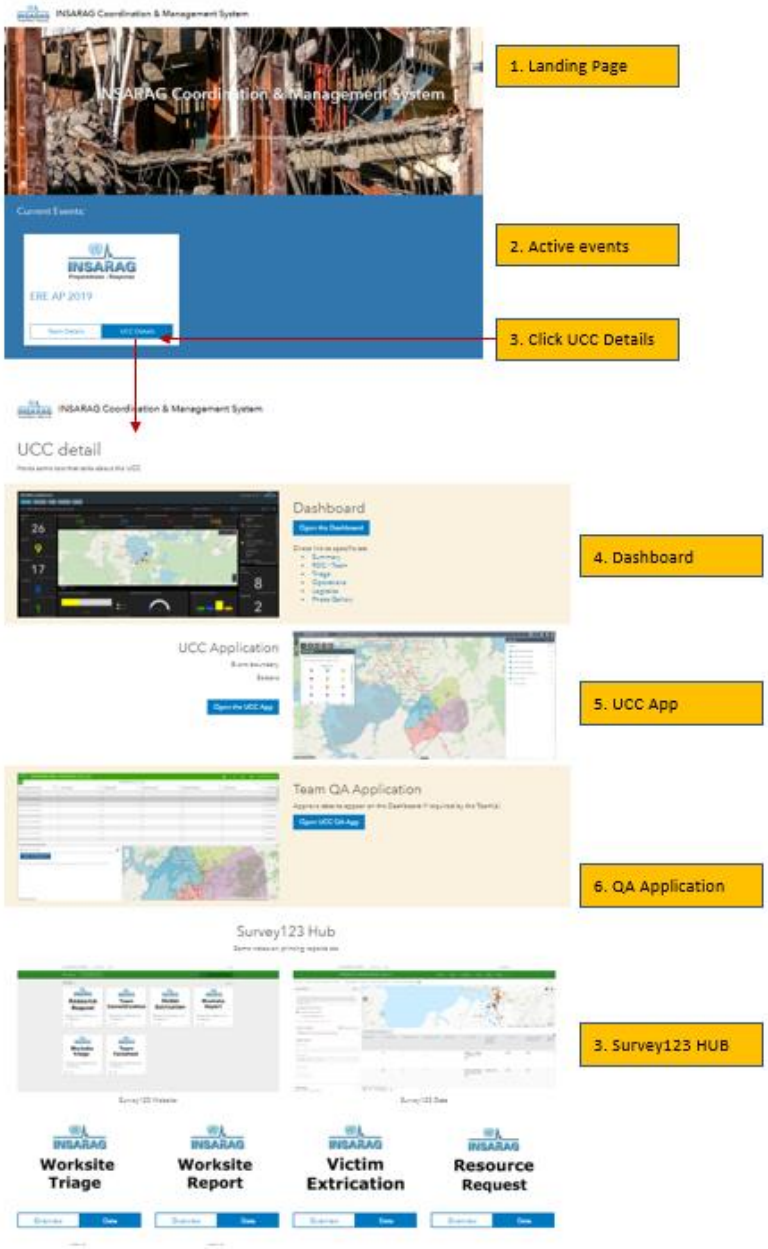
The INSARAG HUB is a common landing page that has a hard-wired link from the Virtual OSOCC (VO) (TBC) and a link from any incident that is created on the VO: This link will be in the ICMS sub - section of the UCC section on the VO and may be emailed along with logins and passwords to Teams responding.

The INSARAG HUB will provide access to a main landing page that will contain links to everything from Events through to training material. In this case we are focusing on an event so the process will be accessing ICMS via a secure login for any specific event. Note each event will have a different login and password and you will only be able to access events and applications that you have been authorised for.

The INSARAG HUB is managed by IMWG.

When an event takes place that has / or is very likely to have USAR teams responding IMWG will create an event and associated ICMS functions and Dashboards.

Link: https://icms-insarag.hub.arcgis.com/



UCC applications are all accessible from the HUB.

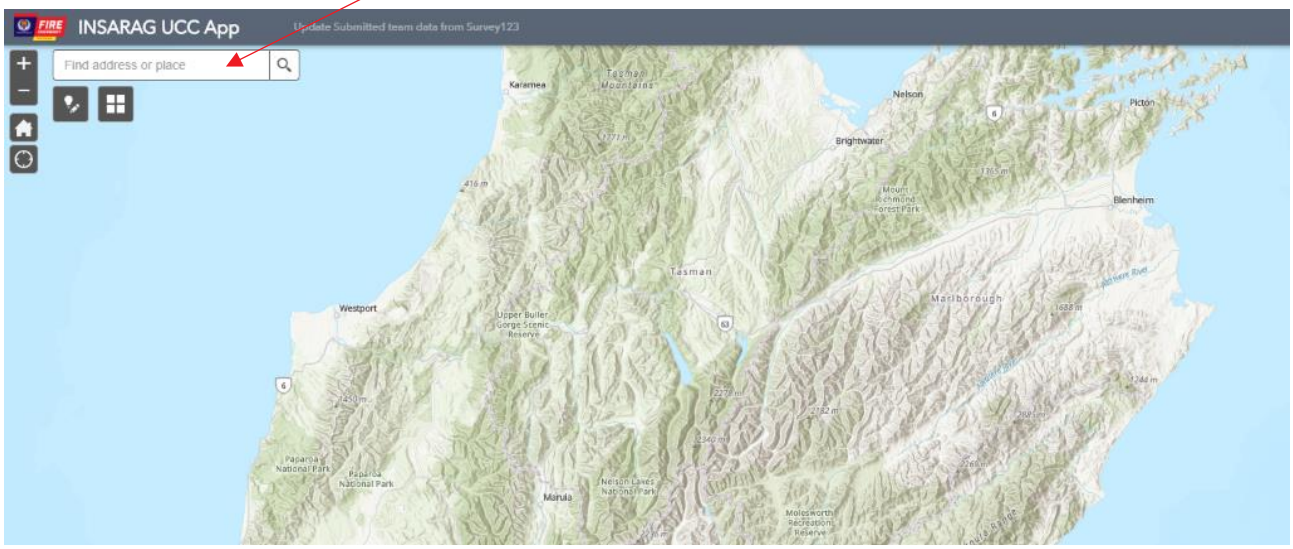
UCC logins provide a different access than the team logins (ref Team FOG)

UCC Application

Access to the UCC app is via the INSARAG HUB

Creating Sectors

- Follow the steps below to create polygon sectors.
- Once the application is open search and navigate to the area of interest.



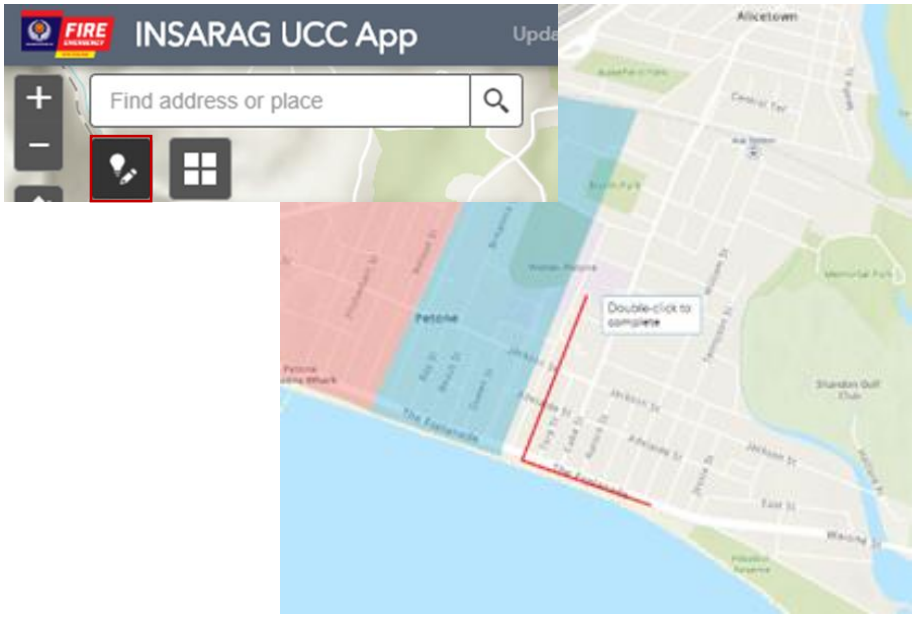
Once you have located your area of interest you can then open a widget to start creating the sectors. The widget is located just below the Find Address

Once the Widget opens, left click on the sector letter to start the process. Depending on what icon you select will determine the sector created. The curser will change highlighting the fact you are now editing.

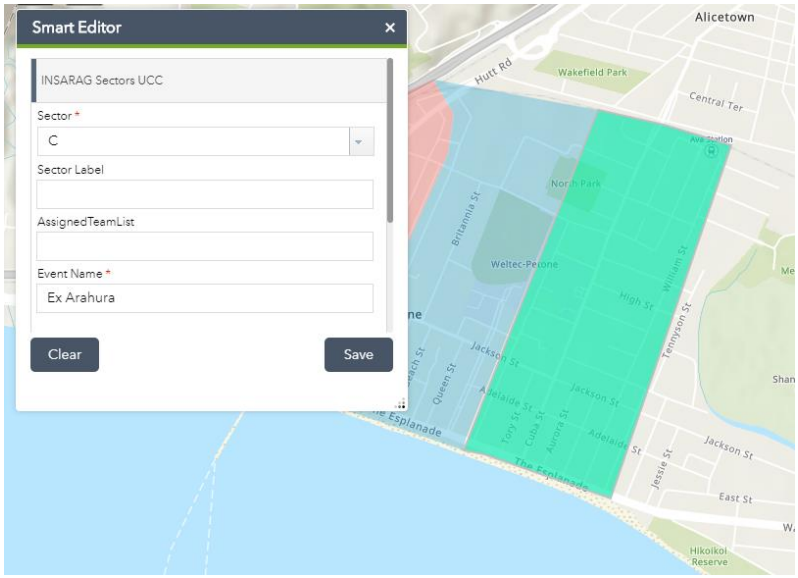
To start creating the sector polygon, left click on the area of the map where you are going to start drawing. Then move your curser and left click at each point to start defining an edge.

