



## DLAN Phased Implementation: Regional Municipality of Wood Buffalo (RMWB) Use Case

RMWB began with a rush implementation at the start of the COVID-19 pandemic. The system started off with a very basic tool set so that members of the Incident Management Team could get working right away, without much training. As users became comfortable with the system, RMWB began adding on extra features to help meet their response goals. Almost a year into the project, RMWB continues to expand their DLAN system to create a complete all-hazards response system. Most recently they added DLAN's GIS Premium module for improved mapping capabilities.

When Scott Davis joined RMWB as their Director of Emergency Management he came with a plan to improve communication and overall situational awareness throughout the region. As a previous DLAN user, he knew the software would be a vital part of meeting this goal. Soon after starting in this new position, the COVID-19 pandemic began sweeping the globe. Davis knew he would need to move up his timeline to implement software that his team could begin using immediately.

Davis noted that the procurement and implementation process was really easy because he had worked with BCG and FutureShield before and was confident in their ability to help. He notes, "Reaching out to the DLAN support line for simple things, like trying to remember how to get in, to changing some dashboards to make them unique to RMWB there was always that confidence...I knew it was a team. It wasn't just me out there on the field; it was all the other players and, in this case, having that backup and knowing I could reach somebody who would be able to assist us quickly."

BCG and FutureShield were able to provide RMWB with the tools they needed to manage their response right away, such as basic task management and dashboards. Incident Management Team members were able to see the benefits of the software immediately and soon after they added more tools to widen their response capabilities. They added the ability to create Incident Action Plans (IAPs), Situation Reports, and advanced mobile response tools, including offline work functions. Davis noted that they didn't have to make many modifications to get DLAN to fit into their workflows since the software follows Incident Command System (ICS) in terms of language and standard workflows. They found DLAN to be very user-friendly out of the box.

"DLAN helps create a picture for our team. Whether in the operation center looking at the multiple monitors or logged in remotely from a hand-held device, it allows staff to be able to very quickly get up to speed on what's happening right now."



**Scott Davis**  
*Director of Emergency Management, Regional Municipality of Wood Buffalo*

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The screenshot displays the DLAN Landing Page interface. At the top, it shows the DLAN logo, the text "2021 02 - Pipeline Release", the date "Sat Feb 27, 2021 :: 08:04:24", and options for "Options" and "Help". The main content area is divided into several panels:

- Situational Awareness Updates:** Contains a list of updates regarding a pipeline release, including information about product verification, personnel on site, and equipment being flown in via helicopter. It includes a "Source: Situational Awareness Updates" link and a "Help" icon.
- Step 1 - Create IAP Document:** Provides instructions on how to create an Incident Action Plan (IAP) document, including options to use an existing template or clone one. It lists steps like clicking the "Add" button, selecting an existing IAP template, and filling in operational details.
- Sit Rep Help:** Offers guidance on setting up a situation report, including instructions on adding reporting periods, entering start and end times, and selecting a subject header.
- Slide Show:** Displays a satellite map of a geographic area with a red circle highlighting a specific location.

At the bottom of the interface is a "Shortcuts" bar with icons for various functions: Add Report Ticket, Add Request Ticket, Communications, COVID-19, File Library, Social Media, Ticket Mgr., View All Requests, WAZE Traffic, and User List.

Thus far, the system has been used for around 25 major incidents: including COVID-19, the Fort McMurray 100-year flood, an industrial explosion, a water treatment plant failure, train derailments, landslides, and pipeline releases. Each of these incidents presented their own challenges and needed to be handled using best practices for each hazard type, and many of them also needed to be dealt with simultaneously. Davis noted that the ease with which you can hop between different incidents and manage them concurrently in one platform was incredibly helpful during these challenging times. Being able to access DLAN remotely was essential to continuing their successful operations in a COVID environment when it was unsafe to have all staff gather in the Regional Emergency Coordination Centre (RECC).

