NC4™

E Team

E Team is the leading emergency management solution with proven, real world experience to enable communication and collaboration among jurisdictions preparing for and responding to emergencies.

Proven Interoperability for Meeting Homeland Security Requirements

Emergencies are community events often without clearly delineated jurisdictional boundaries. Quickly and securely collaborating among jurisdictions is paramount to saving lives and protecting the health and safety of the public, responders and recovery workers. NC4's Situational Response solution, E Team, helps organizations meet Homeland Security requirements by enabling government entities to work seamlessly across agencies at all levels to prepare for, prevent, respond to and recover from incidents.

E Team provides organizations a platform from which they can enhance their ability to respond to and recover from incidents and events occurring within their jurisdiction by providing a common operating picture and resource management through a single collaboration platform. And, when incidents require cross-jurisdictional collaboration, E Team is the only incident management system with true built-in data sharing.

> "...the way in which the E Team data sharing was designed and how it is implemented in the field just plain works."

E Team is the leading commercial off-the-shelf (COTS) incident management solution with proven interoperability and real world experience to enable communication and collaboration among jurisdictions in preparing for and responding to emergencies.
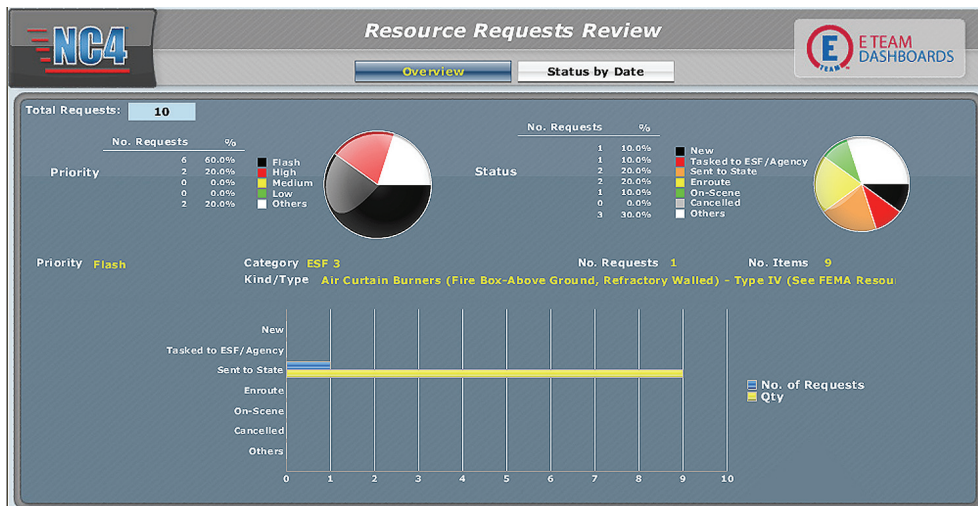
Situational Readiness

Benefits Spotlight

E Team has the most proven experience managing major emergencies and prominent events such as New York City's response to 9/11; hurricanes Charley, Frances and Ivan; the tsunami disaster; 2003 Northeast Blackout; Arizona and California wildfires; Salt Lake City, Athens and Vancouver Olympics; numerous Super Bowls; 2004 Democratic and Republican National Conventions; 30th G8 Summit; President Bush's Inauguration; World Soccer Cup in Germany; 103rd edition of the World Series and several National Governor's Conferences.

