EI Portal
Emergency Information Portal

Ministries of Foreign Affairs (MFAs) are faced with the modern day situation of an ever increasing complexity and occurrence of emergencies and crises, such as: natural disasters as exemplified with the recent large earthquakes, volcanoes, tsunamis; or terrorist attacks; or transportation accidents: as well as emergencies relating to non-consular crises such as political or infrastructure emergencies.

Key Pains being experienced:
1. Many MFAs are communicating in very separate silos which make it difficult to create an accurate up to date common situational awareness of a crisis particularly as it evolves quickly.
2. The global sharing of information once consolidated and notification of updates is often manually intensive, time consuming and inconsistent, such as maintaining and updating distribution lists in email systems that have to evolve for individual crisis needs. For example, many MFA crises centers have problems in quickly and consistently sharing up-to-date information relating to the crises or emergencies such as contact lists, situation reports, discussion threads etc., to those who should receive it.

These communication problems are not unique to divisions within the ministry but also with external agencies involved in international crises, including Non-Government Organizations (NGO) and Other Government Departments (OGD) such as Red Cross and Department of Defense.

THE SOLUTION

The Emergency Information Portal helps MFAs to:

1. Obtain a shared situational awareness so they can better understand and manage emergencies;
2. Distribute information and updates to appropriate persons/groups on a timely basis and with minimal manual intervention or management; and
3. Do the above in a way that is optimized for MFA operations and global networks.

First, the Emergency Information Portal (EI Portal) enables an MFA to maintain a fully updated common situational awareness picture in all phases of an emergency, from initial reports and assessment through to post-emergency repatriation and reconstruction.

At the core of the system is the capability to submit, approve and post information in relation to a crisis. Key indicators such as numbers of affected people or registered travelers can also be automatically imported either via WorldReach's CrisisReach products or from other ministry sources. This level of information creates a more informed snapshot of the crisis, defining the scope and scale of the crisis with known volumes of citizens. Depending on the crisis management tool being used, this information is dynamically displayed and updated as the crisis management and traveler registration databases become populated. The Portal integrates an off-the-shelf mapping capability provided via a commercial link to Google Maps to provide the user with a graphical display of the location and drill down details concerning the posted crises. The user will be able to take advantage of advanced mapping capabilities such as zoom, drag and center, satellite and hybrid mapping.

A document distribution and posting tool allows the users to customize the types, titles and amounts of information being posted via the Portal. For this purpose, four specific roles have been defined within the application:

Reader:	**Crisis Information Manager:**
✓ Has the ability to read, post and edit their documentation	✓ Has the ability to read, post, edit and approve documentation plus ability to manage and edit Crises specific details
Specialized Contributor:	**System Administrator:**
✓ Has the ability to read, post and edit their documentation plus accept Reader submissions	✓ Can read, post, approve, edit documentation, create users and configure titles

Secondly, WorldReach's Emergency Information Portal has been specifically designed to address the information exchange between departments, 3rd party agencies and within ministries in time of crises. One key element to EI Portal is the ability to define the information and specific crises information the user is interested in consuming. The dissemination of information is fully automated for all authorized participants and is designed to be a user self serve portal. The user is presented with a list of regions, types of crises as well as current on-going crises for which they can subscribe to receive information and any updates while the crises is still open. The list of regions, types of crises and type of information is configurable via the System Administration Module. With subscription notification the user is presented with the ability to be notified via email when there is a change or update to a crises either by presenting a link to the portal or in the case of participants unable to link to the application, the document can be attached in an email which can be accessed via a mobile device. Additionally EI Portal will facilitate a full audit trail with a proper repository of knowledge and advanced archiving.

Lastly, EI Portal has been designed from the bottom up to function optimally in the MFA operational environment. Great care is taken at all times to minimize network load and server "chattiness".

Features

- Situational awareness tool for all hazard emergencies and crises
- Management briefing tool
- Accessible to all authorized people (internal or external) using proper user access control
- Interface to consular cases and registration databases where authorized
- Accessible via HQ, Mission and by mobile devices (such as Blackberry and iPhone), Internet & Internal MFA network
- Access to Emergency contingency plans
- Access to staff lists, contact details and other mission office details
- Mapping functionality to support situational awareness, evacuation etc.
- Full text search
- Configurable labels
- Support for posting documents in multiple languages
- Unlimited categories of documents

Benefits

- Optimized for MFA operation across global networks
- Promotes shared situational awareness by consolidating across many sources
- Improved management of emergencies by providing a more complete crisis picture that is more accurate and timely to support decision making
- Information management best practices are implemented through a subscription approach to information distribution for authorized people/groups,
- Saving scarce resources being used to manage communications and speeding information delivery in an emergency or crisis.

WORLDREACH software

A Proven Consular Partner

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