



Emergency Management and Response Information Sharing and Analysis Center (EMR-ISAC)

INFOGRAM 30-10

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***NOTE:** This INFOGRAM will be distributed weekly to provide members of the Emergency Services Sector with information concerning the protection of their critical infrastructures. For further information, contact the Emergency Management and Response- Information Sharing and Analysis Center (EMR-ISAC) at (301) 447-1325 or by e-mail at emr-isac@dhs.gov.*

Emergency Services Dependencies and Interdependencies

It is widely accepted in the disciplines of critical infrastructure protection and resilience that Emergency Services Sector (ESS) departments and agencies are the primary “protectors” of other national critical infrastructure sectors. However, it is equally understood that ESS organizations depend on the personnel, physical assets, and communication/cyber systems of other infrastructure sectors (e.g., communications, water, electrical, fuel) to maintain operations and perform emergency services.

When reviewing the ESS [snapshot](#) (PDF, 738 KB), the [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) noted that today’s national infrastructures have become so interconnected and interdependent that a disruption to one can send ripples throughout multiple infrastructure sectors. Accordingly, a failure in one of these sectors has the potential to degrade the ability of an ESS organization to perform essential functions. Therefore, the Department of Homeland Security Office of Infrastructure Protection encourages ESS leadership to identify their dependencies and interdependencies to comprehend the consequences of man-made or natural disasters on their operations and to adjust planning as necessary.

The EMR-ISAC recognizes that understanding dependencies and interdependencies followed by appropriate planning can ensure the survivability and resiliency of critical infrastructures, while avoiding negative impact to security, public safety, and morale. Additionally, this information will prepare first responders to effectively assist other infrastructure sectors to plan, prevent, and mitigate day-to-day incidents and catastrophic situations.

Resilient Emergency Organizations

Resilience has become a subject of increased interest this year, largely because the White House and Department of Homeland Security have adopted resilience as a prime focus area. According to the [“Principles of Infrastructure Resilience,”](#) resilient infrastructures can anticipate, survive, and recover from external disruptions, such as terrorist attacks and natural disasters. “Resilient infrastructures also can recover from internal disruptions, such as human and software errors.”

The [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) has identified [seven habits](#) that can help Emergency Services Sector departments and agencies prepare for contingencies and remain resilient in the event of unplanned interruptions. These habits were developed by a team of technology specialists and system engineers, and summarized by the EMR-ISAC as follows:

- Conduct an operational impact assessment to inventory and prioritize critical processes for the entire organization.
- Take steps to protect data to ensure records are efficiently maintained and preserved.
- Review power options to provide for uninterrupted power supplies for network servers and connections.

- Identify and appoint a cross-functional preparedness team that can refine processes, conduct tests, and develop the plan document.
- Test and update the disaster plan to guarantee it will be accurate and effective in an emergency.
- Consider telecommunications alternatives that will help to quickly restore communications connectivity when necessary.
- Form excellent relationships with vendors that can assist in expediting recovery.

More insights can be obtained from the article: [“We all are on the Road to Resiliency, but do we know where we are?”](#)

Renovation and Construction Site Hazards

Last month, the U.S. Fire Administration (USFA) conducted “Coffee Break Training” regarding [Buildings Under Renovation or Construction](#) (PDF, 255.7 KB). After examining its contents, the [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) acknowledged that buildings under construction or renovation are breeding grounds for problems, particularly for the health and safety of Emergency Services Sector personnel. “Accumulation of waste combustibles, limited access, minimal water supplies, and hazardous operations increase the challenge.”

The USFA offered the following tips—edited by the EMR-ISAC—when first responders must deal with the hazards at buildings under renovation or construction:

- Visit the buildings, perform a risk assessment, and develop a pre-incident action plan for each structure.
- Communicate the risk assessment and action plan to all emergency response personnel.
- Schedule training for all department personnel on the pre-incident action plan.
- Verify the condition of escape facilities, including doors, walkways, stairs, ramps, fire escapes, etc.
- Ensure that the storage of Class I and II flammable and combustible liquids exceeding 60 gallons is more than 50 feet from the building.
- Confirm that “No Smoking” signs are posted and enforced.
- Review the owner’s fire safety program for completeness and compliance.
- Determine if hot work (e.g., welding, cutting) and other hazardous operations are appropriately protected.
- Check the operational status of fire protection features such as fire extinguishers, hydrants, and temporary standpipe systems, and require repair as necessary.
- Review structural plans with the project supervisor and refer deficiencies to the local building code official.

For more information, consult the National Fire Protection Association 1, [Uniform Fire Code](#), Chapter 16. (The current 2009 edition can be seen online in a “read only format” after creating a free account.)

Emergency Management Accreditation Program

The [Emergency Management Accreditation Program](#) (EMAP) is a non-profit organization supported by the [International Association of Emergency Managers](#) (IAEM), the National Emergency Management Association, the National Association of Counties, and the International City/County Managers Association. EMAP fosters excellence and accountability in emergency management and homeland security programs by establishing credible standards applied in a peer review accreditation process.

According to an IAEM [article](#), the [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) learned that EMAP has evaluated and accredited or conditionally accredited over half of the U.S. states, as well as four local governments. “While there are fees and expenses involved in becoming EMAP accredited, the standards have been released for general availability and use at no charge.”

The free standards comprise a fundamental toolkit that provides emergency managers a resource in carrying out their responsibilities to the public. “The standards were designed to be scalable, and applicable to local, state, and tribal governments.”

EMAP seeks safer communities through measurable standards of excellence for emergency management programs. Accreditation is open to all U.S. states, territories, and local government emergency management programs. The EMR-ISAC verified that anyone can [subscribe](#) to receive standards and guidance materials.

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REPORTING NOTICE

The National Infrastructure Coordinating Center (NICC) within the Department of Homeland Security (DHS) Office of Infrastructure Protection is the central point for notifications regarding infrastructure threats, disruptions, intrusions, and suspicious activities. Emergency Services Sector personnel are requested to report any incidents or attacks involving their infrastructures using at least the first and second points of contact seen below:

- 1) NICC - Voice: 202-282-9201, Fax: 703-487-3570, E-Mail: nicc@dhs.gov
- 2) Your local FBI office - Web: www.fbi.gov/contact/fo/fo.htm
- 3) EMR-ISAC - Voice: 301-447-1325, E-Mail: emr-isac@dhs.gov, fax: 301-447- 1034,
Web: www.usfa.dhs.gov/emr-isac, Mail: E-108, 16825 South Seton Avenue, Emmitsburg, MD 21727