In addition to its proven track record, other benefits of using E Team include:

- Proven interoperability
- Proven analysis and reporting
- Proven ease of use
- Proven performance and scalability
- Proven GIS mapping
- Multi–vendor database support and the only Incident Management Solution available on an Oracle platform

Resource Requests Review

Overview | Status by Date

E TEAM DASHBOARDS

Total Requests: 10

Priority
No. Requests	%	
6	60.0%	Flash
1	10.0%	High
0	0.0%	Medium
0	0.0%	Low
2	20.0%	Others

Status
No. Requests	%	
1	10.0%	New
1	10.0%	Tasked to ESF/Agency
2	20.0%	Sent to State
2	20.0%	Enroute
1	10.0%	On-Scene
0	0.0%	Cancelled
3	30.0%	Others

Priority Flash   Category ESF 3   No. Requests 1   No. Items 9
Kind/Type Air Curtain Burners (Fire Box-Above Ground, Refractory Walled) – Type IV (See FEMA Resou

New
Tasked to ESF/Agency
Sent to State
Enroute
On-Scene
Cancelled
Others

No. of Requests
Qty

The E Team Analysis and Reporting Engine provides at-a-glance dashboard views of the key indicators necessary to manage an incident.

Easy-to-use Emergency Management Solution

From its intuitive user-friendly interface, to the ability to drill down to real-time information directly from the Universal Console map, E Team equips organizations with the information management tools necessary to protect and restore critical infrastructure and key resources. E Team brings organizations a common operational picture, based on real-time, historical and GIS mapping data, with powerful information management and reporting capabilities to enhance situational awareness for rapid decision making.

The E Team solution provides a complete set of web-based incident management tools that are easy-to-use and bring efficiency to managing an emergency. In addition, E Team now comes standard with Custom Forms, providing organizations a simple to use, yet sophisticated design environment for creating and publishing new report forms to the E Team application, customizing controls on pre-existing report forms, and the ability to add workflow and business logic rules to help organizations manage emergencies more effectively.

E Team's reporting capabilities provide Emergency Management decision makers the key performance indicators needed to enhance situational awareness and measure progress towards their goal of securing life and protecting property. Through a variety of interactive report views, the E Team Analysis and Reporting Engine (ARE) highlights key performance indicators, improving an organization's ability to analyze information for making informed decisions during an incident and for after action reviews. While other solutions use only text-based data for report generation that yield unimpressive visual reports, ARE uses the rich data contained within the E Team system to generate visually compelling reports.

Unsurpassed Data Sharing

"Unlike other incident management solutions available, the way in which the E Team data sharing was designed and how it is implemented in the field just plain works. E Team data sharing is about collaboration – it's designed to parallel the ICS structure, meeting the requirements of NIMS for escalation and demobilization. Incidents that typically start small and then begin to escalate can be easily passed to the next level, such as the county, via the E Team system. The ease with which E Team allows us to pass all the information collected on an incident is as simple as a click of a button. Moreover, we are able to define if we just require additional information about the incident or, if we need to pass the baton to the next level. E Team enables us to make this choice."

Mike Augustyniak, NJSP
Office of Emergency Management
EOC Manager

Custom Forms

Unlike other products in the market, the Custom Forms feature in R9 includes a real GUI for form design, and the ability to recreate complicated paper forms with precise WYSIWYG (what you see is what you get) formatting. R9's simple to use GUI palette allows organizations to easily create forms, with the ability to define and validate data elements such as text boxes, dropdown lists and dates. With a few clicks of the mouse, users can drag–and–drop data elements from the user–friendly toolset, quickly building a new form to handle any type of dynamic data requirements that may occur during large events and disasters. While simplicity is its strength, the robust foundation of Custom Forms enables more experienced IT types to create forms with sophisticated business logic.

One example of the power of Custom Forms is the implementation of the National Information Exchange Model (NIEM) for Suspicious Activity Reports (SARs). Using the pre–existing Tip Report in E Team and adding a custom tab on the Tip Report for capturing SAR data elements, an organization can be in full compliance with the NIEM standard for SARs.

Unparalleled Capabilities

Built by experienced emergency management professionals for emergency managers, E Team is used by small cities, large municipalities and Federal Agencies in various settings, including emergency operation centers, fusion centers, intelligence gathering and threat assessment, public health, planned event management, and training and exercises. The E Team framework enables organizations to use as little or as much of the system's capabilities as needed, and with its new Custom Forms feature, organization's can easily customize E Team to meet their organizational needs. E Team is the only incident management solution available that gives organizations an easy-to-customize solution in a COTS product.

