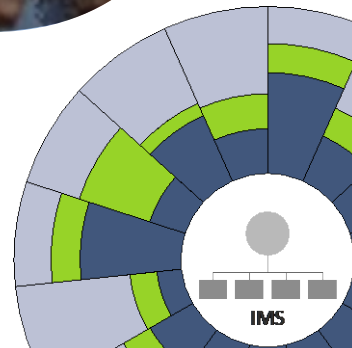


TPR SERIES: INCIDENT MANAGEMENT SYSTEMS (IMS)

February 2023



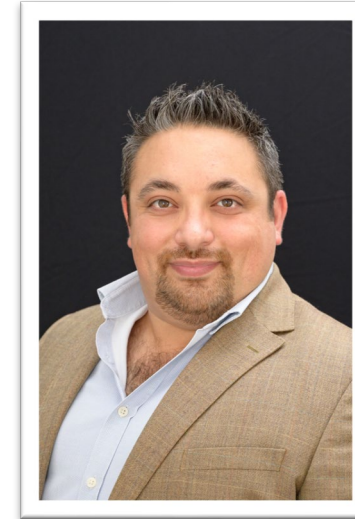
Introductions



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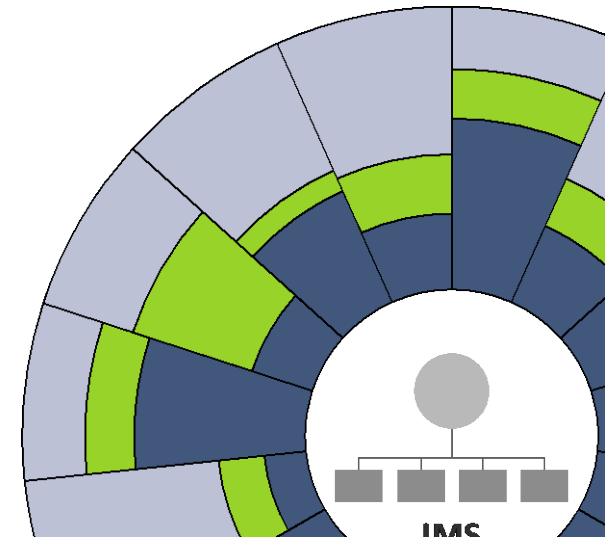
Dave Rouse

