

Department of the Interior Departmental Manual

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Series: Emergency Management

Part 900: Emergency Management Program

Chapter 3: Interior Operations Center and Information Management

Originating Office: Office of Emergency Management

900 DM 3

3.1 Purpose. This Chapter sets forth policy for the Department of the Interior (Department/Interior/DOI) Office of Emergency Management (OEM) Emergency Operations Division (EOD) to coordinate incident and event information management and operational coordination within the Department, as well as among external partners, from the Interior Operations Center (IOC). This policy supports senior leadership critical decision making through publication of the Secretary's Critical Information Requirements (CIR) and establishment of a Departmental Common Operating Picture that includes information regarding incidents that impact or have the potential to impact Departmental personnel, lands, facilities, infrastructure, or resources.

3.2 Scope. The OEM is responsible for maintaining Department-wide situational awareness of incident response operations and developing a common operating picture for all stakeholders. This applies to all incidents and events that impact the Department's personnel, lands, facilities, infrastructure, or resources; Tribal Lands or Insular Areas; or incidents and events for which assistance is provided to other units of government under Federal laws, Executive orders, interagency plans, or other agreements that meet the CIR reporting threshold. These policies, guidance, and procedures apply to all Bureaus/Offices.

3.3 Authorities and References. The list of authorities and references used for the Departmental Emergency Management Program can be found in 900 DM 1.

3.4 Policy.

A. The Director of the OEM must ensure coordination and integration among Bureau/Office response and recovery activities through the staffing and management of the IOC.

B. Personnel staffing the IOC must disseminate Departmental situational awareness and present a common operating picture through various communications, notifications, and alert and warning systems. Disseminated products must meet minimum reporting requirements and will be

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shared with inter- and intra-agency partners, including the Department of Homeland Security (DHS) National Operations Center (NOC).

3.5 Mission. The mission of the IOC is to provide 24/7/365 situational awareness, alerts and notifications, inter- and intra-agency operational coordination, and decision support with resources to facilitate modular and scalable operational coordination, as well as continuity postures, appropriate to incidents affecting Departmental interests and as directed by the President of the United States.

3.6 Responsibilities.

A. Secretary/Deputy Secretary is responsible for establishing and issuing the Critical Information Requirements (CIRs). The CIR will be reviewed annually, or as directed by the Secretary.

B. Assistant Secretary - Policy Management and Budget (AS – PMB) is responsible for overall leadership and coordination of the Emergency Management Program. The AS – PMB coordinates the development of the CIR and reports response and recovery activities to the Secretary, Deputy Secretary, White House Situation Room, and among the Bureaus/Offices.

C. Director, Office of Emergency Management (OEM), directs the information management and coordination for incidents including establishment of objectives, guidelines, criteria, and procedures for reporting and information sharing.

D. Assistant Director, OEM, Emergency Operations Division (EOD), oversees the operations of the IOC, and establishes policies and procedures for information management and critical information sharing.

E. Assistant Secretaries, the Solicitor, and the Inspector General provide leadership, oversight, situational information, and subject matter expertise to ensure that incidents within Bureaus/Offices are effectively coordinated and reported.

F. Heads of Bureaus/Offices must ensure a reliable and redundant system is established for communicating reports and notifications that meet the CIR to the IOC on a 24/7/365 basis.

G. Bureau/Office Emergency Management Coordinators must establish internal reporting criteria and procedures to effectively fulfill responsibilities for coordinating incidents on a 24/7/365 basis, including establishing reliable procedures to ensure notification of serious incidents is submitted to the IOC in a timely manner. Internal reporting criteria must account for the CIR and address any incident or event specific information requirements or essential elements of information (EEI) that are developed.

H. Employees, supervisors, and managers are responsible for promptly reporting incidents covered by this Chapter using applicable Bureau/Office procedures. Serious incidents as defined by this Chapter must be reported in accordance with section 3.8 of this Chapter.

3.7 Definitions.

The primary list of definitions used in this Chapter can be found in 900 DM 1. The following definitions are specific to this Chapter and are in addition to those found in 900 DM 1:

A. Serious Incident. Any incident, emergency, or disaster of adequate type, severity, complexity, or impact to seriously affect Departmental employees, functions, operations, facilities, property, reputation, mission, or essential functions, or would otherwise affect the leadership of the Department, or that would result in media, public awareness, or serious legal or political consequences.

B. Critical Information Requirements (CIR). Issued by the Secretary, the CIR is a comprehensive list of particular elements of information that leaders have identified as requiring immediate notification in order to facilitate timely decision making. The CIR will be reviewed annually, or as directed by the Secretary (see Appendix 1).

