A Brief Guide to Amerex Incident Management System (AIMS)

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Preface

A command and monitoring system empowers mangers, employees and incident personnel to co-ordinate resources, share their intentions and report on their operations, enabling the others in the day to day running of a facility and incident management team to build and maintain a common operational picture, prioritising resources between on scene managers and reporting to strategic management.

The system is intuitive, easy to use, scalable and most importantly, able to inform the relevant disciplines of the current state of the plant and or incident.

The use of a common operational platform is therefore beneficial to all users.

Brief Description

AMEREX Integrated Incident Management system

(AIMS)

1.0   Brief Description of the AIMS

System Characteristics

For ease of use the system is designed to recognise and operate with minimum of effort. It is designed to make operation / incident control of the plant as simple as possible.

- The facility to prepare pre plans for the normal every day activities and pre-plan for multiple incidents
- All icons and controls are scaled automatically be of a suitable size to facilitate easy use.
- The system provides multi-HMI windows which facilitate the interactions of resources and other vital information.
- The system provides a log page where all activities are recorded and therefore provides and auditable trail
- Provides a 'Command Page' which acts as the window to virtually interaction with the plant or incident.
- Provides a tactical accountability board which facilitates a free flow of information

As the system is designed to be used by operators and managers, the system is inherently easy to use. This intuitive use is supported by the following features:

- The system is a single integrated application with a consistent and logical look and feel.
- The system has clear and logical icons.
- Selectable drop down interfaces
- The system is fast and responsive to the users.
- The system requires minimal user training.
- The system is supplied with a comprehensive on-line help tab

Multi-HMI Functionality

AIMS includes the following multi-HMI windows:

- Log-in Page
- Main Page
- Staging
- Tasks
- Messages
- Log
- Clock/Weather
- Base map
- Map Tools
- Layers
- Check List
- Files
- eICS
- References

2.0   Users Guide

Log-in Page

This module acts as the 'front door' to the system, and requires a log-in user name and a password which has been allocated to the user by the AIMS administrator. Once the log-in information has been correctly entered and the log-in tab has been activated you will be diverted to the Main Page module. If the log-in information is entered incorrectly three times the user will be locked out and the system administrator will receive notification of the unauthorised entry has occurred

In this case the user information will have to be reset by the administrator and the user informed of the changes to either the user name and /or password.

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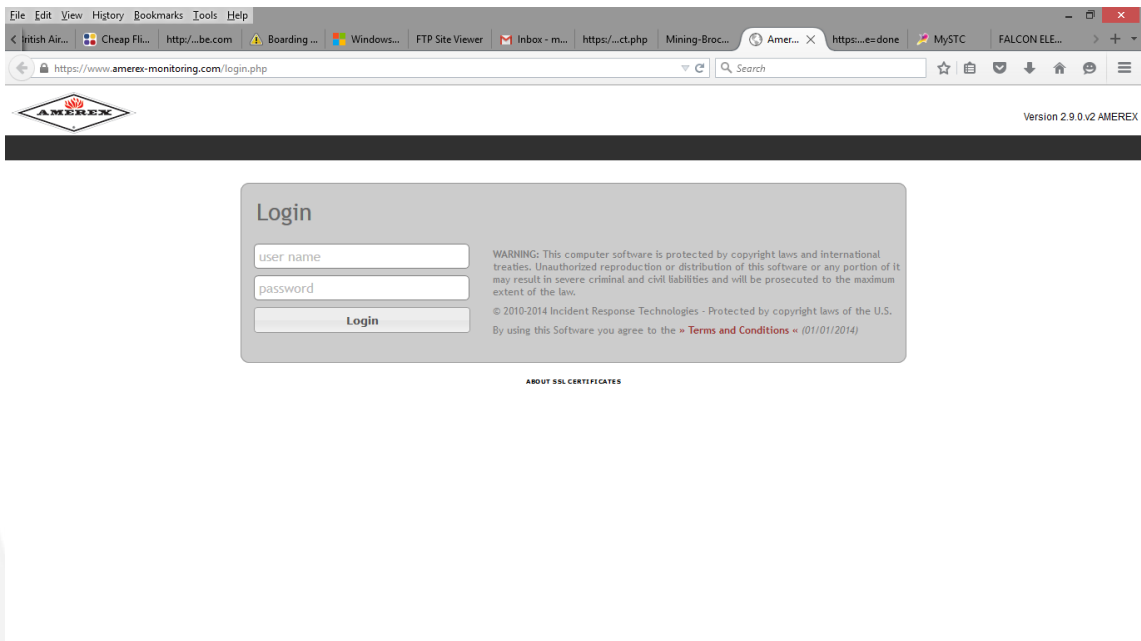
Main Page - Menu
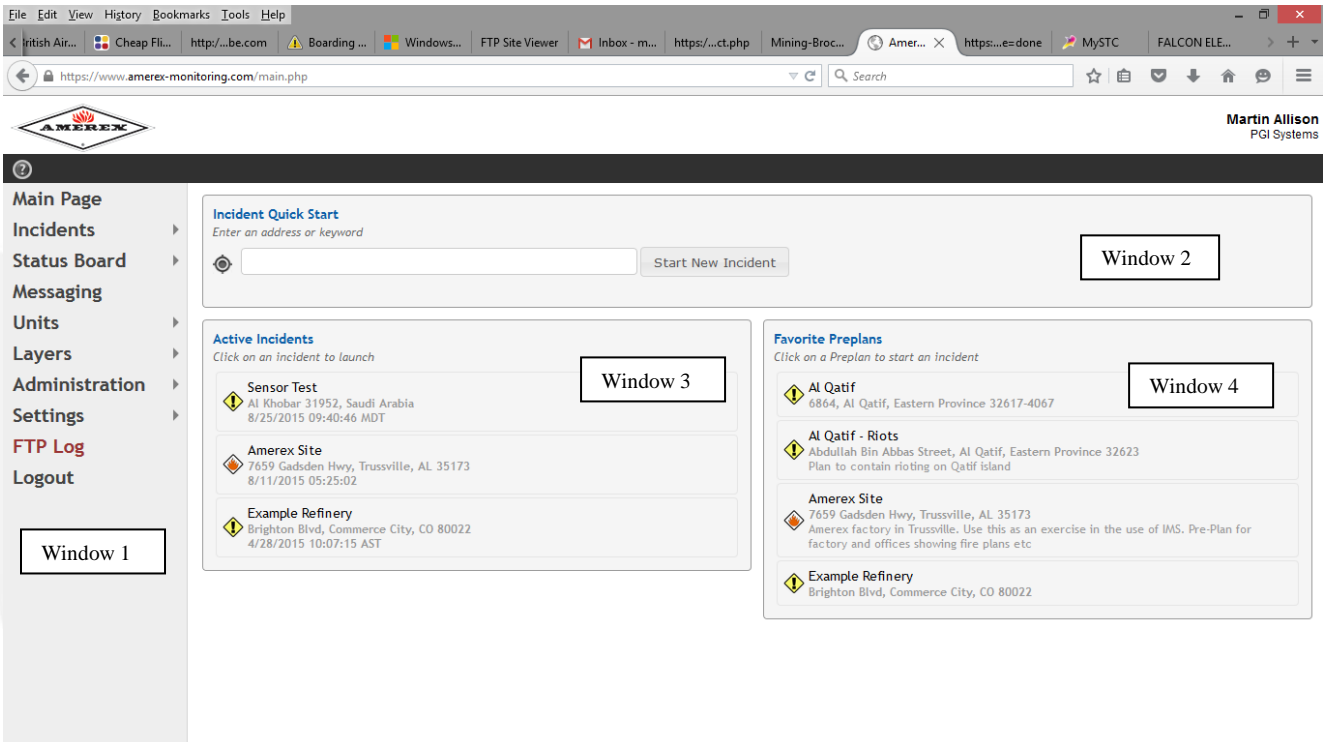
The Main Page is where AIMS is configured. In the screen shot below there are four windows each of which have a specific function.

Window No.1 - This the area is where AIMS can be configured and we shall look at this section later in the manual

Window No.2 - This windows allows you to search for a pre-plan or incident. You can also start an incident by clicking the location icon at the left of the window.

Window No.3 - This windows shows all the active incidents that are on the system

Window No.4 - This window shows the pre-plans that have been configured for the plant or site.

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Incident Tab

Click the incident tab and a drop down menu will appear indicating various options where you can make new pre plans, incidents review old incident plans and view the complete list of incidents and pre-plans.
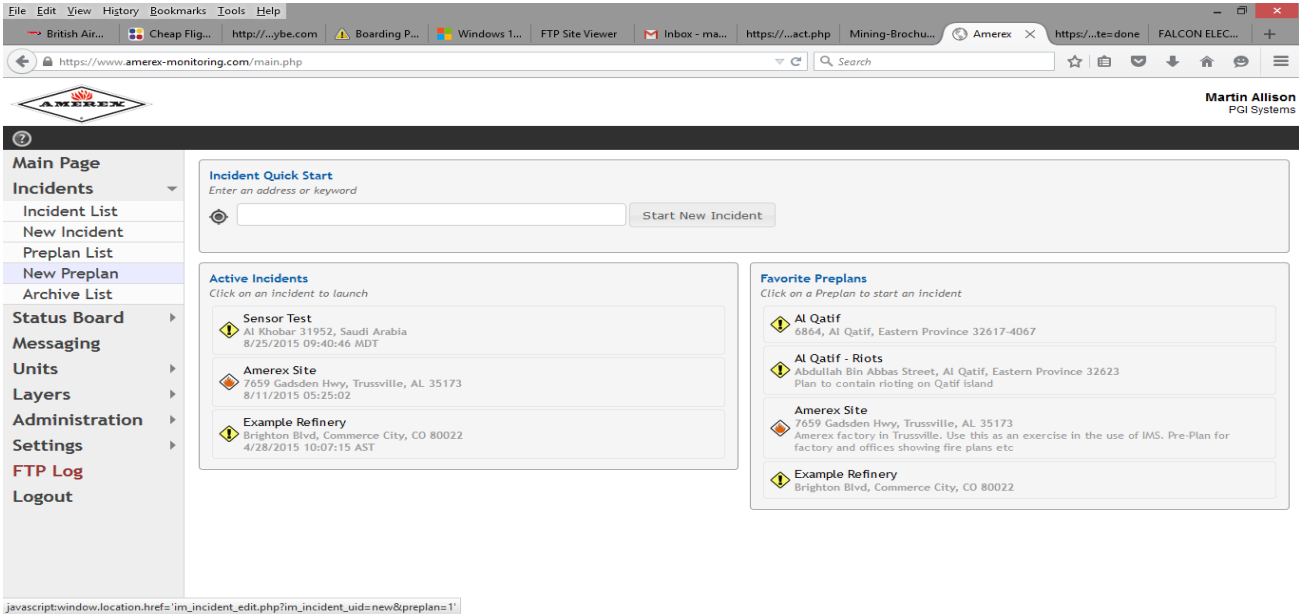
The new Pre-plan window will appear showing various information tabs that require input.

