

**Multi-national Disaster  
Management Solution (MDMS)  
and CasWeb**

**CASWEB.**



**IMAGINE IT.**

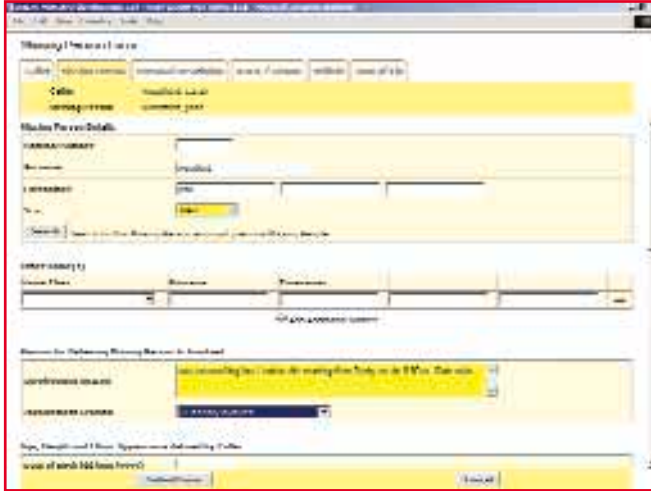
- > **Systems Integration.**
- > **Outsourcing.**
- > **Infrastructure.**
- > **Server Technology.**
- > **Consulting.**

**UNISYS**

Imagine it. Done.

## Background

**Whenever a major disaster occurs, there is a requirement to be able to identify missing persons with casualties, survivors or dead bodies. This requires many different organisations to work together to ensure statistical information is accurate and that information relating to a missing person is fed back to friends and relatives in a timely and accurate manner.**



Within the UK, the Police Service use Casualty Bureau for this purpose. Casualty Bureau is part of the HOLMES 2 suite and is used specifically for major disasters. HOLMES 2 has been fully accredited and is in use within all the UK Police Forces and several other Policing Organisations. Casualty Bureau has been used in a number of real-life disaster situations, including the train crashes at Hatfield and Selby and a number of international disasters including 9/11, Bali and Gujeraat.

Following discussions with key organisations involved with disaster management, Unisys undertook to develop a web-based version of Casualty Bureau. In particular, this would provide those users who engaged with the public an easy-to-use and easy to set up user interface and would enable many different Police Forces or agencies to simultaneously collect information and store it in real-time in the same database.

Having reviewed the new application, in February 2003 the Police Information Technology Organisation (PITO) purchased the solution on

behalf of the UK Police Service. Within the UK, it has become known as CasWeb.

Moreover, discussions in many other countries have identified that the process for identifying missing persons would be greatly assisted by a centralised computer system that all agencies could access and update as appropriate. Casualty Bureau provided much of the functionality required; however, importance was also placed on the following facilities;

- ▶ Dental searching;
- ▶ Interpol Ante-Mortem and Post-Mortem forms;
- ▶ Multi-lingual capability.

These facilities are available in MDMS (formerly DVI) - the core international version of CasWeb.

## Solution - MDMS

MDMS provides the core functionality for web-based Casualty Bureau. It is modular in format and can be customised to meet the needs of a particular agency for example CasWeb is the UK version of MDMS.

MDMS comprises Call Centre, Scene of Disaster, Casualty Bureau and AM/ PM Match modules. With the exception of Casualty Bureau, each module is available in several languages including Dutch, English, French, German and Spanish.

The design approach focuses on agencies being able to purchase and use each module as required. Modules can be purchased individually, in combination with other modules, or as the complete MDMS suite. This enables it to meet the needs of the different organisations involved in a major disaster, e.g. a Police Force, the Red Cross, a hospital or an airport authority. Where applicable, information is automatically transferred from one module to another. Information can be entered in one language by one agency, stored, and then made available to another agency in a different language. Secure data transfer, as well as data auditing is provided.

The Call Centre module is specifically designed for agencies whose key function is to enter and update missing person and caller details. It also provides the ability to enter messages and provide general information to all call takers.

The Scene of Disaster module enables remote access via the use of a handheld device or a laptop, as well as a PC. Within this module, data can be entered and updated for survivors, evacuees, casualties, body parts, dead bodies, exhibits and vehicles, as well as missing persons, callers and messages.

