

## Real recovery in real time

An incident can be as quick and sudden as an earthquake, as localized as a water main break, as lengthy as a pandemic, or as constant as the threat of terrorism.

They all have one thing in common — they can be managed with an effective Emergency Operations Center (EOC), the nerve center for information that arrives by way of phone, e-mail, news reports and other services that provide important data to guide recovery efforts.

In order for an EOC to effectively manage this influx of information and present it so that it's both accessible and usable, a random meeting room filled with grease boards and phones won't work. The ideal method used today for coordinating a response to an emergency is a virtual EOC-like Incident Manager® delivered by SunGard® and powered by WebEOC®.

A few key advantages of managing an incident virtually include:

- Easy management of information in electronic format
- The ability to escalate vital issues (i.e., recovery of critical processes, tasks, employees, etc.) so proper attention is distributed effectively
- Remote, online access to track recovery efforts
- A reduction in the number of people who need to be physically present throughout the incident
- A decrease in the overhead cost of equipment and supplies.

## Incident Manager

Beyond being a virtual EOC, Incident Manager is built around best practices that are primarily focused on three areas, each of which account for the most important considerations you'll have during an emergency:

- The safety of your people
- The status of your critical processes
- The ultimate goal of getting your organization back up and running

To achieve these universal goals, Incident Manager is driven by "Boards"; a series of screens that display specific information and unfolding events that can be escalated to other Boards for action or flagged to gain attention.

More than 25 Boards come standard, and users have the option to customize and add more. With standard Boards, your options will include:

- Organizing your contact and location information
- Real time tracking the progress of recovery efforts
- Tracking expenses incurred during the emergency
- Knowing and tracking employee count, location, and safety
- Managing information to be released to the media and employees.

Name	Status	Available	ARC	SN	PF	Details
YMCA	OPEN	5				Edit
Shelter In Place - Mountain View	CLOSED	275				Edit
First Methodist Church	FULL	27				Edit
Shelter In Place - Cary, NC	CLOSED	100				Edit
Shelter In Place - Edison	OPEN	200				Edit

The Alternate Locations Board provides critical details such as being American Red Cross approved, handicapped accessible, pet friendly, etc.

## Gaining a visual

With MapTac™, Incident Manager provides a visual display of any situation by enabling you to publish items such as maps, digital photos or floor plans that are instantly accessible from any Web browser. They can then be animated with markers and labels from a palette of icons, representing details like accident scenes, locations of responding units, or recommended transportation routes.

## Lessons learned

The importance of testing to verify that plans are realistic and complete is crucial. Because of this, some of the most important work done in Incident Manager is performed long after any disruption is over. With the WebEOC Simulator, plan exercises can be archived and played back, displaying events during a recovery process in chronological order.

## Why SunGard?

Thirty years ago, SunGard Availability Services had the foresight to found, and since then grow, the disaster recovery industry. Today it is no longer sufficient to just protect the data behind a given process. To maintain a competitive advantage, organizations must keep people and information continuously connected.

As part of its comprehensive portfolio of Information Availability solutions, SunGard Availability Services offers a fully integrated, enterprise class Software suite, as well as individual software products to support Business Continuity planning, testing and notification.

## Here's what else you can expect:

### Unparalleled Support

SunGard software support goes well beyond being available for questions or planning advice 24 hours per day, 7 days per week, 365 days per year — they also act as advocates for our customers, relaying enhancement requests to our project managers and developers.

### About SunGard Availability Services

Sungard Availability Services provides disaster recovery, managed IT, and information availability consulting services to more than 10,000 customers in North America and Europe. We also provide Business Continuity Management Software to customers globally.

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## Product training

No one knows our products better than our team of trainers with their extensive knowledge, insight and methodology. SunGard provides free training for an unlimited number of your personnel within the US and UK, or online through our Web site delivered by our experienced team of instructors.

## Meaningful consultation

We are recognized leaders in continuity planning consulting, having completed countless engagements across many industries, ensuring the vital elements that make continuity initiatives effective are at your service.

## User events

Our International User Group, Regional User Group, and our Technical Advisory Groups create a collaborative environment for sharing ideas with fellow SunGard software users in your area. Feedback received during these events supports enhancements and the development of new offerings.

### SunGard Continuity Management Solution

Incident Manager Powered by WebEOC can be purchased standalone or as part of the SunGard Business Continuity Management Solution, a comprehensive software offering that helps your company manage the entire lifecycle of its Business Continuity program.

This flexible solution can be customized to fit your organization's specific needs. Building on the strength and functionality of the core platform, independent modules can be added over time as the Business Continuity Management requirements of your company expand or change.