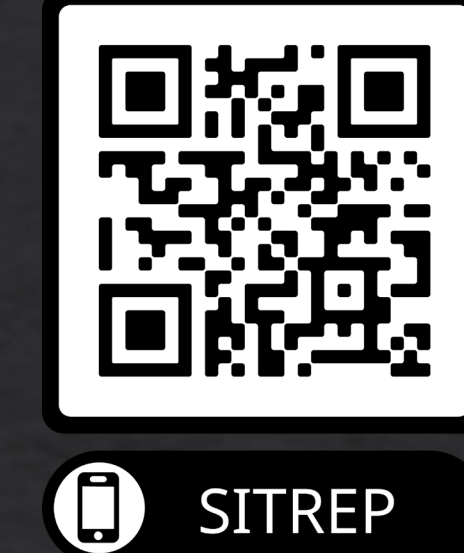


THE EVERY DAY COMMON OPERATING PICTURE



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Competitive Poster Showcase - Practitioner
#IAEM2024



BACKGROUND

The integration of technology in Emergency Management is the fastest growing and evolving component of the profession. Daily technological advancements as well as Emergency Managers ever increasing dependency on it to manage incidents, creates new issues to overcome. With all the options available to the modern-day emergency manager, it's easy to get overwhelmed in determining which is the best program to use. We believe the primary goal of any system is to make a process as efficient as possible.

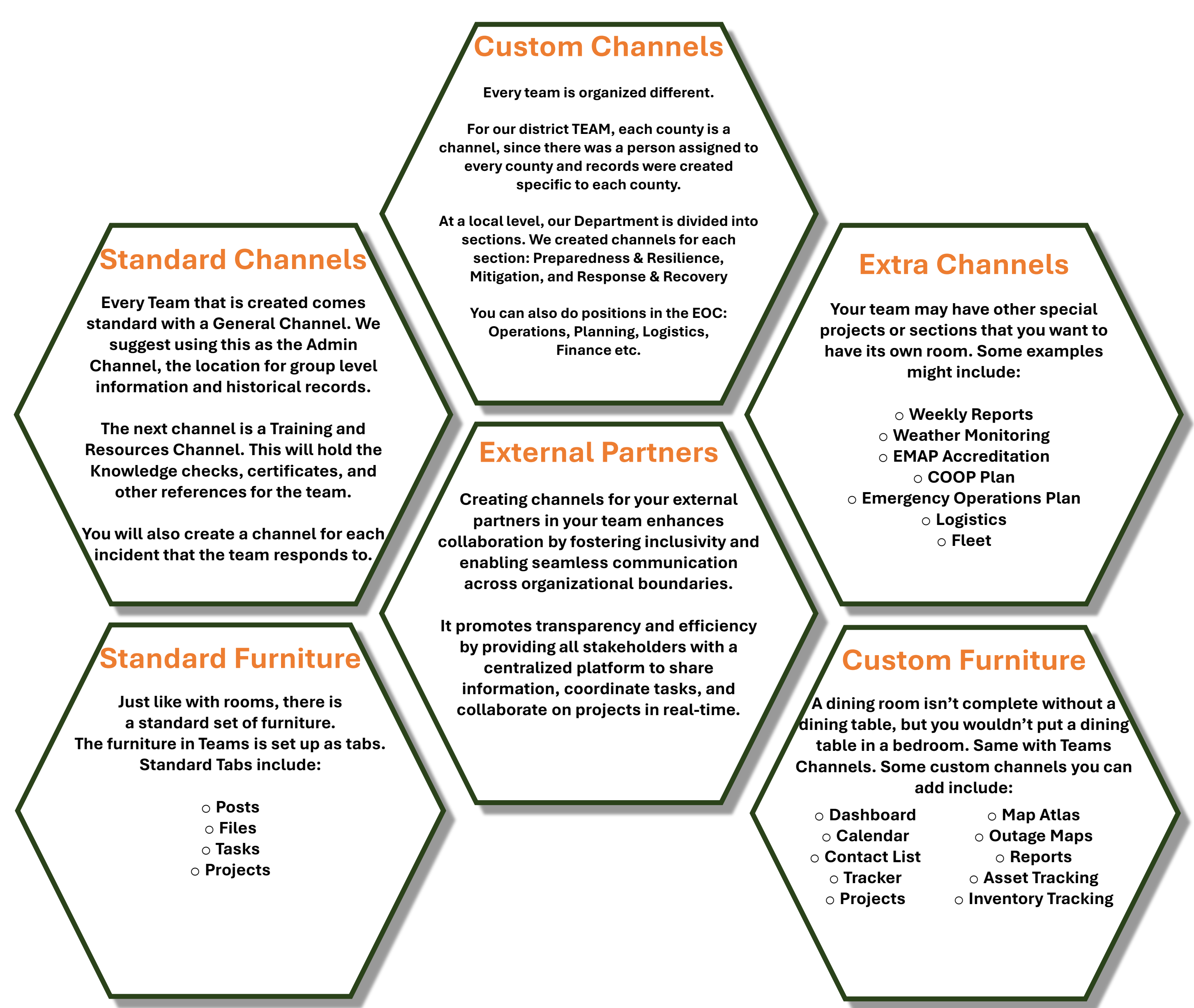
Have you ever noticed that the number one issue in every after-action report is a lack of communication? Technology can help to bridge that gap. This project, lovingly named *Our House*, is designed to foster collaboration and effective communication between all levels of emergency managers by creating a common operating picture not just during an incident but through all phases of Emergency Management. The use of *Our House* has uses in all disciplines to assist in project management and communication. For the purposes of this presentation, we will focus on its applicability and implementation in the realm of Emergency Management.

