Important Information

Please review the following before we begin the ICS 700 Webinar

Joining Instructions
- Upon entering the chat attendees have been placed on mute
- Open Participants and Chat Panel located at the bottom of your computer screen
- Click on panels to move for better viewing of presentation
- Webinar will be recorded for future viewing

Attendance
- If you do not input your **full name** listed under "Attendees" provide your name to the Host using the Chat Function
- If you are hosting a group of participants in a room, notify the Host using the Chat Function. A group Sign-In Sheet should be emailed to crisismanagementtraining@northwell.edu by COB today. Please include course name, facility name (not system name), date and time on your facility Sign-In Sheet

Communication
- Check the Chat window during the presentation for important messages and instructions from the Host.
- Communicate with the host, panel and/or presenter using the Hand or Chat
  - Raise Hand – request to be unmuted for a verbal question or comment
  - Chat – type questions, comments or suggestions during presentation

LMS Certificates
- Will be available to participants that registered for the course on the NYS Learning Management System www.nyslearnspb.com

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Overall Course Objectives

This course provides an introduction to the National Incident Management System (NIMS). At the end of the course, you will be able to demonstrate knowledge and a basic understanding of NIMS concepts, principles and components.

More specifically, you will be able to:

- Describe and identify the key concepts, principles, scope, and applicability underlying NIMS.
- Describe activities and methods for managing resources.
- Describe the NIMS Management Characteristics.
- Identify and describe Incident Command System (ICS) organizational structures.
- Explain Emergency Operations Center (EOC) functions, common models for staff organization, and activation levels.
- Explain the interconnectivity within the NIMS Command and Coordination structures: ICS, EOC, Joint Information System (JIS), and Multiagency Coordination Groups (MAC Groups).
- Identify and describe the characteristics of communications and information systems, effective communication, incident information, and communication standards and formats.

Note: This course provides a basic introduction to NIMS. It is not designed to replace Incident Command System and position-specific training.

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Lesson 1: Fundamentals and Concepts of NIMS

We'll now begin with the content of the first lesson. This lesson presents key concepts and principles underlying NIMS.

Objectives: At the end of this lesson, you should be able to:

- Describe applicability and scope of NIMS.
- Describe the key concepts and principles underlying NIMS.

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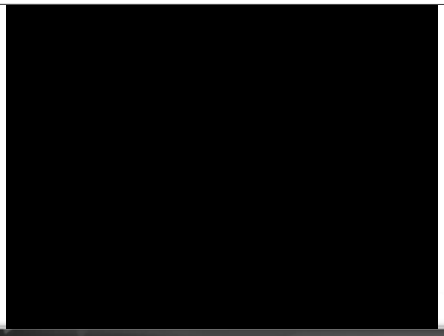
What is NIMS? Video



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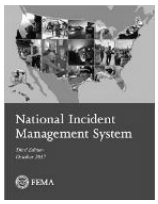
NIMS Overview

WHAT? The National Incident Management System (NIMS) defines the comprehensive approach guiding…

WHO? …the whole community - solutions that serve the entire community are implemented while simultaneously making sure that the resources the different members of the community bring to the table are leveraged across all levels of government, nongovernmental organizations (NGO), and private sector organizations to work together seamlessly

WHY? …to prevent, protect against, mitigate, respond to, and recover from the effects of incidents.

WHEN? NIMS applies to all incidents, regardless of cause, size, location, or complexity, from planned events to traffic accidents and to major disasters.



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NIMS Applicability and Scope

NIMS is a common framework for emergency management and incident response that is applicable to all stakeholders with incident-related responsibilities.

The audience for NIMS includes:

- Emergency responders
- Other incident personnel
- Non-Governmental Organizations (NGOs) such as faith-based and community-based groups
- The private sector
- Elected and appointed officials
- People with disabilities or access and functional needs

The scope of NIMS includes:

- All incidents, regardless of size, complexity, or scope
- Planned events such as sporting events

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Overview of NIMS

The National Incident Management System (NIMS) defines the comprehensive approach guiding the whole community - all levels of government, nongovernmental organizations (NGO), and the private sector.

