Availability Response Tracking

When an incident occurs, contacts associated with the incident's IRG are notified automatically. When a contact accesses the *Incident Dashboard*, the *User Status* window opens so they can quickly provide information about their availability.

For more information, see the article Notification Response or the Response Tracker Report.

Availability/Location

When an incident is created in eICS, the application automatically notifies all contacts associated with positions, listed in the depth chart and labor pool, and those designated as "other contacts to notify." For potential responders, the notification includes a request for information about the contact's availability.

On the *Incident Dashboard*, contact **Availability** is listed as *No Response* until the contact or command staff changes the status. In order to obtain the most accurate information possible, when the contact first opens the dashboard, the **Summary** tab opens and:

- If the candidate is not assigned to a position for this incident, the *User Status* window opens automatically.
- If the candidate is assigned to a position, a window opens asking whether the user wants to update their status. If the user clicks **Yes**, the *User Status* window opens. The window prompts the contact to identify their **Availability** and **Location**. They can choose from the following availability responses:

    - Unavailable - contact is currently unavailable
    - Immediate - contact is already onsite
    - 0-15 mins
    - 16-30 mins
    - 30-45 mins
    - 46-60 mins
    - >60 mins

At this point, the user also specifies their **Location**: **On Site**, **Off Site**, or **En Route**. **Unknown** in this field is likely to indicate the contact has not responded to notifications.

The updated information appears accordingly on the *Incident Dashboard*, for instance, on the *Contacts* tab.

In addition:

- If a user is logged into the application when they are assigned to a position, they will be asked if they want to update their availability and location.
- As long as the user is logged in to the application, the window automatically opens every two hours, asking the user if they want to update their status.

Methods and Devices

If a contact is logged into the application when they are assigned to a position, they will be prompted to identify their preferred contact methods. This window provides the opportunity to immediately identify their preferred contact methods for this particular incident and current situation.

Methods

The options in each field in the window are derived from the contact's established contact information (My Profile), the *Planning* area, and changes to the incident dashboard, as follows:

Method	Available Options	Source
Phone	All specified for the contact	User's profile (home, business, mobile, other)
	Established for the contact's assigned position	Planning > ICS Chart > Position Contact Informa
	Identified for the Incident Command Center	Planning > Facilities > Command Center Details
Radio	All specified for the contact	User's profile
	Established for the contact's assigned position	Planning > ICS Chart > Position Contact Informa
Pager	All specified for the contact	User's profile
Direct Connect	All specified for the contact	User's profile
	Established for the contact's assigned position	Planning > ICS Chart Position Contact Informati
Fax	All specified for the contact	User's profile
	Identified for the Incident Command Center	Planning > Facilities > Command Center Details

In this window, the **Phone** field shows the phone number in the contact's profile (**Notify First**) and the **Direct Connect** field shows the first specified Direct Connect number (if any) from their profile. The default values for **Radio** and **Fax** are **None**. The contact can change any of these values.

For each of these methods, the contact can also specify another number by selecting the **Other** option. A new field opens below the device so the contact can manually enter a new number.

Preferred contact methods and information appear in the **General Info** drawer in the **ICS Chart** tab (incident dashboard) and the *Contact Details* window, which is available by clicking the contact's name in various tabs.

Devices

eICS can send notifications to the following devices:

- Phone: work, home, and/or mobile
- Pager
- Fax
- SMS/Text Msg
- TTD/TTY
- Email

Additional Information

Note the following about contact information and methods:

- Position-specific contact information is available to a contact only when they have been assigned to that position.
- Changes the contact makes to their contact information in the context of being enlisted apply only to the current incident; they are not stored in the position-specific detail in the *Planning* area or in the user's profile (*My Profile*).
- Unassigning a contact from a position may change the preferred contact methods available to that contact.
- Specifying preferred contact methods does not change the notification processes, which use the individual contact's information from their profile.

Response Tracker

During an incident, you can monitor responses to incident notifications and requests for availability from the **ICS Chart** tab of the Incident Dashboard. You can also run the *RT Response Tracker* report.

