



**AVINEON®**

Visualize IT. See IT Through.

# Integrated Emergency Response Application

*Ramakrishna C*



**PREPAREDNESS**

**PLANNING**

**COMMUNICATION**

**DECISION MAKING**

**EVACUATION**

**STAKEHOLDERS**

**OPERATIONS**

**INTEGRATED RESPONSE**



- Restoring services such as electricity, gas and water following large scale outages caused by weather-related events such as ice storms, hurricanes, and thunderstorms is an expensive and daunting responsibility for utility companies.
- Emergency events damage assets, resulting in millions of dollars of restoration and recovery costs.
- To manage restoration efforts, many utility companies use an array of enterprise software including Outage Management Systems (OMS), Mobile Dispatch Systems (MDS), Emergency Management Systems (EMS), Geospatial Information Systems (GIS), and Customer Information System (CIS).



- **Avineonics Outage Restoration Management Suite (ORMS)** is a one-of-a-kind software solution that offers a comprehensive toolset to automate outage restoration planning activities well in advance and managing restoration efforts.
- ORMS provides process assurance and improves situational awareness in a secure manner. It provides role-based access and functionality. The key users of the system include:
  - Executives and senior management
  - Emergency managers
  - Emergency preparedness coordinators
  - Incident management personnel
  - Operations managers
  - Support personnel
  - Logistics personnel
  - Environmental, health, and safety personnel
  - Corporate communication personnel
  - Finance and accounting personnel
  - Contractor team leaders
  - Mutual assistance supervisors
  - Staging site managers

- **Analysis**
  - Critical assets and business processes
  - Threats and vulnerabilities
  - Scenarios
- **Planning**
  - Plans – Annual reviews and online sharing of the latest version of the plan documents
  - Contacts and Companies List – Contractors, suppliers, media, government, mutual assistance, hotels, etc.
  - Emergency Role Assignments – First, second, and third roles for personnel
  - Response and Recovery Teams – team structures for various categories and types of emergencies
  - Checklists – Electronic checklists by emergency role
  - Resources – Emergency equipment and supplies by location
  - Inspection Schedules – Schedules and status of inspections related to systems – fire, medical, switching, control, etc.
  - On Call Rosters – Daily/ weekly assignment of on call personnel designated for critical emergency roles

- **Training**

- Tracking individual training, licensing and certification records
- Exercises and drills

