

# Instructor Guide

An Orientation to the Mutual Aid Support System (MASS)

March 2014



**Homeland  
Security**

Science and Technology



# An Orientation to the Mutual Aid Support System (MASS)

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Developed by:

Teracore Inc.

G&H International Inc.

and Kentucky Division of Emergency Management

in support of the U.S. Department of Homeland Security Science and Technology Directorate

CONTRACT HSHQDC-11-J-00051

# An Orientation to the Mutual Aid Support System (MASS)

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## Version Log

## Date Updated

**Version 1**.....1/2014

**Version 2**.....3/2014

New filters, new fields, new response plan capabilities, and notes sections that are in development

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## Contents

How to Use the Instructor Guide .....	4
Course Overview .....	4
Course Learning Objectives .....	4
Preparing to Deliver the Training.....	4
Course Agenda .....	5
Instructor Guidelines .....	6-27
<i>Introduction</i> .....	6
<i>Unit 1: Background</i> .....	8
<i>Unit 2: Accessing the Mutual Aid Support System</i> .....	9
<i>Unit 3: Overview of the MASS Interface</i> .....	10
<i>Unit 4: Using MASS</i> .....	12
<i>Q&amp;A/Review</i> .....	25
<i>Test</i> .....	26

## How to Use the Instructor Guide

This Instructor Guide provides the information needed to deliver a training course on the Mutual Aid Support System (MASS). The first two pages provide an overview of the course and the instructor guidelines begin on page six. Rehearsing the presentation will help to ensure smooth and professional delivery of the training. Instructors may include additional content, examples, and stories to complement the material and ensure the content is relevant to the audience.

## Course Overview

The **purpose** of *An Orientation to the Mutual Aid Support System (MASS)* is to provide trainees with skills they will need to create and manage Mission Ready Packages (MRPs) for their respective organizations. The **target audience** for this course is emergency operations staff and leadership involved in identifying, requesting, and acquiring mutual aid with the Mutual Aid Support System.

The **duration** of this training course is approximately 60 minutes.

**Instructor qualifications** include having experience using MASS and experience as a trainer/instructor.

The **instructional method** for this course may be traditional classroom delivery or via webinar.

## Course Learning Objectives

Upon completing this course, trainees should be able to:

- Understand the purpose, scope, and intended use of MASS
- Navigate the MASS interface and add, edit, and delete data entries
- Query and filter MASS for MRPs, MRP templates, response plans, and reports
- Export various types of reports, such as MRPs, rosters, and response plans
- Export MRPs from MASS to the Emergency Management Assistance Compact (EMAC) Operations System (OS)

## Preparing to Deliver the Training

The preparation and conduct of the instructor have a direct impact on the effectiveness of the training. Follow these steps when you prepare for training:

- Thoroughly read the Instructor Guide, User Manual, and slides.
- Conduct a walk-through of all activities and be prepared to answer any questions that the students may ask while completing the activities themselves.
- Tailor each session to your audience. For example, use jurisdictionally relevant examples and scenarios.
- Be aware of any cultural sensitivity with the audience. Before the training, you may meet with a representative of the students and ask if there are any culturally sensitive issues such as body language or terms that should be avoided. Discuss ways to present these topics in the most appropriate way for the trainees.
- Include additional information pertinent to the course, such as real-life scenarios.
- Prepare copies of the user manuals and additional supplemental materials. If you use copyrighted materials, be sure to obtain copyright releases.

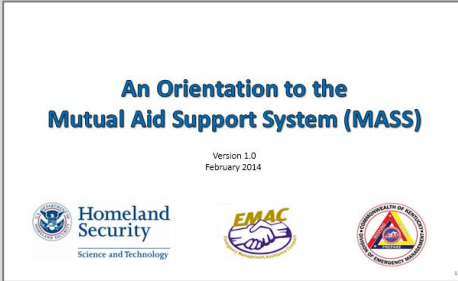

# An Orientation to the Mutual Aid Support System (MASS)

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## Course Agenda

Unit	Topics
0	<b>Welcome</b> <ul style="list-style-type: none"><li>Review the target training audience</li><li>Review the duration of the course and required materials</li><li>Review learning objectives and the agenda</li></ul>
1	<b>Background</b> <ul style="list-style-type: none"><li>Explain the history and need for MASS</li></ul>
2	<b>Accessing Mutual Aid Support System (MASS)</b> <ul style="list-style-type: none"><li>Discuss how to get a User Access Form</li><li>Describe where to log in to MASS</li></ul>
3	<b>Overview of MASS User Interface</b> <ul style="list-style-type: none"><li>Explain the layout of MASS</li></ul>
4	<b>Using MASS</b> <ul style="list-style-type: none"><li>Review how to use each section</li></ul>
Q&A	<b>Q&amp;A</b> <ul style="list-style-type: none"><li>Review key points related to the learning objectives and allow time for questions</li></ul>
QUIZ	<b>Learning Assessment</b> <ul style="list-style-type: none"><li>Facilitate the test</li></ul>

