



E Team

Situational Response IN ACTION

Michigan State Police Leverage E Team for Statewide Emergency Management

Michigan is home to more than 10 million people, spans more than 55,000 square miles, and has the second-longest shoreline of any state in the United States. The Michigan Department of State Police (MSP) is responsible for providing quality public safety services to every citizen and each tourist that visits the state. As a part of this overarching responsibility, the State of Michigan, in Act 390, PA of 1976, as amended, directed the “department to establish an emergency management division for the purpose of coordinating within this state the emergency management activities of county, municipal, state, and federal governments.”

Wind Storms Bring Change

Michigan was hit with several severe wind storms in 1997 and 1998. A May 1998 storm sustained continuous winds from 60 to 90 mph, with gusts reaching more than 120 mph. The winds ripped through the state, leaving thousands of homes and businesses damaged, more than a quarter-million residents without power, and many injured. The state responded, communicating to each department and local agency throughout the state via faxes, telephone calls, message forms, and radios.

“Because of the way we handled emergency management at the time, the storms in 1997 and 1998 literally generated miles of paper,” said Jaclyn Barcroft, Michigan State Police Emergency Management and Homeland Security Division (EMHSD). “We knew we needed to look for an electronic way to manage the vast amount of information captured during a large-scale emergency.”

“We wanted every agency to be able to communicate with one another easily and effectively on the same system.”

As MSP EMHSD looked for an alternative emergency management solution, it identified several specific features that the new system must contain. First, MSP EMHSD needed a solution that would integrate with and complement the state’s existing Geographic Information System (GIS), which they had invested a lot of time and money into creating. Second, MSP EMHSD sought a solution that would provide real-time notification of incidents throughout the state. The organization aimed to publish information through a single source, therefore making it immediately available for many key personnel. Finally, MSP EMHSD required a solution that rolled these capabilities into one system that could scale and grow with state emergency management.

Situational Readiness

Michigan State Police



Challenge:

Implement an incident management system that integrates and complements existing Geographic Information System, provides real-time notification of incidents throughout the state and is capable of scaling and growing with state emergency management needs.

Solution:

NC4’s Situational Readiness solution provides MSP EMHSD with a comprehensive set of tools to aid in its mission to protect the state and respond to disasters.

Benefits:

- ☰ Ease of integration with existing GIS data
- ☰ Enhanced situational awareness of all-hazards incidents worldwide that may affect operations
- ☰ Ability to communicate on the same system with other jurisdictions easily and effectively
- ☰ Common operating picture eases after-action reporting

NC4's Solutions Hit the Target

The MSP EMHSD evaluated several solutions before deciding to launch a pilot program in 2003 with NC4's emergency management solution, E Team. Working with a small number of users within the State Emergency Operations Center (SEOC) and key state agencies, MSP EMHSD got its first chance to test E Team's capabilities during one of the largest blackouts in U.S. history – the Northeast Blackout of 2003. Users were up and running quickly, and though only a small group used the software at a basic level, the effects were noticeable. The state spent less money than it had in prior emergencies because key personnel communicated more easily, tracked resource requests more efficiently, and, as a result, restored services to the public more quickly. Following this real-world success, MSP decided to implement E Team throughout the state.

The state spent less money than it had in prior emergencies because key personnel communicated more easily...

"It was important to MSP EMHSD that we deployed the same solution statewide," Barcroft said. "We wanted every agency to be able to communicate with one another easily and effectively on the same system. So we worked together to provide E Team to all agencies, and then provided training for every user. We were under time constraints because we wanted to have E Team fully deployed prior to several large sporting events that the state hosted in 2004 and 2005 – including the 2005 NFL Super Bowl."

While the 2005 Super Bowl in Detroit quickened the pace for the statewide deployment of E Team, the state leverages E Team far beyond planned events. The state often uses E Team for weather-related events – the solution was integral in the state's month-long response and recovery efforts for severe wildfires in summer 2007. In addition, many regions of the state have incorporated E Team training exercises into their monthly radio testing to ensure that users keep up their skills.

"One of the benefits of using E Team for the past few years is the fact that we have all of our information organized so we can easily conduct after-action reports, really seeing how events unfolded after the fact," Barcroft said. "The notification portion of E Team also provides enhanced situational awareness, something that we are currently focused on improving. In fact, the state has also expanded its work with NC4, and has implemented its External Situational Awareness solution, ESA."

ESA notifies organizations of events that may disrupt normal operations so organizations have early and accurate information to make decisions on how to proceed. MSP EMHSD has leveraged NC4's ESA to receive real-time incident notifications throughout the state, the country, and the world. NC4's ESA solution, combined with its E Team solution, has provided MSP EMHSD with a comprehensive set of tools to aid in its mission to protect the state and respond to all disasters.

Situational Readiness

More about NC4

NC4 delivers Situational Readiness solutions that empower government and businesses with accurate, timely and secure information to manage uncertainty.

NC4's External Situational Awareness (ESA) service alerts members of events and incidents that may impact business operations. Drawing on its partnerships with government and law enforcement agencies, NC4's Incident Monitoring Centers (NIMCs) track global events 24x7, providing early, real-time notifications.

NC4's Situational Response offering, E Team, is a robust platform for effective incident management and reporting. It allows cross-jurisdictional information sharing, empowering emergency management personnel with a common operating picture. With proven real world experience, E Team enables rapid response to crisis situations as well as effective management of non-emergency activities.

NC4's Extranet Secure Portals (ESP) product provides a Software as a Service (SaaS) solution, bringing government agencies and corporations a common platform for secure communication and collaboration. The ESP solution allows diverse organizations to share critical information, such as Controlled Unclassified Information (CUI), through highly secure, compartmented, web-accessible portals.

To learn more about how NC4 can benefit your organization, visit www.nc4.us.



100 N. Sepulveda Blvd.
El Segundo, CA 90245
877-624-4999
www.nc4.us

© 2010 NC4