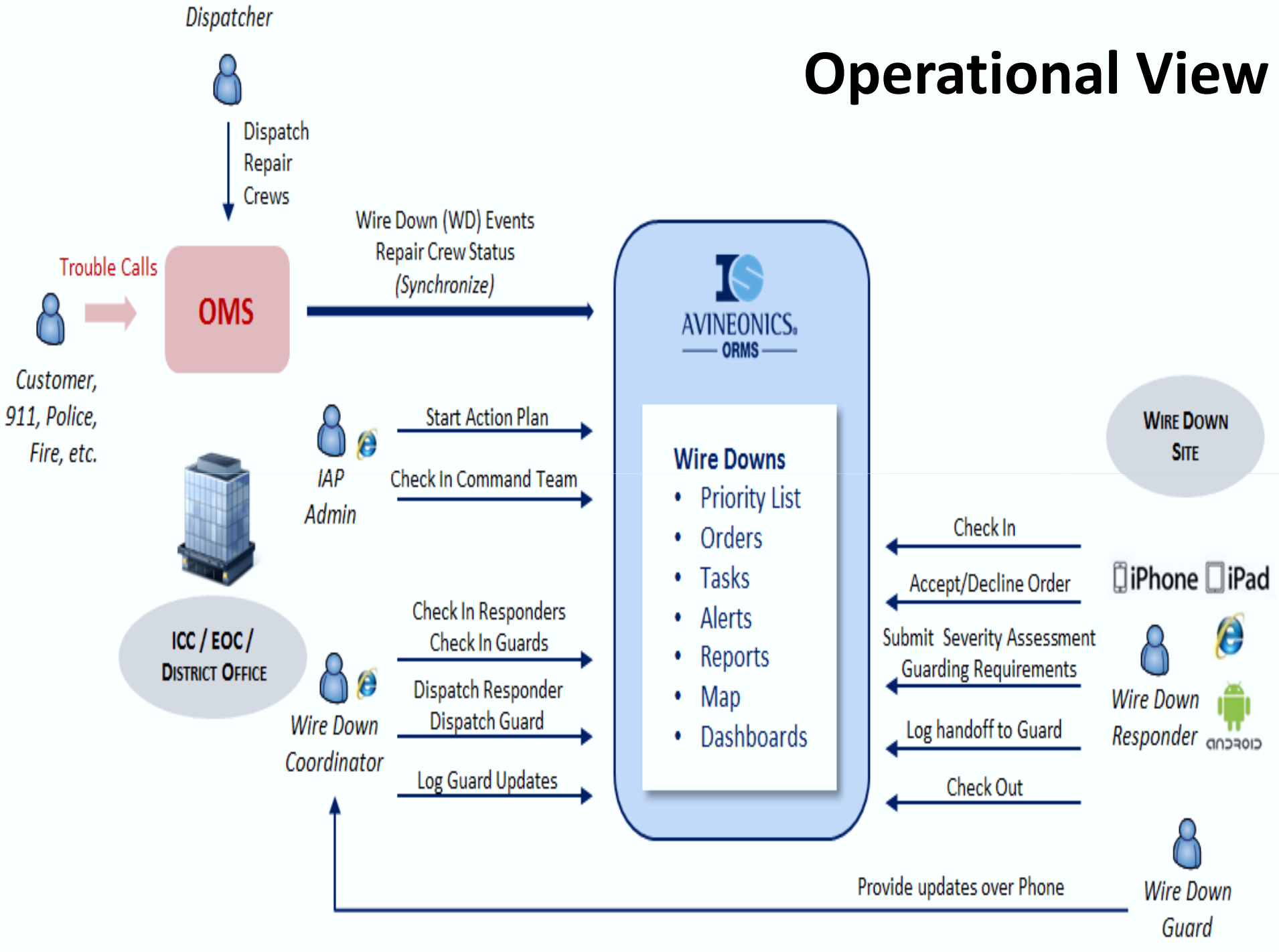
- **Restoration**

- Alerts and notifications
  - Weather events and predictions
- Plan activation
  - Sites, days/shifts, organizations, etc.
- Damage assessment
  - Rapid and detailed
- Incident action planning
  - Strategy, objectives, and tactics
- Resource management
  - Management teams, crews, support personnel, lodging, vehicles, and equipment
- Communications management
  - Meetings, press releases, and electronic bulletin boards for status updates
- Task Management
  - Preplanned and ad hoc task assignment and tracking
- Reporting

- **Improvement**
  - Lessons learned
  - Corrective actions
- **Measurement**
  - Preparedness for managing emergencies
  - Process compliance during restoration efforts



