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INCIDENT MANAGEMENT SYSTEM (IMS)

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LEARNING OBJECTIVES



- Define IMS and its benefits
- Understand the IMS core functions
- Describe the Concept of Operations
- Define IMS internal communication

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OUTLINE

- **1:** Purpose and Role of IMS
- **2:** Core Functions of IMS
- **3:** Concept of Operations (CONOPs)
- **4:** Meeting Management

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Purpose and Role of IMS

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INCIDENT MANAGEMENT SYSTEM

What is an Incident Management System (IMS)?

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INCIDENT MANAGEMENT SYSTEM (IMS)

- An emergency management structure and set of protocols that provides an approach to guiding government agencies, the private sector, non-governmental organizations and other actors to work in a coordinated manner …[WHO/PHEOC Framework 2015]

- An Incident Management System (IMS) is "the combination of **facilities, equipment, personnel, procedures and communications** operating within a common organizational structure, designed to aid in the management of resources during incidents" [NFPA 1600]

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BENEFITS OF IMS

- Meets the needs of all incidents
  - of any cause, size, location, or complexity
- Allows personnel from a variety of agencies to integrate rapidly into a common management structure
- Clear lines of accountability
- Efficient resource coordination
- Incorporates measurable, achievable objectives
- Avoids duplication of efforts
- Ensures effective communication (internal within IMS and external)
- Establishes a common process for planning and management of resources by objectives

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IMS FEATURES

- IMS has its own features or characteristics, including
  - Management by objectives
  - Span of control
  - Modular organization
  - Standardization /common terminology
  - Accountability
  - Resource management

Core Functions IMS

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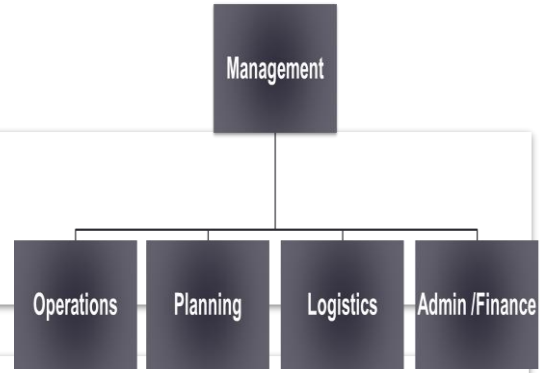
IMS FUNCTIONS



Management

Responsible for the overall emergency management

Operations

At the field level, provides direct response to the event

At higher levels, provides coordination and technical guidance

Planning

Data collection, analysis, and planning of future actions based on the likely course of the event and the resources available

Logistics

Acquires, tracks, stores, stages, maintains, and disposes of material resources.

Provides services to support the response.

Admin/ Finance

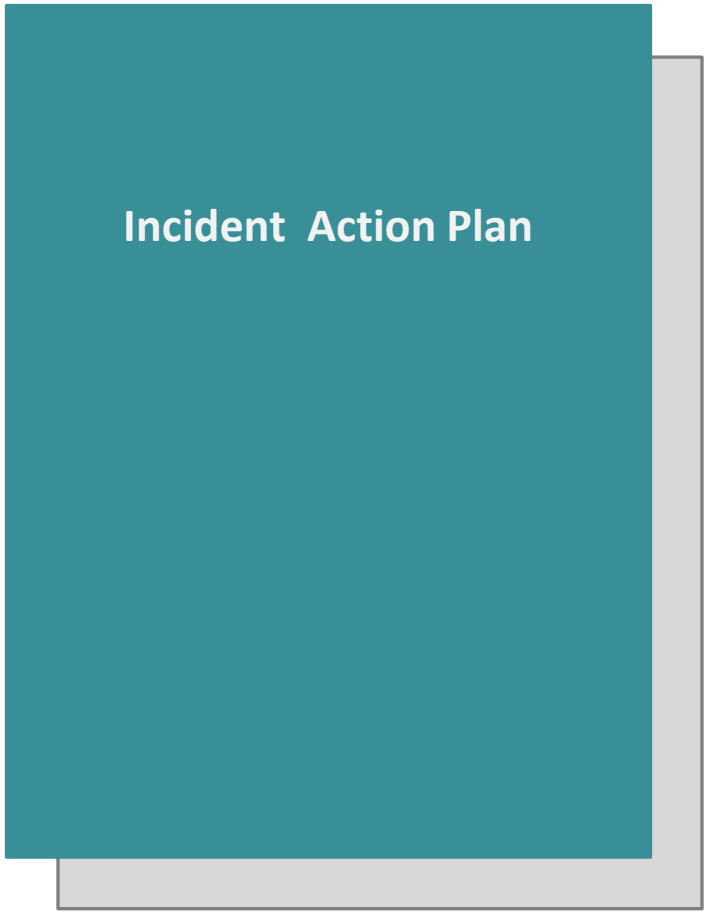
Cash flow management, tracking of material and human resource costs, budget preparation and monitoring, production and maintenance of administrative records