The first window Incident Demographics, this is the location of the pre-plan incident. You can grab the icon on the map and move it to where the pre-plan incident is to be centred, or if you know the co-ordinates enter them in the Lat /Long windows. If the icon is used the Lat/Long windows will be filled in automatically.
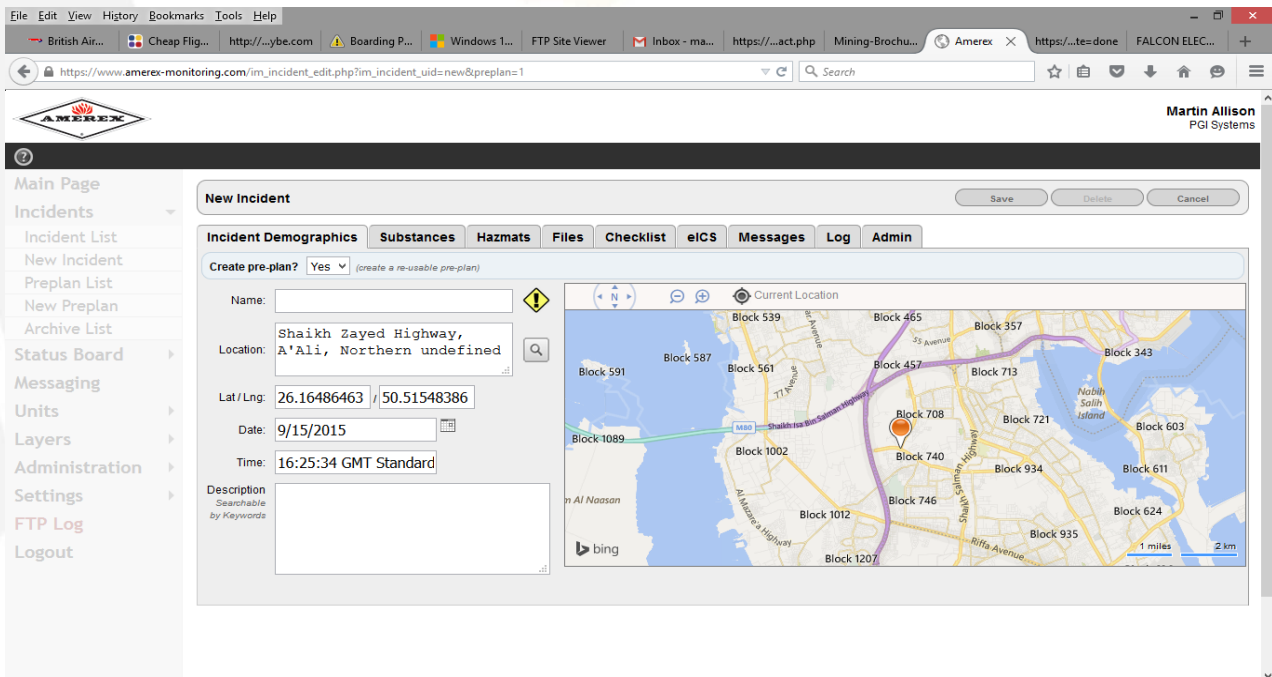
Substances

In this page you can enter (in free text) any materials and Hazmat items. If they have Material Safety Data Sheets (MSDS) these can be added in the window marked MSDS Available. The drop down MSDS menu allows you to choose if all the materials indicated have MSDS's

The Substance and Hazmats are customer configurable by the system Administrator
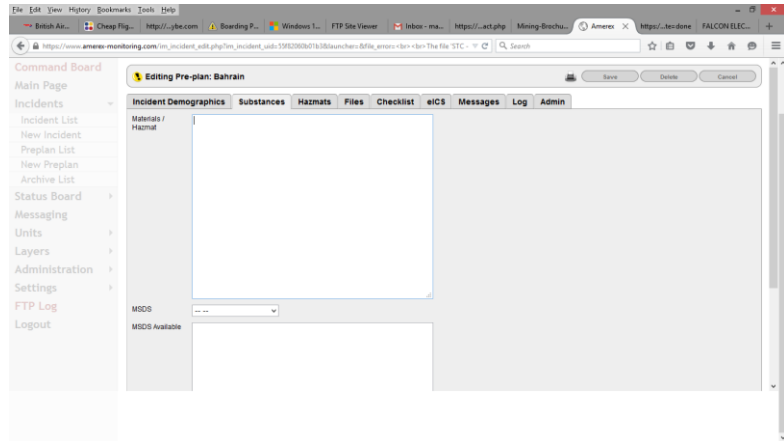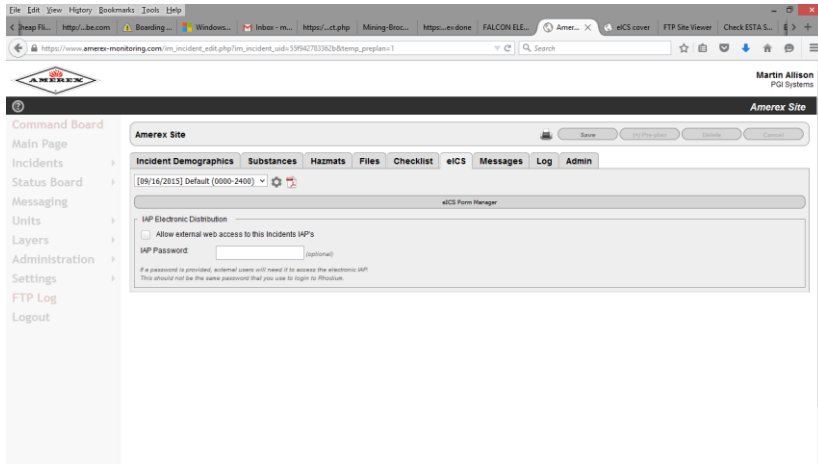
Files
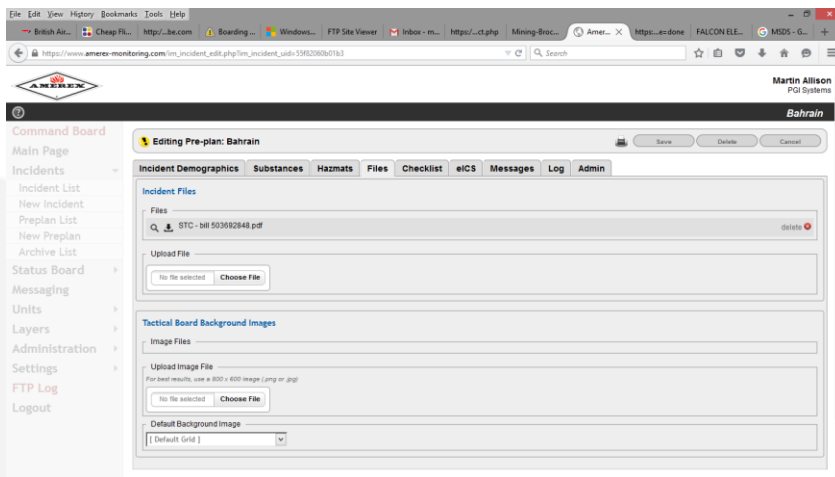
This windows facilitates the up-loading of documents and images which are to be used during the incident.

Checklist

A checklist can be constructed indicating what is task or action is required during the incident. Each pre-plan can have different checklists

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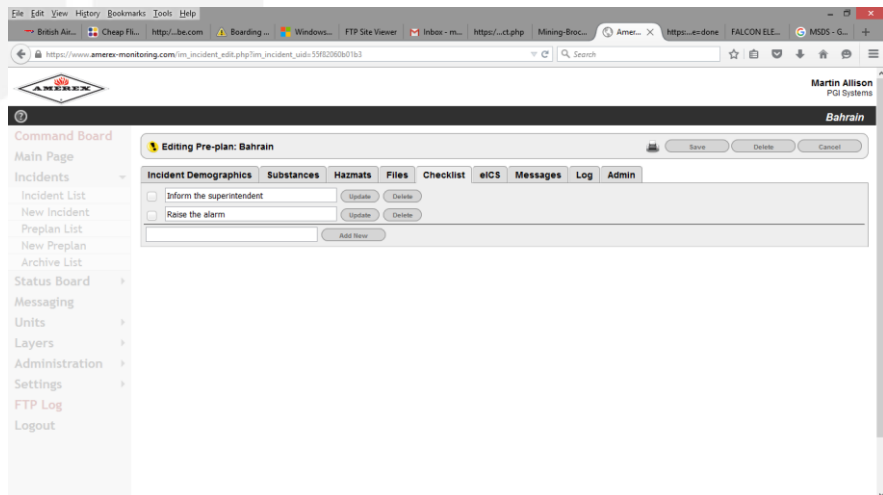
eICS (electronic Incident Command System)

eICS allows the user to obtain the eICS forms where they are partially completed by the system and which can be printed out and used as an audit trail for later use and training.

