Welcome to NC4 Training

Workbook

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Workbook

Purpose of this Workbook

- This Workbook provides participants with an overview of selected reports and highlights pertinent functionality.
- The reports are listed alphabetically.

Note: All person names and corresponding titles used in this document are fictitious. The names and titles are being used for the sole purpose of illustrating the systems' features and functionalities in an instructional environment.

How to use this Workbook:

- This Workbook is organized alphabetically by report name.
- The report name is shown on the first line of each report page in this Workbook. The next line shows the navigation path used to access that report. For example, Infrastructure > Shelter indicates that Shelter Reports are viewed when you click Infrastructure as the top-level report type and then click Shelter in the expanded report navigation menu.
- Click the **Create** button to open a new report form in the application.
- Click the **Update** button to access an existing report in the application.
- Click the **Submit** button to save the report.
- Most reports also contain Common Functions: Notification, Geo-Location, Attachments and Overlays, and Distribution and Sharing. These functions are described in detail in the Module: Common Functions.
- Remember reports are only as good as the information they contain. Be sure to fill out reports succinctly, completely, with clear and accurate information.

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Action Request Report

Tasks > Action Request

This report is designed to request a specific action in direct support of a **Task or Sub-Task.**

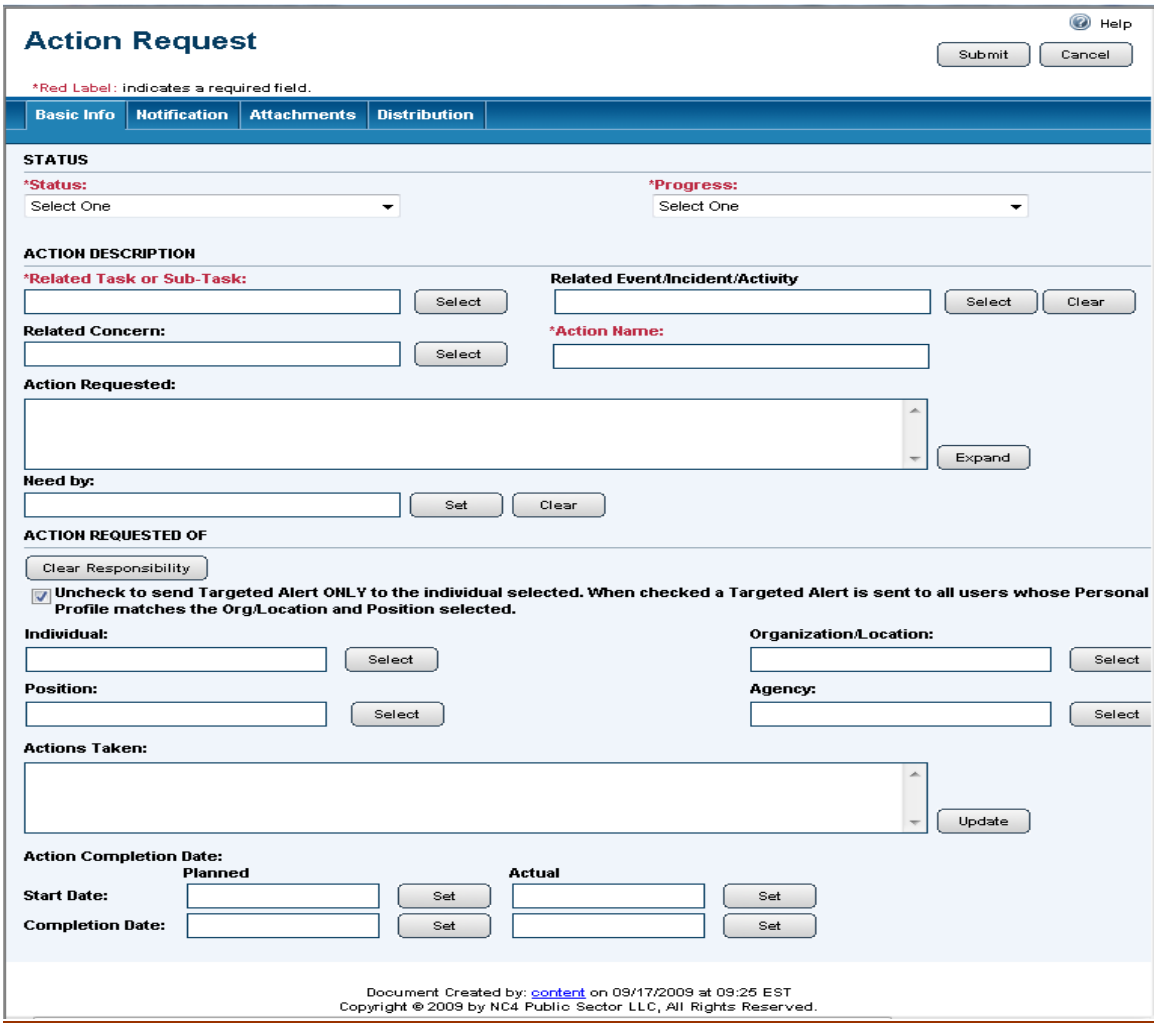

Figure 1 Action Request Report

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Business Loss Report

Damage Assessment > Business Loss

The Business Loss Report is used to compile and display Damage Assessment information for businesses within an impacted area.

Damage Assessment is the process of determining the location, nature, and severity of damage sustained by the public and private sectors in a disaster situation. It includes estimating the amount of loss and the resulting impacts of those losses on the affected individuals and communities.

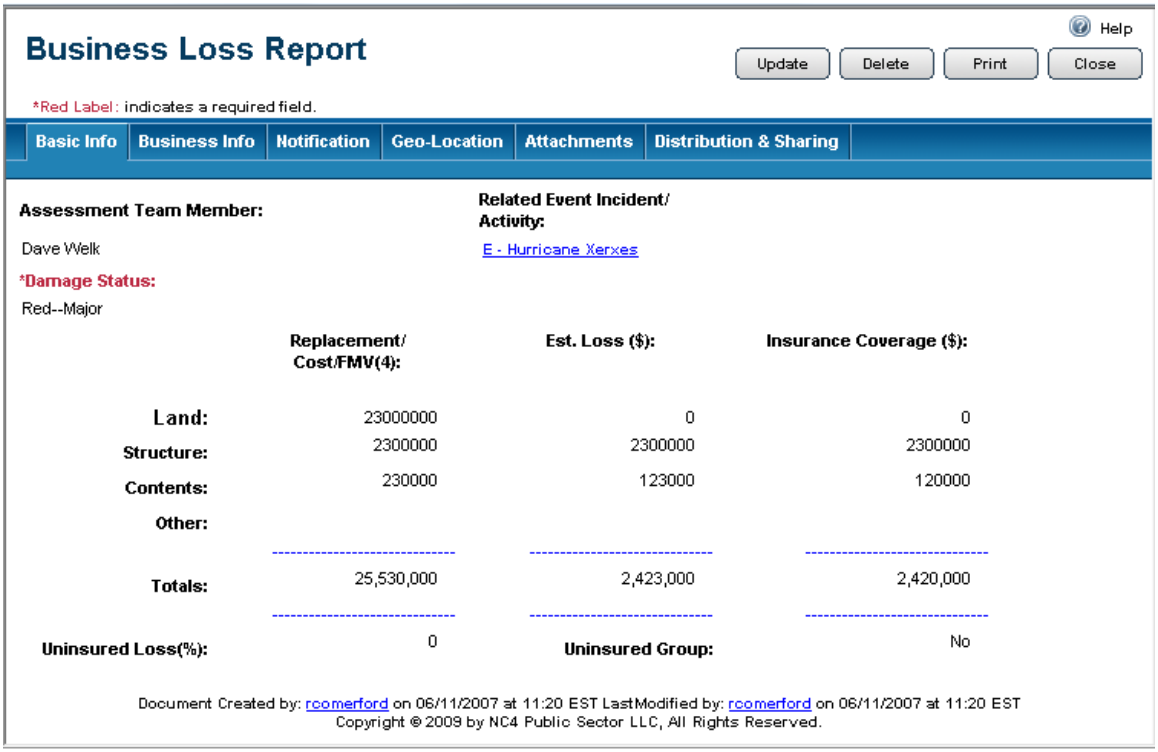

Figure 2 Business Loss Report

- The Business Loss Report shown in Figure 2 depicts damage assessments to business entities within a jurisdiction.
- Estimated dollar loss amounts are displayed and accompanying totals are provided on the summary screen.
- **Geo-Location** can be used to identify damaged businesses on the map.
- Photo images can be attached to the report in the **Attachments** tab.

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Call Center Report – Initial Call Tab

Event/Incident/Activity > Call Center

The Call Center Report **Initial Call** tab is used by Operations personnel to route the information to the appropriate agency or function. The Call Center Report can be assigned to a Responsible Agency and is used to document agency resolution.

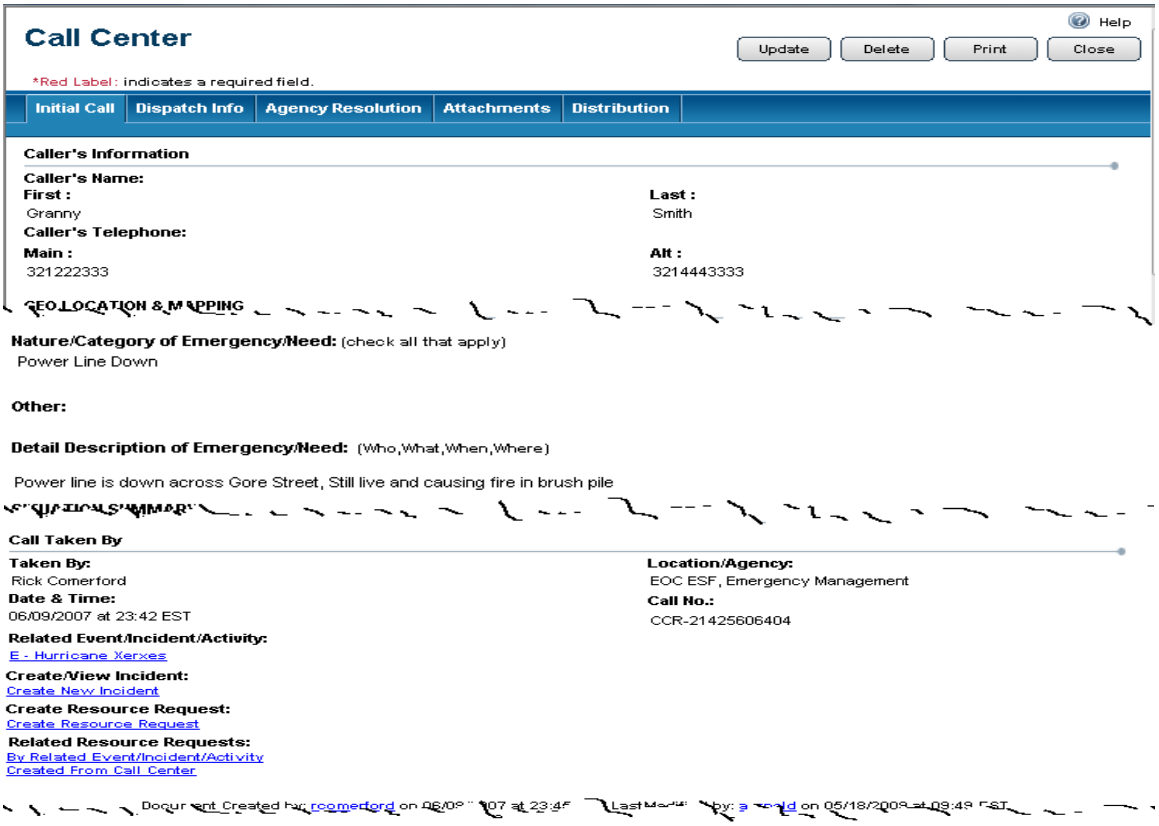

Figure 3 Call Center - Initial Call Tab

- The Call Center Report shown in Figure 3 is used to create a work flow for information received within an operations center. Calls received from outside the operations center or internal messages can be routed and actions taken then documented.
- Initial Call information documents the basic data that is received in the message center, call center, etc., and can be associated with an event, incident, or activity.
- From this **Initial Call** tab, an **Incident** report or a **Resource Request** can be automatically generated with data collected in the **Call Center** report.

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Call Center Report – Dispatch Info Tab

Event/Incident/Activity > Call Center > Dispatch Info Tab

The **Dispatch Info** tab on the Call Center Report is used to assign the call and route the information to appropriate agencies.

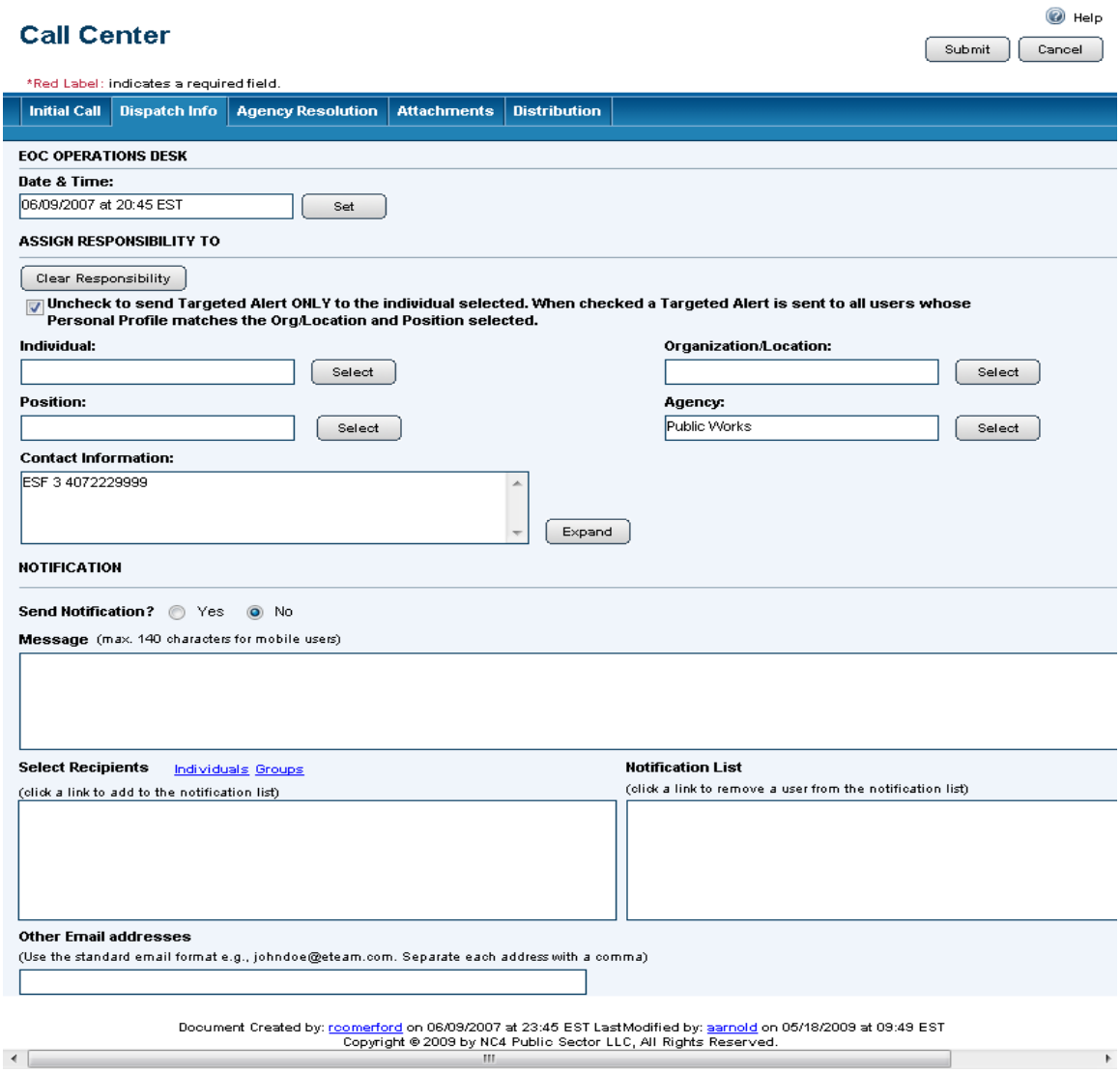

Figure 4 Call Center Report - Dispatch Info Tab

- The **Dispatch Info** tab on the Call Center Report shown in Figure 4 indicates the time the Operations Desk received the information, and where the data was routed for action to be performed.
- **Notification** can be used to communicate the actions being taken.

