



**INSARAG**  
Preparedness Response

**30**  
YEARS

# ICMS - OPERATIONAL APPLICATION



Written by: Bechir Miled  
February 2023

**To IMWG,**

As a member of a recent classified team (TUN01, classified on 29th June 2022) i played the role of a liason officer in my team and an information officer in UCC since 2018.

During our classification adventure i had the chance to be part of the evolving information coordination system of INSARAG starting by the KOBO Toolbox until reaching the ICMS suite, in which i assisted to a training session in Tunisia led by Mr Peter Wolff and Mr Martjin Boer in September 2019.

After assisting to this training, i was assigned as the team's responsible and trainer of ICMS suite. During my experience to understand this solutions in an advanced way, with the knowledge acquired from the training, ICMS Guides and webinars, i had a better skills on managing ICMS. However as a responsible of ICMS in my country i was obliged to always take the place of every actor using these softwares (UCC, RDC, Field agents and Team management), through all that, I encoutred some ambiguities and i had some questions, so by making labs and playing the roles with every possible scenario, i reached answers.

I should highlight that these ambiguities are in the use of the solution and not in the solution itself and while talking about it, i should thank all the staff in IMWG who were part of creating this awesome solution which i think irreplaceable after getting used to it.

I think that every team during the use of ICMS suite can possibly encouter the same questions. That's why i decided to make this draft to collect what i have been through and to add some of what was mentionned in ICMS guides to answer the operational questions, so this guide is an operational complementary to the technical guide made by IMWG.

In this guide i used characters from different entities of responding USAR teams to make them play the role in its details. The only issue with this guide is that it does not contain information about the creation of a real event and how to administrate it, maybe later IMWG staff can add those informations.

I'am honored to present the whole product to IMWG to be used if you find it interesting. This document was created for IMWG, IMWG staff have all the rights to use it and modify it in a free way, i will be available if my help is needed and i will be trully honored to be part of your team one day...

This guide is nothing but a draft of a proposition in which i'am sure that it will includes linguistic mistakes and more importantly technical ones.

Cordially  
Bechir Miled



In this guide, we will study ICMS from an operational point of view, the technical details of the use of ICMS are already explained in the guides provided by IMWG and uploaded on ICMS Training Sites Guides.

Now we will combine the use of ICMS with the specificity of the operational work and the different roles played by USAR team's members. For this we are going to present the principal players of a disaster's assistance simulation under the protocols of INSARAG. This scenario will be a simulation played by 3 different teams doing the work on one simulation platform.



This team will be engaged to explain in details the operational workflow by using different operational scenarios that can really happen.

So let's present the members of the team one by one :



Name: Albert

Team: Z

Position: Information office in UCC

Role on ICMS: - Responsible of the monitoring and Administration of ICMS.

- Help the UCC manager on operational decisions.

- Coordination with teams in case of non consistency of sent data.

Name: Takuya

Team: B

Position: Logistic officer in UCC.

Role on ICMS: - Management of teams ressources requests

- Coordination with LEMA in logistics matters



Name: Anna

Team: Z

Position: RDC Manager.

Role on ICMS: - ICMS Monitoring on RDC Tab

- Coordination with LEMA in logistics matters

Name: Adam

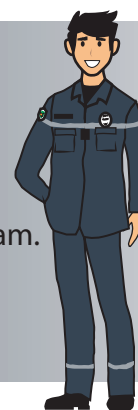
Team: X

Position: ICMS responsible in team's Base of Operation "BoO".

Role on ICMS: - ICMS Monitoring for his teams data.

- Coordination with operational field agents of the team.

- Coordination with UCC/RDC when needed



Name: Ahmad

Team: X

Position: Field Recue Chief.

Role on ICMS: - Sending Forms from Survey123 .

- Coordination with ICMS responsible on BoO

# Chapter 1 : Triggering the Disaster

Let’s presume that a disaster simulation was created in the country X. Usar teams will monitor the situation under Virtual OSOCC “VO” by following the data injected under the different tabs of the disaster (situation overview, country baseline date, customs and immigration, etc...). Adam, is the liaison officer of the **Team X** and he was charged by monitoring the situation and collecting data. The first thing Adam did is logging in on VO. Depending on the situation he will choose the right tab (if it’s a real disaster, he will choose the tab corresponding to **disasters** ①, if it’s a simulation he will choose the **simulator** tab ②).



The screenshot shows the top navigation bar of the VO interface. The header is blue with the text "EVENT NAME". Below the header, there is a user selection area with "User name" and "UTC-1" and "English" dropdowns. A "Update colour scheme" link is present with options: "1 hr", "1-3 hrs", "3-6 hrs", "6-12 hrs", "12+ hrs", and "None". The main navigation bar contains several tabs: "Disasters" (highlighted with a red circle ①), "Simulator" (highlighted with a red circle ②), "Training", "Meetings", "Discussions", "Users", "Lists", and "Statistics". At the bottom right of the navigation bar, there are two buttons: "CURRENT DISCUSSIONS" and "RELIEF TEAM DIRECTORY".


While supervising the situation, Adam should announce on VO that his team is concerned by the disaster, so after choosing **Simulator** he clicked on **RELIEF TEAMS**, then **add relief team** ③ to add his team among the teams involved in the disaster and he started filling the data about his team with the validation of his team leader and the logistic officer, the form is called **Team Input form**.

The screenshot shows the "RELIEF TEAMS" section of the VO interface. The top navigation bar is visible. Below it, there is a "View hidden info" link and a "RELIEF TEAMS" button. The "RELIEF TEAMS" button is highlighted with a red circle ③. Below the "RELIEF TEAMS" button, there are two sub-buttons: "Add relief team" and "All relief teams". The "Add relief team" button is highlighted with a red circle ③. Below the "Add relief team" button, there is a "Situation" section with a "Situation overview" link and a "Status of request for assistance" link. The "Status of request for assistance" link is highlighted with a red circle ③.

The liaison officer was not obliged to fill all the data at once if some of it is not available yet ( like the expected departure date and time). It’s sufficient to start filling a form then to click **submit** ④ to create it, later you can add other information and that’s what Adam did, he started by filling the name and ID of the team and other information that he already knows but on the team **status** line he was obliged to choose Monitoring because the country X did not send an official request for assistance yet but he decided to check again because the information is very important for the team, so he clicked on **Status of request for assistance** ⑤ to recheck for updates. While there was no updates to add, Adam submitted the partially filled form.


The screenshot shows the "Team input form" in the VO interface. The form has a blue header with the text "Team input form". Below the header, there are two buttons: "Close" and "Submit" (highlighted with a red circle ④). The form contains several fields: "Type" (dropdown menu with "USAR" selected), "Status" (dropdown menu with "Monitoring (aware of disaster and following situation developments)" selected, highlighted with a red circle ⑤), "Team ID" (text input field), and "Team name" (text input field). Below the "Status" dropdown, there is a "USAR Fact Sheet" section with a "Team ID" field and a "Team name" field.

After a moment new informations were available so he clicked again on **RELIEF TEAMS** but this time he chose **All relief teams** since he already created a form. To change the form he should click exactly on the name of his country to be able to modify the form. After the form is created a new feature is added now the team can attach document if needed by going to the line Attachments and clicking on the folder symbol . Otherwise the form can be filled and modified when needed. Another feature is available when you fill the Team Input Form: when a form is created and filled, VO will automatically generate a Team Factsheet to be used or downloaded when needed. Other teams Team Factsheet can be downloaded too, specially for the first team to arrive and establish RDC/UCC those information are needed, this feature is used by going to All relief teams tab, choose the team's line from the list and click on the PDF symbol on the left of the team's name .

 **The creator of the form is the only one who can modify or add data to it unless he add co-workers to it on the bottom of the Team Input form**

Adam has completed the Team Input form and he still monitor VO and collect data about the disaster and the USAR state, that's when the affected country sent the request for assistance. Adam announced that to everybody, the team leader started on the protocol of taking the political and operational agreement for the rescue mission while our liaison officer opened another tab on his web browser to access to **insarag icms hub** to check for any activities on ICMS. Because it's a simulation, Adam choosed his team's simulation platform, otherwise if that was a real disaster he will access to the disaster event created by IMWG administrators.



Under **ICMS Training Sites and Guides**, as he learned from the ICMS guides, Adam clicked on **Team Details** to monitor ICMS dashboard, then he took his phone to fill the Team Factsheet on **Survey123** , before starting Adam decided to make his work on survey123 in the standards so he took some time to set this steps:

- Cheking if the application have new updates on **Play Store/ App Store**
- Reset Survey123 (Deleting ancient forms downloaded from previous USAR activities)
- Downloading the needed forms for the actual simulation

Let's see in details how those steps are done:

## Update survey123

Depending on the phone's operating system, the user should go to the app store or Google play to check if any new version is available to apply the updates.



## Reset survey123

This task can be made as following:

**First** we should empty the **Inbox** of all forms sent previously on other events.

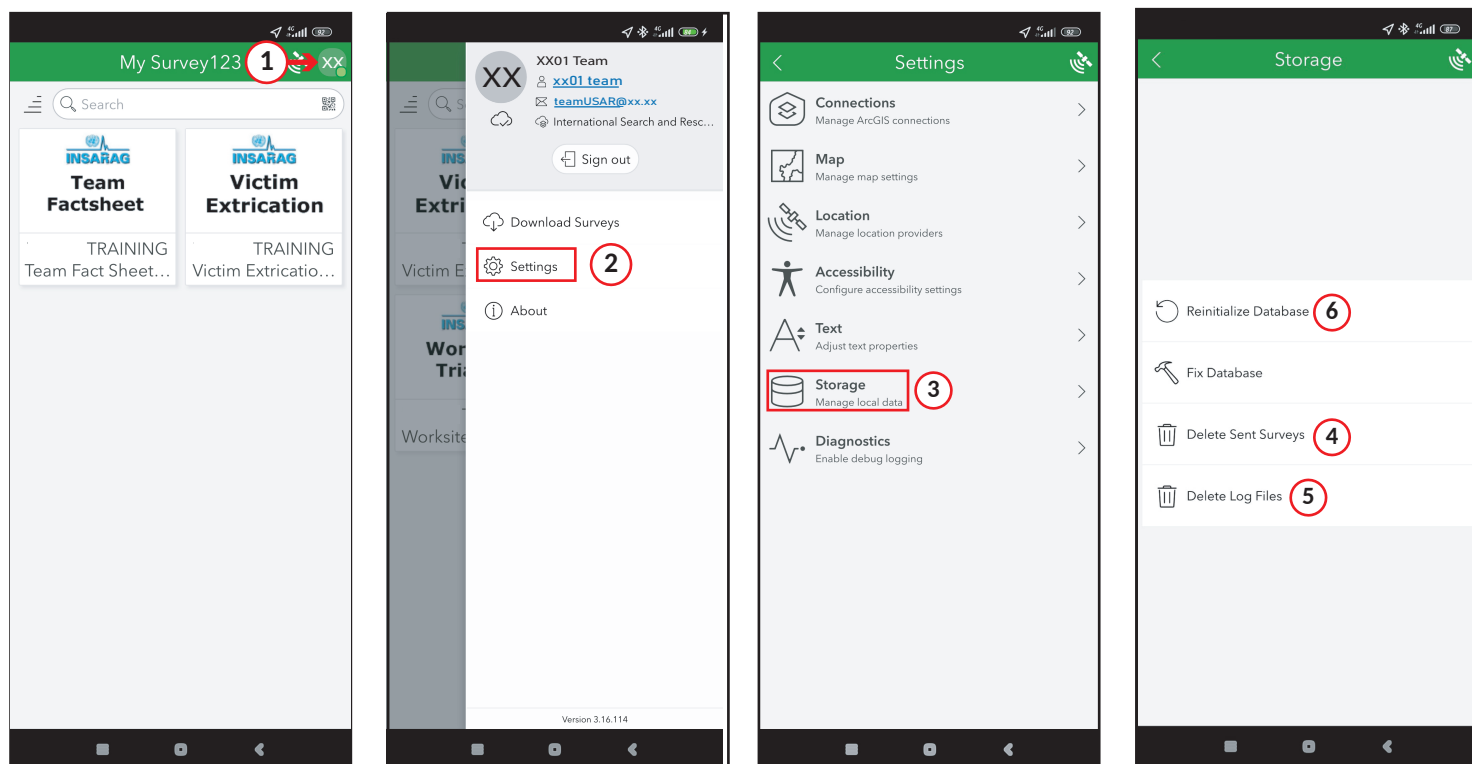
On survey123's home page click on the team's name on the top-right corner. **1**

On the next page choose Settings. **2**

On the settings page choose the Storage settings. **3**

Choose **Delete Sent surveys** and confirm your request. **4**

Repeat the previous task with **Delete Log Files** **5** and **Reinitialize Database**. **6**



**!** This task will not delete neither the forms nor the data sent on ICMS Dashboard. Resetting ICMS Dashboard will be explained later on another chapter.

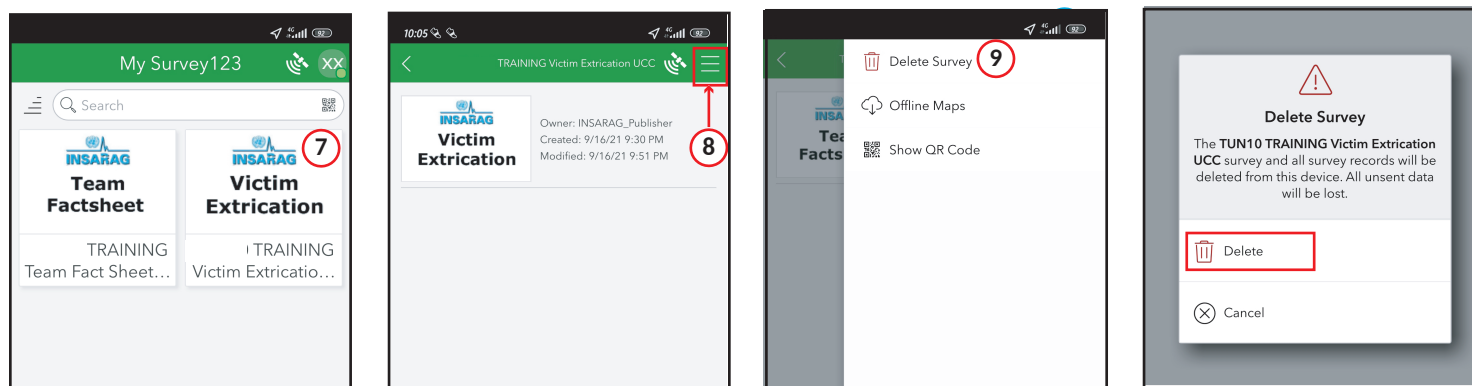
Now, Adam will delete the forms saved locally on his survey123 application as following:

Click on the form to delete in survey123's home page. **7**

Click on the three lines on top right corner. **8**

Choose the option **Delete Survey** and confirm the request. **9**

Repeat the same procedure with all downloaded forms.



## Download new forms

Again Adam made his tasks in a great way. Now he can fill the Team Factsheet in a reliable way, so he used survey123 again as following:

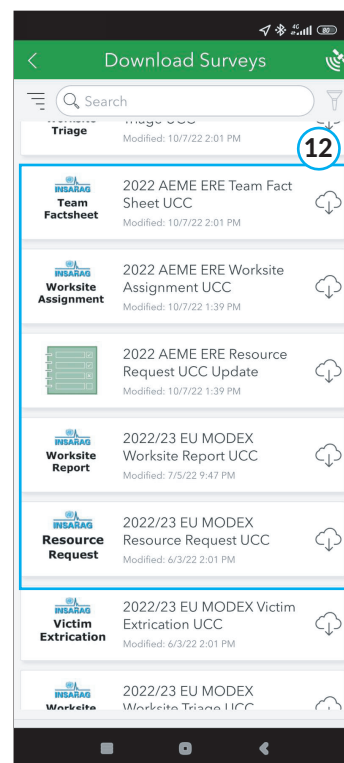
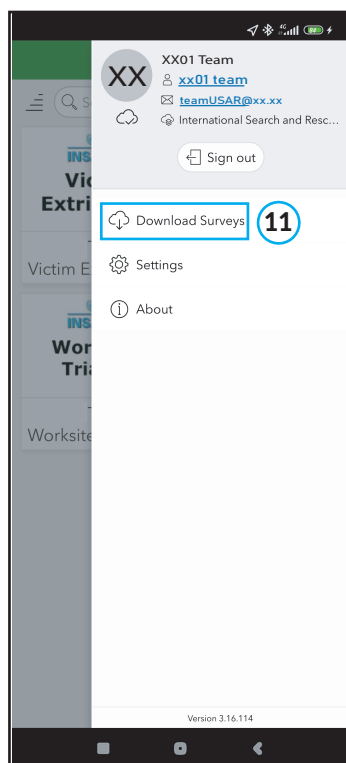
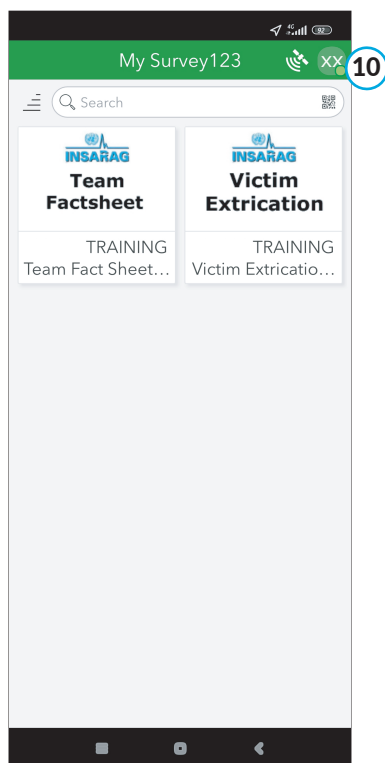
Click on the team's name on the top right corner of the home page. ⑩

Click on **Download Survey**. ⑪

Choose the Team Factsheet form from the list. ⑫



**!** The list contains many versions of the same form, users should pay attention of the form name because every form is linked to a specific event



While Adam resetting Survey123 the political agreement was announced, so now the team is officially on mobilisation phase, so the liaison officer filled his Team Factsheet on Survey123, he chose **Responding** as team status and he checked that it was present in ICMS Dashboard under **RDC/Team Tab**.

