

REPRESENTING CHIEF INFORMATION OFFICERS OF THE STATES

NASCIO  
★

ABOUT NASCIO

HOW TO JOIN

RECOGNITION AWARDS

EVENTS

NEWS ROOM

PUBLICATIONS

SITES OF INTEREST

NASCIO COMMITTEES

MEMBERS ONLY

WASHINGTON  
WATCH

STATE PROFILES

SMART Library

RECOGNITION AWARDS

## 2004 NASCIO Recognition Awards

### Security and Business Continuity

**WINNER: Michigan**  
[Critical Incident Management System](#)

In mid-1998, the Emergency Management Division of the Michigan State Police (EMD/MSP) examined alternate operational arrangements for the State Emergency Operations Center (SEOC). The SEOC operated with a paper-based information management system developed in the early 1980's. Major disasters in 1997 and 1998 stressed the system when trying to keep pace with both response and recovery operations while using manual processes and paper documents. Key SEOC functions such as disaster assessment, resource management, executive decision-making, response coordination, public information, and recovery field operations were severely hampered by the sheer volume of circulating data.



**(Left to right) Front row: Carol Myrick, Jaclyn Burke, Nancy Hittepole, Richard Law  
Back row: Dan Lohrmann, Tom Newell, Eric Nischan, Dan Sibb**

To address these issues the EMD contracted with Science Applications International Corporation (SAIC) to analyze SEOC operations and design, develop and implement an integrated Geographic Information System (GIS) and an enterprise-wide Critical Incident Management System (CIMS) for the State of Michigan. The E Team web-based CIMS software application was selected as the preferred information management tool. E Team was installed on computers in the SEOC in conjunction with the GIS mapping software. Following a successful phase-one evaluation, EMD purchased an Enterprise Level License for the CIMS for deployment to the governor's executive office, all 20 state agencies, over 110 local emergency management programs,

"I'm pleased that NASCIO has recognized Michigan as a leader in the area of security and business continuity. The work being done through our Michigan Critical Incident Management System will serve as a model for the rest of the nation. Ensuring the rapid professional response to emergency incidents is vital to the operation of Michigan government. I'm proud that NASCIO has selected us for this

numerous local police, fire, emergency medical technicians, hospital/medical facilities, other emergency responders, and critical infrastructures within

prestigious award."

**Governor Jennifer Granholm, State of Michigan**

Michigan. Because E Team is a web-based application, users can access the system regardless of their location. E Team enables the state to easily share disaster response and recovery information in real time with affected local response organizations, federal agencies, neighboring states, the Province of Ontario, or appropriate non-governmental response and recovery organizations such as the American Red Cross.

During the power blackout that affected a large portion of the northeast United States in August 2003, the CIMS proved invaluable and was used extensively by state agencies within the SEOC. The Michigan Department of Information Technology (MDIT) used the CIMS to display information generated by the SEOC and other state agencies in its agency's Emergency Coordination Center during the blackout emergency proving the system's value for internal communications. This provided tremendous operational benefit and greatly improved service to statewide stakeholders involved in the recovery process. The State of Michigan is currently in the process of bringing cities, townships, and county level units of government onto the Critical Incident Management System to improve the coordination and delivery of emergency response statewide.

#### **RUNNER UP:**

##### **North Carolina**

[Enterprise Information Technology Security Assessment](#)

#### **NOMINATIONS:**

*Click on the link to download program submission.*

##### **Florida**

[Enterprise Information Security](#)

##### **Idaho**

[Enterprise Security Model](#)

##### **Kentucky**

[Keeping Kentucky Moving](#)

##### **Massachusetts**

[The Economics of BC/DC](#)

##### **Montana**

[Public Safety Answering Point \(PSAP\) Service](#)

##### **Nevada**

[BIOMETRICS](#)

**Oklahoma**

[Oklahoma Homeland Security Website and Online Tools](#)

**Tennessee**

[Tennessee's 2003 Cyber Security & Business Continuity Project](#)

**Wisconsin**

[Web Access Management System](#)

[Return to 2004 Awards Main Page](#)

All rights reserved. © NASCIO, 2002

[HOME](#) | [SEARCH](#) | [CONTACT US](#) | [HELP](#)