Log

The log windows shows all the actions that have been added to the pre-planning of an incident.
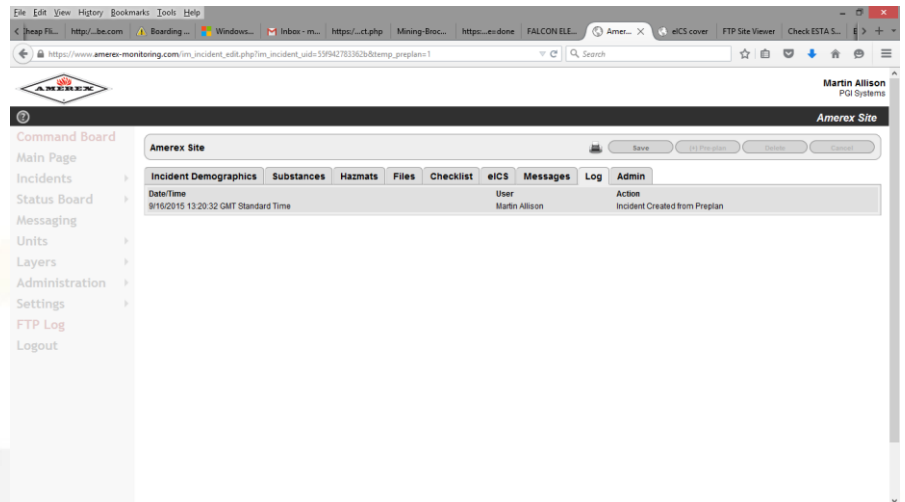
Admin
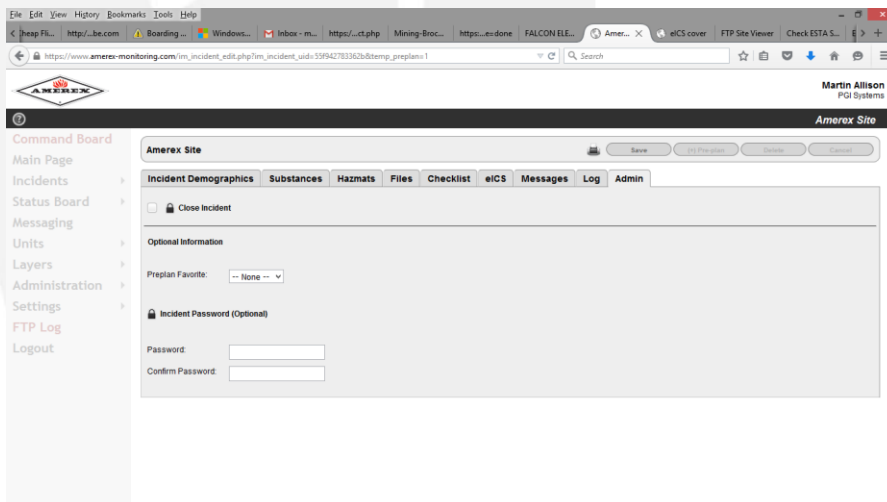
The Admin page allows the user to select the pre-plan as favourites (ones that are likely to occur) in ascending order.

The user can also close the incident and if wishes to assign a password to the incident.

Main Menu Page

Status Board

The Status Board has two tabs; Unit and Personnel Status. The Unit windows indicates the availability of the unit. The Personnel Status gives the name and status of the personnel.
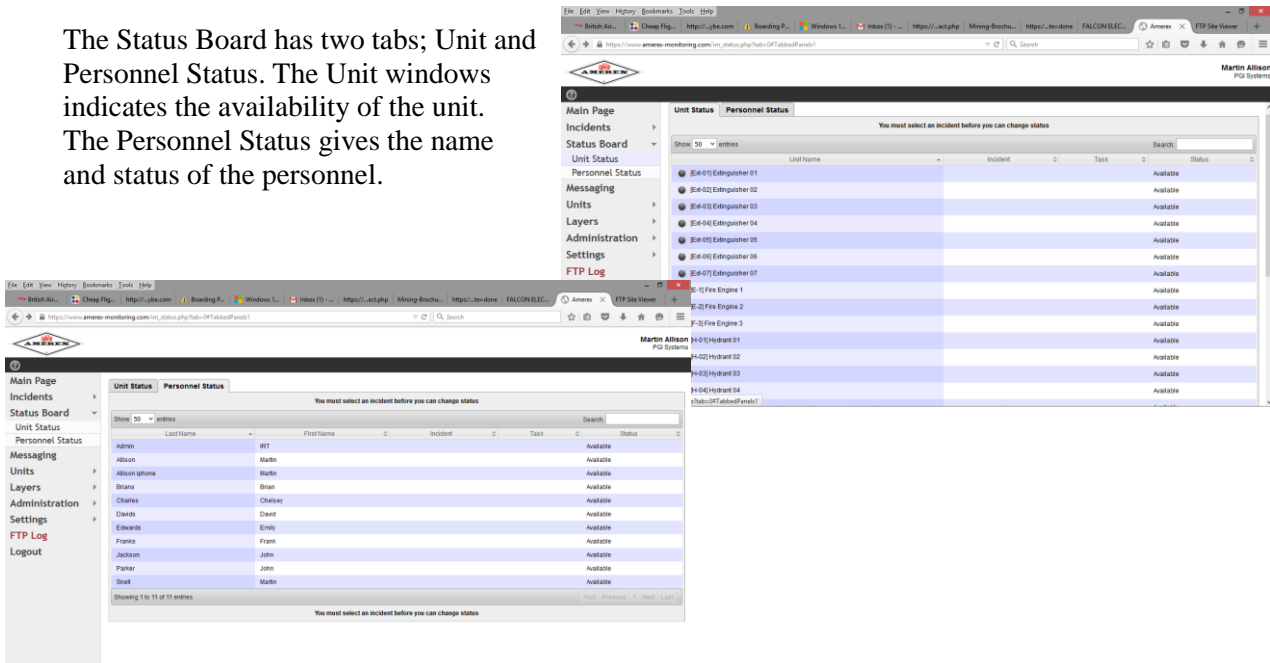
Messaging
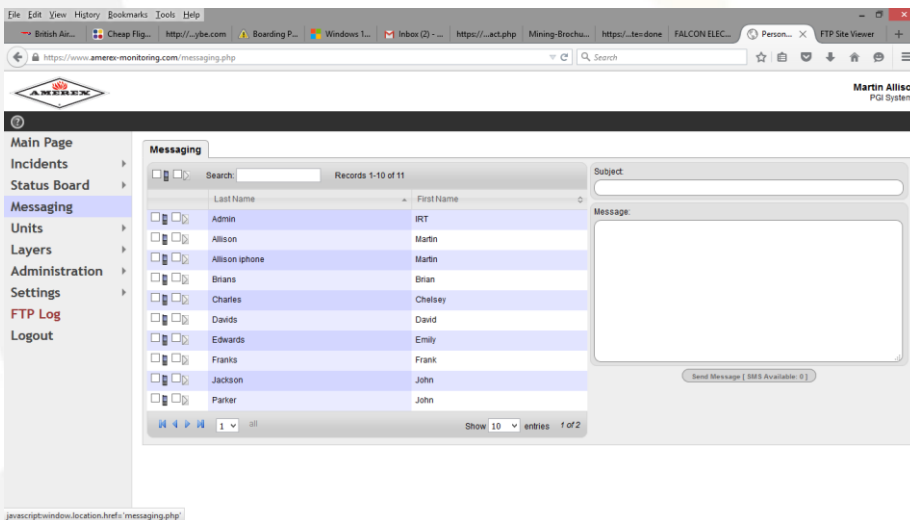
The system has the facility to send text and/or e-mail messages to personnel shown in the user list. The message can be to a person or parties that may be or may not be logged. The system can search for an individual or use the keyboard to tag the individual by clicking on the tick box.
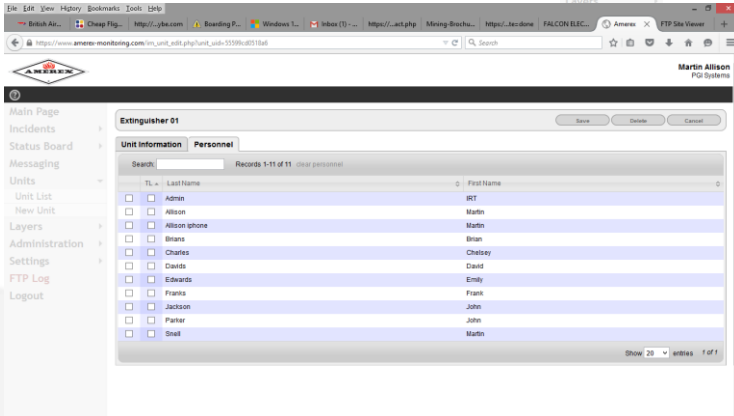The system acts like any other e-mail systems – add a subject and then enter the message you wish to send
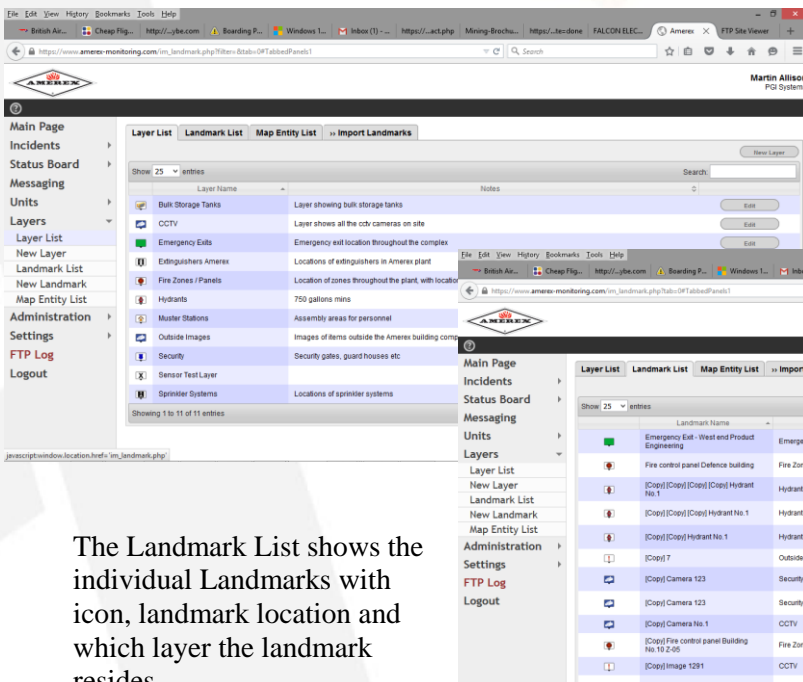
Units
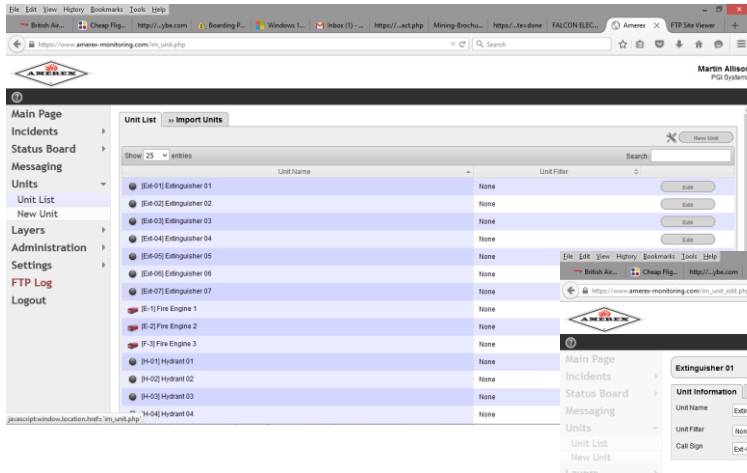
The Units window allows the user to edit and /or add to the system and can asign personnel to the unit
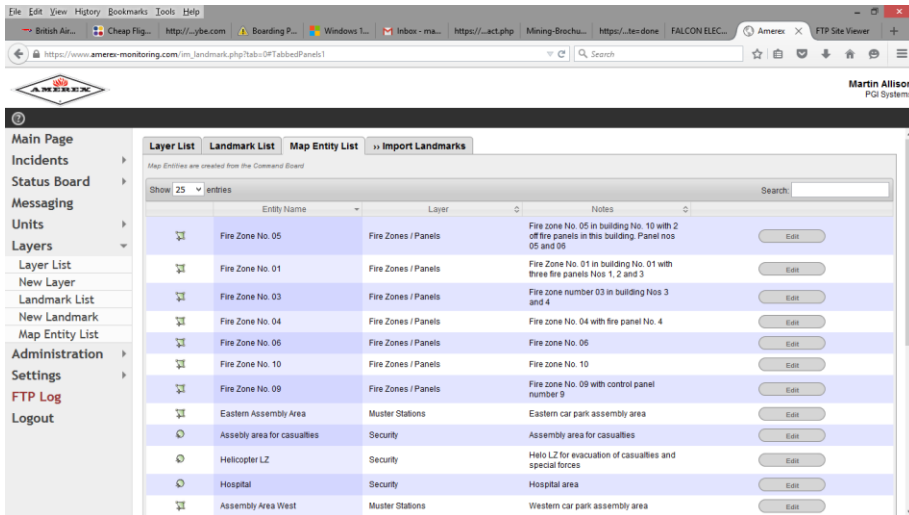