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Call Center Report – Agency Resolution Tab

Event/Incident/Activity > Call Center > Agency Resolution Tab

The **Agency Resolution** tab of the Call Center Report shown Figure 5 in tracks the assigned agency response with a color coded status.

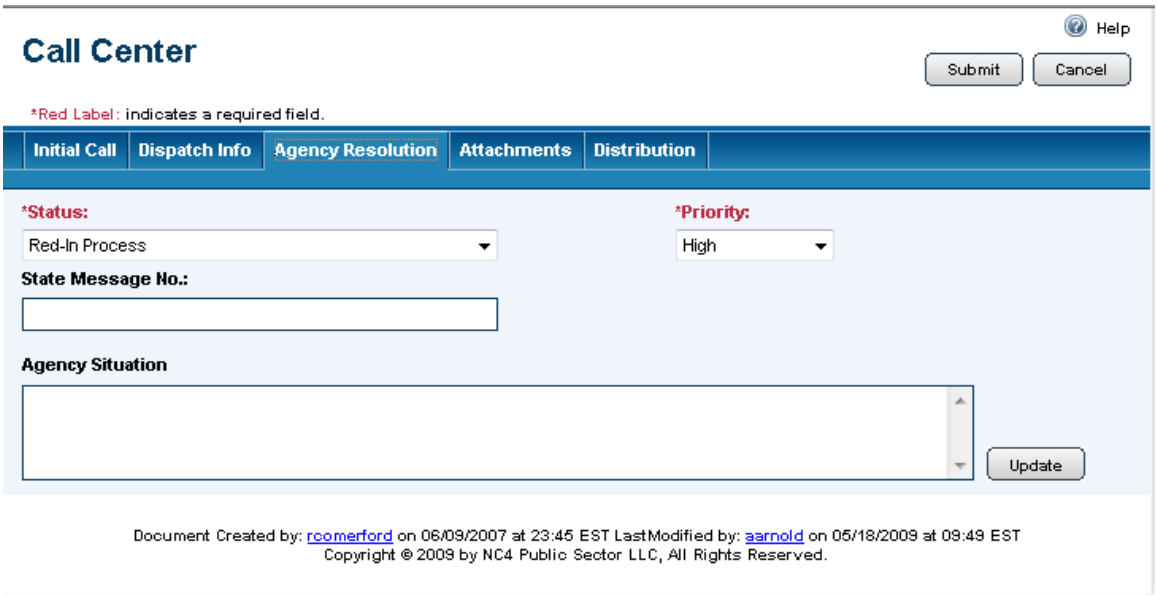

Figure 5 Call Center Report - Agency Resolution Tab

- The **Agency Resolution** tab on the Call Center Report shown in Figure 5, documents the actions the assigned agency has taken. This is especially important if the message has not evolved into an **Incident** Report or a **Resource Request**.

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Case Management Report

Disaster Relief > Case Management

The **Case Management** Report is used to record and manage information related to disaster recovery.

This information may be vital in controlling and monitoring the recovery efforts as related to individuals and families. The information in this report will come from case workers and from the affected individuals. Depending on the jurisdiction's SOPs, this report can be filled out by social service agencies or NGOs such as the American Red Cross.

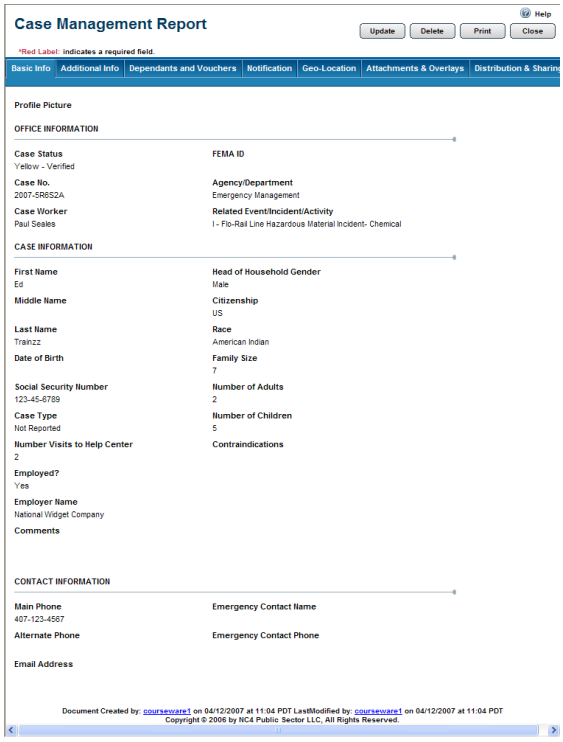

Figure 6 Case Management Report

- The **Basic Info** tab shown in Figure 6 contains information about the individual; a system generated case identification number, a profile picture and a FEMA ID.
- The **Additional Info** tab contains details about the case such as housing damage, location and recovery information.
- The **Dependents and Vouchers** tab tracks location data for all household members and allows for the logging of external vouchers for items such as clothing, shelter and food.

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COOP Report

Situation > COOP

The **COOP** Status Reporting Form enables users to access a standardized reporting form that contains all DHS-required fields, easily mark COGCON levels achieved, address operational status, staffing levels, and communications status and quickly enter detailed COOP site information including point of contact, location, email, phone, pager, cell, fax, and secure phone numbers.

Developed in accordance with FPC 65 requirements, COOP reports enable users to quickly deliver required status reporting electronically and instantaneously to the Department of Homeland Security (DHS) upon request.

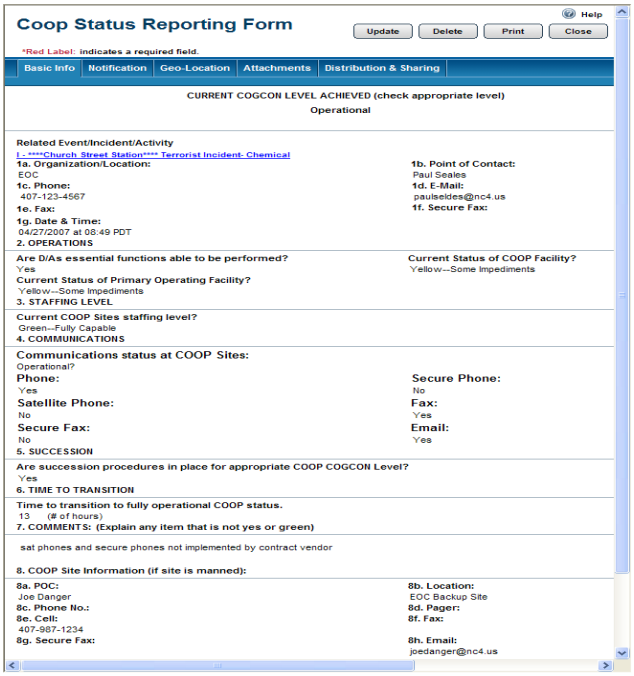

Figure 7 COOP Status Reporting Form

- The COOP Status Reporting Form shown in Figure 7 provides jurisdictions with rapid and direct COOP reporting per DHS requirements.
- The agency information in this report is pre-populated and can be changed by the user.

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Corporate Facility Report

Infrastructure > Corporate Facility

Corporate Facility reports are designed to keep track of the status of critical private sector facilities that may be affected by an emergency. Some of the critical data elements collected by the report are (a) name of facility, (b) status, (c) contact information, and (d) estimated damage.

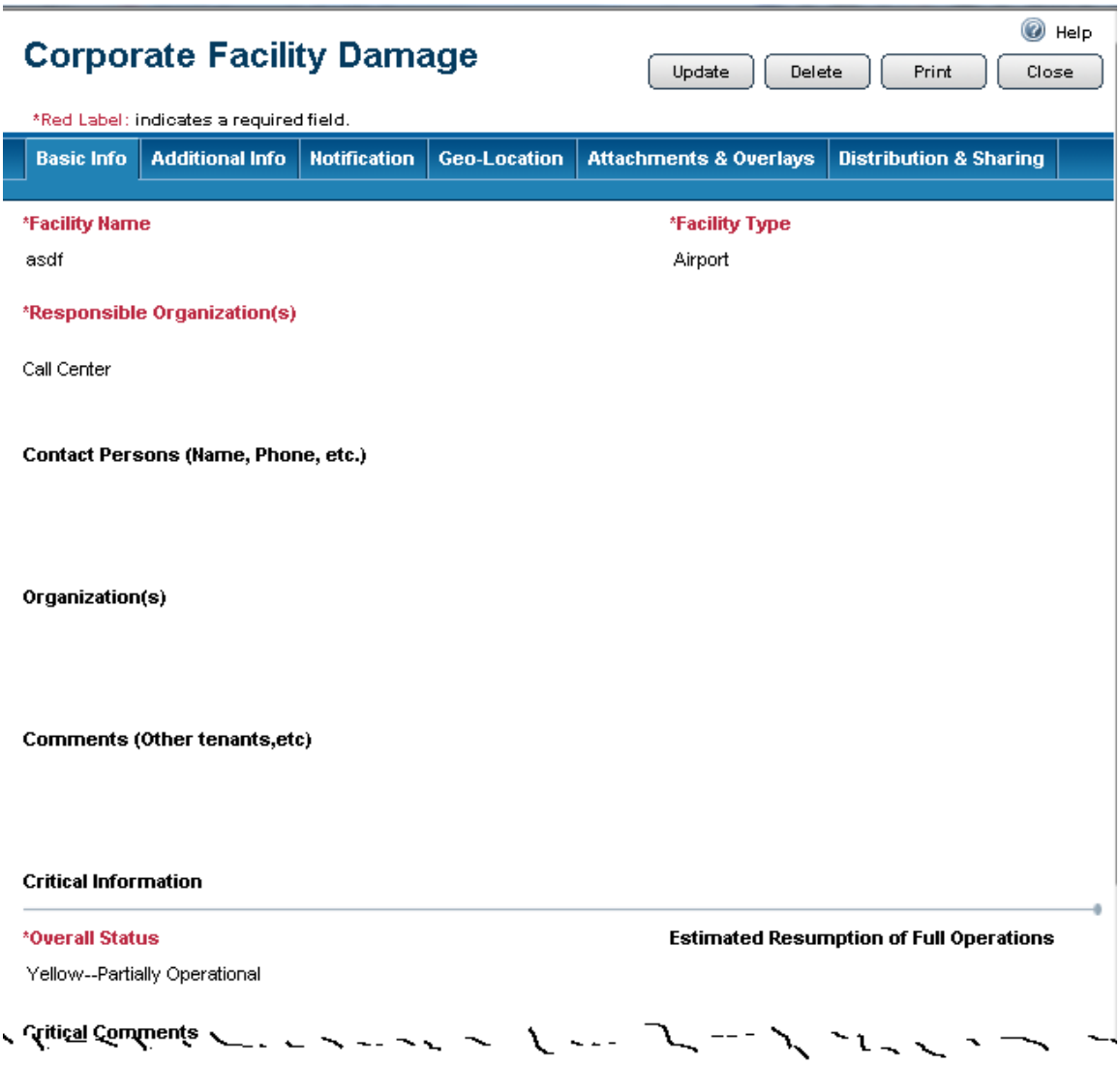

Figure 8 Corporate Facility Report

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Corporate SitRep Report

Situation > Corporate SitRep

The **Corporate Situation** Report (SitRep) is designed to monitor the status of a corporate entity during an event.

The report provides an overview of an event's impact to a corporate entity's activities and needs.

Figure 9 Corporate Situation Report

- The **Corporate Situation** Report shown in Figure 9 is used to provide information on non-governmental entities within a jurisdiction.
- The report can be used to view how a corporate entity is affected by an outside incident or activity. And, the report can be used to observe the status of an incident or activity within the entity.
- Each individual corporation that might have an impact on a jurisdiction should complete this report.
- Access rights for the corporation can be restricted only to its reports.

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Disease Surveillance Report

Event/Incident/Activity > Disease Surveillance

The **Disease Surveillance** Report contains critical information about persons seeking medical attention within a jurisdiction.

The information in this report is used for identifying trends that indicate outbreaks of specific diseases from multiple healthcare facilities.

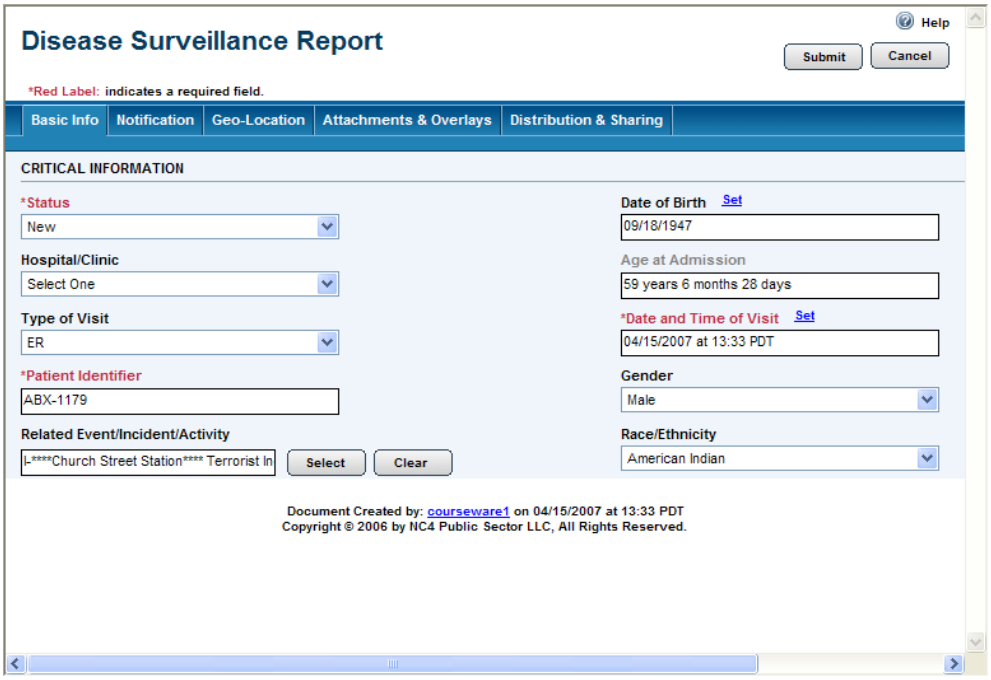

Figure 10 Disease Surveillance Report

- The **Disease Surveillance** Report shown in Figure 10 provides the ability to collect, display and maintain information about disease outbreaks. Diagnosis can be added to the report in *View* mode.
- Disease surveillance information can be related to other **Events, Incidents**, or **Activities** within the application.

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Donations Report

Disaster Relief > Donations

The Donations Report is used to identify and track donations from corporations, public and private agencies, and individuals.

Donations are maintained by status and distribution center location during an Event/Incident from an initial pledge for ultimate use to support recovery.

