



READINESS REPORT

Providing news and updates on corporate security, business continuity, emergency management, homeland security and information protection.

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READER CONTRIBUTIONS

Do you have an interesting tip on how to best use ESA, ESP or E Team? What about input on an aspect of emergency or security management? We welcome contributions to the Readiness Report, so please contact us at info@nc4.us if you have a story idea.

FEEDBACK

Is there something else you'd like to see in this newsletter? Contact us at info@nc4.us.

EXECUTIVE CORNER

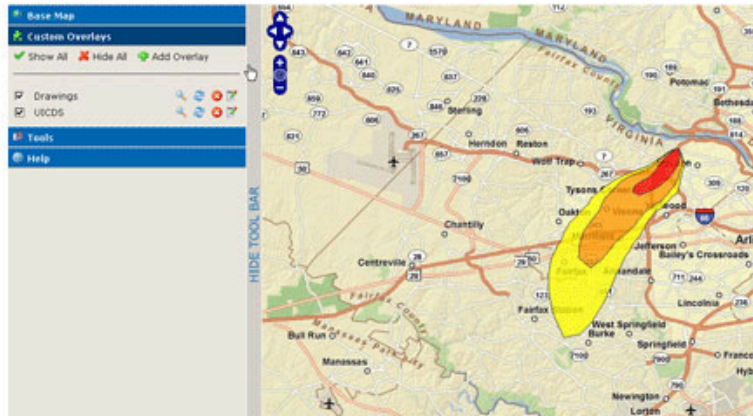
FEATURE

NC4 Participates in Department of Homeland Security Initiative

In December, NC4 participated in a Proof of Concept interoperability demonstration for a new DHS program called UICDS, Unified Incident Command and Decision Support. UICDS is being developed by SAIC as a "middleware foundation" that will enable a broad array of technology vendors to share emergency management information across jurisdictions. The architecture of UICDS is based on design criteria taken from the National Response Framework, National Incident Management System and the Incident Command System. The initiative is sponsored by the Department of Homeland Security's Science and Technology Directorate.



The Proof of Concept demonstration scenario involved a Hazmat incident in the Washington D.C. area. NC4 demonstrated a beta version of its new mapping client called Atlas, adapted to support the UICDS framework which leverages an Open Geospatial Consortium (OGC) standard called Web Mapping Service. A chlorine spill plume model was displayed on top of an ESRI ArcGIS 9.3 base map along with live ESA incidents and weather radar.



NC4 has been actively participating in UICDS activities for the past several weeks including attending five technical workshops conducted by SAIC. In addition to leveraging OGC standards, UICDS also utilizes the CAP and EDXL standards as well as the National Information Exchange Model (NIEM).

UICDS is deliberately not intended to replace the functionality of existing incident management applications from commercial vendors. Rather, it is focused on enabling UICDS-compliant applications to selectively interoperate across jurisdictions. There are indications that UICDS compliance could become a future requirement for grant programs of the Federal Government.

NC4 plans on continuing participation in UICDS including an upcoming Reference Implementation demonstration in March 2009.



NC4 President,
Jim Montagnino

In these difficult economic times, when managers are doing everything in their power to streamline operations, we may in fact be exposing our supply chains to increased risks. As companies look overseas for additional cost savings, this can open us up to geopolitical issues, pandemics, natural disasters and terror activity.

A case in point was the [7.9 earthquake that struck China's Sichuan province](#) in May. For companies that rely on products from overseas, the ability to mitigate risks in the supply chain is vital. When bad things happen, getting timely information is critical to making informed decisions when executing the business continuity plan. Moving quickly towards recovery makes all the difference when the company's financial well-being is at risk.

Every day, NC4 customers are confronted with risks - risks that could threaten continuity of operations. ESA provides customers with the tools they need to help manage the risk and impact of physical threats to their employees, corporate assets, as well as their supply chain operations. Implementing ESA as a best practice component of your risk management program optimizes preparedness, which just makes good business

E TEAM PRODUCT STEERING COMMITTEE UPDATE

by Jaclyn Barcroft, PSC Chairperson



Happy New Year from the E Team PSC!

The beginning of a New Year is traditionally a time for retrospective thinking and contemplating actions for the future. I suggest that organizations do this with respect to their E Team applications as well. What has worked well for folks, what could use some improvements? Whether it is a procedural adaptation or a software change, now is the time to put together a game plan for 2009.

The PSC continues to have input in prioritizing the recommended changes for future product updates. I encourage you to share your ideas with a PSC member so that we can work together to identify the enhancements that would provide the greatest benefit for the entire E Team community.