Crisis and Incident Management Lead

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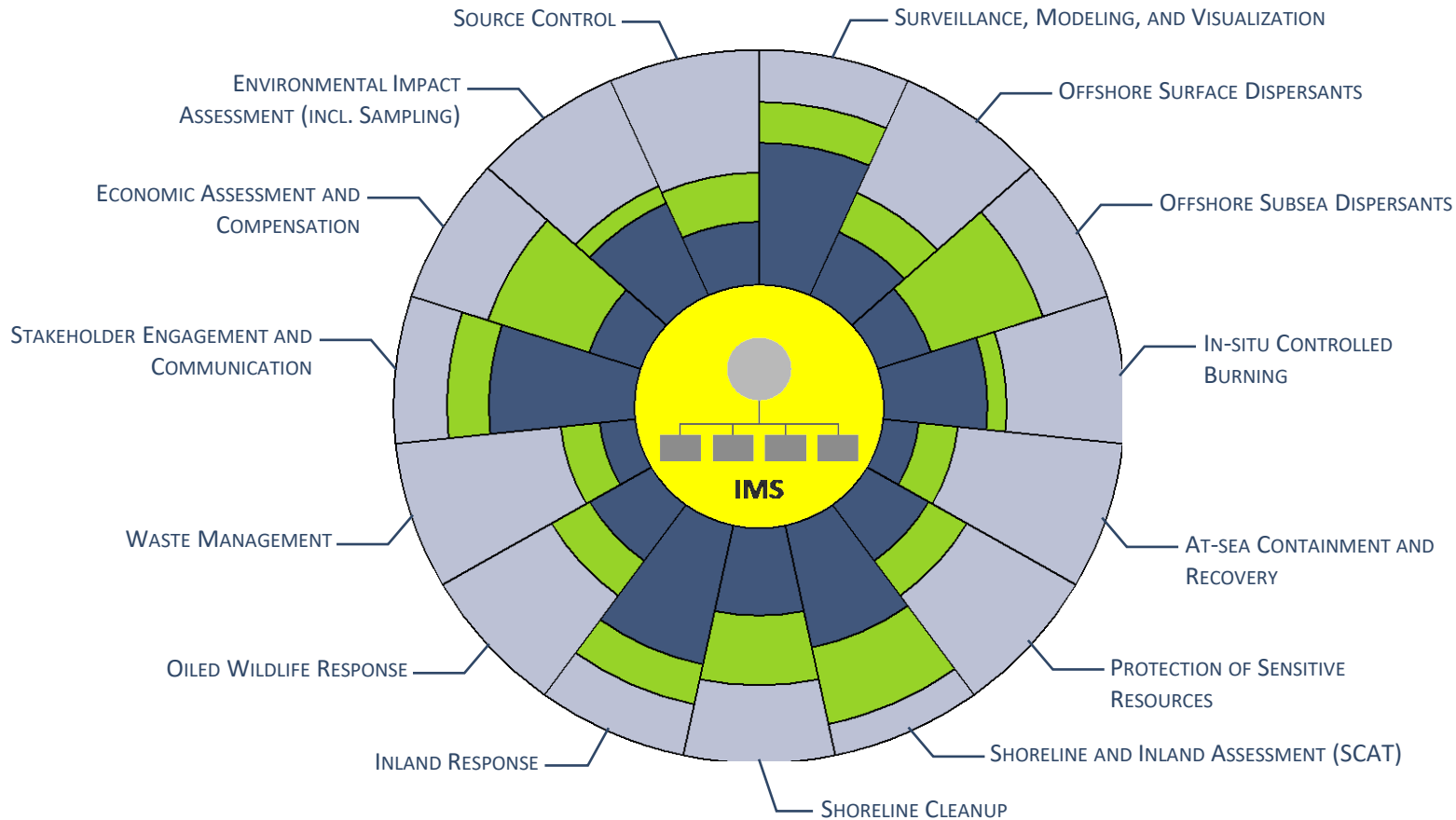
Overview

- 💧 Tiered Preparedness and Response (TPR)
- 💧 IMS - the system trilogy
 1. Structure
 2. Skillset
 3. Mindset
- 💧 Evolved 'post-COVID' thinking



Tiered Preparedness and Response

IMS in context



💧 The response toolbox

💧 15+1

💧 IMS is also 'tiered'