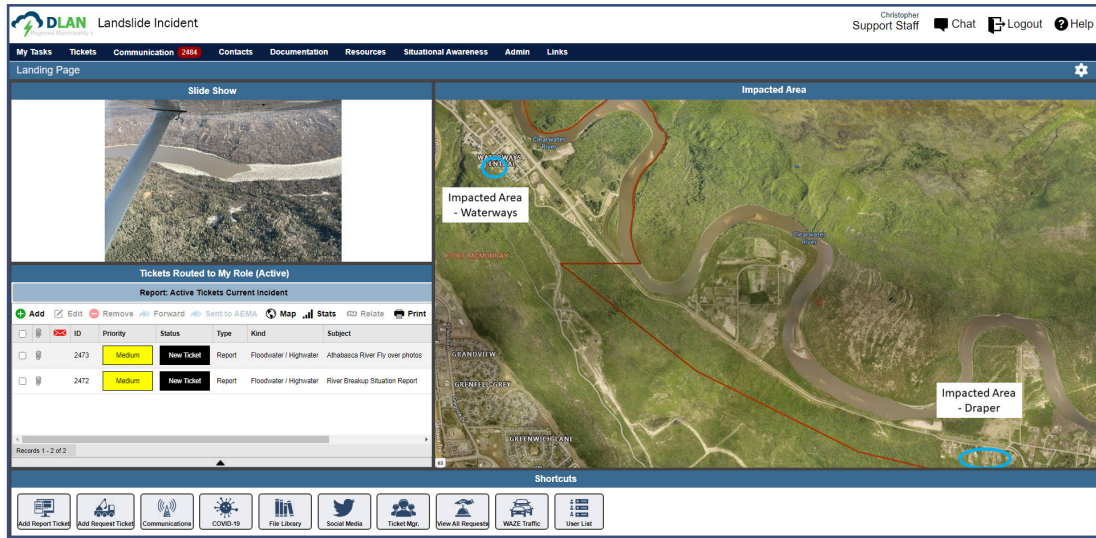
Davis notes, "For me the biggest thing is getting situational reports on the various incidents, posting pictures, and breaking information out into different panels within DLAN to display it on multiple monitors, as incident command I can look at all these different panels to give me the information I need on-the-fly to make decisions."

RMWB recently added two additional features to their system. The first is DLAN's Premium Mapping, which allows users to fuse together geospatial information from virtually any external or internal source onto one common display. The second is DLAN's Communication Center Premium, which allows for advanced Email monitoring and tasking, multi-channel communication, and streaming video monitoring.

In the future, RMWB is looking to expand their DLAN use even further and work more closely with the Province. The Government of Alberta, Alberta Emergency Management Agency (AEMA), also utilizes DLAN for incident management, so both systems can seamlessly share information with one another. For wildfire season, the ability to integrate with Alberta Wildfire through Alberta's DLAN system will be very helpful. Currently RMWB is working on their winter road incident and are able to share incident status and a common operating picture with the province using DLAN.

RMWB's advice for other emergency managers using incident management software is to allot the time for training and build user confidence. They note that consistent training on a regular basis and table top exercises are extremely useful, especially for infrequent system users.

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By starting small and expanding their system over time, RMWB was able to get users working quickly and then add on more advanced functions after users were comfortable with the basics. RMWB focuses on getting their staff confident with one portion of DLAN before adding on additional functionalities. This made for an easier user experience and let RMWB fully utilize DLAN's advanced feature set.

**Regional Municipality of Wood Buffalo** - The role of Emergency Management is to provide a prompt and coordinated response to emergencies that overwhelm the ability of the responding department and requires a multi-agency response.

**Buffalo Computer Graphics, Inc.** - DLAN is engineered by BCG, a veteran owned small business that has over 35 years of experience in software, hardware, and systems engineering.

**FutureShield Inc.** is a solution provider for technology to assist with preparation, mitigation, response and recovery. Working with Risk Managers, Security Managers, Emergency Managers and First Responders since 2005, FutureShield is a single point of contact for our Canadian clients when they seek to implement software into their departmental and enterprise-wide operations.

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