Layers

The Layers section provides the user the opportunity for the user to add layers of their choice to the system which can be toggled on and off in the Command Board.

The Landmark List shows the individual Landmarks with icon, landmark location and which layer the landmark resides.
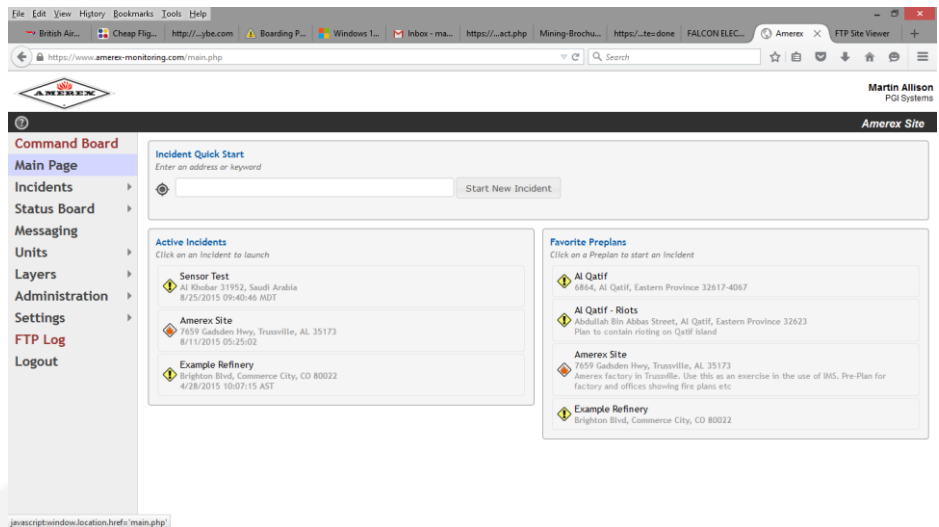
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Map Entry is similar to the Landmark list but these are Map Entry's constructed in the Command Board 'Map Tools' pop up window. See Map Tools in the Command Board section.
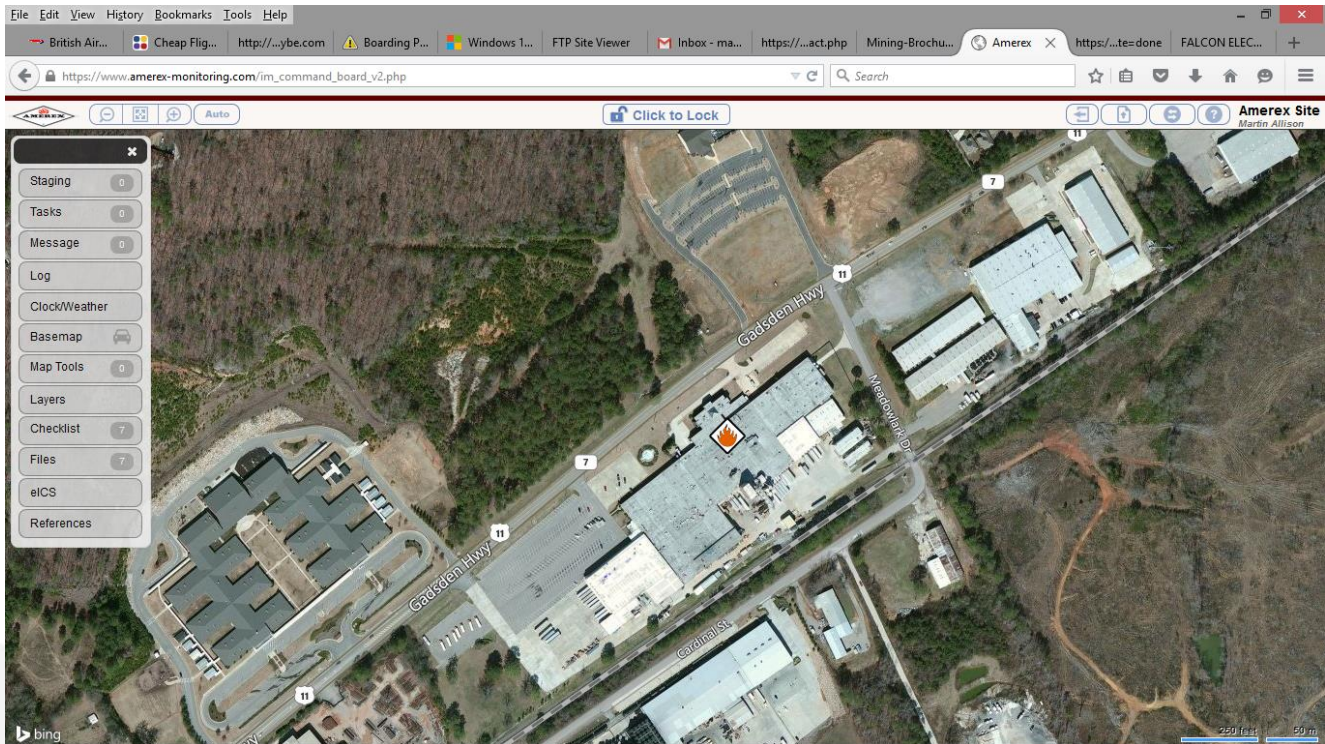
Administration and Settings

This section is reserved for the Administration of the system and is not open for general user

Main Page – Command Board

Once an incident or pre-plan has been selected the Command Page will open and the incident location will be identified in the centre


To edit the Command Board click the Orange lock tad at the top centre of the map page. This will allow you to open and close the windows in the main menu on the left had side of the Command Board.

Along the same control line as the lock tab there are four icons on the left and four on the right. The icons on the left zoom in and out, the arrowed key centralises the incident to the centre of the window and an Auto button. This button changes the state of the map from an Aerial to a road view. As the map is zoomed in or out and with the button set to Auto the map will toggle from the two map views.