C. Essential Elements of Information (EEIs). A comprehensive list of standard elements of information requirements needed to promote timely and informed decision making. The EEI provides context and contributes to the analysis of the CIR.

D. Situational Awareness. The continual process of information collection, analysis, and dissemination in a framework relevant to the Department in order to support response efforts and facilitate timely decision making by leadership.

E. Common Operating Picture. A shared situational awareness that offers a standard overview of an incident and provides information in a manner that enables leadership to make effective, consistent, coordinated, and timely decisions.

F. Federal Operations Centers. Centers that maintain situational awareness within their functional areas and provide relevant information to the DHS NOC. Federal operations centers may also coordinate Emergency Support Function activities. They may also communicate with other Federal operations centers, and with local, State, Tribal, Territorial, and Insular area government counterparts.

G. Supporting Activities. Programs and functions that may not necessarily respond directly to incidents, but that provide activities vital to incident planning and response, such as telecommunications, IT, human resources, and financial management.

3.8 Information Reporting Requirements.

A. Bureau/Office personnel who become aware of a serious incident in an area or location under their jurisdiction must expeditiously provide notification of the incident to the IOC. Depending on the severity of the incident and available information, Bureau/Office personnel must provide periodic updates regarding the incident status to the IOC.

B. Appendix 1 details the CIRs that require immediate notification to the IOC by Bureaus/Offices.

C. When a serious incident occurs, the IOC will execute alerting and notification procedures to inform Departmental leadership and emergency management personnel in Bureaus/Offices of the occurrence.

D. The IOC will maintain ongoing situational awareness and provide updates to senior Departmental leadership. In addition, the IOC will carry out responsibilities for timely notification of inter- and intra-agency partners, as outlined in the National Response Framework.

E. The OEM will provide a standardized template for Bureau/Office information sharing and reporting that is sent to the IOC. The template will provide a consistent structure, include specific information points, and ease in information sharing. The standardized Incident Command System (ICS) Situation Report (ICS-209-DOI), if produced by the incident management team, may also be used for reporting incident status information to the IOC.

F. Initial reports to the IOC may be telephonic but must be followed up with written reports transmitted electronically (fax or email) utilizing the standardized template as soon as the incident situation allows.

G. Until operations conclude, updates to initial reports must be provided when significant incident information changes. Bureau/Office Emergency Management Coordinators must discuss supplemental reporting frequency and termination with the IOC and appropriate OEM leadership.

3.9 IOC Requirements. Conduct monitoring and detection to facilitate alerting and notification of incidents and events to the Department's senior leadership. This includes establishment and maintenance of situational awareness and a common operating picture. The OEM EOD must maintain:

A. An information gathering and analysis cycle pertaining to evolving incidents and events that may result in impacts to the Department's personnel, lands, facilities, infrastructure, or resources.

B. 24/7/365 operations to ensure situational awareness and a common operating picture for the Department.

- C. Capability to receive, store, and share classified and unclassified data with stakeholders, regardless of their physical location.
- D. Monitoring and detection capabilities to fulfill the requirement to provide early alerting and notification to leadership throughout the Department.
- E. A geospatial information system and technical staff capable of supporting leadership decision making.
- F. A staffing model consistent with other Federal operations centers that is flexible and scalable.
- G. Training of all staff members and augmentation cadre to ensure a staffing standard consistent with the requirements identified by the Departmental Manual 900 series.
- H. Primary and alternate facilities capable of accommodating surge staff members to support significant incidents or events.
- I. A flexible and scalable structure and workforce to meet rapidly evolving needs of incidents and events.

Appendix 1. Secretary's Critical Information Requirements

The following are the Secretary's Critical Information Requirements (CIR) and must be reported to the Department of the Interior (Department/Interior/DOI) Interior Operations Center (IOC) immediately via phone (877-246-1373), email (DOI_Watch_Office@ios.doi.gov), or fax (202-208-3421):

A. Deaths, Injuries, or Accidents.

- (1) Fatality or life-threatening injury to an employee while in the performance of their duties.
- (2) Incident or event that proves fatal, or results in injury, to multiple Departmental employees, or visitors, on DOI lands.

B. Aircraft Incidents.

- (1) Report of all aircraft accidents that occur on DOI lands.
- (2) Any aircraft accident involving DOI-owned, operated, or contracted aircraft (also reported in accordance with 352 DM 3).

