Electronic ICS™

Product Announcement

Web 3.8

This announcement describes changes made to the Electronic ICS (eICS) platform in the 3.8 release, which is scheduled for October 30, 2017. More information is available through the Online Help or by contacting your Customer Success Manager.

Added Fields and Updated Instructions on the Upload Contacts Template

The **Upload Contacts** template, which is available through **Planning** > **Contacts**, was updated with additional phone number and email address fields, colored column headers that indicate required and/or important fields, and instructions. These changes make it easier to quickly upload complete contact information for many people without the need for subsequent manual updates.

Updated the Appearance of Inactive Group Icon

During an incident, the icon for inactive groups in the **ICS Chart** appears lighter to indicate it is disabled. This improves your ability to identify active and inactive groups at a glance.

Added the Ability to Retrieve Incident Objectives on After Action Reports for Exercises and Drills

On the After Action Report for exercises and drills, incident objectives can now be retrieved through the **Objectives** drawer just like on actual incidents.

Enhanced Process for Ending Incidents and Notifying Contacts

Ending incidents has been enhanced to automatically include the option to send notifications to **All**, **None**, or **Selected** contacts. To identify and select contacts, you can pick from a list of contacts associated with the incident or search by the contact's name or position. Then, you can choose to send the notification by phone and/or email.

End Incident and Notify Contacts

Contacts to Notify
- ● All
- ○ None
- ○ Selected

Send
- ☑ Voice (3)
- ☑ Email and Mobile (3)

End incident   Cancel
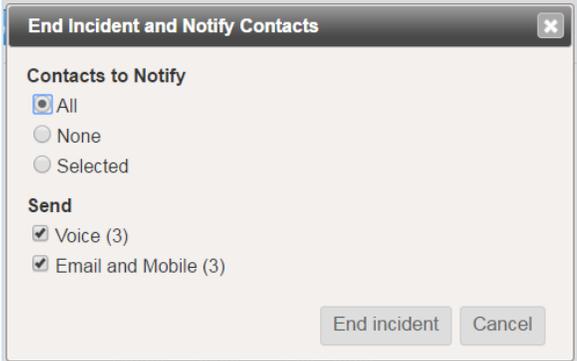
Added Pager/SMS Option for Domain Notifications

Certain types of domain notifications can now be sent as abbreviated pager/SMS messages. The pager/SMS message format is available for the following domain notifications:

Domain notifications

Domain: Springfield USA

Notification type: Availability Request

When an incident is created, this is sent to contacts associated with the affected facility requested to provide their availability. The message includes a link to the incident's dash

Incident type: Actual

Channel: Pager/SMS

Template

<Subject>

Characters remaining:**110**

ACTUAL INCIDENT at {FacilityName}: {IncidentName}.

- Availability Request
- Incident Alert
- Incident Ended
- Incident Escalation Alert
- Incident Escalation Request
- Incident Objective Assigned
- Position Assignment
- System Test
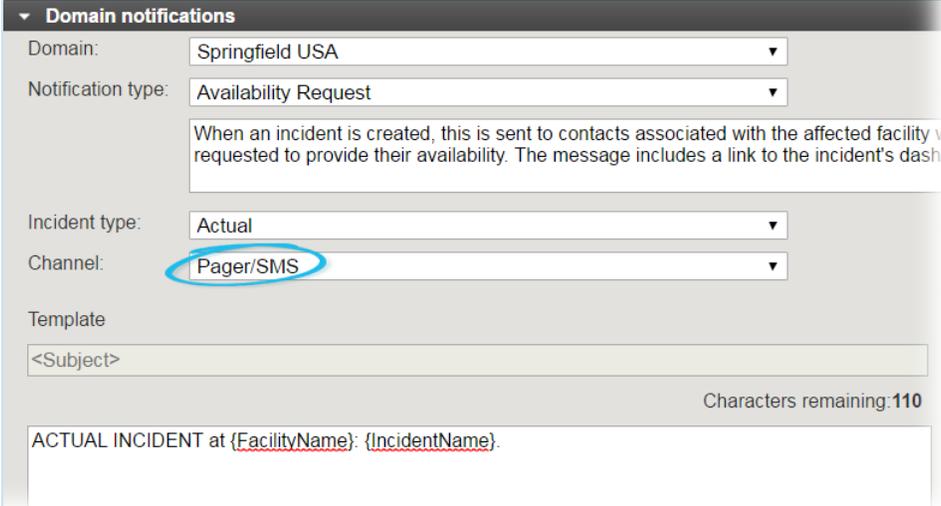
For more information, contact your Customer Success Manager or the support desk at 888-735-9559; in the support phone system, press 1 for Client Application Support and then 6 for EMSystems.