💧 T1 = Local

💧 T2 = Regional

💧 T3 = International

💧 ***But IMS is just another tool...***

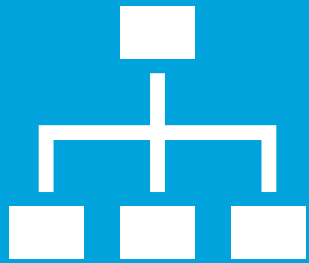
💧 IMS is the key to unlock capabilities

💧 People

💧 Equipment

💧 Other Support

Structure



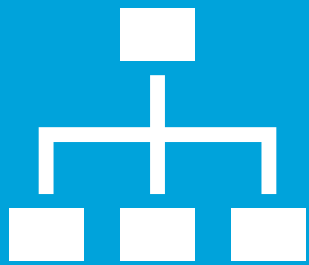
Skillset



Mindset



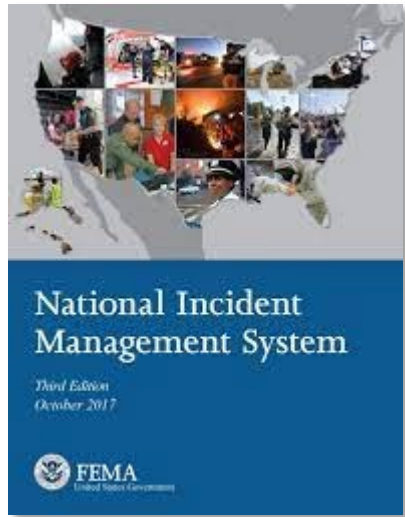
Structure



Frameworks, plans,
processes and resources
that support the team

There are many different flavours

Various Incident Management Systems



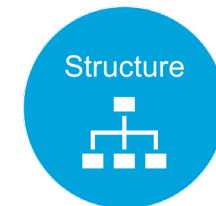


Using the same ingredients

Common principles of all incident management systems

Organisational principles	
Command structure	One or more individuals maintain authority over all incident activities.
Scalability	Allows response organisation to be structured in a way appropriate for size and complexity of incident, and to expand as complexity increases.
Management principles	
Objectives-driven response	Clear set of defined objectives, cascaded through response organisation. Objectives drive all response strategies / activities.
Incident Action Plan	Controls all response activities for a specified time period, ensuring resources are coordinated. Scales from simple (oral instruction) to complex (written, detailed).
Common and consistent terminology	Common terminology within response prevents misunderstanding.
Manageable span of control	Refers to the number of individuals or resources that can be effectively managed by a supervisor during an incident. Usually (but not restricted to) 3-7.
Coordination of equipment, personnel resources and communications	A centralised system for tracking and coordinating resources needed / deployed / available and a coordinated communications plan spanning all response organisations.