NIMS Is	NIMS Is Not
• A comprehensive, nationwide, systematic approach to incident management, including the command and coordination of incidents, resource management, and information management	• Only the Incident Command System • Only applicable to certain emergency/incident response personnel • A static system
• A set of concepts and principles for all threats, hazards, and events across all mission areas (Prevention, Protection, Mitigation, Response, Recovery)	• A response plan
• Scalable, flexible, and adaptable; used for all incidents, from day-to-day to large-scale	• Used only during large-scale incidents
• Standard resource management procedures that enable coordination among different jurisdictions or organizations	• A resource ordering system
• Essential principles for communications and information management	• A communications plan

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NIMS Guiding Principles

Incident management is the application of resources by organizations to plan for, respond to, and recover from an incident.

Priorities for incident management in planning, response, and recovery efforts include saving lives, stabilizing the incident, and protecting property and the environment.

To achieve these priorities, incident management personnel use NIMS components in accordance with three NIMS guiding principles:

- Flexibility
- Standardization
- Unity of Effort

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Flexibility

The NIMS guiding principle of flexibility allows NIMS to be scalable from routine, local incidents through those requiring interstate mutual aid up to those requiring Federal assistance.

Flexibility enables NIMS to be applicable to incidents that vary widely in terms of hazard, geography, demographics, climate, cultural, and organizational authorities.

NIMS components are adaptable to any type of event or incident.

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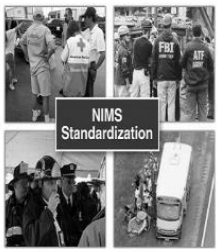
Standardization

The NIMS guiding principle of standardization supports interoperability among multiple organizations in incident response.

NIMS defines **standard organizational structures** that improve integration and connectivity among organizations.

NIMS defines **standard practices** that allow incident personnel and organizations to work together effectively.

NIMS includes **common terminology**, which enables effective communication.



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Unity of Effort

The NIMS guiding principle of Unity of Effort means coordinating activities among various organizational representatives to achieve common objectives. Unity of effort enables organizations with jurisdictional authority or functional responsibilities to support each other while allowing each participating agency to maintain its own authority and accountability.

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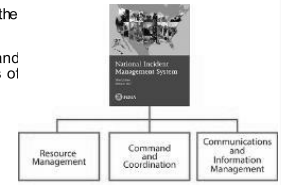
NIMS Framework - Major Components

Jurisdictions and organizations involved in the management of incidents vary in their authorities, management structures, communication capabilities and protocols, and many other factors. The major Components of NIMS provide a common framework to integrate these diverse capabilities and achieve common goals.

- Resource Management
- Command and Coordination
- Communications and Information Management

The application of all three components is vital to successful NIMS implementation.



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Lesson 2: NIMS Resource Management

This lesson presents an overview of NIMS Resource Management.

Objectives:

At the end of this lesson, you will be able to:

- Describe the four key activities of NIMS Resource Management Preparedness.
- Identify the methods for Managing Resources during an Incident.
- Describe features of Mutual Aid.

(National Incident Management System, Third Edition, October 2017)

https://www.fema.gov/media-library/assets/documents/148019

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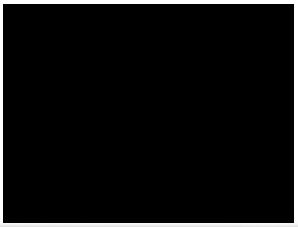
What is NIMS Resource Management? Video

During an incident, getting the right resources, to the right place, at the right time, can be a matter of life and death.



