

- **Small void:** is where a person can hardly move and has to lie more or less still while waiting for help. In small voids, the chances of injury are higher as people trapped inside have less space to avoid falling objects and collapsing structural elements.

Factors relating to the operations include:

- **Resource availability:** the more limited resources, the longer the operation will take.
- **Location of site and teams:** the further from the site the team is, the longer the operation will take.

5.9 Information Management

Large, complex USAR operations result in heavy workloads for national and international teams. The potential for loss of situational awareness is high if the information gathered is not managed properly. To assure a coordinated response of multiple international USAR Teams, information management therefore becomes a critical issue across the whole USAR coordination mechanism and at all stages of the response cycle. A USAR information management system is needed to ensure successful field coordination in USAR operations. Such a system underpins efficient and effective collection, processing, dissemination of information and tasking of large-scale coordination efforts.

Responding teams want to limit the time and effort spent on information management. The requirements set on the teams in managing information have to be restricted to the absolute essential information for USAR coordination. Broader information is often needed for various other purposes, but this manual only covers the essential USAR coordination requirements. All stakeholders of the INSARAG community need to part of a USAR information management system, hence the need for a standardised and systematic approach to collect and report information at all levels.

The INSARAG community has developed a management system through the years, and continues to seek to improve it. Initially, INSARAG and the UN adopted the idea of coordination cell, the OSOCC, which has now developed into an OSOCC with a well-defined UCC as part of the OSOCC. Later, the development of paper forms for collecting and disseminating information and assignments was introduced. The most recent development of the INSARAG management system is a digital data collection and information display tools, which will be operational on 1 January 2020.

The INSARAG information management system is based on the following basic principles:

- **Field oriented:** Ease of use in the field, accounting for the difficulties encountered in such environment.
- **Reliable:** Information collected and stored in the system must be reliable and readily available for the coordination structure, even under adverse conditions and limited resources.
- **Scalable:** The system must adapt to different response scales.
- **Adaptable:** The disaster response needs to adapt to different types of disasters and environments.
- **Traceable:** The accountability of the information managed must be available to allow scrutiny and decision-making process.
- **Integral:** The system must cover as many of the different aspects of the USAR response as possible in pursuit of standardisation.

Management is the allocation of resources towards a goal and objectives. As the UCC does not have command and control over the teams, the UCC coordinates with the teams, under the direction of LEMA. The INSARAG Coordination and Management System (ICMS) therefore refers to a coordinated activity of allocating resources towards saving as many lives as possible from collapsed structures.

The ICMS is both a web-based tool and a paper-based tool to be used in case the web-based version does not function. Both versions are based on a set of forms (either web-based or paper-based) to guide information collection from the field to the UCC, for maintaining an overview of the situation and for tasking teams. The ICMS is maintained by the Information Management Working Group, which will provide user-guides and training material for the web-based version, and electronic versions of the paper forms on www.insarag.org. The forms include instructions on how to fill in each field. The web-based forms are created through Survey123, which are displayed on web-based dashboard. All teams will have access to both Survey123 and the dashboard, both for training purposes and during missions. Each mission will have a unique log-on username and code, which will be provided to the teams via the VOSOCC at the beginning of the mission, and will be requested to download forms that are pertinent to that mission. All information put into the Survey123 forms is automatically and immediately shown on the dashboard, seen by the UCC, team management, OSOCC, and back office. Teams will be tasked by the UCC directly (email, phone, face-to-face), and will upload the assignment information on the dashboard. For more information, please refer to the ICMS documents and the UC Manual under the Guidance Notes.

The main components of the ICMS is outlined below and the UC Manual provides more details about management processes.

Fact Sheet: The Fact Sheet provides information about the capacity of the team, contact information, support needs, and status. Note that the Mobilising Form will no longer exist as a separate form, but will become part of the Fact Sheet.

Entity	Survey 123 form	Paper form
Back Office	Team information filled in the Fact Sheet on Survey 123. Marks the team's status as "deployed". Team information to be uploaded in the VOSOCC before departure, as per data fields on the VOSOCC (it will not be the entire Fact Sheet).	Fill in a paper form for the team to take with them, and an electronic version.
Team arrival	Team update its status to "in country."	
RDC	Verifies with arriving teams that the information is correct and reminds them to update their status	Receives a paper (or electronic) version upon team arrival.
UCC	Will see the team information on the ICMS dashboard.	May receive the Fact Sheet from the VOSOCC, from the RDC or from the team when it arrives at the UCC, depending on internet connectivity.
Team departure	When the team is demobilising, it will update its status to "demobilising."	Fills in the final section of the Fact sheet and gives to UCC or RDC, depending on situation.