For now Adam will keep monitoring VO and ICMS to be aware of the situation and to collect as much data as he can about the disaster. While the rest of the team are focusing on the mobilisation procedures, our friend will also change the team status under VO to **Mobilising**.






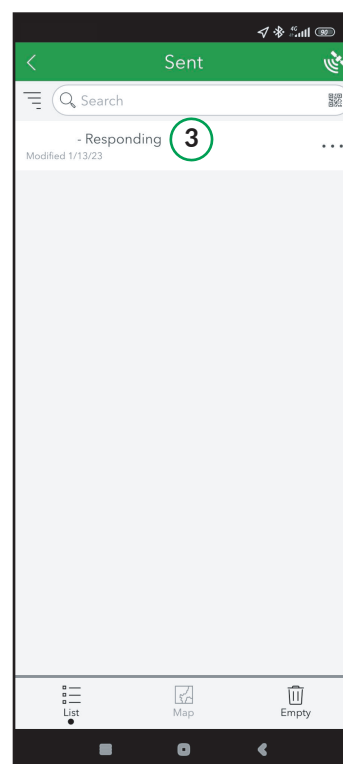
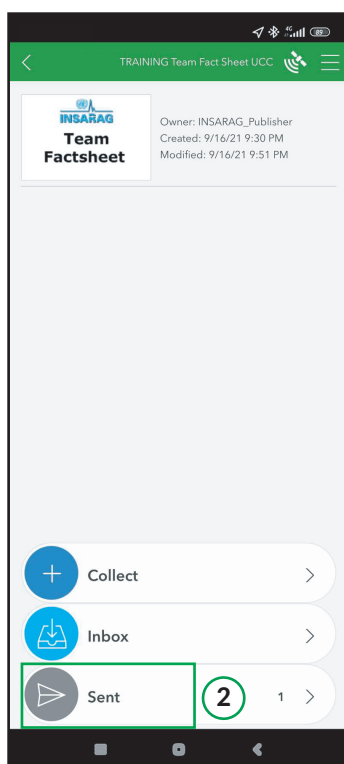
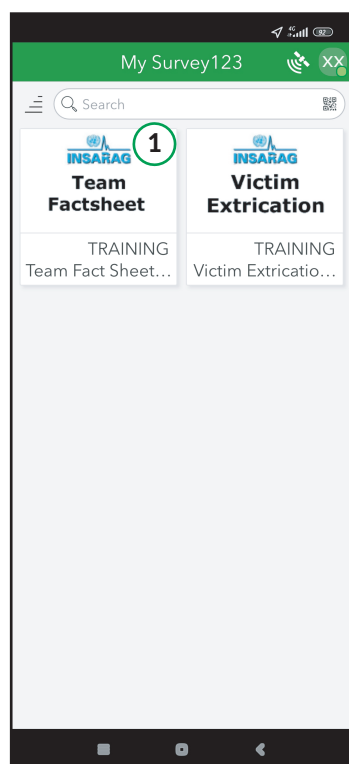
## Chapter 2 : Answering a Request of Assistance

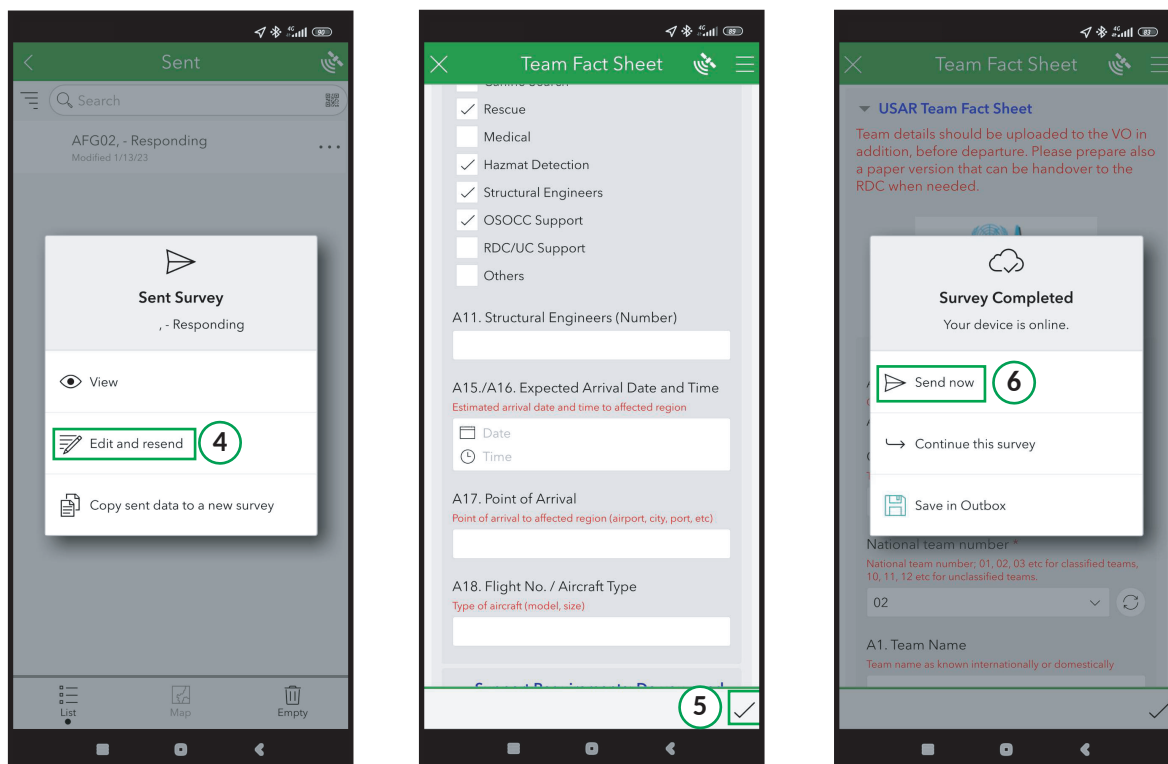
### TEAM FACT SHEET

The team reached the affected country, while traveling, the liaison officer “Adam” was monitoring the situation and he announced to all the team that two teams have already arrived and the **RDC** and **UCC** were already established. First thing the team did after landing, they presented themselves as a rescue team working under INSARAG to the local authorities, then they passed the checking procedures of the country. The management team, including Adam were the first to pass the check procedures, so as he was trained on INSARAG protocols he know that he should update the **Team Response Status** on ICMS to **In Country** instead of **Responding**. There is two ways to that:

#### 1- Survey123

- Open Survey123. 
- Select the form you want to change. ①
- Click on **Sent** bar in the bottom. ②
- Click on the sent form to modify. ③
- Click **Edit and resend**. ④
- Modify or add data.
- Submit by clicking the check mark. ⑤
- Click **Send now**. ⑥





## 2- ICMS Dhashboard

Open ICMS Dashboard on a web browser.

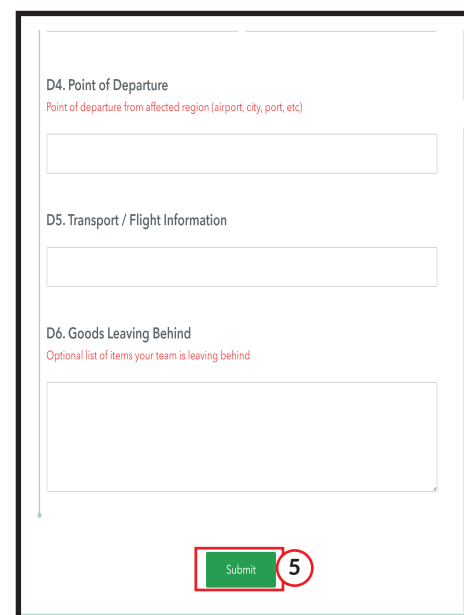
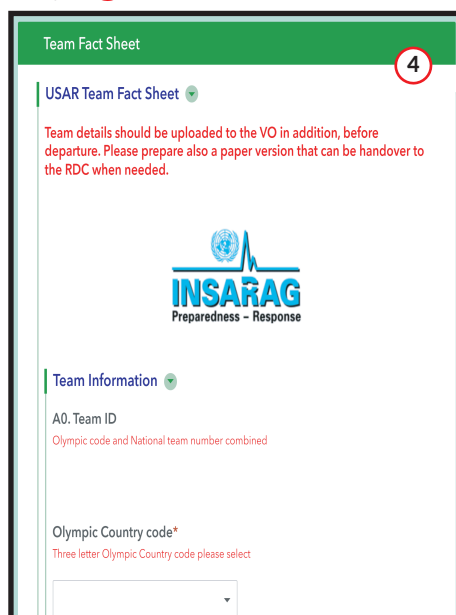
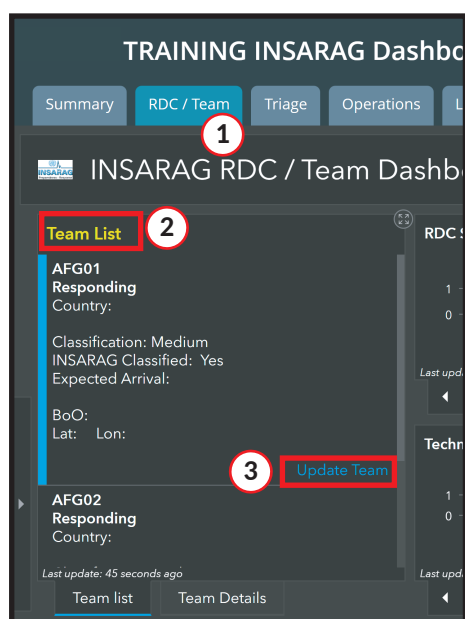
Go to RDC / Team tab. **1**

Go to Team List Zone. **2**

Click on Update Team (a new tab will be opened automatically. the form opened is a survey123 form in a web version). **3**

Modify or add data on the form. **4**

Click on submit on the bottom of the web page. **5**



The team's presence in the affected country is now official under ICMS and all the other teams know that, including Anna. Anna is the RDC manager she monitors VO and ICMS with her assistants in RDC and she coordinates with **LEMA** when needed. RDC main tab on ICMS dashboard for the actual situation is **RDC / Team tab** in which Anna and her co-workers can consult the teams status and teams details.

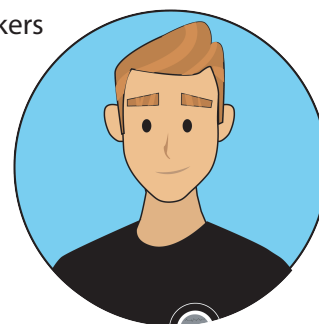
The team now is on RDC level (team leader and liaison officer) they reached the RDC office by following the [UN-RDC flags and orientations](#), Anna was in charge of the reception protocol, she presented herself then she explained the actual situation, the USAR activities in addition to the LEMA's guidance and she invited them to take a look to the wall display informations and to take pictures if needed . While exchanging informations and requests, Anna asked one of the RDC officers to check if the Team status on ICMS is correct, then she gave to the team leader the BoO and UCC GPS coordinates. After the team leaved the RDC base, Anna announced on VO under **Reception/Departure Centre (RDC)** that the team x arrived, has the RDC briefing and heading to UCC.



Now, the USAR team is on it's way to the BoO, the team leader headed to the UCC with the security officer and the liason officer while the deputy team leader was in charge of setting up the BoO. By following the GPS coordinated given by Anna and the [UN-UCC flags and orientations](#), the management officers reached the UCC tent.

- ! Depending of the situation the RDC or the UCC can be in charge of the ressources request, the ressources management depends of the LEMA's situation the place of the warehouses etc. in our scenario the logistic management will be installed on the UCC as an example and not as a standard rule.
- ! It's up to the team leader to designate whomever he sees suitable to the RDC or UCC briefings. The choice in this scenario is a mere example.

Albert is the UCC manager, he was monitoring the USAR activities while one of his co-workers informed him by the new update published by RDC. Albert prepared himself to brief the coming team. The team's leader reached the UCC tent, Albert invited him in and started talking about the USAR activity for the actual period and the teams engaged including national teams and non classified teams, after that the UCC manager started assigning the mission to team X and he gave them their victim margin. Adam, opened VO to change his team status again to **Deployed**, Albert too opened USAR Coordination Cell Situation to announce the deployment of Team X.



Let's go back in time to see what happened in the last few hours. to know how the serach and rescue activity evolved.

**Team Z**, to which Albert and Anna belongs was the first to arrive to the affected country, they established RDC and UCC. Albert was in charge of UCC and Anna was designated on the head of RDC. The team leader of team Z had a meeting with the local authorites with some of his management team in which they talked about the disaster situation, the coordination with the country's responsables of the assistance, the logistics providing protocols, etc. Then he charged the team of establishing the UCC, the RDC and the BoO while he started a **Wide Area Assesment** accompanied with the safety officer and a structure engineer. The recon mission started by a **wide area assesment**, then a **Sector Assesment**. The USAR work was divided into Sector A,B and C for now. Team B was second to land and Takuya was reinforcing the UCC.

Back to the present situation, USAR teams are engaged in Sector A as following:

Worksite	Team	Mission
A	Team Z	Triage
B	Team B	Triage
C	Team X	Triage

- ! As soon as a team member is deignated as UCC manager he will lead the USAR activities regardless of his position on the team hierarchy, the UCC manager will be the decision maker of USAR activities but in coordination with OSOCC distantly until they reach the country and take the lead of the assistance mission.

## Chapter 3 : ICMS and Rescue Mission

Now the triage of sector A is ongoing and the rescue operations will start. we didn't focus on the wide area assesment and the sector assesment because that does not include ICMS solution. The key form that trigger ICMS in it's operational phase is the **Worksite Triage Form**.

On the rest of this chapter we are going to zoom in on one team and it's relations with both UCC and RDC to cover the whole operational exchanges and workflow with all the possible issues that can be encountered on a rescue mission under INSARAG protocols.

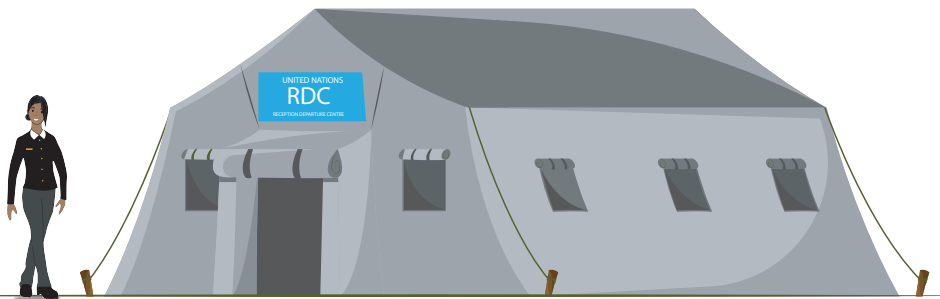
This figure will explain the set up of our scenario:

Adam : UCC Manager  
ICMS Responsible

Takuya: Logistic Officer



Anna: RDC Manager



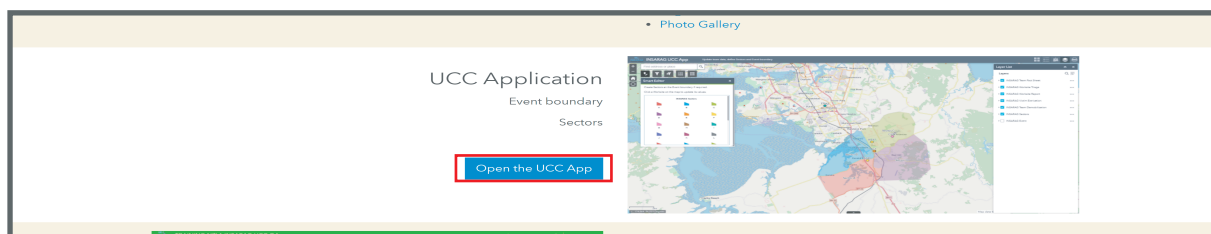
Adam: ICMS Responsible of Team X



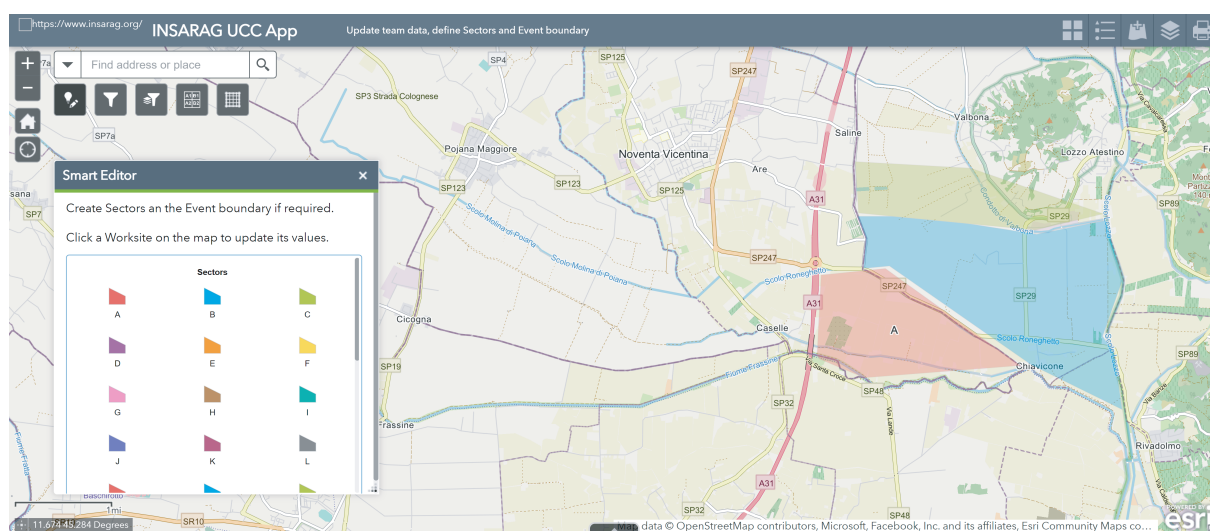
Ahmad: Field Rescue Chief of Team X



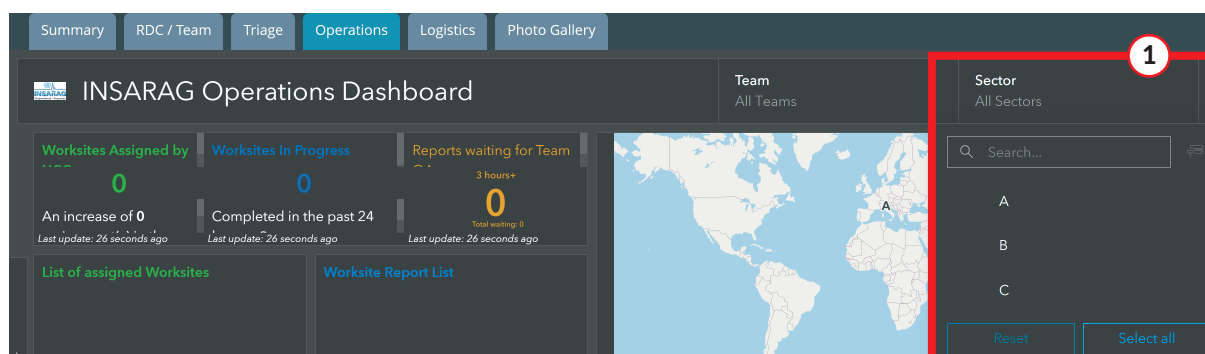
After receiving the Wide Area Assessment and Sector Assessment from Team Z the UCC officers were able to start creating the event boundary and the sectors on the map. Albert opened the **UCC Application** and start using the Smart Editor to create the sectors announced by the teams. Albert knows that this step is very important because every sector created on the UCC Application will be shown on the dashboard's maps, not only that but the name of the sectors added on the UCC Application while creating a sector are the key to make the sectors known by the dashboard and that will be needed while filtering the USAR activities by sector. **1**