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Resource Management Key Activities Overview

Resource management preparedness involves four key activities:

- Identifying and typing resources
- Qualifying, certifying, and credentialing personnel
- Planning for resources
- Acquiring, storing, and inventorying resources

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Typing Resources

Resource typing defines and categorizes incident resources by capability.

Resource typing establishes common definitions for capabilities of personnel, equipment, teams, supplies, and facilities.

Typing definitions include the following information:

Capability: the resource's capability to perform its function in one or more of the five mission areas: Prevention, Protection, Mitigation, Response, and Recovery.

Category: the function for which a resource would be most useful (e.g., firefighting, law enforcement, health and medical).

Kind: a broad characterization, such as personnel, equipment, teams, and facilities.

Type: a resource's level of capability to perform its function based on size, power, capacity (for equipment), or experience and qualifications; Type 1 has greater capacity than Type 2, 3, or 4.

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Qualifying, Certifying and Credentialing Personnel

The Authority Having Jurisdiction (AHJ) has the authority and responsibility for qualification, certification, and credentialing within its organization or jurisdiction.

The establishment of national standards provide common, compatible structures for the qualification and certification of emergency management personnel.

Qualification, certification, and credentialing are the essential steps to help ensure that personnel deploying under mutual aid agreements can perform their assigned roles.

- **Qualifying:** Personnel meet the minimum established standards (including training, experience, physical and medical fitness) to fill specific positions.
- **Certification:** recognition from an Authority Having Jurisdiction (AHJ) or a third party that an individual has completed qualification for a position (one example of a third party is an accredited body such as a state licensure board for medical professionals).
- **Credentialing**: documentation – typically an identification card or badge – that identifies personnel and verifies their qualifications for a particular position.

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Planning for Resources

Coordinated planning provides a foundation for interoperability and compatibility of resources.

Jurisdictions and organizations work together before incidents to develop plans that identify, manage, estimate, allocate, order, deploy and demobilize resources.

The planning process includes identifying resource requirements to meet anticipated threats and vulnerabilities.

Resource management planning should consider resources needed to support all mission areas: Prevention, Protection, Mitigation, Response and Recovery.

Resource management strategies for planners to consider include:

- Stockpiling resources
- Establishing mutual aid agreements to obtain resources from neighboring jurisdictions
- Determining how and where to reassign resources performing non-essential tasks
- Developing contracts to acquire resources from vendors

Estimating resource needs is a key activity in resource planning that enables jurisdictions to assess their ability to take a course of action.

FEMA

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Mutual Aid Overview

Mutual aid is the sharing of resources and services between jurisdictions or organizations.

Mutual aid occurs routinely and is based on the resource needs identified by the requesting organization.

This assistance can range from routine dispatch of resources between local communities up to movement of resources across state lines for large-scale incidents.

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Mutual Aid Agreements and Compacts

Mutual aid agreements establish the legal basis for two or more entities to share resources.

Various forms of mutual aid agreements and compacts exist among and between all levels of government in the United States.

These agreements may authorize mutual aid:

- Between two or more neighboring communities
- Among all jurisdictions within an state
- Between States, Territories and Tribal Governments
- Between Federal agencies
- Internationally
- Between government and NGOs and/or the private sector
- Among NGOs and/or private sector entities

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Lesson 3: NIMS Management Characteristics

This lesson presents an overview of the NIMS Management Characteristics.

Objective:

At the end of this lesson, you will be able to:

- Differentiate among the fourteen NIMS Management Characteristics

(National Incident Management System, Third Edition, October 2017)

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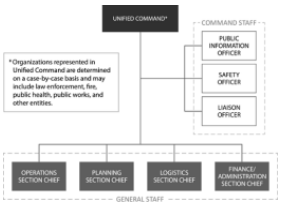
NIMS Management Characteristic: Unified Command

In some incidents the Incident Command function is performed by a Unified Command (UC).

