

# Rapid Process Modernization During an Emergency Response

**PROJECT TITLE**

Rapid Process Modernization During an Emergency Response

**STUDY TIMELINE**

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**INVESTIGATORS**

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**KEYWORDS**

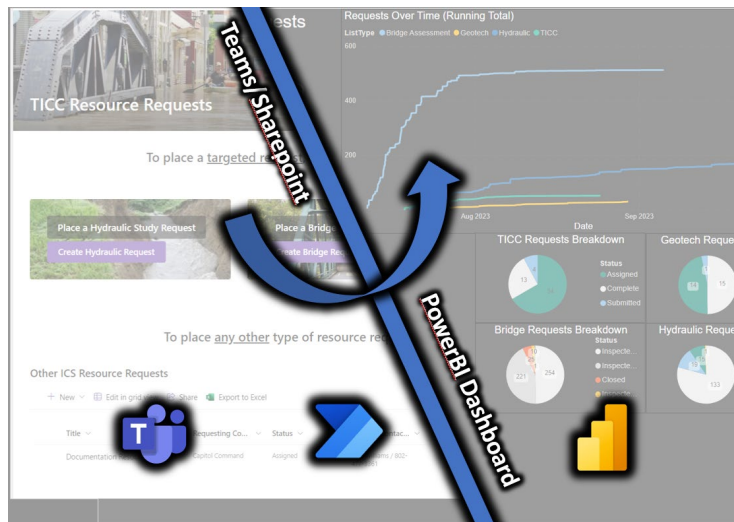
Microsoft, Innovation,  
Process Automation

**FUNDING**

N/A

## Introduction or Problem Statement

Following a 100-year flood event, how do you efficiently manage 100+ requests per day for emergency bridge inspections, geotechnical surveys, hydraulic studies, temporary bridges and more? This impromptu project set about to tackle this very problem with a “we need it done yesterday” timeline. With out of the box thinking, objective and direct decision making, and iterative adaptation from all stakeholders, all expectations were surpassed.



## Methodology or Action Taken

The existing process for managing resource requests relied on a generic PDF fillable form that was to be emailed to a logistics team for fulfillment. For several reasons, this was not ideal. The two standout issues with this approach were insufficient detail on a one size fits all form, and an emailed PDF is susceptible to being lost inside of one person’s Inbox amongst many others.

To address this, we rapidly created Teams/SharePoint Lists for each type of request and utilized Power Automate to automatically notify stakeholder of updates to their requests, and notify logistics of new or pending requests. Comprehensive situational awareness was then established by connecting these lists to a Power BI Dashboard.

## Conclusions & Next Steps

With command structure mandating ICS staff to utilize this new solution, it was fully implemented in a matter of hours. During the After-Action Review, this solution was regarded as one of the best successes in the days following the event and managed over 700 resource requests. As of right now, there are no set plans for the future, however, there have been several requests to continue using the solution on a permanent, non-emergency basis. Going forward, it is recommended that this solution be utilized in table-top events and extended to continue to meet needs during emergencies.

## Potential Impacts and VTrans Benefits

This solution was fast to implement, provided superior functionality over the traditional methods of resource requests, saved valuable staff time and, accordingly, there are likely many other business processes at VTrans that could benefit from this approach.



More information about the VTrans Research Program, including additional Fact Sheets, can be found at: <http://vtrans.vermont.gov/planning/research>