E Team PSC Members:

- Jaclyn Barcroft, Michigan Department of State Police, barcrofj@michigan.gov
- Canadian User Group, represented by Lynn Menard, lynn_menard@phac-aspc.gc.ca
- Coleen Bell, Oakland Fire Department Office of Emergency Services, cabell@oaklandnet.com
- Joe Casey, Federal Communications Commission, joseph.casey@fcc.gov
- Preston Cook, Orange County OEM, preston.cook@co.orange.fl.us
- Jacob Cooper, NYC Office of Emergency Management, jcooper@OEM.NYC.GOV
- John Dosh, Escambia County, john_dosh@co.escambia.fl.us
- Diane Fernandez, Arizona State Division of Emergency Management, diane.fernandez@azdema.gov
- David Finch, State of Missouri Department of Public Safety, david.finch@dps.mo.gov
- Shirley K. Ono, Macy's, sono@fds.com
- Lou Vargo, Ohio County, WV, Emergency Management Agency, lvargo@wocema.com

ISA PRODUCT NEWS

Internal Situational Awareness (ISA)

In January, NC4 will be launching its Internal Situational Awareness (ISA) solution. ISA is an easy to use, yet powerful, internal incident tracking application. ISA improves awareness by providing the necessary tools for your staff to enter, track and manage any type of incident that occurs within your realm of responsibility, whether it's a parking lot theft, a suspicious person, or something more serious. Like NC4's External Situational Awareness solution, all incidents are geo-located to a map, and user-defined alert profiles control delivery of incident details to key staff with

makes good business sense.

[Click here](#) to learn more about how ESA is being used in supply chain management.

READINESS '09



We are pleased to announce that

registration is now open

for this year's Readiness '09 User's Conference.

As with all prior year's Readiness Conferences, there is no registration fee for current NC4 customers to attend.

[Click here to register.](#)

MARK YOUR CALENDAR

**5th ANNUAL
USERS CONFERENCE
NC4 READINESS '09**
April 6-8, 2009
Dallas, TX
[The Westin Stonebriar](#)

E Team Customer Call
Thursday, June 18
11am PDT / 2pm EDT

the need to know.

Recipients can view the information online and via mobile device in a variety of styles such as overlaid on a map or in a report interface. Different levels of authorization give some users an alert-only capability, but gives others the ability to actually log, track, and distribute incident information to stakeholders – whether individuals, groups, or the entire organization. A customizable reference library lets users with appropriate access levels view key documents, such as facility evacuation plans or MSDS documents, so operators can communicate key business continuity or other directives more effectively.

ISA can also be customized to adapt to your terminology and processes, rather than you needing to adapt to the application. Administrators can customize incident types and sub-types, location types, icons, library and reference documents, and many other parts of the system. An Administrator level user also can manage user profiles, group membership and overall account settings.

Like ESA, ISA requires no dedicated server or other IT costs. It employs the Software as a Service model (SaaS) and can therefore be run on any average desktop or laptop computer with an Internet connection. Furthermore, ISA is integrated with ESA so there is a single-sign on, shared maps, shared user and location databases, and linkages between ESA and ISA incident data which can provide a more complete understanding of a situation. Ultimately, ISA further improves your awareness and facilitates company-wide coordination.

For more information on how ISA can help your organization, please contact an NC4 sales representative at info@nc4.us.

ESA PRODUCT TIP

NEW! Faster response capabilities built into ESA Map

NC4's ESA map now empowers you with even faster response capabilities. In just 2 clicks, you can quickly alert anyone that needs to know with important information.

The NC4 ESA Incident Map makes alerting key individuals extremely easy. The map is auto-refreshed every few minutes, displaying all incidents NC4 is tracking at that moment. The map also pinpoints your locations of concern.

If an incident might have affected one of your locations:

1. Click on the location you are concerned about.
2. A pop-up window will display, showing general information about the location. Click the **More** button to drill down to additional detailed information for the location.

SITUATIONAL READINESS SPOTLIGHT

NC4 is committed to our customers success. To that end, we have been working on a series of enhancements to our ESP secure information sharing tool.

The first of these enhancements improves the end-user experience by increasing the speed of display response times. Users will experience faster response times as they navigate through the portal pages and access information on the system. In addition, users will enjoy a new graphical user interface making navigation even more intuitive and easier to transition between features.

These releases are scheduled to begin in early 2009 and will continue throughout the year as each collaboration tool on the portal receives a design face lift. ESP looks forward to sharing these and other enhancements in the upcoming year.

For additional information, please contact info@nc4.us

SUPPORT CORNER

Tips from Rhonda for E Team users

We have received isolated reports of E Team R6 going to white screen and crashing. Should this occur, please have your user restart their browser and log back into E Team. If login is successful, the issue is **NOT** with your E

3. Click on the email address for the point of contact at that location. ESA automatically launches your email client with an email already addressed to the individual you've selected. Append any additional information, comments, procedures, etc. that you would like to include in the email. Add any additional recipients to the email distribution.
4. You can copy (ctrl+c) and paste (ctrl+v) information from an incident directly into the body of the email.
5. Click **Send**.