MANAGEMENT BY OBJECTIVES

- IMS is managed by objectives
- Incident Action Plan (IAP) helps to establish activities based on defined objectives
- The steps for establishing incident objectives include
  - Understand agency policy and direction
  - Assess the incident situation
  - Establish incident objectives
  - Select appropriate strategy or strategies to achieve objectives
  - Perform tactical direction
  - Provide necessary follow-up

MANAGEMENT BY OBJECTIVES

- Every incident **must** have an IAP that:
  - Specifies the incident objectives
  - States the activities to be completed
  - Covers a specified timeframe, called an operational period
  - May be oral or written depending on the magnitude of the incident



SPAN OF CONTROL

- Span of control
  - Pertains to the number of individuals or resources that one supervisor can manage effectively during an incident
  - It is key to effective and efficient incident management
- Span of control considerations are influenced by
  - Type of incident
  - Nature of the task
  - Hazards and safety factors
  - Distances between supervisors and resources they supervise

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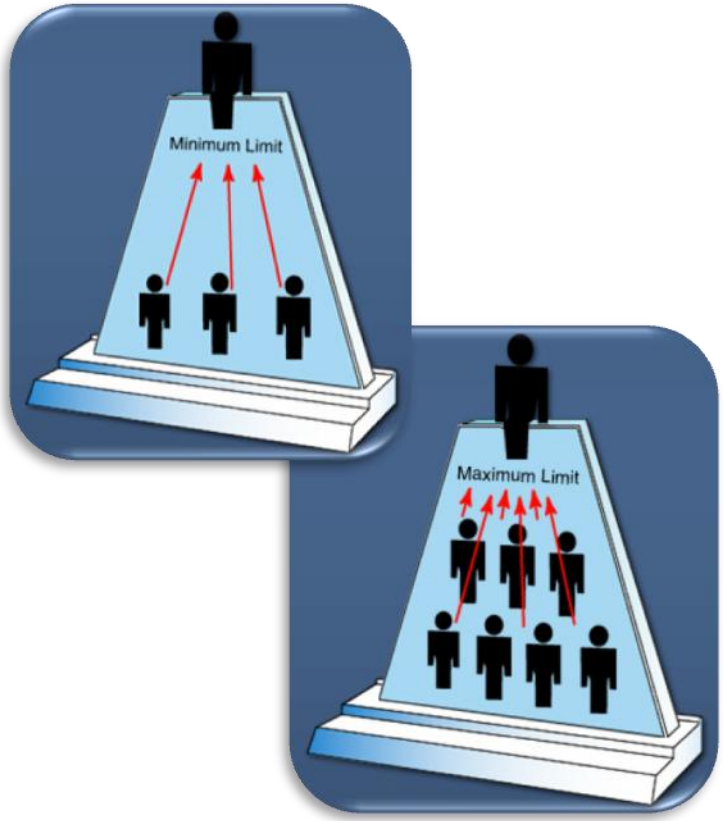
SPAN OF CONTROL

- The recommended IMS span of control for any supervisor
  - Is between 3 and 7 subordinates
  - Optimally does not exceed

