



FEMA

Lessons Learned  
Information Sharing  
LLIS.gov

## April 2009 *Lessons Learned Information Sharing* Newsletter

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### Functionality Updates

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#### Security Upgrade

As part of the effort to maintain a high level of security, *LLIS.gov* will upgrade to an enhanced 256-bit secure socket layer (SSL) certificate within the next month. Internet Explorer and Firefox browsers both accept these enhanced certificates, but only when the software is up-to-date. If your system is not updated, you will receive a system error when logging into *LLIS.gov* after the upgrade. To make sure you are ready, take the appropriate measures for your browser: Internet Explorer users should go to <http://update.microsoft.com>, and Firefox users can select 'Help/Check for Updates' from the menu bar. Updates are an important part of security, and a patched browser combined with 256-bit security will help maintain a safe and secure *LLIS.gov*. If you have any questions, please contact the *LLIS.gov* Help Desk at [help@llis.dhs.gov](mailto:help@llis.dhs.gov).

#### Manage Folders in Channels

*LLIS.gov* Channel administrators will soon have the ability to add, edit, and remove folders and sub-folders for each Channel they administer. Channel administrators will have access to this feature through the Manage Content tool on the Channel homepage. For more information, please contact *LLIS.gov* at [Channels@llis.dhs.gov](mailto:Channels@llis.dhs.gov).

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### Featured Partnership

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#### National Consortium for the Study of Terrorism and Responses to Terrorism

The National Consortium for the Study of Terrorism and Responses to Terrorism (START) is a Department of Homeland Security Center of Excellence based at the University of Maryland. The program supports more than 30 academic researchers who provide timely guidance on how to disrupt terrorist networks, how to reduce the incidence of terrorism, and how to enhance the resilience of US society in the face of a terrorist threat. The researchers use state-of-the-art theories, methods, and data from the social and behavioral sciences to improve our understanding of the origins, dynamics, and social and psychological impacts of terrorism. The research projects provide the homeland security community with information about how and why terrorists group form, why they behave in certain ways, and how we can prepare for potential attacks.

For more information on START, please visit the [START partner page](#) on *LLIS.gov*, which features recent

announcements and research briefs, or the [START Web site](#). For more information on other *LLIS.gov* partners, please see the PARTNERS section of the [LLIS.gov homepage](#).

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### New *LLIS.gov* Original Content

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The *LLIS.gov* Team continues to post new Lessons Learned, Best Practices, Practice Notes, and Good Stories to the system on a regular basis. Weekly updates about new original content can be found in the NEW *LLIS.GOV* CONTENT box on the homepage of *LLIS.gov*. *LLIS.gov* recently posted the following original content documents:

#### *Lessons Learned*

- **[Campus Emergency Response: Providing Family Assistance through University Liaisons](#)** (*Virginia Tech Shootings, 2007*)  
Higher education institutions should ensure that a trained victim service provider is assigned to serve as a liaison to each victim or victim's family after a major incident.
- **[Emergency Management: Establishing a General Purpose Workforce](#)** (*Hurricane Dean, 2007*)  
Emergency managers should consider establishing a general purpose workforce that can be utilized to meet unexpected needs during incidents. This will enable emergency management staff and response personnel to focus on their primary responsibilities.
- **[Hazardous Materials Response: Communicating an Alternate Decontamination Plan to Responders in the Hot Zone](#)** (*Orange Shield Full-Scale Exercise, 2006*)  
If an incident scene is deemed unsafe for a decontamination area to be established prior to responders' entry into the hot zone, hazardous materials personnel should communicate an alternate plan to response personnel operating in the hot zone as soon as possible. This plan should outline the alternate decontamination location and procedures for moving to that safe location.
- **[Hazardous Materials Response: Obtaining Voice Amplifiers for Use with Personal Protective Equipment](#)** (*Orange Shield Full-Scale Exercise, 2006*)  
Emergency response organizations should consider obtaining appropriate voice amplifiers for personal protective equipment. Response organizations should provide personnel with appropriate training in the use of such devices.
- **[Information Sharing: Ensuring Public-Private Sector Information Exchange Prior to an Incident](#)** (*Looking Glass Table-Top Exercise, 2007*)  
State, county, and local governments should regularly exchange information and intelligence with private sector entities prior to an incident. This will allow the private sector to better assist the public sector during response and recovery efforts.
- **[Mass Evacuation: Providing Muzzles and Pet Carriers at Evacuation Hubs](#)** (*Hurricane Dean, 2007*)  
State and local jurisdictions should collaborate with private sector or pet advocacy organizations to provide muzzles and pet carriers at evacuation hubs. This can help facilitate the swift and safe evacuation of residents and their pets.
- **[Points of Dispensing: Separating Walk-In Entrances and Drive-Through Lanes](#)** (*Region 5 Mass Immunization and Prophylaxis Strategy Full-Scale Exercise, 2007*)  
Points of dispensing sites should consider placing walk-in entrances and drive-through lanes in separate locations. This will reduce endangerment to patients either walking or driving to a clinic entrance to receive medications or vaccinations.
- **[Private Sector Emergency Operations: Ensuring the Availability of Information Technology Systems Following an Emergency](#)** (*Looking Glass Table-Top Exercise, 2007*)  
Private sector entities should ensure that their information technology systems will be available and operational during the first hour following an emergency. This can help to ensure that private sector entities are prepared to provide assistance to emergency response operations.
- **[Public Information: Providing Accurate and Continuous Notification of Road Closures](#)** (*Iowa Winter Storms, 2007*)

State emergency operations centers need to be able to issue timely, accurate, and continuous press releases about the closures of Interstates and other major roadways during incidents.

- **Volunteer Management: Utilizing a Pre-Established Volunteer Database** (*Looking Glass Table-Top Exercise, 2007*)

Emergency managers should consider establishing a volunteer database that lists individual certifications and completed training courses. This can help to speed the mobilization and deployment of volunteers during an incident.

#### *Practice Note*

- **Intelligence and Information Sharing: The Indiana Intelligence Fusion Center's Campus/University Liaison Officer**

The Indiana Intelligence Fusion Center (IIFC) partnered with the Indiana Campus Law Enforcement Administrators to develop the campus/university liaison officer position at the IIFC. This individual serves as a point-of-contact at the IIFC for Indiana college and university law enforcement personnel.

#### *Good Story*

- **The Florida Department of Law Enforcement's BusinessSafe Program**

The Florida Department of Law Enforcement, Office of Domestic Security, developed the BusinessSafe program to provide businesses with relevant and timely domestic security information. BusinessSafe participants have access to an electronic alert messaging system, sector-specific fact sheets highlighting prevention techniques, and a suspicious activity reporting mechanism.

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#### **LLIS.gov Outreach**

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The *LLIS.gov* team travels around the country speaking and exhibiting at conferences and events. Representatives of *LLIS.gov* are scheduled to speak at, exhibit during, or attend the upcoming events below.

- **06 – 10 April: 2009 National Hurricane Conference (Austin, TX)**
- **14 – 15 April: Partners in Emergency Preparedness Conference (Tacoma, WA)**
- **20 - 23 April: National Radiological Emergency Preparedness Conference (Norfolk, VA)**
- **27 – 28 April: 2009 National Forum on Information Sharing and Collaboration (Washington, DC)**
- **27 – 29 April: Continuity Insights Management Conference 2009 (Phoenix, AZ)**

If you would like to request an *LLIS.gov* presentation at your next event, please email the Outreach Team at [outreach@llis.dhs.gov](mailto:outreach@llis.dhs.gov). For more information, please visit the [LLIS.gov Outreach](#) page.

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