

# National CDEM Emergency Management Information System

**National Lifelines Forum  
23 September 2010**

# Project Background

## Need

- Reference to formal review reports
- Real events experience
- Sector requests
- Inconsistencies in
  - Process
  - Format

# Project Background (cont'd)

## Process

- Budget approved, business case developed
- Initiated RFI followed by RFP
  - 20 responses to RFI received
  - 5 invited to RFP
  - 3 short listed for Proof of Concept demos.
- CDEM Groups and NZFS were involved in RFP proof of concept evaluation
- E-Sponder partnered by Intergeren was chosen unanimously

# Project Background (cont'd)

## Why E-Sponder?

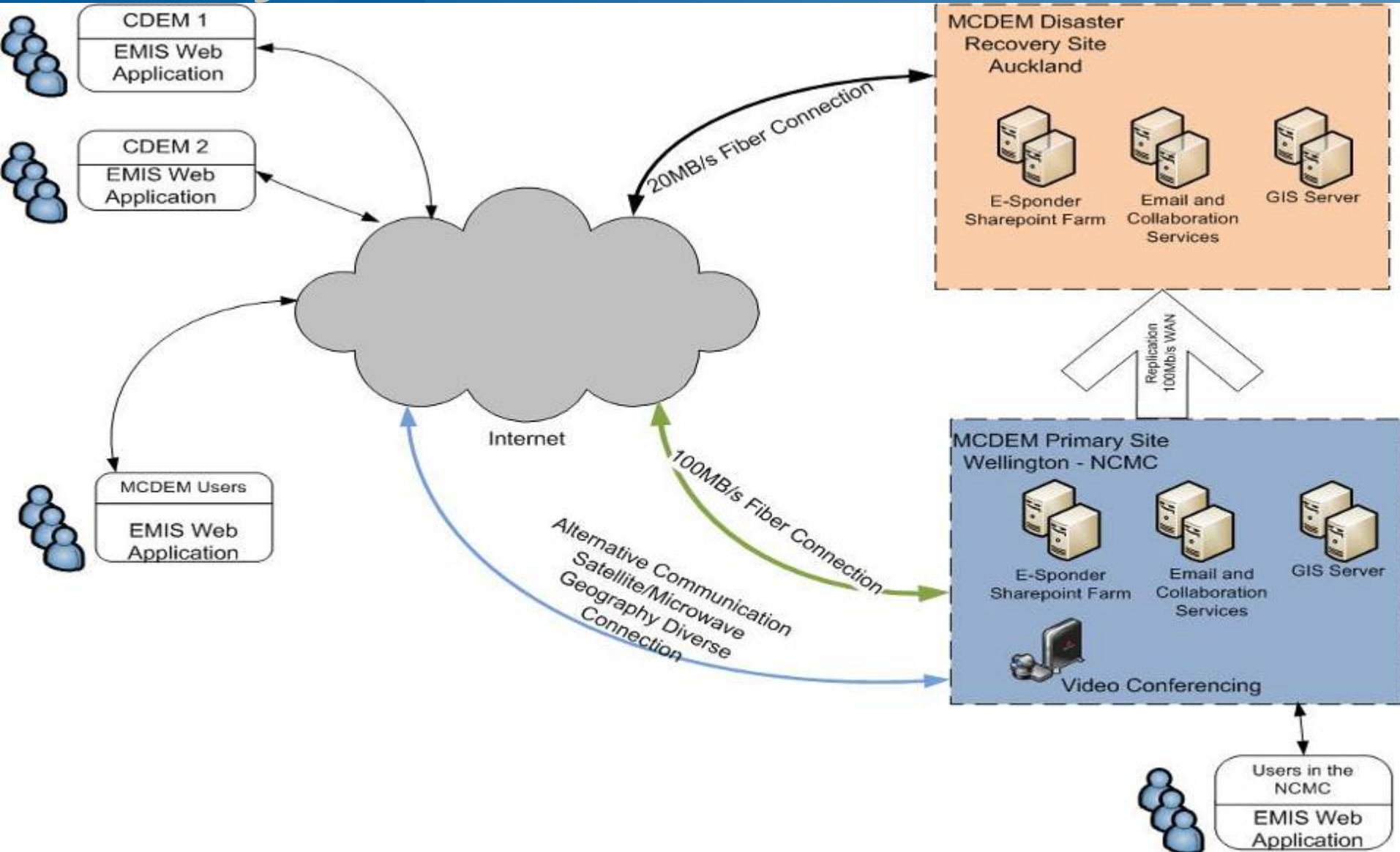
- Easy to use
- Easy to configure
- Best fit for CDEM structure
- Utilisation of Microsoft environment
- Truly web based
- Proven partnership with Intergen
- Good references by MFaT, USA (Wisconsin EM, Tampa Police)