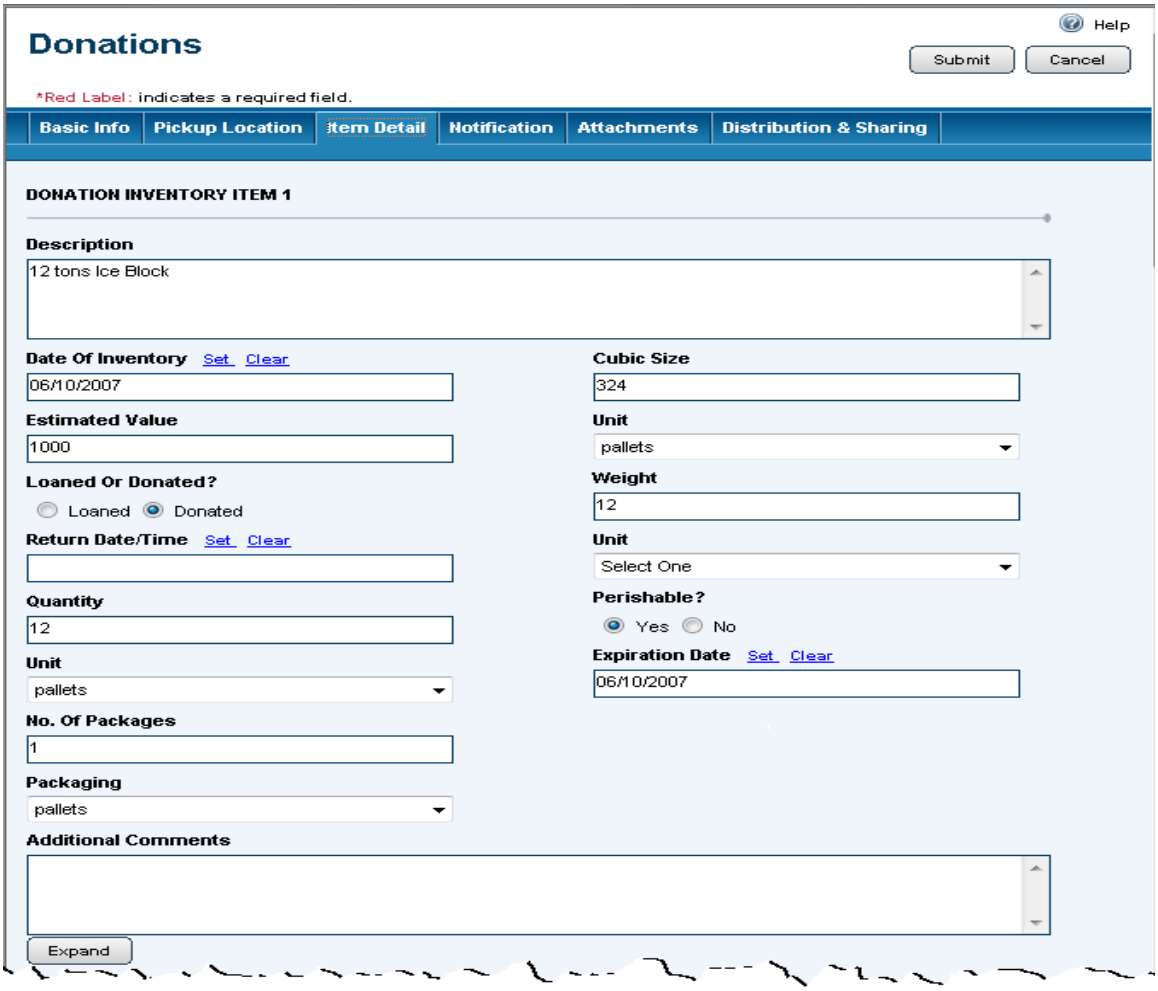

Figure 11 Donations Report

- The Donations Report shown in Figure 11 contains details for up to 5 donated items on the **Item Detail** tab.
- The report displays the pickup schedule and where the donation can be retrieved. The geo-locate functionality enables the process.

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Duty Log Report

Logs > Duty Log

The **Duty Log** form is designed to record all significant happenings (i.e., events/incidents/activities, etc.) which occur during a recorder's shift as well as the actions that were initiated.

A duty log can be a chronological log of events to include: a record of the hierarchy of command on scene, asset request and response, assignments, etc. Most law enforcement and military organizations use the duty log concept.

Figure 12 Duty Log Report

- The duty log shown in Figure 12 allows the user to associate a **Related Event/Incident/Activity** with the log entry.

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Hazard Model Report

Models > Hazard Model

The **Hazard Model** Report provides a single location to store, monitor and manage hazard model assessments for disasters. The output from modeling tools can be stored within the application and the models can be associated with an Incident, Event or Activity.

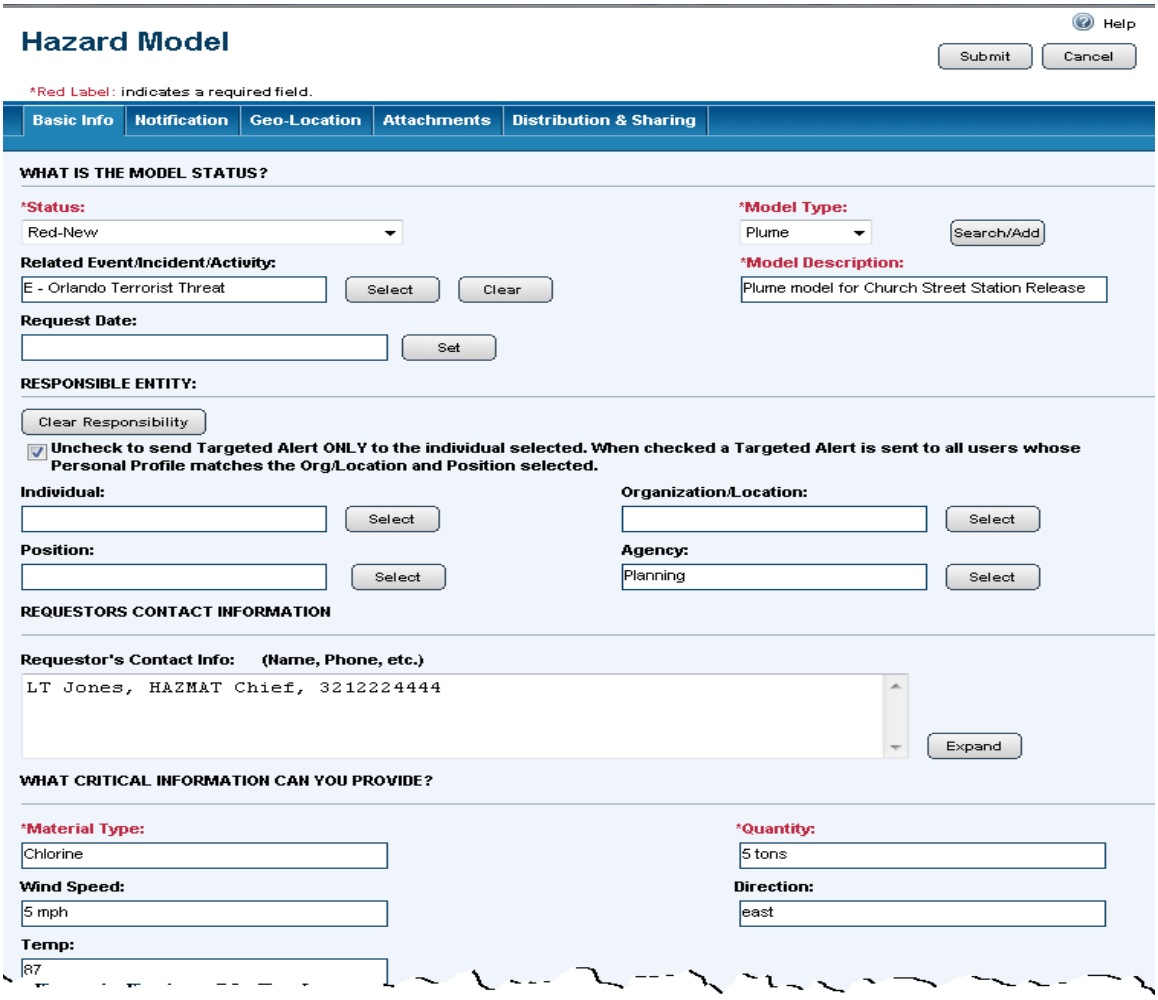

Figure 13 Hazard Model Report

- Users will have the capability to create a Hazard Model Report as shown in Figure 13. After the report is created a model can be attached by an authorized user.
- CATS Models are not supported in this release.

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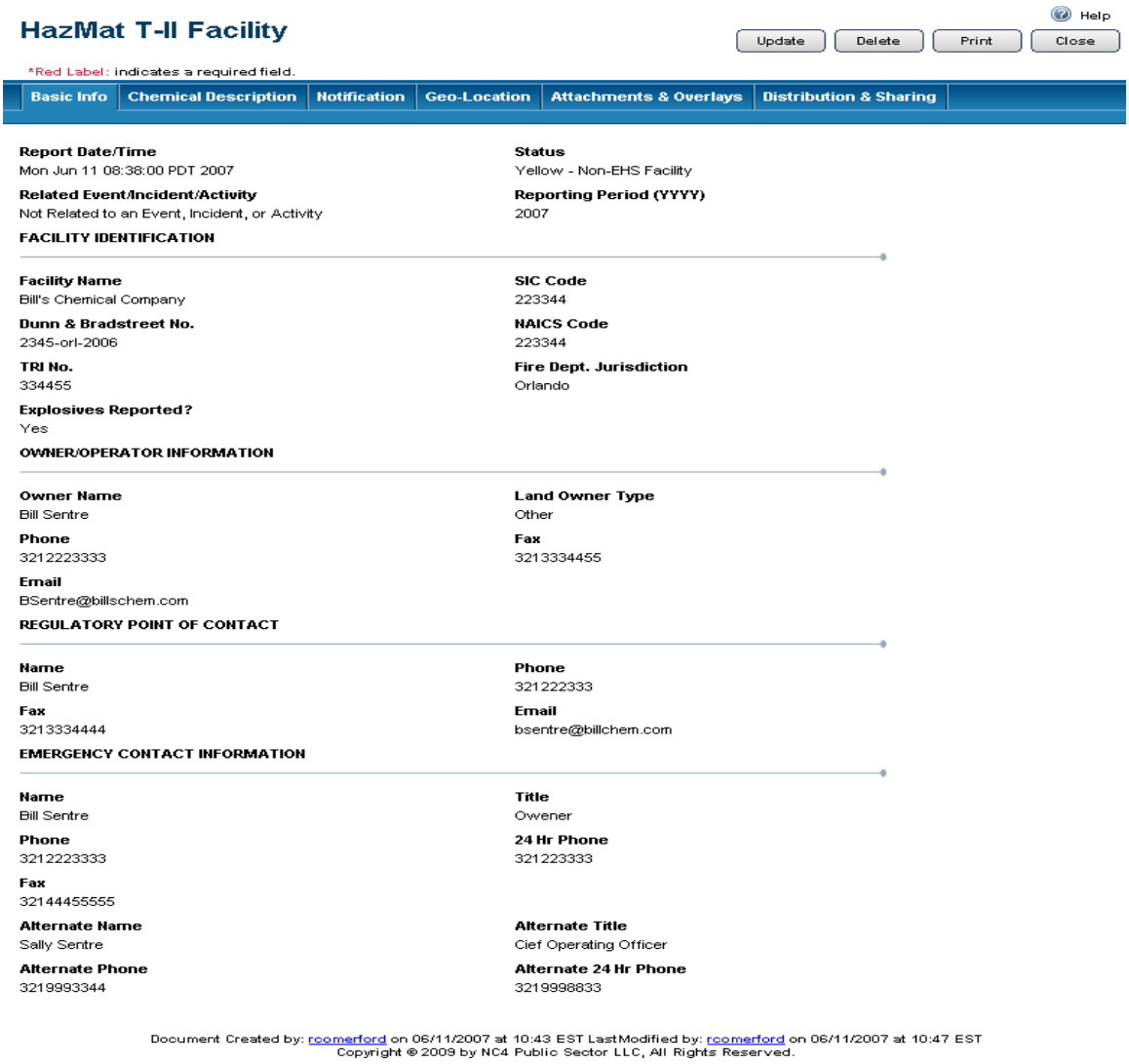
HazMat T-II Facility Report

Infrastructure > HazMat T-II Facility

The **HazMat T-II Facility** Report maintains critical hazardous materials storage facility information and specific chemical data.



HazMat T-II Facility

Help | Update | Delete | Print | Close

*Red Label: indicates a required field.

Basic Info | Chemical Description | Notification | Geo-Location | Attachments & Overlays | Distribution & Sharing

Report Date/Time
Mon Jun 11 08:38:00 PDT 2007

Status
Yellow - Non-EHS Facility

Related Event/Incident/Activity
Not Related to an Event, Incident, or Activity

Reporting Period (YYYY)
2007

FACILITY IDENTIFICATION

Facility Name
Bill's Chemical Company

SIC Code
223344

Dunn & Bradstreet No.
2345-orl-2006

NAICS Code
223344

TRI No.
334455

Fire Dept. Jurisdiction
Orlando

Explosives Reported?
Yes

OWNER/OPERATOR INFORMATION

Owner Name
Bill Sentre

Land Owner Type
Other

Phone
3212223333

Fax
3213334455

Email
BSentre@billschem.com

REGULATORY POINT OF CONTACT

Name
Bill Sentre

Phone
321222333

Fax
3213334444

Email
bsentre@billchem.com

EMERGENCY CONTACT INFORMATION

Name
Bill Sentre

Title
Owener

Phone
3212223333

24 Hr Phone
321223333

Fax
32144455555

Alternate Name
Sally Sentre

Alternate Title
Cief Operating Officer

Alternate Phone
3219993344

Alternate 24 Hr Phone
3219998833

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Figure 14 HazMat T-II Facility Report

- The HazMat T-II Facility Report shown in Figure 14 identifies HazMat and EHS hazard facilities at a location.
- Specific chemical identification information can be added to a saved HazMat Report.

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Hospital Report

Infrastructure >Hospital

The **Hospital/Medical Facility** Report is used to record information related to hospital capabilities before and during an incident.

The information in this report may be invaluable in tracing, controlling and monitoring the health care capabilities available to victims. The information in this report will be from the hospital facility or public health services. The data in the report is entered and maintained by medical personnel.

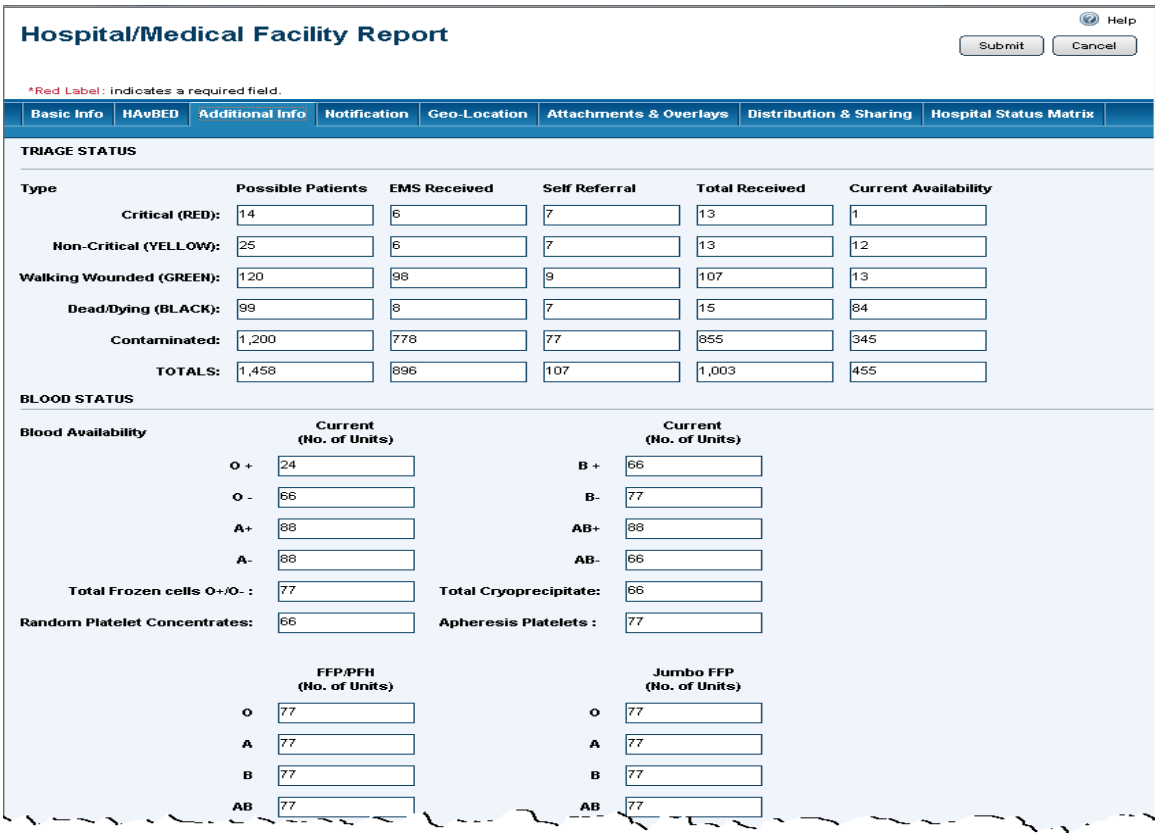

Figure 15 Hospital Report – Additional Info Tab

- The Hospital/Medical Facility Report shown in Figure 15 gives a view of the status and capabilities of the hospitals.
- The Hospital/Medical Facility Report data can be preloaded into the system before an event, and uploaded as required during an event to maintain situational awareness for hospitals.
- The hospital capacity information should be completed by each hospital prior to an incident.