## Instructor Guidelines

Corresponding Slides	Instructor Talking Points
<p>Display Slide 1</p> <div data-bbox="207 480 662 758"></div>	<p>[Begin by displaying Slide 1]</p> <p><b>Introduction</b></p> <p><i>Welcome</i></p> <ul style="list-style-type: none"><li>○ Thank trainees for taking time out of their busy schedules to participate in this training.</li><li>○ Assure trainees that this training and the ability to navigate and manage Mission Ready Packages (MRPs) in Mutual Aid Support System (MASS) is well worth their time and will make their jobs easier.</li></ul> <p><i>Introductions</i></p> <ul style="list-style-type: none"><li>○ Introduce yourself and provide some background about your past experiences related to mutual aid and the emergency management field.</li><li>○ Ask trainees to introduce themselves and explain what they hope to learn from this course.</li></ul> <p><i>Administrative Announcements</i></p> <ul style="list-style-type: none"><li>○ Inform trainees of the required class materials (e.g., User Manual).</li><li>○ Tell trainees about restroom locations and emergency exit locations and procedures.</li><li>○ Announce dates/times for future training offerings.</li></ul>
<p>Display Slide 2</p> <div data-bbox="207 1495 662 1772"></div>	<p>[Advance to Slide 2]</p> <p><b>Training Audience</b></p> <p>Explain:</p> <ul style="list-style-type: none"><li>○ This training is for those who will be using MASS, which includes emergency operations staff and leadership involved in identifying, requesting, and acquiring mutual aid.</li></ul>


# An Orientation to the Mutual Aid Support System (MASS)

## Display Slide 3

**Duration**

1 hour

- 40 minutes for instruction
- 10 minutes for review
- 10 minutes for Q&A and Review



[Advance to Slide 3]

### **Duration**

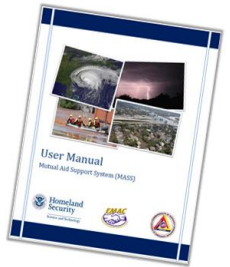
Explain:

- The course is one hour-long, which includes 10 minutes for review, and 10 minutes for Q&A, and a short test.

## Display Slide 4

**Required Materials**

- MASS User Manual



[Advance to Slide 4]

### **Required Materials**

Explain:

- To get the most out of this course, we are providing a copy of the MASS User Manual. You should also keep this User Manual handy at the completion of the training to serve as a refresher.

## Display Slide 5

**Learning Objectives**

*Be able to...*

- ✓ Understand the purpose, scope and intended use of MASS
- ✓ Navigate the MASS interface and add, edit and delete records
- ✓ Query MASS for MRPs, MRP templates, response plans, and reports
- ✓ Export various types of reports, like MRPs, rosters, and plans

[Advance to Slide 5]

### **Learning Objectives**

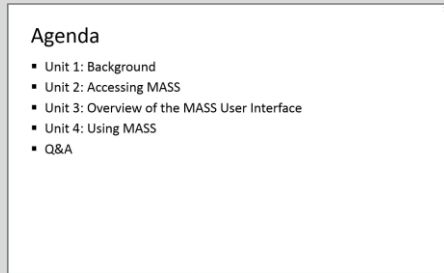
Explain:

- These are the key takeaways for the course.
- Upon completing this course, you should be able to do the following:
  - Understand the purpose, scope, and intended use of MASS
  - Navigate the MASS interface and add, edit, and delete data entries
  - Query MASS for MRP templates, response plans, and various reports
  - Export various types of reports, like MRPs, rosters, and plans (in XLS or PDF format)



# An Orientation to the Mutual Aid Support System (MASS)

## Display Slide 6



Agenda

- Unit 1: Background
- Unit 2: Accessing MASS
- Unit 3: Overview of the MASS User Interface
- Unit 4: Using MASS
- Q&A

- Your ability to accomplish these objectives will be assessed by a quiz at the completion of the course. If you satisfactorily complete the course, you will be awarded a certificate. A record of your satisfactory completion of this course will be maintained by the training provider.

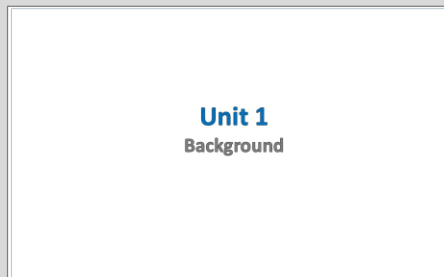
[Advance to Slide 6]

## Agenda

Explain:

- This course comprises four units:
  - Unit 1 will provide background on MASS.
  - Unit 2 will discuss how to access MASS.
  - Unit 3 will review the MASS user interface.
  - Unit 4 will provide step-by-step instructions on how to use MASS.
- Lastly, we will review what we've learned today and take a short quiz.

## Display Slide 7

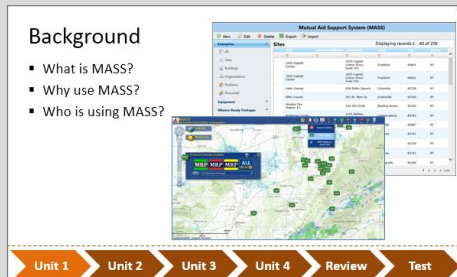


Unit 1  
Background

[Advance to Slide 7]

## Unit 1: Background

## Display Slide 8



Background

- What is MASS?
- Why use MASS?
- Who is using MASS?