# System Information (cont'd)

## Concept

- Web based solution, utilising Microsoft SharePoint
- Centralised hosting from NCMC, replicated in Auckland
- Will provide an EMIS for MCDEM, all CDEM Groups, all TAs (owners)
- Integrated- escalation of info, view some info across owners
- Each owner controls access to and maintains their site
- Centralised & standardised core configuration

# System Information (cont'd)



# System Information (cont'd)

## Licensing, Cost & Specs

- MCDEM foots all licence costs
- No licence costs for other owners. Their costs relate to:
  - Hardware (PCs)
  - Internet connection
- Specs required:
  - Windows XP or 7; or MAC PCs
  - Web browser
  - Internet Explorer 7 or 8; or Firefox 3.0+

# System Information (cont'd)

## Redundancy

### System:

- DR site in Auckland
- Dedicated WAN connection

### Internet connectivity:

- Alternative connection to the internet (NCCMC to internet only)
- You will need to provide for internet access:
  - Access to telecoms network
  - Access to ISP
  - Suggest alternative connection to the internet



# System Information (cont'd)

## Administration & Control

- CDEM control access
- CDEM maintain contacts, resources, lists etc
- Centralised, representative control process for configuration changes & development

# What CDEM Sector Gets Now:

**Centrally hosted, fully integrated system for all**

**Implications are:**

- **No licence costs**
- **Robust solution : Full disaster recovery (network, hardware and site)**
- **24x7x365 Support arrangement**
- **Centralised governance = consistency & simplified IT architecture**
- **Ability to make information accessible to all**
- **Some flexibility for individual owners to customise (data, logos etc)**

# What CDEM Sector Gets Now:

- Alerting function included
- Centralised GIS – regional, local layer can be added as required
- Focus on integrating other E-Sponder licence holders in the future (future project)

# E·SPONDER®

- **Microsoft Gold Certified Partner**
  - 20 Full-time Staff
  - St. Louis, Missouri
  - Multiple Competencies
  - Microsoft Area Specific Certifications
- **Exclusively work in incident response**
- **Over 2,000 customers across the globe**



# E•SPONDER's Philosophy

- **Start small and grow**
  - Success breeds success, get wins fast
- **Don't try to be all to everyone**
  - Know who we work for – clarity of command
- **System MUST be easy to use and intuitive**
  - Don't learn your software during an emergency
- **Build systems that enable *proper* flow of info**
  - All events start and end locally
  - Assistance and oversight is necessary, but can not be consuming

# About Intergen

- NZ owned
- Since 2001
- Auckland, Wellington, Christchurch, Dunedin, Sydney, Perth
- 230+ staff
- Microsoft specialists – it's all we do
- Proven processes with hundreds of successful projects
- Design, development, implementation, support
- History within NZ Government and Local Authority sectors
- Represent a number of Overseas based solutions in NZ

*INTELLIGENT BUSINESS*  
**intergen**<sup>TM</sup>

# Intergen and E.SPONDER

- **Ministry of Foreign Affairs & Trade**
  - Architecture
  - Themes
  - Office Communication Server
  
- **EMIS key focus**
  - MCDEM
  - Service Line being built
  
- **E.SPONDER Business partner for NZ & Aus**
  
- **E.SPONDER an Intergen customer**
  - Microsoft Worldwide Partner Conference keynote
  - Wisconsin Emergency Management
  - Dashboards



# Intergen and SharePoint

- Worked with SharePoint since released
- SharePoint BETA and TAP (early adopter) programs
- Key SharePoint Community participant
- World's first to achieve SharePoint Elite status