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Hotline Report

Situation > Hotline

The **Hotline** Report is used for intake, tracking and assignment of information that is phoned into or otherwise reported into Operations.

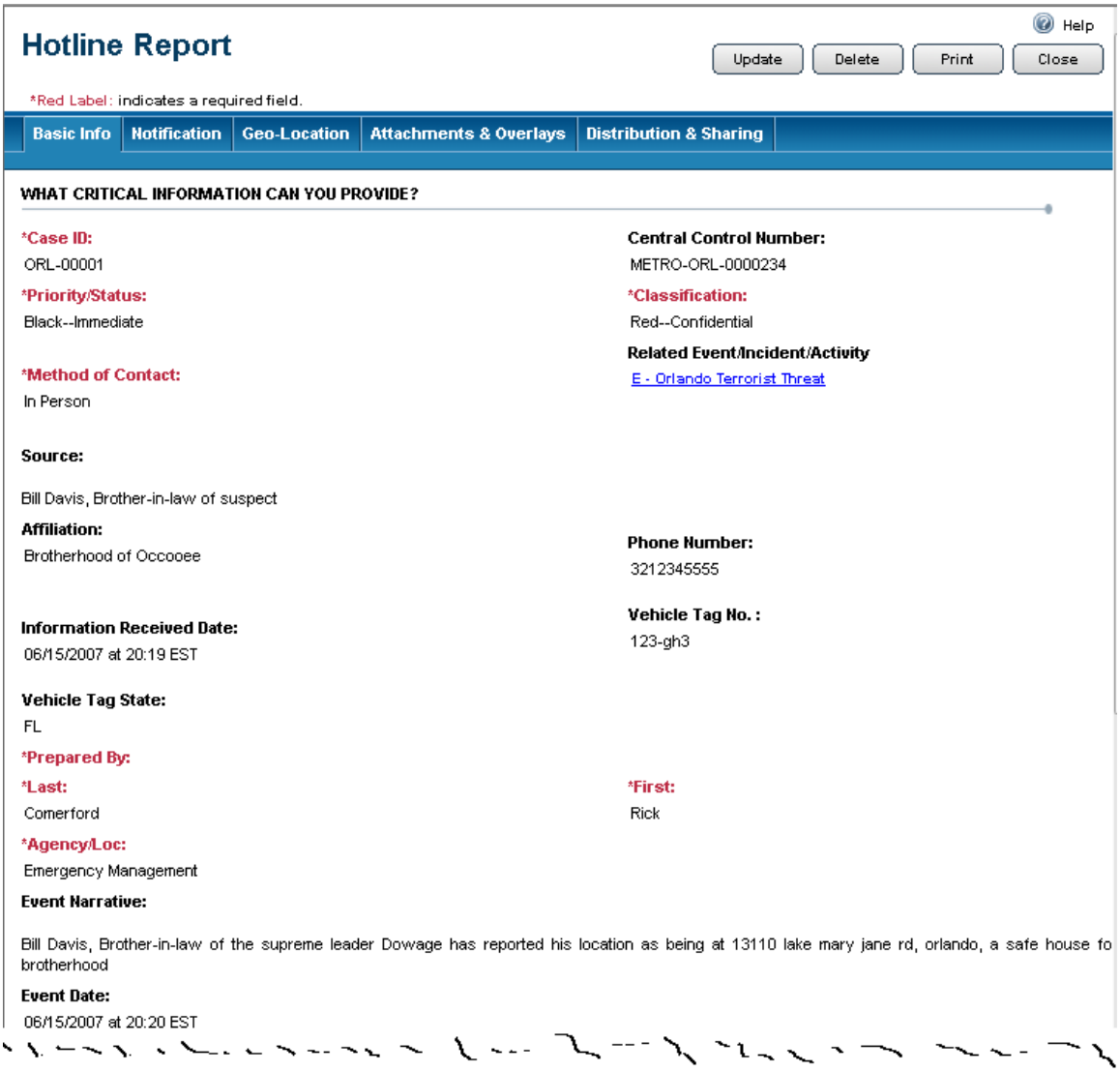

Figure 16 Hotline Report

- The Hotline Report shown in Figure 16 monitors the status and resolution of reported tips or leads.
- The application automatically assigns a Control Number for tracking purposes.
- Leads can be manually assigned a Lead Control number based on local SOPs.

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Housing Loss Report

Damage Assessment > Housing Loss

The **Housing Loss** Report is used to compile and depict Damage Assessment information for private citizens housing.

Damage Assessment is the process of determining the location, nature, and severity of damage sustained by the public and private sectors in a disaster situation. It includes estimating the amount of loss and the resulting impacts of those losses on the affected individuals and communities.

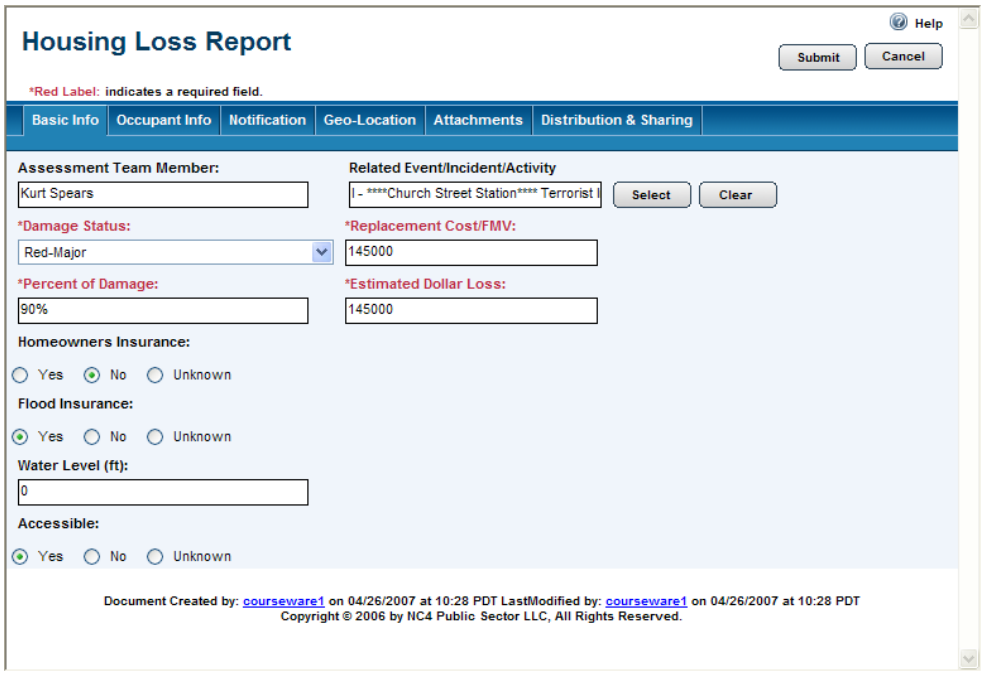

Figure 17 Housing Loss Report

- The Housing Loss Report shown in Figure 17 records damage and insurance status.
- Dollar Loss figures are totaled on the Housing Loss Summary screen.
- Geo-Location can be used to display damaged homes on the map.
- Photo images can be attached to the report in the **Attachments** tab.
- The **Occupant Info** tab captures resident information.

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Intel Biography Report

Situation > Intel Biography

The Biography Intelligence Report is designed to provide current intelligence, threat and background information related to specific individuals.

Many jurisdictions consider the information in Intelligence Reports to be sensitive. The report form indicates this with LAW ENFORCEMENT SENSITIVE on the top left of the form.

Figure 18 Biography Intelligence Report

- The Biography Intelligence Report shown in Figure 18 displays data on a particular person that may have an impact on operations within a jurisdiction.
- Specific information about the individual may be entered into the form, including a picture, location, and vehicle identification.
- This form may be held in closed distribution until needed for operational planning within a jurisdiction.

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Intel Entity Report

Situation > Intel Entity

The **Entity Intelligence** Report is designed to provide and track current intelligence and threat information associated with specific entities/groups.

Many jurisdictions consider the information in Intelligence Reports to be sensitive. The report form indicates this with LAW ENFORCEMENT SENSITIVE on the top left of the form.

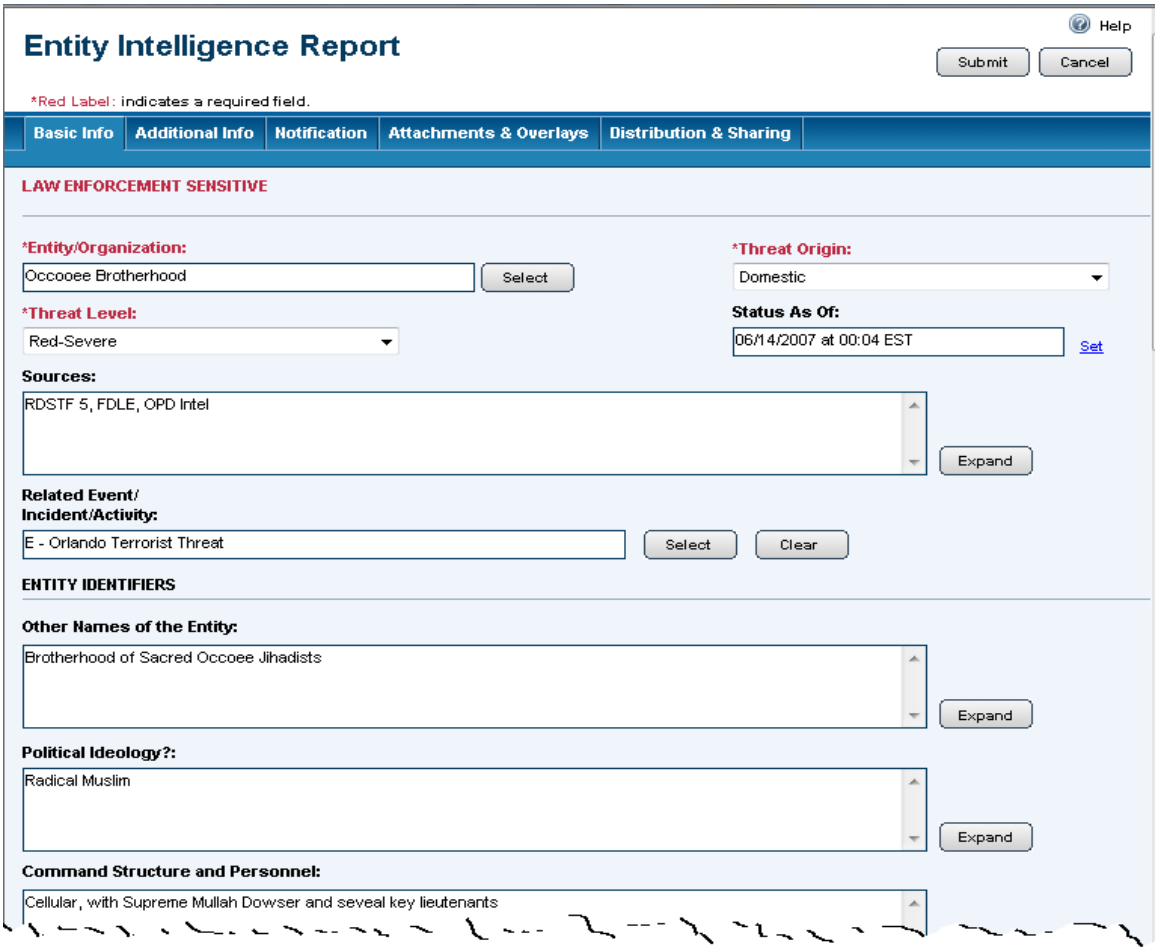

Figure 19 Entity Intelligence Report

- The Entity Intelligence Report shown in Figure 19 is used to provide information on groups or organizations that may have an impact on operations within a jurisdiction. This could include terrorist groups, gangs, etc.
- These reports display data that may have an impact on operational planning for the jurisdiction's agencies.

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Intel Location Report

Situation > Intel Location

The **Location Intelligence** Report indicates current location specific intelligence information where and when needed.

Many jurisdictions consider the information in Intelligence Reports to be sensitive. The application indicates this with LAW ENFORCEMENT SENSITIVE on the top left of the form.

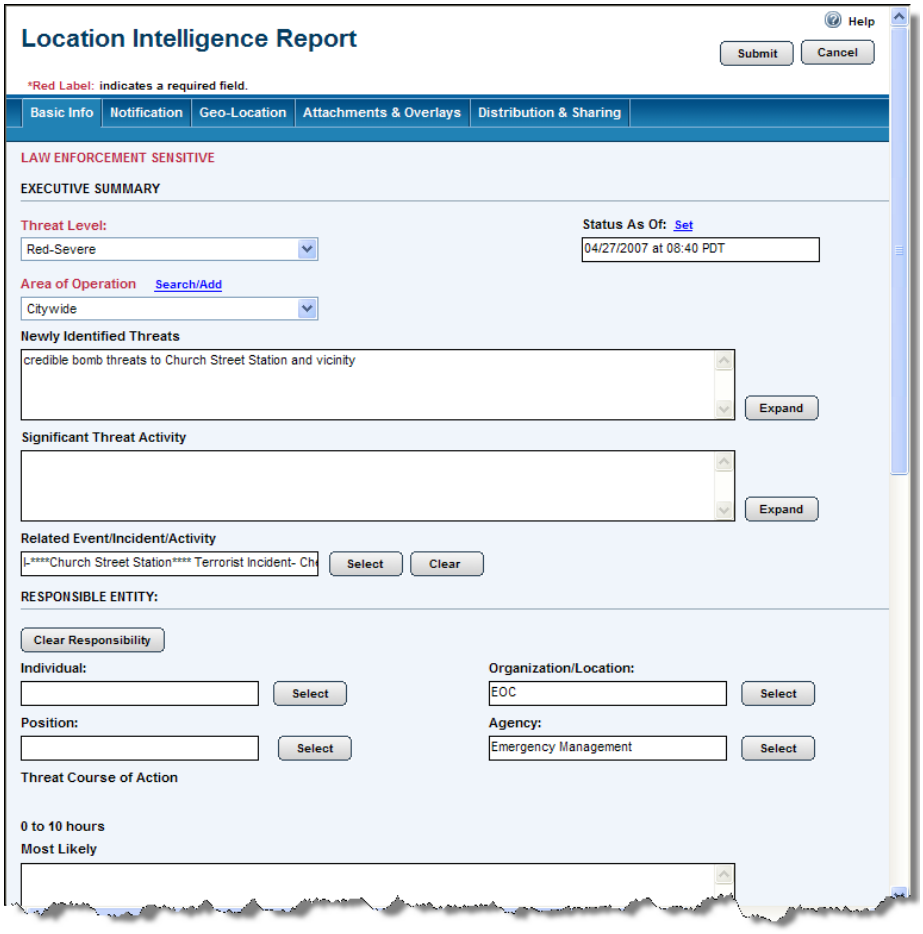

Figure 20 Location Intelligence Report

- The Location Intelligence Report shown in Figure 20 contains intelligence threat information for a particular location.
- This information may be held in closed distribution, with limited or monitored access, until it is required for agencies' operational planning.

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Intel Summary Report

Situation > Intel Summary

The **Intelligence Summary** Report summarizes at a very high level up-to-date intelligence and threat information.

Many jurisdictions consider the information in Intelligence Reports to be sensitive. The application indicates this with LAW ENFORCEMENT SENSITIVE on the top left of the form.

