

Defense Industrial Base Human Resource Resiliency through Two-Way, Location-Based Information Exchange

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CHALLENGE: Human Resource Resilience

Business continuity and resilience depend on employees returning to work and companies knowing the status of its employees. Companies also must inform employees of response actions, assess employee needs during a disaster, and “check in” employees who are able to plan an organization’s return to normal operations. In addition, it is an employer’s responsibility to ensure the safety and well-being of their personnel on the job. Many companies, however, do not have efficient means of communicating with employees during natural, technological, or terrorist events.

Improving an employee’s threat and incident knowledge, while attending to the employee’s personal well-being, results in a faster and more effective return of the employee to active duty. This project will help companies fulfill their employee accountability responsibilities and will help employers prepare and protect employees during an incident and speed their return to work where the employee plays a critical role in infrastructure resilience.

APPROACH: Enhance Situational Awareness and Accountability

This project extends situational awareness from a company’s Emergency Operations Center (EOC) to all company employees. Situational awareness originates in the Defense Industrial Base (DIB) Information Sharing Analysis Center (ISAC) and will be provided to either defense companies’ EOC or the project’s own “Virtual EOC.” Employees then receive situational awareness and instructions from their company through the project’s mobile app on personal or work smartphones and tablets. Armed with such knowledge, employees can then use the mobile app to provide their own ground-truth status reports, thus enhancing situational awareness for the company and—through XchangeCore’s Web Service Data Orchestration, software that enhances crisis information sharing—for government agencies.

The project builds on the current ISAC “monitor-inform” model to (a) improve automated collection of threat and incident information, (b) deliver threat and incident information to employers in national data-standard formats, and (c) extend the “inform” function from crisis centers to DIB employees in critical occupations.

NEXT STEPS: Development and Implementation

The DIB has the basic platform now. Initial testing will be followed by a series of stakeholder evaluations and software improvements. The 18-month project is expected to lead to the transition to full, subscription-based operations.

Initially, three to five DIB ISAC member companies located across the country will pilot the project. Ultimately, DIB ISAC member companies and other critical infrastructure sector organizations that require short recovery times will benefit from a continual flow of hazard information from the DIB ISAC Watch Center, as well as location-based status reports from employees across an impacted area.

Immediate success will be determined by having 25 percent of the DIB ISAC members subscribing to the system at the conclusion of the project. Long-term success will be measured by DIB ISAC member continuing subscription to the system.

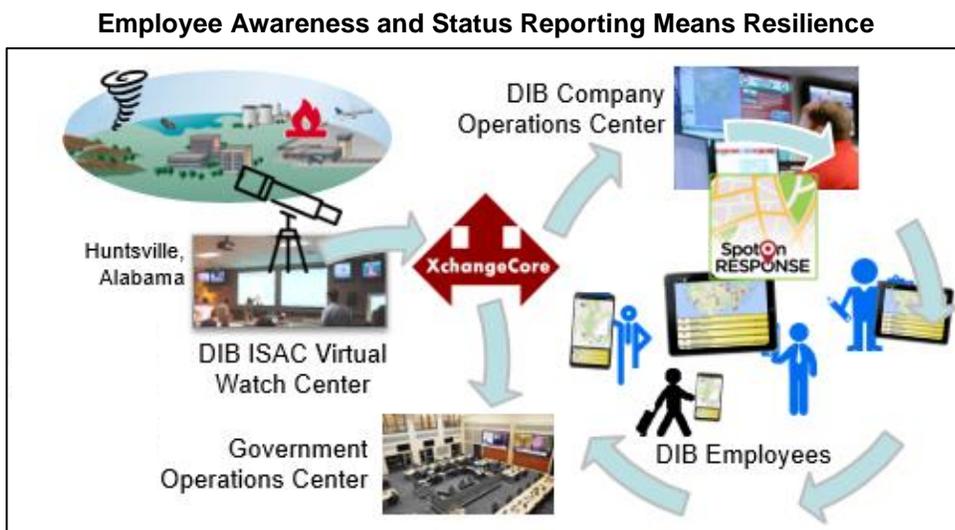


Diagram depicting how the DIB Human Resource Resiliency through Two-Way, Location-Based Information Exchange functions.

The National Infrastructure Protection Plan (NIPP) Security and Resilience Challenge is managed by the Office of Infrastructure Protection, within the National Protection and Programs Directorate of the Department of Homeland Security (DHS), in partnership with the National Institute for Hometown Security (NIHS). To learn more about this project, contact Jay Robinson, Program Manager, DHS, at Jay.Robinson@hq.dhs.gov or Ewell Balltrip, CEO, NIHS, at eballtrip@thenihs.org.



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