Customs Administrations

Virtual on-site operations coordination center
www.gdacs.org/virtualosocc
Virtual OSOCC Overview

- On-line disaster information exchange and coordination
  - Restricted to disaster managers worldwide (governments and response organisations)
  - As of Jan 2011: 12,000 subscribers with 20% yearly increase

- Real-time structured information exchange
  - Disaster managers worldwide (password protected access)
  - Moderated discussion topics
  - Comments, attachments, and web-links
  - Disasters and simulator, generic discussions, training events and meetings

- On-line roster management
  - Alert and mobilisation

- Support to meetings and training events
  - On-line participant registration
  - On-line scheduling with background material and presentations

- Dedicated workspaces for disaster response organisations
  - Restricted access for selected VO users
  - Full admin control
    - User privileges
    - Creating or deleting discussions
Disaster discussions

- Created by Workspace administrators
- After major disasters and/or international interest
- Structured information exchange to facilitate coordination
  - Moderated discussion titles (Situation, Logistics, Customs/Immigration, etc.)
  - International response (relief teams and items)
  - Maps and satellite images
  - Contact information
Disaster Discussions

Disasters of international interest

* Emergency Timor Leste May 2006
* 6.2M Earthquake in Yogyakarta, Indonesia (May 2006)
* Floods in Suriname (May 2006)

Automated disaster alerts and diagnostics provided by GDACS partner ASGARD

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Date</th>
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<td>Red earthquake alert Indonesia(M=6.2) potentially affecting 16924410 people.</td>
<td>On 5/26/2006 10:54:00 PM, an earthquake of magnitude 6.2 and depth 17km occurred in Indonesia. This earthquake potentially affected 16924410 people.</td>
<td>Fri, 26 May 2006 22:54 GMT+1</td>
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Moderated Discussions

Summarised updates based on user comments

6.2M Earthquake in Yogyakarta, Indonesia (May 2006)

Situation

- More than 5,000 fatalities according to government figures
- Over 20,000 injured and over 200,000 homeless according to the Government
- Hospitals overcrowded, people have no place to go home to
- Bantul and Klaten most badly hit
- Airport opened in Yogyakarta for Humanitarian flights
- Solo airport overused: congesting road to Yogyakarta.
- International assistance has not been requested by government
- UNDAC team has set up UN Office/ OSOCC in Bantul, humanitarian hub in Klaten, reception centre in Yogyakarta

Coordination

OCHA has established a Coordination Cell in the office of the Governor led by Puji Pujiono (OCHA Regional Disaster Response Advisor). His mobile phone number is + 62 8111 53489. Please contact him if you are arriving on site.
User Comments

- New comments by users
- Previous comments & file attachments
- Option to send comment by SMS or e-mail
User Management

- **Workspaces**
  - Selected persons from subscribed users
  - Access rights (read-only, moderator, etc.)
  - Public discussions for all users of the Workspace
  - Private discussions for selected users only
  - Separate access rights (e.g. moderator) for discussions

- **Lists and rosters**
  - Assign different roles to persons in lists
  - E-mail or SMS to selected roles or entire lists
  - Create rosters as “alertable” lists
  - On-line roster alerts and mobilisation
Virtual OSOCC Workspace

- Customised header
- Workspace selection
- Ongoing Discussions in that Workspace
Meetings and Training Events

- On-line invitations
- On-line agenda with background documents and presentations
- On-line participant registration
Customs Administration

Possible use of Virtual OSOCC
Preparation

- Assign persons
- Create dedicated Workspace and assign users
- Create discussions within Workspace, as needed
- Develop procedures for use in disasters
- Awareness building among stakeholders
- Simulation exercises
User Accounts

On-line account request

The Global Disaster Alert and Coordination System provides near real-time alerts about natural disasters around the world and tools to facilitate response coordination, including media monitoring, map catalogues and Virtual On-Site Operations Coordination Centre (OSOCC).

- **Username**
- **Password**

**Disaster coordination** - the main purpose of the Virtual OSOCC is to facilitate decision-making for international response to major disasters through real-time information exchange by all actors of the international disaster response community.

**E-mail and sms alerts** - All Virtual OSOCC users have the opportunity to create e-mail and sms messages that are sent automatically to subscribers to inform about critical situation updates during disaster response operations.

**Mobilisation** - through the Virtual OSOCC the United Nations Assessment and Coordination Team (UNDAC) can be mobilised effectively through on-line workflow procedures including sms and e-mail.
In Disasters

- Automatic creation of topic “Customs and Immigration” issues in disaster discussions
- Automatic links to critical background information (e.g. guidelines, websites)
- Update relevant information throughout the disaster
Section on Customs and Immigration

Section will be automatically created in new disaster discussion
After Disasters

- After action evaluation and necessary improvements
- Participation in GDACS working groups and annual stakeholders meeting
- Awareness building among stakeholders
- Participate in simulation exercises
Thank you

Virginie Bohl
Logistics Support Unit
Emergency Services Branch
OCHA Geneva