# Operational View



| Role                            | Action to Perform                                   | Portal | Page  |
|---------------------------------|---|--------|---|
| IAP Administrator               | Start Incident Action Plan.                         | Apps   | Page: Emergency > Action Plans<br>Click on link "Start IAP"   |
|                                 | Close Incident Action Plan.                         | Apps   | Page: Emergency > Action Plans<br>Click on link "Close IAP"   |
|                                 | Delete Incident Action Plan.                        | Apps   | Page: Emergency > Action Plans<br>Click on link "Delete"  |
|                                 | Grant IAP access to users.                          | Apps   | Page: Emergency > IAP > Access<br>Click on link "Add/Remove"  |
|                                 | Start import of WD events/updates.                  | Apps   | Page: Emergency > IAP > Wire Down<br>Click on link "Start SYNC"   |
|                                 | Stop import of WD events/updates.                   | Apps   | Page: Emergency > IAP > Wire Down<br>Click on link "Stop SYNC"  |
| WD Supervisor<br>WD Coordinator | Open Incident Action Plan.                          | Apps   | Home > Click on link in "ID" column   |
|                                 | Open Wire Down Page.                                | Apps   | Once IAP is opened,<br>Click on link "Wire Down"  |
|                                 | Open Dashboard.                                     | Apps   | Once IAP is opened,<br>Click on link "Dashboard"  |
|                                 | Select Supervisor for the team.                     | Apps   | Once IAP is opened,<br>Click on link "Teams"<br>Click on link in "ID" column to open team<br>Click on link "Supervisor"                               |
|                                 | Login members to a team.                            | Apps   | Once IAP is opened,<br>Click on link "Teams"<br>Click on link in "ID" column to open team<br>Click on link "Members"                                  |
|                                 | Check in and check out personnel.                   | Apps   | Once IAP is opened,<br>Click on link "Teams"<br>Click on link in "ID" column to open the team<br>Click on link "Status"                               |
|                                 | Assign or re-assign WD order to WD Responder/Guard. | Apps   | Once IAP is opened,<br>Click on link "Wires Down"<br>Click on link "Assign"   |
|                                 | Log new WD order.                                   | Apps   | Once IAP is opened,<br>Click on link "Wires Down"<br>Click on link "Log"  |
|                                 | Log update received from WD Responder/Guard.        | Apps   | Once IAP is opened,<br>Click on link "Tasks" in the top<br>Open relevant task and input the information   |
|                                 | View Wire Down Assessment.                          | Apps   | Once IAP is opened,<br>Click on link "Wires Down"<br>Click on link in "ID" column to open WD Order<br>Click on link in "ID" column to open Assignment |

| Role         | Action to Perform        | Portal | Page  |
|--------------|--------------------------|--------|---|
| WD Responder | Start Avineon app.       | iPad   | Click on icon "Avineonics"  |
|              | Self check in to IAP.    | iPad   | While in Avineonics app,<br>Click button "Actions"<br>Click on "Check In" under Emergency Panel             |
|              | View assigned WD orders. | iPad   | While in Avineonics app,<br>Click on "My Tasks" on the left   |
|              | View recent updates.     | iPad   | While in Avineonics app,<br>Click on "Updates" on the left  |
|              | View all updates.        | iPad   | While in Avineonics app,<br>Click on "Home" on the left   |
|              | View WD Map.             | iPad   | Click on icon "Safari"<br>Type URL<br><a href="http://orms.avineon.com/map">http://orms.avineon.com/map</a> |
|              | Self check out from IAP. | iPad   | While in Avineonics app,<br>Click button "Actions"<br>Click on "Check Out" under Emergency Panel            |

Action Plans

Advisories

## September Wind Storms: Wire Guarding

Actions ▾

|           |         |       |            |        |        |
|-----------|---------|-------|------------|--------|--------|
|           |         |       | Logistics: |        |        |
| Dashboard | Reports | Teams | Wires Down | Shifts | Access |

Sync Events From: 9/12/2012 1:00 AM EDT | To: 9/22/2012 11:30 PM EDT | Last Synchronized: 9/15/2012 9:58 PM EDT [Map](#)

1. Start SYNC | 2. Stop SYNC

1. Log | 2. Assign

PRINT EMAIL EXPORT REFRESH

Status  Severity  District  County  Priority (911/Fire/Burning)