Using the information made available to you, whether that be a picture photograph, GPS coordinates or street names you have as your guide. You may need to change the base map from street view to satellite view etc. to help you designate accurate sectors.

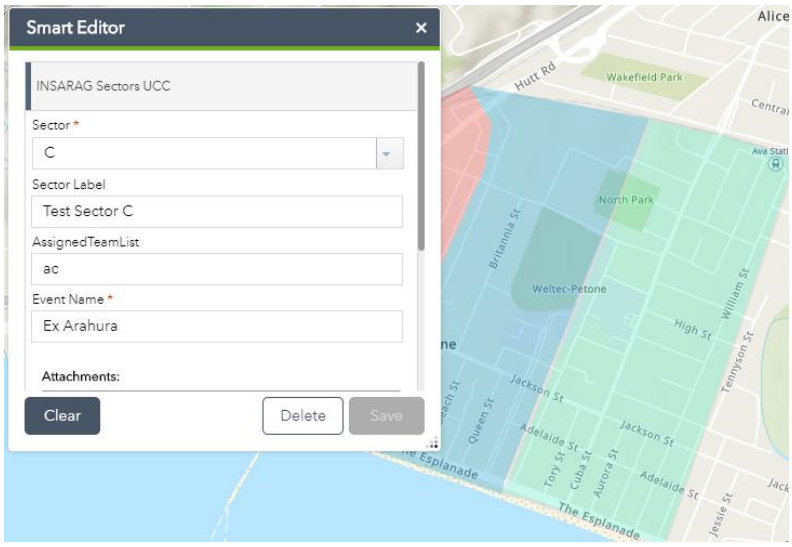
If you wish to snap to the edge of an existing polygon press and hold ctrl. **It could take a few attempts to understand how to drive the Tool.**



To finish the drawing double, click within the created sector. A Smart Editor dialogue box opens where you can further detail to the sector, this been Sector label. **You may need to add the Event Name**



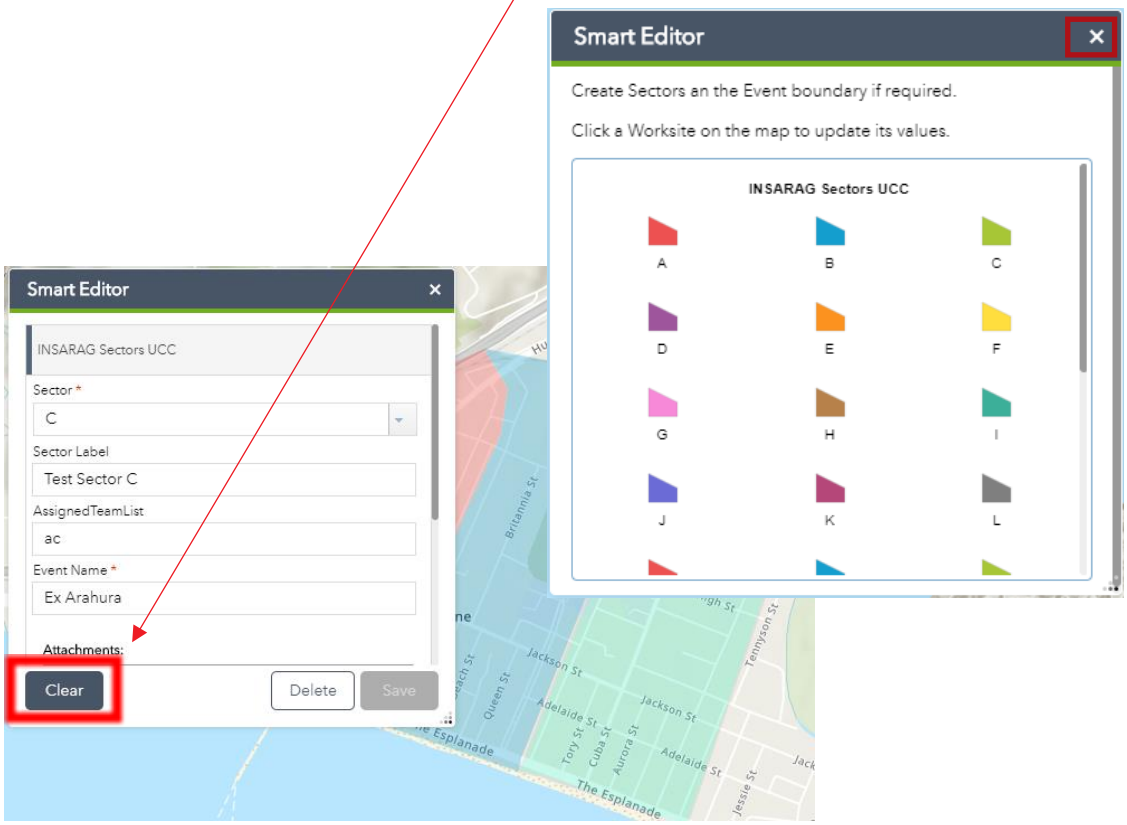
Once you have added further details to the dialogue box, click on **save.**



To continue adding additional sectors left click on **Clear** which reverts you back to where you started.

Now you can select the next sector you wish to add and follow the steps you have just completed.

Once all sectors have been added to close the Smart Editor tool left click on the X in the top right corner of the window.

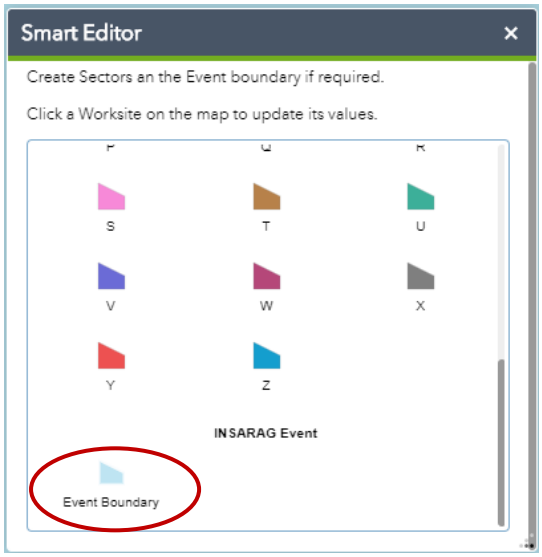


All sectors that have been added will now be visible in the maps and dashboards connected to the edited dataset.

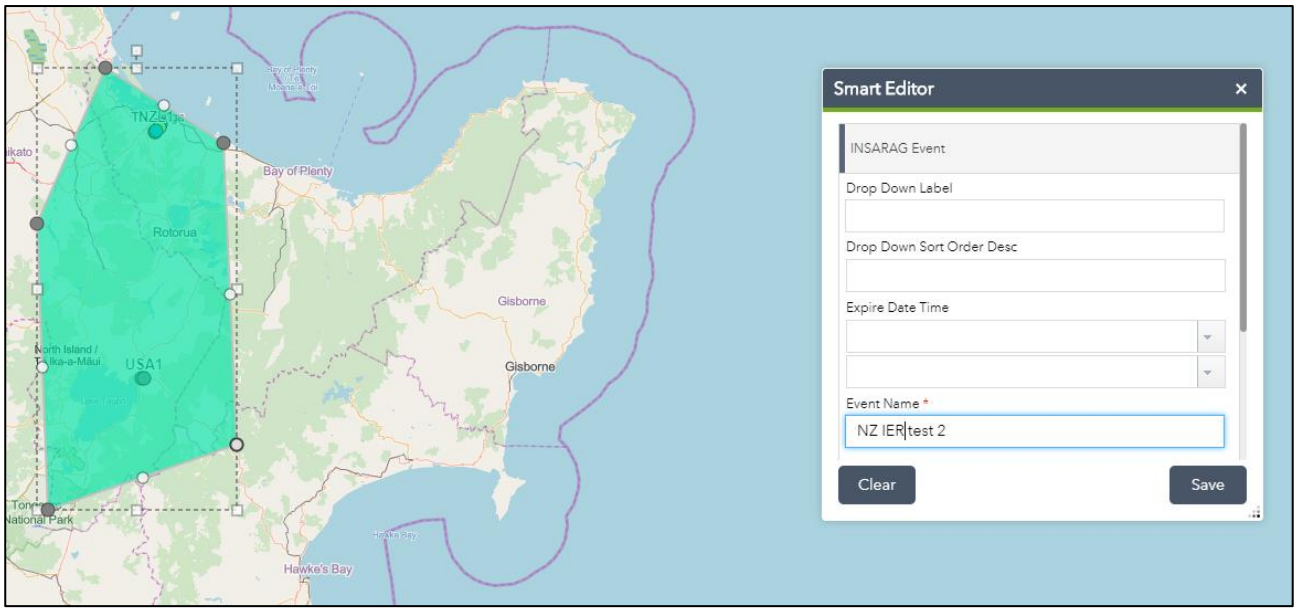
Creating Event Boundary and Map extent

Using the same methodology that is used to define sectors, we can set the amount of the world the map shows in the Dashboards, by defining the “Event Boundary”.

Use the same method as we do to define a sector but scroll down in smart editor to the bottom and select event boundary.



