

Manitoba Emergency Measures Organization

SERVICE CATALOGUE

February 2022



EMO MANITOBA
EMERGENCY
MEASURES
ORGANIZATION

Manitoba 

Purpose of the Service Catalogue

The Service Catalogue is an organized collection of services Manitoba Emergency Measures Organization (EMO) provides to its partners to support in planning, preparedness and response activities.

The Service Catalogue will be structured in a database with the link shared within this document with the following information:

1. Services available
2. Expected deliverables
3. Expected turnaround times

Maintenance of Service Catalogue

The Service Catalogue is an evolving document that is subject to review and revision to include adjustments to services, timelines, and expectations to different partner groups.

The Service Catalogue is maintained by Manitoba EMO, Business Development Unit and will be reviewed based on feedback and annual review of the service delivery model and implementation timelines.

How to use the Service Catalogue

The Service Catalogue is structured as an excel database with two main worksheet tabs:

Selection

Information

Selection tab is where you select the Client Type and the Service Type. For Client Type there are two options:

- Government of Manitoba Department or
- Local Authority


For Service Type there are multiple options available, such as, but not limited to:

- After Action Reviews and Debriefs
- Business Continuity Support Services
- Consulting Services
- Emergency Coordination Services
- Emergency Management Program Support Services
- Exercise Design Program Support Services
- Geospatial Services
- Training Services

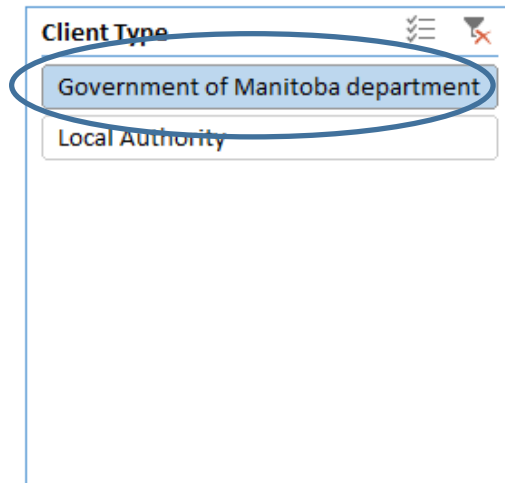
How to use the Service Catalogue Cont.

Example: MANITOBA EMO SERVICE CATALOGUE

Select the following:
1) Client type: Government of Manitoba Department or Local Authority
2) Service type

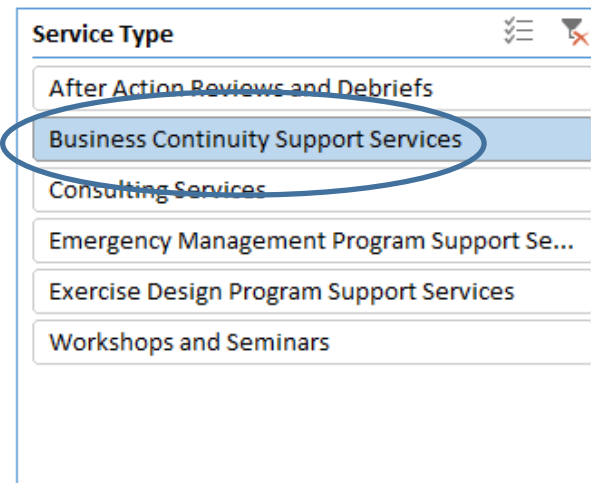
Then go to tab below called "Information" to view service information
Click on  to clear selection.

Step 1:
Select Client
Type



The screenshot shows a dropdown menu titled "Client Type" with two options: "Government of Manitoba department" and "Local Authority". The first option is selected and circled in blue. There are icons for a list, a search, and a clear selection button in the top right corner.

Step 2:
Select Service
Type



The screenshot shows a list of service types. The options are: "After Action Reviews and Debriefs", "Business Continuity Support Services", "Consulting Services", "Emergency Management Program Support Se...", "Exercise Design Program Support Services", and "Workshops and Seminars". The "Business Continuity Support Services" option is selected and circled in blue. There are icons for a list, a search, and a clear selection button in the top right corner.

How to use the Service Catalogue Cont.

Next, select the tab called “Information”. This will bring you to the full catalogue page that outlines the following:

- Client Type: Government of Manitoba department or Local Authority
- Service Description: Outlines some of the services you can expect
- Deliverable turnaround time: Outlines the service turnaround time of Manitoba EMO
- Expected results: Outlines expectations from these services
- Expectations from Client/Customer: Outlines what the client must provide to Manitoba EMO for those turnaround times to be achievable


How to use Service Catalogue Cont.

Example:

Client Type	Service Type	Service description	Manitoba EMO Turnaround time	Expected Deliverables	Expectations from Local Authority/Department
Government of Manitoba departments	Business Continuity Support Services	<p>Manitoba EMO can provide support through advice and guidance, tools and techniques for business continuity planning within your organization. The services will provide discussion and support to do the following:</p> <ol style="list-style-type: none"> 1) Provide tools to support development of a plan 2) Educate on risk and impact assessments 3) Discuss different types of strategies 4) Review plan and provide feedback 5) Provide tools and techniques on how to exercise your plan 	<p>Manitoba EMO will require five business days to review the request and assign a staff member to your request, and have that staff member provide high level project plan, next steps and potential deliverable timelines. See turnaround time section of the Service Catalogue presentation for further details</p>	<p>The Department should have tools, techniques and better understanding of how a business continuity plan needs to look. Manitoba EMO will provide feedback, review the plan in its entirety and outline areas to improve.</p>	<p>The Department should already have some information to share at time of request, such as critical services, or previous business continuity plans or base line information for Manitoba EMO to work from.</p>

Example shows selection of “Government of Manitoba departments” as a client type and service type as “Business Continuity Support Services”.

