



In today's competitive marketplace, companies are expected to be open for business no matter what happens. Experience shows risk managers need an efficient, easy-to-use system to help facilitate a planning process that also gives them real-time access critical documentation during an incident or significant business disruption. Important documentation will depend on the type of organization and the industry but might include employee contact information, facility emergency plans, business continuity and disaster recovery plans, crisis communication arrangements and other important information that would benefit from being within reach at a moments notice which could mean the difference between managing the event or going out of business.

The **Critical Information Management System (CIMS)** was designed by experienced risk management experts from the ground up to meet these needs. CIMS is a SaaS (Software as a Service) platform which operates in the "cloud" affording flexibility, scalability, security, simplicity, and accessibility.

### Flexible

Flexible interface to meet end user requirements affords secure document storage. Customized planning forms can be added to collect information specific to the location and the organization.

### Scalable

Designed for a company with just a few locations or hundreds. Resources can be categorized in subcategories, location types, and functions.

### Secure

Hosted by a 24/7 multiple location uptime facility, with backup power and reliable backup. The security and privacy systems are continuously updated.

### Simple

Designed for speed and ease of use allowing for quick retrieval of the most important information in the least amount of time.

### Accessible

With internet access it can be accessed anywhere and on most portable devices including smart phones, PDA;s and tablets.

**LOCATION PROFILE**

Agency Name: Governance & Accountability Institute  
 Company Sio: Other  
 Address 1: 90 Second Street  
 Address 2:  
 City, State/Province: Mineola, New York  
 Country, Postal Code: United States, 11501  
 Telephone: 516-248-2383  
 Number of Employees: 10

**DOCUMENTS**

EDR	Document Name	Document Type	Version Number	Last Modified	Creation Date
	<b>Building Maps</b>	Floorplan	1	May 27, 2009 2:24 PM	May 27, 2009 2:24 PM
	<b>Employee Contact List</b>	Call Trees	1	May 27, 2009 2:25 PM	May 27, 2009 2:25 PM
	<b>Vendor Response Procedures</b>	Emergency Procedures Information	1	May 27, 2009 2:25 PM	May 27, 2009 2:25 PM
	<b>Evacuation Plan</b>	Evacuation Plan	1	May 27, 2009 2:26 PM	May 27, 2009 2:26 PM
	<b>Sign in Sheets</b>	Visitors Log Information	1	May 27, 2009 2:26 PM	May 27, 2009 2:26 PM

**INCIDENT MANAGEMENT**

Incident Manager: **Coppola, Louis**  
 Office Telephone: 516-248-2383  
 Home Telephone:  
 Mobile Telephone:  
 Alt. Incident Manager: **Gallagher, Amy**  
 Office Telephone: 516-741-8244  
 Home Telephone:  
 Mobile Telephone: 516-248-4045  
 2nd. Alt. Incident Manager: **Boerner, Henry**  
 Office Telephone: 5167418244  
 Home Telephone:  
 Mobile Telephone: 5168173049  
 Viewer Access: • No viewer assignments

**EMERGENCY CONTACTS**

Bldg / Property Mgmt: **Mary Ann Boerner**  
 Contact Name (Primary):  
 Phone Number (business: 516-248-2383 hours):  
 Phone Number (after hours):  
 Bldg / Property Mgmt: **Amy Gallagher**  
 Contact Name (Alternate):  
 Phone Number (business: 516-248-3897 hours):  
 Phone Number (after hours):  
 Emergency Call in: 516-248-4353  
 Number/Hotline:  
 Emergency Bridgeline: 800-555-5555  
 Passcode: 55555  
 Chairperson Passcode: 51515  
 Building Security Phone: 800-888-8888  
 Number:

**GOOGLE MAP**

View in Google Maps  
 To view your location, select the link above which will open up Google maps in a new window.



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## Location-Based Document Management System (LB-DMS)

CIMS is a Location-based Document Management System. This means that instead of using numerous digital folders and filenames to organize critical documents, information can be organized by location. Each facility / location has its own dashboard with relevant critical information about that location. Each location is designed to be assigned a site incident manager, and can have multiple assistant site incident managers. Each location profile includes:

- ▶ Detailed address and contact information for the location.
- ▶ Detailed contact information for key individuals and their alternates including office, home, cell, and email contact points.
- ▶ Building emergency contact information for property management companies, emergency call in numbers, emergency bridge lines, pass codes, and additional building specific contact information.
- ▶ Detailed Google® Maps of the location usually including street maps, satellite views, and [where available] rotatable street level views of the actual location. This section can also be used to find the nearest hospital, pharmacy, police, fire, or even military installation.
- ▶ Each location profile contains a **Document Repository** for emergency or incident documents of all kinds specific to that location. These can be categorized by document types which are created by administrators of the CIMS system.



## CIMS Administrator Control Panel

An administrator of the CIMS system — a corporate risk officer CRO, or preparedness director — can access the control panel which provides full accessibility to **all** locations or assets within the CIMS system. The control panel provides:

- ▶ **Locations Menu** – This feature provides multiple ways to access all of your assets. The user can search by **location name, city, state, country, or business unit or functional silo** (all locations can be listed). The manager can create new locations and assign incident managers specific to that location, or simply browse through all locations available on the system. The search forms are auto-complete ready -- as you type in a location name, the locations names that begin with what you have typed will begin to be listed, so that you can quickly select and access the location in need of assistance. (This is an important feature for organizations with global presence.)
- ▶ **Users Menu** – From the Users Menu the administrator can create new users, assign users to locations, and set other user permissions, such as multiple location access, read only access, or all locations within a company silo.
- ▶ **Document Menu** – The administrator can use this menu to create new document types or categories, list all documents, or set requirements for locations to have specific documents in order to meet the organizations protocols.
- ▶ **Reporting Menu** – This menu provides the administrator with an overview of the activity happening in the CIMS system by other users. One option of the reporting menu shows the administrator the latest document and profile changes throughout the system. The report can be changed to show activity in the past year, month, week or day and can be downloaded into an Excel sheet for easy integration into the organization's internal audit requirements. The reporting menu can also be used to set up notifications when certain actions are made by a user on CIMS (document uploads, new versions, etc.). These notifications are delivered via email to assigned users on the CIMS system.

## Document Version Management and Redundancy

When a document on a CIMS location profile is updated, the previous version of that document is stored, and the new version is noted as document version "2" or "3" and so on. The most recent version of the document is always available on the location profile screen, but by clicking on the document name, the user is also presented with a history of document versions. From this feature the site incident manager or CIMS administrator can view the changes to the emergency structure and documents over time -- and no information is ever lost on the CIMS.

## About Governance & Accountability Institute

Governance & Accountability Institute, Inc. provides information, technology platforms, content and strategic resources for executives and senior managers, and boards of corporations, institutional investors; financial services organizations, privately-owned corporations, social sector institutions, and public sector agencies.

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