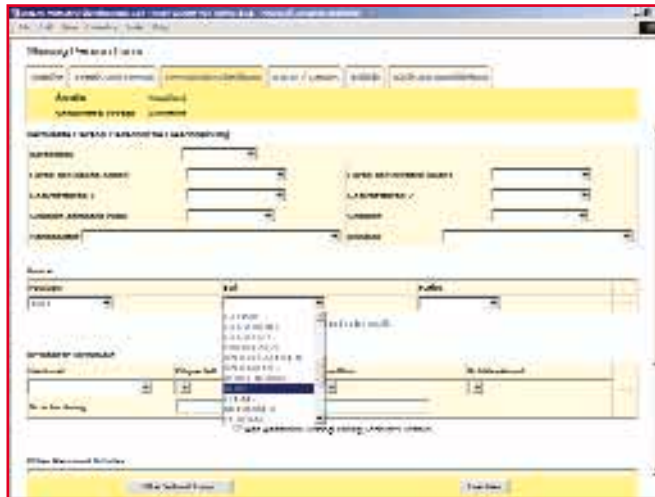
Information from these modules can be automatically transferred into Casualty Bureau. Should two or more different agencies (e.g. a Police Force and a hospital) operate a Call Centre or Scene of Disaster co-ordination unit, information from each agency can be transferred into the same Casualty Bureau if required.

Casualty Bureau is used primarily for matching the information transferred from the Call Centre to the information received from the Scene of Disaster co-ordination unit. Tools exist within the module to enable data patterns and weighted responses to be identified and the tools work equally well when there is little, or much information. Through the Action Management and Document Management facilities, activities to be carried out can be identified, their outcome recorded and the information easily administered.

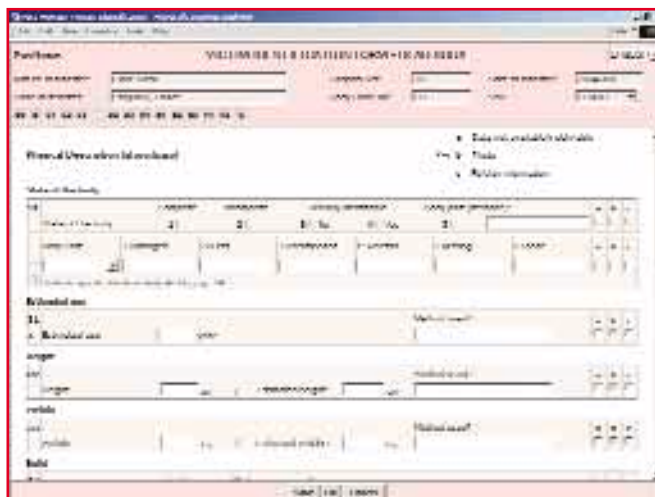
The AM/PM Match module is utilised when a dead body or a missing person cannot be identified. Ante Mortem (AM) relates a missing person, Post Mortem (PM) to a dead body. This facility enables the AM and PM Interpol Forms to be completed, the data to be analysed and a dental entry and searching capability to be provided. Information can be transferred from Casualty Bureau to pre-populate the Interpol Forms, and also from the AM/PM Match module to Casualty Bureau to take advantage of its complex searching tools.

## Solution - CasWeb

CasWeb makes use of the Call Centre, Scene of Disaster and Casualty Bureau modules and is available in English only. It has integrated the Call Centre and Scene of Disaster module into the 'Input module' and utilises the Casualty Bureau modules that exist within the host Force's HOLMES 2 system.



The input module of CasWeb is located on a central server on the Criminal Justice Extranet (CJX). This ensures secure access and permits use by all Police Forces. As there is only one installation, CasWeb is a pioneer in providing a truly national system for the UK Police Service



During 2003, Unisys is working with PITO and the Police Service to continue to customise and enhance CasWeb.

## Technology

MDMS utilises "N-tier" architecture

- ▶ The database server layer consists of an Oracle database on a Unix system.
- ▶ The Casualty Bureau application layer comprises a Windows NT/2000 or Windows 2000 server, running Casualty Bureau using Citrix Metaframe.
- ▶ All other modules are J2EE web applications running under BEA WebLogic application server.
- ▶ An icon on the PC provides access to Casualty Bureau.

In all instances, the Graphical User Interface is consistent across the modules and has been designed to be user-friendly.

The system is also integrated with third party products, such as the i2 and Autonomy product suites, in order to further enhance the functionality of the solution.

## Unisys Difference

MDMS is built on the vast knowledge already gained by Unisys through HOLMES 2, and the successful deployment of Casualty Bureau.

The solution provides: -

- ▶ A flexible solution which can be utilised by all agencies involved in major disaster, irrespective of country or language
- ▶ Full mutual aid facility, allowing other agencies to help record caller and missing people information
- ▶ A front-end client that is easy to set up and simple to use
- ▶ A reduction in time required for data input and the removal of the need for double-entry
- ▶ More effective research and analysis of the information, and greater productivity of researchers in the investigation of complex information and presentation of data and charts
- ▶ The ability to transfer the information into a criminal investigation administration application (HOLMES 2 Incident Room) should it be required.

## CasWeb is

**available for use from today and will be utilised for any major disaster within the UK.**

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