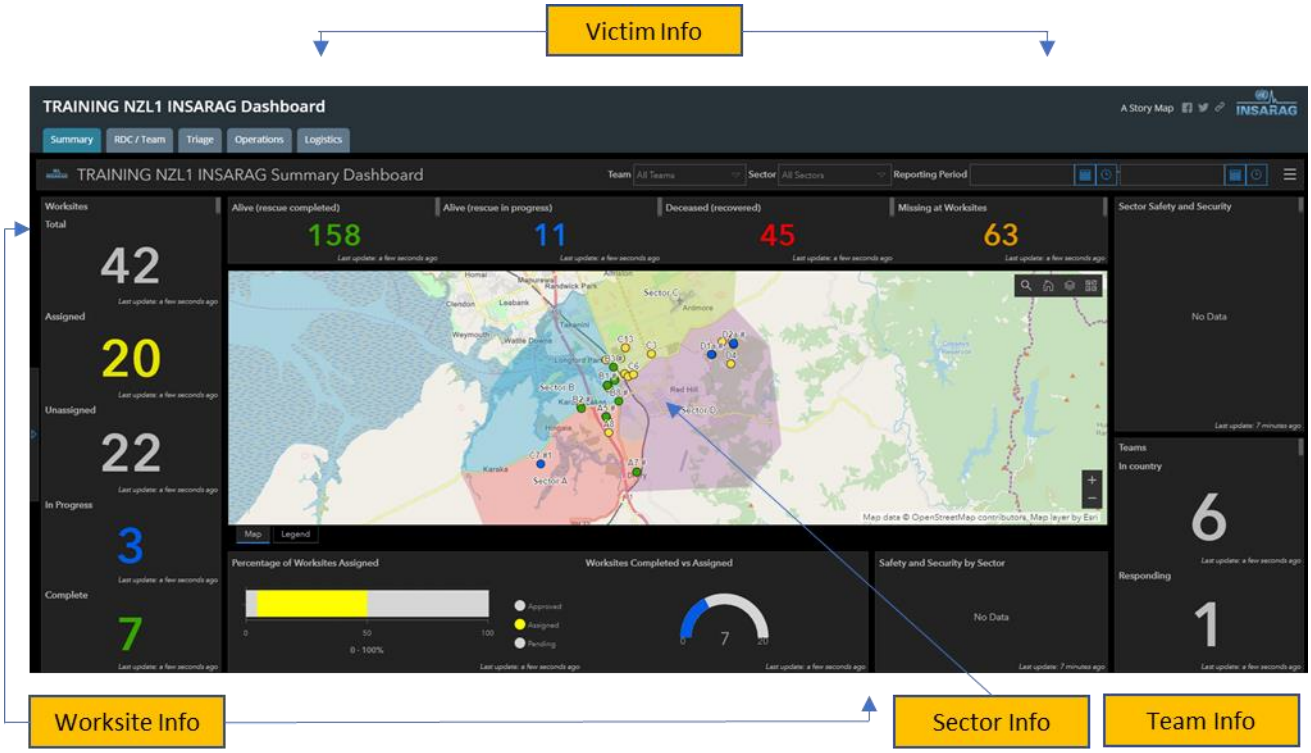
Select the area you wish the map to display in much the same way you define a sector, enter information into smart editor (Event name is compulsory), click save.



Click Clear and the event boundary is set.

When you open a Dashboard, the map will display a zoomed in view that has the event in the centre.

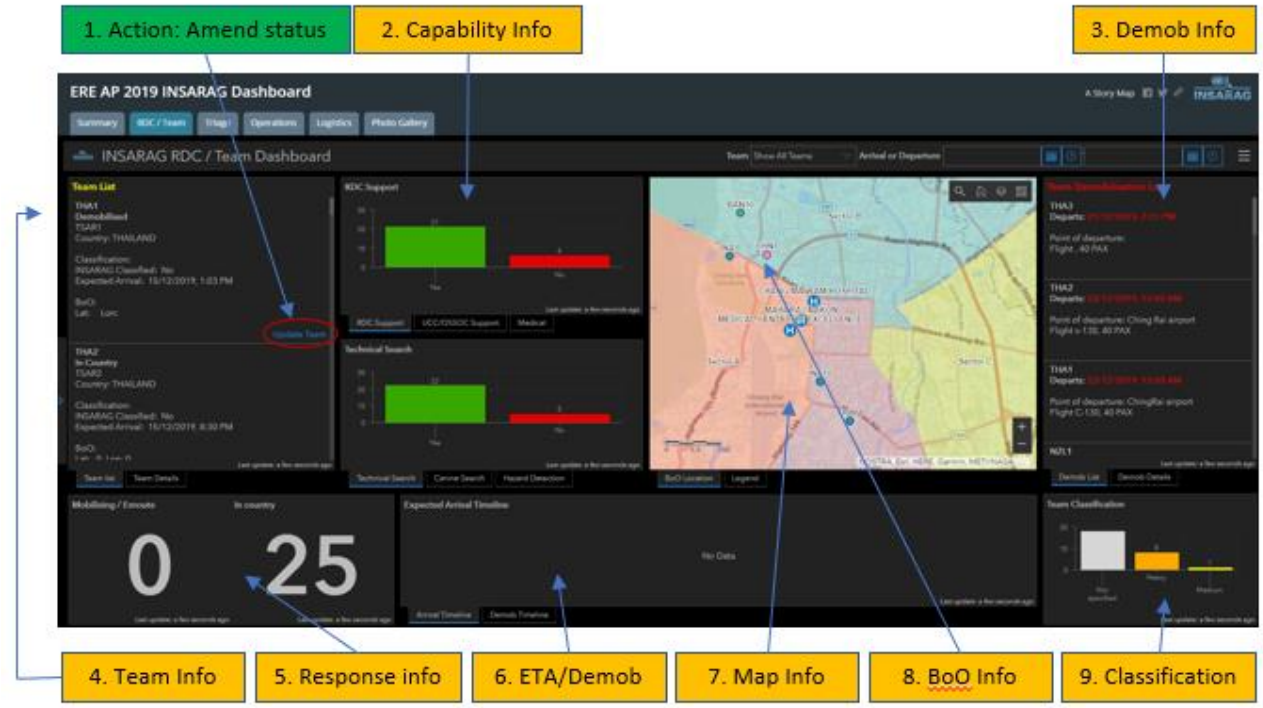
Summary TAB



The purpose of the summary TAB is to show a snap shot of the current situation in a single information graphic.

1. The column on the left shows the current status of worksites.
2. This current view shows that there are 42 worksites that have been triages, 20 of these have been assigned, with 22 yet to be assigned.
3. The in progress and completed data comes from worksites that have submitted at least one worksite report, while the complete worksites have had the completed field filled in on a worksite form.
4. The bar graph shows a percentage of assigned verse unassigned
5. The Semi Circle graph shows the number of worksites assigned (end number (20)) against the number completed (7).
6. The victim info shows the following:
    a. Alive (rescue completed) Number of live rescues completed within the INSARAG system
    b. Alive (rescue in Progress) Number of confirmed alive rescues still be worked on
    c. Deceased (recovered): Dead recovered
    d. Missing at worksites: This number only reflects the number of unconfirmed people missing from INSARAG Triage forms and may differ from the LEMA's number of missing.
7. This TAB is primarily for use at LEMA and other meetings where a summary of information is required and not details or actions for other UCC activities.

RDC/TEAM TAB



The RDC /Team TAB will usually be managed by RDC, however in some instances there may be a requirement for UCC to update the information on TEAMS.

This TAB shows:

1. Action: Ability to change the status and update team fact sheet
2. Capability Info: Information around the capabilities of teams and what is available to UCC
3. Demob: Demob: Team demobilisation details from DEMOB/TEAM FACT Sheet
4. Team information: Team Fact sheet information (includes BoO location when supplied)
5. status of “response: How many teams are Mobilising, enroute and how many have arrived
6. ETA Demob: Graphically shows ETA and DEMOB timelines for Teams
7. Map info: Shows local area, sectors and team BoO locations
8. BoO info: Shows BoO locations
9. Classification: Classification teams by type and numbers

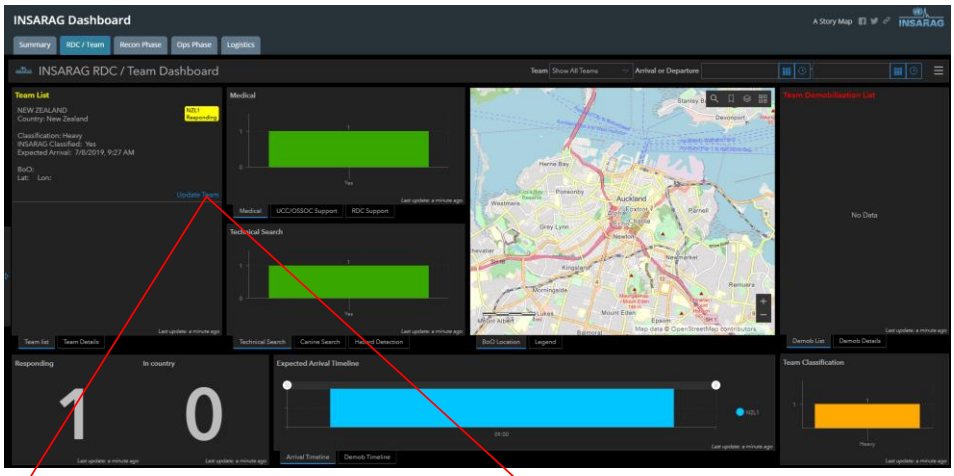
Key function of RDC/UCC on this TAB is to ensure that the teams are updating their response status and also to ensure that when they have a BoO location it is entered into the system.

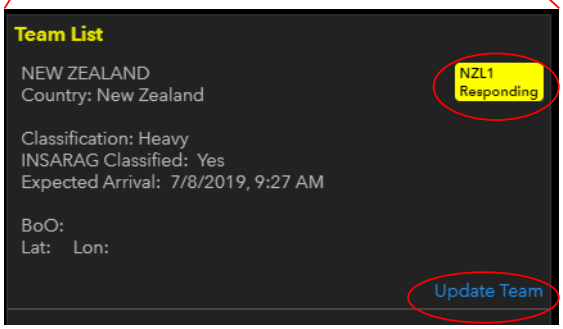
ETA and Demobilisation timelines are generated from information on TEAM FACT Sheet and DEMOB form, as is the information on the DEMOB section.