INTEGRATIONS

- Project Management
- Task Management
- Grant Management
- Weekly Reports
- Approval Requests
- Meeting Tracking
- Special Event Tracking
- Public Education Tracking
- Exercise Scheduling and Reporting
- Employee Information Management

- Org Chart Management
- Performance Metrics
- Stakeholder Engagement
- Fleet Management
- Incident Reporting
- Travel Status Tracking
- Incident Tracking/ SITREP
- Common Operating Picture
- After Action Reports (AAR)
- Plan Management

METHODS



STRUCTURE

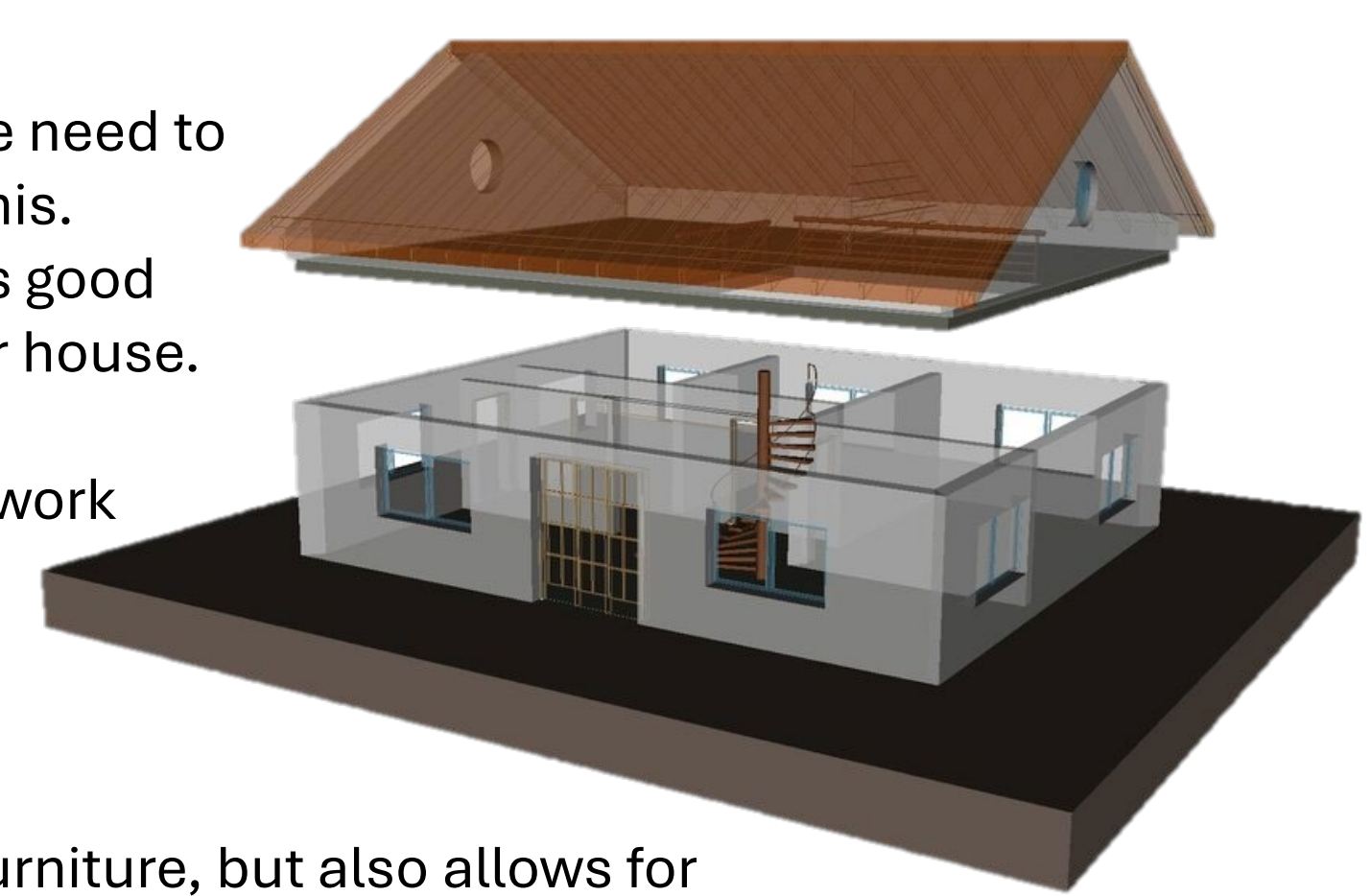
Imagine you're building a house. The first step is to choose the building site. To promote cross departmental and stakeholder communication you need a common building site. Nearly everyone across multiple industries uses the Microsoft Office platform. Since open communication requires a common language, that's what *Our House* uses as its building site.