Navigation: Unit 1 (selected), Unit 2, Unit 3, Unit 4, Review, Test

[Advance to Slide 8]

## Unit 1: Background

Explain:

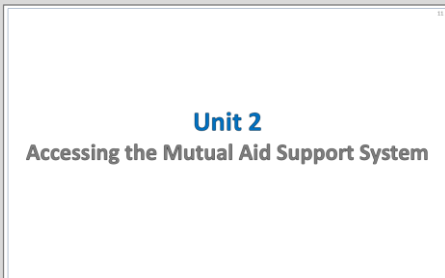
- Major emergencies often require resources outside of your local jurisdiction or state.
- Kentucky, the Central United States Earthquake Consortium (CUSEC), National Emergency Management Association (NEMA), and the

# An Orientation to the Mutual Aid Support System (MASS)

Department of Homeland Security's Science and Technology Directorate (DHS S&T) First Responders Group have partnered to build national capacity for facilitating mutual aid.

- New mutual aid capabilities are being piloted and tested within the eight CUSEC member states.
- This training focuses on how to use MASS.
- MASS is a Web-based platform designed to categorize and track organizations, people, and equipment, which comprise MRPs.
- The image of the map viewer is the MRP Toolbox—a set of tools that help visualize and analyze the data within MASS. This tool is not a focus of this training.
- This new capability manages critical resources, streamlines processes, and reduces time gaps associated with resource requests and acquisitions.
- MASS stores data needed to create MRPs using an easy-to-use interface and SQL-based database.

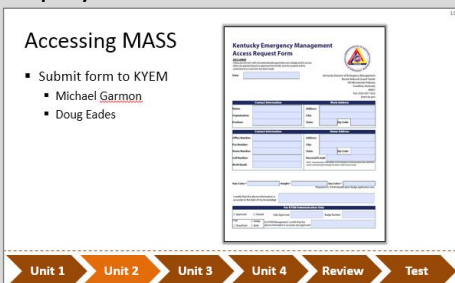
Display Slide 9



[Advance to Slide 9]

## Unit 2: Accessing the Mutual Aid Support System

Display Slide 10



[Advance to Slide 10]

## Unit 2: Accessing MASS

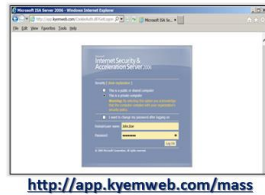
Explain:

- To access the MASS database, contact the Kentucky Division of Emergency Management for a user access form.
  - Michael Garmon ([garmonkyem@gmail.com](mailto:garmonkyem@gmail.com))
  - Doug Eades ([james.eades2.nfg@mail.mil](mailto:james.eades2.nfg@mail.mil))

# An Orientation to the Mutual Aid Support System (MASS)

## Display Slide 11

Login to MASS



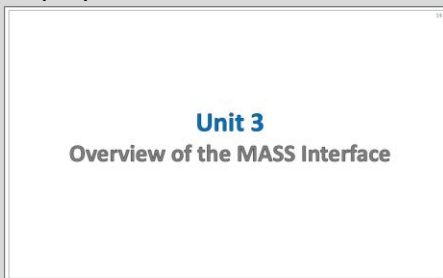
[Advance to Slide 11]

### Login to MASS

Explain:

- After obtaining approval and credentials, log in at <http://app.kyemweb.com/mass>.
- For optimal performance with MASS, use Internet Explorer 6.0 or higher.

## Display Slide 12



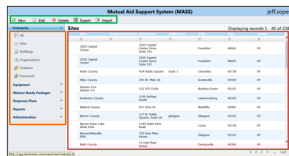
[Advance to Slide 12]

### Unit 3: Overview of the MASS Interface

## Display Slide 13

Overview of MASS User Interface

- Navigation panel
- Buttons
- Tables



[Advance to Slide 13]

### Unit 3: Overview of MASS User Interface

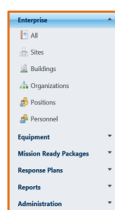
Explain:

- Three major components make up the MASS user interface
  - Navigation panel
  - Buttons
  - Tables

## Display Slide 14

Navigation Panel

- 6 sections and 26 subsections
- Click section titles to view subsections
- Click subsection to view buttons and tables



[Advance to Slide 14]

### Navigation Panel

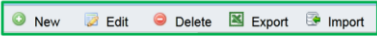
Explain:

- MASS comprises six sections and 26 subsections.
- Click on a section to expand the subsection.
- Click a subsection to display buttons and tables.

# An Orientation to the Mutual Aid Support System (MASS)

## Display Slide 15

**Buttons**



- **New:** creates new record
- **Edit:** edits/updates existing record
- **Delete:** deletes existing record
- **Export:** Exports table as Excel spreadsheet
- **Import:** Imports spreadsheets into database

Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 15]

### Buttons


Explain:

- These buttons will allow you to manage all the content within MASS:
  - **New:** This button allows you to create new records (or entries).
  - **Edit:** This button allows you to edit/update existing records.
  - **Delete:** This button allows you to delete records.
  - **Export:** This button allows you to export data in various formats.
  - **Import:** This button allows you to import spreadsheets into the MASS database.

## Display Slide 16

**Tables**

- Table displays MASS data
- Filtering capability is similar to Microsoft Excel



Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 16]

### Tables


Explain:

- Tables are the primary means of displaying the data stored in MASS.
- Each table has a filtering capability.
- Filtering works similar to filter options in Excel.