⏪ ⏩ 1 2 3 ⏪ ⏩

1 - 12 of 27

| <input type="checkbox"/> | ID    | MG  | Location                       | CKT  | Call Comments                                  | Crew | Coord. | Assignee      | Status          | Severity ▾ |
|--------------------------|-------|-----|--------------------------------|------|--|------|--------|---------------|-----------------|------------|
| <input type="checkbox"/> | ★ 209 | 122 | MAIN ST LL 1736 PLEASANT VLY N | 7024 | WIRE/DWN/BRN:WIRE DOWN ACROSS RT 44; TEST ONLY |      | HJ     | Valarie Perna | Assd. & On Site |            |
| <input type="checkbox"/> | ★ 211 | 122 | MILL LN 12 PLEASANT VLY N      | 7024 | WIRE/P TO P:TEST WIRE DOWN                     |      | HJ     | Valarie Perna | Assd. & On Site |            |
| <input type="checkbox"/> | ★ 206 | 091 | 4TH AVE 18 RHINEBECK N         | 7011 | WIRE/P TO B:TEST: WIRE DOWN IN YARD            |      | HJ     | Rick Dorrer   | Assd. & On Site |            |
| <input type="checkbox"/> | ★ 213 | 122 | TRAVER RD 770 PLEASANT VLY N   | 7024 | WIRE/P TO B:WIRE DOWN IN YARD; TEST            |      | HJ     | Valarie Perna | Assd. & On Site |            |

Action Plans **Advisories** Emails

## Incident Action Plan: IAP TEST ASSIGN MAP 28 NOV

Actions ▾

|           |         |       |      |            |            |        |        |
|-----------|---------|-------|------|------------|------------|--------|--------|
| Dashboard | Reports | Teams | Logs | Logistics: | Wires Down | Shifts | Access |
|-----------|---------|-------|------|------------|------------|--------|--------|

### Responder Backlog

| <input type="checkbox"/> | Name           | Assigned | Completed |
|--------------------------|----------------|----------|-----------|
| <input type="checkbox"/> | ★ CH Responder | 18       | 0         |
| <input type="checkbox"/> | ★ Tim Hayes    | 2        | 0         |

### Guard Backlog

| <input type="checkbox"/> | Name        | Assigned | Completed |
|--------------------------|-------------|----------|-----------|
| <input type="checkbox"/> | ★ CH Guard  | 13       | 8         |
| <input type="checkbox"/> | ★ Tim Scott | 3        | 3         |

1. Update | 2. Generate

**ID:** 336 | **Name:** IAP TEST ASSIGN MAP 28 NOV | **Incident Commander(At activation):** CH Supervisor  
**Level:** Level 2 | **Status:** Watch | **Type:** Real World Incident

**Watch:** 11/28/2012 7:12 AM EST | **Start:** 11/28/2012 7:12 AM EST | **End:** 11/28/2012 3:12 PM EST

**Cause:** Real time Testin from MAP  
**Safety Message:** Saftey Messages

[ICS Forms](#)

#### Incident Action Plan (IAP)

Provide functionality to update emergency timeline, status and to generate ICS Forms and Action Report based on data entered in various sections of this IAP.



Action Plans **Advisories** Emails

CIS: T333290 | OMS: 432007 | ORMS: 34874

Actions ▾

|           |         |       |      |            |            |        |        |
|-----------|---------|-------|------|------------|------------|--------|--------|
| Dashboard | Reports | Teams | Logs | Logistics: | Wires Down | Shifts | Access |
|-----------|---------|-------|------|------------|------------|--------|--------|

1. Update | 2. Assign

**Location:** BACKMAN AVE APT 1A 15 ELLENVL NY 124281120 [Refresh](#)

Call Comments: TREE COND:TREE ON WIRES UC911

Status: Responder Declined | Severity: 0

Logged: 10/29/2012 3:08 PM EDT | First Import: 11/28/2012 7:21 AM EST  
 Latitude: 41.72067 | Longitude: -74.39116 | Map Grid: 117-01-B-2 | County: ULSTER  
 District : Kingston District | Circuits: 3076 | PD:

**REPAIR CREW**

Truck: K629-BUCKET TRUCK | Contact No: (845) 647-6821  
 Dispatched: | Arrival: | Closed:  
 Comments:

**Responder Assignments**

| ID ▾ | Coord. | Responder    | Rspdr. Status | Assd. At | Severity | Status   |
|------|--------|--------------|---------------|----------|----------|----------|
| 612  | CHC    | CH Responder | Declined      |          | 0        | Declined |