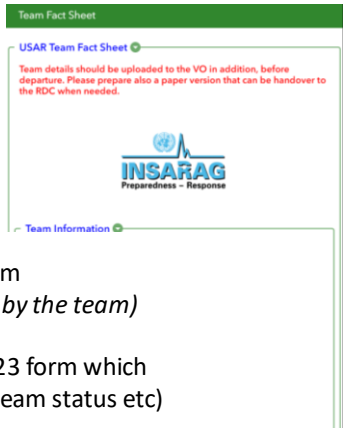
There are two actions that take place on this TAB

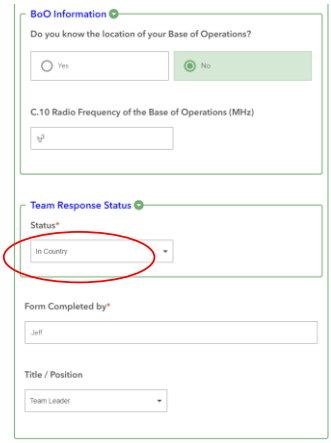
1. Amend Team status and information
2. Print out Team Fact sheets (This task is not actionable from the TAB)

Amend Team Status (RDC)



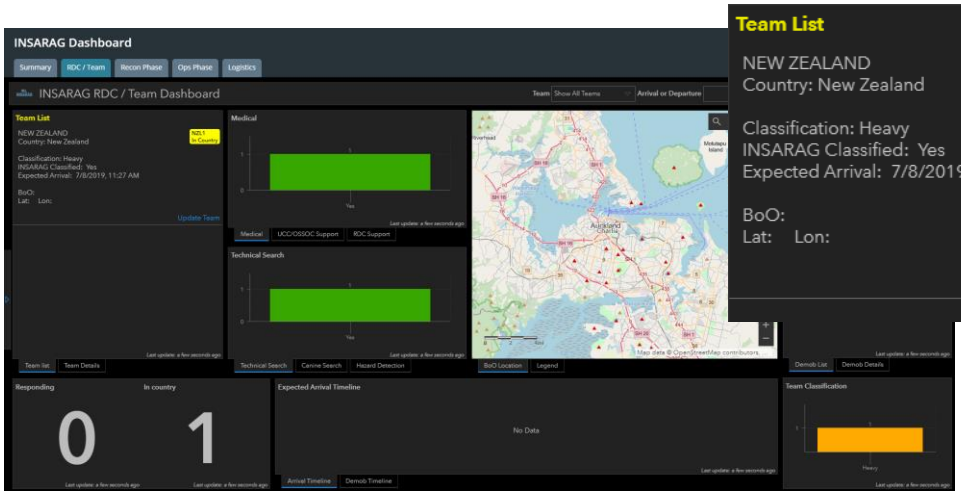


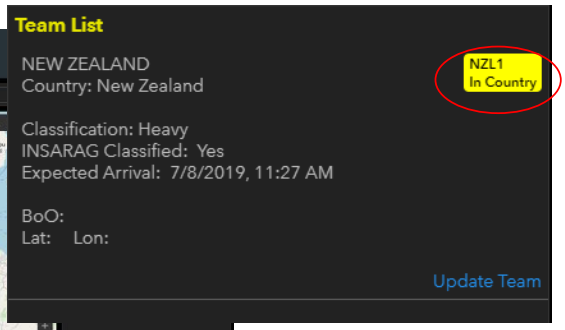




To update or change a team status click on update team
(This is actually amending the team fact sheet entered by the team)

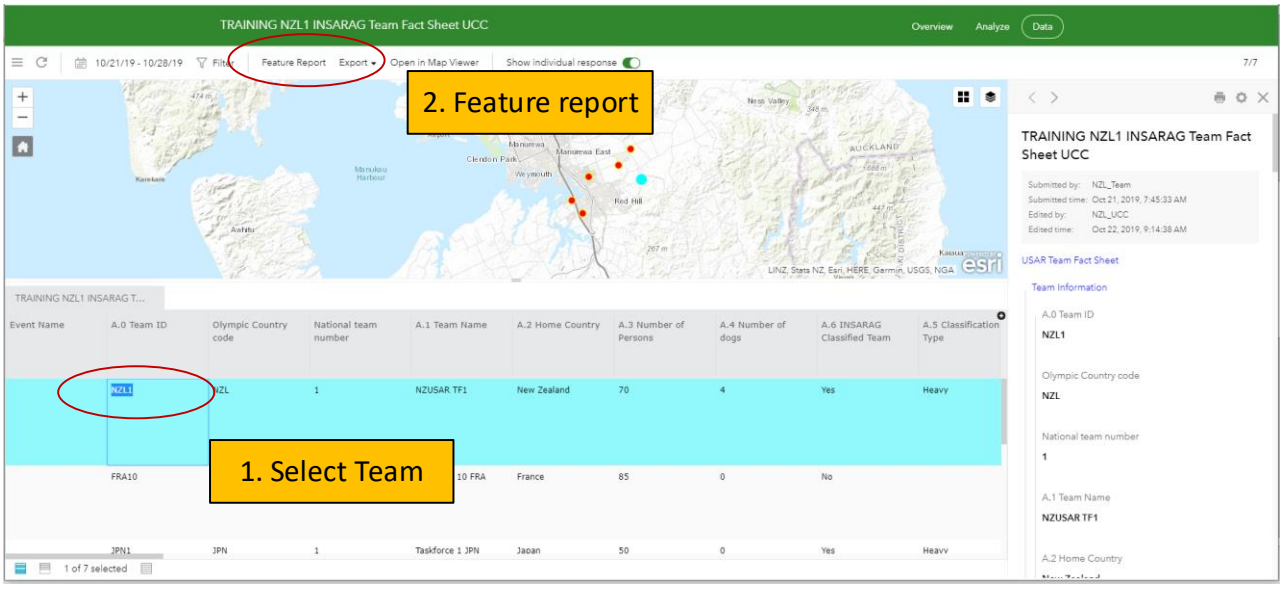
On click the system will open up a web based Survey123 form which will allow the edit of the existing data: (BoO location, team status etc)