UC is typically used for incidents involving:

- Multiple jurisdictions
- A single jurisdiction with multiagency involvement
- Multiple jurisdictions with multiagency involvement

UC allows agencies with different authorities and responsibilities to work together effectively without affecting individual agency authority, responsibility, or accountability.



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NIMS Management Characteristic: Dispatch/Deployment

Resources should deploy only when requested and dispatched through established procedures by appropriate authorities.

Resources that authorities do not request should not deploy spontaneously - unrequested resources can overburden the IC/UC and increase accountability challenges.

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NIMS Management Characteristic: Information and Intelligence Management

Incident-related information and intelligence is managed by the incident management organization through established processes for:

- Gathering
- Analyzing
- Assessing
- Sharing
- Managing

Information and intelligence management includes identifying essential elements of information (EEI). EEI ensures incident personnel gather the most accurate and appropriate data, translate it into useful information, and communicate it with appropriate personnel.

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Lesson 4: Incident Command System (ICS)

This lesson presents an overview of the Incident Command System (ICS).

Objective:

At the end of this lesson, you will be able to:

- Describe the Incident Command System (ICS) Organizational Structure

(National Incident Management System, Third Edition, October 2017)

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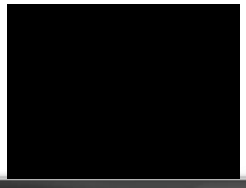
What Is NIMS Command and Coordination?

This lesson is about the Incident Command System (ICS). ICS is one of the four NIMS structures. Before we explore ICS, let's briefly look at all four NIMS structures.

"NIMS is a system to provide a framework for all of the team to work together towards common goals." Craig Fugate, former FEMA Administrator (and past Director, FL Division of Emergency Management).



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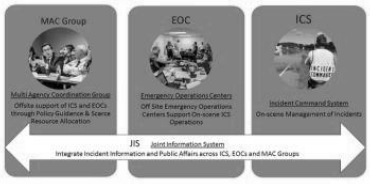
NIMS Command and Coordination Structures



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NIMS Command and Coordination Structures (Continued)

NIMS structures enable incident managers to manage incidents in a unified, consistent manner.

When an incident occurs or threatens, local emergency personnel manage response using **ICS**.

If the incident is large or complex, off-site **EOCs** activate to support on-scene operations.

The incident personnel in the field and in EOCs receive policy guidance from **MAC Groups**.

A Joint Information Center manages the Joint Information System **(JIS)** to ensure coordinated and accurate public messaging among all levels: ICS, EOC and MAC Group.

The first NIMS structure we will examine is ICS.

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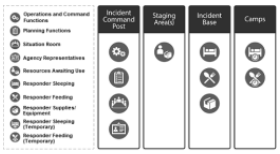
Common Types of ICS Facilities

The Incident Commander or Unified Command determines the kinds and locations of ICS facilities based on what is required to support the incident.

The Incident Commander or Unified Command may establish several different kinds of facilities in and around the incident area.



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Incident Management Teams

Incident Management Teams (IMT) are a rostered group of ICS-qualified personnel composed of an Incident Commander, other incident leadership, and personnel qualified for other key ICS positions.

IMTs are:

- Established at local, regional, state, tribal, and national levels with formal notification, deployment, and operational procedures in place.
- Typed based on the team member qualifications.
- Assigned to manage incidents or to accomplish supporting incident-related tasks or functions.

When assigned to an incident, IMTs are typically delegated the authority to act on behalf of the affected jurisdiction or organization.

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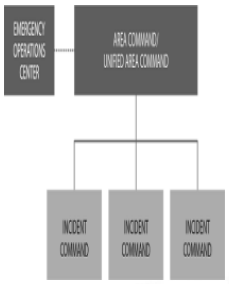
Area Command

An Area Command organization oversees the management of multiple incidents or a very complex incident through establishing multiple ICS organizations.

