

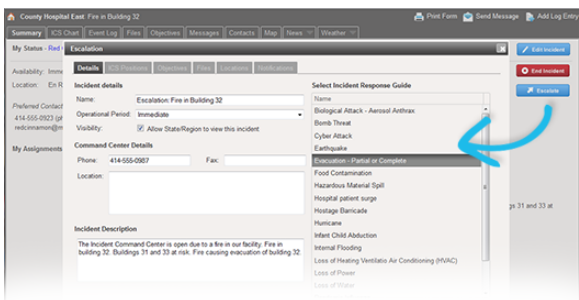
Incident Escalation

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eICS provides the tools you need to [escalate an incident](#) when events or situations cause it to expand beyond the scope of the current response efforts.

For example, say a tornado is coming directly toward a building on your campus. In eICS, you create an incident and choose the *Tornado* incident response guide (IRG) to manage the situation. Later, however, you realize that the tornado is going to force an evacuation of the building. To accommodate this new development, you would escalate the incident to include the *Evacuation* IRG.



Helpful Links

- [Juvare.com](#)
- [Juvare Training Center](#)
- [Announcements](#)
- [Community Resources](#)

Escalation expands the incident management scope to include the selected response guide, potential responders, and related files. After an escalation, you are better able to monitor, track, and manage all aspects of the incident.

Note: Any administrator or Facility Staff member assigned to a position for the incident can escalate it. External Contacts, however, cannot escalate an incident. You can escalate the incident as many times as necessary in order to expand response efforts.

Process

The *Escalation* window contains six tabs that present elements of the new IRG. You must review the content and make selections or adjustments as you proceed through the tabs. eICS automatically identifies positions, objectives, files, and locations in the escalation IRG that duplicate elements in the existing incident and removes these items. You can use the **Next** button to move ahead to the subsequent tab and the **Prev** button to return to a previous tab.

Escalation Tabs

Tab	Description	Action
Details	Details for the current incident, based on the IRG that was selected.	<ul style="list-style-type: none">• Revise details as necessary, such as the incident name or description.• Select an IRG for the escalation.
ICS Positions	Left pane shows only the positions that will be newly activated for this escalation.	<ul style="list-style-type: none">• Clear the positions you do not want to add.• Select the positions you want to include.

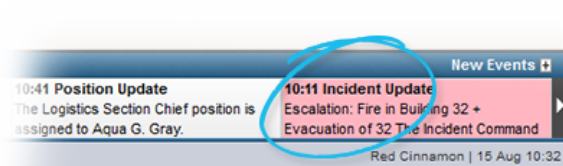
Objectives	Shows objectives associated with the new IRG. Those that duplicate existing objectives appear in this tab, but, by default, they are not selected.	<ul style="list-style-type: none"> • Clear the objectives you do not want to add. • Select the objectives you want to include.
Files	Shows only the files associated with the new IRG that do not already exist in the incident.	<ul style="list-style-type: none"> • Clear the files you do not want to add. • Select the files you want to include.
Locations	Shows only the locations associated with the new IRG that do not already exist in the incident.	<ul style="list-style-type: none"> • Clear the locations you do not want to add. • Select the locations you want to include.
Notifications	<p>Shows individuals currently assigned to positions for the existing incident.</p> <p>The area below that shows all candidates that have not been assigned to a position (both those from the existing incident and escalation).</p>	Indicate the individuals you want to notify by specifying one or b methods for each.

Post-escalation

When you click **Finish**, the *Escalation* window closes. The system applies the changes listed in the **Dashboard** column of the table above to the incident's dashboard. Furthermore, the incident **Name** begins with **Escalation** and the text reflects the changes you made to the incident's name.



A high priority **Incident Update** event is added to the incident's Event Log and appears in the ticker at the bottom of the dashboard. Users logged in to eICS are alerted to this high priority entry via a sound prompt. In addition, an event is added to the log for every significant change that comes with the escalation, such as the activation of new positions and addition of locations.



The following occurs upon escalation:

- All contacts currently assigned to incident positions are notified of the escalation.
- All candidates associated with the IRGs and who have not been assigned to a position are notified of the escalation and prompted to respond with their availability; this includes Labor Pool members if the pool was activated as part of the escalation.
- Other contacts are notified of the escalation (Other Contacts to Notify).