ICS Chart

The **Response Tracker** feature in the **ICS Chart** tab of the Incident Dashboard records responses contacts submit via voice and email and displays their current status and most recent response. When a candidate responds, the **Response Tracker** drawer automatically displays that candidate's availability and current location.
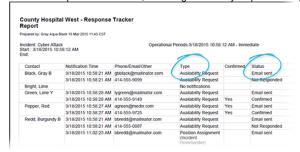
On the left, click the ICS position you want to view and then click the **Response Tracker/Assign Contact** drawer on the right. You have the choice of viewing only those contacts currently in the position's depth chart or all potential candidates.

For each contact, the **Availability** and **Location** columns show the contact's current status; see Respond with Your Availability for more information on availability and locations.

The **Notification Status** column shows the most current response status. Statuses are defined as follows:

Status	Description
Requesting Availability	- System is in the process of sending the initial notification that requests the contact's availability. - System is awaiting confirmation because it encountered an answering machine, the device or network was busy, or the recipient is in the process of listening to the message. - The individual answering the call indicates they are not the intended recipient; the recipient has opted out of receiving messages via this device; the call was not answered; or the recipient disconnected after the message was delivered and did not respond.
Responded	Contact confirmed receipt of the initial notification and responded to the request for availability using this device.
Notified of Assignment	System notified contact of their assignment to a position in the incident's ICS chart.
Left Message	System reached contact's voicemail or other recording device and left a message about the incident.
No Response	Contacted number is not valid, or the recipient indicated the system reached the wrong number.
Failed	- System received an automated reply for an email notification, such as an Out of Office response, or the system received an email response to the notification but was unable to locate a valid response within the message. - Telephone provider failed to deliver the notification or rejected the call attempt. - Notification system connected but was disconnected and/or the entire messages was not delivered. - System expected one device and connected with another type (such as a fax instead of a voice line). - The page (1-way, 2-way, or numeric) was rejected. - System could not contact a device via any configured provider and aborted the action.

RT Report

Notification statuses are also available when you run the *RT Response Tracker* report for an active or ended incident. In this case, the status is at the individual notification level. That is, if the system attempted to reach a candidate by both email and phone, each is shown in the report. The report also lists all attempted notifications, including availability requests and positions assignments.

County Hospital West - Response Tracker Report

Prepared by: Gray Aqua Black 18 Mar 2015 11:43 CST

Incident: Cyber Attack   Operational Periods:3/18/2015 10:58:12 AM - Immediate
Start : 3/18/2015 10:58:12 AM
End:

Contact	Notification Time	Phone/Email/Other	Type	Confirmed	Status
Black, Gray B	3/18/2015 10:58:21 AM	gbblack@mailinator.com	Availability Request		Email sent
	3/18/2015 10:58:21 AM	414-555-9099	Availability Request		Not Responded
Bright, Lime			No notifications		
Green, Lime Y	3/18/2015 10:58:28 AM	lygreen@mailinator.com	Availability Request		Email sent
	3/18/2015 10:58:28 AM	414-555-9149	Availability Request	Yes	Confirmed
Pepper, Red	3/18/2015 10:58:27 AM	agreen@medix.com	Availability Request	Yes	Email sent
	3/18/2015 10:58:27 AM	414-555-9725	Availability Request	Yes	Confirmed
Redd, Burgundy B	3/18/2015 10:58:21 AM	bbredd@mailinator.com	Availability Request		Email sent
	3/18/2015 10:58:21 AM	414-555-0087	Availability Request		Not Responded
	3/18/2015 11:02:23 AM	bbredd@mailinator.com	Position Assignment (Incident Commander)		Email sent

Possible status values in the report:

- **Not Responded** - The system sent the voice notification and the candidate has not responded.
- **Email sent** - The system sent the email notification. If the **Confirmed** column is blank, the candidate has not responded to the email.
- **Confirmed** - The candidate received the voice notification and responded via the options offered in the notification.
- **Push notification sent** - The system sent a push notification to the candidate's mobile device.
- **Alternate confirmation** - The candidate updated their status prior to answering the voice notification. The system is in the process of canceling the voice notification.
- **Canceled** - The candidate did not respond to voice notification attempts and the incident is ended.

Note: Many of these statuses are also valid when conducting a test of your notification system. The status appears in the **System Status** column of the Test Incident Administration page.