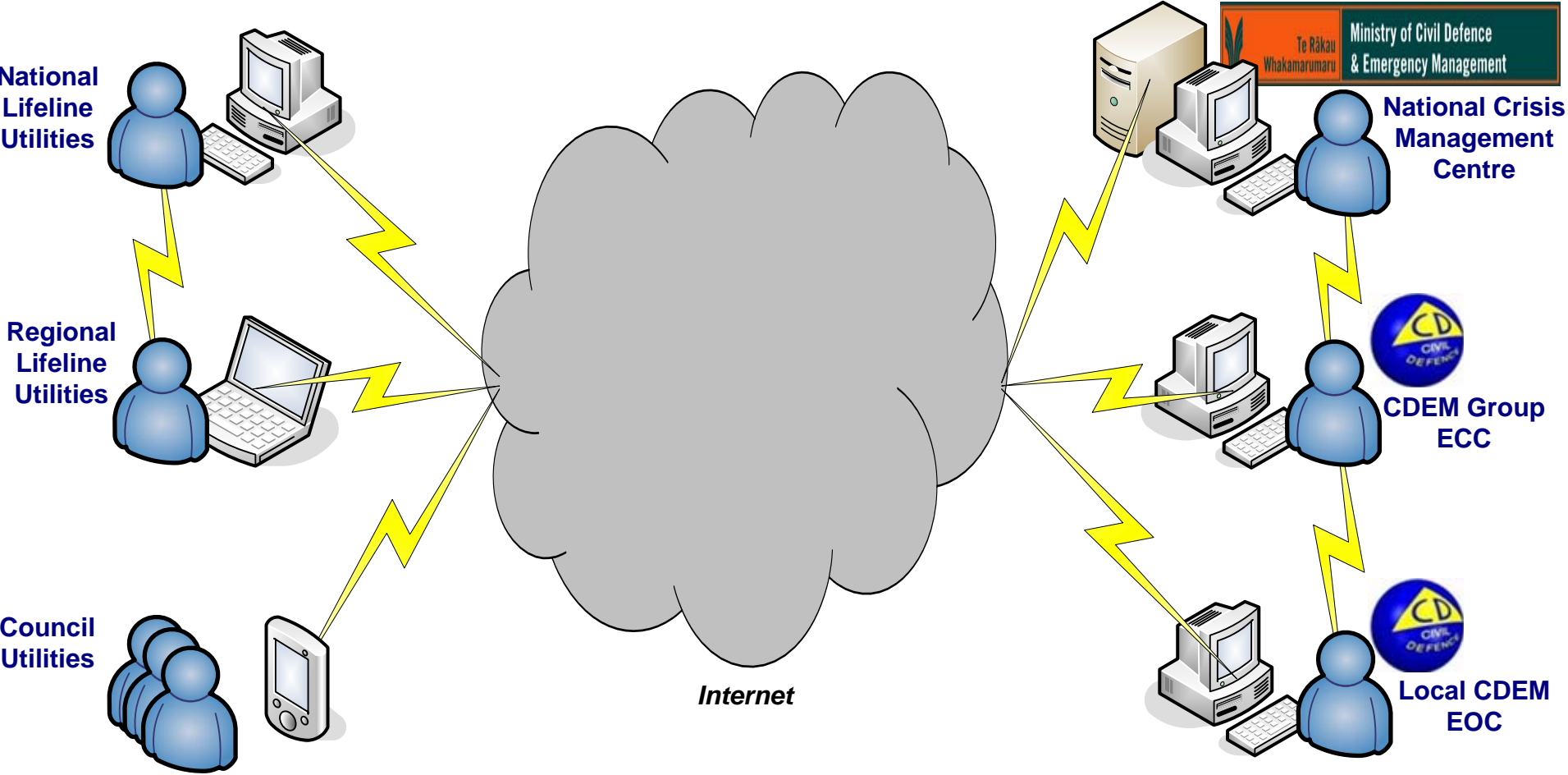
# Key Deliverables and Dates

Deliverable	Approx date due
Build infrastructure	August 2010
Agree initial EMIS configuration	July 2010
Complete configuration/development	August 2010
Deploy initial release into test environment	September 2010
Complete testing of initial release	September 2010
Deploy initial release into prod environment	Early October 2010
Deploy 2 <sup>nd</sup> release into test environment	October 2010
Complete testing of 2 <sup>nd</sup> release	October/November 2010
Deploy 2 <sup>nd</sup> release into prod environment	November 2010
Deploy 3 <sup>rd</sup> release into test environment (if needed)	November 2010
Complete testing of 3 <sup>rd</sup> release (if needed)	November/December 2010
Deploy 3 <sup>rd</sup> release into prod environment (if needed)	December 2010

# Lifelines Interactions



# Lifelines Interactions



# Lifeline Status Report

Lifelines Utility Status Reports - New Item

Edt

Save Cancel Paste Cut Copy Spelling

Commit Clipboard Spelling

Title \*

Region \* Auckland  
Region the form is being filled out for

Sector \* Banking/Finance  
Sector form is filled out for

Transport Type \* Airport  
Transport Type Description

Organisation \*

Company, district, or sub-region of sector

Status \* Unknown  
Status of the Lifeline

Overview \*

Summary of impacts on Network/Assets

Major Disruptions \*

Outline of disruptions

Location

Geo-Code field (address, Grid, Lat/Long)