The UCC Application as it's called is only available for UCC members who are logged as UCC



The use of UCC Application and the Smart Editor is explained in [ICMS - UCC Guide](#)



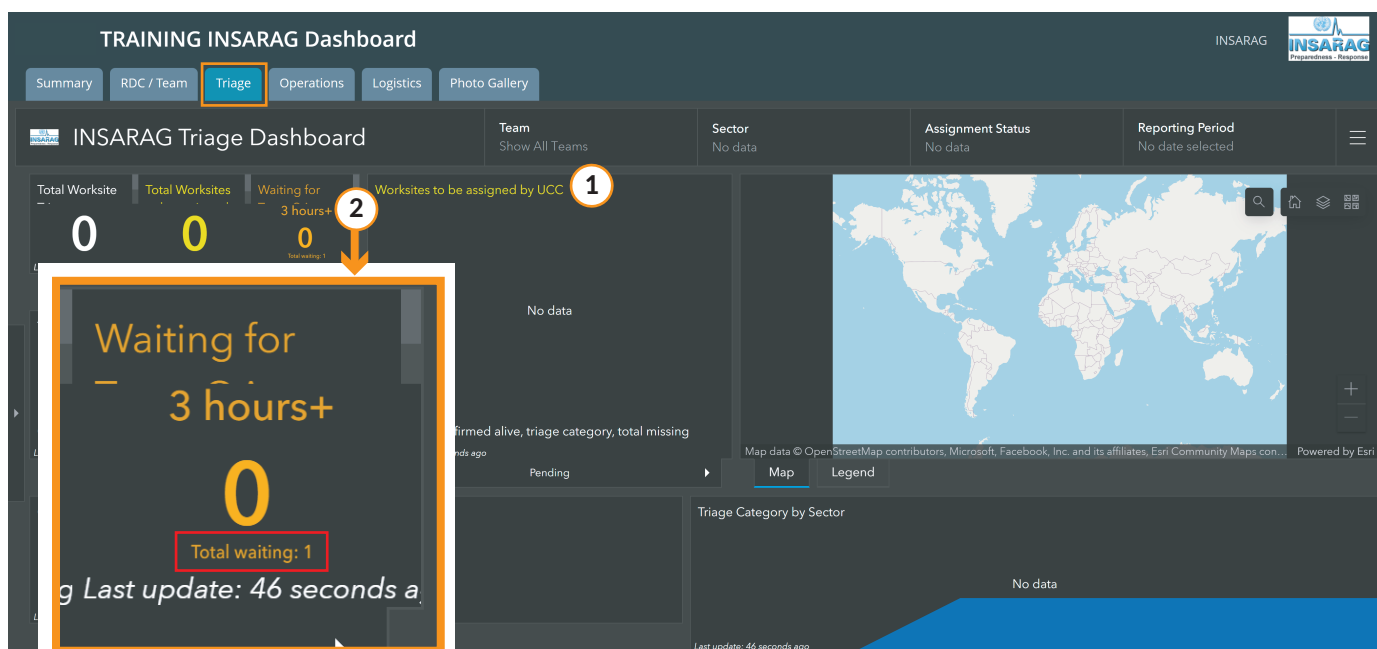
Before Ahmad leaved the Base to start the triage, Adam took his phone to check **Survey123** state in addition to the activation of GPS localisation to be sure that the forms are automatically spotted on the right geographic position. As he reset survey on his phone, he did the same with his colleague's phone then he downloaded the forms that Ahmad needs as a field worker. The field forms are:

- Worksite Triage Form.
- Worksite Report Form.
- Victim Extrication Form.
- Resource Request Form.

## WORKSITE TRIAGE FORM

Ahmad started his triage mission, after analysing the situation, he opened Survey123 on his smartphone, selected the worksite triage form **1** and then filled it's fields one by one. At the end he set the **Team Approval Status** field to **Pending Team Review**, he submitted **2** the form and finally sent it. **3** This procedure will be repeated with every worksite.

After sending the Worksite Triage Form, nothing will be shown on **Worksites to be assigned by UCC zone 1** under **Triage** tab neither on UCC dashboard nor on Team dashboard, because the form is not approved yet but it is shown under **Waiting for Team QA zone 2** (only if the pending state took more than 3 hours)





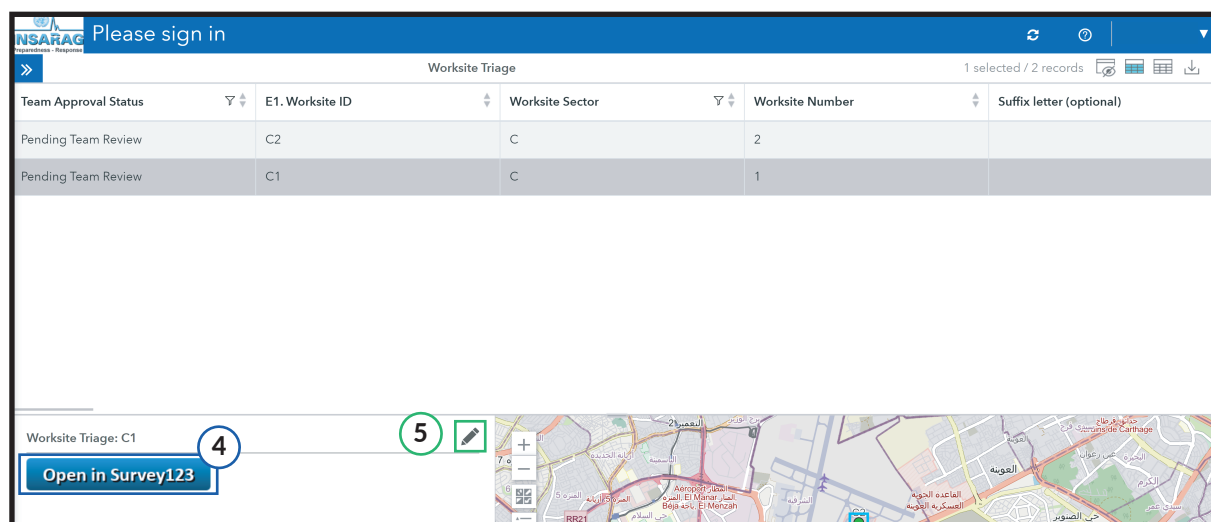
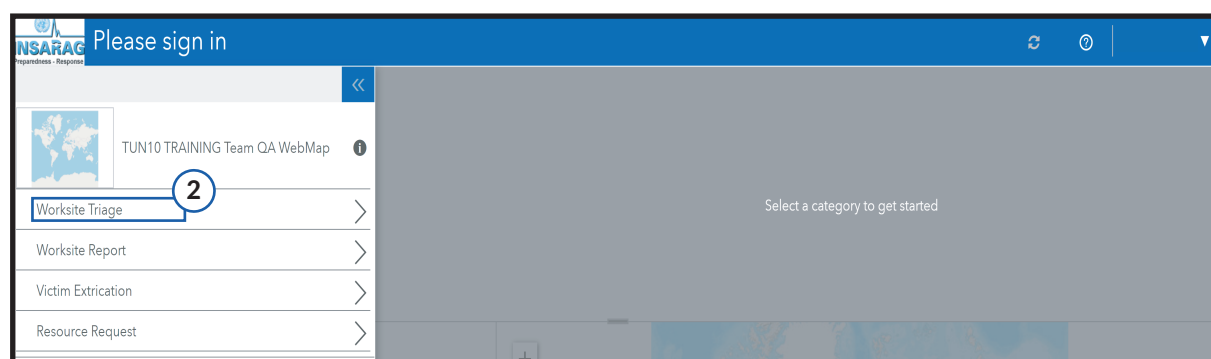
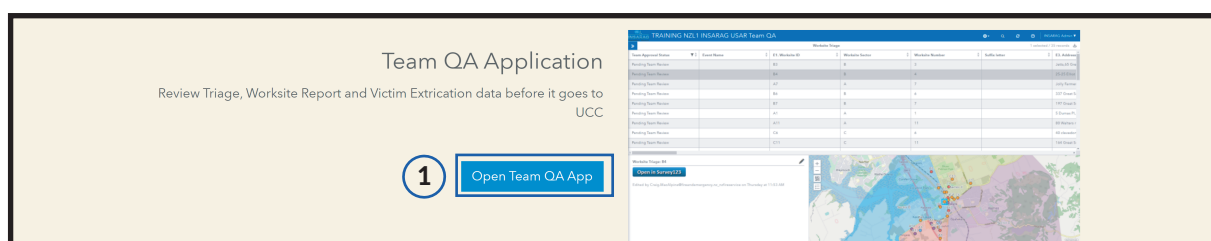
Adam on the team's base of operation is already monitoring ICMS and he was informed by the field rescue chief that one triage form is already sent. Now, the form should be checked to be approved, depending of the intern protocol of the team someone should be already designated to approuve field forms, let's say that in our scenario that the deputy team leader is in charge of that and he checked it and approved it. Adam have now to approve it or modify it if needed in a technical way and there is two ways to do that:

## Team QA application:

You should not forget that Adam should only log in as a team on all ICMS solutions.

To modify a form :

- Select **Open Team QA App.** ①
- Select the form category to approve/modify. ②
- Select the form to check from the list. ③
- Click on **Open in Survey123** to modify. ④
- Modify or review the form.
- Change the **Team Approval Status** to **Approved**.
- Submit.



If the form is verified earlier and we just need to approve it, just click on the pen symbol **5** (✎), then change the **Team Approval Status** to **Approved**. **6**

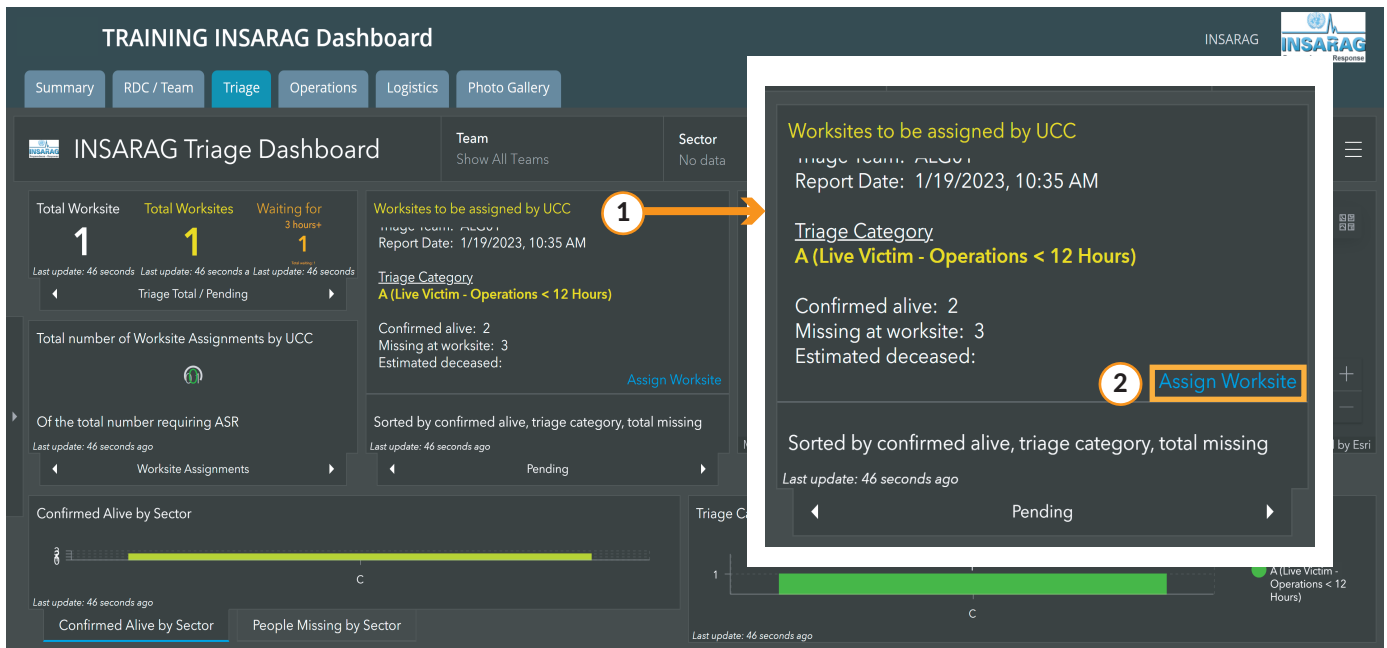
The second way to change the Team Approval Status:

## Survey123

- Open Survey123.
- Select the form to change from the home page. **1**
- Click on Sent. **2**
- Choose Edit and resend from the appearing choice box. **3**
- Review the form and change the status to approved. **4**
- Click Submit. **5**
- Click Send now. **6**

**!** If, for a certain reason or technical issue the team can not approve a form, the UCC members have the technical privilege to modify the team approval status instead of the team itself by using the **UCC QA Application**.

## WORKSITE ASSIGNMENT



After the approval of worksites, the **Worksites to be assigned by UCC** zone started showing data **1**, next Albert will start assigning worksites to teams to begin their search and rescue operations. There is two methods to do that:

### ICMS - Triage Tab

- Open ICMS on the triage tab to view the approved worksite triage forms ready to be assigned. **1**
- Select the worksite to assign.
- Click on **Assign Worksite**. **2**
- A survey123 form will be open on another tab. **3**
- Change the Worksite status to **Assigned**. **4**
- Assign the proper team
- Submit. **5**