Common principles of all incident management systems

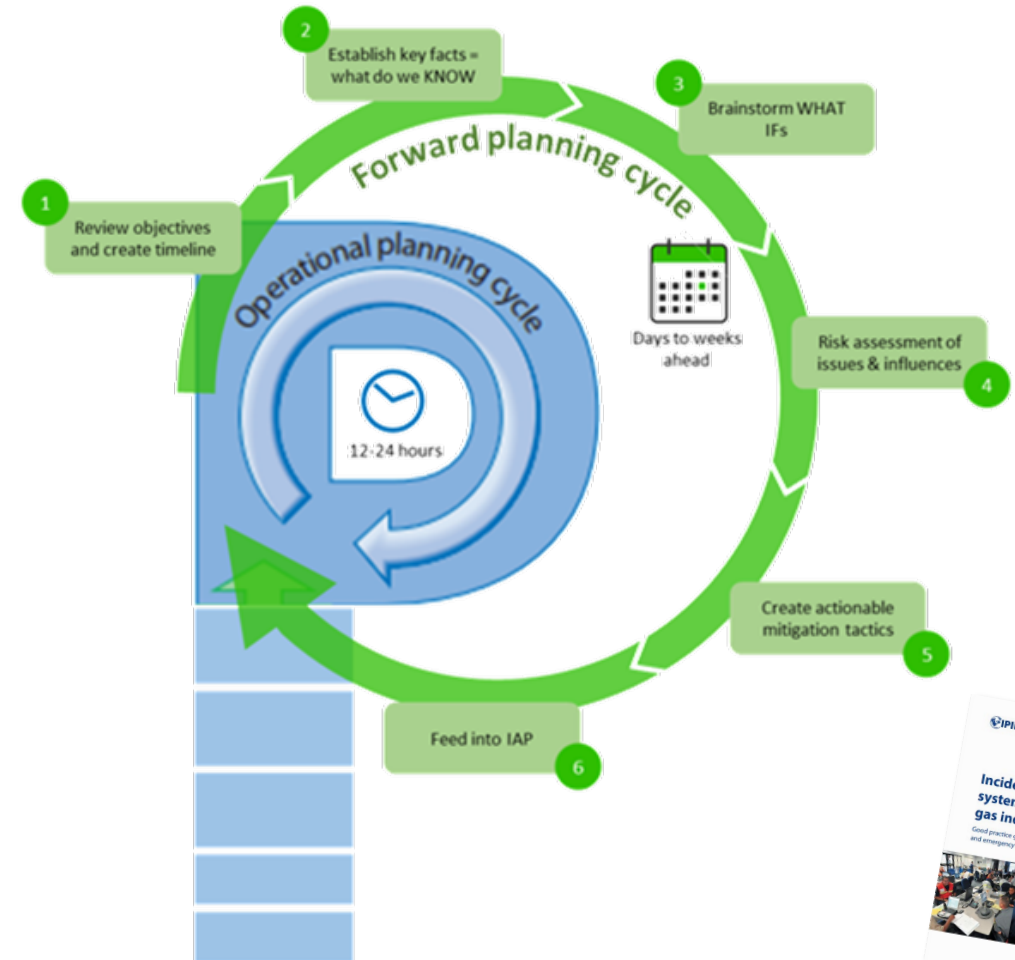


Organisational structure	
Command function	Command function has full authority to manage response. Command establishes incident strategy, direction, objectives and priorities and maintains command awareness.
Functional structure	Response organisation structured functionally. May follow ICS (Command, Operations, Planning, Logistics, Finance) structure, or any logical alternative.
Managing an incident using an IMS	
Notification and activation	Process for making notifications that an incident has occurred to relevant parties and activating the appropriate response organisation.
Initial assessment and response	Process for verifying incident information and assessing situation, actions taken, worst-case potential and resources required - leading to further notifications / activations.
Establishing an IMS organisation	Appropriately sized IMS organisation established. Monitored to ensure organisation develops at a pace that does not constrain incident and size is fit for purpose.
Initial incident briefing	Oral or written. Covers situation status, escalation potential, response objectives, activities, underway organisational structure, resource assignments. Serves as initial Incident Action Plan.
Implementing the response	Planning cycle - iterative process of evaluating situation / progress, reviewing objectives, developing and disseminating incident action plan, executing, evaluating and revising plan.
	Resource management - systems that track resources deployed / en-route / ordered to support resource optimisation decisions. Resources include people, equipment, supplies, facilities.
	Communication and information management - underpins response. Two principles: Achieving a common operating picture and ensuring consistent communication and data standards.



****NEW**** Forward Planning

- 💧 Looking beyond the next operational period
- 💧 Allows exploration of '*what ifs*'
 - 💧 Review objectives
 - 💧 Review key facts
 - 💧 Brainstorm the potential issues
 - 💧 Prioritise issues (risk based)
 - 💧 Create mitigation actions
 - 💧 Feed into IAP



Skillset



Who is on the team and
what they can do

Working the rainbow

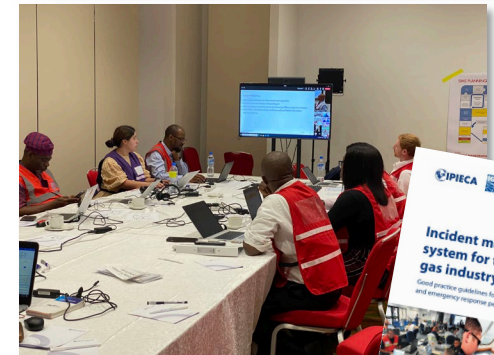
Role specific competencies



****NEW**** Different Operating models



- 💧 Insights from COVID accelerated an evolution in approach
- 💧 Virtual / Physical / Hybrid working
- 💧 From limited roles to fully remote IMT
- 💧 Considerations:
 - 💧 IT can distract – focus on response
 - 💧 Wellbeing – buddy up
 - 💧 Pause your day job – management buy-in
 - 💧 Be clear on etiquette!
 - 💧 Process facilitators