Customers Affected \*

Number of customers affected

Critical Customers Affected

Outline of Critical Customers Affected (e.g. lifelines or other infrastructure)

Estimated Restoration time

Estimated hours until asset is operational (or ETC)

Priorities

Outline of Priorities

Lifelines Utility Status Reports - Test for Lifelines 7

View

Version History Alert Me

Edit Item Manage Permissions

Delete Item Manage Actions

Title	Test for Lifelines 7
Region	Otago
Sector	Petroleum
Transport Type	Port
Organisation	Chevron
Status	Operational, (Partially damaged or partially incapacitated)
Overview	Pipeline damage at port
Major Disruptions	Pipeline from Wharf to tanks damaged and unable to transfer any refined product.
Location	Dunedin Port
Customers Affected	0
Critical Customers Affected	None yet
Estimated Restoration time	36 hours
Priorities	seeking alternate parts and arranging alternate fuel supply from other ports
Public Information	None.
Requests	None
Critical Issues	None.
Additional Comments	
StatusColor	Orange
Date/Time	2/09/2010 14:40

Content Type: MCDDEM\_LifelinesUtilityStatusReports\_ContentType  
Created at 2/09/2010 14:40 by Mark Constable  
Last modified at 2/09/2010 14:40 by Mark Constable

Close

# Lifeline Status View

Site Actions Browse **List Tools** Items List Lifeline Liaison Mark Constable ▾

Test Training ▸ Lifelines Utility Status Reports ▸ All Items ▾  
Contains lifeline utility status reports for the incident

Test Training Control ▾ Liaison Lifelines Logistics Operations ▾ Planning & Intelligence Welfare

Forms & Libraries	<input type="checkbox"/> Organisation	Date/Time	Colour-coded Status
Hazard Reports	Auckland Airport Corporation	2/09/2010 14:35	Fully Operational/Open
Situation Reports	BNZ	2/09/2010 14:23	Operational, (but at capacity)
Action Plans	BTH at capacity test	31/08/2010 13:41	Unknown
Organisational Charts	BTH damaged operational test	31/08/2010 13:41	Unknown
	BTH damaged test	31/08/2010 13:41	Unknown
Lists & Logs	BTH Fully operational test	31/08/2010 13:41	Unknown
Activity Log	BTH test	31/08/2010 13:41	Unknown
Available Resources	BTH Unknown test	31/08/2010 13:41	Unknown
Consequence Reports	Chevron	2/09/2010 14:40	Operational, (Partially damaged or partially incapacitated)
Incoming Messages	Foodstuffs	8/09/2010 10:00	Unknown
Tasks	Kiwi rail	2/09/2010 14:33	Operational, (but at capacity)
Bridges	Radio NZ	2/09/2010 14:26	Operational, (Partially damaged or partially incapacitated)
E•SPONDER Alerts	Smartpowa	8/09/2010 13:40	Operational, (Partially damaged or partially incapacitated)
Launch Alert Message	Telecom	9/09/2010 16:06	Destroyed/Totally Incapacitated
Manage Alert Contacts	TVNZ	2/09/2010 14:14	Operational, (Partially damaged or partially incapacitated)
Manage Alert Groups	Vector	2/09/2010 13:31	Fully Operational/Open
E•SPONDER Mapping	Vector Gas Transmission	2/09/2010 14:21	Destroyed/Totally Incapacitated
	Whangarei Airport	3/09/2010 14:53	Destroyed/Totally Incapacitated
Recycle Bin	Add new item		
All Site Content			

# E-Sponder Mapping

The screenshot displays the E-SPONDER Mapping web application. The interface includes a top navigation bar with menu items: Test Training, Control, Utilities, Lifelines, Logistics, Operations, Planning & Intelligence, and Welfare. A search bar is located on the right side of the top bar. On the left side, there is a sidebar menu with categories: Forms & Libraries (Hazard Reports, Situation Reports, Action Plans, Organisational Charts), Lists & Logs (Activity Log, Available Resources, Consequence Reports, Incoming Messages, Tasks, Bridges), E-SPONDER Alerts (Launch Alert Message, Manage Alert Contacts, Manage Alert Groups), and E-SPONDER Mapping (highlighted).