**Guard Assignments**

| ID ▾ | Coord. | Guard    | Guard Status | ETA                   | Departure            |
|------|--------|----------|--------------|-----------------------|----------------------|
| 253  | CHC    | CH Guard | On Site      | Dec 14, 2012 12:00 AM |                      |
| 245  | CHC    | CH Guard | Cancelled    | Nov 29, 2012 12:00 PM | Nov 29, 2012 6:08 AM |

**Other Wire Down Events**

Status  Severity  District    
 County  Priority (911/Fire/Burning)  Crew   
 Guarding

1 - 25 of 46

| ID ▾                             | TLOG    | Location                        | Coord. | Assignee     | Status          |
|----------------------------------|---------|---------------------------------|--------|--------------|-----------------|
| <input type="checkbox"/> ☆ 34874 | T333290 | BACKMAN AVE APT 1A 15 ELLENVL N | CHC    | CH Guard     | Rspndr Declined |
| <input type="checkbox"/> ☆ 34873 | T333281 | KATZMAN RD FL 1 10 ELLENVL N    |        |              | Un Asngd.       |
| <input type="checkbox"/> ☆ 34872 | T333267 | ISLAND RD 35 GRAHAMSVL N        |        |              | Un Asngd.       |
| <input type="checkbox"/> ☆ 34871 | T333265 | SPEARE RD 75 WOODSTOCK N        |        |              | Un Asngd.       |
| <input type="checkbox"/> ☆ 34870 | T333211 | STORE RD 59 ACCORD N            | CHC    | Tim Hayes    | Rspndr Asngd.   |
| <input type="checkbox"/> ☆ 34869 | T333198 | CAMP RD 401 GRAHAMSVL N         |        |              | Un Asngd.       |
| <input type="checkbox"/> ☆ 34866 | T333150 | ERIKAS WALK 165 MT TREMPER N    | CHC    | CH Responder | Rspndr Declined |
| <input type="checkbox"/> ☆ 34865 | T333157 | RICKS RD 21 WOODSTOCK N         |        |              | Un Asngd.       |
| <input type="checkbox"/> ☆ 34863 | T333103 | SHOLAM RD 195 NAPANOCH N        |        |              | Un Asngd.       |
| <input type="checkbox"/> ☆ 34861 | T333060 | GREENVILLE RD 46 SUNDOWN N      |        |              | Un Asngd.       |
| <input type="checkbox"/> ☆ 34860 | T333023 | BUCK RD 559 STONE RIDGE N       |        |              | Un Asngd.       |



# IPad Views

Home AVINEON Actions

AVN ADMIN created a wire down for location DUBOIS RD 459 WALLKILL NY 125893636 ( Newburgh District).  
Jan 10 12:20 PM

AVN ADMIN created a wire down for location KAISERTOWN RD 260 MONTGOMERY NY 125492303 ( Newburgh District).  
Jan 10 12:20 PM

AVN ADMIN created a wire down for location BROADWAY FL 2 725 NEWBURGH NY 125506502 ( Newburgh District).  
Jan 10 12:20 PM

AVN ADMIN created a wire down for location STRAWRIDGE RD 360 WALLKILL NY 125898717 ( Newburgh District).  
Jan 10 12:20 PM

AVN ADMIN created a wire down for location ST ANDREWS RD 284 WALDEN NY 125862703 ( Newburgh District).  
Jan 10 12:20 PM

AVN ADMIN created a wire down for location MAPLEWOOD DR 2 NEWBURGH NY 125501638 ( Newburgh District).  
Jan 10 12:20 PM

AVN ADMIN created a wire down for location WILDWOOD LN LL 12 WALLKILL NY 125899803 ( Newburgh District).  
Jan 10 12:20 PM

AVN ADMIN created a wire down for location MT ZION RD 32 MARLBORO NY 125425004 ( Newburgh District).  
Jan 10 12:20 PM

AVN ADMIN created a wire down for location SHORE DR 146 NEW WINDSOR NY 125535486 ( Newburgh District).  
Jan 10 12:20 PM

AVN ADMIN created a wire down for location MILL ST 107 CORNWALL NY 125181272 ( Newburgh District).  
Jan 10 12:20 PM

AVN ADMIN created a wire down for location BEATTY RD 14 WASHINGTONVL NY 109921016 ( Newburgh District).  
Jan 10 12:20 PM

AVN ADMIN created a wire down for location E KAISERTOWN RD 637 MONTGOMERY NY 125492405 ( Newburgh District).