On the right hand side, the first is 'Exit Command Board', 'Upload File', 'Switch to Tactical Accountability Board' and 'On-line Help'

Command Board - Menu

Staging
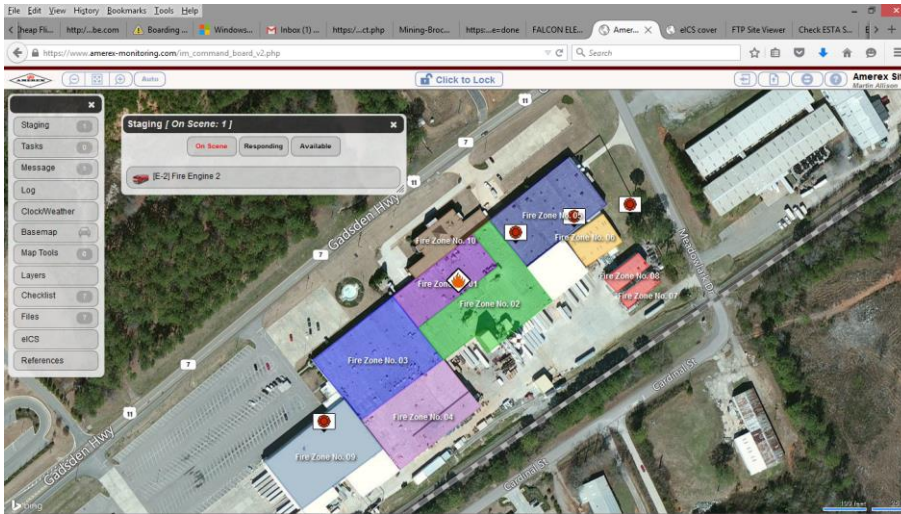
The Staging window shows the state of the assets availability. This is derived from the Tactical Accountability Board which is covered in the Tactical Accountability Board (TAB).

Tasks

The Task window as per the Staging window is derived from the TAB window.

The Task window shows which team have been allotted tasks any additional information available such as medical training etc can be added here

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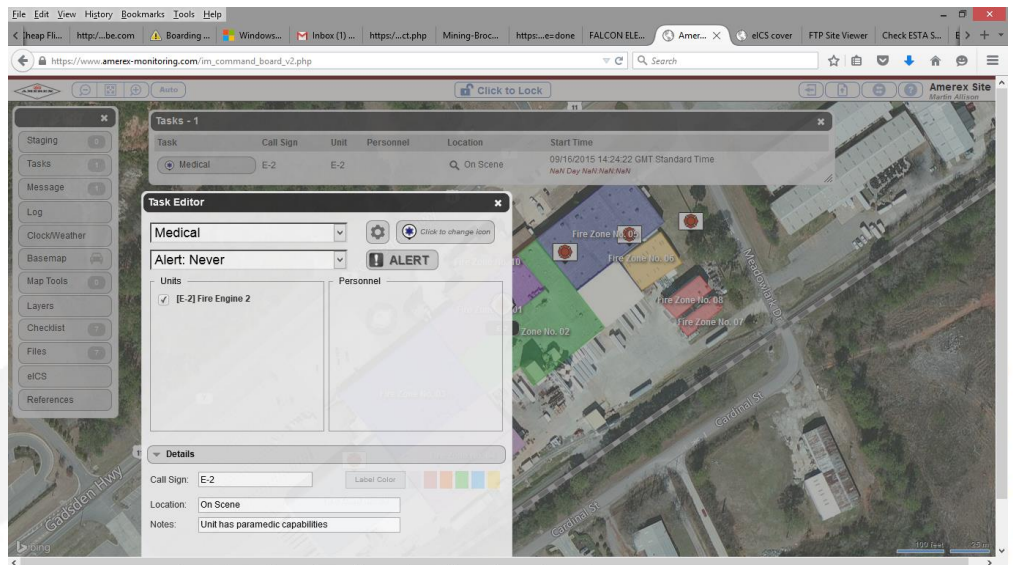
Log
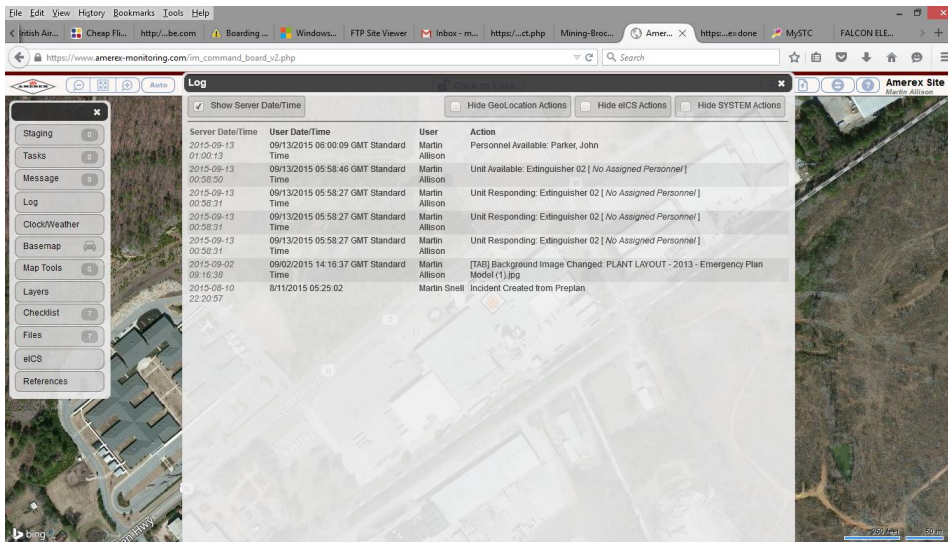
This module provides the ability to generate a log of all actions that have taken place throughout the incident. Various tabs can be hidden or viewed depending on the users requirements

Clock/Weather

Clicking on the Clock/Weather tab displays the time and local weather of the incident and the incident elapsed time.
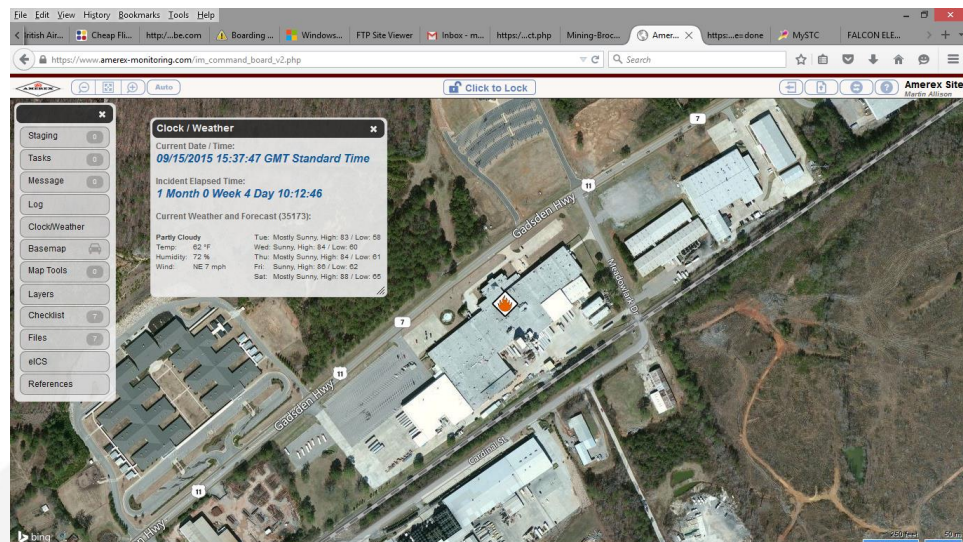
Base map

The map information is always set at the default Basemap. If other types of maps are required simply click on the one that suits you your requirements

The system can also be configured to have the CAD drawings to be embedded on the plant or site.