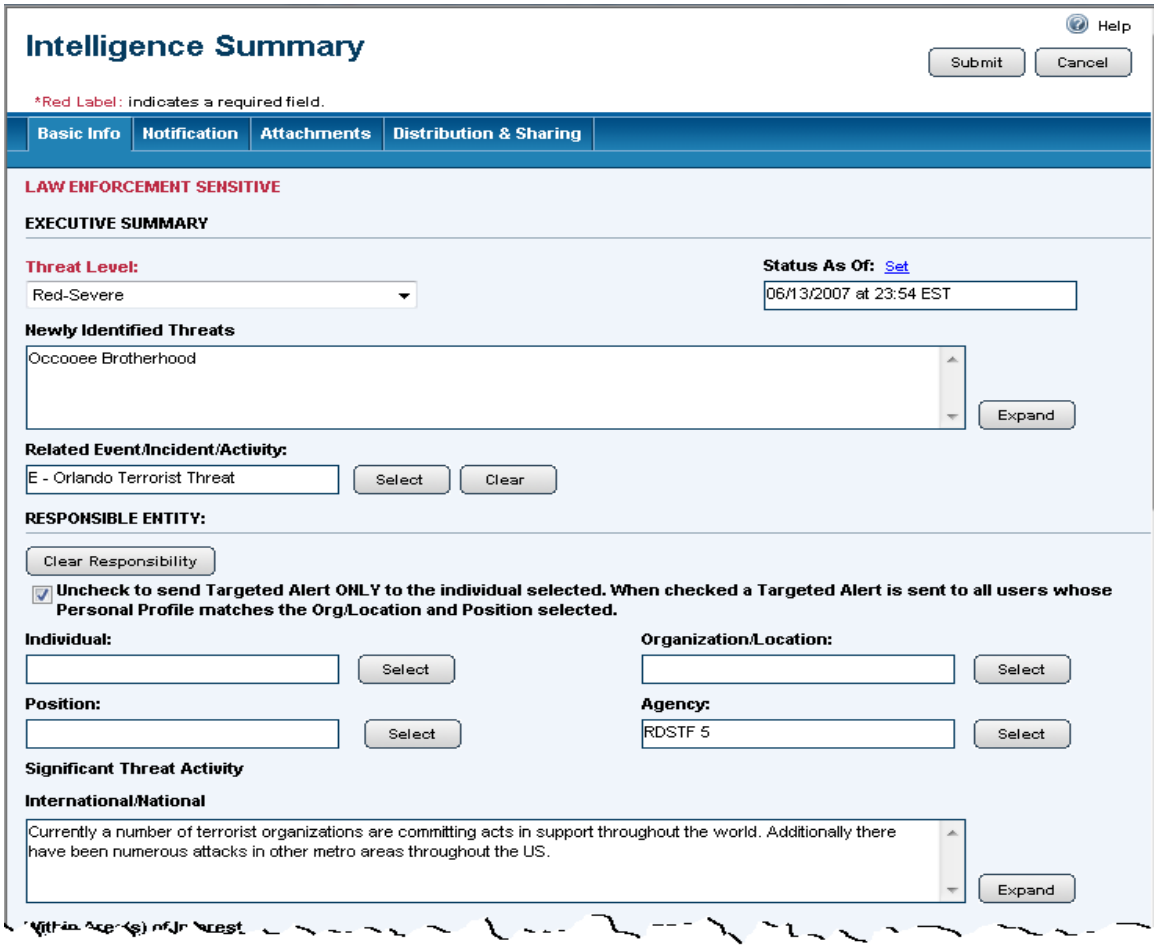

Figure 21 Intelligence Summary Report

- The Intelligence Summary Report shown in Figure 21 displays recorded intelligence information.
- This provides the intelligence staff an opportunity to cull information that Operations Center staff may not have a need to know, and disseminate to all personnel to increase their situational awareness.

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Medical Incident Report

Event/Incident/Activity > Medical Incident

The data in the **Medical Incident** Report is used by the medical community to gather data and report symptoms and trends related to possible disease or biological weapon indicators.

The medical personnel needing this report may consist of public health authorities, hospital staff, DMATs (Disaster Medical Assistance Teams), medical strike teams, ESF 8 support agencies and other medical personnel. Some of the data fields in this form are highly specialized such as the ICD-9 code.

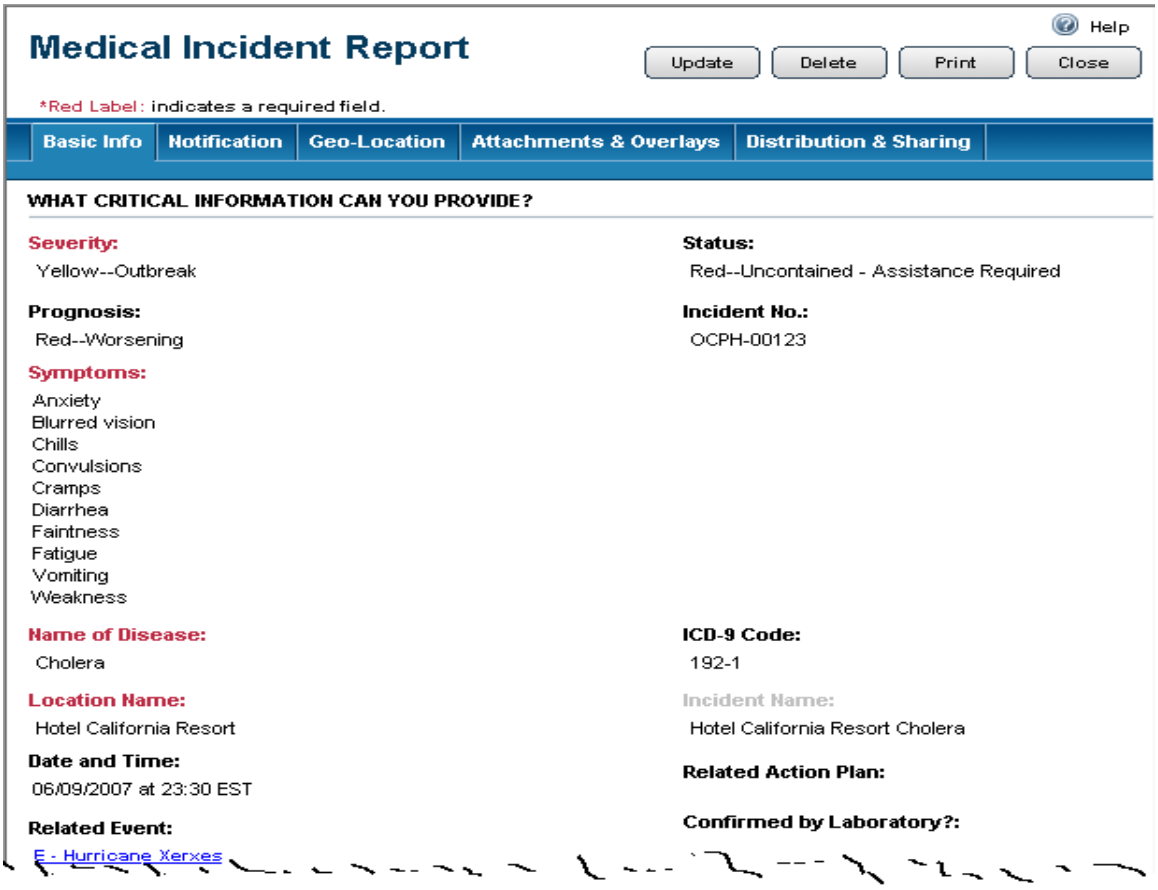

Figure 22 Medical Incident Report

- The Medical Incident Report shown in Figure 22 identifies specific medical incidents by monitoring the activity with geo-locate features.
- Many of the fields are auto filled by the application, based upon previous information entered such as prevalence and fatality rate.

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Organizational SitRep Report

Situation > Organizational SitRep

Organization situation reports provide users the ability to create summary reports that provide a comprehensive assessment of the overall situation. These high level reports are tailored for use primarily by executive level personnel.

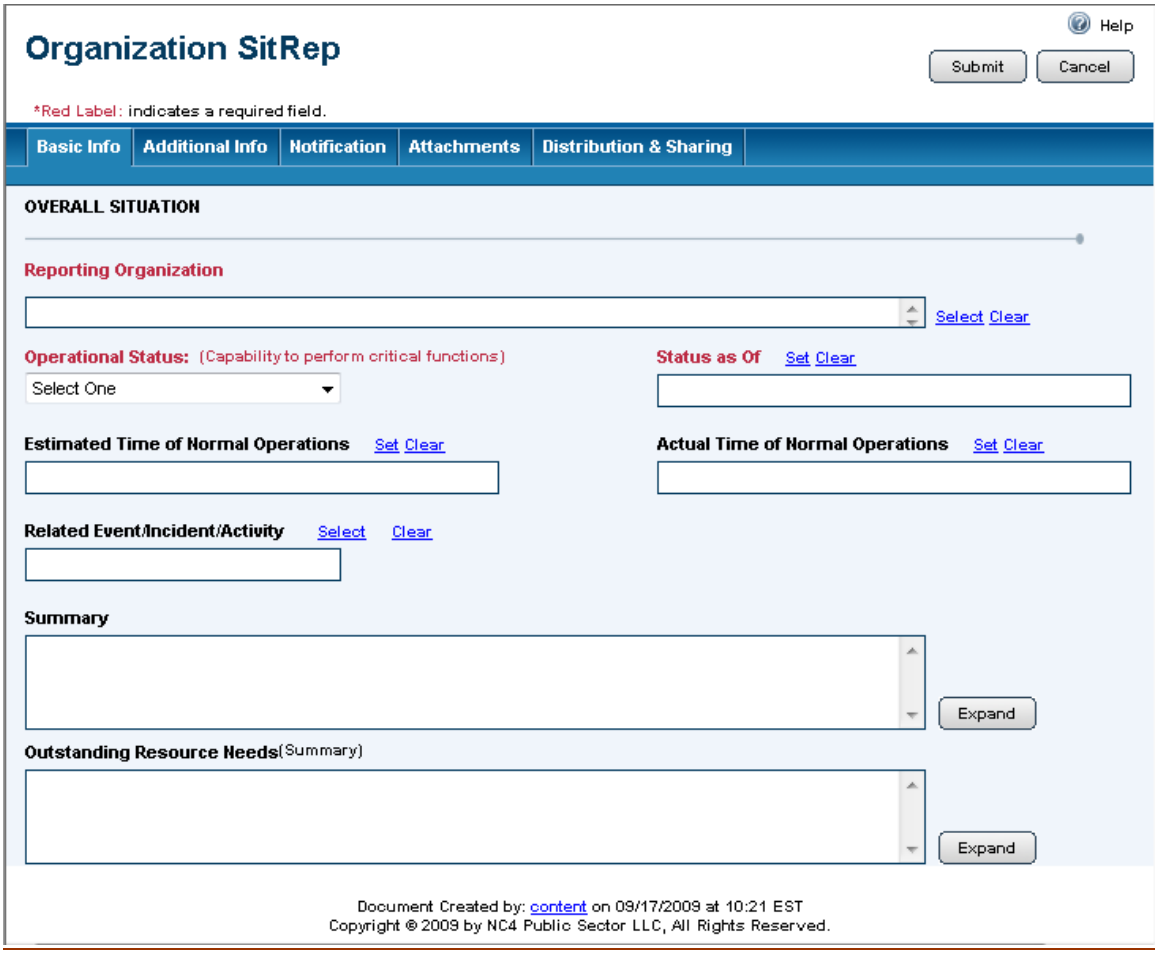

Figure 23 Organizational SitRep Report

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Personnel Report

Personnel > Personnel

The **Personnel** Report depicts the operational status of particular individuals.

Personnel Reports may be completed for all personnel of interest prior to an event or emergency and updated during the activation, or the reports may be completed on an exception basis. The reports may be used in the event a person is injured, unavailable, or when a person's condition reaches some other threshold of interest.

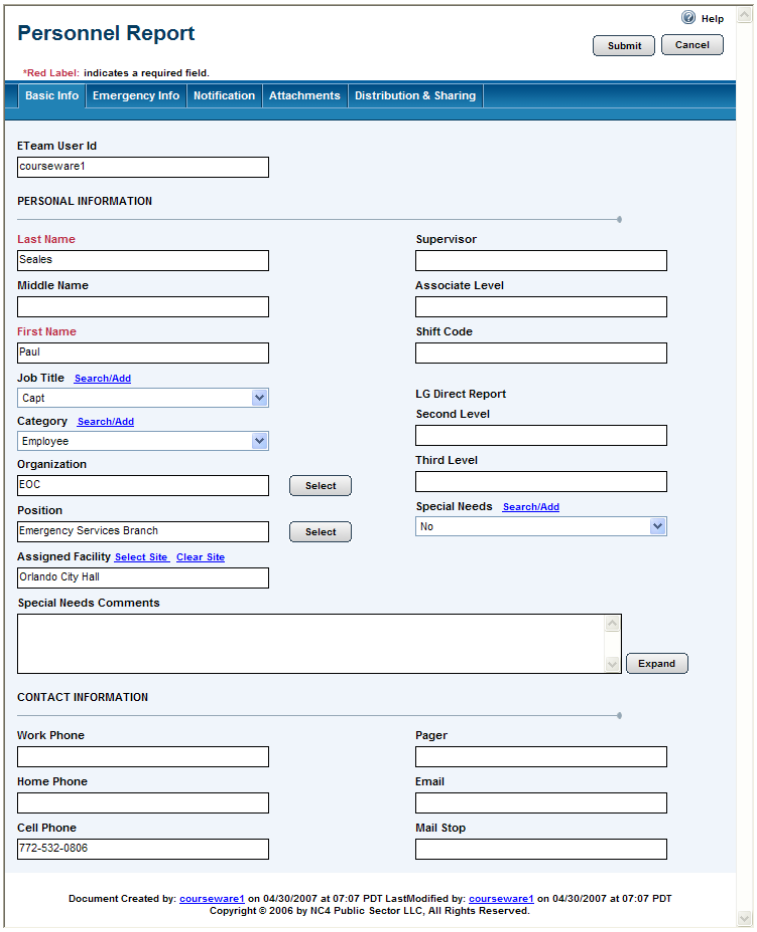

Figure 24 Personnel Report

- The Personnel Report shown in Figure 24 displays the location, special needs, contact information and emergency contact data for any personnel within the jurisdiction.
- Information from this report can be imported into Staff Assignment Reports.

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Plan Concern Report

Tasks > Plan Concern

This report is used to identify shortcomings or unforeseen problems with a **Task, Sub-Task, or Action Request**. This report can be enabled or disabled by your system administrator.

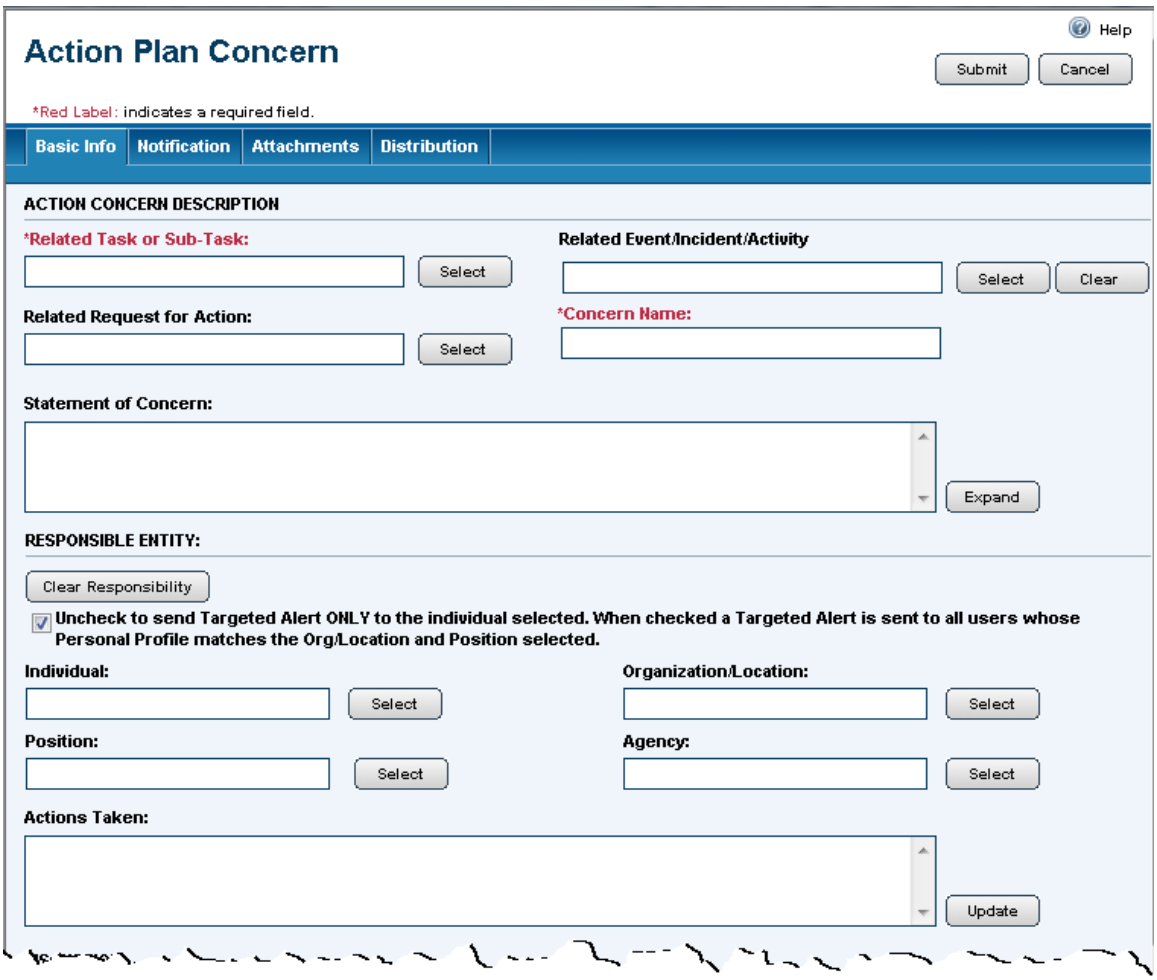

Figure 25 Plan Concern Report

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Planned Activity Report

Event/Incident/Activity > Planned Activity

The **Planned Activity** Report is usually localized, such as a sporting event, convention, parade, street fair, or concert. The information entered into the report can be used for monitoring, controlling, and providing security for the event.