The next step in building the house is a foundation. In Microsoft, the foundation for organization is SharePoint.

Next, *Our House* needs rooms. These rooms are how we organize the living space of our SharePoint site. In SharePoint, they will look like folders, in TEAMS they will look like Channels.

Microsoft TEAMS is the primary way that your stakeholders will interact with your house, think of it as the windows of the house.

As we are building the walls and adding windows, we need to put up a strong frame. We use Power Automate for this. Power Automate connects the rooms together and is good at passing information between all the rooms in your house.



Now let's add a roof. A roof is a key part of the framework of a house. Since the Frame is built with Power Automate, the roof is built with Chat and conferencing, which connects the users together.

Lastly is to add furniture. Every room has standard furniture, but also allows for customization to fit your agency's specific needs. Furniture can include Power BI, Power Apps, Lists, Planner, Tasks, and ArcGIS to name a few.

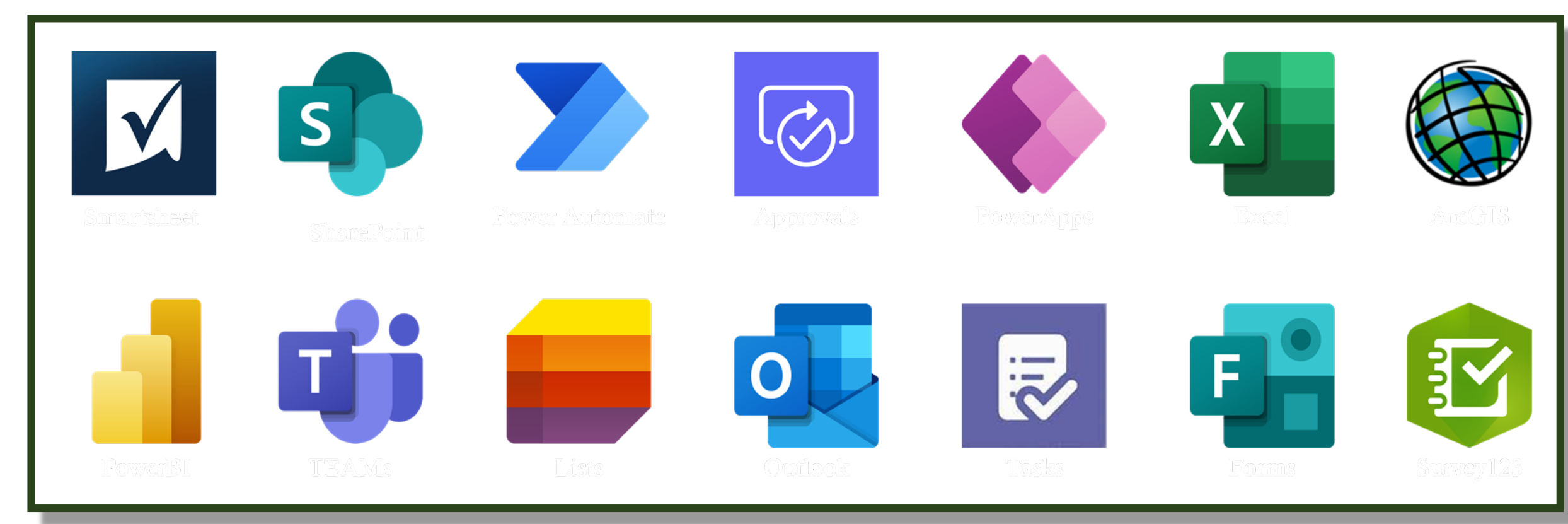


Figure 1: Icons for integrated apps. Source: Microsoft, Smartsheets, and ESRI

DATA FLOWCHART

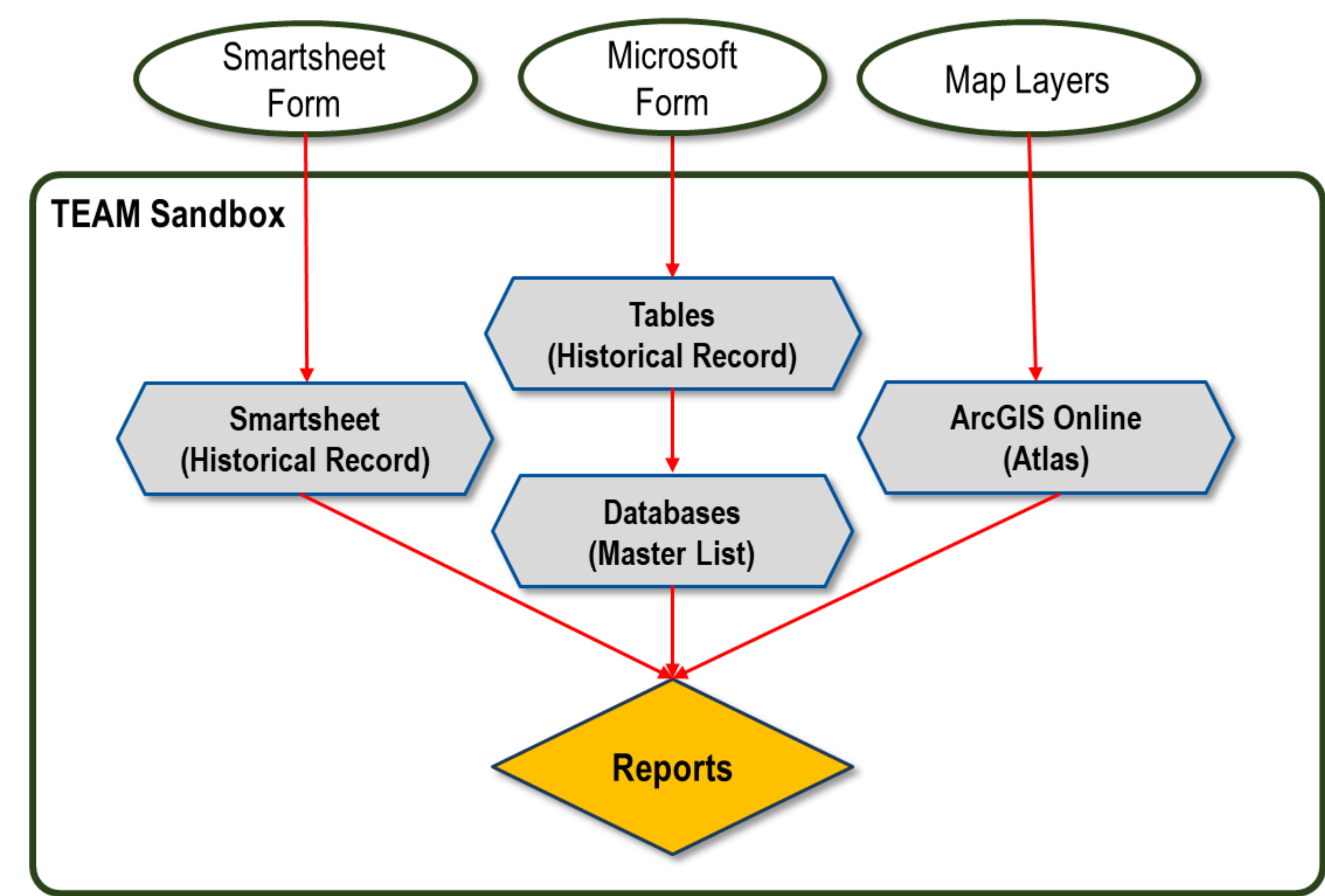


Figure 2: Flowchart showing potential data pathways through the system. Source: Original Work.