## Display Slide 17

**Video Tutorial**

Video 1A: Overview of Navigation Panel and Buttons



Video 1B: Sorting and Filtering



Note: Videos will open in a new window

Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 17]

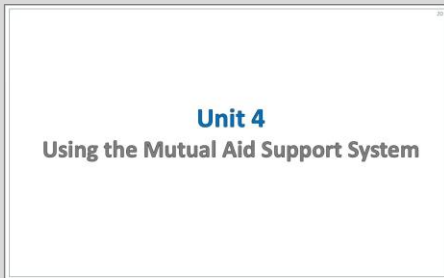
### Video Tutorial

Explain:

- Now let's watch a quick tutorial video about what we have discussed in Unit 3.

# An Orientation to the Mutual Aid Support System (MASS)

Display Slide 18



[Advance to Slide 18]

## Unit 4: Using the Mutual Aid Support System

Display Slide 19



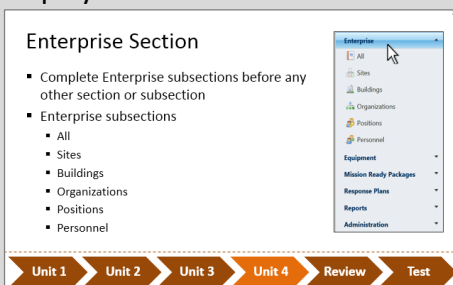
[Advance to Slide 19]

## Unit 4: Using MASS

Explain:

- MASS is made up of these six sections:
  - Enterprise
  - Equipment
  - Mission Ready Packages
  - Response Plans
  - Reports
  - Administration
- We will now spend time on each section and subsection to understand their intended functionality.

Display Slide 20



[Advance to Slide 20]

## Enterprise Section

Explain:

- Complete all subsections within Enterprise before other sections and subsections because Enterprise information will link to information in other sections, such as Equipment and Mission Ready Packages.
- Create new records about information and resources that you manage within your enterprise.
- The Enterprise section contains the following subsections:
  - All

# An Orientation to the Mutual Aid Support System (MASS)

- Sites
- Buildings
- Organizations
- Positions
- Personnel

## Display Slide 21

Video Tutorial

- Video 2: Overview of Enterprise Section



Note: Video will open in a new window

Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 21]

### Video Tutorial

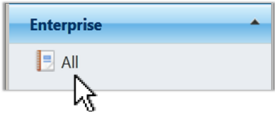
Play video.

## Display Slide 22

All Subsection

Enterprise → All

- Provides a summary of all Enterprise records within MASS



Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 22]

### All Subsection

Explain:

- This subsection provides a summary of all organizations and their points of contact within MASS.

## Display Slide 23

Sites Subsection

Enterprise → Sites

- Inventories names of counties, military installations, parks, campuses, and other large areas associated with your organization
- Includes latitude and longitude coordinates if available



Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 23]

### Sites Subsection

Explain:

- The Sites subsection maintains an inventory of all critical infrastructure within your organization.
- A site can also be a county, city, military installation, or bridge within an organization's jurisdiction.
- Always include latitude and longitude coordinates if they are available.

## Display Slide 24

### Video Tutorial

- Video 3: Overview of the Sites subsection



Note: Video will open in a new window



[Advance to Slide 24]

### Video Tutorial

Play video.

## Display Slide 25

### Buildings Subsection

Enterprise → Buildings

- Physical building/facility information
- Links to sites associated with your organization



[Advance to Slide 25]

### Buildings Subsection

Explain:

- The Buildings subsection contains all physical buildings and facilities information stored within MASS.
- Within this section you can link “buildings” to sites within an organization.

## Display Slide 26

### Video Tutorial

- Video 4: Overview of Building Subsection



Note: Video will open in a new window



[Advance to Slide 26]

### Video Tutorial

Play video.

## Display Slide 27

### Organizations Subsection

Enterprise → Organizations

- Can have parent organizations and subordinate organizations
- Links to building information



[Advance to Slide 27]

### Organizations Subsection

Explain:


- The Organizations subsection contains basic information about organizations and their roles within your enterprise.
- In the context of MASS, “organization” does not have the standard definition.
- Organizations within MASS can have parent organizations and subordinate organizations.

# An Orientation to the Mutual Aid Support System (MASS)

## Display Slide 28

Video Tutorial

- Video 5: Overview of Organizations Subsection



Note: Video will open in a new window

Unit 1 Unit 2 Unit 3 Unit 4 Review Test

- Organizations within this subsection must be linked to a building within an enterprise.

[Advance to Slide 28]

### Video Tutorial


Play video.

## Display Slide 29

Positions Subsection

Enterprise → Positions

- Comprises all positions within and organization
- Positions should reflect actual position titles
- Examples
  - SAR Team Leader
  - EOC Manager
  - Database Administrator



Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 29]

### Positions Subsection


Explain:

- The Positions subsection contains positions within an organization.
- Position names should reflect actual position titles within your organization, such as:
  - Search and Rescue Team Leader
  - Emergency Operations Center Manager
  - Database Administrator

## Display Slide 30

Video Tutorial

- Video 6: Overview of Positions Subsection



Note: Video will open in a new window

Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 30]

### Video Tutorial


Play video.



## Display Slide 31

**Personnel Subsection**  
Enterprise → Personnel

- Includes personnel information associated with an organization
- Ensure all personnel contact and salary information is up-to-date
- Visit [www.emacweb.org](http://www.emacweb.org) and click Mutual Aid for help with salary calculations



Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 31]

## Personnel Subsection


Explain:

- The Personnel subsection is intended to help manage all personnel within an organization.
- It is important to ensure all personnel contact and salary information is up-to-date.
- For help with salary calculations, visit [www.emacweb.org](http://www.emacweb.org) and click: Mutual Aid.