The main content area is titled "E-SPONDER Mapping" and features a map of Christchurch, New Zealand. A "Map Contents" dialog box is open, listing the following layers with checkboxes:

- Consequence Reports
- Incoming Messages
- Requests for Resource or Assistance
- Welfare Centres

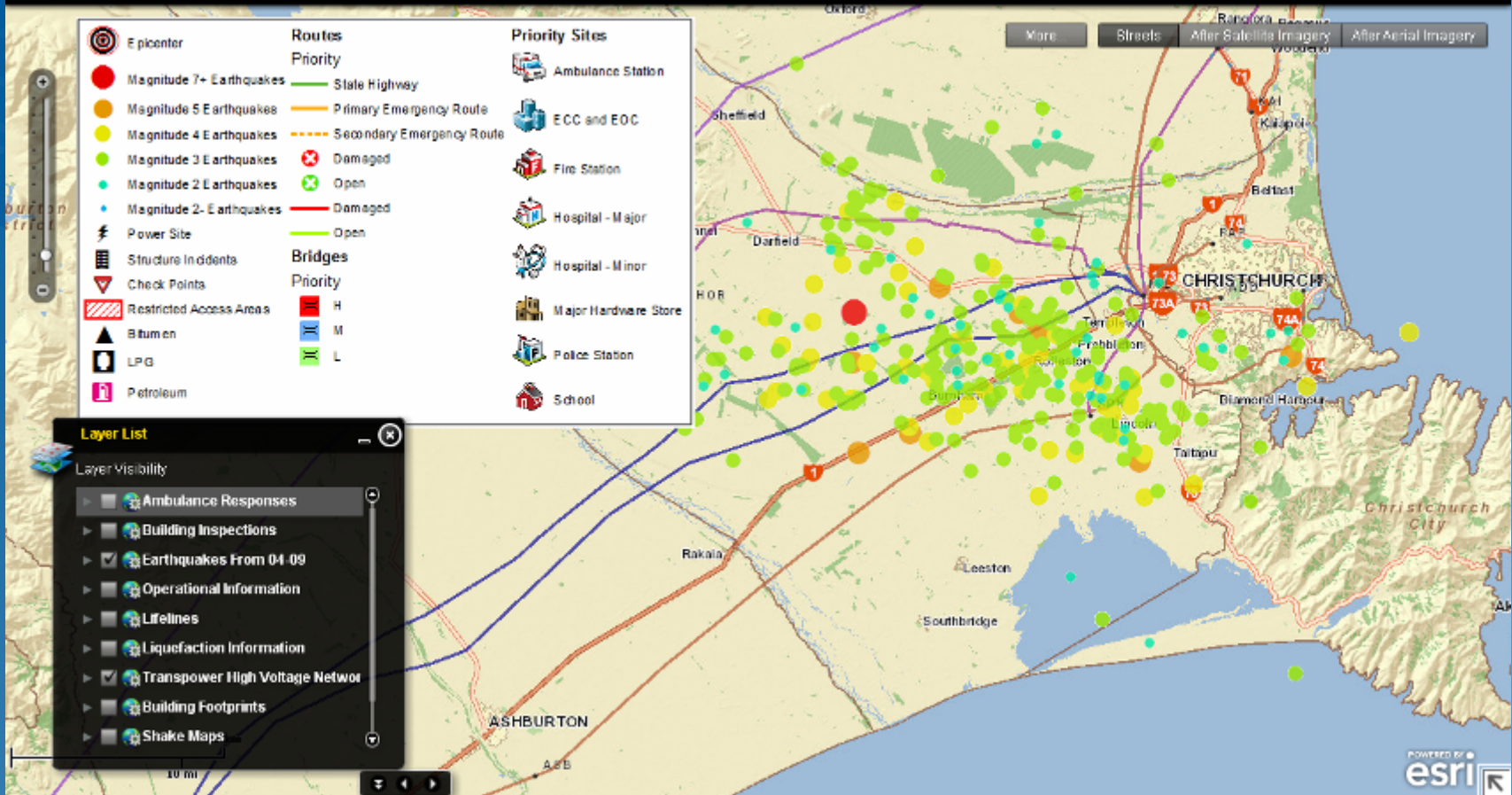
The map also includes a "Map Style" control in the top right corner with options for Roads, Aerial, and Aerial - Labels. The map shows a network of roads and various markers. The ESRI logo is visible in the bottom right corner of the map area.

# Supported by GIS

## Incident Map Of The Earthquake In Canterbury

NOTE: Secure Version. For Authorised Users ONLY

About





“RESILIENT NEW ZEALAND – COMMUNITIES UNDERSTANDING AND MANAGING THEIR HAZARDS”

“AOTEAROA MANAHAU – HE PŪIOIO NGĀ HAPORI, HE MĀRAMA KI Ō RĀTOU PŪMATE ME TE WHAKAHAERE”

VISION

„PŪMATE ME TE WHAKAHAERE,  
HE MĀRAMA KI Ō RĀTOU

V