E Team R9 includes:
- **Incident** and **Emergency Event** reporting
- **Resources**, **Critical Assets** and **Vendor** management
- **Critical Infrastructure** tracking of hospitals, shelters, roads, transit and utilities
- **Intel** tracking and management, useful for Law Enforcement and Fusion Centers
- **Duty logs** for recording all significant activities and actions taken during a shift
- **Planned Events** and **Activities** reporting
- **Call Center** tracking
- **Damage Assessment** for determining location, nature and severity of damage
- **Agency Situation** reporting for high-level overview of a disaster's impact
- **Jurisdiction Situation** reporting for high-level overview of available information
- **Corporate Situation** reporting assists in analyzing a disaster's economic impact to the private sector
- **Action Planning** for managing objectives or missions
- **Case Management** controls disbursement of goods and services with a single, unified record to support disaster recovery efforts
- **Donations** and **Volunteer** management
- **Hazmat Tier II** reporting of detailed data on facilities that house Tier II chemicals
- **Public Information** module for coordinating the dissemination of information
- **Organization** and **Staffing Chart**s to plan and document command post staffing
- The **Directory** provides ready access to staff as well as non-personnel, by skill set
- **Real Time Messaging** to aid communications
- **COOP** reporting in accordance with HSPD 7 and FPC 65 guidelines
- **Analysis and Reporting Engine (ARE)** for at-a-glance dashboard views
- **Custom Forms** for greater flexibility in tailoring the system for the specific needs of your organization
- Full **Mapping** and **Overlay** capability with **Universal Console**
- **Position-based menus** simplify the user interface and experience
- **Replication Services** (DRS) for redundancy, provided as local or ASP hot back-up
- **ESA Incident Monitor** (EIM) enhances global situational awareness
- WSDL **Web Services** support

Robust security meets NIST requirements

E Team complies with NIST security guidelines as required by federal entities to obtain Certification & Accreditation. E Team security features support lock out after unsuccessful log in attempts, strong password security, and various logging requirements. Password security includes the use of strong alpha numeric passwords and password expiration practices.

Situational Readiness

The CPOG works directly with customers through the entire product lifecycle, from the initial needs consultation and assessment, through the installation process, to training and exercises, to being onsite to support activations.

Supporting customers through the entire product lifecycle

NC4's Customer Performance and Operations Group (CPOG) staff consists of highly-trained program managers and technical staff, many of whom are certified Emergency Managers. The CPOG works directly with customers through the entire product lifecycle, from the initial needs consultation and assessment, through the installation process, to training and exercises, to being onsite to support activations. And, for IT departments tasked with building a customized incident management solution, look no further than NC4. NC4 is the smart choice to partner with for designing a customized solution to fit your organization's specific needs. With its Web 2.0 underpinnings, Custom Forms can be utilized as a platform for building advanced operational workflow and business logic rules to support your operations.

The CPOG offers a wide range of support services to optimize your implementation and help maximize your preparedness and response capabilities. Programs also address various aspects of crisis management, including the Incident Command System (ICS), National Response Plan (NRP), National Information Exchange Model (NIEM) and National Incident Management Systems (NIMS).

It is the combination of E Team's thorough incident management capabilities, paired with the high-level of services offered by the CPOG that help organizations maximize the usage of their system, bringing the lowest total cost of successful ownership of any incident management system available in the market today.

Support Center

NC4 has a dedicated Support Center managing support requests 24x7. The Support Center is staffed with knowledgeable individuals skilled in handling E Team, ESA and ESP applications. In addition, customers may take advantage of the online tracking system on the NC4 Support site which allows them to conveniently submit support requests and monitor resolution progress.

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.

NC4™

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Situational Readiness