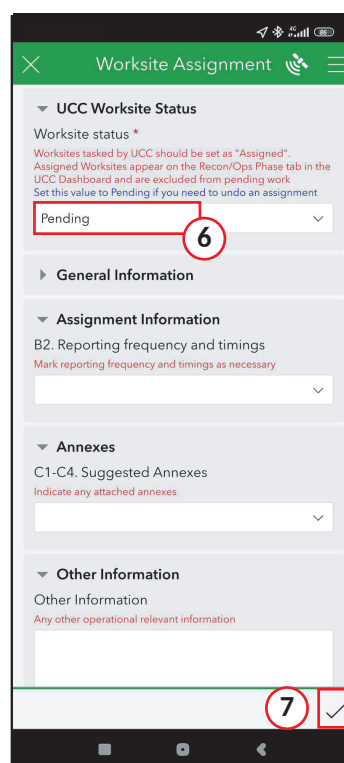
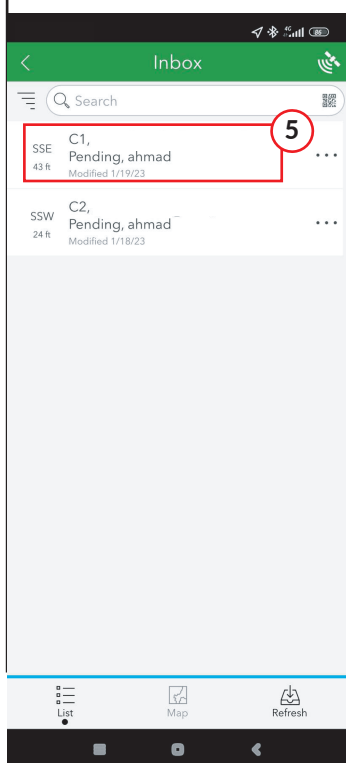
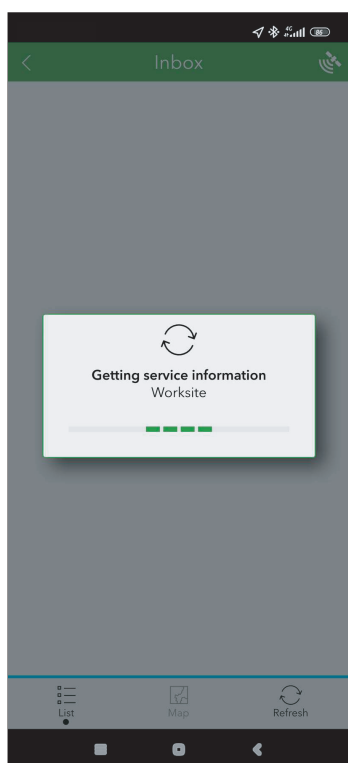
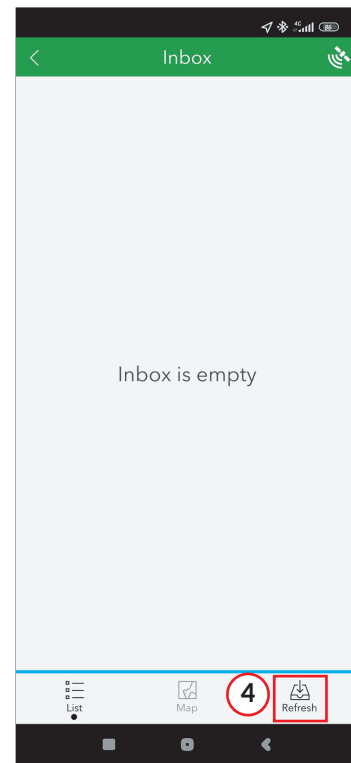
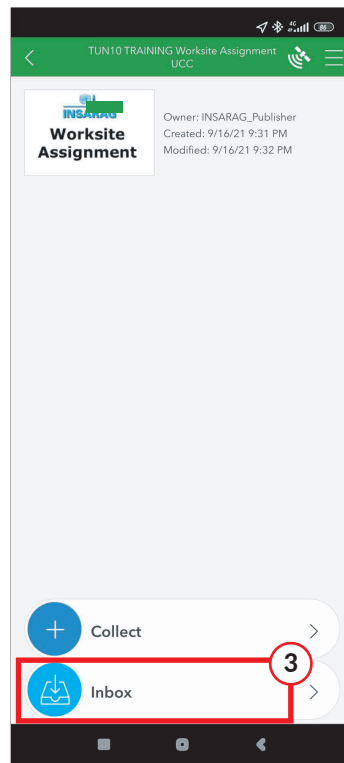
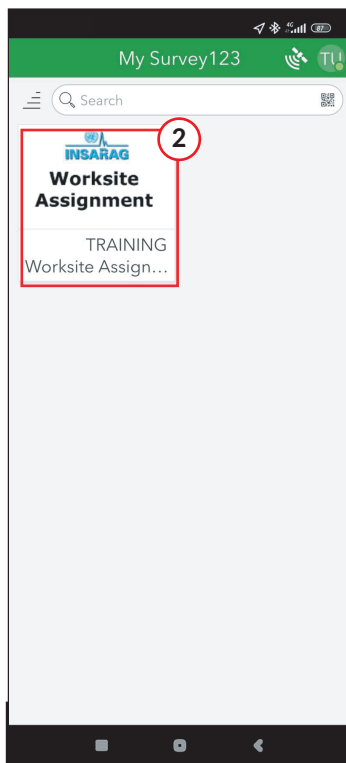
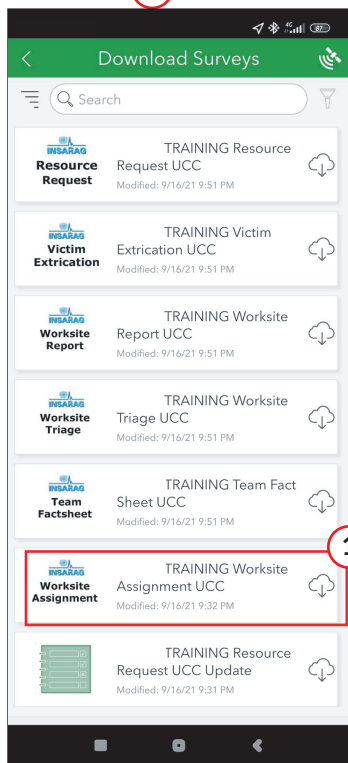
The screenshot shows the 'Worksite Assignment' form. The 'UCC Worksite Status' dropdown menu is open, showing options: 'Pending', 'Assigned', 'Pending', 'Abandoned', and 'Cancelled'. The 'Assigned' option is selected and highlighted with a callout box labeled **4**. The form also includes a 'Team ID, Olympic Country code\*' field with a dropdown menu.

The screenshot shows the 'Form completed by' section of the Survey123 form. It includes fields for 'Z1. Name\*' (Name of the person that completed this form) and 'Z2. Title/Position' (Title or position within team). A 'Submit' button is highlighted with a callout box labeled **5**.


## Survey123

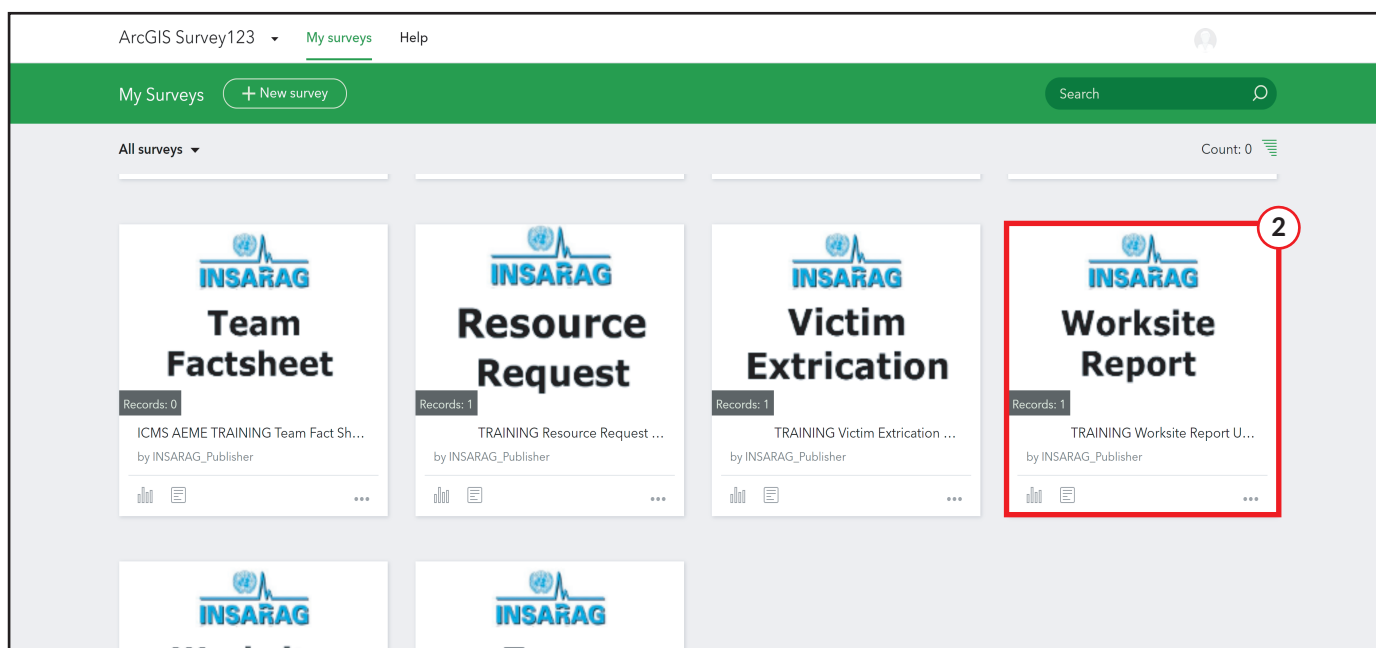
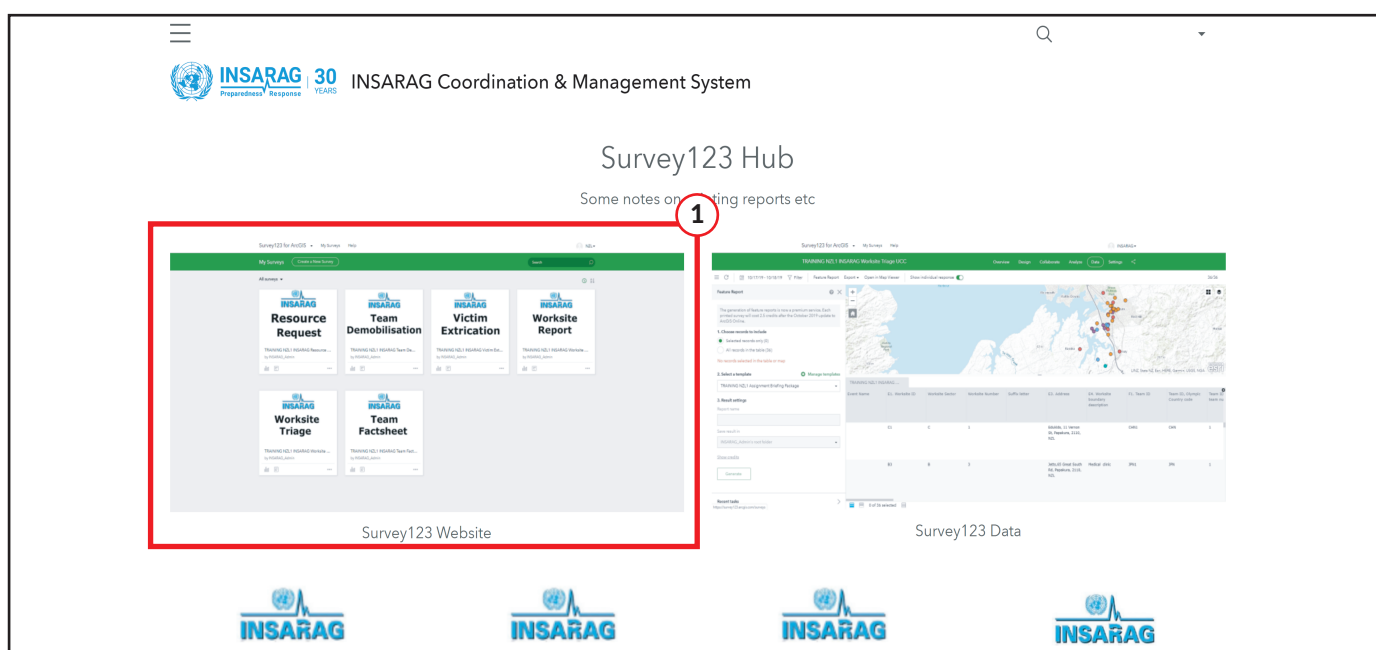
If, for some reason ICMS dashboard is not available, Albert can assign worksites by using Survey123 on his smartphone. The UCC manager have to:

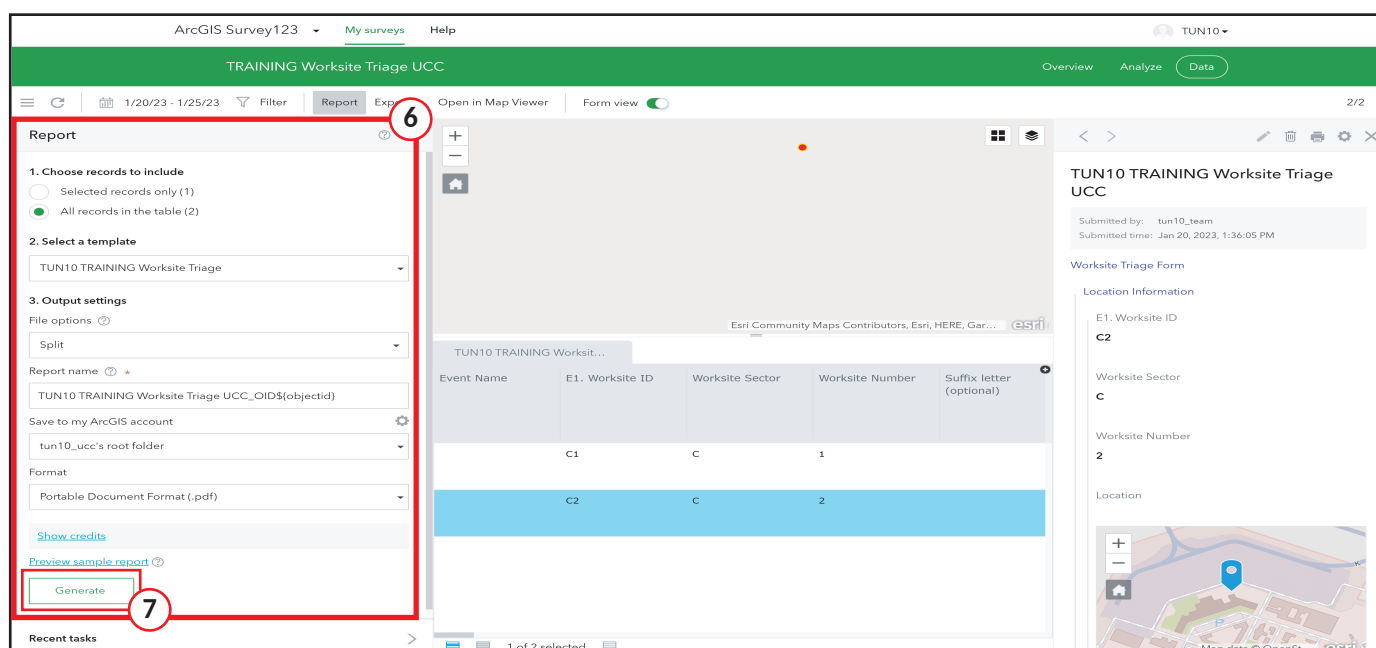
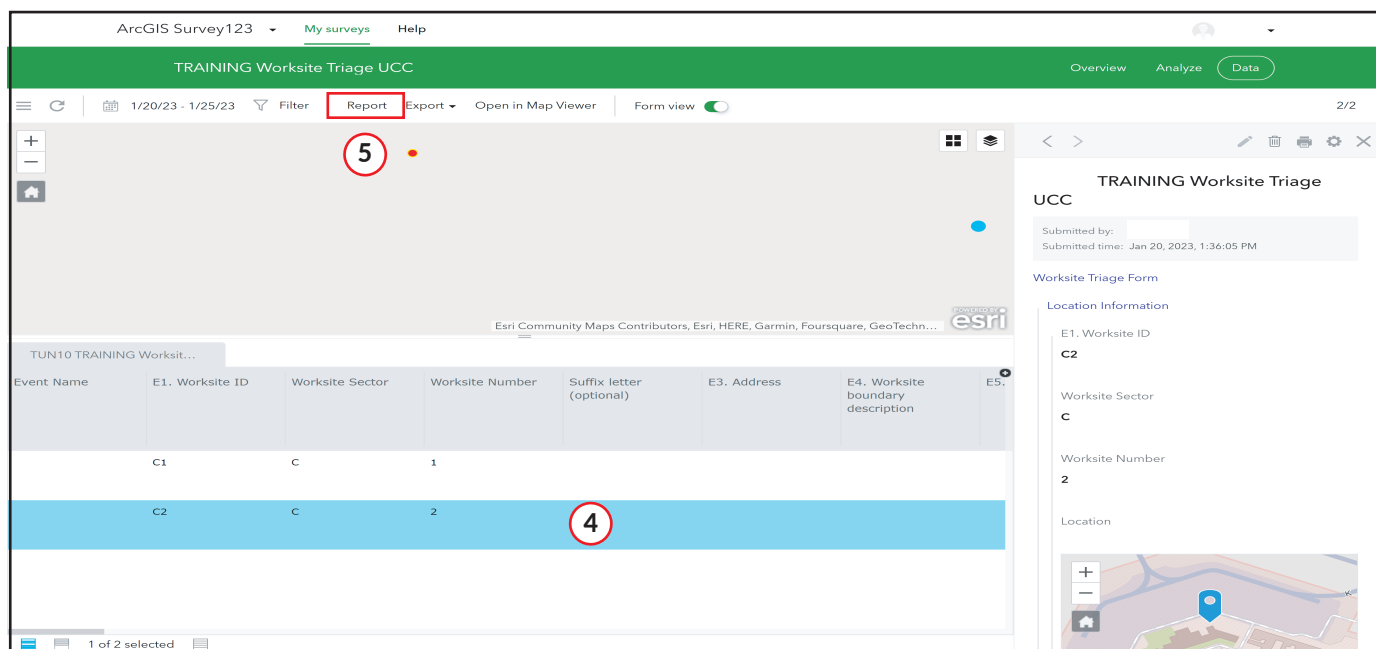
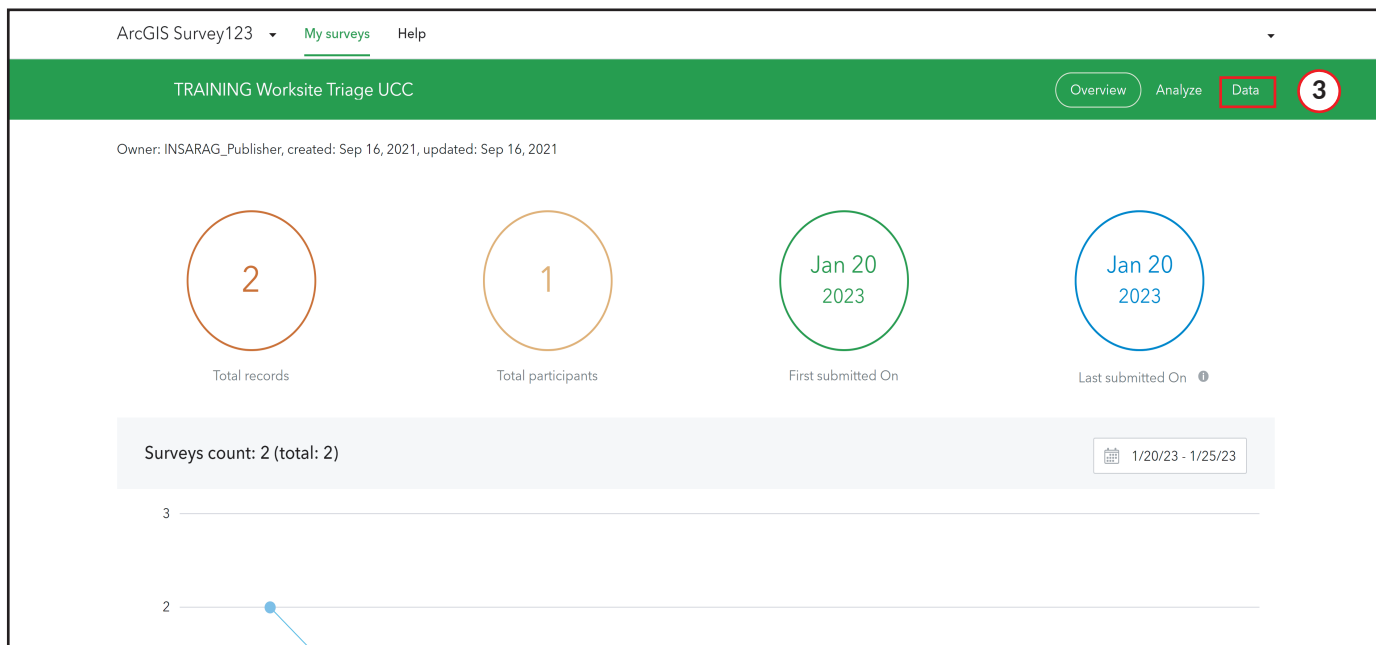
- Log in with the UCC profile.
- Go to Download Surveys.
- Download the Worksite Assignment UCC. **1**
- Go back to home page and click on the worksite assignment form. **2**
- Click on **Inbox**. **3**
- Click on Refresh if the Inbox is empty. **4**
- The approved worksite triage forms will appear.
- Select the proper worksite triage form. **5**
- Change the Worksite status to Approved. **6**
- Assign the proper team.
- Submit. **7**



In addition to the official assignment by ICMS, Albert decided to inform the team by the **Assignment Briefing Package** in its paper form because he is aware that technical problems can happen any time and he needs to keep a second connection channel with the teams, in addition he should be prepared to the **OSOCC handover** in which he should give them all available information about what already happened (Dashboards, digital forms, paper forms). Albert knows that he can use ICMS even in filling an assignment briefing package and this way he will have both digital and printed form, here is the procedure to follow to do that:

- Click on **Survey123 Website**. ①
- Choose the form you want to generate a report, (In our case to print a worksite assignment briefing, the worksite triage form is the form to choose). ②
- Click on **Data**. ③
- Choose the form to save (you can choose one or more, you can even choose to save all the forms in the list at once). ④
- Click **Report**. ⑤
- Choose among the options in the left bar. ⑥
- Click **Generate**. ⑦
- Click on the download symbol to download the report . ⑧







**Report**

Recent tasks

This panel will only display the last 10 tasks.