    5 subordinates



IMS ORGANIZATION

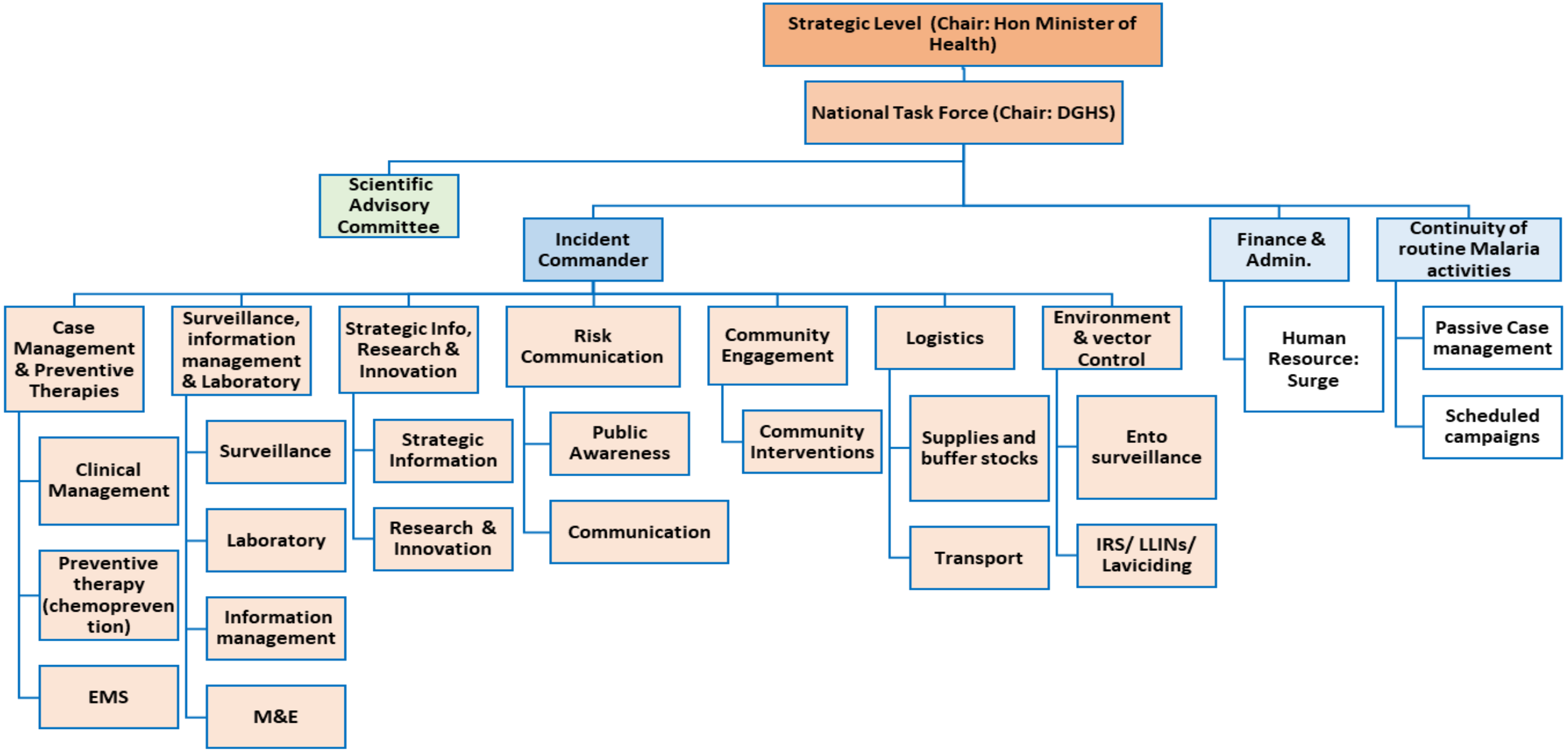
- IMS organization differs from day-to-day organogram structures and positions by
  - Using unique IMS functional roles in a response organogram
    - this uniqueness helps to avoid confusion over different position titles and organizational structures
  - Assigning personnel based on expertise, not status or position
    - Someone who's a director may not hold that title when deployed under the IMS structure