- An Area Command is activated only if necessary based on the complexity of the incident and span-of-control considerations.
- Area Command is particularly relevant to situations with several ICPs requesting similar, scarce resources.
- Area Commands are frequently established as Unified Area Commands and use the same principles as a Unified Command.

Additional coordination structures, such as EOCs or MAC Groups, may assist with coordinating the resource needs of multiple incidents.



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Lesson 5: Emergency Operations Centers (EOC)

This lesson presents an overview of Emergency Operations Centers.

Objective:

At the end of this lesson, you will be able to describe basic:

- Emergency Operations Center (EOC) Functions
- EOC Staff Organization Models
- EOC Activation Levels

(National Incident Management System, Third Edition, October 2017)

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Introduction

Emergency Operations Centers are one of four NIMS Command and Coordination structures.

ICS is used to manage on-scene, tactical-level response; EOCs are off site locations where staff from multiple agencies come together to:

- Address imminent threats and hazards
- Provide coordinated support to incident command, on-scene personnel and/or other EOCs

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Configuration of Emergency Operations Centers (EOCs)

EOC teams vary widely. Organization of the EOC staff can vary based on:

- Jurisdictional/organizational authorities
- Staffing
- Partner and stakeholder agencies represented
- EOC facilities
- EOC communications capabilities
- Political considerations
- The mission

NIMS identifies three common ways of organizing EOC Teams:

1. ICS or ICS-like structure
2. Incident Support Model structure
3. Departmental structure

Like ICS, EOCs utilize the NIMS management characteristic modular organization.

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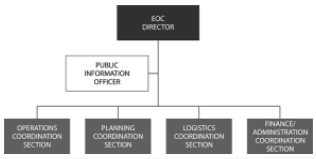
ICS or ICS-like EOC Structure

Many jurisdictions/organizations configure their EOCs using the standard ICS organizational structure, either exactly as it is performed in the field or with slight modifications. The structure is familiar, and it aligns with the on-scene incident organization.



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Departmental EOC Structure

Jurisdictions/organizations may opt instead to use their day-to-day departmental/agency structure and relationships in their EOC. By operating in the context of their normal relationships, department/agency representatives can function in the EOC with minimal preparation or startup time.

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EOC Activation and Deactivation

Emergency Operations Centers are activated for a variety of incidents, threats and events.

Some circumstances that might trigger center activation include:

- Multiple jurisdictions or agencies involved in an incident.
- The Incident Commander or Unified Command indicates an incident could expand rapidly, involve cascading effects or require additional resources.
- A similar incident in the past led to EOC activation.
- The EOC Director or an appointed or elected official directs EOC activation.
- An incident is imminent such as predicted hurricane, flooding, hazardous weather, or elevated threat levels.
- Threshold events described in an emergency operations plan occur.
- Significant impacts to the population are anticipated.

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EOC Activation Levels (NICS)

Emergency Operations Centers frequently have multiple activation levels to allow for:

- Response scaled to the incident
- Delivery of the exact resources needed
- A level of coordination appropriate to the incident

The level of activity within a center often increases as the size, scope, and complexity of the incident grow. If the incident requires additional support and coordination, the EOC director may activate additional staff to involve more disciplines, mobilize additional resources, inform the public, address media inquiries, involve senior elected and appointed officials, and request outside assistance.

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Lesson 6: Other NIMS Structures and Interconnectivity

This lesson presents an overview of the Other NIMS Structures and Interconnectivity.

Objectives:

At the end of this lesson, you will be able to:

- Identify the roles and responsibilities of the Multiagency Coordination Group (MAC Group)
- Describe the Joint Information System (JIS)
- Describe Interconnectivity of NIMS Command and Coordination Structures

(National Incident Management System, Third Edition, October 2017)

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Other NIMS Structures and Interconnectivity Introduction

The Incident Command System (ICS) and Emergency Operations Centers (EOC), which were discussed in the prior lessons of this course, are two of the four NIMS Command and Coordination structures.