OUTPUT

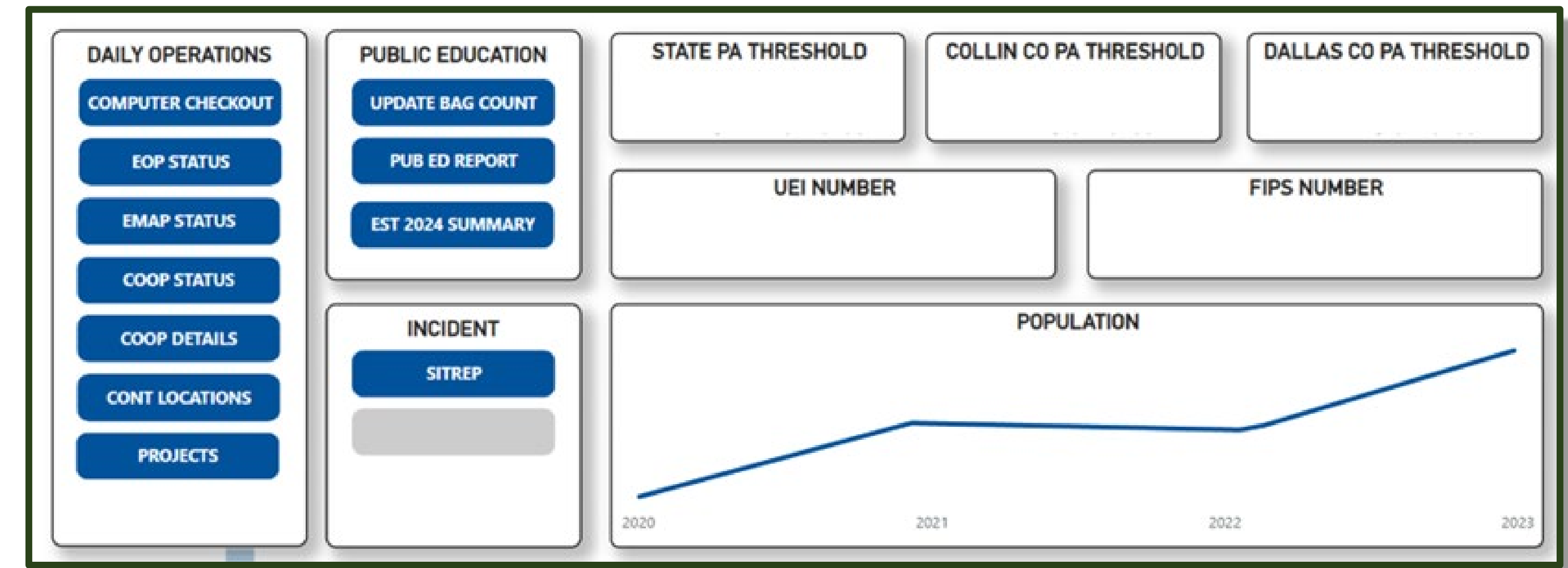


Figure 3: Department Dashboard Example

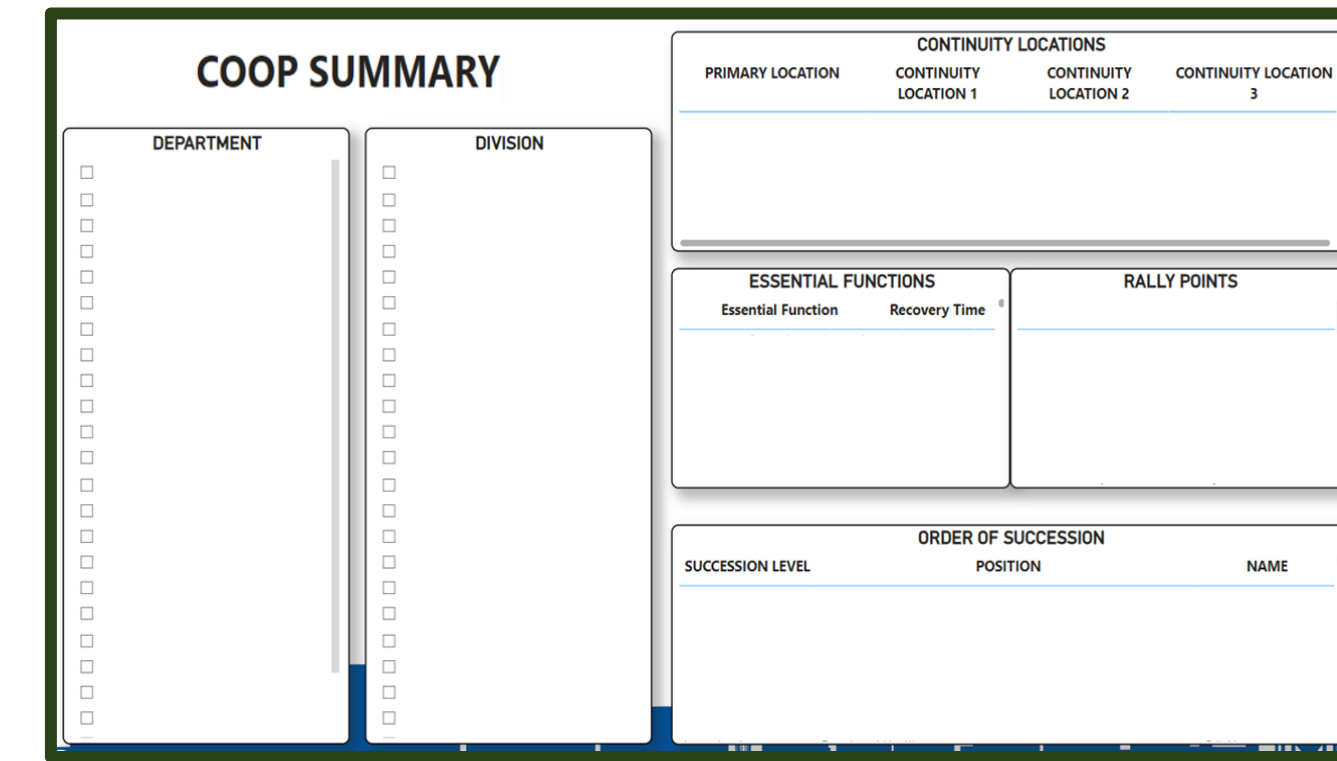


Figure 4: Example COOP Summary Dashboard

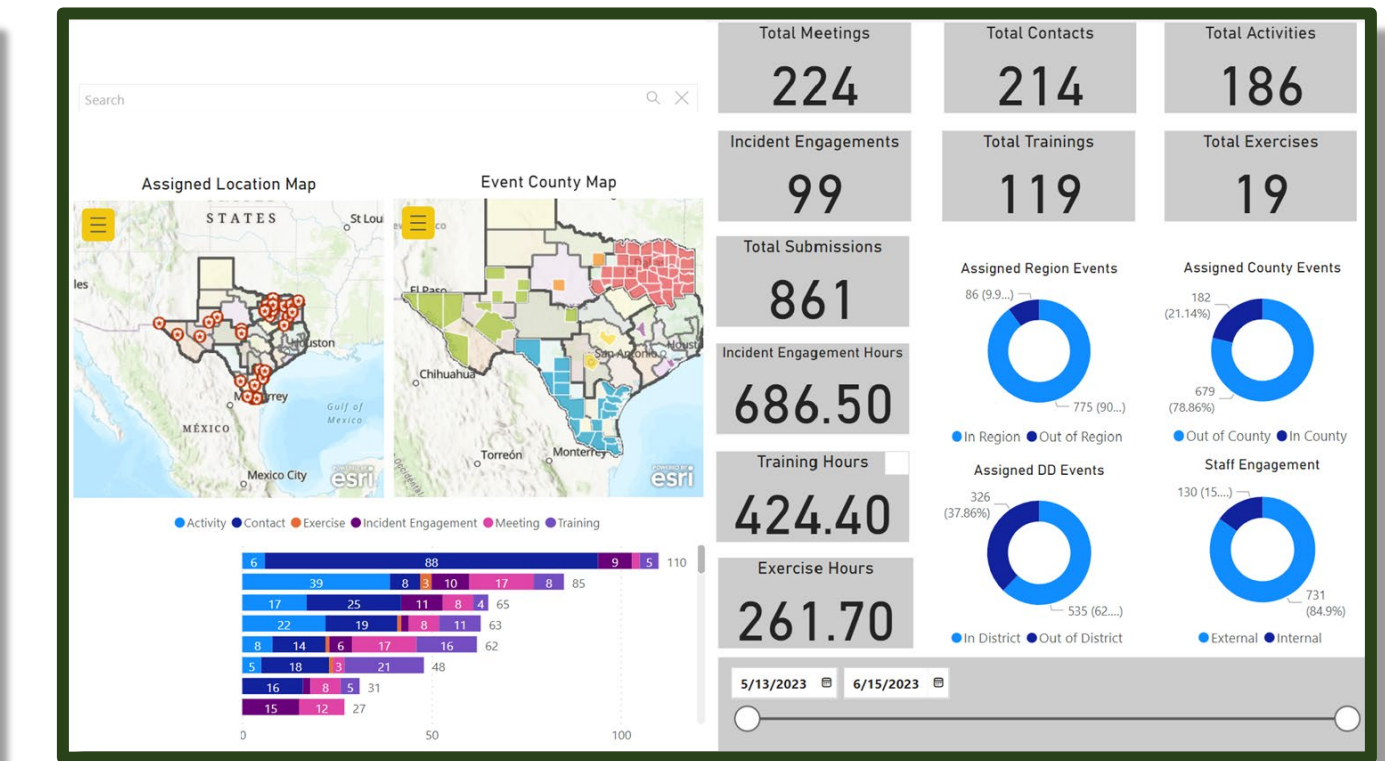


Figure 5: Example Activity Tracking Dashboard

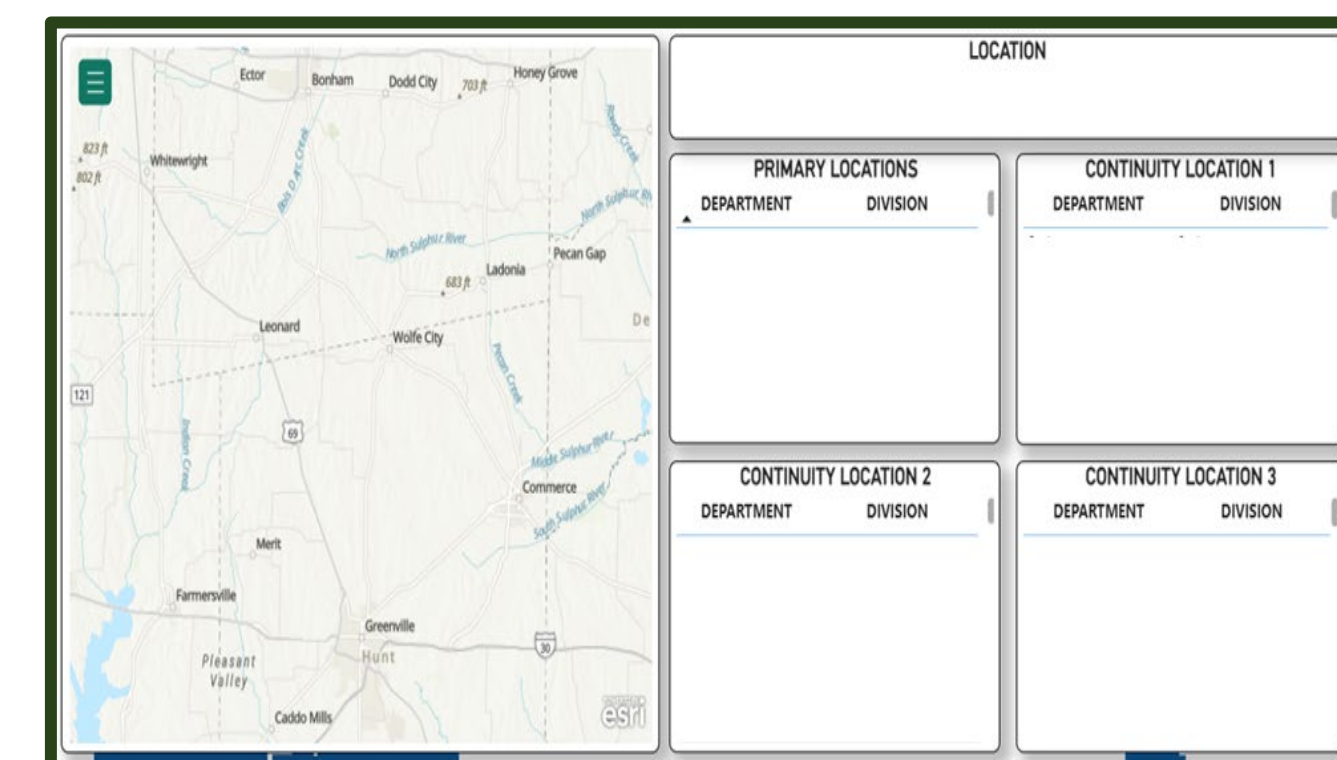


Figure 6: Example Continuity Location Dashboard

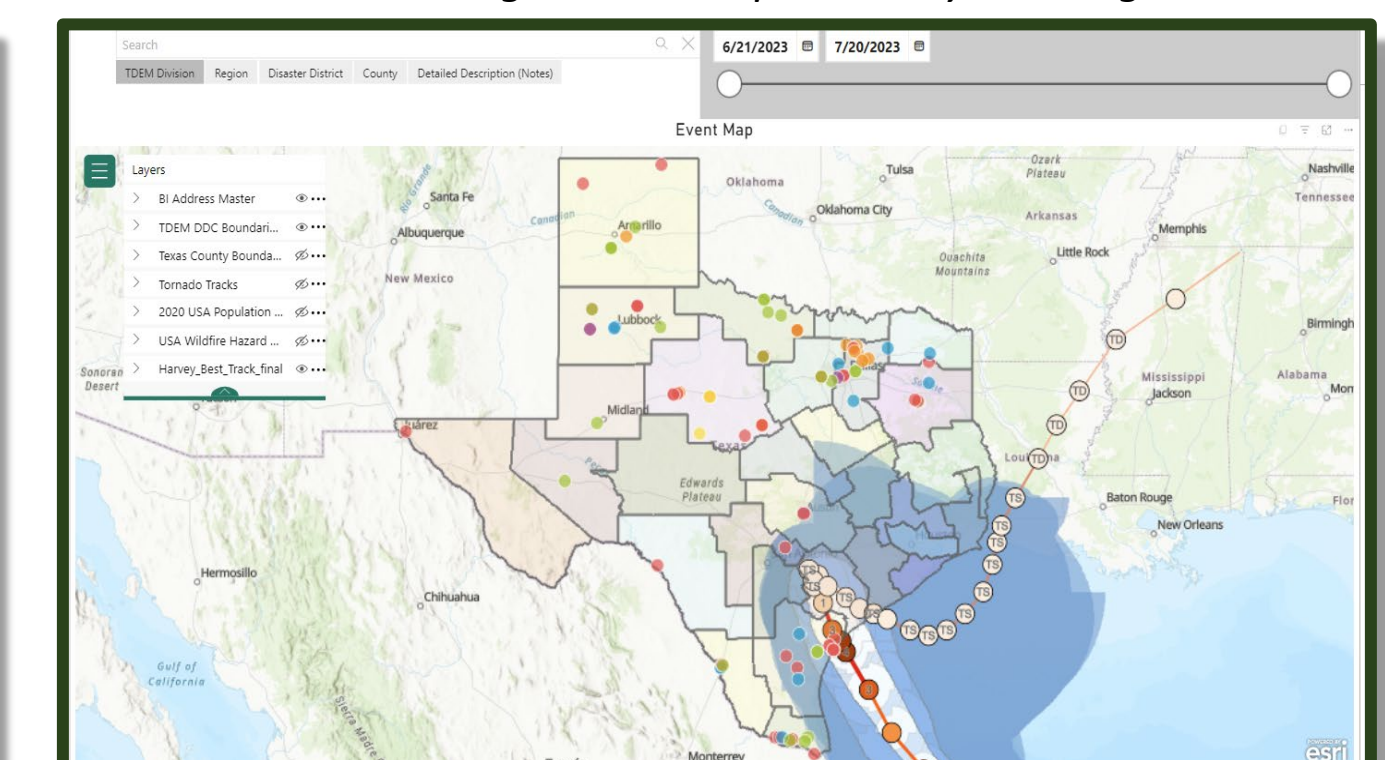


Figure 7: Example Pre-Incident Outreach Dashboard

Source: All Dashboard examples are original work created using PowerBI for an *Our House* system.

CONCEPT INTEGRATION