MODULAR ORGANIZATION

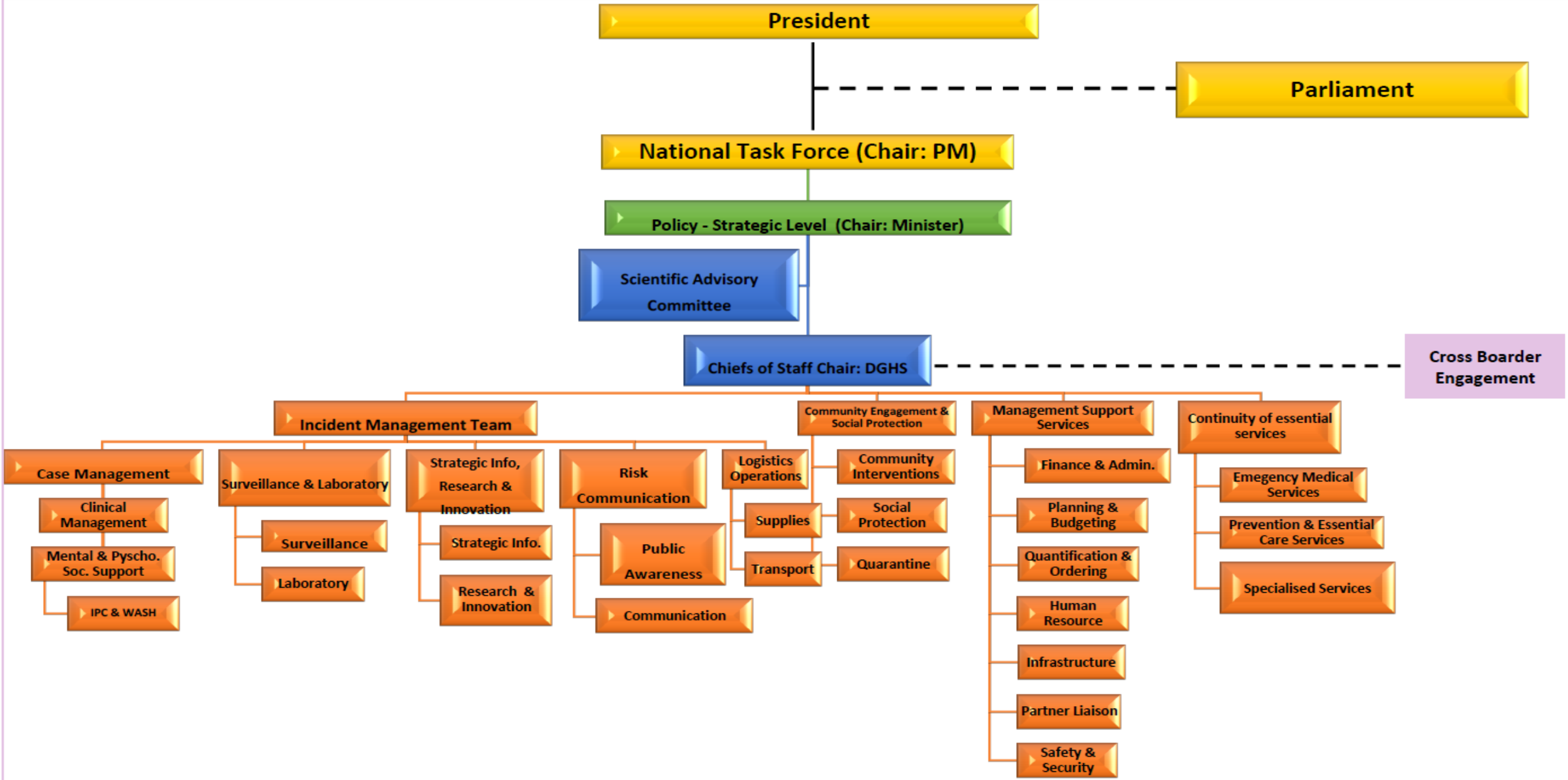
IMS organization expansion and contraction

- Although there are no hard-and-fast rules, remember that:
  - only functions/positions that are necessary or required are established
  - each established/activated function/position must have a person in charge
  - an effective span of control must be maintained

Example of the Malaria expanded IMS



Example of the COVID-19 expanded IMS



Concept of Operations

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CONCEPT OF OPERATION

Strategic

Strategic coordination and decision making.