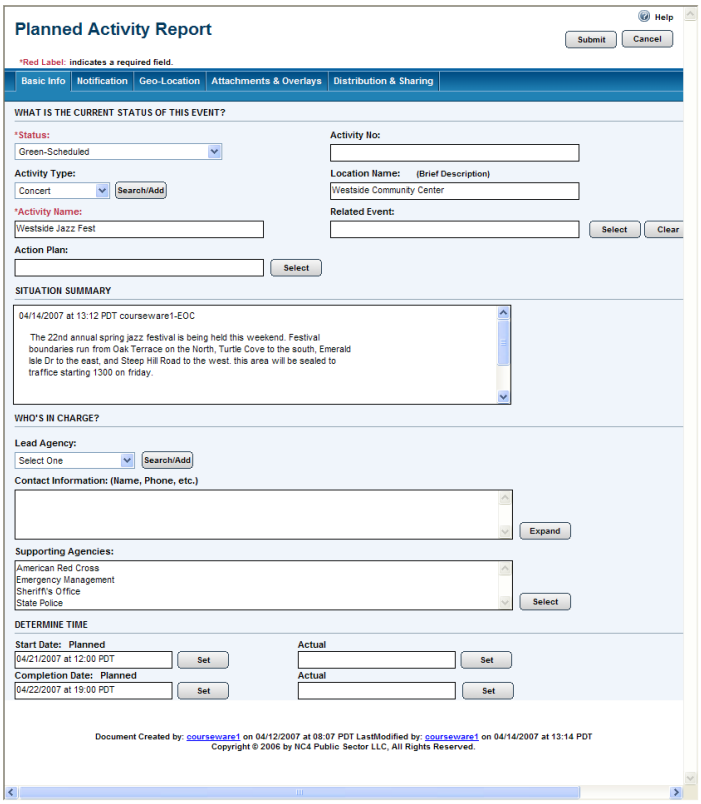

Figure 26 Planned Activity Report

- The Planned Activity form shown in Figure 26 can be preloaded before an activity with all planned activities such as parades, motorcades, protests, and location details.
- The report can be associated with a **Planned Event** and provides access to required information for any planned activity.

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Planned Event Report

Event/Incident/Activity > Planned Event

The **Planned Event** Report monitors all activities in a jurisdiction associated with a scheduled event such as a major sporting event, VIP visit or large concerts. These events can involve multiple agencies, jurisdictions and activities.

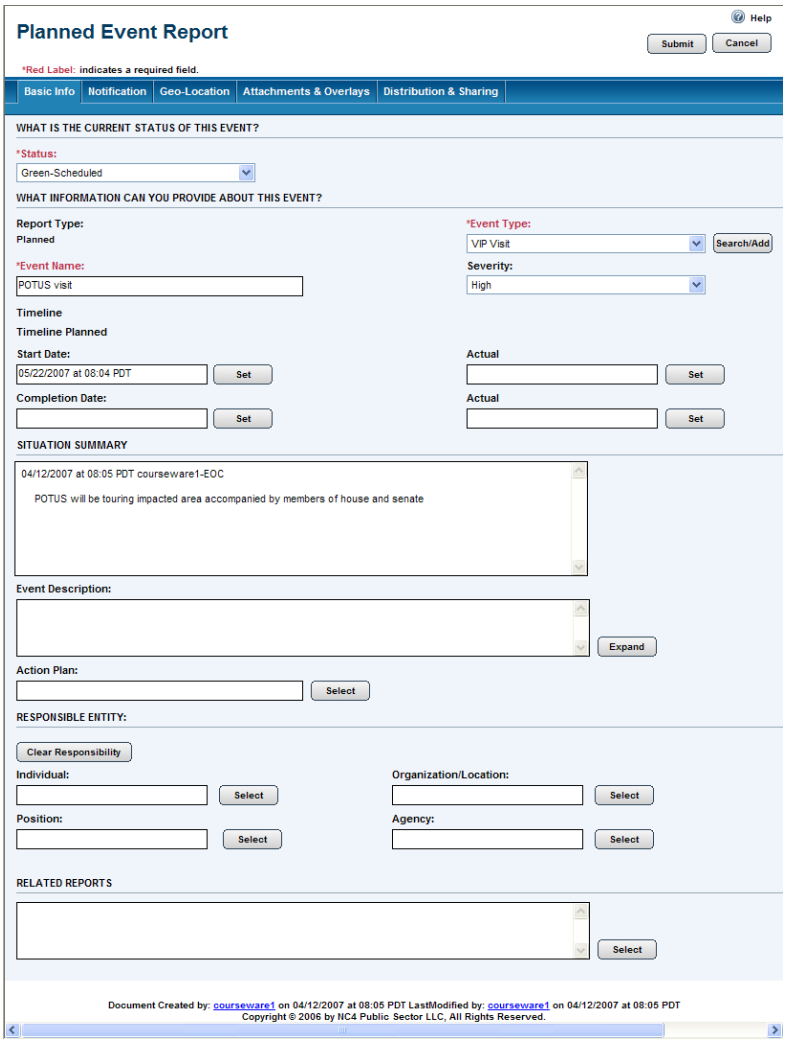

Figure 27 Planned Event Report

- An example of a Planned Event in Figure 27 is a major conference that has a large number of planned activities.

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Public Entity Loss Report

Damage Assessment > Public Entity Loss

The **Public Entity Loss** Report compiles and maintains Damage Assessment information for government facilities. This report is critical when filing for reimbursements after a declared disaster.

Damage Assessment is the process of determining the location, nature, and severity of damage sustained by the public and private sectors in a disaster situation. The report's two tabs captures and records information that includes estimating the amount of loss and the resulting impacts of those losses on the affected individuals and communities.

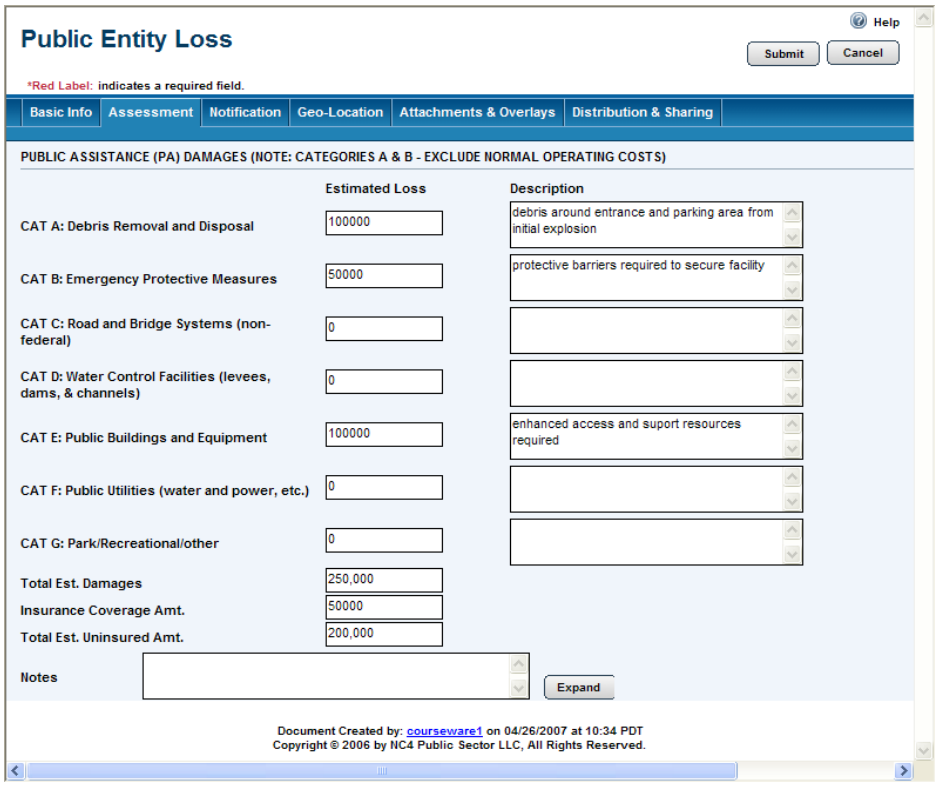

Figure 28 Public Entity Loss Report – Assessment Tab

- Public Assistance (PA) Damages are tracked on the Assessment tab of the Public Entity Loss Report shown in Figure 28 for possible reimbursement.
- PA Damages are totaled by the application.
- Geo-Location can be used to identify damaged businesses on the map.
- Photo images can be attached to the report in the **Attachments** tab.

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Public Facility Report

Infrastructure > Public Facility

The **Public Facility** Report provides information about a jurisdiction's critical facilities that might be affected by an emergency and to monitor a facility's operational status.

The Report records a facility's name, status, contact information and estimated damage. These reports can be posted to the map, giving emergency managers an overview of the effects of an emergency on their jurisdiction's infrastructure.

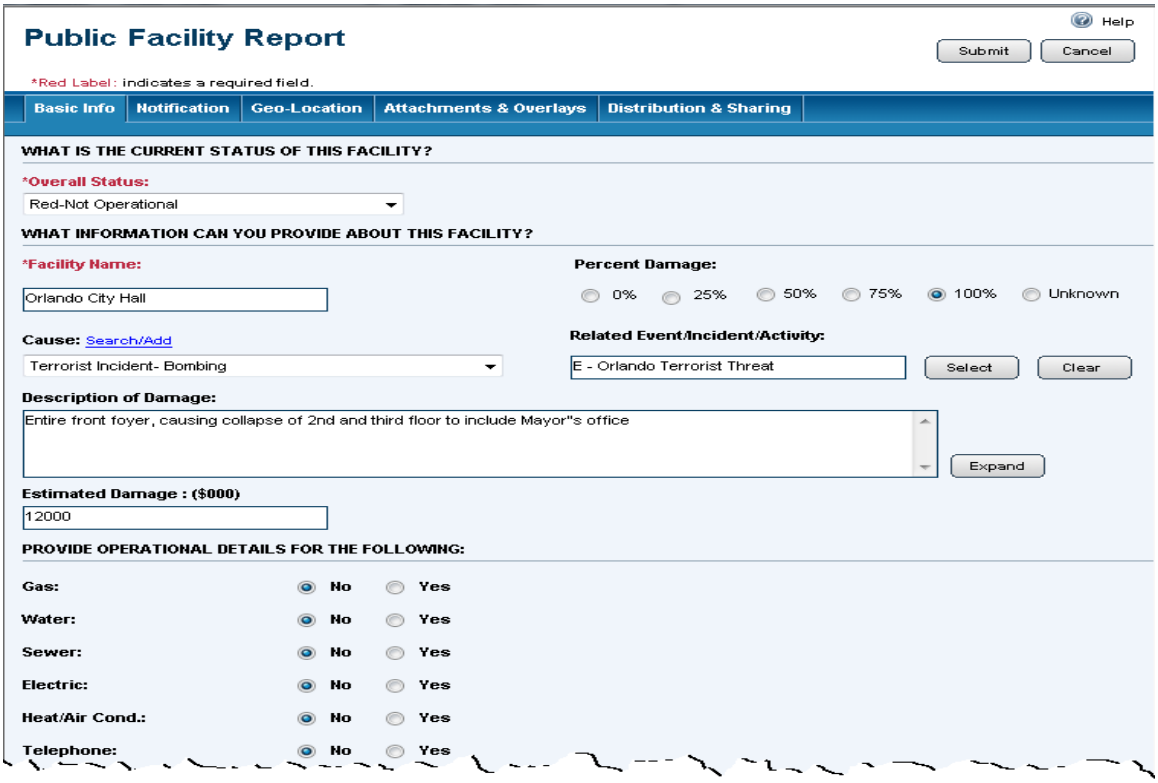

Figure 29 Public Facility Report

- The Public Facility Report shown in Figure 29 shows the status of essential facilities including critical infrastructure within your jurisdiction.
- Information in this report may be utilized to ascertain:
  - functionality of these vital facilities,
  - dollar cost of the damage incurred,
  - geo-location of these facilities.
- This form proves especially useful in relocating critical functions, either into or out of strategic facilities.

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Public Info Report

Situation > Public Info

The **Public Information** Report details the status, review status, and approval of the release of public information such as press releases, official announcements and other public notifications. The report provides full document workflow with tracking and approvals.

This form can be used by a press office, the agency's Public Information Officer (PIO) or any personnel responsible for making official communications to the public.

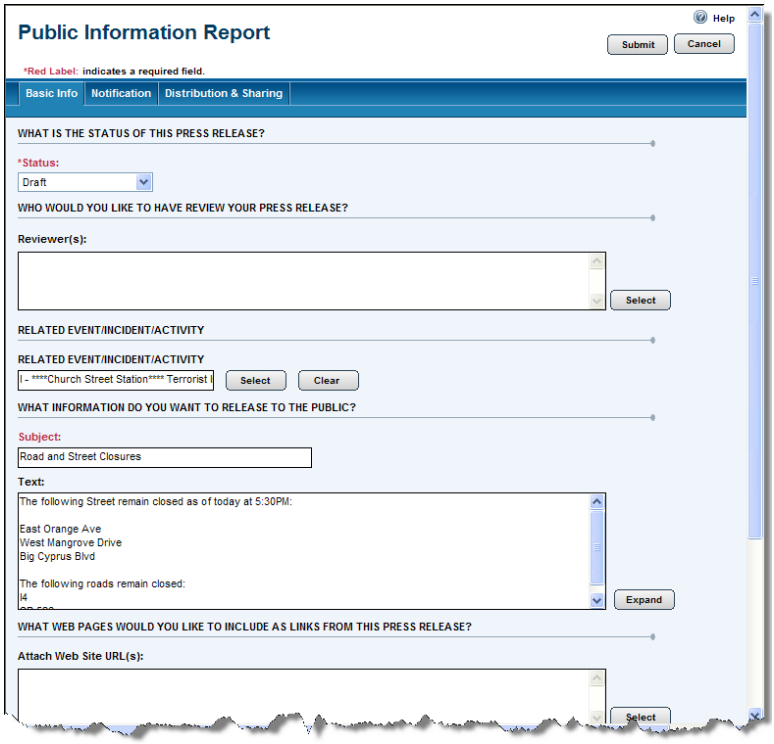

Figure 30 Public Information Report

- The Public Information Report shown in Figure 30 provides a forum to create, edit, review and approve press releases.
- The report documents actions associated with media relations.
- To maintain an efficient process of reviews, comments, and approvals, the leadership should establish an infrastructure that supports media operations.
- The report is able to partition information for internal and external communications.

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Rapid Damage Report

Damage Assessment > Rapid Damage

The **Rapid Damage Assessment** Report gathers initial information about damaged structures prior to full detailed assessments.

The Damage Assessment (DA) is an ongoing process that is essentially three-phased; the first phase begins immediately after the disaster, the second phase occurs just prior to a request for federal assistance and the third phase takes place if a federal declaration is received.