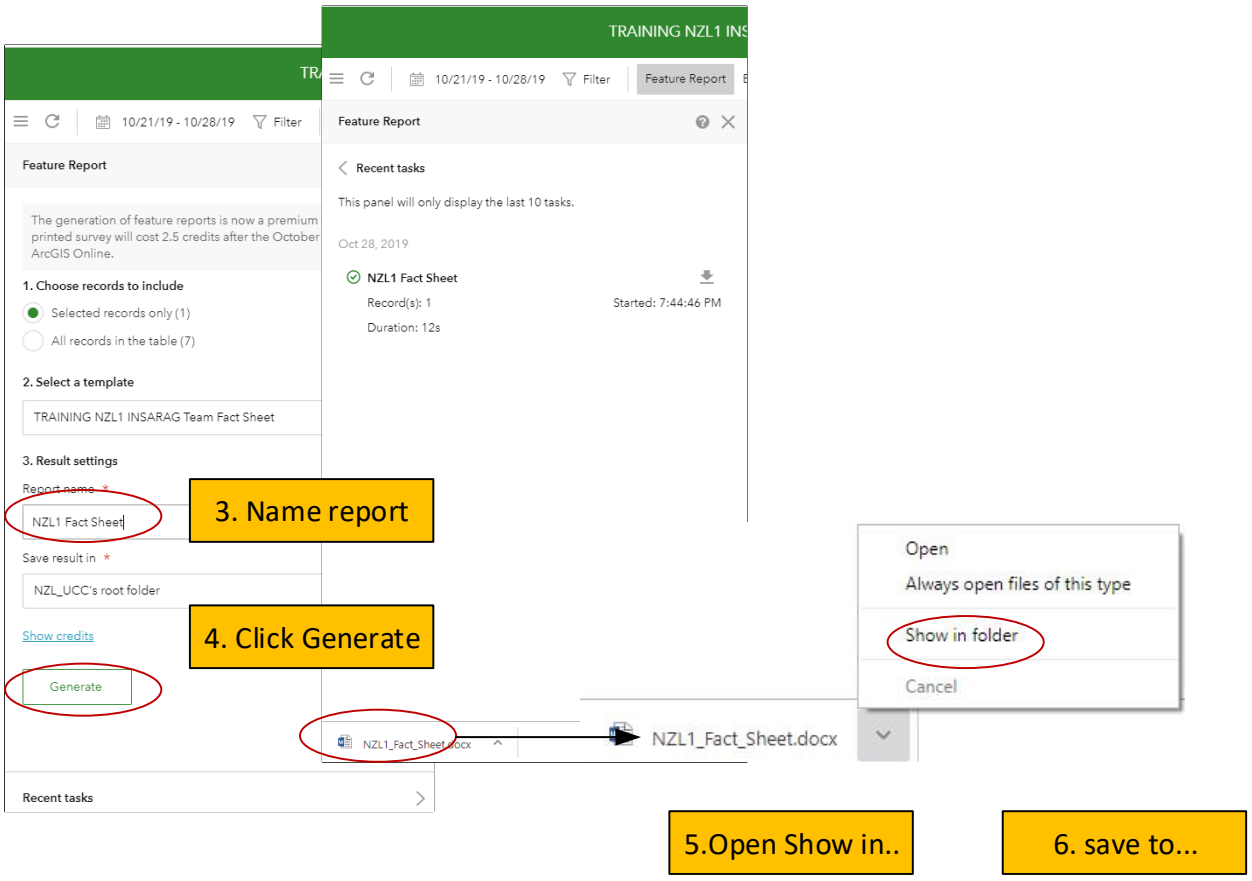




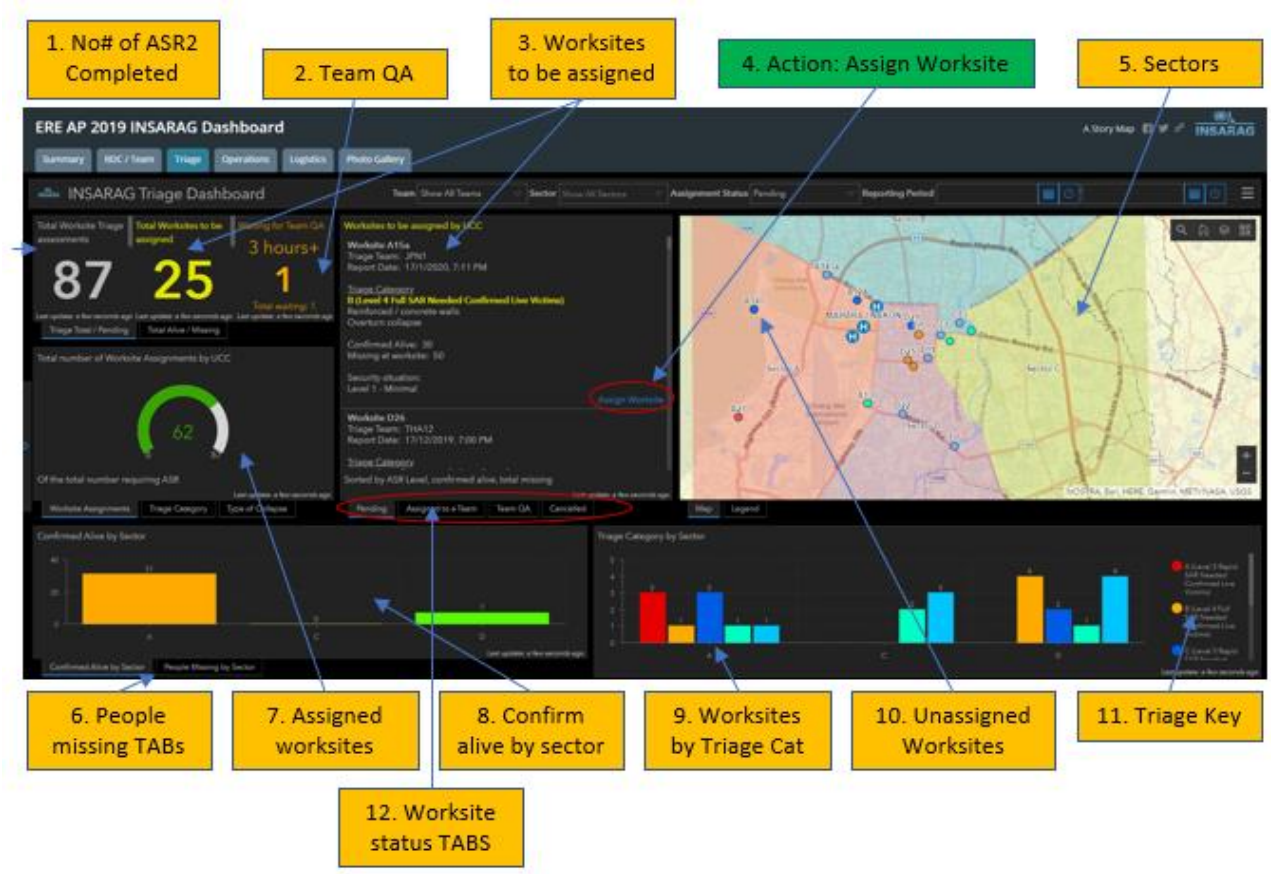
This example shows a team arriving in country and their status has changed from **Responding** to **In Country**

Saving/Printing Team Fact sheets





Triage TAB



The **TRIAGE** TAB is arguably the most important information display, in that this is where UCC staff will prioritise and assign teams to worksites.

The Screen provides a range of information that provides the UCC staff with appropriate information to able to assign appropriate teams to a prioritised worksite.

The worksites to be assigned Section (3) prioritises the worksites (confirmed people missing & triage category) and presents the worksite with the highest chance of success and value at the top of the list. UCC staff can use this system and then combine with other known factors to assign the best suited team to a worksite.

The system provides a tasking link “Assign Worksite” to open a Suvery123 web form that allows UCC staff to assign a team(s) to a particular worksite. (this information prepopulates the “Assignment briefing package”, also available though a S123 webform (Ref INSARAG HUB – *Survey123 Hub*)

The ICMS Process for receiving Triage forms from the teams, includes a team based Quality Assurance process (QA) (2) The screen shows how many forms are waiting for QA and after three (3) Hours the number becomes large and highlighted. UCC Staff can enter the QA system via the Team QA TAB (12) and complete the QA if the teams are not doing this. This accessible from the **HUB** via the UCC QAQ APP. (This gives access to all QA functions.

Actions

1. Prioritise Worksite
    a. Triage Graph
    b. Confirmed missing Graph
    c. Photo Gallery
2. Assign Worksite
3. Update QA

Prioritise Worksites:

ICMS has already prioritised based on "Number of confirmed alive" and a "triage category" (in that order), in this case worksite A15a is selected. ICMS will present worksites with the most victims first, regardless of Triage Category and then secondly sort by Triage Cat

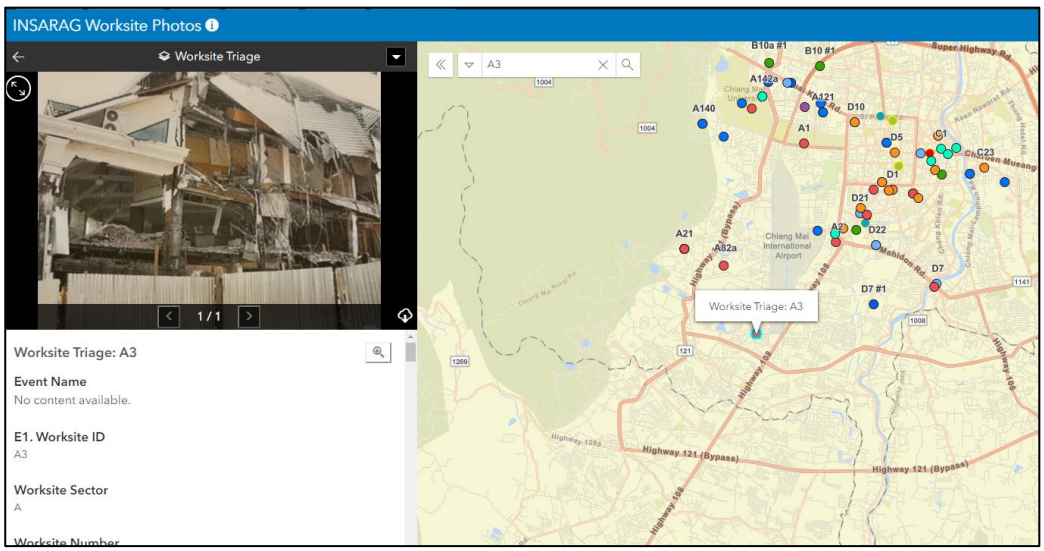
UCC Staff can add any number of other parameters to the decision making process (Location of nearest appropriate team, review the photo gallery of the worksite to make a final decision as to what team to assign or even to prioritise another worksite, ICMS only offers options based on the simple algorithm based on Confirmed Alive (highest Number) and Category (a work will take less than 12 hrs).

Photo Gallery

Photo Galley is on a separate TAB (C) and provides the ability to view photos taken on the Triage (ASR2) survey. The photos are designed to inform and help with prioritisation and worksite assignment.

Process:

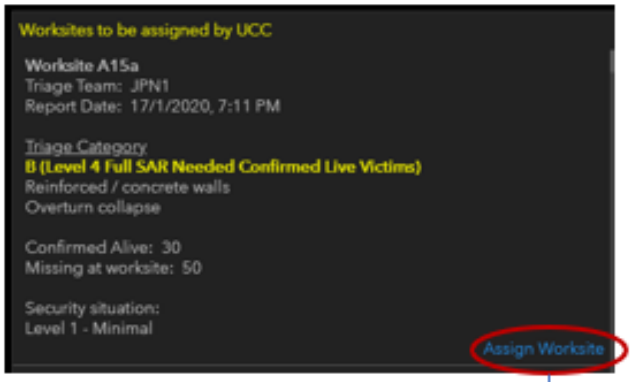
- Open Photo Gallery (in New TAB or on a different Computer if possible)
- Use search Function to find worksite required
- ICMS Photo gallery will provide Phots and data from Triage form



Assign Worksite

Assigning a worksite to a USAR Team

1. Click on the worksite
2. Review information
3. Decide prioritisation
4. Assign Worksite.



1. Worksite Status: Change to assigned
2. Team(s) assignment: Select team(s) and number
3. Enter date and Time of assignment
4. Set reporting frequencies/Times
5. ID annexes attached (Triage and Briefing Package)
6. Any other information: Slack channel etc)
7. UCC member and role assigning worksite
8. Submit

Update Quality Assurance (QA)

This process is accessed via the HUB Landing page “Team QA Application” and UCC has access to the QA system to ensure that a delay in TEAMS QA process does not unduly impact on the assignment of USAR Teams to worksites.

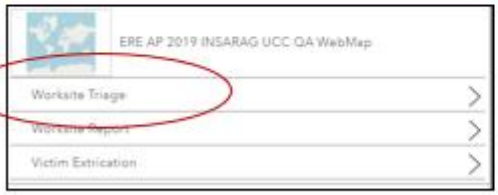
Ideally the Teams will QA their own squads Triage and worksite reports, but UCC access is available.