Operational

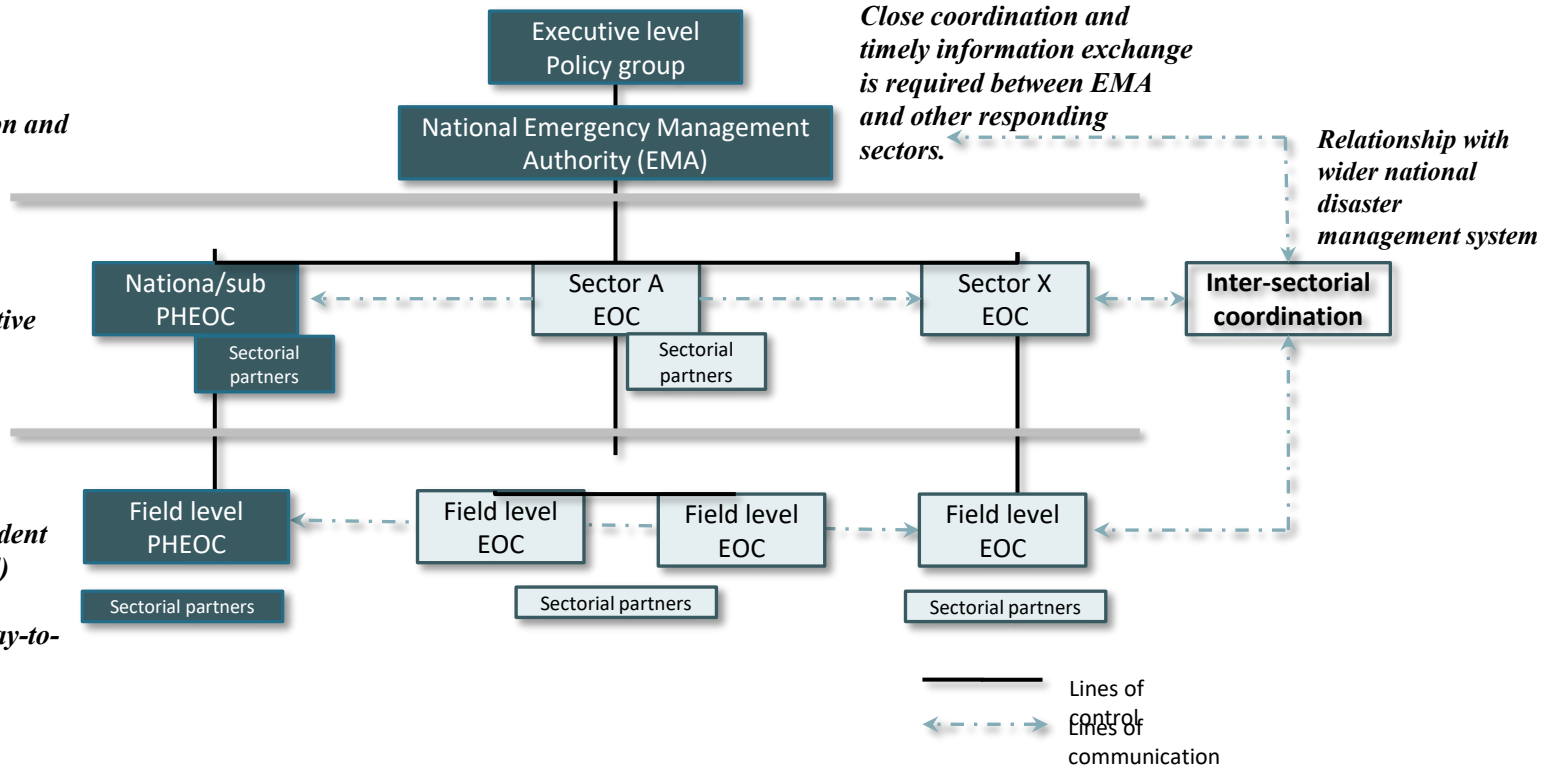
responsible for effective coordination of all response

Tactical

As close as to the incident as possible (field level)

Responsible for the day-to-day actions that will achieve goals and objectives

Decisions related to tactical actions should be made at the lowest level possible.



When PHEOC is operating, liaison officer should maintain coordination and communication with other EOCs/sectors and the national disaster management authority