How to use Service Catalogue Cont.

To clear your selection criteria, go back to the “Selection tab” and select the icon: 

This icon will clear the selection. Make sure you clear for both sections: Client Type and Service type.

Service Team

Manitoba EMO has aligned their business units to support provincial departments and local authorities.

To request services, contact emo@gov.mb.ca.



Business Development Unit

- Focus on service delivery for provincial departments



Support Services

- Focus on service delivery for local authorities

Where to find the Service Catalogue

The service catalogue will be made available on Manitoba EMO's website:

www.gov.mb.ca/emo/

Service Delivery

Manitoba EMO has aligned its service delivery model with the following main priorities:

- Focus on improving emergency management capacity and resiliency in Manitoba through continuous improvements, education and training platforms;
- Maintain a strong partnership that utilize sound communication and effective collaboration, allowing for coordinated approach to emergency management; and
- Utilize new and innovative processes to enhance service preparedness and response.

Service Delivery Cont.

Manitoba EMO is prioritizing support services to its client and stakeholders. The following services are available:

- Emergency Management Program support
- Exercise Design Services support
- Basic Consulting Services
- After Action Reviews and Debrief support
- Business Continuity Support Services
- Workshops and Seminars
- Hazard, Risk and Vulnerability Assessment Support Services
- Training

Service Expectations

Below are a list of some of the available services and what to expect in service delivery.

Service Type	Service Description
Business Continuity Support Services	Manitoba EMO can provide support through advice and guidance, tools and techniques for business continuity planning within your organization. The services will provide discussion and support to do the following: <ol style="list-style-type: none">1) Provide tools to support development of a plan2) Educate on risk and impact assessments3) Discuss different types of strategies4) Review plan and provide feedback5) Provide tools and techniques on how to exercise your plan
Hazard, Risk and Vulnerability Assessment Support Services	Manitoba EMO will provide support through advice, guidance, tools, guiding documents on hazard, risk and vulnerability assessments within your organization. The services will focus on the following: <ol style="list-style-type: none">1) Provide tools on how to identify potential hazards2) Provide educational tools in assessing risk perceptions and hazard consequences3) Discuss different types of vulnerabilities and probabilities4) Educate on impact assessment5) Discuss developing resiliency strategies

Service Expectations Cont.

Service Type	Service Description
Exercise Design Support Services	<p>Manitoba EMO can provide advice, guidance, support services, guiding documents, best practices, and templates for the following areas:</p> <ol style="list-style-type: none">1) Understanding the different types of exercise design options2) How to efficiently coordinate a drill3) How to efficiently coordinate a table top exercise4) How to efficiently coordinate a functional exercise5) How to efficiently coordinate a full scale exercise within your organization6) Customized information sessions for your organization7) Debrief and lessons learned discussions8) Exercise assessment services
Consulting Services	<p>Manitoba EMO can provide tools, educational documents, advice, guidance and feedback on the following areas but is not limited to:</p> <ol style="list-style-type: none">1) Review of plans2) Suggestions for areas for improvement3) Identifying equipment or tools required for preparedness and response activities4) Advice and guidance

Service Expectations Cont.

Service Type	Service Description
Geospatial Services	Manitoba EMO can provide: 1) Data analytics
Emergency Management Program Support Services	Manitoba EMO can provide support through advice, guidance, and best practices on how to develop a comprehensive Emergency Management Program. The services will support client departments to understand what components are required within an emergency management program as well as inform on key areas such as but not limited to: 1) Financial management during an event 2) Records management processes 3) Hazard, Risk and Vulnerability Assessment 4) Resources 5) Exercise Program 6) Communication Program 7) Business Continuity Plan 8) Emergency Plan 9) Evacuation Plan 10) Interpretation of regulatory requirements

Service Expectations Cont.

Service Type	Service Description
After action review or Debrief	Manitoba EMO can provide guidance, advice, tools, best practices and expertise for the following: <ol style="list-style-type: none">1) Understanding how to facilitate an after action review2) What areas to focus on3) How to prepare and finalize an after action review4) Who should participate
Workshops and Seminars	Manitoba EMO can provide guidance and advice for the following: <ol style="list-style-type: none">1) How to coordinate a workshop to your organization or jurisdiction;2) Provide tools and guidance on topics for workshops and seminars;3) Provide advice on length of a workshop and seminar

Turnaround Times

Manitoba EMO will require five business days to assign a staff member to your request, and have that staff member provide high level project plan, next steps and potential deliverable timelines. These timelines may be altered if Manitoba EMO is managing response of an emergency.

During an emergency response, Manitoba EMO's service standard timelines will be impacted by the following:



Level 1: low level operations utilized for small events. This will impact timelines by one to five business days



Level 2: moderate level operations utilized for larger events required moderate coordination. This will impact timelines by seven to ten business days



Level 3: high level operation utilized for major and complex events. This will impact timelines dramatically and Manitoba EMO will provide you updated timelines.