## Display Slide 32

**Video Tutorial**

- Video 7: Overview of Personnel Subsection



Note: Video will open in a new window

Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 32]

## Video Tutorial

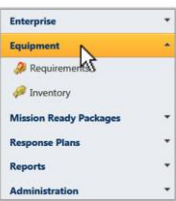
Play video.

## Display Slide 33

**Equipment Section**

Subsections

- Requirements
- Inventory



Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 33]

## Equipment Section


Explain:

- The Equipment section contains the following subsections:
  - Requirements
  - Inventory

## Display Slide 34

**Requirements Subsection**  
Equipment → Requirements

- Includes equipment required to complete tasks
- Can link to an organization or a position



Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 34]

## Requirements Subsection

Explain:

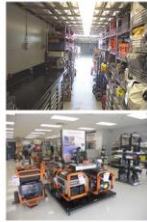
- The Requirements subsection contains any type of equipment that is required to complete the task
- Equipment can be linked to (owned by) an organization or a position within an organization.

## Display Slide 35

### Inventory Subsection

Equipment → Inventory

- Includes information about an organization's equipment that may be offered via mutual aid
- Inventory information is used to create MRPs



[Advance to Slide 35]

### Inventory Subsection

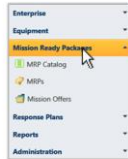
Explain:

- The Inventory subsection captures detailed information about all of an organization's equipment.
- Inventory information stored in this subsection is used to create MRPs.

## Display Slide 36

### Mission Ready Packages Section

- MRP Catalog
- MRPs
- Mission Offers



[Advance to Slide 36]

### Mission Ready Packages Section

Explain:

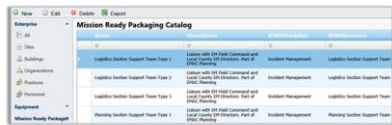
- The Mission Ready Packages section contains the following subsections:
  - MRP Catalog
  - MRPs
  - Mission Offers

## Display Slide 37

### MRP Catalog Subsection

Mission Ready Packages → MRP Catalog

- Contains easy-to-use MRP templates
- Over 700 templates available within MASS to create MRPs



[Advance to Slide 37]

### MRP Catalog Subsection

Explain:





- The MRP Catalog subsection contains easy-to-use MRP templates leveraging existing resource typing frameworks and guidance, such as the National Incident Management System (NIMS).
- More than 700 templates are currently available within MASS, ready to be converted to MRPs.

## Display Slide 38

### Creating an MRP using a Template

Mission Ready Packages → MRP Catalog

To create a Mission Ready Package from an existing MRP template:

1. Go to the "Mission Ready Packaging Catalog" subsection
2. Double click on the MRP template you want to use
3. Click the "MRPs" subsection in the left navigation panel
4. Click the New  button
5. Enter an "MRP Name" or use the Search  button
6. Find your "Parent Organization" by using the Search  button
7. Click the Create  button



[Advance to Slide 38]

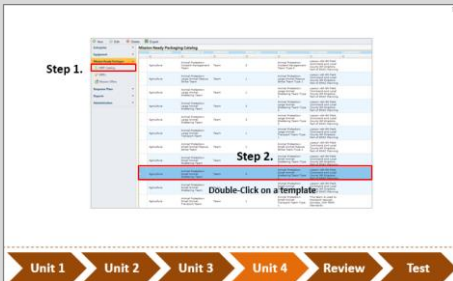
### Creating an MRP using a Template

Explain:

- To create an MRP from an existing MRP template:
  - Go to the MRP Catalog subsection.
  - Double-click on the MRP template you want to use.
  - Click the MRPs subsection in the left navigation panel.

# An Orientation to the Mutual Aid Support System (MASS)

## Display Slide 39



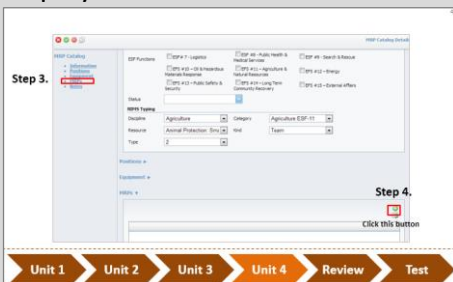
- Click the New button.
- Enter an MRP Name or click the Search button to use an existing MRP name.
- Click the Search button to find your Parent Organization.
- Click the Create button.

[Advance to Slide 39]

Explain:

- Let's go through this step by step.
  - Step 1: Select the MRP Catalog from the navigation panel on the left side of the screen.
  - Step 2: Locate and select (by double-clicking) the MRP template you wish to use from the MRP Catalog table.

## Display Slide 40

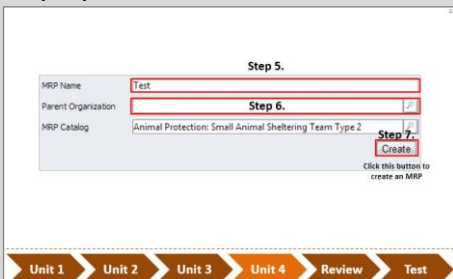


[Advance to Slide 40]

Explain:

- Step 3: Click MRPs in the left navigation panel in the MRP Catalog.
- Step 4: Click the green button located at the top of the MRPs area.