In this lesson, we will learn about Multiagency Coordination (MAC) Groups and the Joint Information System (JIS), and discuss the interconnectivity between the NIMS Command and Coordination structures.

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MAC Group Definition and Composition

Multiagency Coordination Groups (MAC Group) are part of the off-site incident management structure of NIMS.

MAC Groups are also sometimes referred to as policy groups.

MAC Group members are typically agency administrators, executives or their designees from stakeholder agencies or organizations impacted by and with resources committed to the incident. The MAC Group may also include representatives from non-governmental organizations such as businesses and volunteer organizations.

During incidents, MAC Groups:
- Act as a policy-level body
- Support resource prioritization and allocation
- Make cooperative multi-agency decisions
- Enable decision making among elected and appointed officials and the Incident Commander responsible for managing the incident.

The MAC Group does not perform incident command functions, nor does it replace the primary functions of EOCs or other operations, coordination, or dispatch organizations.

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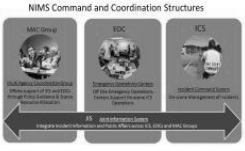
Joint Information System (JIS) Purpose

The Joint Information System (JIS) is the fourth NIMS Command and Coordination structure.

JIS integrates incident information and public affairs into a unified organization that provides consistent, coordinated, accurate, accessible, timely and complete information to the public and stakeholders during incident operations.

JIS operates across and supports the other NIMS Command and Coordination structures: ICS, EOC and MAC Group.



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JIS Description and Components: PIO and JIC

The Public Information Officer (PIO) and Joint Information Center (JIC) are two supporting elements of the JIS.

The PIO is a key member of ICS and EOC organizations, though they might go by a different title in EOCs. PIO functions include:

- Advising the Incident Commander, Unified Command or EOC director on public information matters
- Gathering, verifying, coordinating, and disseminating accurate, accessible, and timely information
- Handling inquiries from the media, public and elected officials
- Providing emergency public information and warnings
- Conducting rumor monitoring and response

The JIC is a central location that houses JIS operations and where public information staff perform essential information and public affairs functions.

Normally, an incident should have a single JIC, but the JIS is flexible and can accommodate multiple JICs if necessary.

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Federal Support to Response Activities

The Federal Government has a variety of capabilities and resources to support domestic incidents.

Most incidents are resolved using capabilities available from the local jurisdiction.

Larger incidents are resolved with support from by neighboring jurisdictions, or State, tribal, territorial, and interstate sources.

The Federal Government only becomes involved with a response:

- When state governors or tribal leaders request Federal assistance, and their requests are approved
- When Federal interests are involved
- As statute or regulation authorizes or requires

In most cases the Federal Government plays a supporting role to state, tribal, or territorial governments by providing Federal assistance to the affected jurisdictions.

For example, the Federal Government provides assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) when the President declares an emergency or major disaster.

In some cases, the Federal Government may play a leading role in response, such as when an incident occurs on Federal property or when the Federal Government has primary jurisdiction (such as in a terrorist attack or a major oil spill).

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Lesson 7: Communications and Information Management

This lesson presents an overview of Communications and Information Management.

Objectives:

At the end of this lesson, you will be able to:

- Identify the four key principles of communications and information management.
- Describe the communications management practices and considerations.
- Identify how incident information is used.
- Identify the three concepts related to Communications Standards and Formats.

(National Incident Management System, Third Edition, October 2017)

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What Is NIMS Communications and Information Management?

Effective emergency response depends on communication—the ability to maintain situational awareness through the constant flow of information.

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Communications and Information Management Introduction

In order to maintain situational awareness, incident personnel update incident information continually.

Effective incident management relies on flexible communications and information systems that provide accurate, timely, and relevant information.