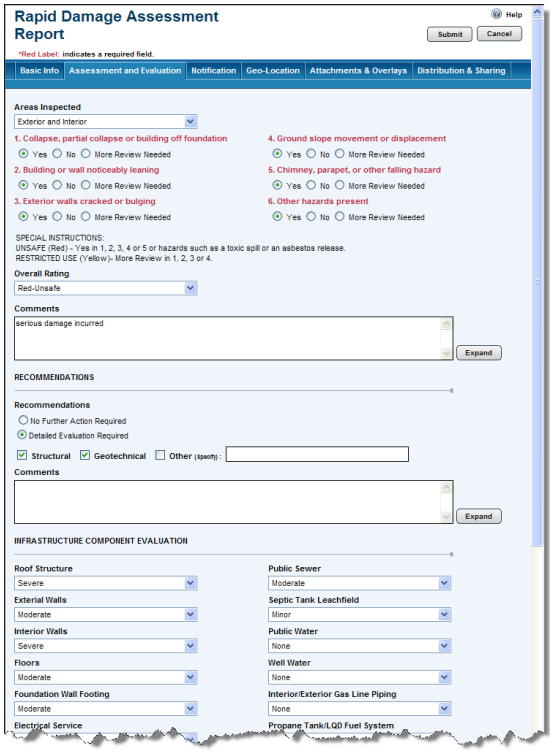

Figure 31 Rapid Damage Assessment Report – Assessment Evaluation Tab

- The Rapid Damage Assessment Report can also be created from within a Windshield Damage Assessment Report by selecting the appropriate Windshield Damage Assessment Report.
- If all items in the Infrastructure Component Evaluation section shown in Figure 31 on the Assessment and Evaluation tab have been entered, the Estimated Percent Damage and Estimated Damage Cost fields on the **Basic Info** tab will be automatically calculated.

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Road Closure Report

Infrastructure > Road Closure

The **Road Closure** Report is used to record the status and operational readiness of roads within an area.

This information may be needed for numerous purposes for incident response. For example, the Logistics Section will need this information in order for supplies and resources to be routed efficiently.

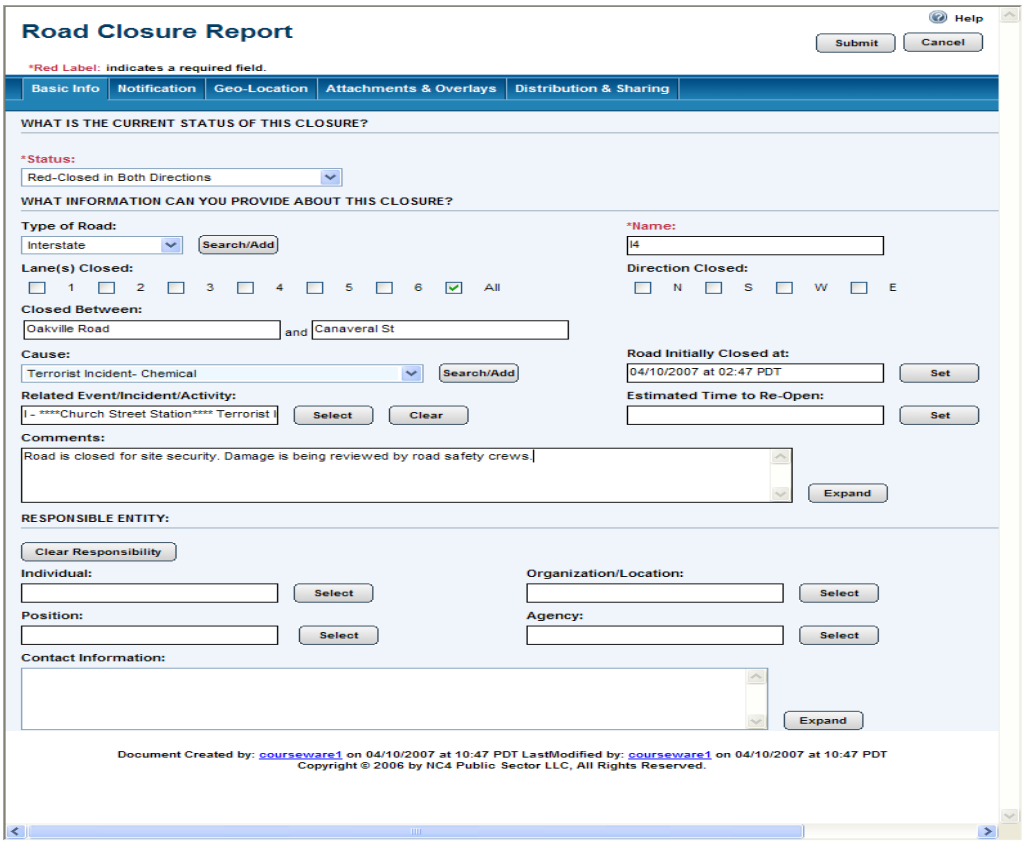

Figure 32 Road Closure Report

- The example in Figure 32 is a Road Closure report depicting some of the critical information such as **Status of the Road** and the **Road Name** you will be asked to provide.
- The geo-location feature can assist with identifying alternate routes for traffic management.
- This report can be related to other incident activities.

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Shelter Report

Infrastructure > Shelter

The **Shelter Report** is used to assist in managing multiple evacuation centers. The report form is used to document the status, activity and operations of shelters within a jurisdiction.

A shelter is temporary housing established in or near an affected area to provide safe, sanitary temporary living quarters which may include food, or lodging for people who have been evacuated from an impacted area. Shelters may be run by local government agencies, the American Red Cross or other agencies.

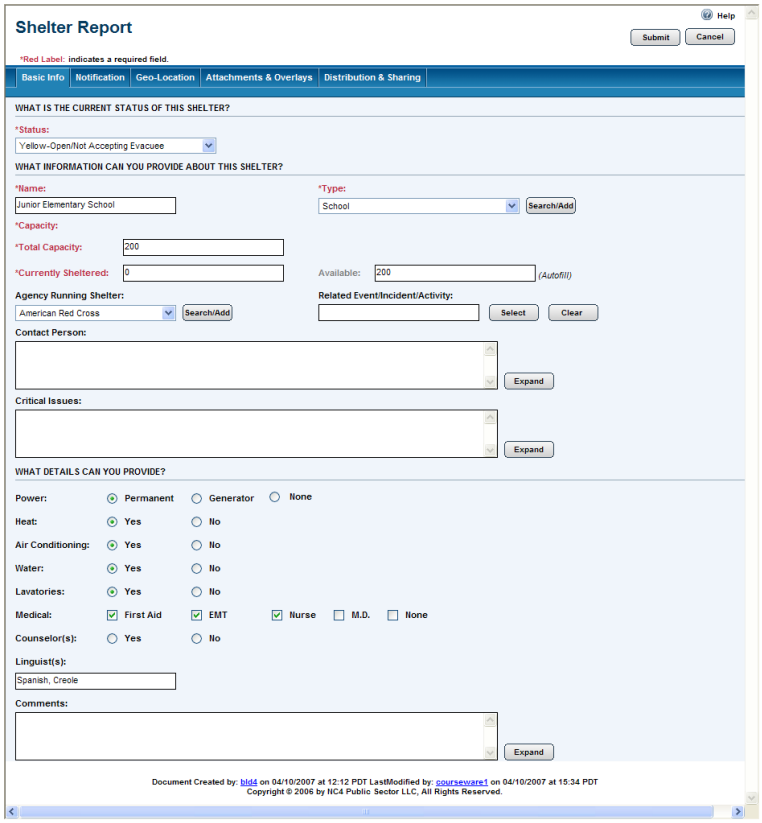

Figure 33 Shelter Report

- All shelter data can be preloaded before an event, and updated as required during an event.
- The example in Figure 33 is a Shelter report depicting some of the critical information you will be asked to provide such as the shelter name and type, its status, and the number of individuals that are currently being sheltered.
- This report can be used to manage logistics requirements and routes to and from an impacted area to shelters.

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Suspicious Package Report

Event/Incident/Activity > Suspicious Package

A **Suspicious Package Triage** Report is used to record and track the details of unidentified packages.

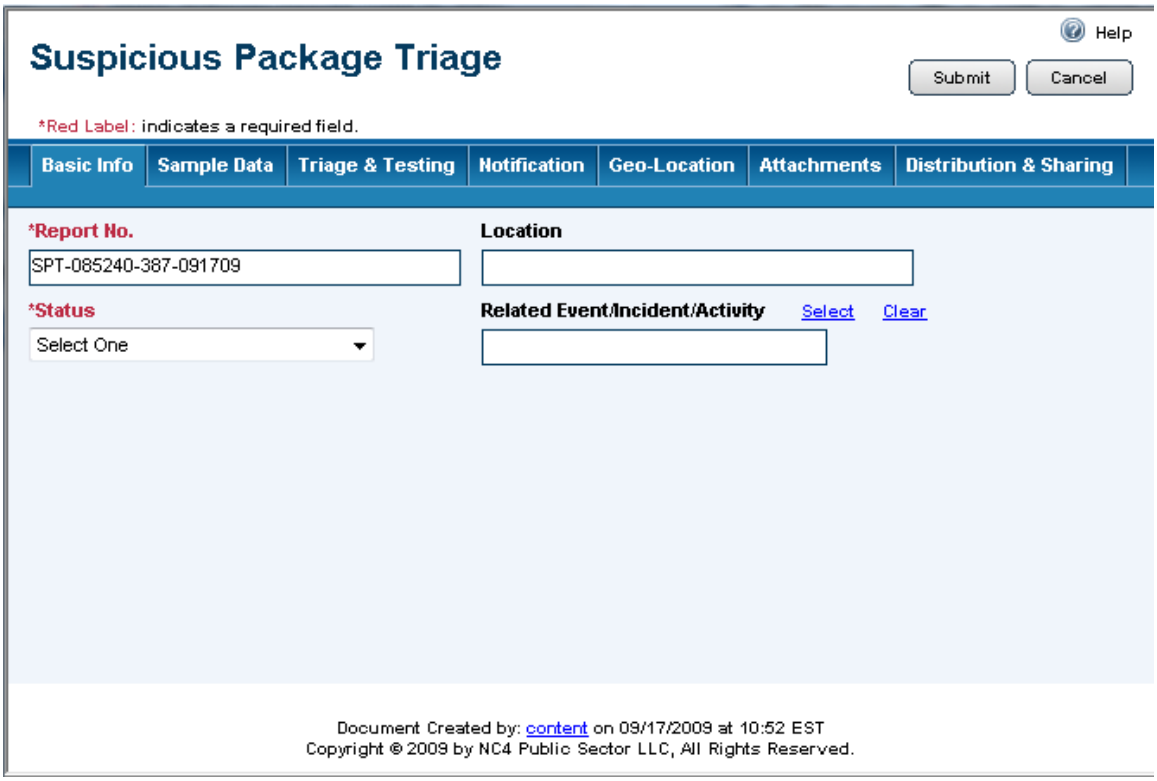

Figure 34 Suspicious Package Report

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Task Report

Task > Task

The **Task Status** Report provides information related to a particular task, sub-task, action request, or plan concern.

The data in this report is used to assign, then track tasks assigned to agencies or individuals.

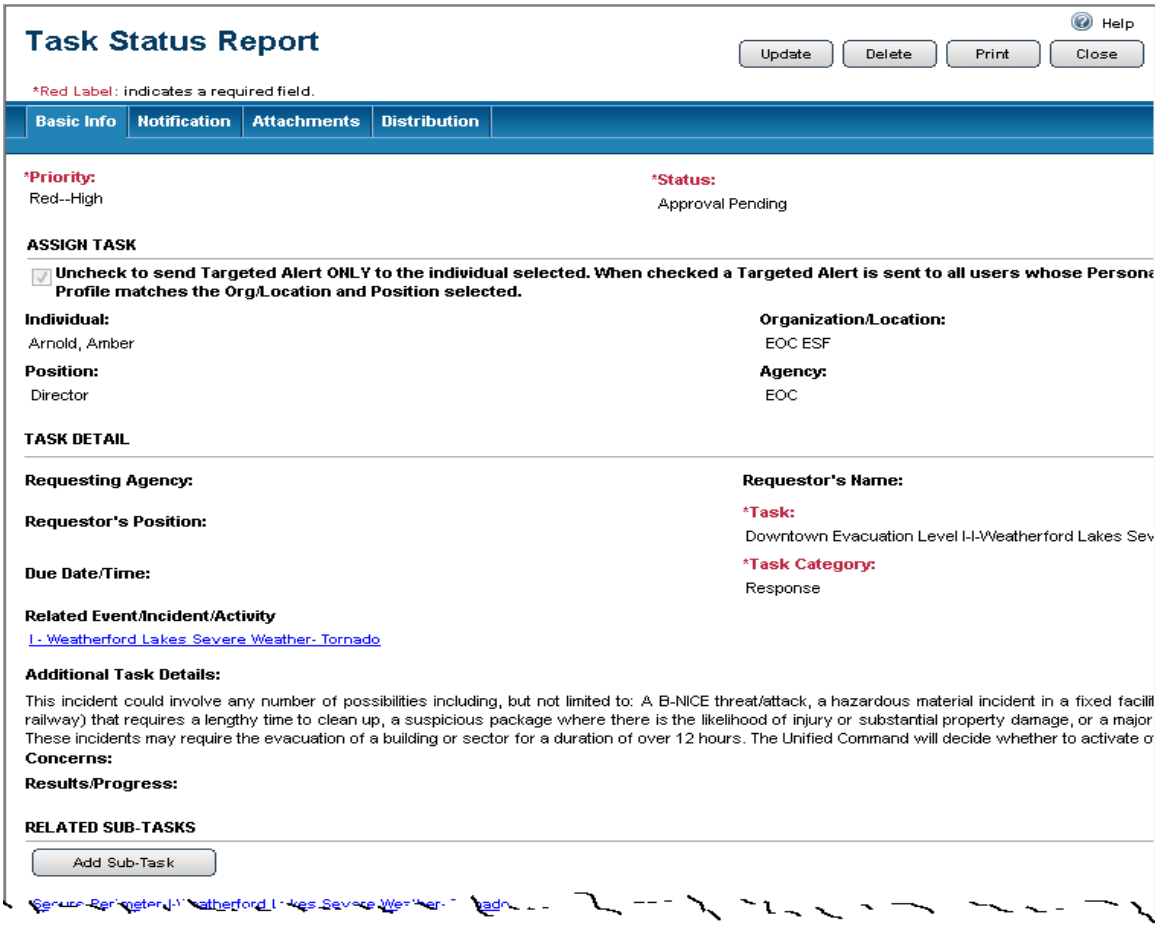

Figure 35 Task Status Report

- The Task Status Report shown in Figure 35 monitors task, sub-task and task status across different agencies, ESFs or functions within a jurisdiction.
- This report can be used for a Task for which a Resource Request would not be created.
- The Agency or Function that was tasked can document any resulting sub-tasking by using the Sub-Task function.
- Sub-Tasks can be created within Tasks.

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Sub-Task Status Report

Task > Sub-Task

The **Sub-Task Status** Report can break a major task or Action Plan into a series of related sub-tasks. Each sub-task item can be independently assigned and updated.