## Display Slide 41



[Advance to Slide 41]

Explain:

- Step 5: Enter an MRP Name.
- Step 6: Assign a Parent Organization, which should have been created already in the Enterprise section.
- Step 7: Click the Create button to finish the creation process.

# An Orientation to the Mutual Aid Support System (MASS)

## Display Slide 42

**MRPs Subsection**  
Mission Ready Packages -> MRPs

- All assembled MRPs are stored here
- Table displays a quick overview of each MRP
- MRP data can be exported

Name	Description	Status
...	Supplement resource deficiencies from counties, municipalities, and response agencies, in response to an emergency event, to include event response planning	Supports and local personnel
...	Supplement resource deficiencies from counties, municipalities, and response agencies, in response to an emergency event, to include event response planning	Supports and local personnel
...	Supplement resource deficiencies from counties, municipalities, and response agencies, in response to an emergency event, to include event response planning	Supports and local personnel
...	Supplement resource deficiencies from counties, municipalities, and response agencies, in response to an emergency event, to include event response planning	Supports and local personnel

Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 42]

## MRPs Subsection

Explain:

- All assembled MRPs are stored in this subsection.
- The table within this subsection gives users a quick overview of critical information about each MRP.
- This subsection also offers an export option so users can quickly export reports about MRPs.

## Display Slide 43

**Creating an MRP**  
Mission Ready Packages -> MRPs

To create a Mission Ready Package in the MRPs section:

- Click the **New** button
- Enter an **MRP Name** or use the **Search** button
- Find your **Parent Organization** by using the **Search** button
- Click the **Create** button
- Enter necessary information for all sub subsections
- Click the **Save** button

Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 43]

## Creating an MRP

Explain:

- To create a new MRP without using an existing template, go to the MRPs subsection:
  - Click the **New** button.
  - Enter an **MRP Name** in the text box or click the **Search** button to select an existing name.
  - Find your **Parent Organization** by clicking the **Search** button.
  - Click the **Create** button.
  - Complete the additional fields that appear.
  - Click the **Save** button.

## Display Slide 44

**Step 1.**  
Mission Ready Packages

Name	Description	Status
...	...	...
...	...	...
...	...	...

Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 44]

Explain:

- Let's go through this step by step.
  - Step 1: Click the **New** button.

# An Orientation to the Mutual Aid Support System (MASS)

## Display Slide 45

MRP Name: Test **Step 2.**

Parent Organization: **Step 3.**

MRP Catalog: Animal Protection: Small Animal Sheltering Team Type 2

**Step 4. Create**

Click this button to create an MRP

Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 45]

Explain:

- Step 2: Enter an MRP name.
- Step 3: Assign a Parent Organization, which should have been created already in the Enterprise section.
- Step 4: Click the Create button to finish the creation process.

## Display Slide 46

**Step 6.** Click this button to Save

**Step 5.**

MRP Details

MRP Location

**Edit necessary sections**

Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 46]

Explain:

- Step 5: Fill out all the necessary information.
- Step 6: Click the Save button to create an MRP.

## Display Slide 47

Mission Offers Subsection

Mission Ready Packages -> Mission Offers

- Contains MRPs ready to be tasked for pre-scripted mission assignments
- Can export MRPs to EMAC operations system (OS)
- Importing MRPs to EMAC OS significantly reduces the time between request and acquisition

Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 47]

### Mission Offers Subsection

Explain:


- This subsection contains MRPs that are available to be tasked for pre-scripted mission assignments.
- MRPs in this subsection can be exported to the Emergency Management Assistance Compact (EMAC) Operations System (OS) to respond to a mutual aid request.
- The ability to export fully assembled MRPs out of MASS significantly reduces the time between a mutual aid request and acquisition.


# An Orientation to the Mutual Aid Support System (MASS)

## Display Slide 48

**Exporting to EMAC OS**  
Mission Ready Packages -> Mission Offers

To export an MRP to the EMAC OS:

1. Select the MRP you wish to export
2. Double-click the MRP
3. Ensure all components of MRP are correct
4. Click the Export to EMAC  button



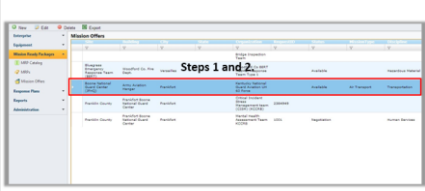
[Advance to Slide 48]

## Exporting to EMAC OS

Explain:

- To export an MRP to the EMAC OS:
  - Select the MRP you wish to export.
  - Double-click the MRP.
  - Make sure all components of the MRP are correct.
  - Click the Export to EMAC button.

## Display Slide 49



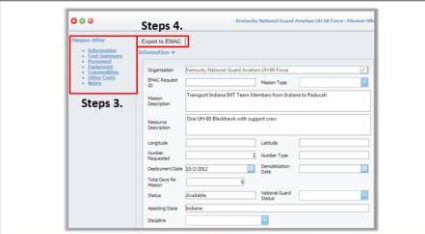
Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 49]

Explain:

- Let's discuss how to export.
  - Step 1: Find an offer.
  - Step 2: Double-click the offer and click the Edit button.

## Display Slide 50



Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 50]


Explain:

- Step 3: Make sure all the information about the MRP is correct.
- Step 4: Click the Export to EMAC button to download an XML file to upload into the EMAC OS.