Table 7: Survey 123 and paper forms.

Forms for ASR Levels 1-5: The teams fill in the following forms during their assignments, depending on the ASR levels

Form	ASR Level	Comment
Wide-Area Assessment Form	1	Used to collect general impact information and used for sectorisation.
Worksite Triage Form	2	Used to collect information from identified worksites with rescue opportunities.
Worksite Report Form	3, 4, 5	Report of activity at a worksite for a specific work period or to handover the worksite.
Victim Extrication Form	3, 4	Form used to collect basic information of victims extricated.
Victim Treatment Form	3, 4	Form used to collect medical information about victims extricated. This form is handed over with the patient. All gathered information in relation to victims should be treated as confidential.
Humanitarian Notification Form	Any level	If a USAR Team sees unattended humanitarian needs that needs to be reported, they can do so through the Humanitarian Notification form.

Table 8: ASR levels and related forms.

Assignment Briefing Package: When assigning the teams, the UCC will fill in an assignment package, which consists of a form and annexes (where relevant).

Entity	Survey123 form	Comment
Main form	Assignment Briefing Form	Provides information on which team is being assigned, when and to where, along with assignment information and a list of the annexes.
Annex A	Wide-Area Assessment Form	If relevant.
Annex B	Worksite Triage Form	If relevant.
Annex C	Previous Worksite Report Form	If relevant.
Annex D	Pictures	If relevant.

Table 9: Assignment Briefing Package.

Other forms are also available on www.insarag.org, such as:

- Affected Area information.
- RDC briefing handout.
- OSOCC-LEMA briefing.
- Incident/Sector Situation Report.

Form updates are expected to be on a six months basis and will be announced to the INSARAG network. During a mission, teams should download the latest forms. Changes in the forms may be expected

Note: It is paramount for all international USAR Teams to maintain consistent links with the UCC to ensure two-way information sharing. Teams are especially advised to monitor the ICMS dashboard, provide information through the forms, and participate in UCC meetings.

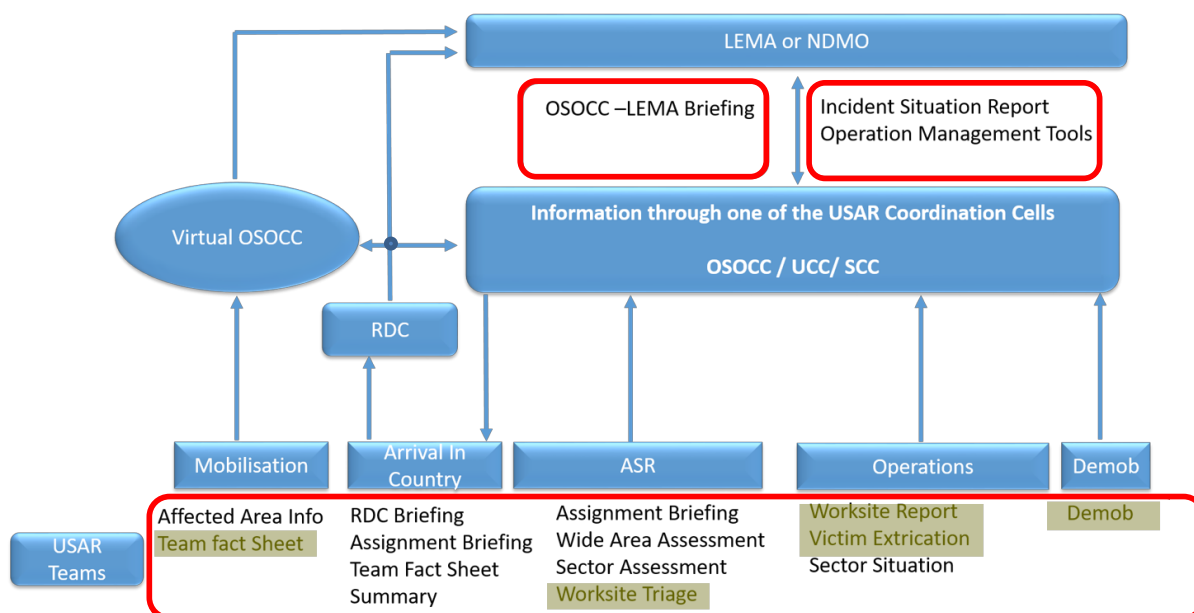


Figure 11: Operational Information Flow and INSARAG Forms.