Mindset



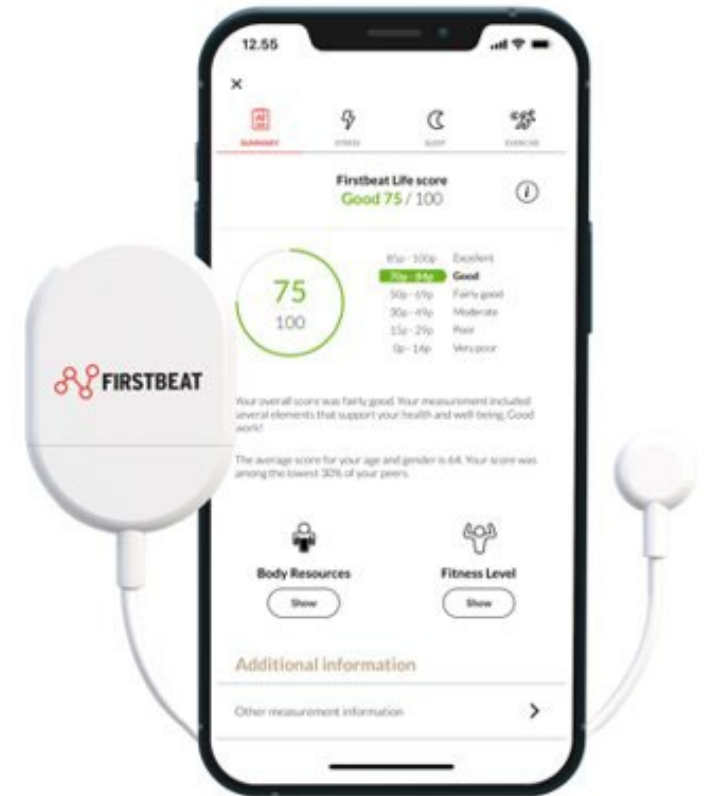
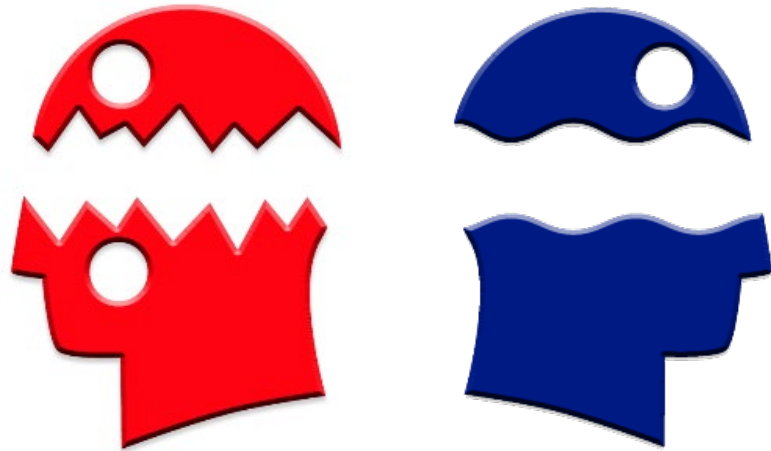
How individuals and the team
perceive and tackle
challenging situations.
Mindset is a skill.