Jan 25, 2023

TRAINING Worksite Triage  
UCC\_OID390\_20230125142421 PDF

Records: 1  
Duration: 37s

Started: 2:25:25 PM

Event Name	E1. Worksite ID	Worksite Sector	Worksite Number	Suffix letter (optional)
TUN10 TRAINING Worksite...	C1	C	1	
	C2	C	2	

1 of 2 selected

**TRAINING Worksite Triage UCC**

Submitted by: [Name]  
Submitted time: Jan 20, 2023, 1:36:05 PM

Worksite Triage Form

Location Information

E1. Worksite ID  
C2

Worksite Sector  
C

Worksite Number  
2

Location

Map data © OpenSt...

- ! The procedure of exporting the USAR forms can be used to save or print any form already injected into ICMS.
- ! The Assignment Briefing Package is the only form that can be saved only indirectly by choosing the Worksite Triage Form and change the template on the report option box
- ! This procedure is needed to keep a digital form and a physical printed form of all the USAR activity workflow.
- ! To inform the team about the assignment by sending a worksite briefing package on email or handing it over is a good reflex in case of a malfunction or an update delay on ICMS
- ! The form sent by a team can even be modified or deleted from the survey123 website mentioned earlier by clicking on the pen on the left bar. 9

**TRAINING Resource Request**

Overview Analyze Data

1/24/23 - 1/26/23 Filter Report Export Open in Map Viewer Form view

1/1

Editing

Date and Time

1/24/2023

12:02 PM

Worksite Information

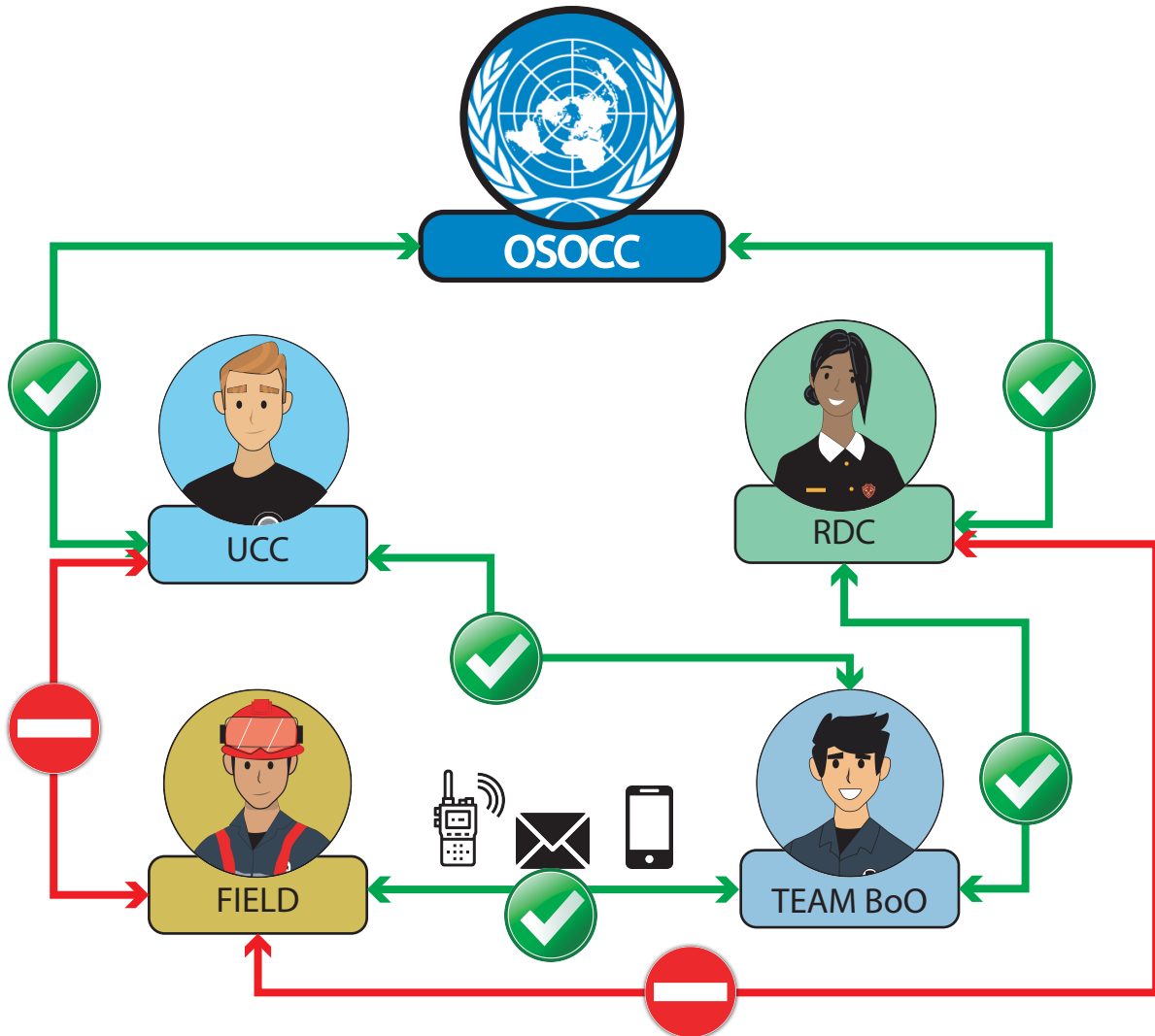
note

Submit

Date And Time	E1. Worksite ID	Worksite Sector	Worksite Number	Suffix letter
Jan 24, 2023, 12:02 PM	C3	C	3	

## USAR COMMUNICATION PROTOCOLS

The guys on the field can not have a view on what is assigned to them or if something urgent should be known to all USAR teams at once, so it's the team's base of operation duty to inform the field units about all needed updates. Field officers can not communicate directly with UCC but the teams base can do that, so here is the communication channels available for USAR different players:



- ❗ The forms modification and approval procedure is valid for all the forms (only the Team Fact sheet does not need approval to be valid).
- ❗ The use of Survey123 instead of ICMS if needed is also valid for all the forms because, after all on the modification step; ICMS will just open a survey123 form but on it's web version.
- ❗ On the Worksites to be assigned zone, on Triage dashboard of ICMS, the worksites are not listed randomly, the worksites with more alive victims and less time of intervention are prioritized automatically by ICMS and shown on the top of the list.
- ❗ The responsible of ICMS dashboard on a team should be careful of the updates of assignments because, for now there is no notification system to alert the team that he is assigned to a worksite. The only way is by monitoring the operations dashboard in a good way

## VICTIM EXTRICATION FORM

On the actual moment, Ahmad is on the field, with his team he succeeded to extract the first victim of the worksite Team X was assigned to, after the extraction he should announce the intervention to his team, so here is what he did:

- Open Survey123.
- Click on Victim Extrication Form. ①
- Click Collect. ②
- Fill the form properly. ③
- Keep the **Team Approval Status** on **Pending Team Review**. ④
- Submit. ⑤

The four screenshots illustrate the process of completing the Victim Extrication form in the Survey123 app:

- Screenshot 1:** The 'My Survey123' screen shows a grid of survey options. The 'Victim Extrication' form is highlighted with a blue box and a circled '1'.
- Screenshot 2:** The 'TRAINING Victim Extrication' screen shows the 'Collect' button highlighted with a blue box and a circled '2'.
- Screenshot 3:** The 'Victim Extrication' form is shown with fields for 'Worksite Sector', 'Worksite Number', 'Suffix letter (optional)', and 'V1. Victim Number'. A circled '3' is next to the 'V1. Victim Number' field.
- Screenshot 4:** The 'Victim Extrication' form is shown with the 'Team Approval Status' dropdown menu set to 'Pending Team Review'. A circled '4' is next to the dropdown. A circled '5' is next to the 'Submit' button at the bottom right.

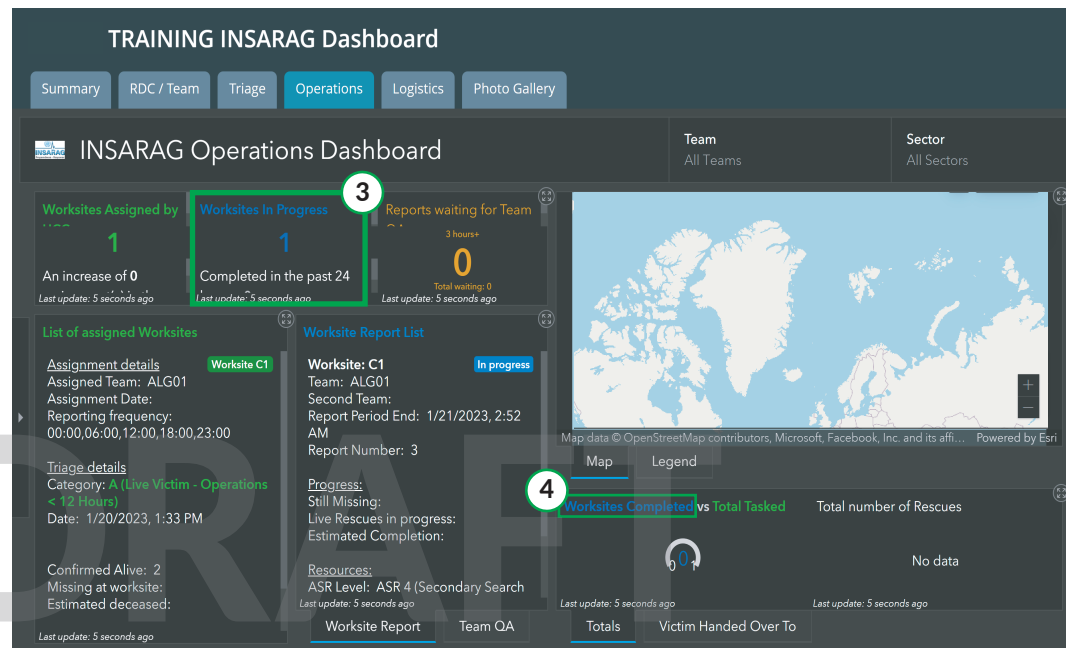
All the teams are on search and rescue work, all their activities are injected on **Operations Dashboard**, In this dashboard both Adam and Albert have a view on the assigned worksites, the completed worksites and the victim extricated all in details.

## WORKSITE REPORT FORM

Adam as the ICMS responsible of the team was reviewing his team's activity and he noted while reading the assignment sent to his team the hours to send **Worksite Report Forms**, and in less than an hour the team should send his first worksite report form.

The screenshot shows the 'Assignment Information' section of the Worksite Report Form. It includes a dropdown menu for 'Reporting frequency and timings' with '2 selected' chosen. Below this, there are checkboxes for '10:00', '11:00', '12:00', and '13:00'. The '12:00' checkbox is checked, and a green bar highlights the '12:00' option. A 'Please select' dropdown is visible at the bottom of the section.

Adam informed Ahmad that he should fill the first Worksite Report Form ASAP to be viewed and approved, so the field unit chief did the same procedure of filling a form, he filled the form properly and chose the statut **Pending** then send it. Adam on the other side opened the **Team QA App** chose the category **Worksite Report** and checked the sent form. While reviewing the data filled by Ahmad he was aware that the **Report number** ① should be correct and it's his responsibility to verify it more than the field unit chief, because all the teams have at least **two rescue units** and every chief of those units can be not aware about how much reports were sent by the other unit for the same worksite and with the field conditions, he can't really have the time to really focus on that, in addition he knows that there is a responsible of the **Quality Assurance** of the data sent to ICMS. The second field which should be judged important on the worksite report form is **Worksite Completed** because if the choice is **yes** ②, the worksite nature will change from **Worksite In Progress** ③ to **Worksite Completed** ④ on the operations dashboard and that can cause problems, because when the UCC officers have the information that a worksite is completed they will automatically assign another worksite to the team !!

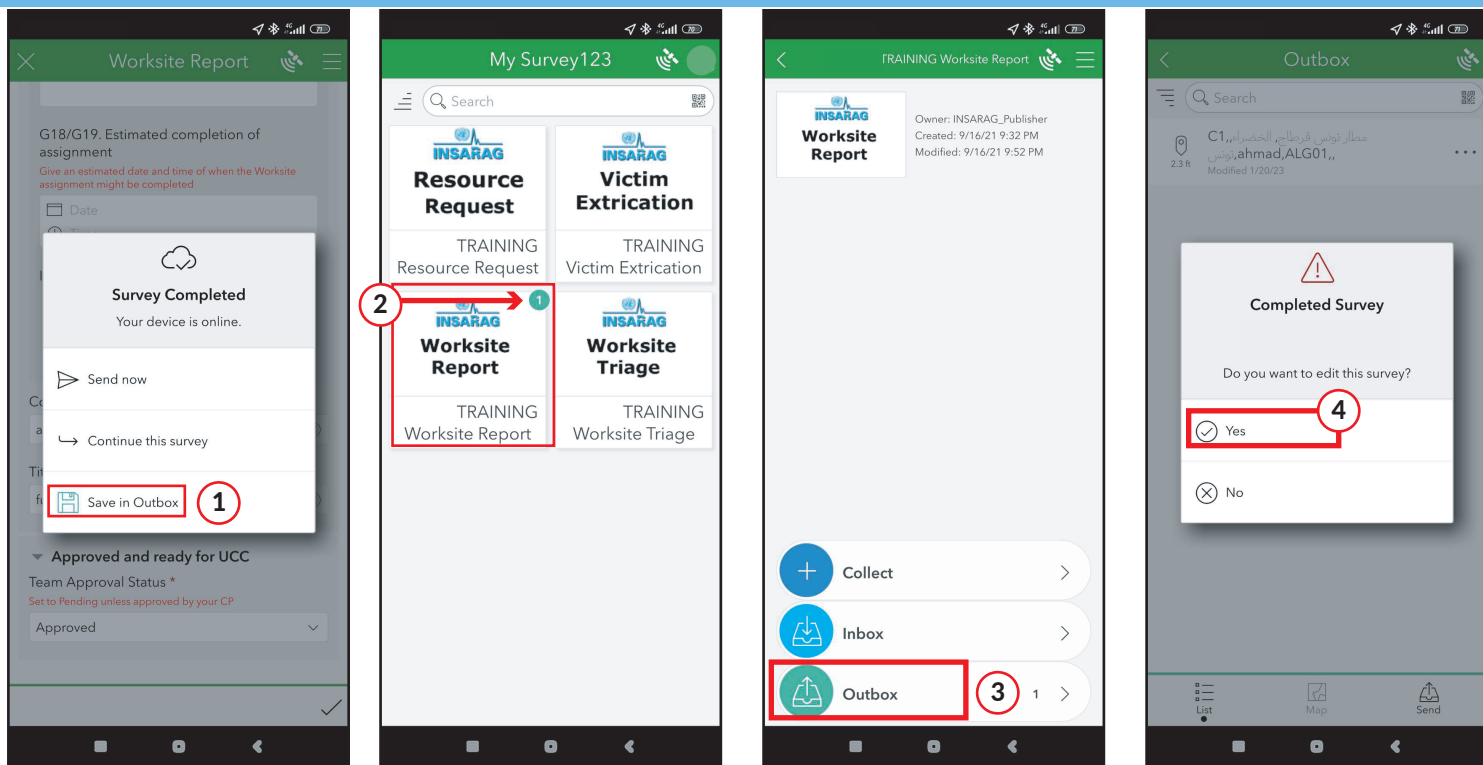


But .. there is a way to make the field units fill their forms on a better way to be sure of the data they put, the field user of Survey123 can start filling a form and in case of a lack of information or a need to stop for something more important, the form can be saved to the **Outbox**, let's say that Ahmad was filling the worksite report form and he was obliged to stop, that's what he should do. After filling the obligatory fields (no form can be accepted or even delayed without those fields).

- Click on Submit.
- Choose **Save in Outbox**. ①

Now on the home page, the saved form on the outbox will be tagged with a green dot to remind the user that the form is still unsent ②. When the field chief wants to fill the form again he:

- Click on the form with the tag.
- Click on Outbox. ③
- Click yes on the floating choice box. ④
- Edit or complete the form.
- Send if complete or resave in outbox



Team X just finished the worksite, another worksite report form should be sent, even if it's in a different hour of what was fixed on the assignment. A completed worksite means automatically that a worksite report form should be sent. Ahmad was already on it, But he was some how confused .. he didn't know if he should modify the worksite report form already sent on ICMS or should he collect another form and fill it as he did the first time. Ahmad talked to his co-worker Adam to be sure of the right way to do it. The ICMS responsible of the team told him not to worry, both ways are right because ICMS identify the worksite report form by the worksite ID and automatically make updates on the existing form and show only one worksite report form for every existing worksite. Albert noticed that the worksite is completed now, and according to the operational working plan that he was working with the rest of the UCC members in addition to the anticipations they made he re-assigned team X to another worksite with following the same procedure of assigning a worksite explained earlier. In addition to printing an assignment briefing package to send to the team's BoO by email.