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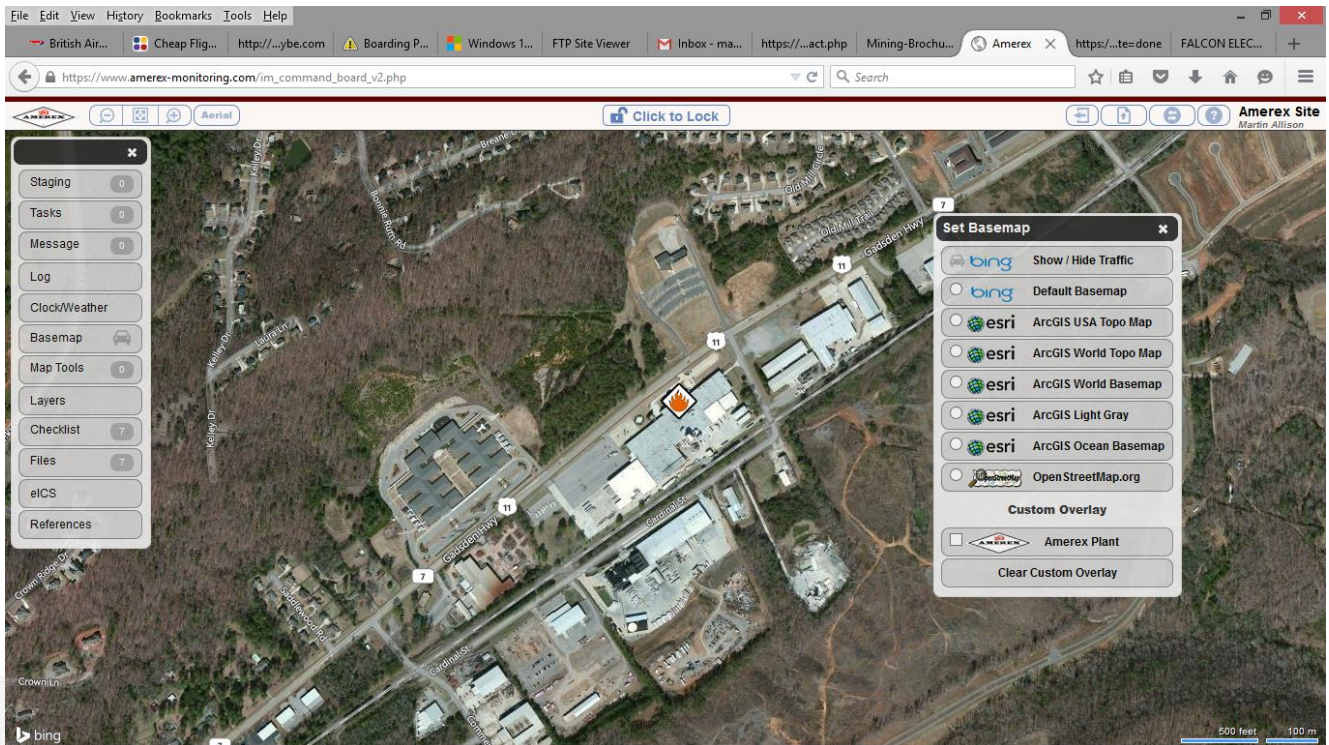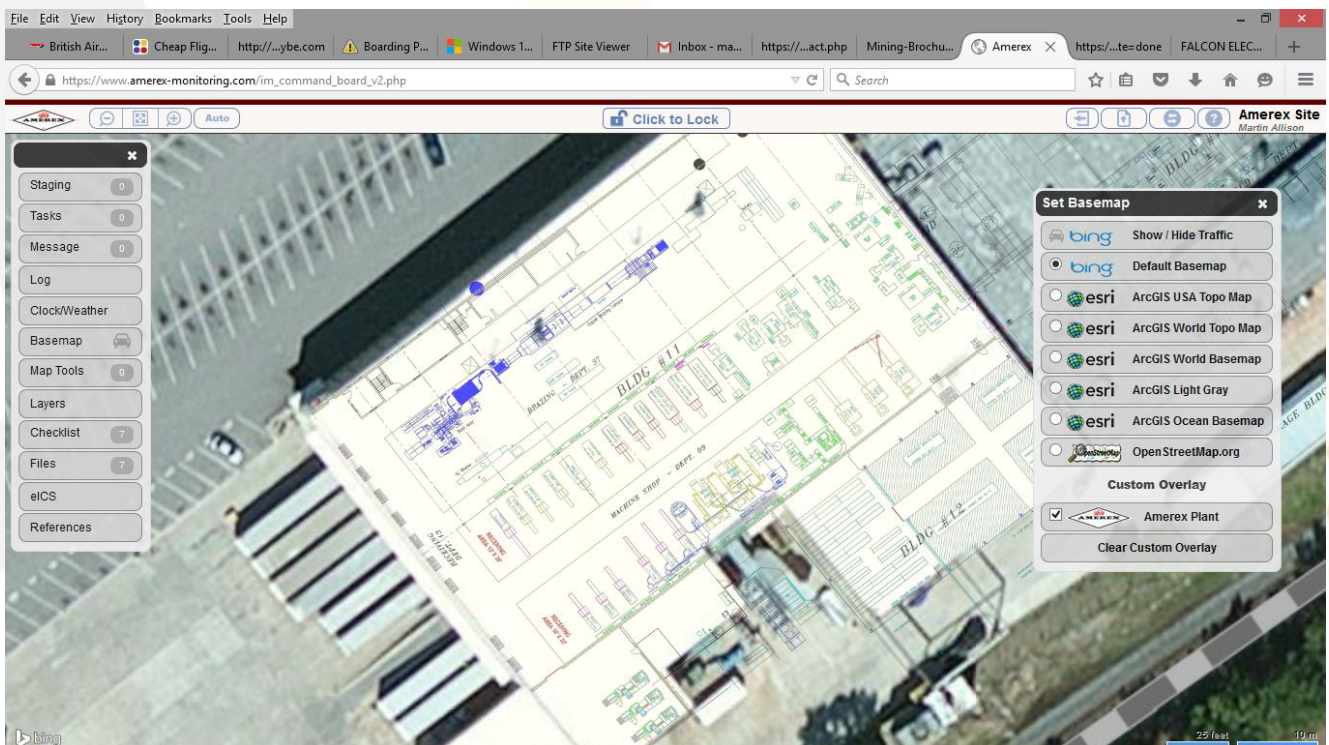**Map Tools**

The Map Tools window allows the user to add four different images. Multi-sided enclosure, circle, a line with multiple points and an icon. These can all be added to different layers – see Layers section for more information. The window indicates the number of Map Tools have been created.
Once the Map Tool has been created it can be edited or deleted as required.

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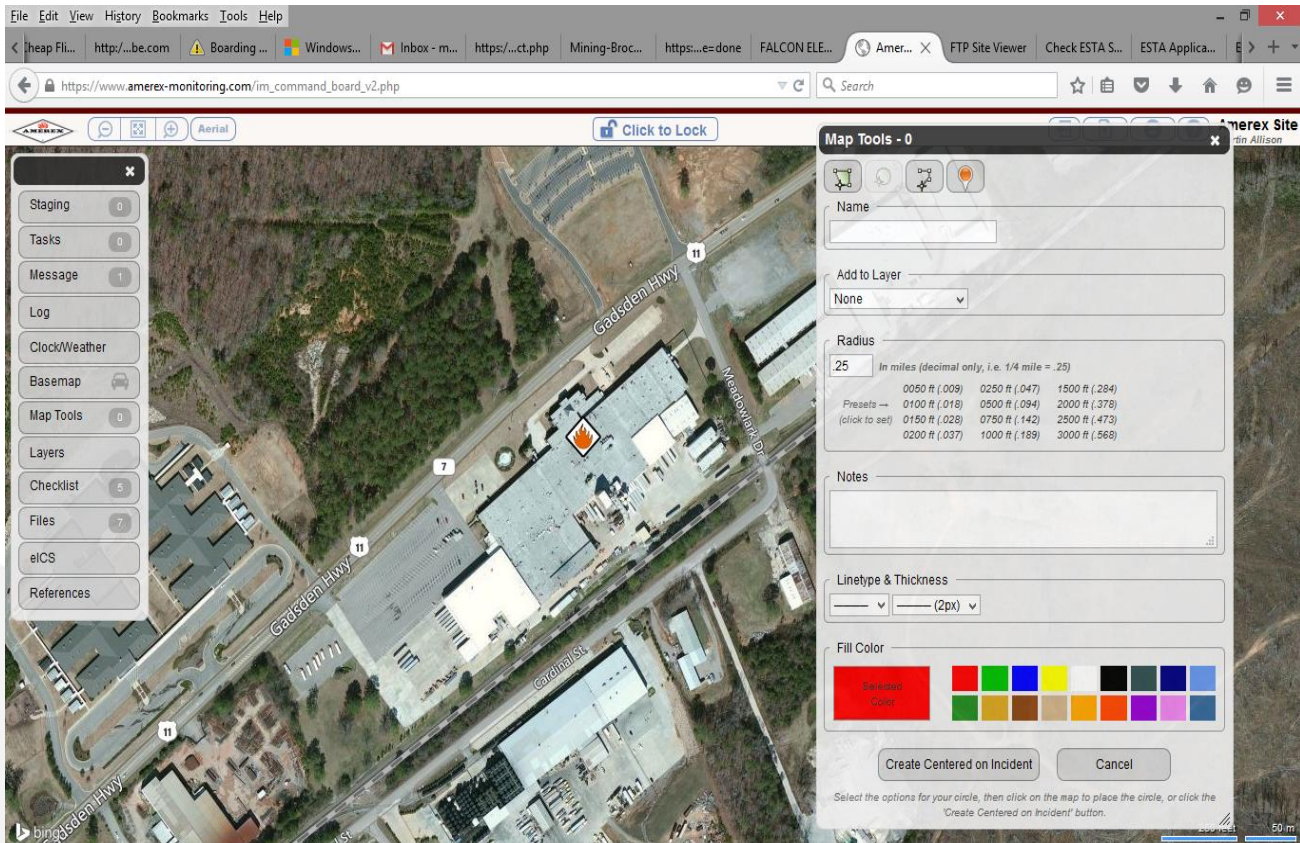
Layers

Clicking the Layers tab on the main menu a layer window will appear listing all the layers that have been configured in the pre plan stage. By toggling the tick box the layers will appear on the Command Board.

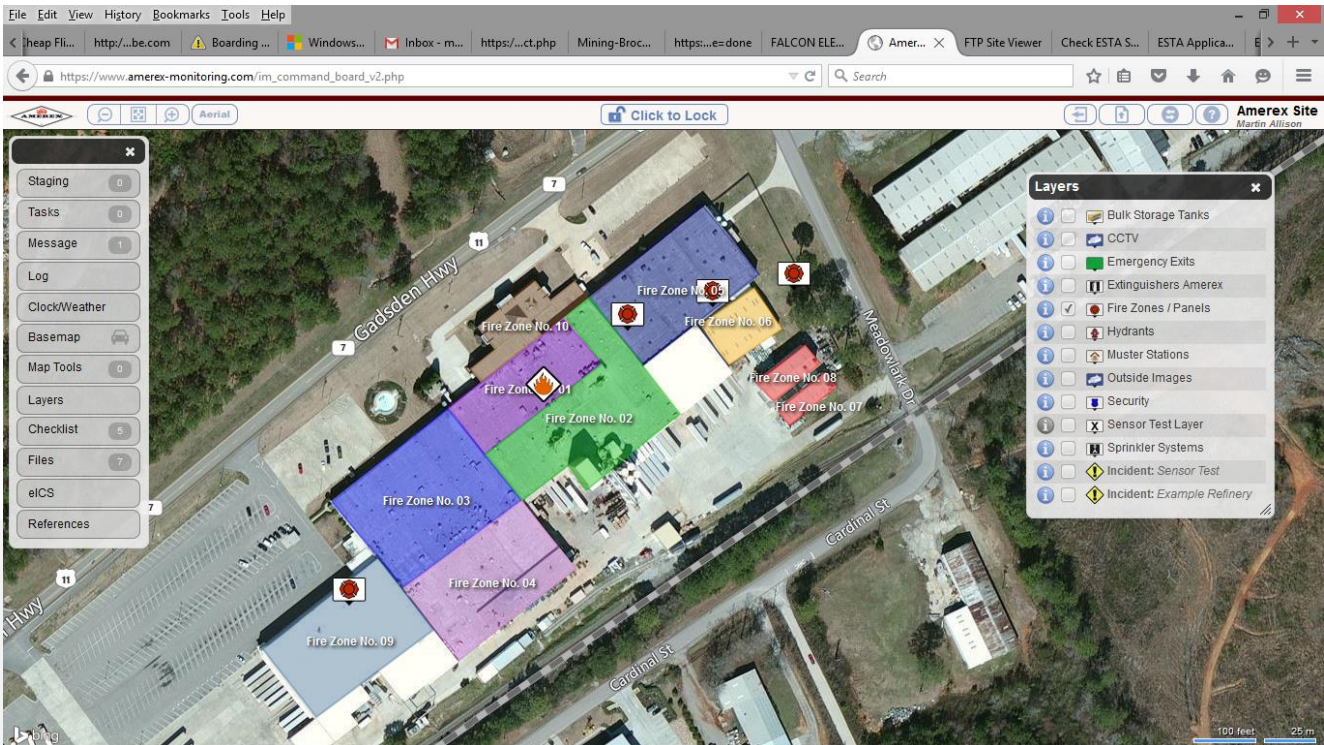Clicking the blue information icon alongside the tick box of each layer will show any comments or information which was added to the layers during the pre-planning stage.