During an incident, this integrated approach:

- Links all incident personnel, whether on-scene, in an EOC, or in another support location
- Maintains communications connectivity and situational awareness

Four key communications and information systems principles support the ability of incident managers to maintain this constant flow of information during an incident:

- Interoperability
- Reliability, Scalability, and Portability
- Resilience and Redundancy
- Security

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Interoperability

Interoperability is the capacity for emergency management and response personnel to interact and work well together.

Interoperable communications systems enable personnel and organizations to communicate:

- Within and across jurisdictions and organizations
- Via voice, data, and video systems
- In real time

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Reliability, Portability and Scalability

Communications and information systems should be designed to be:

Reliable - familiar to users, adaptable to new technology and dependable in any situation

Portable - can effectively be transported, deployed, and integrated to enable support of incidents across jurisdictions

Scalable - able to expand to support situations, from small to large scale, and support the rapid increase in the number of system users

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Resiliency and Redundancy

Resilient and redundant communications ensure the uninterrupted flow of information.

Resiliency - systems can withstand and continue to perform after damage or loss of infrastructure

Redundancy - when primary communication methods fail, duplicate systems enable continuity through alternate communication methods

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Security

Because some incident information is sensitive, voice, data, networks, and systems should be secure to the appropriate level to control access to sensitive or restricted information.

For example, law-enforcement may discuss sensitive, personally identifiable or classified information and must ensure this information is shielded in accordance with applicable laws.

Additionally, incident communications and information sharing should comply with data protection and privacy laws.

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Standardized Communications Types

Successful communications and information management requires the use of standard communications types:

- **Strategic Communications**: High-level directions, including resource priority decisions, roles and responsibilities determinations, and overall incident management courses of action.
- **Tactical Communications**: Communications among and between on-scene command and tactical personnel and cooperating agencies and organizations.
- **Support Communications**: Coordination of support of strategic and tactical communications (e.g., communications among hospitals concerning resource ordering, dispatching, and tracking; traffic and public works communications).
- **Public Communications**: Alerts and warnings, press conferences.

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Equipment Standards

Communications equipment standards are designed to produce unified communications systems.

When developing communications systems, personnel should consider:

- The range of conditions under which personnel will use the systems.
- The range of potential system users.
- The current nationally recognized communications standards.
- The need for durable equipment.

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Training

Training and exercises that employ interoperable communications systems and equipment enable personnel to understand their capabilities and limitations before an incident.

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Incident Information

During an incident, timely and accurate information assists decision making at all levels.

Information is used for many functions within ICS, EOCs, MAC Groups, and JIS, including:

- Aiding in planning
- Communicating with the public, including emergency protective measures
- Determining incident cost
- Assessing the need for additional involvement of non-governmental organizations or private sector resources
- Identifying safety issues
- Resolving information requests

Refer to your Student Manual for more information about Incident Reports, Incident Action Plans, and Data Collection and Processing.

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Incident Reports

Incident reports enhance situational awareness and ensure that personnel can access needed information.

Types of incident reports include:

- **Situation Report (SITREP):** Regular reports that contain information regarding the incident status during the past operational period and the specific details for an incident.
- **Status Report:** Reports, such as spot reports, that include vital and/or time-sensitive information. Status reports are typically function-specific and less formal than SITREPS.

Incident reports should use a common format to enable other jurisdictions and organizations to easily access incident information.

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Incident Action Plans

Incident-specific plans improve situational awareness and describe the objectives and tactics of the incident management.

Incident-specific plans include:

- **Incident Action Plan (IAP):** Plans containing the incident objectives established by the Incident Commander or Unified Command and addressing tactics and support activities for the planned operational period (generally 12 to 24 hours).

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Certificate of Completion

To receive a certificate of completion, students must take the multiple-choice Final Exam, and score 75 percent on the test.

To take the exam:

- Students must submit their tests online, and upon successful completion receive an e-mail message with a link to their electronic certification.
  - Go to https://training.fema.gov/is/courseoverview.aspx?code=IS-700.b.
  - Click on "Take Final Exam."

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