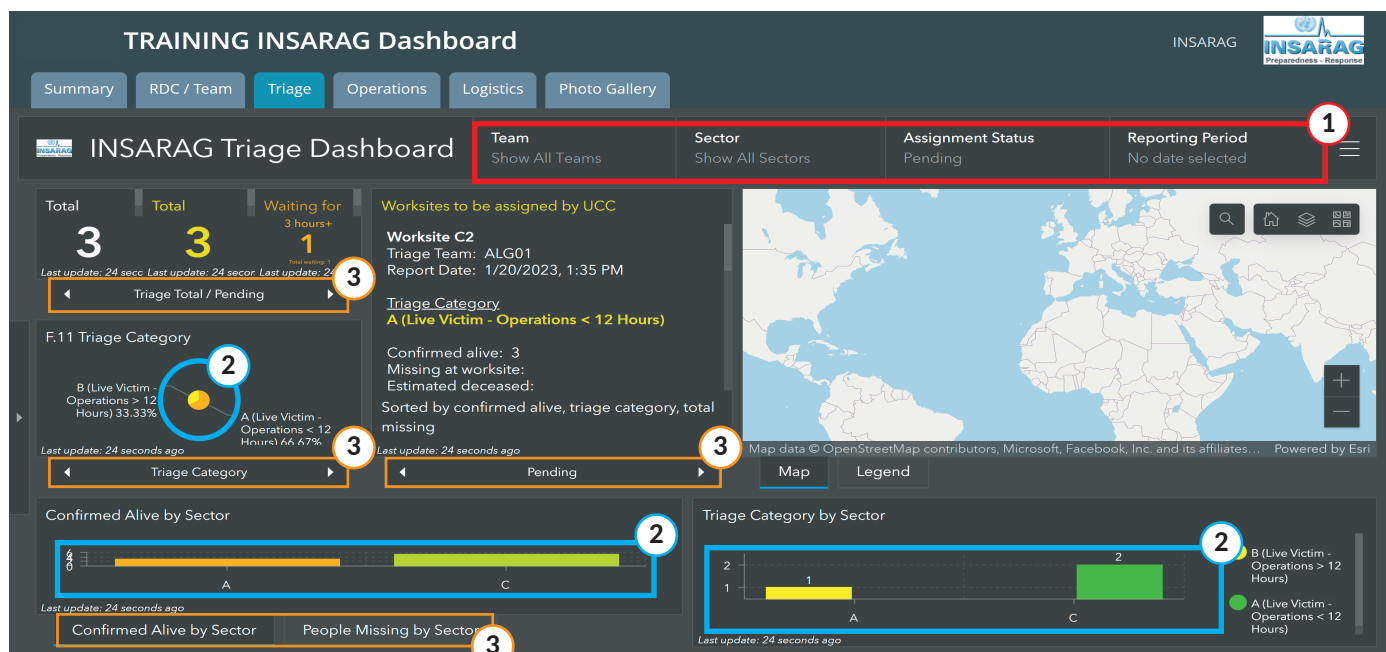
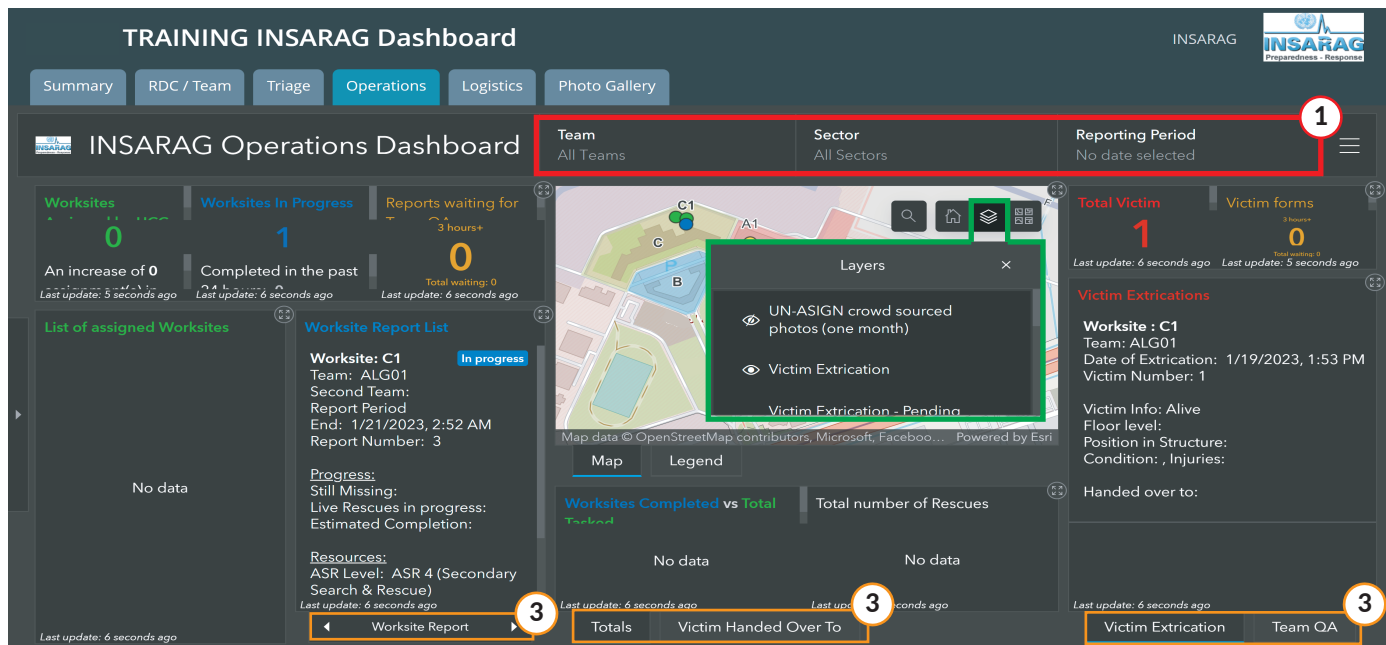


 The Outbox method can be used with other operational forms same as the draft box which can save a non complete form to finish later.

## OPERATIONAL COORDINATION

The main role of the UCC is to lead the operational activity, The ICMS dashboard has a principal role to help making the operational decisions. The **Triage Dashboard** and the **Operations Dashboard** are the two key dashboards to guarantee a good monitoring of the situation and an efficient anticipation planning. Those two dashboards are equipped by different features to make the picture more clear for the UCC staff for a correct operational decision. Those features are already explained in [UCC Based Field Operations Guide/Technical Manual](#), some of these features are:

- Full Dashboard Filter. 1
- Element Based Filtering. 2
- The Stacked Tabs. 3
- The Layers Form Based Filtering. 4



## RESSOURCE REQUEST FORM

After starting the search and rescue work the field unit of team X needed cutting gas to work with, Ahmad opened survey123 to request the needed item. This is how the requesting procedure is done:

- Click on survey123.
- On the home page click on Resource Request. ①
- Click on Collect. ②
- Fill the form properly. ③
- Choose the resource type ( you can choose more than one resource, with every resource chosen a secondary choice box will open). ④
- Choose the delivery location. ⑤
- Choose Pending Team Review as a team status. ⑥
- Submit. ⑦



The screenshots show the following steps in the 'Resource Request' form:

1. Select 'Resource Request' from the 'My Survey123' menu.
2. Tap the 'Collect' button at the bottom.
3. Enter 'Date and Time' (e.g., Tuesday, January 2, 12:02 PM).
4. Select 'Resource Type' (e.g., Fuel, Lumber, Cranes, Cutting Gas, Medical Gas, Consumables, Vehicles, Other).
5. Enter 'Amount Required' (e.g., 2).
6. Select 'Delivery' location (e.g., Worksite, Base of Operations, Other).
7. Tap the 'Submit' button at the bottom right.

The resource request should now be approved by the team and that's what Adam was doing, again by using the **Team QA Application** he can review, modify and approve the form. At the moment he approved the request form it was present on ICMS on the **Logistics Dashboard**, for both team and UCC.

Albert was focusing on the operation activity he is always supervising the triage and operations dashboards but Takuya was in charge of managing the resource requests in coordination between the **teams** and **local authorities** providers as a **logistic officer** under UCC. Takuya noticed the presence of a new resource request on the logistics dashboard. The logistic officer take charge of the request and coordinate with the country's logistic providers or warehouses announced in the LEMA's meeting. By just taking the responsibility of the request, Takuya should change the request status and here is the way to do it:



- Click on **Update Request** under **New Resource Request** zone. ①
- A web survey123 will open, change the **Request Status** to **Processing**. ②
- Add the expected time of delivery if it's known ③
- Add a Comment if necessary. ④
- Click on **Submit**. ⑤

The screenshot shows the 'TRAINING INSARAG Dashboard' with the 'Logistics' tab selected. A callout 1 points to the 'Update Request' button in the 'New Resource Requests' section.

The screenshot shows the 'Request' form with the following callouts:

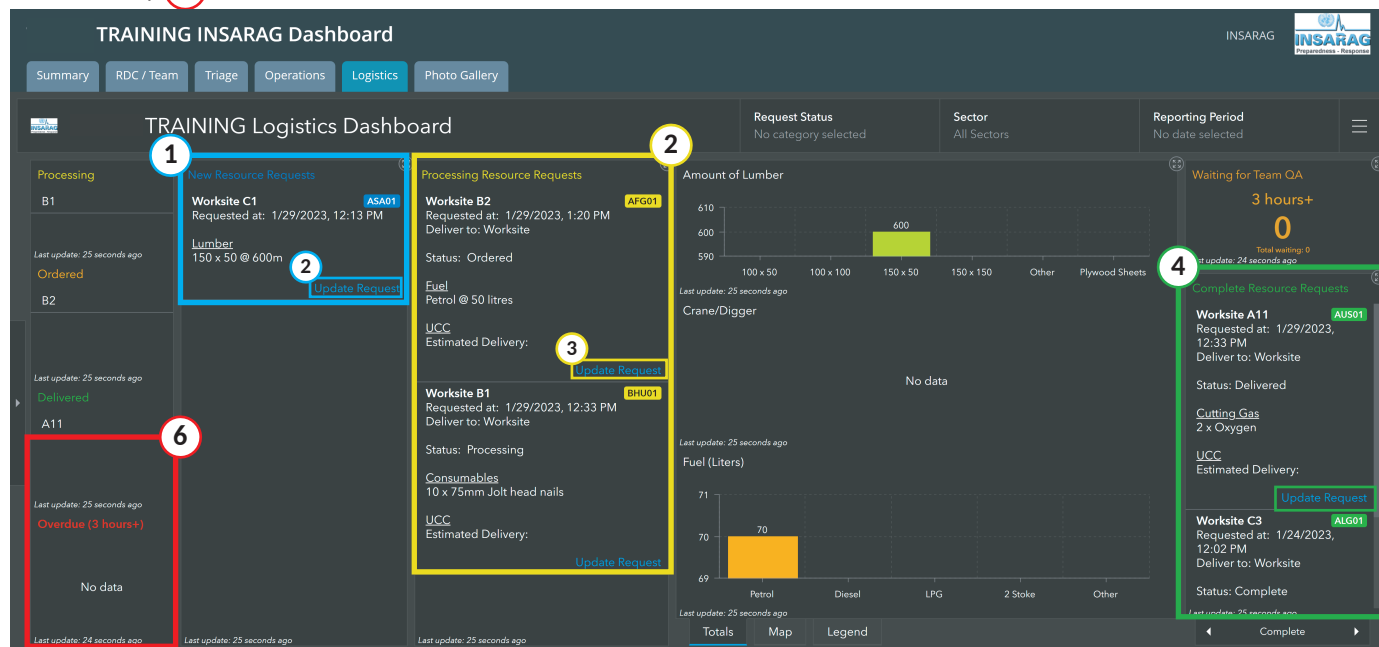
2. Select 'Processing' under 'Request Status'.
3. Enter 'Expected Time for Delivery' (e.g., MM/DD/YYYY, hh:mm).
4. Enter a 'Comment'.
5. Tap the 'Submit' button.
6. The 'Request Status' dropdown menu.

As seen in the web survey123 form, the resource request have multiple possible status that depends on the providing phase ⑥. By coordinating with LEMA, Takuya will everytime change the status until the form status will be marked as complete and any comment or note can be added to the comment box because the form can be viewed from UCC and Team.

# ICMS OPERATIONAL APPLICATION

Here is the view of the ICMS Logistics Dashboard in a real full USAR activity, different requests with different status:

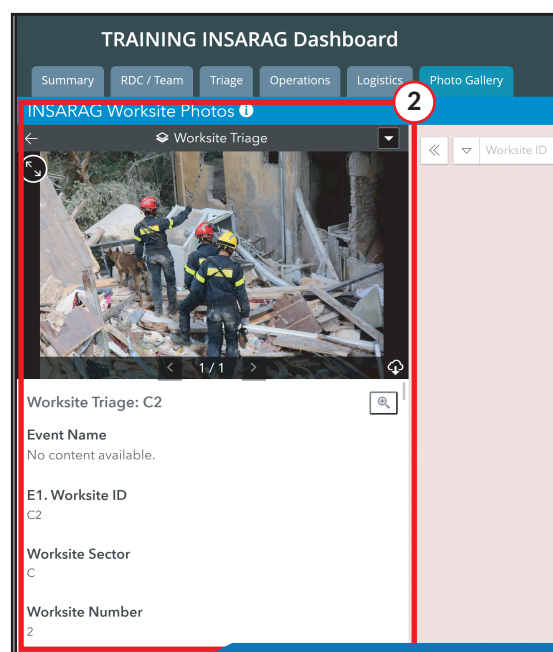
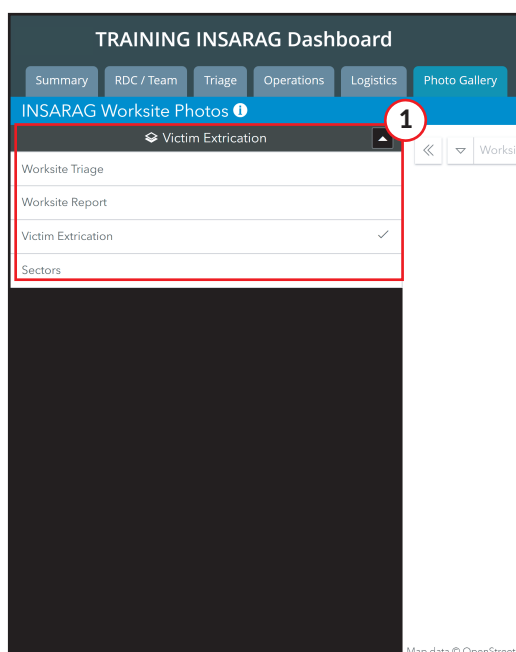
- **New Resource Requests:** is the zone reserved for requests not treated yet (1), to change the status from New to processing you use Update Request of the same zone. (2)
- **Processing Resource Requests:** is the zone that contains the request with the status **Processing** or **Ordered** (2), to change the status from **Processing** to **Ordered**, you use **Update Request** of the same zone. (3)
- **Complete Resource Requests:** is the zone reserved for the Delivered/Complete requests (4), to change a request from **Delivered** to **Complete**, you use **Update Request** of the same zone. (5)
- **Overdue:** The Overdue zone is for the requests with the same status for more than 3 hours (except the status Complete or delivered). (6)



Takuya is treating all these requests as a logistic officer, he uses ICMS to monitor the situation and update requests status. The coordination with LEMA has no relation with ICMS, it's done by the coordination channels provided by the country's responsables (mail adress, phones, etc...).

## PHOTO GALLERY TAB

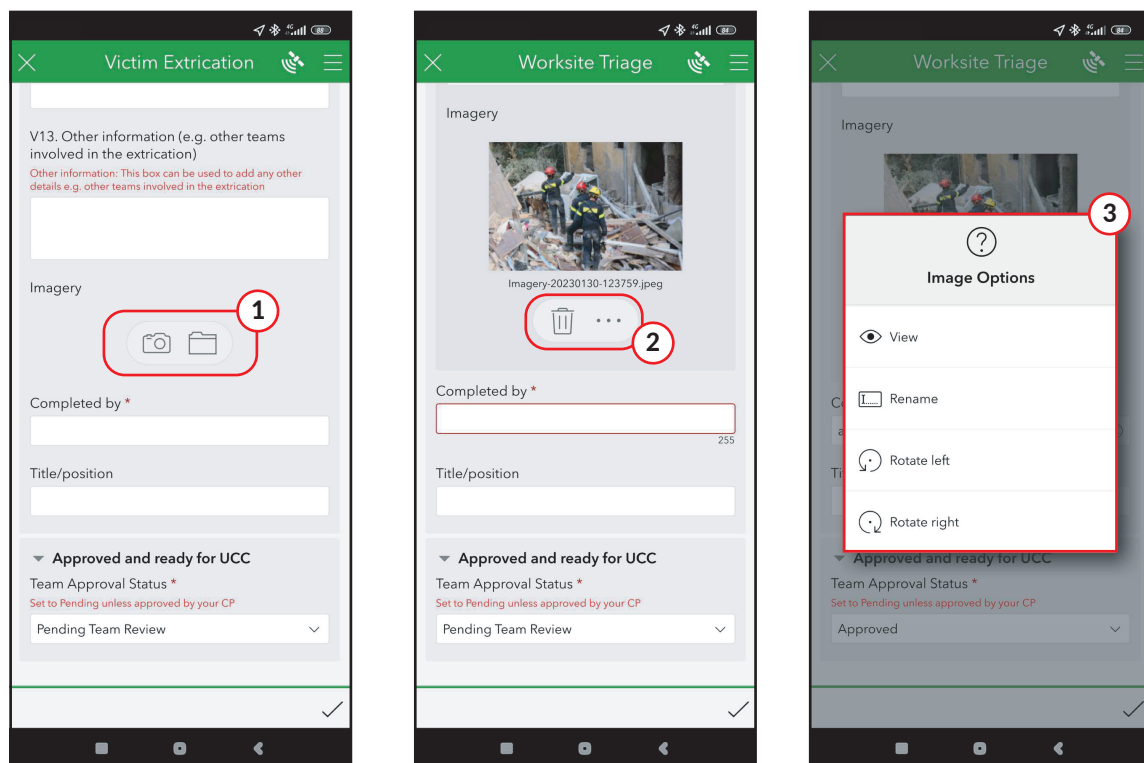
The **PHOTO GALLERY** tab is the last dashboard under ICMS solution, it collects all the photos uploaded among the forms, Those photos can be viewed and used from the dashboard. The photos are grouped by categories and by clicking on an image from a specific category all the details of the form will be shown under the image.



