

DATA SHEET

DYNAMIC DIRECTORY

Expertise and Resource Location

CommsFirst Incident and Crisis Communications Services

Prepackaged communications platforms and information tools for business continuity, public safety, and homeland security.

Easy Web Access

Browser compatibility:

- Firefox®
- Internet Explorer®
- Windows Mobile®
- Pocket PC
- BlackBerry®
- Most cell-phone browsers

ACCESS CRITICAL INFORMATION FOR RESPONSE AND PREPAREDNESS

For incident response, the immediate identification and location of experts who can help can mean the difference between life and death. You need to reach them no matter your communications device. And you must understand the competencies, certifications, and resources they bring to the response effort.

The CommsFirst Dynamic Directory delivers this critical information over a robust, redundant, Web-based platform built entirely on open standards to ensure interoperability and device compatibility.

This subscription-based directory delivers dynamically updated information on critical contacts and resources—even as an incident unfolds. Also a nationwide database for disaster preparedness, it keeps emergency personnel well-informed with relevant, timely alerts.

APPLICATIONS

Use this living repository of people and resources to find:

Experts – find professionals based on competencies required, geographic proximity, certifications, or any number of criteria.

Resources and Equipment – access vendors with critical resources and gear such as radios, supplies, and shelters.

Emergency Alerts and Incidents – receive relevant and automatic alerts and information about specific incidents.

After logging in, access **updated information about people and resources** quickly and easily. When a communications infrastructure becomes disabled, for example, key contacts' new phone numbers and e-mail addresses are posted for easy access on this Web-based directory.

The directory **supports most browsers** on desktops, laptops, and handheld devices (such as BlackBerry and Pocket PC devices). Windows Mobile users can also store data for offline use when connectivity is likely to be questionable.

A just-in-time **mapping tool** provides awareness of critical resources, whether mobile or stationary, and pinpoints their location on Microsoft® Virtual Earth™, Google Earth™, or other standards-based GIS applications.

Event-specific **notifications** can be **created and broadcast** by authorized users and incident commanders to notify team members of important developments.

Broadcasts of **relevant alerts**, such as weather updates, can be consumed by **any RSS reader**, myYahoo!®, iGoogle™, or any portal page or mobile device that supports RSS. Clutter is minimized through intelligent tagging, enabling subscribers to send and receive only information relevant to their interest, role, geographic location, or incident.



WHEN

- Incident response
- Hazmat response
- Search and rescue
- Reconnaissance and surveillance
- Pandemic response
- Emergency medical response
- Training and exercises
- Special events
- Corporate COOP

WHO

- Law enforcement
- Fire and rescue
- Special ops teams
- Emergency management
- Intelligence agencies
- State homeland security
- State fusion centers
- Medical response
- Enterprise disaster recovery
- Department of Defense
- National Guard

WHY

- Rapid access to expertise and resources
- 24x7 availability, optimized for use in austere environments
- Open Internet standards
- Not dependent on local communications infrastructure
- Minimal end-user training
- Rapid operations recovery
- Reduced loss of life and property
- Enhanced first-responder safety

DYNAMIC DIRECTORY SPECIFICATIONS

Interoperability through Open Internet Standards

Pushing Relevant Content: The database content may be fed, maintained, and managed via secure Web interface, through SSE, or through Web 2.0 interfaces. Initial bulk load is supported using CSV import.

Pulling Relevant Content: Subscribers can log in using any Web browser to access content. Or Web 2.0 interfaces are available to support third-party or OEM applications.

Open GIS Interfaces: Return sets may be exported to KML and/or GeorSS.

Relevant Incident Alerts and Messaging: RSS, SSE, SMS, SMTP

Resiliency through a Distributed Architecture

Tier-One Internet Hosting: Master copies of the application and database are housed on geographically distributed, multi-homed, tier-one networks.

Tier-Two Distributed Replication: Slave copies of the application and database are housed and synchronized on all CommsFirst OP-Vs to ensure availability in the most austere environments.

Security

Authentication: login and password; dual-factor supported through native device operating system

Encryption: data encrypted on server disk using AES-256 symmetric algorithm (FIPS 140-2 compliant)

Data Link: SSL or TLS connection to CommsFirst-hosted server(s)

Access Control Levels

Clients can administer their own listings

Client authors can enter and modify their own entries (but not others' records)

Multiple access control levels for maximum flexibility

RLS and CLS Record Controls

Row- and cell-level security – Support for "private" fields

Individual roles can access only certain intersections of rows/columns

System Requirements

Desktop browser support: Internet Explorer 6.0+, Firefox 1.5+

Windows Mobile 2005+ for offline client

All brand names mentioned herein are the property of their respective companies.

Contact your CommsFirst account executive for a live demonstration.

First to Connect
in Crisis