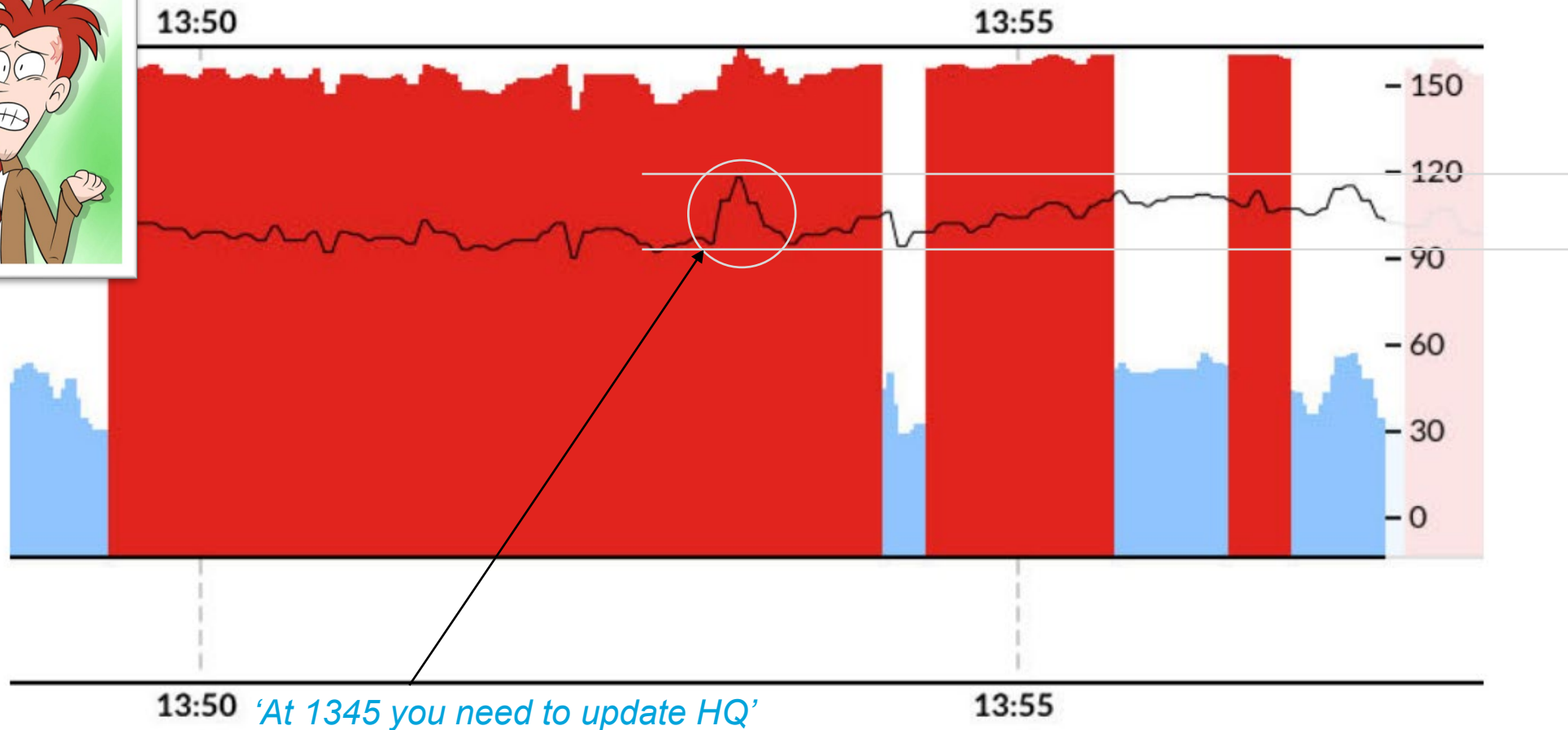
Mindset tools



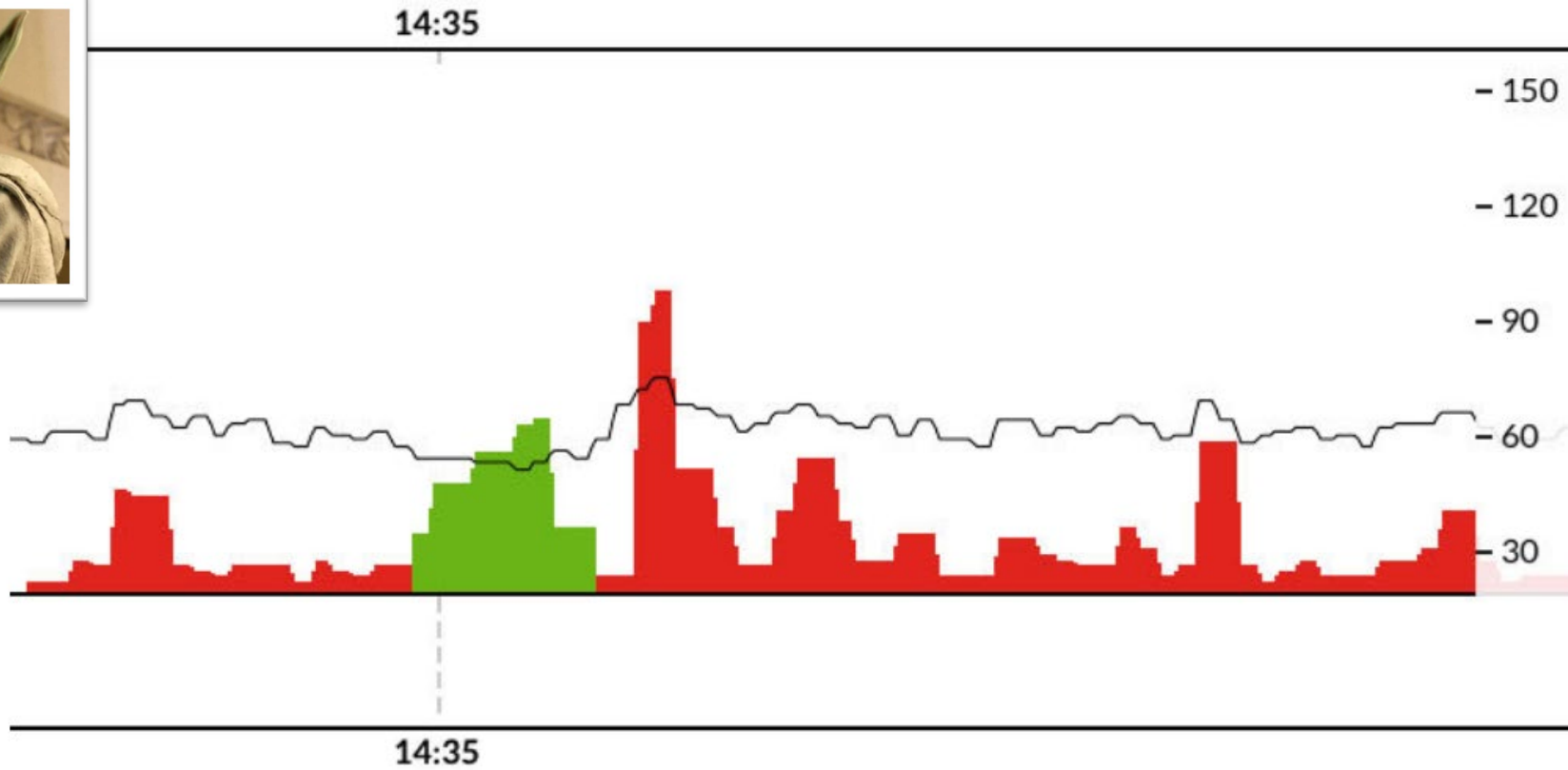
RED2BLUE PERFORMANCE

THE PRIME ISSUE IS CONTROL OF ATTENTION

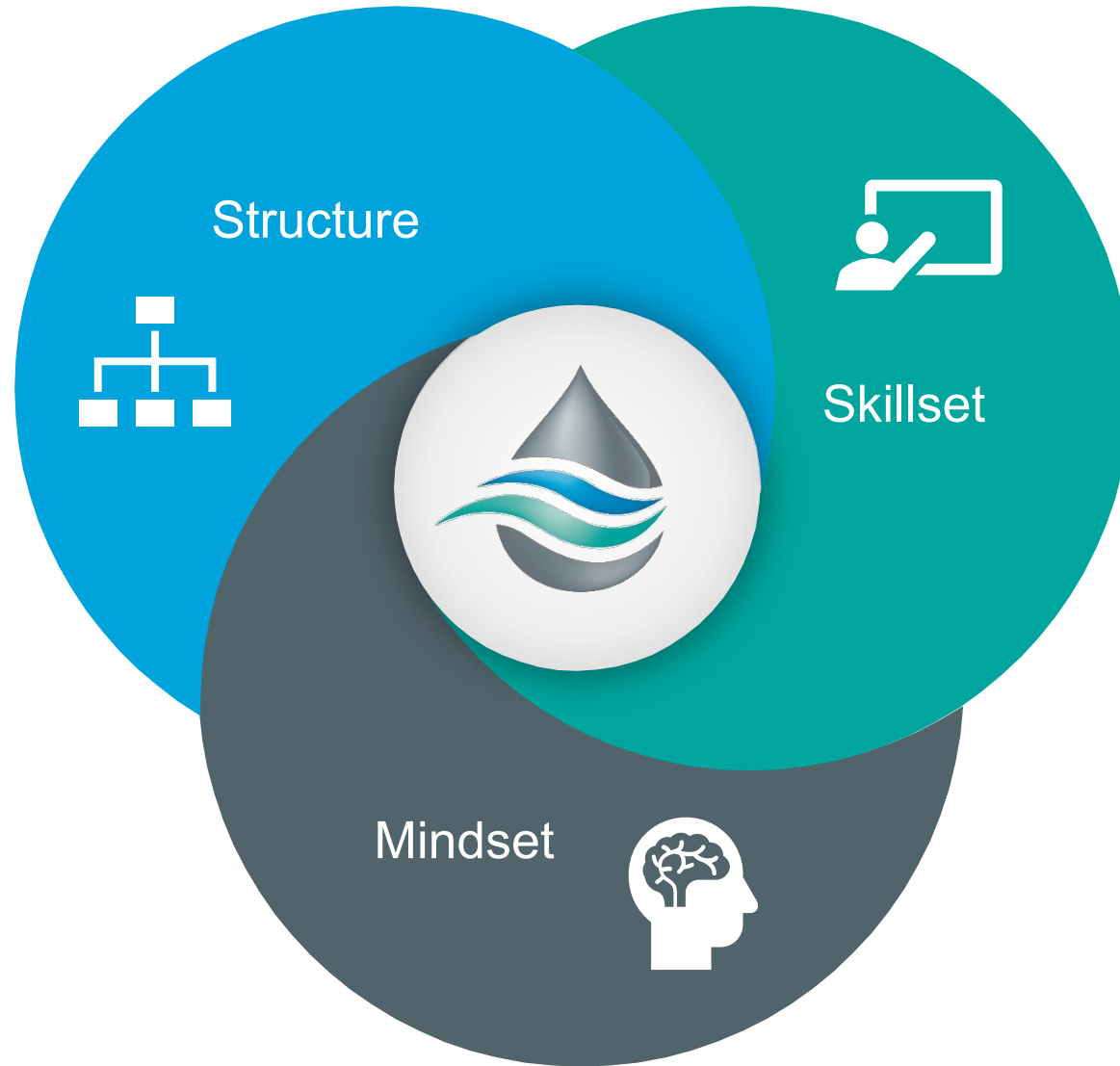




13:50 'At 1345 you need to update HQ'
ADRENALINE SPIKE.
Heart rate increases.



● Stress ● Recovery ● Light activity ● Exercise



Further reading

Industry Good Practice Guidance

<https://www.iecea.org/resources/good-practice/incident-management-system-ims/>

Incident management system (IMS)