C. Disaster and Incident Response.

- (1) Any incident that impacts DOI lands or facilities and results in injury, significant damage (in excess of \$250,000), degradation in visitor access, or degradation of the Department's ability to provide vital services.
- (2) Incident response activities that significantly impact Tribal or Insular communities, the ability of Department to maintain vital services, or result in reduction in visitor access.
- (3) Warnings, alerts, or advisories issued by DOI Bureaus/Offices to the public or other government agencies related to incident conditions including, but not limited to, severe weather, wildfire, dam failure, flooding, landslide, earthquake, and/or volcano activity.
- (4) Evacuation Order issued by an authorized agency that requires the evacuation of DOI facilities/housing or personal residences.
- (5) Warnings of natural disasters or other incidents that threaten DOI lands, facilities, infrastructure, or personnel, as well as preparedness measures taken in response to such threats.

(6) Any request for DOI assistance (personnel, resources, technical assistance, etc.) as a Primary or Supporting Agency for any Core Capability, Emergency Support Function (ESF) or Recovery Support Function (RSF).

(7) Requests for, or deployment of, DOI employees, resources, or technical expertise to support incident activities either within the Department, or to assist other departments or agencies, through existing authorities.

(8) Search and Rescue activities involving significant interagency resources or searches for persons that might garner national media attention.

(9) Incidents on public or private property adjacent to lands administered by DOI that might have an impact on Departmental resources.

D. Security and Critical Infrastructure Protection.

(1) Incidents involving credible threats, attempted sabotage, or actual terrorist activity directed towards DOI personnel, lands, facilities, infrastructure, or resources.

(2) Demonstration or protest activity that may impact DOI personnel, lands, facilities, infrastructure, or resources.

(3) Threats or damage from natural disasters or technological incidents, including cyber terrorism, impacting mission essential facilities or critical infrastructure.

(4) Suspicious loss or theft of Government vehicles (including aircraft, boats, and buses) or sensitive law enforcement equipment.

E. Wildfires.

(1) Significant damage to DOI lands, facilities, infrastructure, or resources due to wildland fires.

(2) Any degradation in services, or visitor impacts, as a result of wildland fires.

(3) Damage associated with private lands, particularly communities and infrastructure.

F. Continuity of Operations.

(1) Continuity of Government Condition change or other continuity-related message from the Federal Emergency Management Agency Operations Center.

(2) Any incident that has the potential to impact the ability of a Bureau/Office to perform its essential functions.

(3) Activation of a Bureau/Office Continuity of Operations (COOP) plan.

(4) Any information technology or communications outage that has the potential to adversely affect DOI essential functions.

G. Public Health.

(1) Report of an unusual public health event or outbreak on, or threatening, DOI lands, resources, employees, volunteers, trust resources, Tribal, or Insular communities.

(2) Report of an unusual wildlife health, disease event, or outbreak on, or threatening, DOI lands, resources, employees, volunteers, trust resources, Tribal, or Insular Areas.

H. Law Enforcement.

(1) Report law enforcement incidents in accordance with 446 DM 9.

(2) For incidents occurring at locations where the Department does not have legislated statutory law enforcement authority, Bureau/Office Emergency Management Coordinators should ensure incidents detailed within 446 DM 17 are promptly reported to the IOC.

I. Oil Discharges and Hazardous Substance Releases.

(1) Report discharges or releases meeting reporting criteria (set forth in 40 CFR 110 for oil discharges and 40 CFR 116 for hazardous substance releases) from facilities or vessels (including vehicles, structures, wells, pipelines, impoundments, lands, and sites) which are under DOI jurisdiction or control, or discharges/releases that are observed within DOI managed land (also reported in accordance with 910 DM 4).

(2) Report any oil discharge that impacts DOI lands, resources, or any oil discharge response where DOI personnel provide support to the designated On-Scene Coordinator (e.g., Environmental Protection Agency, U.S. Coast Guard, Department of Defense, or Department of Energy).

(3) Report any actual or potential hazardous substance release at or above the reportable quantities of hazardous substances. Designated hazardous substances and their reportable quantities can be found in 40 CFR 117 and/or 40 CFR 302.4.

(4) Report any uncontrolled oil and/or natural gas well or over pressurization of an oil and/or natural gas well requiring closure of the blow out preventer that is being operated within DOI managed lands or on the Outer Continental Shelf.

J. Mining Incident. Report any mining accident that causes loss of life, entrapment, or life-threatening injury that occurs on DOI managed lands.

K. Occupational Safety and Health. Reporting is detailed in 485 DM 1, 2, and 17. Bureau/Office Designated Agency Safety and Health Officials (DASHO) are responsible for overseeing Bureau/Office safety programs, including reporting serious accidents and injuries.