27. Emergency information management

Summary   Information required for CDEM needs to be timely, relevant, consistent, reliable, and accessible.

Contents   The section contents are:

27.1 Introduction

> **Part 8**
>
> **Response**
>
> Emergency information management
>
> **126 Introduction**
>
> *(1) Emergency information management supports decision making before, during, and after an emergency.*
>
> *(2) An appropriate and timely response requires efficient and effective information management.*
>
> *(3) The MCDEM maintains a national CDEM emergency management information system for that purpose.*

CDEM EMIS

The CDEM Emergency Management Information System (CDEM EMIS) is used by MCDEM, CDEM Groups, and local authorities to record information and maintain situational awareness during an emergency. It is also used for a variety of functions during readiness. The main features of CDEM EMIS are that it:

- provides a common emergency information management tool for CDEM

- is web-based, so users can access the system anywhere the web is available

- provides the ability for MCDEM, CDEM Groups, and local authorities to manage and maintain base data

- provides for the recording and tracking of new data, and

- allows for the creation of standardised reports such as action plans, situation reports, resource status information, resource requests, maps, and emergency welfare information.

27.2 Objective

> **127 Objective**
>
> *The objective of emergency information management is to manage and exchange timely, relevant, consistent, and reliable information to aid and support decision making and enable an effective and integrated response and recovery.*

27.3 Principles

> **128 Principles**
>
> *The principles regarding information management during an emergency are to—*
>
> *(a) use, where practicable, systems that enable multi-agency use and visibility; and*
>
> *(b) use business-as-usual information supplied from and maintained by the responsible agencies; and*
>
> *(c) augment the business-as-usual information with information for the emergency, exchanged between the responding agencies; and*
>
> *(d) use normal communication methods and additional emergency communication methods in the order of their availability and effectiveness at the time; and*
>
> *(e) conform, where practicable, to equivalent business-as-usual practice and national standard specifications; and*
>
> *(f) use inter-operable data standards; and*
>
> *(g) apply business continuity principles (for example, emergency recovery, off-site backup, and multiple telecommunication paths); and*
>
> *(h) ensure that information is appropriately secured in accordance with government protocols and policy; and*
>
> *(i) apply standard requirements for official government information (in terms of security, disclosure, and record keeping) in the management and reporting of emergency information; and*
>
> *(j) ensure that personnel who are able to access official information of a sensitive or classified nature are appropriately vetted.*

27.4 Response

> **129 Reporting information during emergency**
>
> *The following lines of reporting information during an emergency should be used on a regular basis and as far as practicable:*
>
> *(a)   Local Controllers inform the Group Controller; and*
>
> *(b)   Group Controllers inform the National Controller; and*
>
> *(c)   the National Controller provides consolidated reports, when appropriate, to—*
>
> > *(i)   the Minister; and*
> >
> > *(ii)   the ODESC; and*
> >
> > *(iii)   CDEM Groups; and*
> >
> > *(iv)   support agencies at the national level; and*
>
> *(d)   Controllers at the national, CDEM Group, and local levels inform relevant support agencies; and*
>
> *(e)   support agencies at the national, CDEM Group, and local levels inform the relevant Controllers.*

Recommended content for reports

During an emergency core emergency information needs to be captured and reported in a consistent manner (via situation reports). Situation reports should include the following information:

- **General details of the report**: report number, period covered, date, time, reporting centre.

- **Summary of emergency:** consequences on people, geographic location and extent of impacts, impacts on infrastructure and lifeline utilities, financial impacts.

- **Actions carried out**: the response management structures activated and initial recovery planning.

- **Predicted emergency progression**: summary of the nature and history (escalating/de-escalating) of the event, including predicted developments, to inform response management and initial recovery planning.

- **Resources in place and/or required**: key resources that have been deployed and/or outstanding resource requirements.

- **Limiting factors**: anything that does, or is likely to, impact the effectiveness of the response.

- **Assessment of critical issues or assumptions made**. For example:

  – people status: numbers and locations of displaced, missing, injured, deceased (including foreign nationals), welfare needs and what actions are being taken or planned

  – housing and property status: the extent of damage to housing stock and other buildings(including numbers and locations)

  – community infrastructure status: impact on community infrastructure (hospitals, medical centres, rest homes, and special care facilities, welfare agencies, educational institutions, commercial infrastructure including financial infrastructure, post, and courier functions) estimated times of outages, and response taken or planned

  – transport infrastructure status: the extent of damage to roads, bridges, rail, harbours and airports, estimated times of outages and response taken or planned

  – lifeline utilities status: the extent of damage to lifeline utilities, estimated time of outages and response taken or planned

  – environmental status: the extent of damage to the environment (including the impact on farming activity) and response taken or planned.

- **Intended actions**: outline significant actions intended in current and subsequent operations.

Such information needs to be presented as descriptive text and illustrated when appropriate in a spatial context (e.g. maps) or with images.

See the MCDEM publication *Rapid impact assessment: Information for the CDEM Sector [IS 14/13]* for more information about assessing the initial impact of emergencies (www.civildefence.govt.nz – search for 'rapid impact assessment').

27.5 Recovery

As the emergency response transitions into recovery, information needs to be captured and reported in a consistent manner. **See** Section 32, Recovery, for more information.

27.6 References and links

Other sections of the Guide

- ◆ Section 4, General roles and responsibilities
- ◆ Section 5, Ministry of Civil Defence & Emergency Management (MCDEM)
- ◆ Section 6, Civil Defence Emergency Management Groups (CDEM Groups)
- ◆ Section 24, Response
- ◆ Section 25, National warnings and advisories
- ◆ Section 26, National Crisis Management Centre
- ◆ Section 28, Public information management
- ◆ Section 29, Logistics
- ◆ Section 30, Mass evacuation
- ◆ Section 31, International assistance for New Zealand
- ◆ Section 32, Recovery
- ◆ Section 33, Government financial support to local authorities

Other documents

- ◆ Ministry of Civil Defence & Emergency Management (2013) *Rapid Impact assessment: Information for the CDEM Sector [IS 14/13];* ISBN 978-0-478-36807-9 (www.civildefence.govt.nz – search for 'rapid impact assessment')
- ◆ Ministry for Civil Defence & Emergency Management (2015) *Response Planning Director's Guideline DGL [19/15]* ISBN 978-0-478-43512-2 (www.civildefence.govt.nz – search for 'response planning')