Local Level: *Our House* is organized by phases of EM, with the ability to be modular to accommodate city departments. Concepts are used to provide a central location for data collection and analysis, streamlining information gathering and dissemination. Since the local level is very granular, *Our House* concepts focus on specific resources and projects such as public education and grant funding for improvement projects.

State Level: The organizational method utilized channels divided by county and produced clear communication across all members of the district team as well as creating a succession plan to combat high turnover. After the project grew to the entire state, it established a common operating picture for daily activities and coordination between the state and local levels.

Federal Level: the system is divided by branch to track subsequent projects. This streamlines coordination efforts across multiple divisions and creates a workspace to manage multiple independent systems that use common datasets.

When applied at each level of government, *Our House* integrated data analytics and project management concepts into incident tracking to create performance metrics, predict future resource needs, and develop industry level best practices.

FUTURE DEVELOPMENT

The goal of *Our House* is to highlight the good work that Emergency Managers do every day by providing a clear and easy to use system that evolves with the agency. As you build your own system, keep in mind what you want to track: performance metrics, incident information, training, communication, and so much more. New features are being added to help meet the needs of Emergency Managers at all levels of governance. Since there are a wide variety of potential connections to add additional software, the potential for expansion is only limited by how creative the user is. Every iteration of a new *Our House* system finds unique challenges and performance metrics that the system adapts to.