# ICMS OPERATIONAL APPLICATION

All the operational forms, except the resource request can include an image in addition to the data sent and here is the way to add an image to any of the mentioned forms:

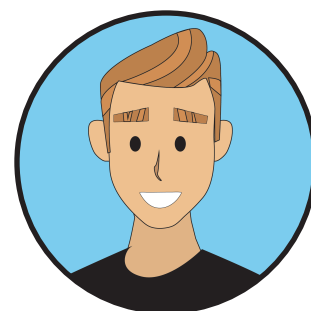
- Scroll down to the **Imagery** box. **1**
- Click on the camera to make an instant photo or the folder if the photo is already on your gallery.
- Click on the trash can to delete the image (🗑️) **2**, or the three dots for more options. **3**



## ICMS ADMINISTRATION ON THE FIELD

ICMS is a system with different administration levels and privileges, as we saw in the different scenarios used before, the team's responsible of ICMS have the privilege to edit and reject forms sent by his team's members on the field, this procedure can be applied by the use of the **Team QA Application** or by the reopening of the forms on **survey123** as explained earlier. UCC members also, can edit or reject all the forms sent by all teams, this privilege is given to the UCC to guarantee that the USAR data on ICMS dashboards are always coherent. Even if a team have a technical issues in the use of ICMS for any reason for a certain period, UCC staff can handle the reviewing and the quality assurance of the data injected to ICMS. Despite being a high level administrator of the ICMS UCC profile have no right to delete forms. Editing on teams forms can be done by using the **UCC QA Application**, (exactly the same as the Team QA Application) or even by the use of the **UCC Application**. Let's see how the UCC Application can be used to correct some non coherent forms. Let's say that Ahmad, the field unit chief has sent a victim extrication form when he was far from the worksite and instead of writing 1 for the victim number he wrote 11. The form was some how approved without noticing the mistakes so on the Operations Dashboard of UCC and the team the localisation mark of the victim extrication form was away from the USAR zone, Adam was not able to correct the non coherent situation for a technical issue on the team internet connexion so he called Albert to resolve it. here is the steps made by Albert:

- Open UCC Application. **1**
- Zoom in to the USAR zone.
- Apply a filter on the **Layer List** to keep only victim extrication forms. **2**
- Click on the form's circular mark a box of details will show up. **3**
- Click on the three dots of the details box. **4**
- Click on Smart Editor. **5**
- Move the cursor to the form's circular mark until it changes to the shape of a hand. **6**
- Click and maintain to drag the mark to the right localisation.
- Go to the Smart Editor box to change the victim number from 11 to 1. **7**
- Save and Close. **8**



**INSARAG** 30 YEARS  
Preparedness Response

INSARAG Coordination & Management System

8  
1

- Triage
- Operations
- Logistics
- Photo Gallery

## UCC Application

Event boundary  
Sectors

Open the UCC App

1

TRAINING NZLT INSARAG UCC QA					
Team Approval Status	Event Number	E1. Worksite ID	Worksite Sector	Worksite Number	Suffix letter
Pending Team Review	03	B	B	2	
Pending Team Review	05	B	B	4	
Pending Team Review	07	B	B	7	
Pending Team Review	08	B	B	4	
Pending Team Review	07	B	B	7	
Pending Team Review	01	A	A	1	
Pending Team Review	01	B	B	11	

## UCC QA Application

Approve data to appear on the Dashboard if required by the Team(s)

https://www.insarag.org/ INSARAG UCC App

Update team data, define Sectors and Event boundary

2

**Layer List**

Layers

- ☐ Team Fact Sheet
- ☐ Worksite Report
- ☐ Resource Request
- ☒ Victim Extrication
- ☐ Worksite Triage
- ☐ Team Demobilization
- ☐ Sectors
- ☐ Event

3

**Victim Extrication: C2 #11**

Event Name

E1. Worksite ID C2

Worksite Sector C

Worksite Number 2

Suffix letter (optional)

V1. Victim Number 11

E3. Street address

G3. Team ID AFG01

Team ID, Olympic Country code AFG

Team ID, National team number 1

V2/V3. Date and time of extrication 3/2/2023, 11:33 PM

4

5

**Victim Extrication: C2 #11**

Event Name

E1. Worksite ID C2

Worksite Sector C

Worksite Number 2

Suffix letter (optional)

V1. Victim Number 11

E3. Street address

G3. Team ID

Team ID, Olympic Country code

Team ID, National team number

V2/V3. Date and time of extrication

5

6

**Smart Editor**

E1. Worksite ID C2

Worksite Sector C

Worksite Number 2

Suffix letter (optional)

V1. Victim Number 11

E3. Street address

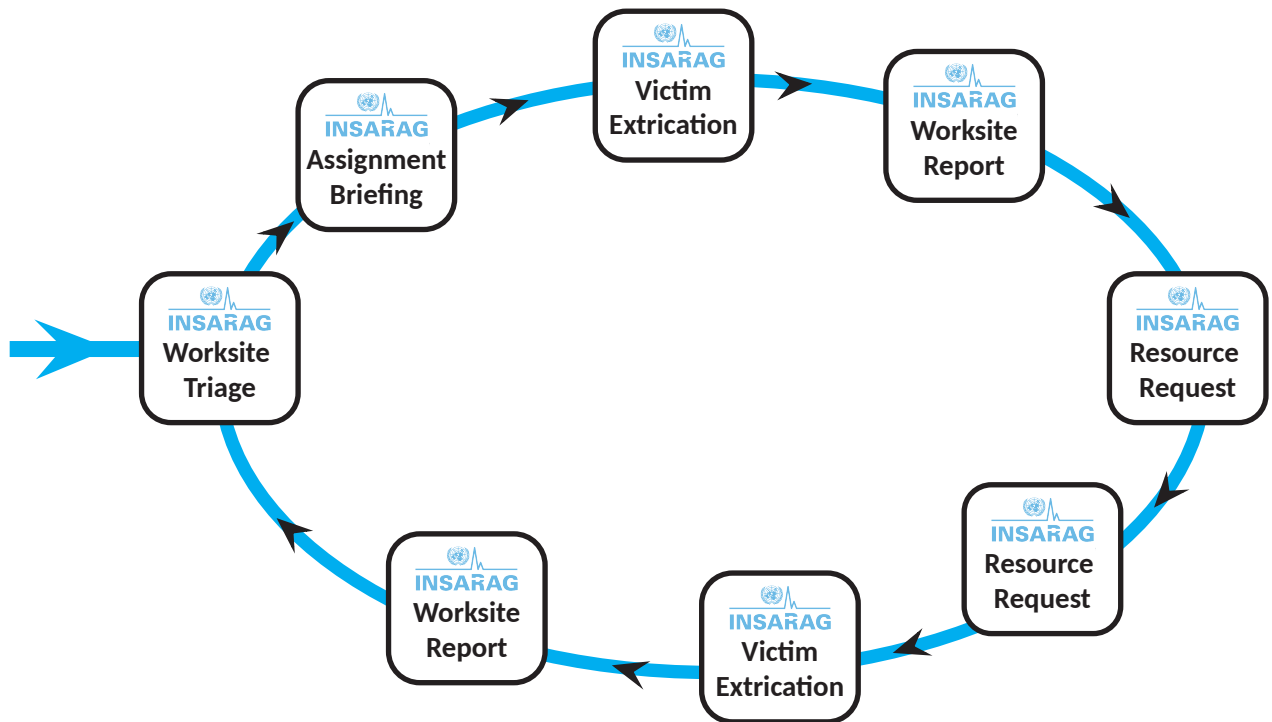
G3. Team ID AFG01

7

8

## OPERATIONAL LOOP

All USAR operational actors will keep working the same way using the same tools and procedures as a loop until the USAR assistance is no longer needed or the team complete the mission and start the demobilisation procedure.



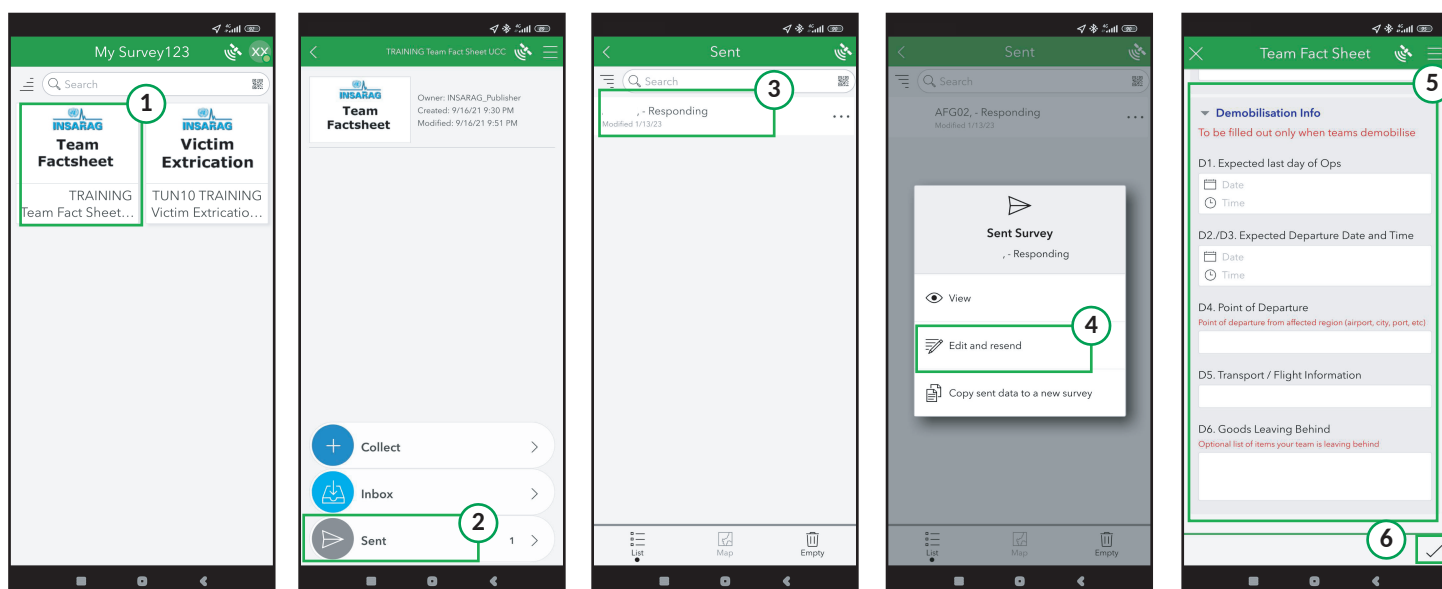
## DEMOBILISATION FORM

The request of international assistance is no more needed, the country announced that on VO, so team X started the demobilisation procedure. The departure event should be announced to:

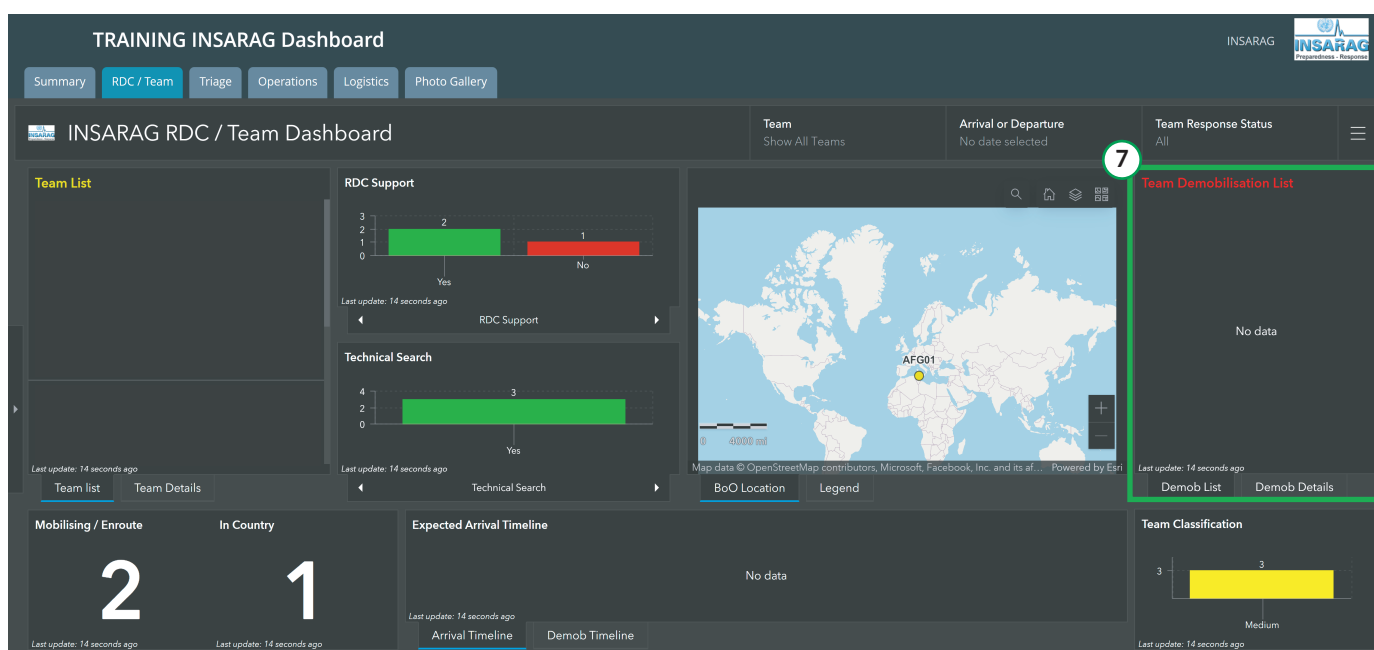
- UCC.
- RDC.
- Local Authorities.

The UCC and RDC will be informed by filling the **Demobilisation Form**. This form is not an independant form, it's the second part of the **Team Fact Sheet**. To fill it you only have to:

- 1 Go to the Team Fact Sheet.
- 2 Click on the sent box.
- 3 Click on the sent Team Fact Sheet.
- 4 Choose **Edit and Resend**.
- 5 Fill the data of the team's demobilisation.
- 6 Submit.



By submitting the form, it will be shown on RDC/Team Dashboard on the Team Demobilisation List. 7



The last step to fulfil INSARAG procedures is to:

Post the demobilisation event on VO under **Reception/Departure Centre (RDC)**. 8  
Generate the form from **Survey123 Website** as shown earlier and send it to RDC and UCC.

After announcing the departure and check with RDCb OSOCC and LEMA change the team's status on VO to : **Mission Completed**. 9