QA process:

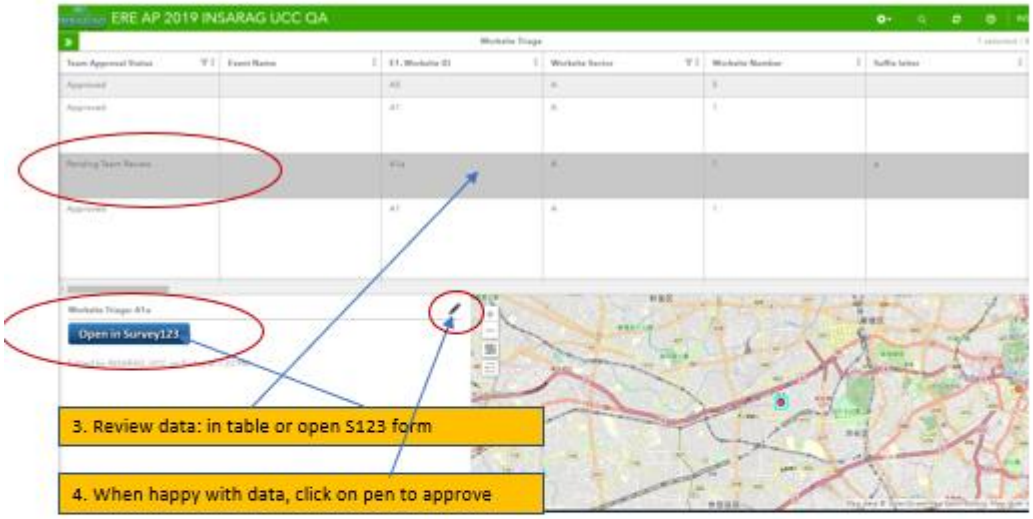
QA Access from INSARAG HUB

Dashboard Trigger

1. Select Form to QA



2. Select worksite to QA



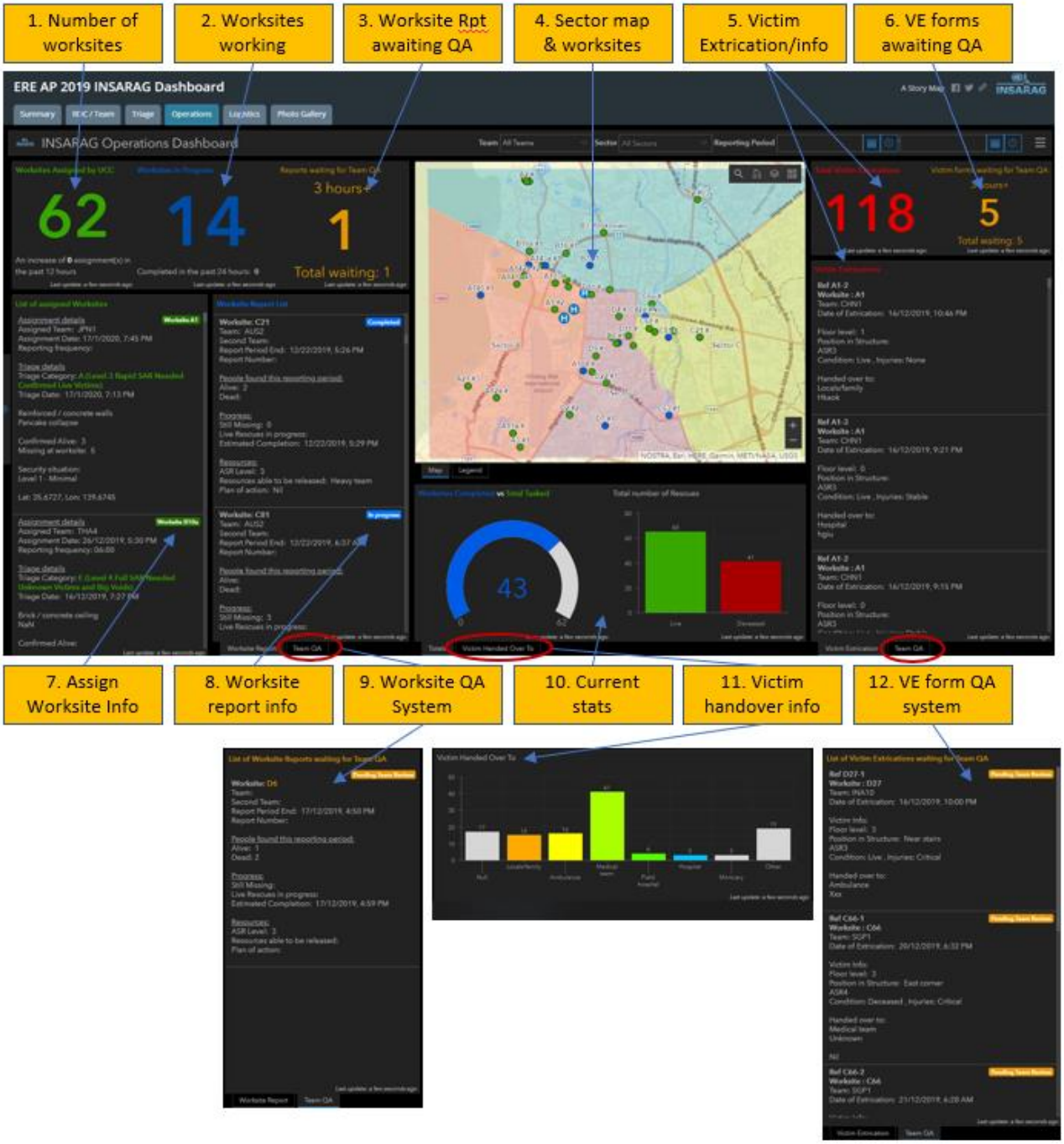
3. Review data: in table or open S123 form

4. When happy with data, click on pen to approve

5. Click approve in drop down

6. Click Save

Worksite/Operations TAB



Operations Dashboard

The operations dash displays information that is collected on the “worksite report form” and provides the ability to monitor and plan ahead, as well have an understanding of the overall status of the event.

The sections of the Information display (Dashboard) provide key filterable information to UCC staff and OSOCC.

1. Worksites assigned by UCC: this is the number of worksites that UCC has assigned to teams, with further information indicating how many have been assigned over that past 12 hours. The info graphic in “10” shows how many of these are complete (this example 43/62)
2. Worksites in Progress: This number will tell you how many worksites have submitted their first worksite report form (If teams have not yet submitted a worksite form, they will not be reflected in this number) for example we have 62 assigned Worksites, 14 worksites in progress and 43

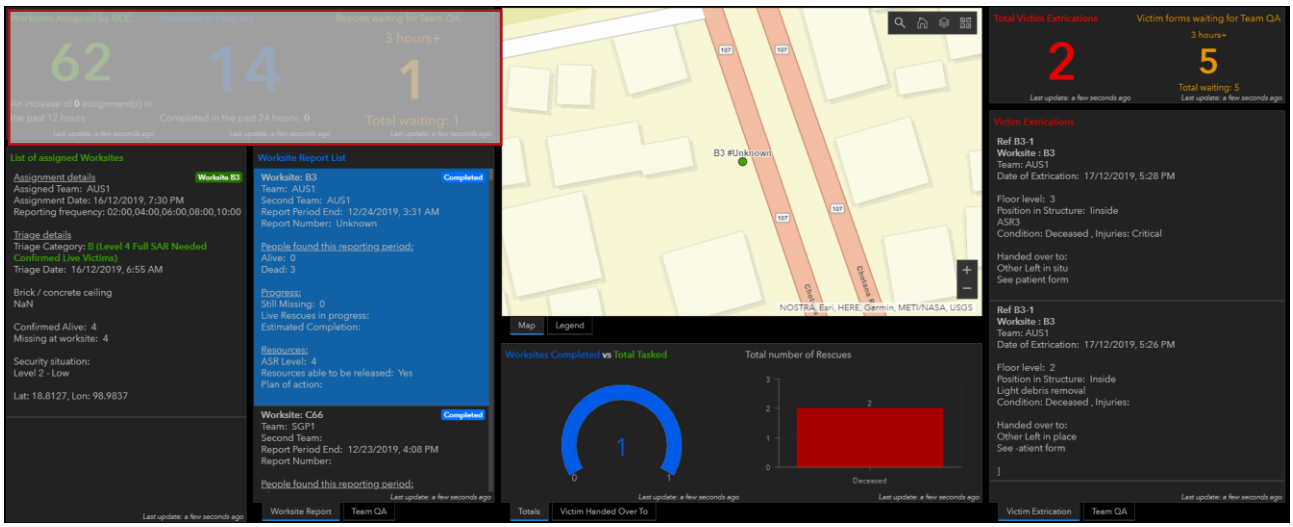
completed a total of 57. (5 worksites have yet to submit their first form). ICMS allows teams to submit as many worksite forms as they need and at any time, so if a significant event takes place then this information can be updated immediately.

3. Worksite Reports awaiting QA: There are 3 QA sections in this dashboard; they have the same function as all the other QA displays in ICMS. The display allows you to see what reports are pending and over 3hrs and provides and “action link” in “9” that allows UCC to override team QA if they exceed 3 hours.
4. Map showing sectors and assigned worksites (Green are complete and blue active)
5. Victim extrication information: Two functions: Extrication count and a summary of each VE form (Click on record and it will show filtered worksite information.)
6. Ref 3: Victim extrication form QA system
7. Assigned worksite information: (Shows Triage detail)
8. Worksite report: Shows the most up to date or latest worksite report information. The #2 (B7 #2) on the map indicates that the work has submitted two (2) worksite reports and the information is from the 2nd report.
9. Stacked TAB – Worksite QA system Ref (3)
10. Current worksite statistics – 2 items
    a. Number of worksites completed against the number assigned
    b. Numbers of live and deceased victims
11. Stacked TAB: - Victims handed over to: Information about who received victims from the worksites by Type (Ambulance, Family, Hospital etc)
12. Stacked TAB – Victim Extrication form QA (Ref 3)

Reports are available vis the Survey123 Hub from the main HUB Page.

The only actions available from the Operations Dashboard are to address overdue QA functions.