Cancel Actions

1. Planning

- My Roles
- My Plans
- My Contacts
- My Credentials
- Log Activity

2. Exercise

- My Exercises
- Log Activity

3. Emergency

- Check In
- Go to IAP
- Request Logistics
- My Requests
- My Schedule
- My Lodging
- Log Movement
- Check Out

Professional Services Reference App

- Post new Did You Know



# IPad Views

iPad 10:29 AM 29%

Home AVINEON

Circuits  
**3076**

Map Grid  
**116-00-D-2**

District  
**Kingston District**

County  
**ULSTER**

TLOG  
**T333281**

Case No.  
**431557**

Crew Details

Truck  
**K629-BUCKET TRUCK**  
Line/Tree Crew

Dispatched At  
**10/30/2012 3:46 PM IST**

Arrived At

Status  
**Responder Assigned**

Closed At

Responder  
**CH Responder**

Assignee Status  
**Enroute**

Dispatched At  
**1/22/2013 10:28 AM IST**

ETA  
**1/22/2013 10:28 AM IST**

OK

iPad 10:08 AM 32%

Home Appian

Damage Location

ON None

OFF On Road

OFF Off Road - ROW

OFF Private Property - CP Line

OFF Blocking Driveway

Wires Down

ON Primary

ON Secondary

OFF Telephone

OFF CATV

OFF Unknown

Spans of Wire (required)  
**5-10**

Tree Condition (required)  
**None**

Broken Pole (required)  
**Yes**

Pole Number  
**NA**

Assessed At (required)  
**22-Jan-2013 10:05 AM IST**

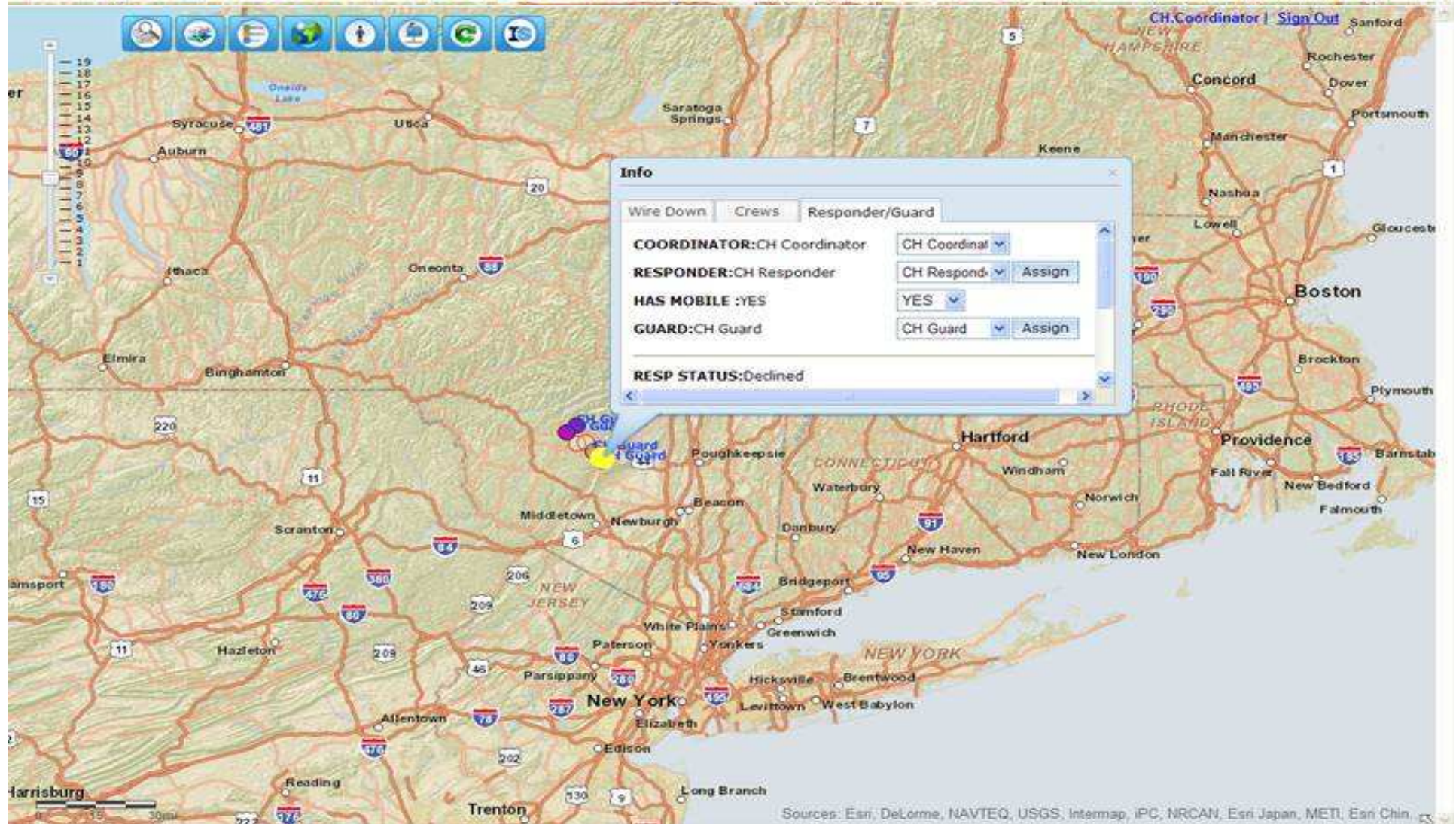
Severity (required)  
**3**

[4 - Highest]: Primary conductor that poses a high risk to public safety due to its location in a road or pedestrian-accessible area. Requires the responder/guard to remain on-site until after the wire has been made safe by a qualified crew or line foreman; [3]: Primary conductor, but is not on a main road or other easily accessible location. Requires the responder to remain on-site until the conductor can