Check List
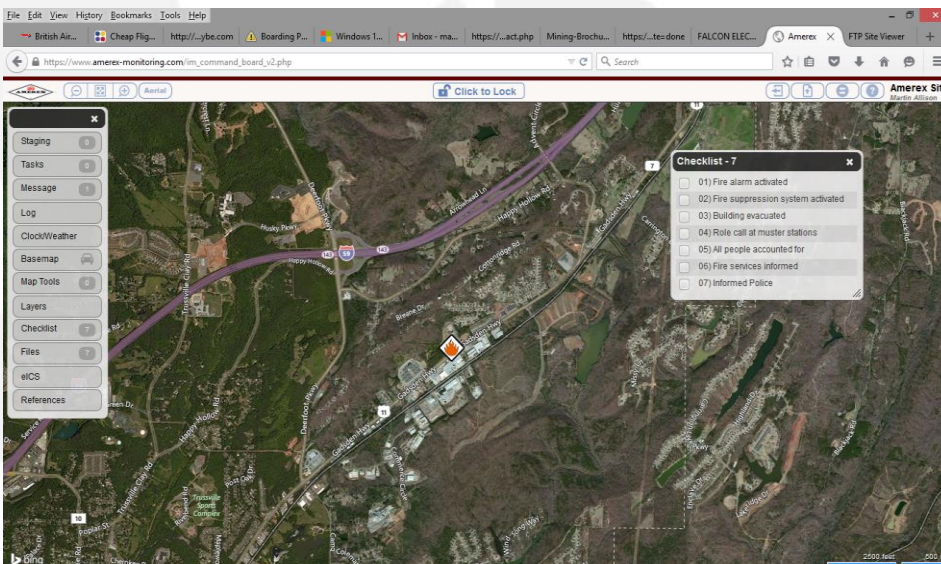
Check list which was constructed in the pre-planning stage for this particular incident will appear ready to be utilised as the check list items are ticked off.

As the tick list is checked off the main menu check list shows how many tick items are still remaining – the same occurs on the check list itself. To close the check list click the X on the top right hand corner of the pop up window.

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Files

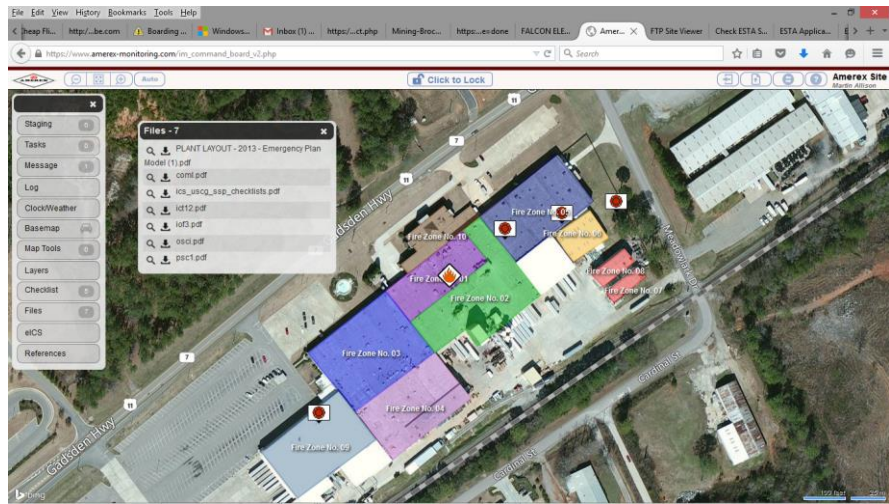This window allows the user to view files that appertain to the particular incident which was identified in the pre-planning stage. They can either be viewed or downloaded

eICS
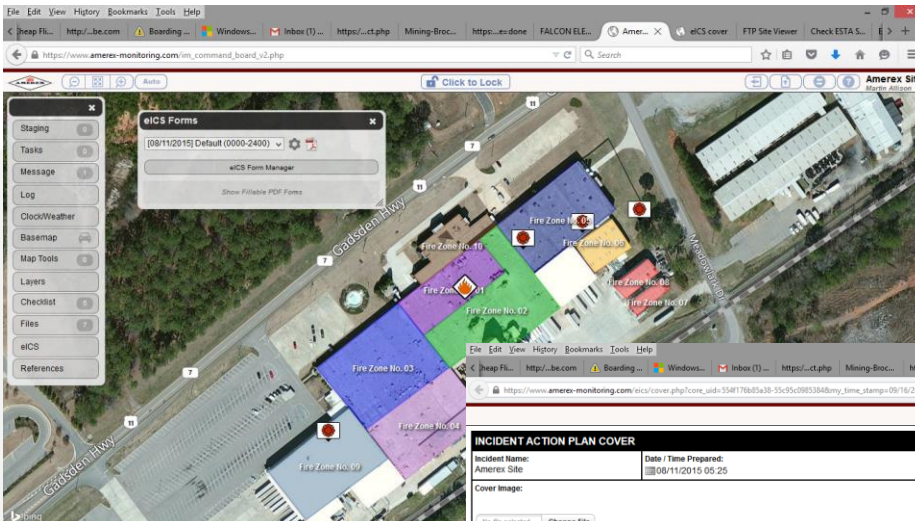
eICS forms are the standard forms used by the incident commanders and are an integral part of managing any incident. The forms can be configured during the pre-planning stage.

The forms are partially completed as an incident is initiated.

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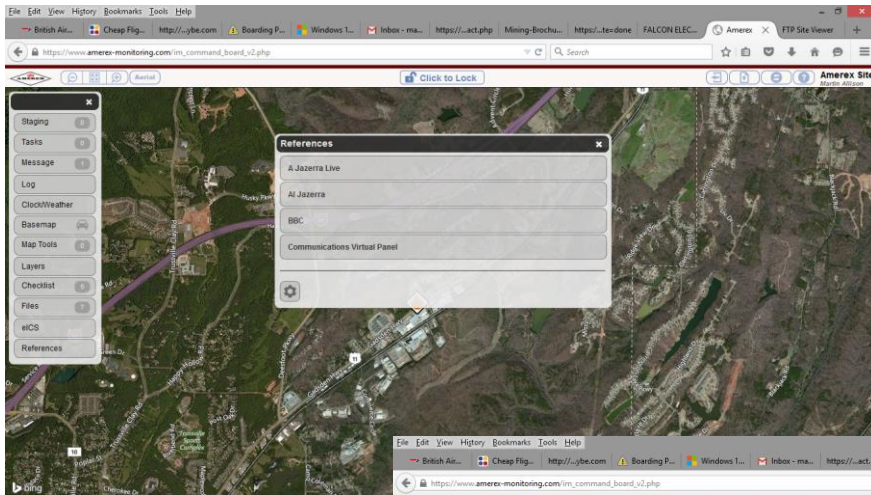
References

The Reference window allows the user to view external sites for information. AIMS also uses this page to access of interest web sites. It also has the ability to interface with Amerex Communication Matrix which will be dealt with in a separate document

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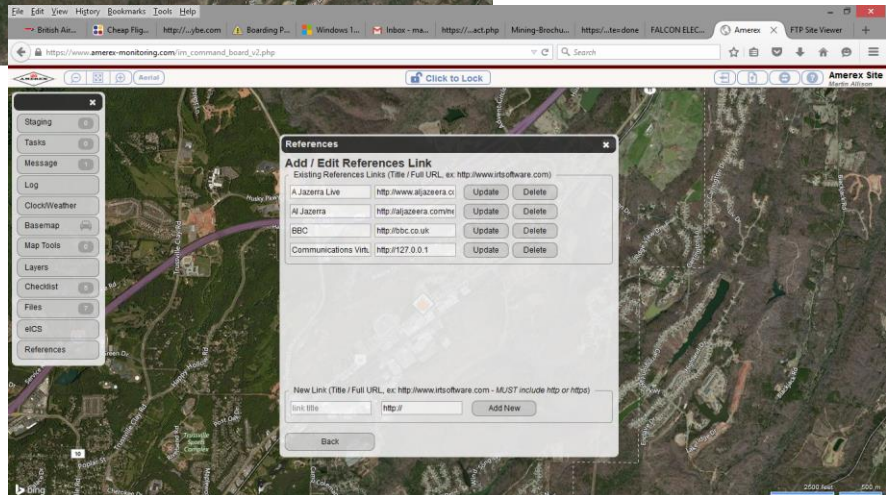
Sensor Alarms

Our system provides sensor information with the main menu. If an alarm or more than one alarm is activated (see insert) the system will show the name of the sensors and when the particular sensor is selected in the sensor alarm pop up it will direct you to the alarm in question. Where upon further information can be retrieve from the sensor pop up.

