



READINESS QUARTERLY

Providing news and updates on emergency and incident management, homeland security and business continuity.

Q2 2006 IN THIS ISSUE

FEATURE

NC4 holds Readiness '06

SITUATIONAL AWARENESS SPOTLIGHT

Avian Influenza Weekly Brief

E TEAM PRODUCT STEERING COMMITTEE (PSC) UPDATE

by Lou Vargo,
PSC Chairman

PRODUCT NEWS

- ESA Release 4
- E Team Release 6.0

A LOOK AT THE NEW NIMC

READER CONTRIBUTIONS

Do you have an interesting tip on how to best use ESA or E Team? What about input on an aspect of emergency or security management? We welcome contributions to the Readiness Quarterly, so please contact us at info@nc4.us if you have a story idea.

FEEDBACK

Is there something else you'd like to see in this newsletter? Contact us at info@nc4.us

FEATURE

NC4 holds Readiness '06 User Conference in Orlando

Warm blue skies heralded the NC4 User's Conference - Readiness '06 as we launched into pre-conference activities. Tuesday, March 7 got underway with personalized tours to the Orange County Emergency Operations Center (EOC) and City of Orlando EOC. During the morning Orange County EOC tour, some attendees elected to focus their attention on E Team Power User training. The afternoon City of Orlando EOC tour was completely packed. For some attendees, the allure of 18-holes of golf in the gorgeous Florida weather at Falcon's Fire Golf Club couldn't be dismissed. A Welcome Reception, ideal for networking with NC4 personnel and colleagues from around the nation, capped off the day.



On Wednesday, former FBI Director, Louis Freeh, officially opened the Conference with the keynote address. Louis shared stories of his early days as an FBI agent as well as from his eight years as Director of the FBI. The day continued with user presentations from Michael Ferguson from Genentech, Steve Maguire from the U.S. Treasury, and Robert Hardin and Don Robertson from Georgia Bureau of Investigation. Each shared with the User Group their use and experiences with External Situational Awareness (ESA) or the E Team product. Over lunch, Ern Blackwelder from BENS Business Force discussed Information Sharing and the Private Sector. Training was also a large part of the day, with a variety of sessions for ESA Users, E Team Power Users, E Team Basic Users and E Team System Administrators. The first full day concluded with a

group dinner and another opportunity to catch-up with colleagues and NC4 personnel to continue conversations.

Thursday jump started with guest speaker Dr. Peter Uthoff from Public Health Agency of Canada presenting Emergency Management from the Public Health Perspective. Lou Vargo from Wheeling-Ohio WV and Chairman to the E Team Product Steering Committee, explored the West Virginia Statewide E Team project from a user's perspective. Highlights of the day included product roadmap sessions, presentations on the new west coast NIMC and NC4 Special Events, an introduction course on NIMC, and additional training sessions for E Team Power Users, E Team Basic Users and E Team System Administrators. Attendees earned a night off since the agenda had been packed from morning until evening the prior two days. Thursday evening they could journey to see the town and investigate Ripley's Believe It or Not right next door.

Closing day, Friday, began with Jaclyn Barcroft's informative user presentation on the State of Michigan's use of E Team. Jaclyn is E Team Coordinator with Michigan State Police, Emergency Management Division. The conference concluded with an E Team Tips and Tricks session and a training session for E Team System Administrators.

The conference was a hit as measured by our users. Thank you for your welcomed feedback throughout the conference. NC4 values what you have to say and is committed to the User's Conference directly reflecting the best of what users want.

If you are interested in viewing pictures from Readiness '06, simply click [here](#).

We are really looking forward to seeing you next year at Readiness '07 in San Diego, March 11-14.

SITUATIONAL AWARENESS SPOTLIGHT

Since August 2005, NC4's International Analyst Team has been closely following all developments related to avian influenza (bird flu), from the appearance of individual cases, to summaries of the bird flu situation in certain countries and the possibility of a global pandemic.

Every Tuesday, we publish a current and comprehensive summary of the global bird flu situation, which is offered as part of NC4's global service. NC4's [Avian Influenza Weekly Brief](#) includes the following features:

- Basic summary of new cases for the week;
- Running total of all known human cases for 2005-6;
- Wider perspective on the avian flu situation, including trends which are emerging and "hot spots" to take note of;
- Still wider historical perspective starting in August 2005 when NC4 started closely following bird flu;
- Details of all new cases reported for the week.