August 2014

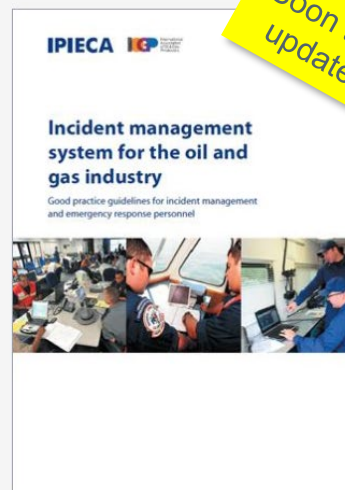
An effective incident management requires the ability to establish command and control — i.e. to move the management of the response from the initial reactive mode to one where the scope of the incident is understood, appropriate response actions are being taken in alignment with response strategies, and where the outcome of the incident is being driven by a clear set of objectives to protect people and the environment. This document introduces the common elements of an IMS to stakeholders who may be called upon to work together to provide specific expertise, assistance or response resources during an emergency incident.

OIL SPILL PREPAREDNESS AND RESPONSE

GOOD PRACTICE

Download

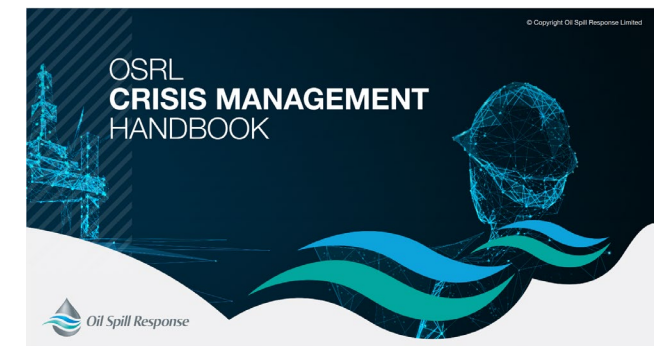
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OSRL Crisis Management Handbook

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Thankyou!



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