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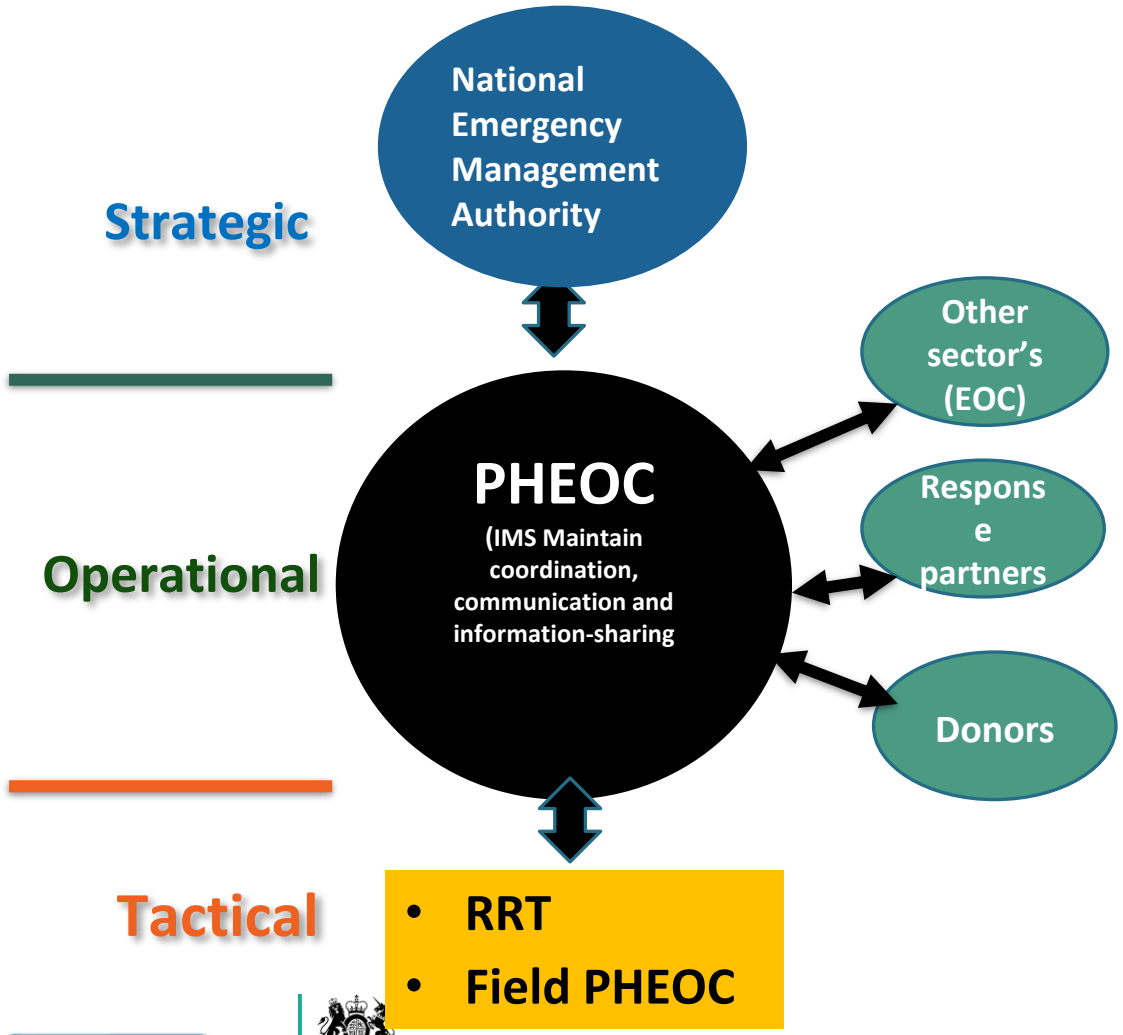
CONCEPT OF OPERATION

- Members of the IMS need to operate from the PHEOC
- Staff from other sectors' EOCs, response partners and donors may not all need to converge in the PHEOC
- They collaborate through the liaison officer

- The liaison officer should maintain coordination, communication, and information-sharing not only with other EOCs/sectors and the national disaster management authority but also with response partners and donors

- The PHEOC also maintains coordination and communication with the tactical level PHEOC and the RRT in the field