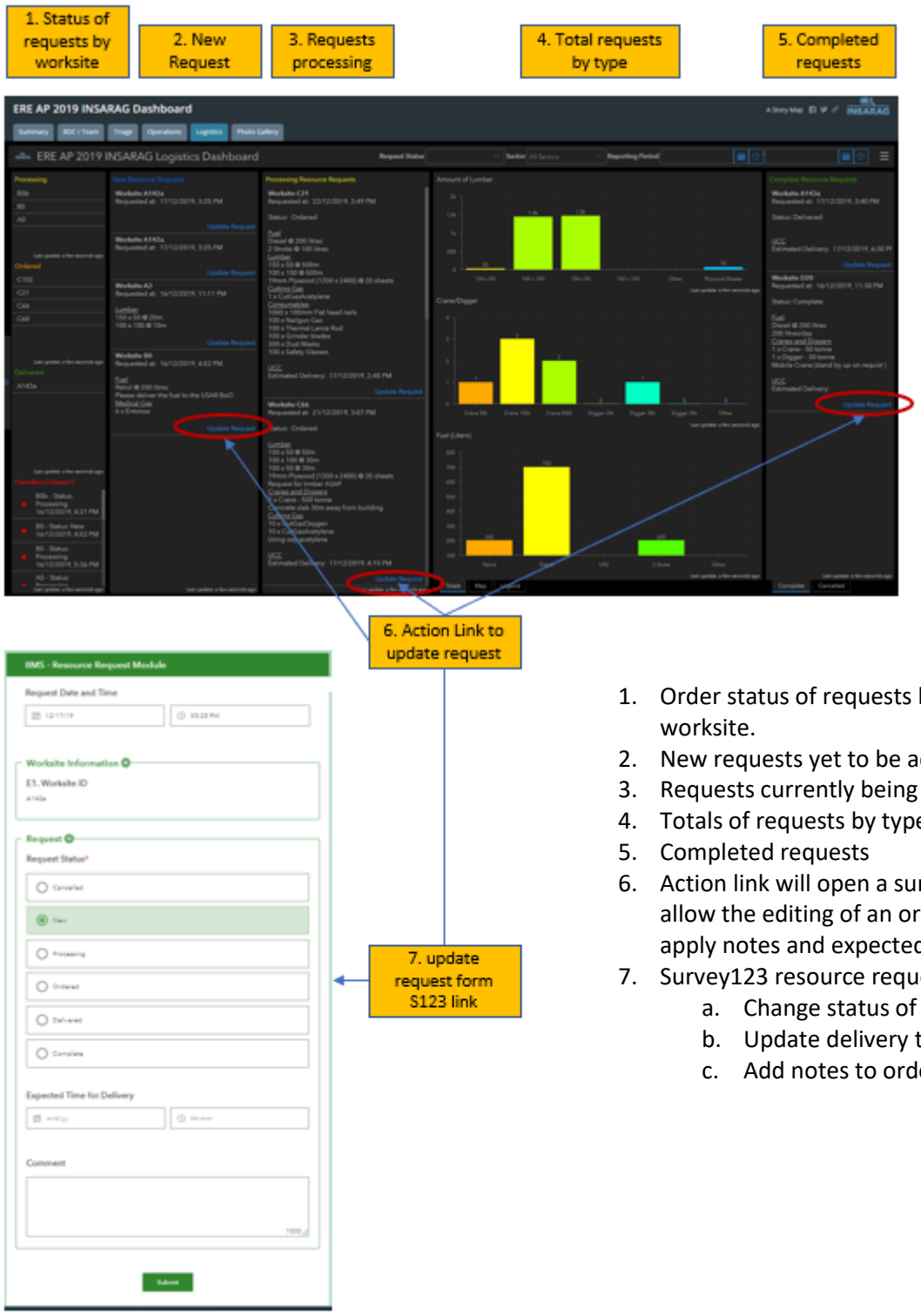
Filtering will be covered in another section; however, it is possible to filter sections of the dashboard eg: Clicking on a worksite in the worksite report list will show filter worksite information for just hat one worksite. (example below). Click record again to deselect. This applies to victim extrication forms as well.



Logistics TAB

The logistics section is effectively the G20 line in the worksite form that asks teams to submit their logistics requests to UCC. (Note this may depend on how logistics is being managed; at UCC or Team level)

The system receives request from the S123 form (Resource Request) and displays the requests and the current status of requests on the dashboard.



1. Order status of requests being processed by worksite.
2. New requests yet to be actioned
3. Requests currently being processed
4. Totals of requests by type
5. Completed requests
6. Action link will open a survey123 form that will allow the editing of an order status and also apply notes and expected delivery times.
7. Survey123 resource request form;
    a. Change status of order
    b. Update delivery times
    c. Add notes to order

**Note: This is a new section which will likely develop as ICMS evolves. It purpose is to provide a system to requests resources during the work period so that they can requests can be actioned and issues identified before the next work period and to enable prioritisation of scarce resourcing.

Photo Gallery TAB

Photo Gallery provide the ability to view any images taken in the field by worksite.

The purpose of including the photo viewer is to provide UCC staff with as much information about worksites as possible, so that any decisions made are the best possible. The photos from worksites can provide additional information that may inform team selection and tasking, as well as providing UCC with the ability to ratify field triage ratings and the like.

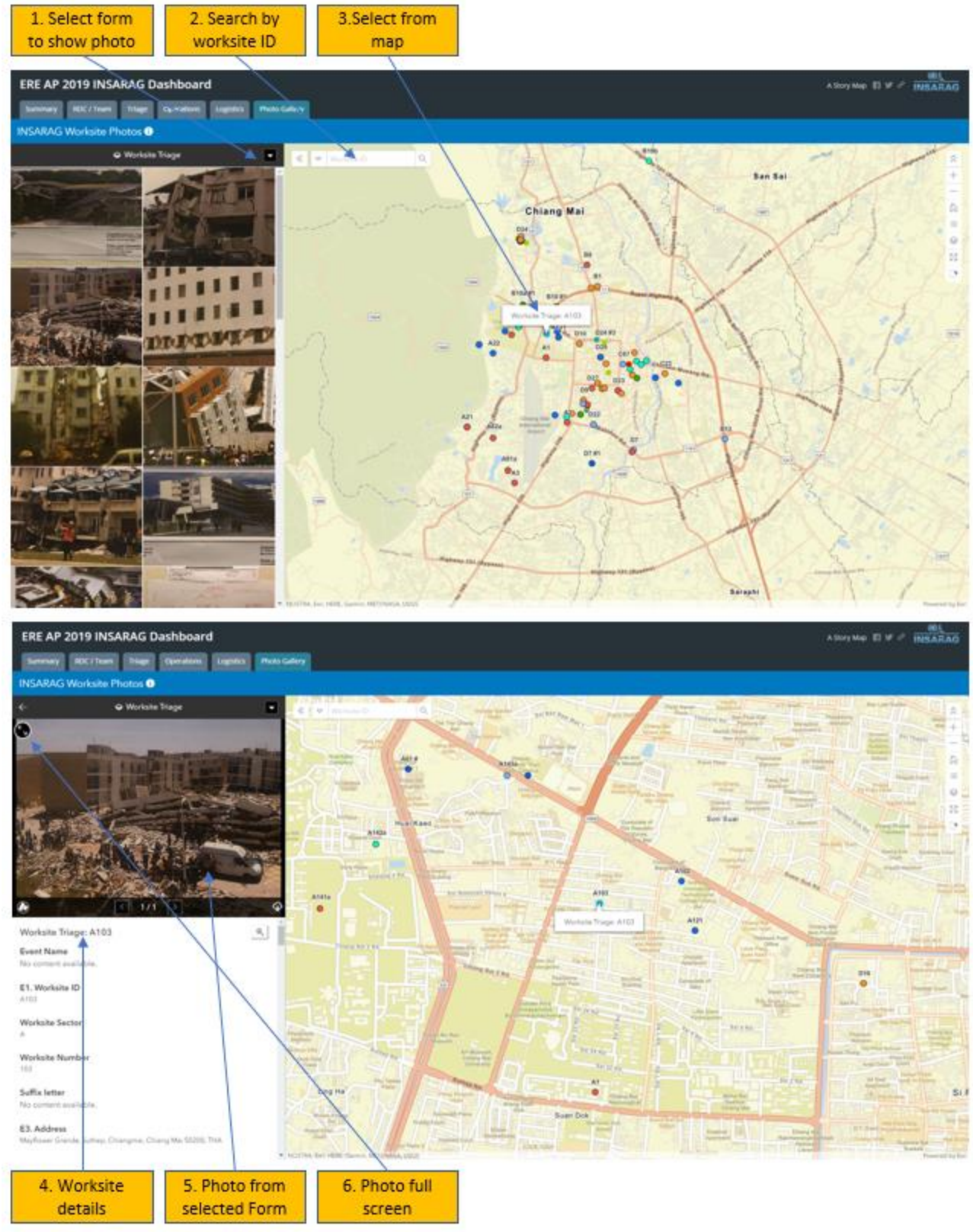


Photo gallery

1. Select type of form that you wish to see photos from (It will default to Triage)
2. The search function allows easy worksite location by entering in the worksite ID Number (A3b)
3. Selecting a worksite from the map (Click on dot) will also filter the information and display the photo(s) from the worksite
4. Details of the worksite are also provided as a check.
5. Photo(s) are displayed from selected worksite
6. Full screen button

Filtering Dashboards

Filtering can take place at two levels:

1. Full dashboard filter
2. Element filtering

Full dashboard Filtering

The filter bar at the top of the dashboard provides and option to filter the current dashboard.