The goal of the Avian Influenza Weekly Brief is to provide situational awareness of the avian flu problem, providing a short term view, substantiated with relevant context, and suggesting where it is

E TEAM PRODUCT STEERING COMMITTEE UPDATE

by Lou Vargo, PSC Chairman



The management team of NC4 is committed to making the E Team product a comprehensive, user-friendly software package for emergency management. The management team realizes that it is each of us that is using the software to manage disasters and emergencies that will recognize the potential for improvement.

The NC4 E Team Product Steering Committee is a mechanism to collect all of the ideas for enhancing the software from the entire User Group. The Product Steering Committee is made up of E Team users that have volunteered their time to take each of your ideas, prioritize them, and then submit them to the Product Development Team to be considered for inclusion in future software releases. The PSC is made up of twelve (12) members and is chaired by [Lou Vargo](#) of the City of Wheeling Ohio County Emergency Management Agency in West Virginia. Also represented on the committee are:

- [Coleen Bell](#), Oakland Fire Department OES
- [Preston Cook](#), Orange County OEM
- [Jacob Cooper](#), NYC OEM
- [Diane Fernandez](#), Arizona State DEM
- [Anthony Kopf-Johnson](#), Public Health Canada
- [Steve Maguire](#), Department of the Treasury
- [Tom McSherry](#), Salvation Army
- [Erich Miller](#), Metropolitan Police Department
- [Shirley Ono](#), Macy's
- [Anne Reynolds](#), City of San Francisco
- [Nixsa Serrano](#), Miami-Dade County OEM

The PCS invites each of you to submit your ideas, identified problems, and suggestions for enhancement of the E Team software to any PSC member. The members are committed to representing your needs to the Product Development Team. Future articles in the E Team Newsletter will update you on this list of ideas/suggestions on which the PSC is working.

Additionally, the PSC would like to offer tips or solutions to identified problems that have been identified that can be handled without a product upgrade. Again, please feel free to submit any tips that you have developed that would be beneficial to the rest of the User Group community.

ESA PRODUCT NEWS

ESA Release 4.0. This recent release now provides proximity information in alerts so users know the distance between the incident and the top 4 closest registered facilities. In addition, Release 4.0 features Global Incident Monitoring Support, Enhanced Alert Profiling, Profile Administration, Facility Reports and Database System Enhancements.

heading through predictive analysis and historical reference.

For additional information on NC4 Global Services, contact us at info@nc4.us

E TEAM PRODUCT NEWS

E Team Release 6.0 now shipping. This new release features a more standard, web-based user interface while keeping a familiar look and feel to Release 2.4 on Domino. The major enhancements are in the underlying architecture which improves system performance and scalability. R6 also leverages a more modular technical architecture based on the MVC (Model-View-Controller) design pattern which decouples data access, business logic and user interaction. The new architecture is more extensible and facilitates more rapid enhancements and ease of maintenance going forward. This release includes support for Microsoft SQL Server and Oracle.

- **New User Interface.** E Team Release 6.0 provides users with a new and improved user interface, while maintaining the same functionality provided by the previous release of E Team (Release 5.2).
- **Delete and print multiple documents.** In addition to the new look and feel, users now have the ability to delete and print multiple documents.
- **Backward compatibility.** E Team R6.0 supports backward compatibility. Users will be able to share report data between R2.4 and R6.0 systems.
- **Data Replication Service.** E Team R6.0 offers Data Replication Service (DRS) for most of the documents in the system. DRS allows the document data to be replicated between ASP and self-hosted instances of E Team. With proper configuration, DRS can also support the primary and back up instance of E Team.

Please contact support@nc4.us for further information on Release 6.0 or to schedule an upgrade.

EXECUTIVE CORNER



NC4 President, Jim Montagnino

Jim Montagnino invites all E Team customers to attend quarterly one-hour conference calls.

**E Team Customer Call
Thursday, June 22
11am PST / 2pm EST**

Email notifications reminding customers of these calls will begin one month prior to the call. You may also contact us at ETeamFeedback@nc4.us for more information.

AN INSIDE LOOK AT THE NEW WEST COAST NIMC



Through a combination of skilled analysts, innovative technology, and established procedures, NC4 collects, aggregates, triages, and reports on incidents around the world that may have an impact on business operations. Ongoing incidents are continuously monitored and researched, analysts issuing updates as frequently as warranted. [More Details.](#)

The new West coast NC4 Incident Monitoring Center officially came online in February '06. Utilizing comprehensive incident information sources, both the East and West coast NIMCs provide 24/7 all hazards incident monitoring in all regions of the world. Currently, NC4 provides intensive monitoring for over 2,000 registered customer facilities worldwide.