This power outage may have affected your location nearby

#1 Click on your location of concern

#2 Click 'More' to view location's details

#3 Clicking on the email address for the location's POC creates a new email

#4 Copy & paste directly from the incident into your email

This is your email. Add to the recipients, enter a subject line, and add any other details that you need.

[Enlarge image](#)

The map also provides a time-savings method for updating important location information.

1. Click on any location from the map.
2. Click the **More** button, then click the **Edit/View** button.
3. Enter the information into any of the designated available fields.
4. Use the Description field to enter any other important information pertaining to the location.
5. Click **Save**.

NC4's ESA map provides tools to help you save time when it counts.

Please contact NC4 Support if you have any questions on setting up or updating your location profiles, 888-624-4411 or support@nc4.us

Please advise your E Team users to update java and their video driver to the latest version. There are issues with some older versions of java that cause this white screen. To update java to the latest version go to:

<http://java.com/en/download/index.jsp>

For video driver updates, please refer to each user's computer systems guide.

If you have further questions, please contact us at:

Email: support@nc4.us

Call: 1-800-209-2312

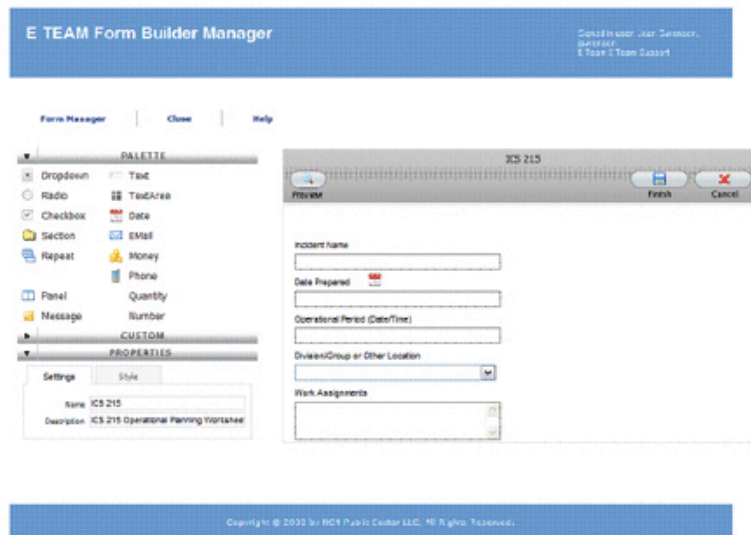
Support Website:
<https://support.nc4.us>

E TEAM PRODUCT NEWS

E Team Custom Forms

The Custom Forms feature provides administrators with the ability to create custom forms, define data elements within the forms, and deploy the forms to E Team users. Unlike other products in the market, the E Team Forms Builder Manager includes a real GUI for form design, and the ability to recreate comprehensive paper forms, not just lists. Forms can be quickly created to handle any type of dynamic data requirements that may occur during large events and disasters.

The Forms Builder Manager's user-friendly GUI palette allows you to easily create forms, with the ability to define and validate data elements such as text boxes, dropdown lists, and dates. In the later part of 2009, you will be able to make your Custom Form(s) available as a tab element on an existing E Team form, which will dynamically enable the use of the core components of the application such as geo-location, notification, access control, data sharing and targeted alerts.



[Enlarge image](#)

The basic Custom Forms capability will be available in the first half of 2009 and is planned only for the R6 platform and won't be available on Domino.

For questions pertaining to this new feature, please contact support@nc4.us

E TEAM PRODUCT TIP

Easy-to-use forms speed COOP reporting

You can use E Team when activating your COOP Plans. While these capabilities are typically outside the normal incident management functionality, the COOP functionality simplifies operational status, staffing levels and communications status reporting.

E Team's COOP functionality is achieved using the following forms:

- The **Corporate Facilities** report gives you an in-depth overview of the availability and damage to the various infrastructure within your facilities. This can assist you in getting the proper resources to your key facilities to recover sooner.
- The **Organization SITREP** gives you an in-depth review of the actual organizations and how they are impacted within each facility. This is especially useful where multiple organizations are staffed in one facility.
- The **Personnel Report** provides status of critical personnel and identifies the ability to replace them as the situation dictates to ensure continued operations of critical functions.
- The **COOP Report** is a standardized reporting form that contains all DHS-required fields, including COGCON levels, giving you a synopsis of the current COOP status of all your organizations.

E Team is a strong and reliable solution for reporting critical infrastructure preparedness, providing organizations with an easy way to quickly assess and report COOP status to support federal homeland security directives and ensures continuity of essential functions.

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www.nc4.us

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A printable version of the newsletter is available [here](#).*