be verified deenergized by a line foreman or crew and barricaded; [2]: Secondary conductor. Responder will attempt to notify nearby customers and will barricade/tape off the area. If wire is either open wire secondary, or triplex service cable that has an exposed end (wire is broken), Wire Responder/Guard will remain on-site until a qualified person has verified that the wire is not energized; [1 - Lowest]: Not an electric conductor and is not in contact with an electrical conductor, but is instead phone, cable or other communications property.

Take/Upload File (Picture/Voice)

Remarks  
**Remarks**





The screenshot displays a map portal interface. At the top left, there is a toolbar with icons for various map functions. The main map area shows a geographical view of the Northeast United States, including parts of New York, New Jersey, Connecticut, and Massachusetts. Major cities like New York, Boston, and Hartford are visible. An 'Info' popup window is open over a specific location, displaying the following details:

- Info**
- Wire Down
- Crews
- Responder/Guard
- COORDINATOR:** CH Coordinator (CH Coordinat)
- RESPONDER:** CH Responder (CH Respond) [Assign]
- HAS MOBILE :** YES (YES)
- GUARD:** CH Guard (CH Guard) [Assign]
- RESP STATUS:** Declined

At the bottom of the map, there is a scale bar and a source attribution: Sources: Esri, DeLorme, NAVTEQ, USGS, Intermap, IPC, NRCAN, Esri Japan, METI, Esri Chin.





**IPad Device  
Deployment**

**Cloud Infrastructure**

**ArcGIS Online**

**KML File Formats**

**Avineonics**





Geospatial Services



Engineering Services



IT Services

## Avineon | Visualize IT. See IT Through. |

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