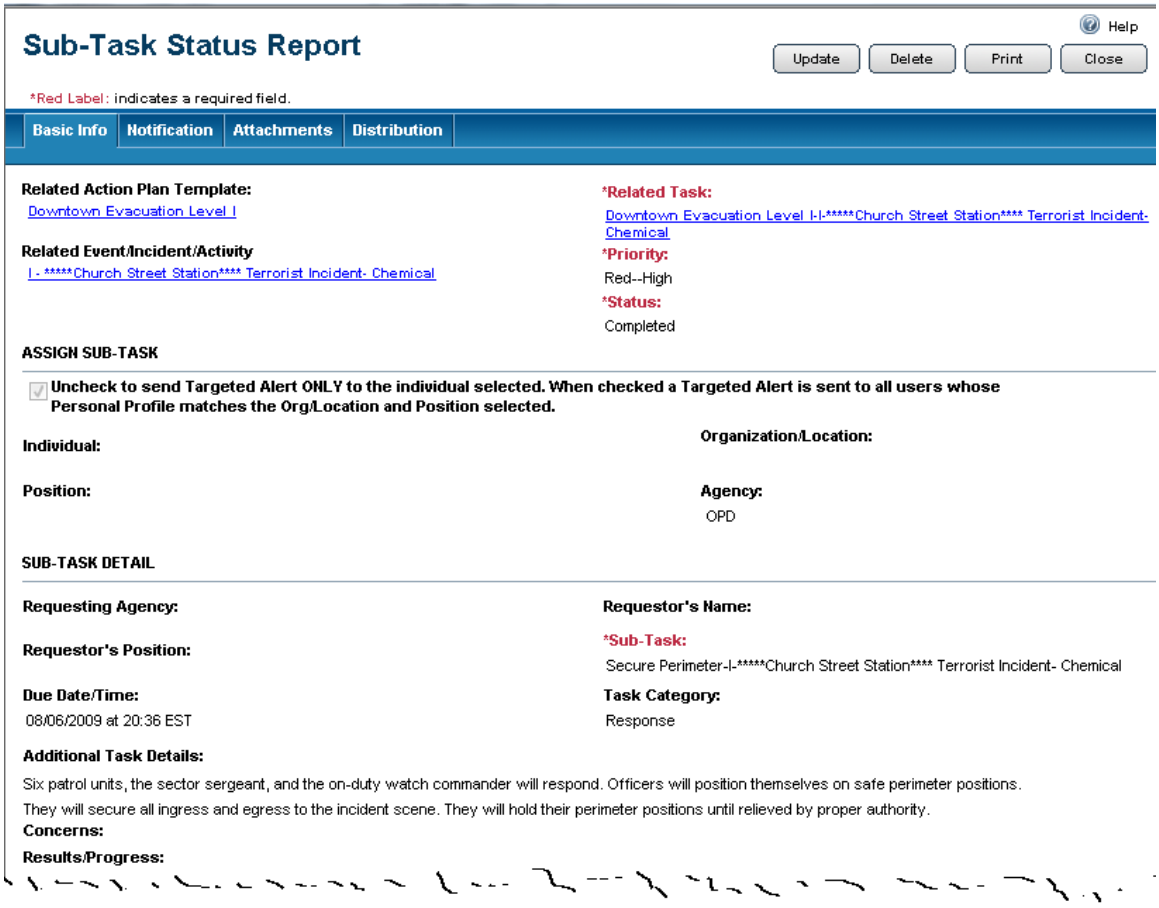

Figure 36 Sub-Task Status Report

- The Sub Task Status Report shown in Figure 36 shows the individual elements of a plan or task.
- This report gives the jurisdiction a visual representation of the status and level of completion for each sub task.
- By clicking sub-task, you can explore the information at a more granular level.

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Tip Submission Report

Situation > Tip Submission

The **Tip Submission** Report is used to identify and follow-up tips and leads that may be obtained by operational units. Tips can be categorized in a variety of ways and noted for credibility or follow-up.

Figure 37 Tip Submission Report

- The Tip Submission Report shown in Figure 37 includes multiple sub-forms that can be created only after initial submission of the Tip Submission Report. These sub-forms provide detailed records for the following: Target of Suspicious Activity, Person of Interest, Business of Interest, and Source of Information.
- The Tip Submission Report is used to trace tips from the time received, until final disposition. The application automatically generates a Tip number.
- The report provides the capability to geo-locate the location of where the tip was received. This assists in developing trends by location.
- The search feature presents the ability to identify related information within the report.

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Transit System Report

Infrastructure > Transit System

The **Transit System** Report is used to monitor the operational capability of transit systems within a jurisdiction. This includes bus, ferry, rail and any other mass transit systems.

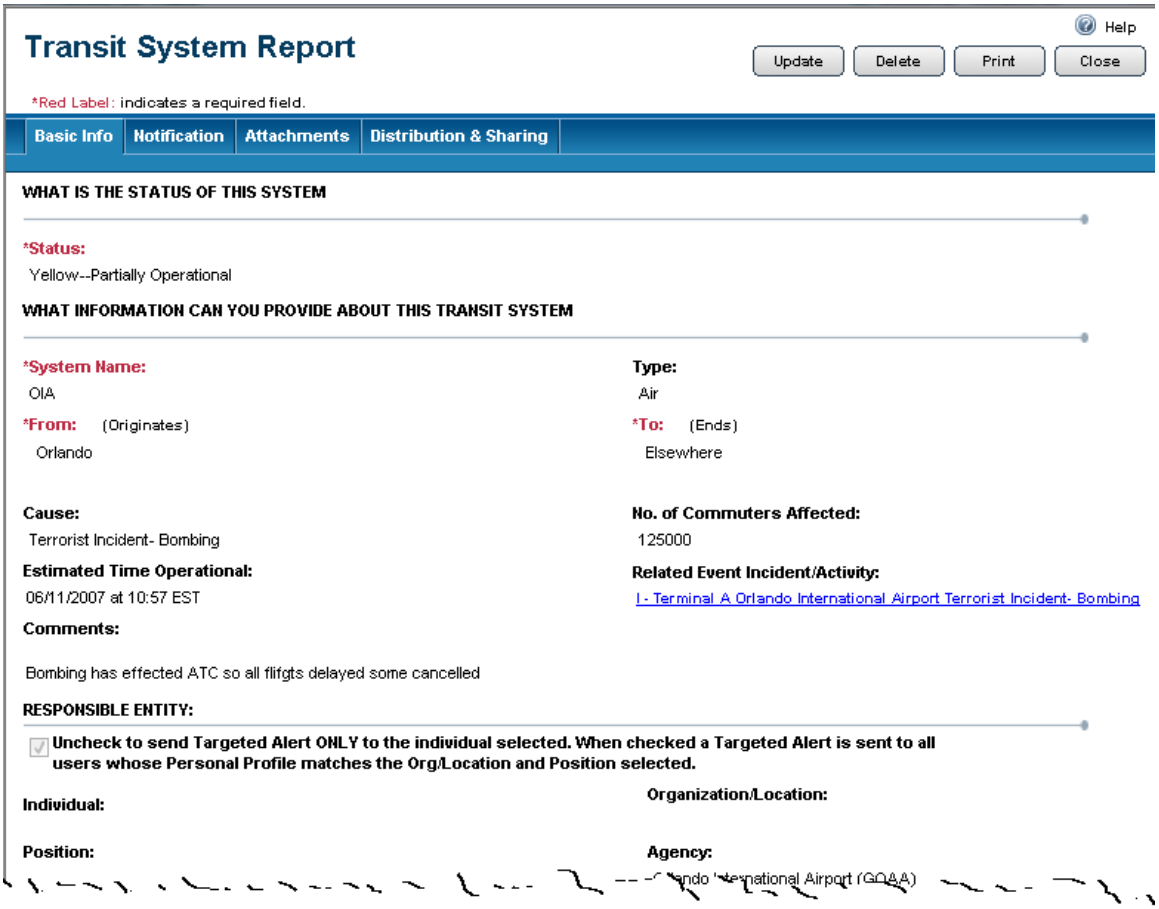

Figure 38 Transit System Report

- The Transit System Report shown in Figure 38 displays various transportation infrastructures within the jurisdiction.
- Detailed information is included to enable rerouting of major transportation systems, or redirecting of people to alternative mass transit systems.

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Utilities Outage Report

Infrastructure > Utilities Outage

The **Utilities Outage** Report is used monitor the operational capability of utilities within a jurisdiction. This report includes water, electric, gas, sewer, telephone, and cable utilities.

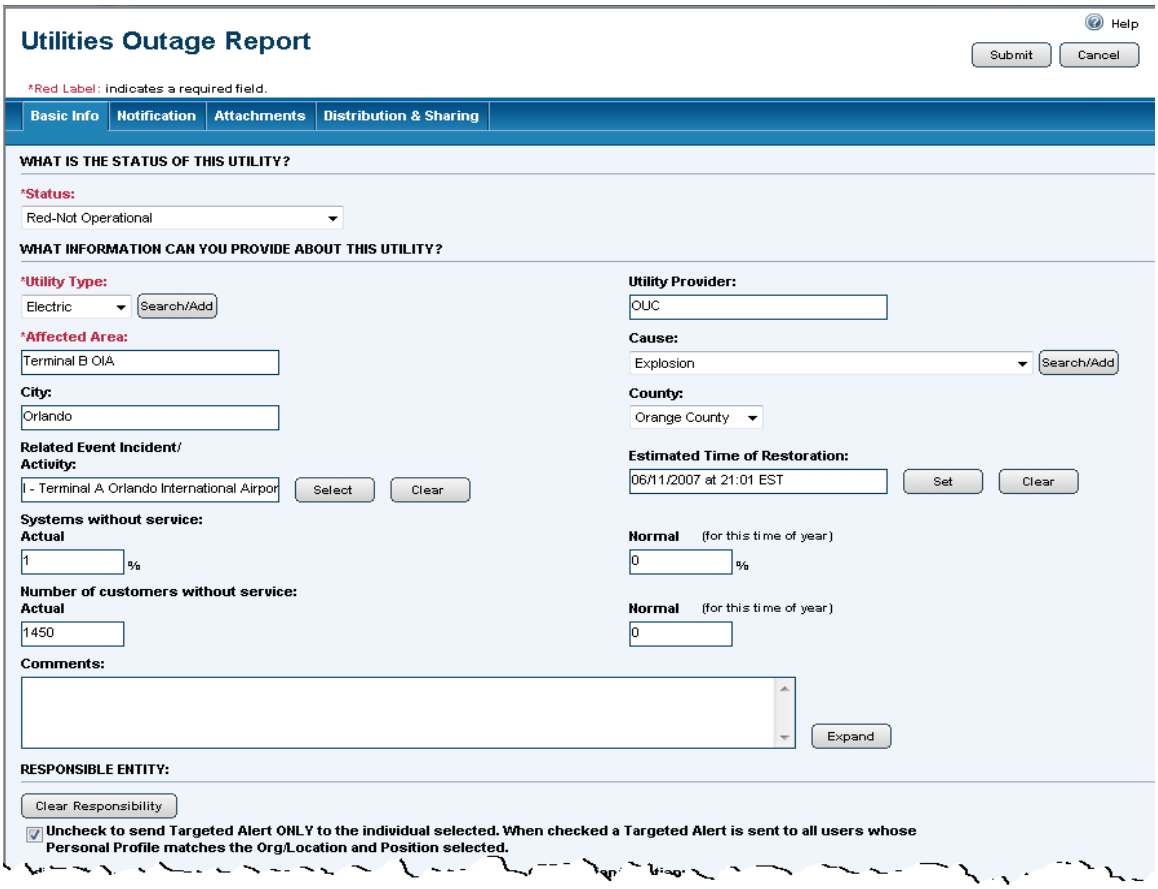

Figure 39 Utilities Outage Report

- The Utilities Outage Report shown in Figure 39 obtains an operational view of the utilities infrastructure within the jurisdiction.
- This report is helpful in determining high-level impacts of utility outages and shortages.
- During certain utilities outages the geo-location feature defines the areas affected and provides the capability to reroute traffic around these affected areas.
- The utility status reports should be completed by each utility thereby allowing an overall view of utility status within minutes after an event or incident strikes.

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Volunteer Report

Disaster Relief > Volunteer

The **Volunteer** Report details the contact information, skills, functional capabilities, status, operational readiness, and agency affiliations of volunteers within an area prior to, during and post activation.

The Volunteer Record also maintains the individual's detailed deployment history and Event/Incident/Activity evaluations.

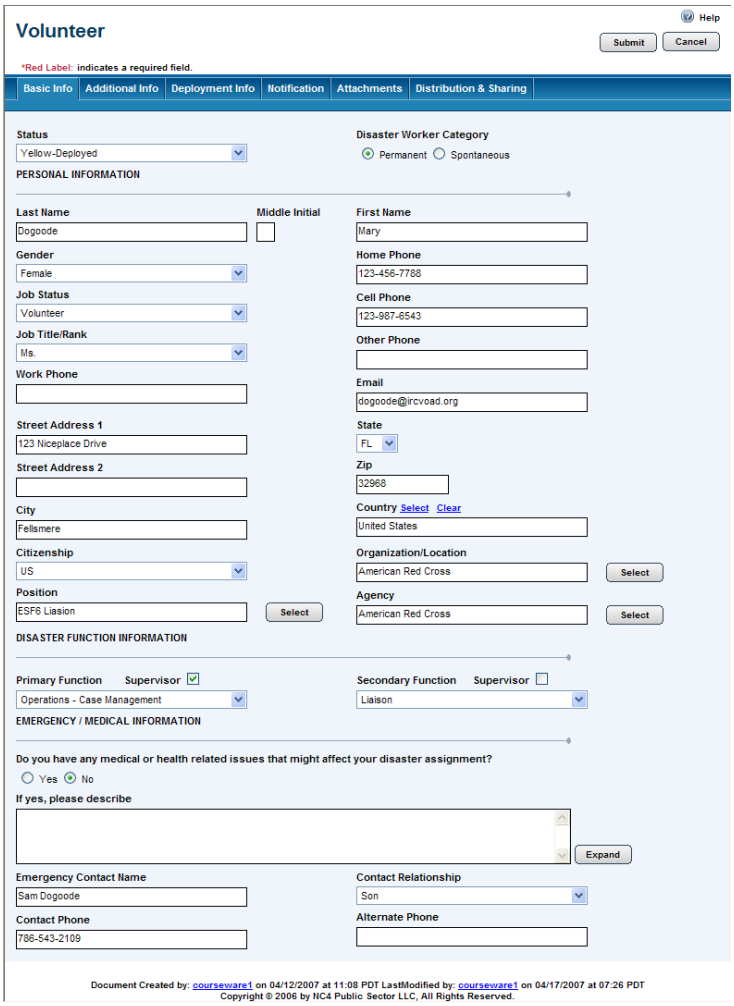

Figure 40 Volunteer Report

- The Volunteer Report shown in Figure 40 displays all details for volunteers.
- The **Deployment Info** tab depicts deployment details and volunteer performance evaluations.

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Windshield Damage Report

Damage Assessment > Windshield Damage

The **Windshield Damage Assessment** Report contains information collected by initial rapid assessment of damaged structures and is used to determine whether or not a complete damage assessment is required.

Immediately after a disaster, it is necessary to identify and quantify the physical and monetary impact and to rapidly assess possible eligibility for federal assistance.

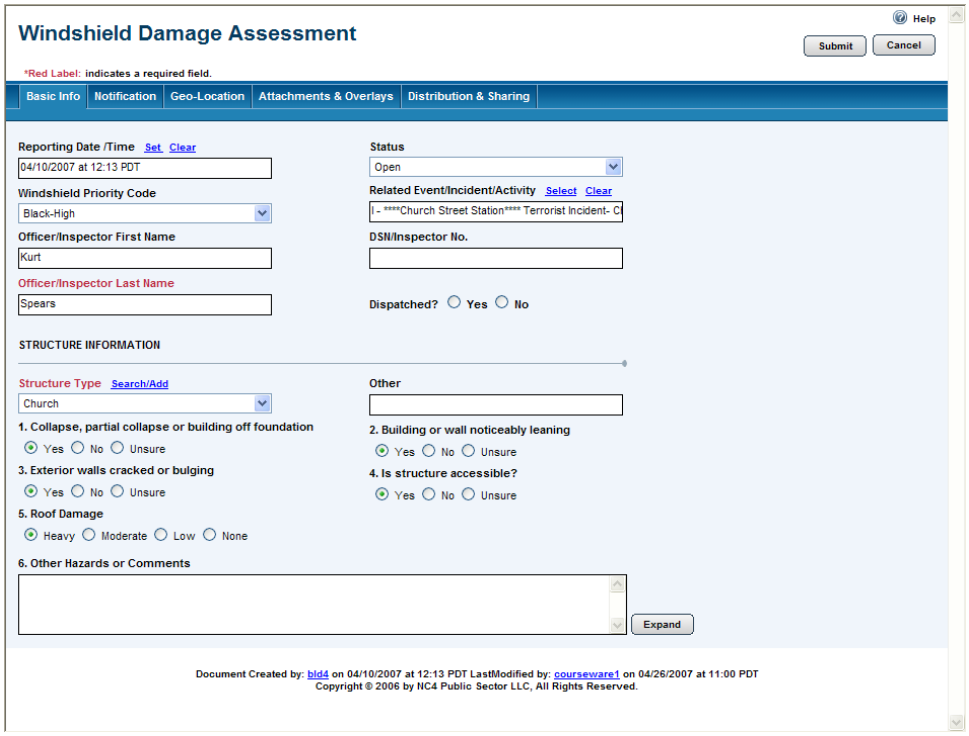

Figure 41 Windshield Damage Assessment Report

- The Windshield Damage Assessment Report shown in Figure 41 identifies basic, rapidly acquired damage information.
- A Rapid Damage Assessment Report can be created from a saved Windshield Damage Assessment Report.
- The geo-location tab can be used to pinpoint and display areas to focus relief and recovery efforts.
- The initial structure assessment can be used to generate a priority system.

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