## Display Slide 51

**Response Plans Section**  
Response Plans -> Plans

- Plans subsection contains pre-scripted mission plans
- Plans are detailed instructions for responding to and managing incidents with pre-assigned resources



Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 51]

## Response Plans Subsection

Explain:

- The Response Plans section has one subsection:
  - Plans
- Other subsections may be created within this section in the near future
- This subsection is where an organization stores pre-scripted mission assignments.

# An Orientation to the Mutual Aid Support System (MASS)

## Display Slide 52

**Reports Section**

- Subsections
  - Organization Details
  - Roster
  - Equipment
  - Grants
  - Shortage Report
  - MRP Catalog
  - MRP Detail
  - Projects
  - Response Plan
  - Deployments
- No lag between entering data and it being available as a report
- Create and export reports in PDF, XLS, and Word

Unit 1 Unit 2 Unit 3 Unit 4 Review Test

- These plans are detailed instructions for responding to and managing emergency incidents with all necessary resources pre-assigned.

[Advance to Slide 52]

## Reports Section

Explain:

- This section is broken up into the following subsections:
  - Organization Details
  - Roster
  - Equipment
  - Grants
  - Shortage Report
  - MRP Catalog
  - MRP Detail
  - Projects
  - Response Plan
  - Deployments
- All reports generated in each subsection contain up-to-date information; even data just recently entered into the system will appear on reports.
- Reports can be exported in PDF, DOC and XLS.

## Display Slide 53

**Generating Reports**

To generate a report:

1. Select a subsection
2. Select the data you want to use for your report
3. Click the Generate report button
4. Click the Export button to select an export file format

Unit 1 Unit 2 Unit 3 Unit 4 Review Test

[Advance to Slide 53]

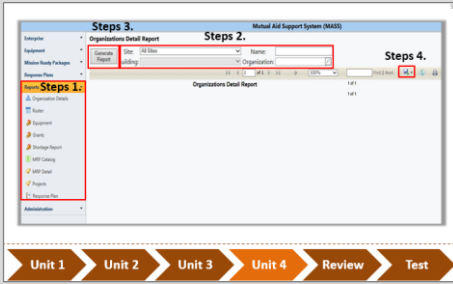
## Generating Reports

Explain:

- To generate a report:
  - Select the Reports section.
  - Select the subsection that corresponds with the data you want in your report.
  - Click the Generate Report button.
  - Click the Export button to select an export file format.

# An Orientation to the Mutual Aid Support System (MASS)

## Display Slide 54

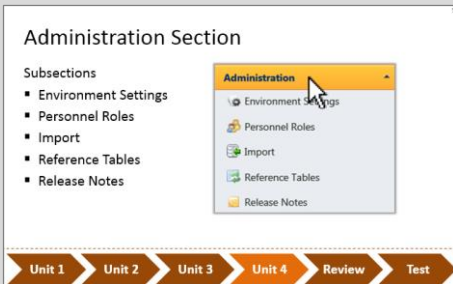


[Advance to Slide 54]

Explain:

- Let's walk through how to generate a report step-by-step.
  - Step 1: Click Reports in the left navigation panel.
  - Step 2: Select the report you want to create by using the drop-down menus or by typing a specific name or organization.
  - Step 3: Click the Generate Report button.
  - Step 4: Click the Export button to select a file format for your report.

## Display Slide 55



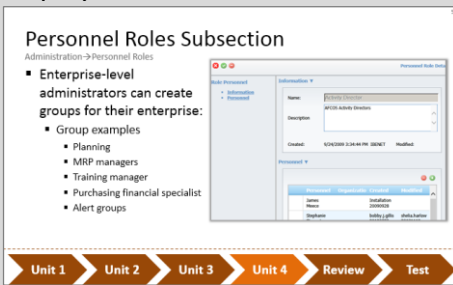
[Advance to Slide 55]

### Administrative Section

Explain:

- The Administration section and comprises the following subsections:
  - Personnel Roles
  - Import
  - Reference Tables
  - Release Notes

## Display Slide 56



[Advance to Slide 56]

### Personnel Roles Subsection

Explain:

- This subsection enables Enterprise-level administrators to sort and create groups for members within their jurisdictional boundaries.
- Such groups might include:
  - Staff
  - Planning
  - MRP Managers
  - Training Manager
  - Purchasing Financial Specialist
  - Alert Groups



## Display Slide 57

### Reference Tables Subsection

Administration → Reference Tables

- Contains all the documentation and frameworks, such as
  - Grant guidance
  - NIMS
  - Personnel Roles
  - Categories



Table Name	Description
GrantGuidance	Grant Guidance for All Funding Types
NIMSPersonnelRoles	NIMS Personnel Roles
NIMSCategories	NIMS Categories
GrantGuidance	Grant Guidance
NIMSPersonnelRoles	NIMS Personnel Roles
NIMSCategories	NIMS Categories
GrantGuidance	Grant Guidance
NIMSPersonnelRoles	NIMS Personnel Roles
NIMSCategories	NIMS Categories



[Advance to Slide 57]

### Reference Tables Subsection

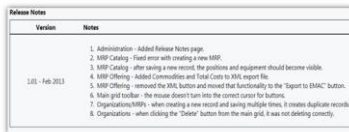
Explain:

- This subsection contains all the documentation and frameworks leveraged in MASS, such as Grant Guidance, NIMS, Personnel Roles, and Categories.