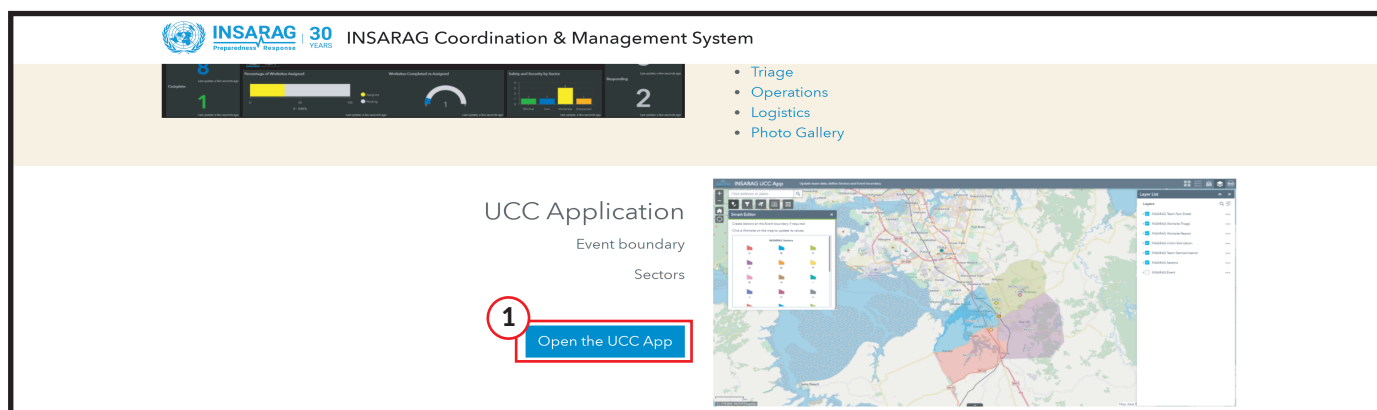
## POST MISSION ADMINISTRATION

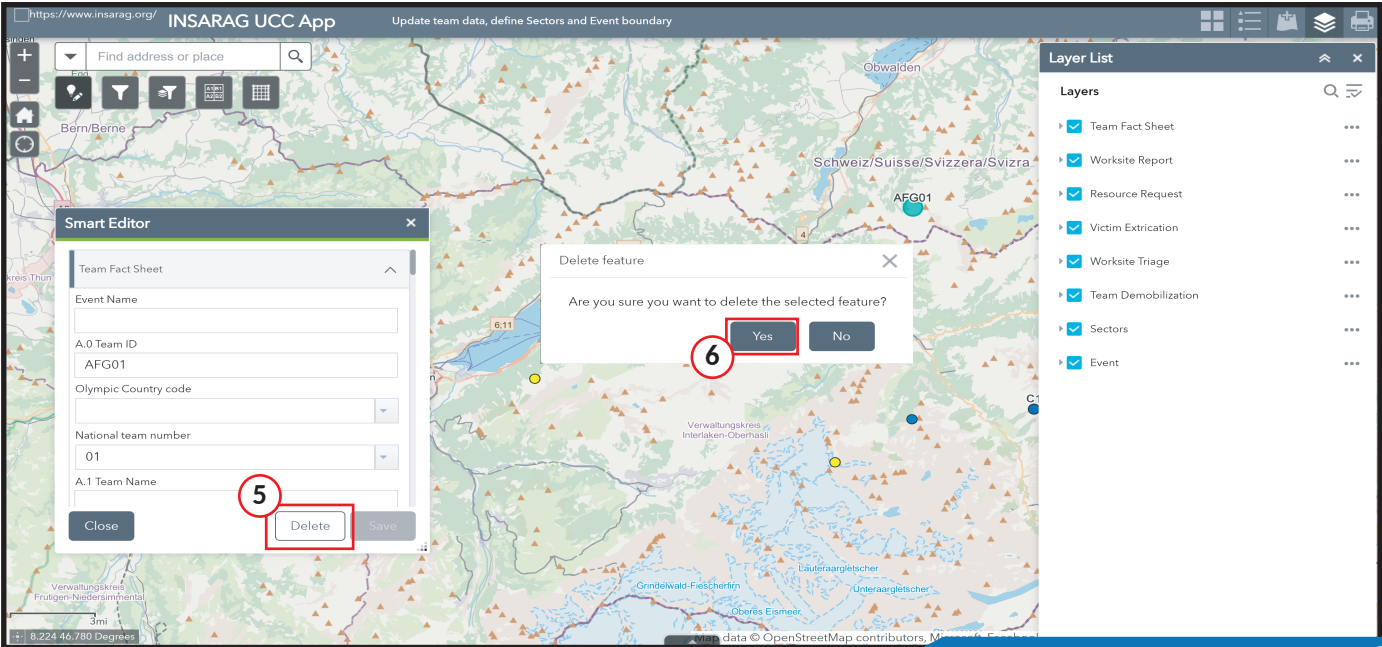
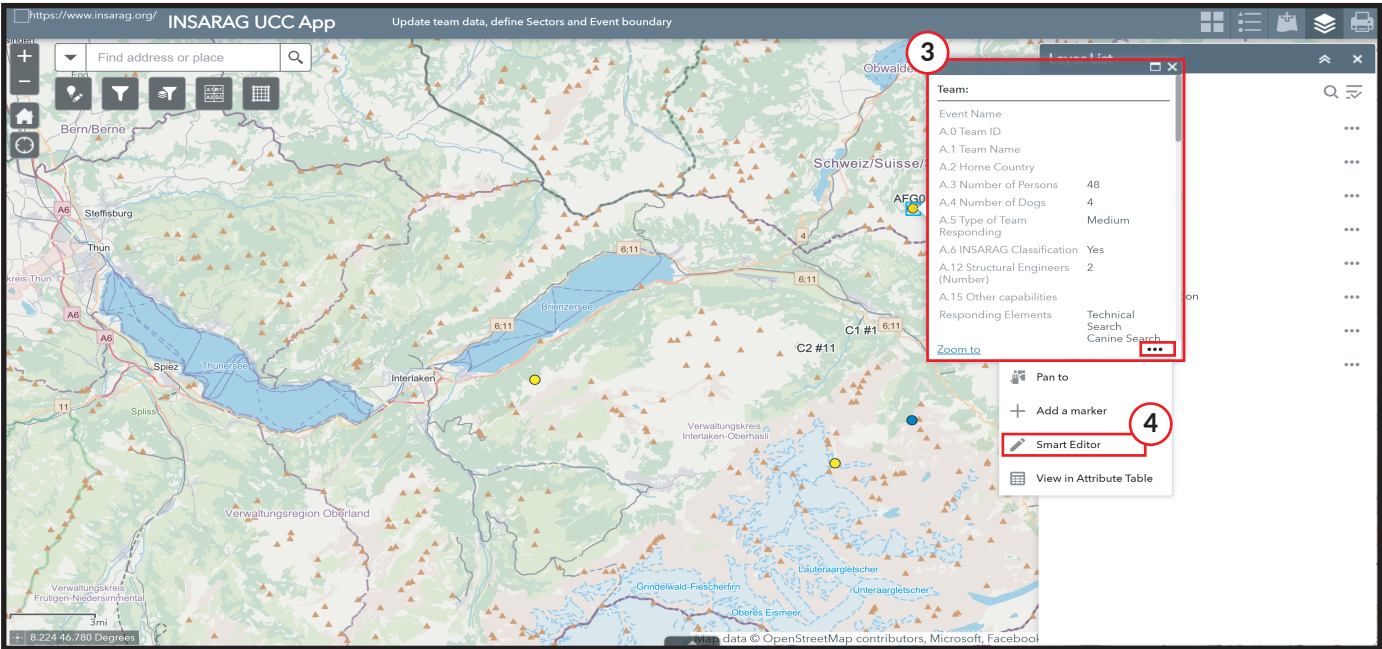
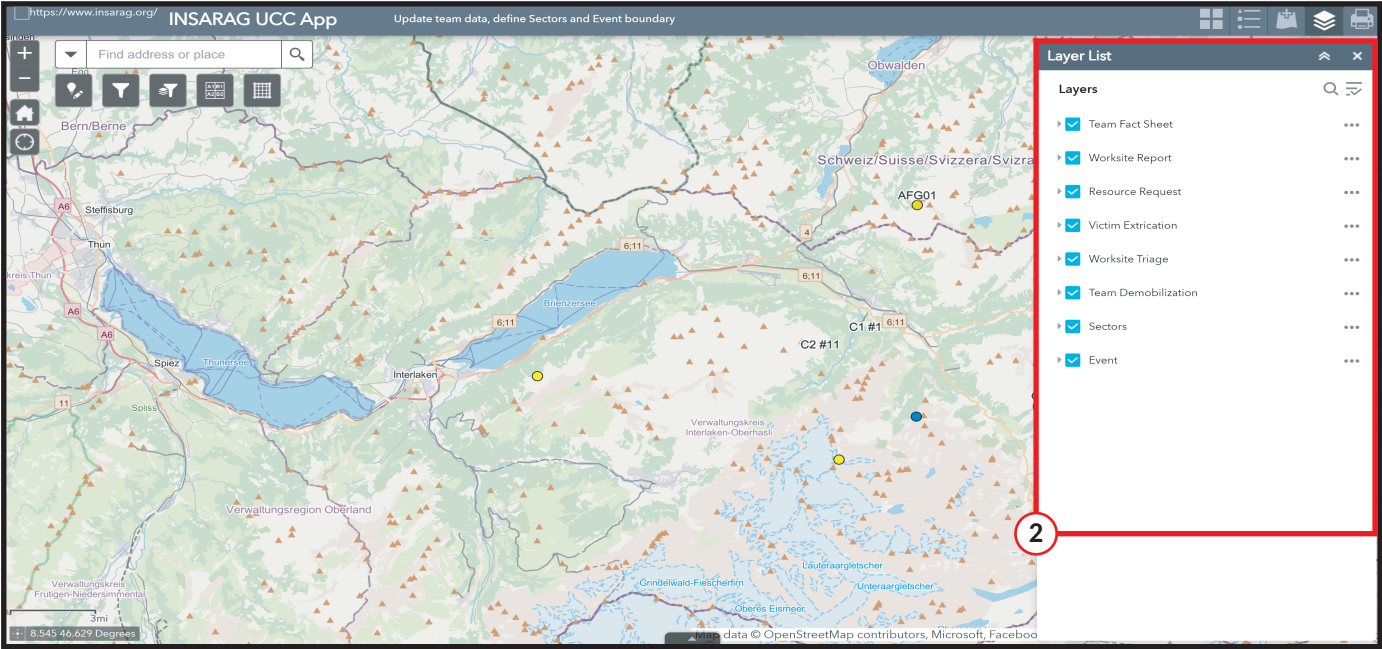
After the simulation is over and the evaluation of the work on ICMS is done the simulation platform should be cleaned from all the data injected to be available again for a new simulation. Adam as the ICMS responsible of the team should do this job, to do it there is different tools to clean up all the data used on the simulation.

### UCC Application

By opening the UCC application and using the smart editor, Adam can delete most of the forms used on the simulation. The way to do it is as following:

- Open the UCC Application. (1)
- Go to **Layer List** on the top right tools menu and check all forms to be visualized on the map. (2)
- Click on a form marker and then the 3 dots ( ... ) of the floating menu of the form details. (3)
- Click on Smart Editor. (4)
- Click Delete. (5)
- Confirm your request. (6)
- The same procedure is done to delete the sectors.



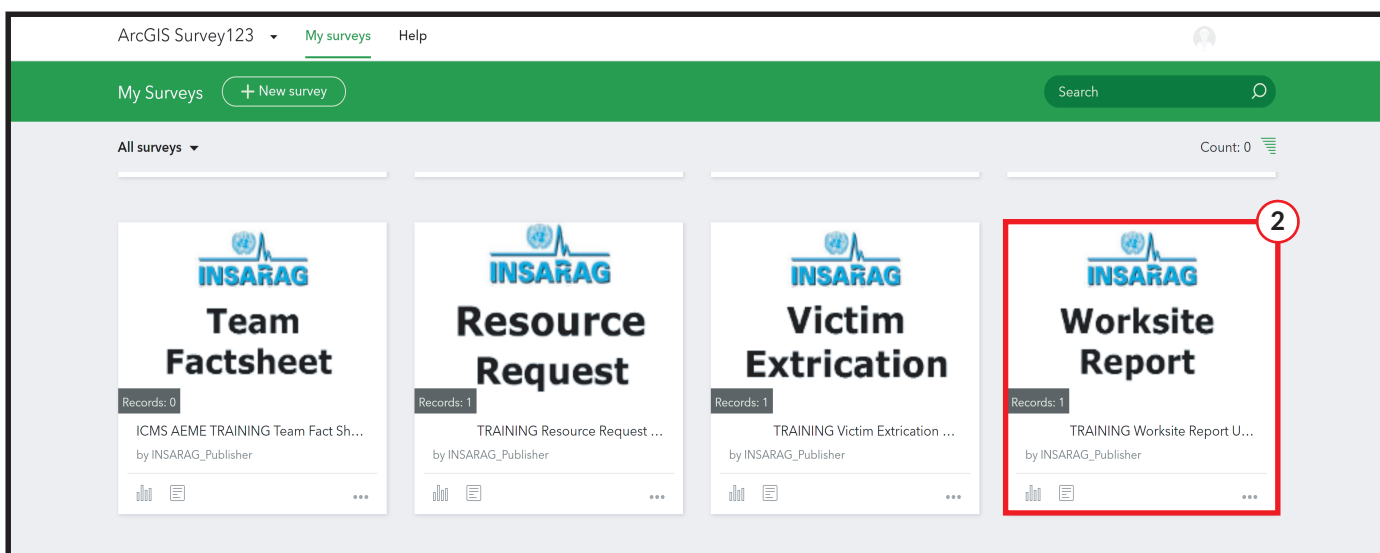
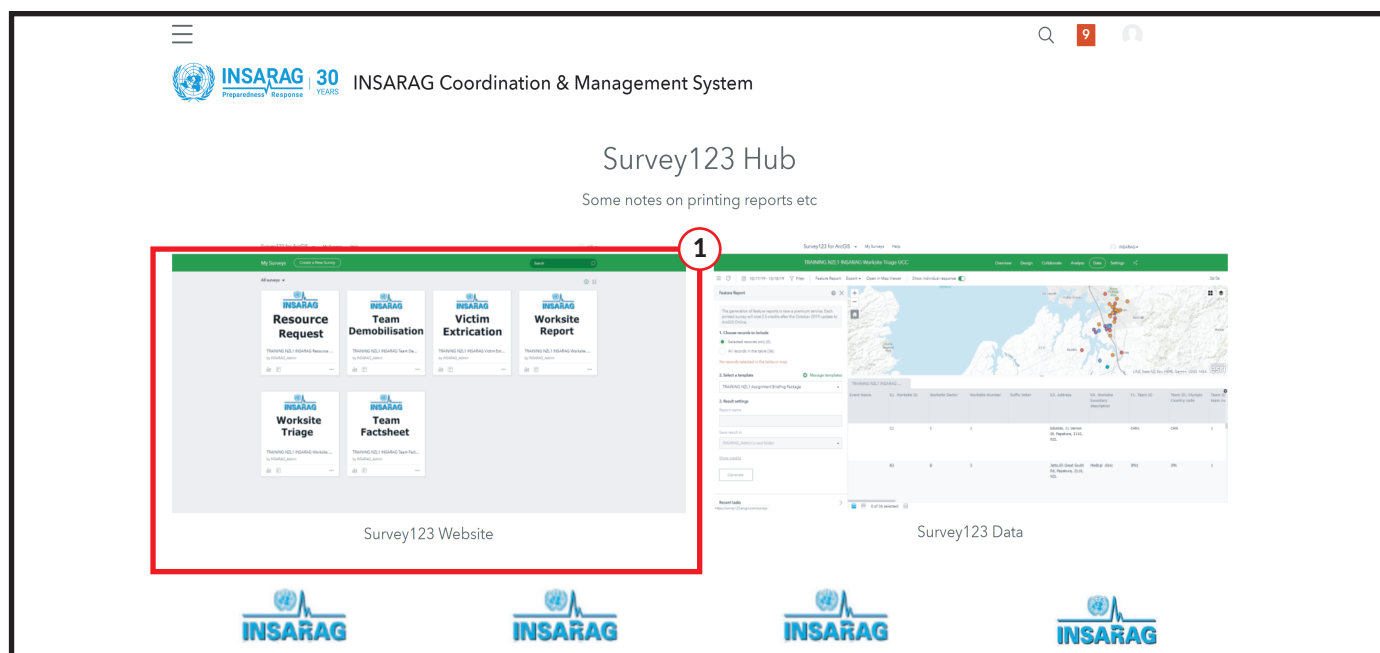


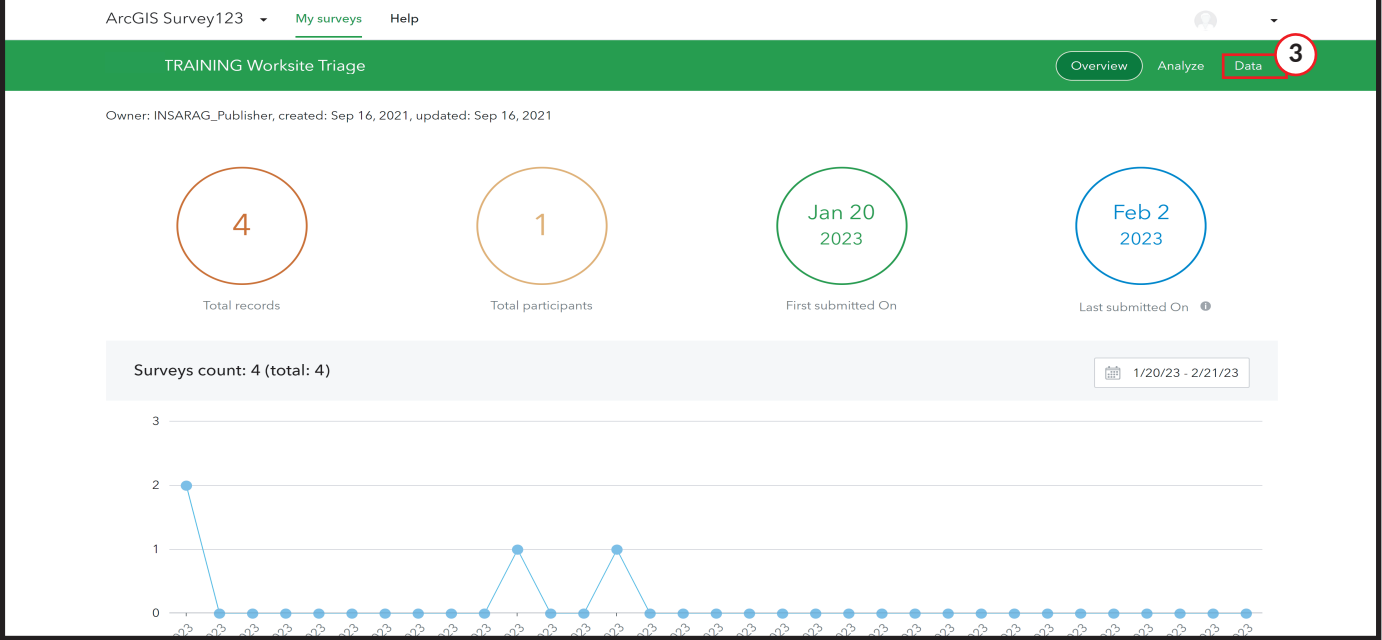
By using the UCC Application we succeeded to delete all the approved forms and all the Team Fact sheets. During a simulation or a real event, some forms status is **rejected** or **pending**, those forms can not be shown or deleted from the UCC Application. Another tool can be used to edit those forms.

## Survey123 Website

The pending and rejected forms can be found and edited from the Survey123 Website as following :

- Click on Survey123 Website. **1**
- Click on the form to check. **2**
- Click on Data. **3**
- Click on the form to delete (the only forms that remains should be the rejected and pending ones after deleting others with the UCC Application). **4**
- Click on the trash can logo (🗑️). **5**
- Confirm the deleting request. **6**
- Repeat the same process with the other forms.





ArcGIS Survey123   ▾   My surveys   Help

TRAINING Worksite Triage   Overview   Analyze   Data

1/20/23 - 2/21/23   Filter   Report   Export ▾   Open in Map Viewer   Form view ☒

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Event Name	E1. Worksite ID	Worksite Sector	Worksite Number	Suffix letter (optional)	E3. Address	E4. Worksite boundary description
TUN10 TRAINING Worksit...	A1	A	1			
	B1	B	1			

1 of 4 selected

5

Are you sure that you want to delete this record? This action cannot be undone.

6

Delete this record

Cancel

Worksite Triage Form

Location Information

E1. Worksite ID  
A1

Worksite Sector  
A

Worksite Number  
1

Location

The mission is officially over. our actors and their teams returned safe to their beloved ones. Now they have more knowledge on ICMS use and they hope they were able to make you a better user of ICMS too !! But they know that they should always check on new updates of the INSARAG guidelines to handle the international assistance in a good way.



# INSARAG

Preparedness Response

# 30

YEARS

