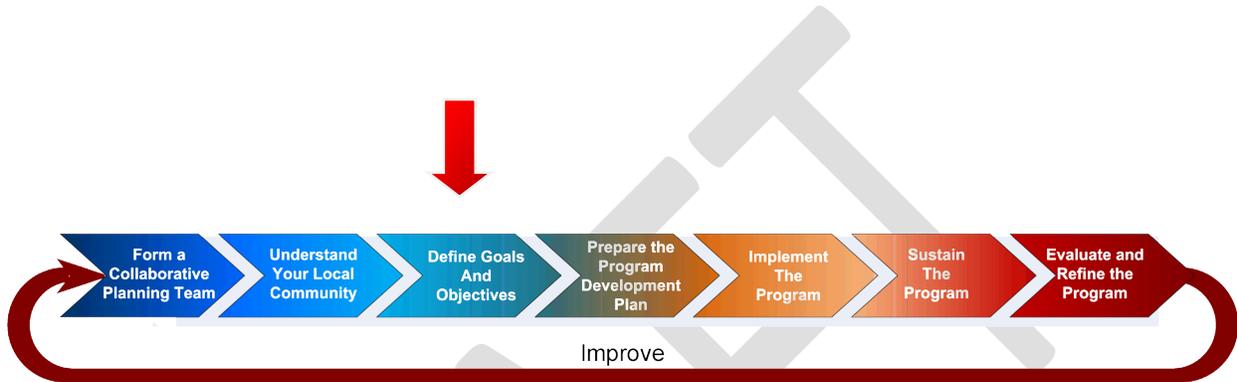


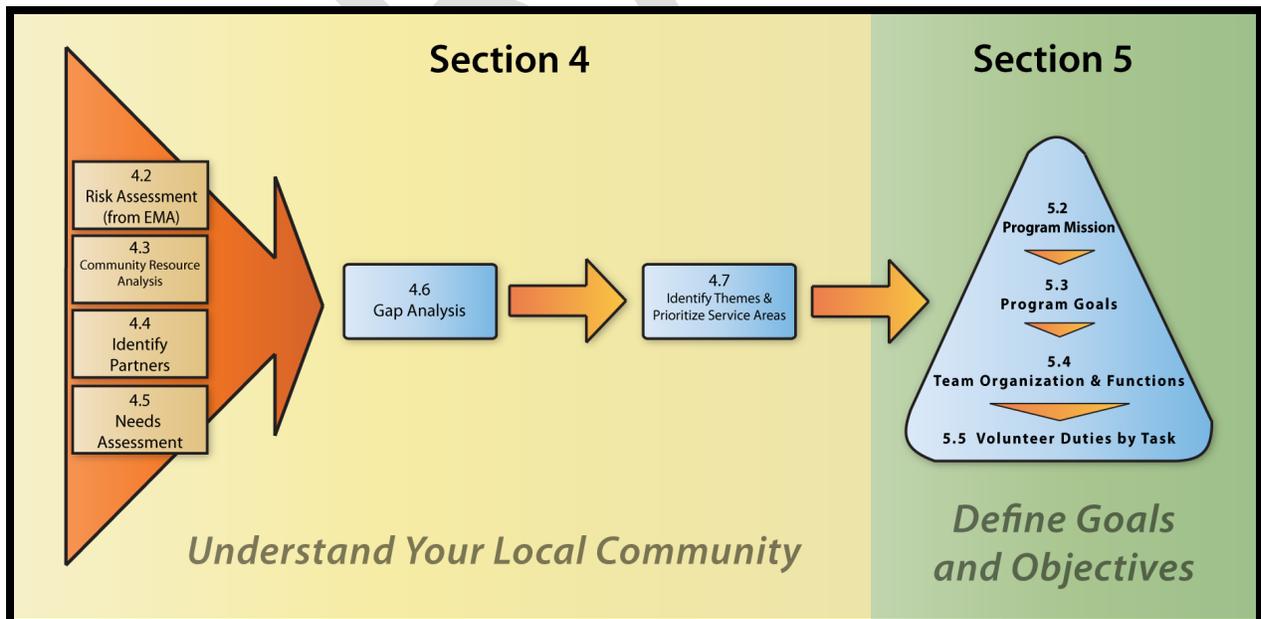
Section 5. Define Goals and Objectives

5.1. Overview

Once the assessments are complete, the collaborative planning team should restate its priorities as goals and objectives. These goals and objectives will serve as a roadmap for what to accomplish and the time needed for completion. Achievement of these will also serve as the benchmarks for measuring your success.



The diagram below shows how the prioritized service areas identified in the “Understand Your Local Community” step feed into Defining Goals and Objectives.



5.2. Establish a Mission

The mission statement should be a one-to two-sentence statement of the NET Guard purpose and values. Your mission statement will concisely explain the purpose of your NET Guard Program. It will help focus the decisions that develop in support of the mission and provide an additional way to maintain your effort's focus.

The mission of the City of Austin National Emergency Technology Guard (NET Guard) pilot program is to train and prepare volunteers as well as assist in responding to disastrous events affecting technology infrastructures within the Central Texas region.

5.3. Establish Goals from Service Areas

Goals are broad, general statements that indicate what the NET Guard Program will do. Goals result from the prioritized service areas identified in Section 5. Each prioritized service area should have a separate goal.

Goals serve to answer the questions:

- What desired result should the deployed personnel and equipment resources achieve?
- What will define a successful deployment of the teams?
- What will define a successful implementation of the Program?

Examples of NET Guard goals are:

- Support Emergency Operations Center ITC through voice and radio communications
- Establish ITC capabilities for the public in an area shelter or internet access in an evacuation staging area
- Liaison with virtual volunteers to augment validated ITC support for emergency management
- Work with GIS analysts to support regional crisis mapping initiatives for emergency management communication with responders and the public
- Provide ITC services for neighborhood wellness checks and reporting systems
- Establish mobile ITC capability to support emergency management and essential services in locations without adequate communications

5.4. Team Organization and Functions

NET Guard Programs may choose to have more than one NET Guard Team with Team configuration determined by either function or geography or both. NET Guard Team configurations and functions are flexible and related to the local NET Guard Program's goals. Initial pilots have primarily established multifunction teams with some jurisdictions forming multifunctional teams by geographic area. Based on the requirements of the response, the team/s identifies the scope of the required services, determines a strategy for providing the functions,

deploys the team's resources to provide the functions, and documents the actions and results. All teams should follow the principles of the Incident Command System (ICS) by establishing a team leader and a clear chain of command so that each member has only one person that he or she takes direction from and responds. Disasters may require specialized functions and jurisdictions may opt to develop teams with specific functions e.g. services for the public or crisis mapping. Considerations for team organization follow similar considerations for organization of other types of teams as outlined in the National Incident Management System.

5.5. Volunteer Duties by Task

NET Guard Team leaders typically assign tasks to individual volunteers or small groups of volunteers related to the particular NET Guard Team's functions. An example of a task related to the function of providing ITC services to sheltering organizations would be to set up a local area network within a shelter. The Team Leader is responsible for handling or delegating each function.

5.6. Tools to Help Define Goals and Objectives

Tool kit items relating to this section of the NET Guard Guide are listed below.

Title or Description	File Name	Public/ Private
Hamilton County NET Guard Functions and Capabilities Overview	Hamilton County - Functions and Capabilities.doc	Either