## Display Slide 58

### Release Notes Subsection

- Lists latest MASS updates and upgrades



Version	Note
1.0.0 - Feb 2013	<ol style="list-style-type: none"><li>1. Administration - Added Release Notes page.</li><li>2. MRP Catalog - Fixed error with creating a new MRP.</li><li>3. MRP Catalog - after saving a new record, the positions and equipment should become visible.</li><li>4. MRP Offering - Added Commodities and Total Costs to MRP export file.</li><li>5. MRP Offering - removed the MRP button and moved that functionality to the "Report to EMAC" button.</li><li>6. Main grid footer - the mouse doesn't see the correct cursor for buttons.</li><li>7. Organizations/MRP - when creating a new record and saving multiple times, it creates duplicate records.</li><li>8. Organizations - when clicking the "Clear" button from the main grid, it was not deleting correctly.</li></ol>



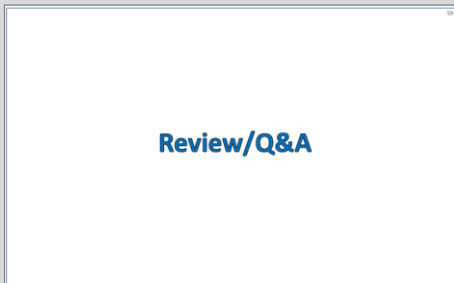
[Advance to Slide 58]

### Release Notes Subsection

Explain:

- Refer to this subsection for information about the latest MASS updates and upgrades.

## Display Slide 59



[Advance to Slide 59]

### Review/Q&A

Explain:

- That concludes today's instruction on how to get started with MASS.
- You should now know how to:
  - Explain the purpose, scope, and intended use of MASS.
  - Navigate the MASS interface and add, edit, and delete data entries.
  - Query and filter MASS for MRPs, MRP templates, response plans, and reports.
  - Export various types of reports, such as MRPs, rosters, and response plans.
  - Export MRPs from MASS to the EMAC OS.

# An Orientation to the Mutual Aid Support System (MASS)

## Display Slide 60

### Review of Section and Subsection Definitions

**All Subsection:** The subsection within Enterprise that comprises a summary view of all information compiled about your enterprise.

**Buildings Subsection:** The subsection within Enterprise that comprises the places and facilities associated with your enterprise and within your sites.

**Enterprise Section:** The section that comprises basic information necessary to facilitate the mutual aid process, which includes organizations, sites, buildings, personnel, and positions within your service area.

Ask trainees if they have any questions and inform them where they can get more information and support pertaining to MASS.

[Advance to Slide 60 through 63]

Explain:

- Before we take the test, let's review some of the definitions of the sections and subsections in MASS.

Read off the definitions and call on random trainees for each item and have them read and explain the purpose.

## Display Slide 61

**Equipment Section:** MASS section that comprises all the equipment required and owned by an organization to complete a task or to create MRPs within the MRP catalog.

**Grants Subsection:** MASS subsection within Reports that catalogs all necessary grant guidance and documentation that an organization uses.

**Inventory Subsection:** MASS subsection within Equipment that displays an inventory of actual equipment owned by an organization or position that fills an equipment requirement of a mutual aid request.

**Mission Offers Subsection:** MASS subsection within Mission Ready Packages that displays offers for Pre-scripted mission assignments.

**Organizations Subsection:** MASS subsection within Enterprise that displays basic information about organizations and their organizational roles.

## Display Slide 62

**Personnel Subsection:** The subsection within Enterprise that displays actual personnel information that fills positions within an organization.

**Positions Subsection:** The subsection within Enterprise that displays positions within an organization.

**Projects Subsection:** The subsection within Reports section that displays a report showing all the information of a project, plus each requirement for an MRP (the linked MRP Type Catalog entry) and the matching MRP to the requirement.

**Reports Section:** The section that generates and displays reports (in PDF, XLS and DOC) of pertinent data stored in MASS.

**Requirements Subsection:** The subsection within Equipment that displays any type of equipment required to complete the task and that can be assigned to an organization, or a position with an organization.

## Display Slide 63

**Response Plans Section:** The section that catalogs pre-scripted mission assignments that can be activated by an organization upon a large scale event. These plans should take into account and assign all the MRPs, other resources, and personnel required to effectively manage and respond to an event.

**Sites Subsection:** The subsection within Enterprise that comprises an inventory of counties, military installations, parks, campuses, and other large areas.

Display Slide 64



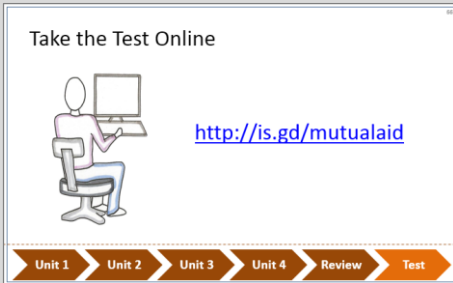
[Advance to Slide 64]

**Test**

Explain:

- To demonstrate you have met the objectives of this course, you will now take a short test.
- Before you begin, please let me know if you have any questions.
- Satisfactory completion will earn you a certificate.

Display Slide 65



[Advance to Slide 65]

Explain:

- Take the test at the link provided. Before the test, you will see a short questionnaire about your experience with this training. Please complete this before you begin the test.
- Thank trainees for their participation.
- Provide contact information for trainees who may have additional questions.
- Inform trainees how they will be notified if they have passed or failed the course.