

**Implementing
CAP and EDXL
Standards to Enhance
Web-Based Crisis
Management
Using**

ElasticApps

faulknertechnologies

By Ian Carpenter

ISCRAM•
2008●●



Overview

Faulkner Technologies has developed a web-based information management exchange to facilitate the timely and accurate collation, dissemination and sharing of event-related information during an incident or disaster.

Our web-based information management exchange is configurable to dovetail with both paper-based Standard Operating Procedures and multiple communication systems, significantly enhancing the management of disasters and incidents.

System Overview

Web based, CAP compliant, Crisis Management application that allows management of all aspects of any Crisis.

Based on the Australasian Inter-Service Incident Management System (AIIMS)

- Common Alerting Protocol (CAP)
- Emergency Data eXchange Language (EDXL) standards for message distribution
- General Log Entries
- Message and Notification management
- Damage, Status and Situation Reports
- Task and Workflow management
- Operational and Task Logs

Australasian Inter-Service Incident Management System (AIIMS)

4 Functional Areas

- Control – Overall direction of response activities
- Operations – activities including the allocation and use of resources
- Planning – collection, evaluation, dissemination and use of information
- Logistics – facilities, services, materials

When?

Dealing with extraordinary deployment and co-ordination of resources over and above normal day to day operational processes. E.g.

(bomb threats, pandemic, emergency landings, floods, fires, equine influenza)

Short or Long term events

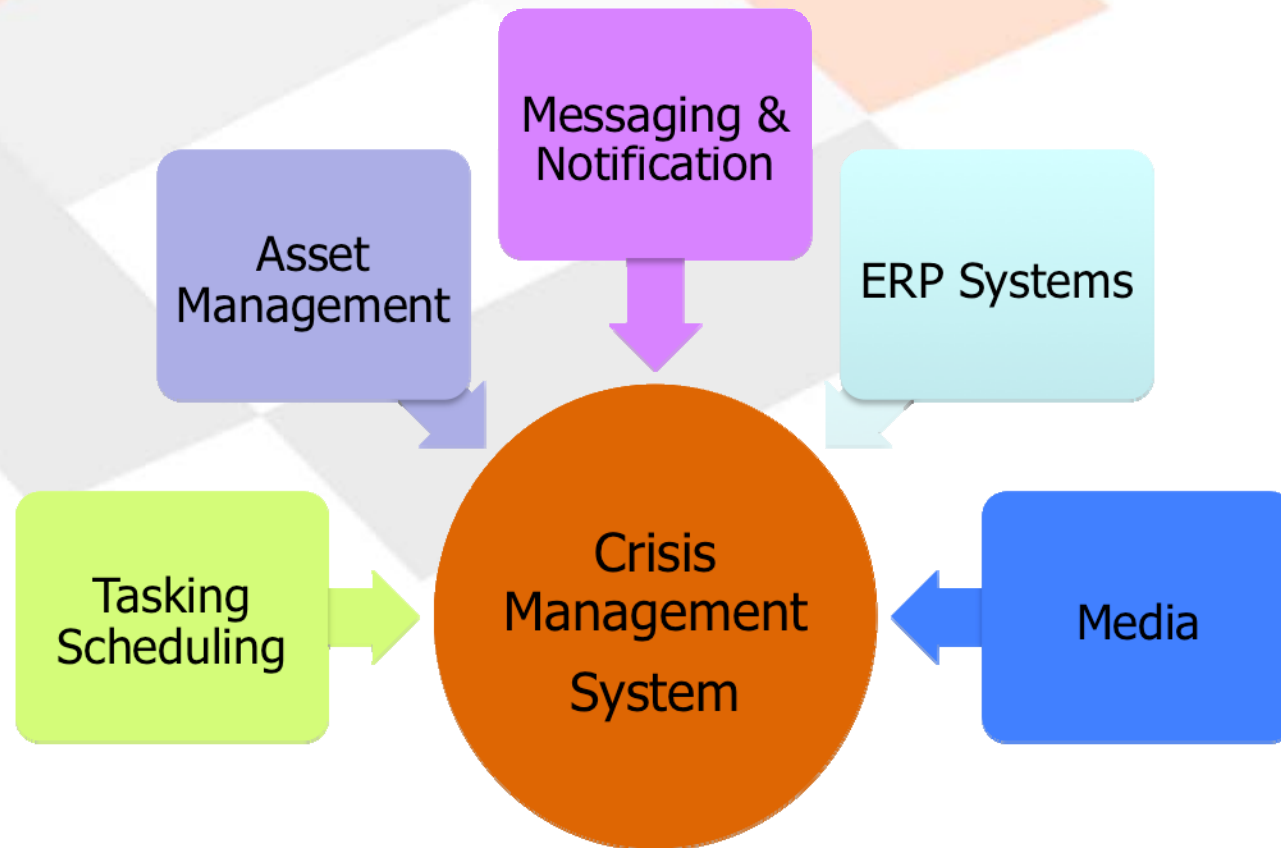
Why?

- Visibility
- Communication
- Co-ordination
- Resolution

Key Challenges

- Align with Paper based Standard Operating Procedures
- Competition for limited resources
- Effective & efficient co-ordination of resources
- Linkages and co-ordination with other organisations
- Regulatory requirements
- Disparate systems
 - Paper
 - IT

External Interactions



Key Features

- Easily Configured
- Extensive Reporting
- Full Audit Trail
- Event Archiving
- Secure Role and User based permissioning
- Delivered as Software-as-a-Service
- Integrated to Google Maps and Calendar
- Smart Forms ensure rapid and accurate data input

Lessons Learned

- GUI Design is the No 1 factor for system success
- Focus on Sharing of Information
- KISS - Less is more
- Overcoming Event and Information 'ownership' issues – Corporations, Local, State, Federal Govt jurisdictions
- 90% of use is view only
- Vital for information integrity
- Security initially 6 levels of permissions - now only 2

The Future

- Using standards (AIIMS, CAP, EDXL) will allow for smaller 'individualised' portals / systems connected to central databases
- Client side / Desktop Applets
- Apps for held devices (blackberry, mobile phone)

Who is Faulkner Technologies?

Faulkner Technologies Pty Ltd is a provider of enterprise-level Software-as-a-Service solutions.

Using our Elastic Apps product and Software-as-a-Service delivery platform, we enable our customers to develop and distribute, in a matter of weeks, software applications that may have previously taken months or years to implement and see a return on investment.

Contact Faulkner Technologies

Brisbane, QLD Australia
(Head Office)

Phone: +61 7-3319-6150

Fax: +61 7-3319-6150

Denver,
Colorado U.S.A

Phone: 1-877-724-8653

Fax: 1-877-724-8653

info@faulknertechnologies.com

www.faulknertechnologies.com

Crisis Management System

Live Demonstration