1. Filter by Team: Team Command Points (CP) can use this to monitor their own operations on worksites
2. Filter by Sector: When sector coordination is put in place, filtering by sector will provide the Sector Coordination Cell (SCC) with the ability to just monitor and work on worksites in its sector.
3. Filter by status: This will be different depending on what Dashboard you are working, but in this example (Triage) you can filter by worksites assigned or those that are pending assignment.
4. Filter by reporting period: This function allows UCC Personnel to filter based on a date and time range

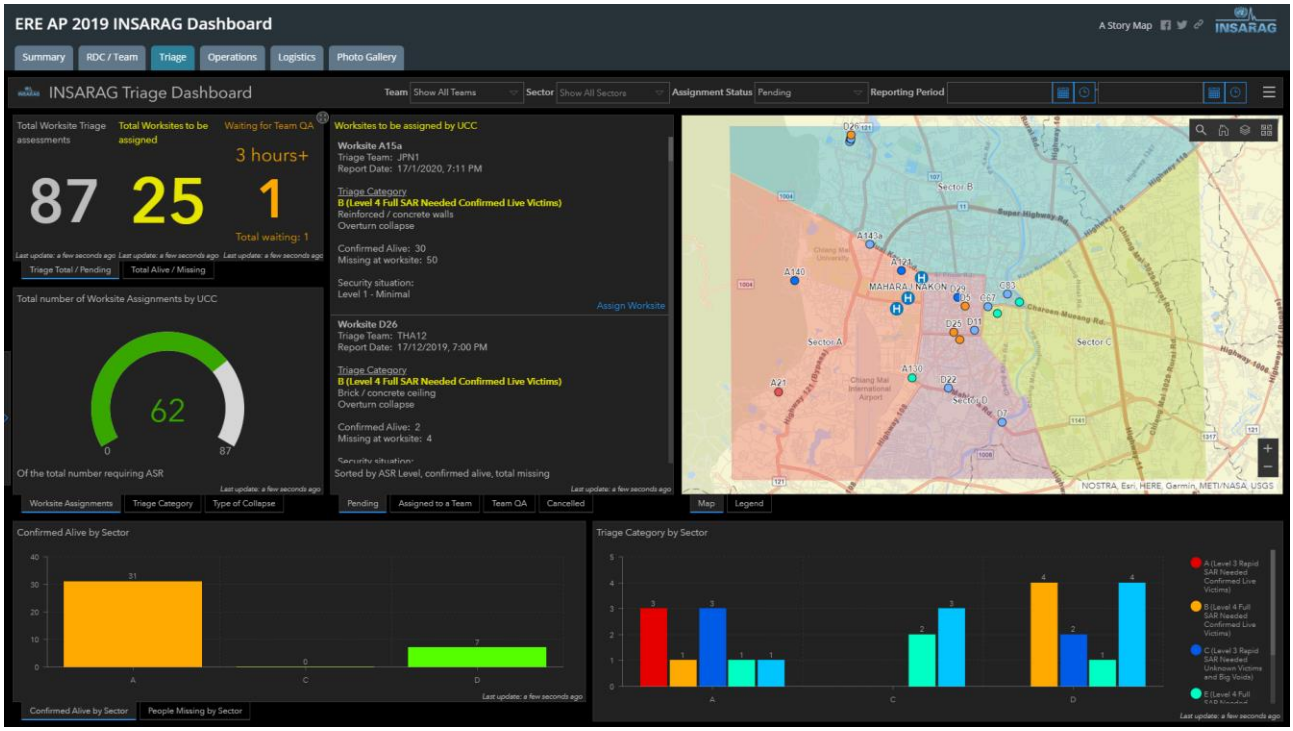
Element based filtering

Element based filtering is a function within the dashboards where for many graphs or displays, clicking on a specific part or parts of the graph will filter based on that element.

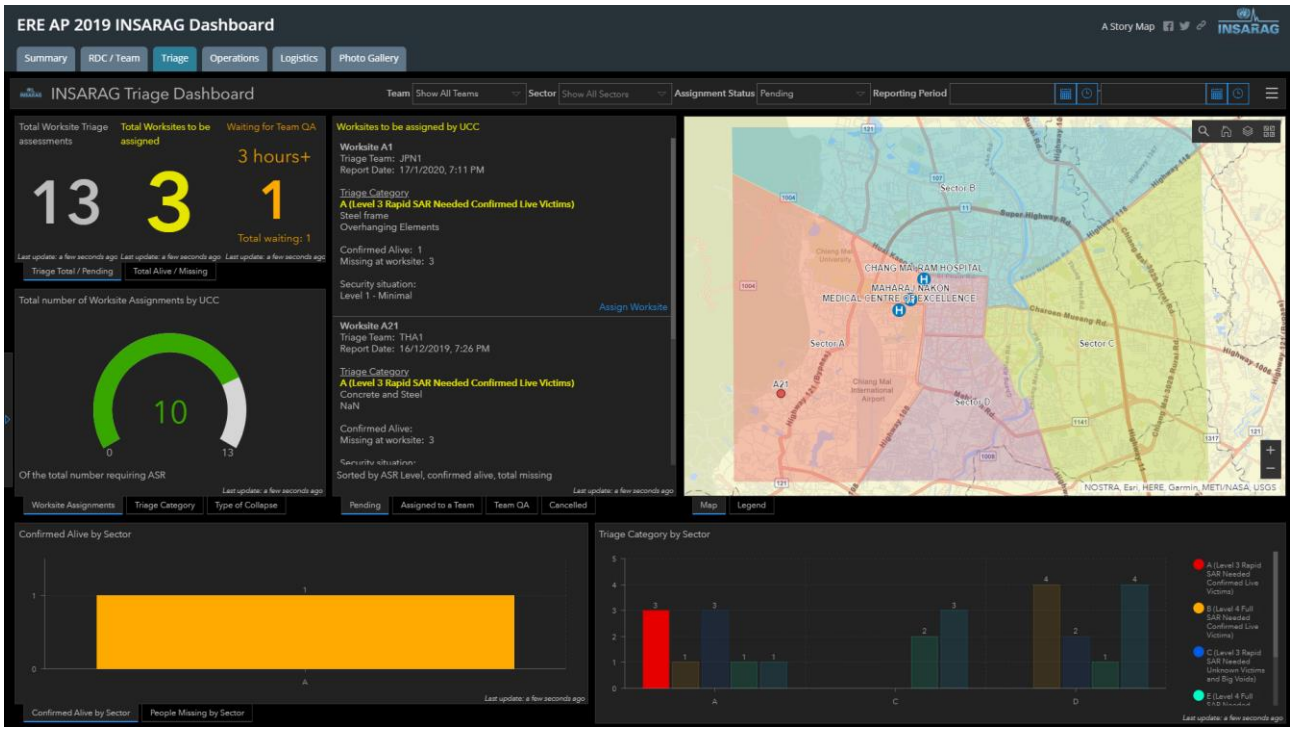
These functions exist in a number of areas and part of your familiarisation of ICMS will include understanding where these are.

The example below shows the Triage category filter being applied.

Picture 1 shows the full unfiltered triage dashboard



Picture 2 shows the results after only Triage Category A is selected.



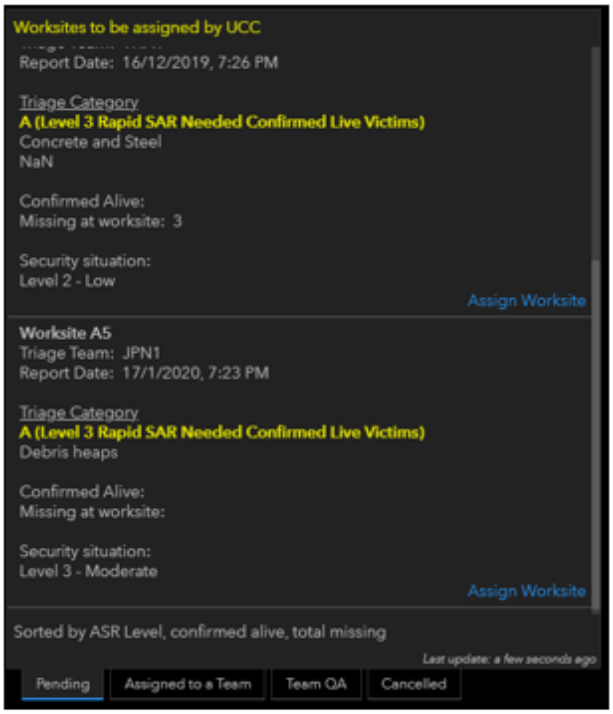
The dashboard has filtered based on the selection and all information now reflects the filter.

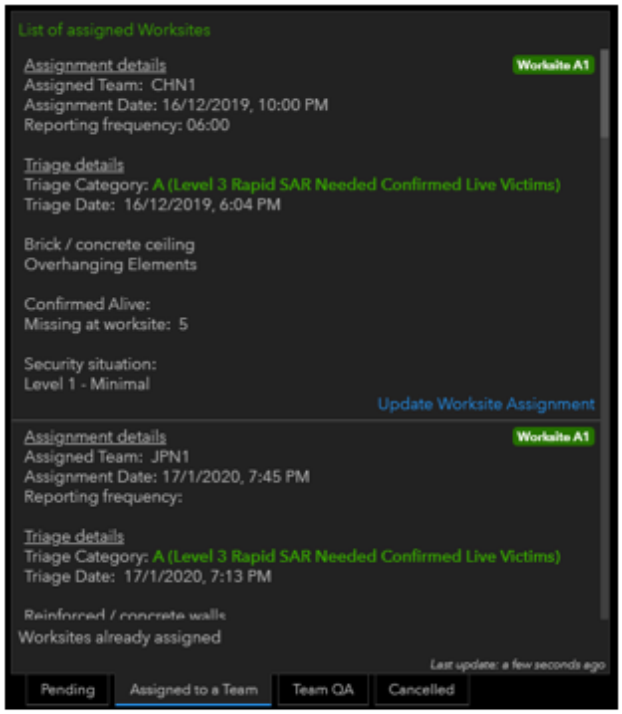
Using Stacked TABs

The dashboards all, to a greater or lesser degree use “Stacked TABS” where usable space on a dashboard limits what can be displayed.

ICMS has prioritise some information so that it is displayed, while related information is put into TABS that are stacked and hidden behind the prioritised information.

These stacked TABS are all through ICMS and you can access the hidden information by clicking on the hidden TAB.





1. Always displayed pending worksites

2. Hidden display for assigned worksites

Conclusion

UCC as a function will be the biggest user of ICMS and it is also the function where ICMS will make the most difference.

ICMS must become and embedded function of UCC and as such all UCC operators and managers need to become familiar with the use and function of ICMS.

This manual is an interim one that will fill the gap until more substantial ones are produced.

Anu queries please email: insarag.imwg@gmail.com

Related Documents

Title	Brief description of document
ICMS – RDC manual	Technical manual for ICMS operations in RDC
ICMS – Team Manual	Technical Manual for Team functions using ICMS
ICMS - HUB	Technical manual around using INSARAG HUB and its functions

Document information

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01/2020	Initial Issue
01/2020	v0.7
01/2020	v0.8