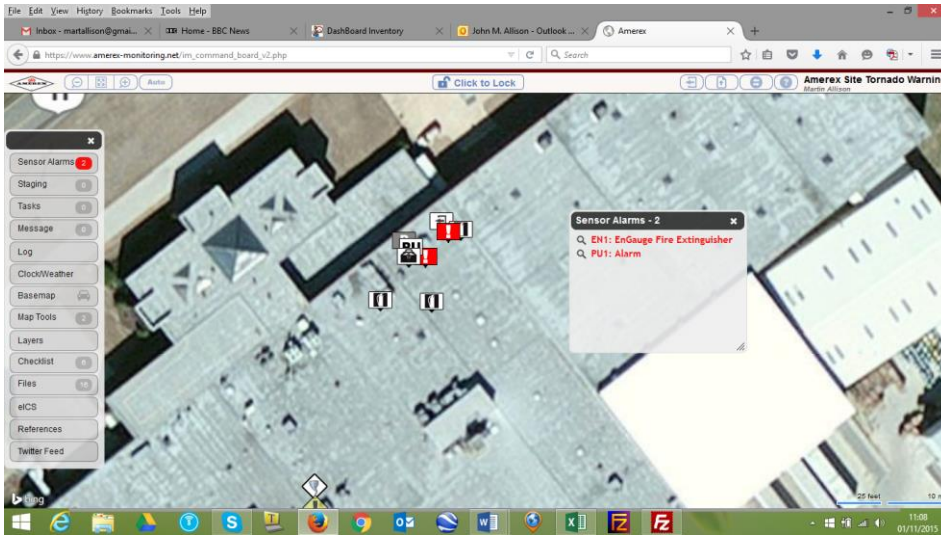As shown by the pop up 'En-Gauge Fire Extinguisher'. This alarm indicates the fire extinguisher has an obstruction which requires action to be taken to reset the alarm.

Alarms cannot be reset from AIMS. It requires some action to be taken for the alarm to be reset or rectified

before the system will indicate the fault, alarm etc has been dealt with.
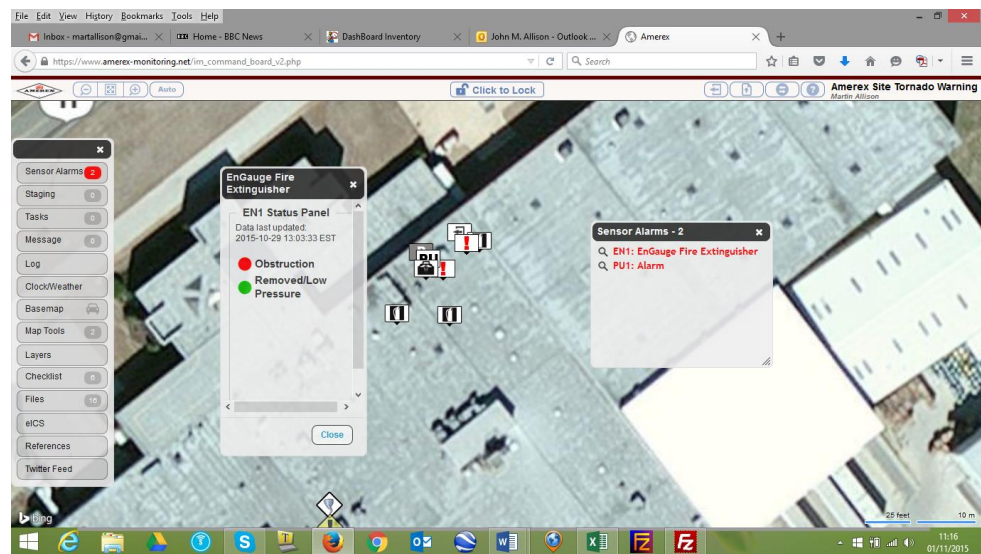
Tactical Accountability Board
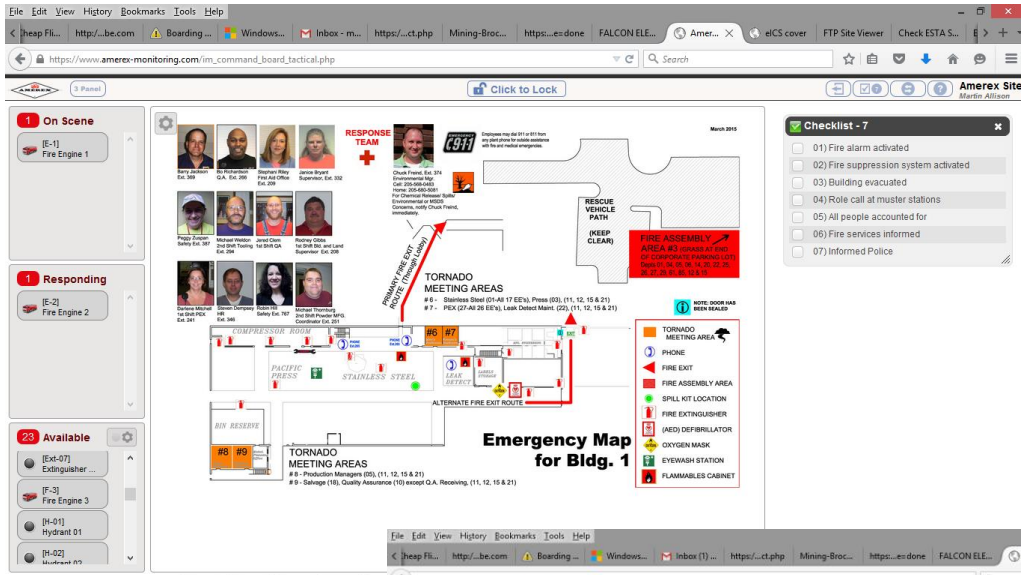
The tactical accountability board (TAB) shows the availability of assets and personnel. It can also act as a white for individuals can post images and documents. The TAB is also tied to the Command Board under the Staging and Task tabs.

The documents employed in the TAB are configured during the pre-planning stage.

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3.0   Additional Information for AIMS
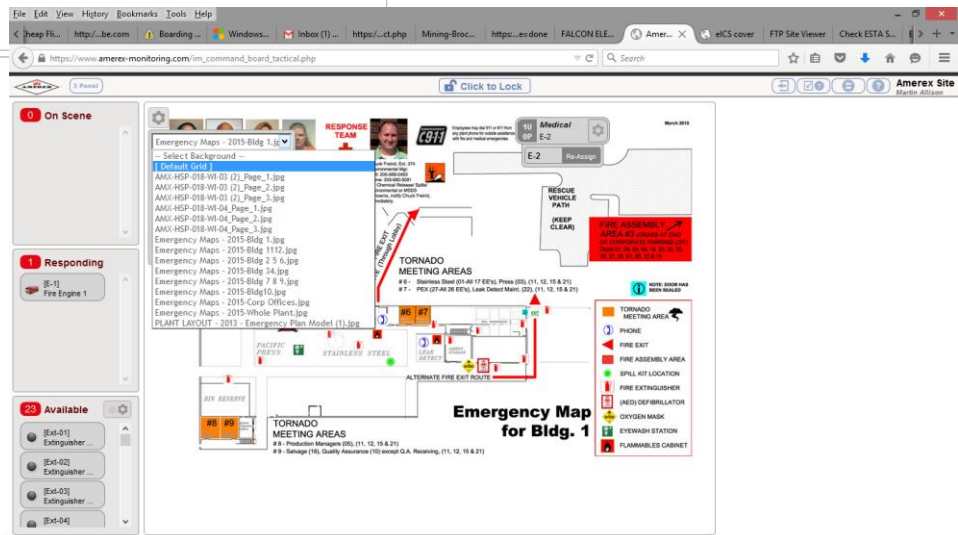
AMEREX Incident Management System (AIMS)

AIMS transforms the effectiveness of day to day site remote management, site security and incident command, communications and management, helping organizations make a quantum leap in service improvement and operational assurance for any level of incidents.

AIMS is fast – fast to learn, fast to set up, fast to use and fast to share and distribute day to day site information and giving managers a significant advantage when dealing with major incidents.

Decision making drives the AIMS user interface, helping managers work within consistent, best practice incident management guidelines.

With AIMS managers can:

- **Learn, set up and operate fast.** The user interface and operating methodology are highly intuitive, offering a menu and icons carefully designed to be easily understood by operators.
- **Obtain fast access to day to day monitoring and incident data, including risk data** During and before any asset move or incident, AIMS can be further integrated to receive downloads from assets in the field, production managers and command headquarters containing key data held for an incident location – risks, plans, restricted zones, etc – as well as standard operating procedures for a wide variety of day to day working and incident types. Managers can begin their incident management immediately, and can hand over to higher levels of management seamlessly as an incident progresses.
- **Operate within the context of an agreed parameters** for day to day operations and incident management, with intuitive icons, menus and task lists.
- **Access, display, integrate and share a wide variety of key incident data to achieve command clarity**– GIS mapping data, organizational asset charts, asset location data, TAB, e-Live maps and drawings and AIMS communication matrix can all be integrated into one system to provide managers with a comprehensive, clear picture of an incident ground.
- **Create and share a Common Operational Picture**. AIMS distributes clear, joined-up information, creating and sharing a common operational documents and images to managers across a wide variety of networks.
- **Set up, manage, deploy and display organizational asset information** (types of assets, numbers of personnel, positions in hierarchy) in a clear, drag and drop format, giving incident managers at all levels the clearest possible view of what assets are   available for deployment, where assets have been deployed and time on station.
- **Distribute data easily across secure networks** – the system uses state of the art middleware and works across a wide variety of systems: tablets, desktops, command screens.
- **Record Automated Risk Assessment decision making**
- **Support safe and efficient working practices** – Standard Operating Procedures can be easily accessed from the resource database, people and assets can be easily tracked on the system, and command fatigue reduced.
- Benefit from access to the latest IT, display, audio and communications technologies.
- **Record, review and audit** all aspects of decision making, to ensure emergencies can be subject to official enquiries and 'lessons learned' debriefing exercises.