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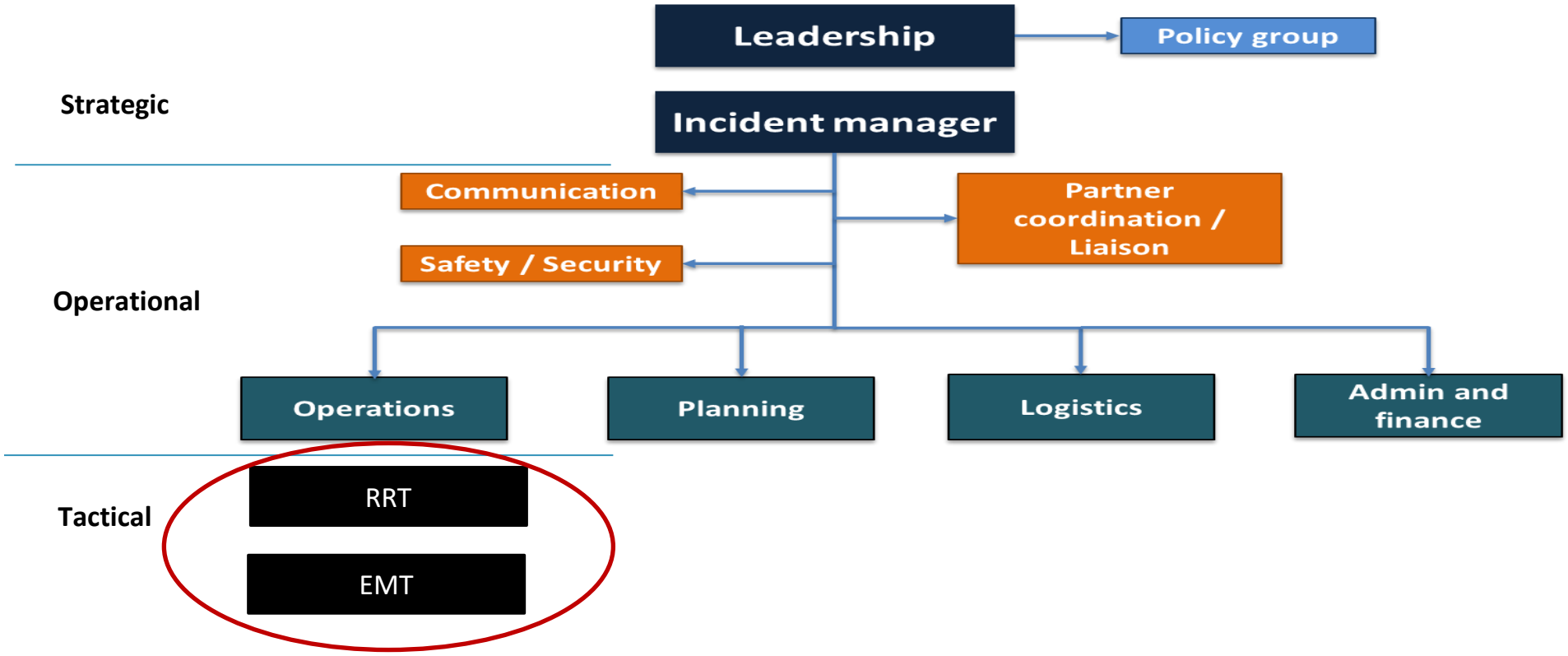
TACTICAL LEVEL



The RRT and EMT operate at the tactical level (field level) and the operations section of the IMS in the PHEOC oversees their activities.

Meeting Management

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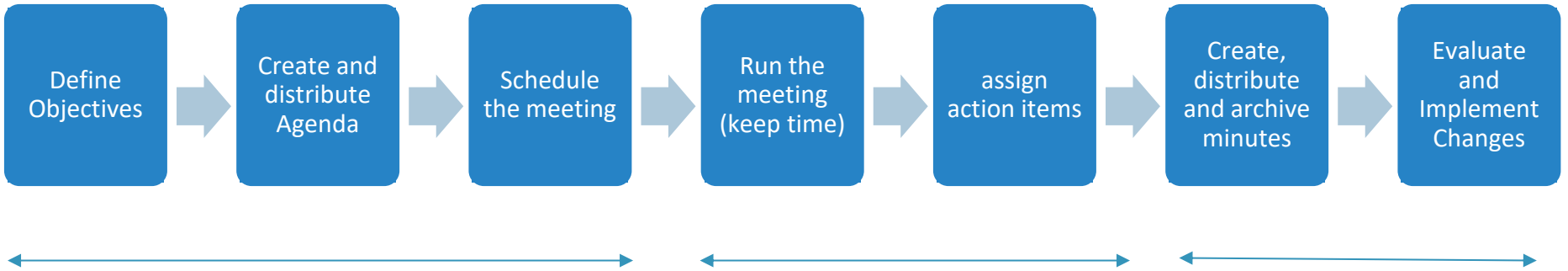
MEETING MANAGEMENT

Steps or processes for effective meeting



Neglecting any piece of the meeting management process can lead to poor results and additional meetings.

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SUMMARY

- Successful emergency management requires effective management processes and structures that support competent decision-making, timely processing of information into action, rapid deployment of resources, etc.
- IMS, a standardized management approach, helps meet the demands of successful emergency management by ensuring effective coordination of information and resources.
- Emergency management within IMS is managed by objectives and with a manageable span of control.
- IMS differs from the routine structure and uses unique functional roles with clearly defined responsibilities and accountability.
- IMS has clear CONOPs with the defined operating picture at the three levels – strategic, operational, and tactical.

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Any Question?

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