

Critical Infrastructure Protection Solution

Information Strategies (Infostrat) developed the Critical Infrastructure Protection (CIP) solution using the Microsoft CRM development platform, which provides scalability, flexibility, and extensibility.

Solution at a glance

Microsoft CRM based application to track inventory and contact information for critical infrastructure assets

Technologies Involved

Microsoft Dynamics CRM, SQL Server 2008, SQL Reporting Services, Microsoft Office 2007

BACKGROUND

State and local governments require accurate databases of critical infrastructure such as schools, hospitals, utilities and others in order to prepare disaster plans and recover in the event of an attack, natural disaster or other emergency.

PROBLEM

Current systems for tracking critical infrastructure have proven difficult to scale, and many local government agencies find it hard to meet local requirements as well as satisfy Federal government needs.

CIP systems need to be easy to use, allow importing massive amounts of site data, and provide a unified view of data across overlapping jurisdictions.

Some key system requirements include:

- Easy to deploy
- Affordable
- Hosted and on premise deployment options
- Flexible workflows to allow easy changes as procedures are modified
- Single source of data for all transactions with a client.
- Minimize redundant data entry
- Track outreach efforts
- Means of sharing information with other stakeholders

SOLUTION

Infostrat developed a CIP solution that contains a repository of data on protectable infrastructure, deployable assets, and contacts. Because critical infrastructure includes public and private sector assets, the solution provides a means to execute and manage site surveys as well as a knowledge base repository of best practices.

The CIP solution tracks suspicious activity reports, providing a way for site owners to report suspicious activities and for the CIP agency to manage, analyze and respond to these reports.

CIP business processes and workflows include:

- Recruiting
- Enlistment
- Ongoing Outreach
- Site Survey
- Non-Emergency Service Request
- Reactive Analysis
- Proactive Analysis
- Agency Performance Evaluation
- Ad Hoc Collaborative Team Support
- Reporting
- Cross-Agency Collaboration
- Citizen Corps

From public and private sector infrastructures to experts and volunteers, CIP can provide an outreach solution with effective, large-scale communication efforts to the entire community as well as with contacts in the community who can help in emergency situations.

The CIP system is easy for users to learn because it is integrated into the Microsoft Outlook client, and the look and feel are familiar to Microsoft Office users. For instance, the CIP solution generates emails to site contacts to generate site surveys and request information updates.

The CIP solution provides reporting and analysis tools that help the CIP agency pinpoint areas of concern. Sharing of information with peer, state, regional, and Federal agencies is enabled in the following key dimensions:

- By industry sector – A local agency may share data based on industry type.
- By geography – The solution will support a zip-code-based granularity that enables data to be shared based on physical site location.

The CIP solution may be extended to support unique business requirements of a government agency, as well as integrated into existing database systems.

