



Workforce Management *made simple.*

→ cimara.com.au

Introduction

Built with scalability, flexibility & ease of use in mind.

The Communications, Incident Management and Resource Allocation (CIMARA) software was originally developed for the ACT Parks and Conservation Service (PCS) and the ACT Emergency Services Agency (ESA).

CIMARA is a real-time workforce and resource management software that enables agencies to roster staff, track availability, manage fatigue and forward plan for various types of incidents. The project takes a holistic approach to Park-wide planning and presents solutions beyond resource management. It addresses the long-standing need for a reliable and accurate resource management system that enables managers, resource coordinators and Incident Management Teams to manage resources effectively. In addition, CIMARA provides a solid foundation that can evolve as business requirements change over time.

The software today is in use by the ACT Parks and Conservation Service and the NSW National Parks and Wildlife Service, North Coast Branch.



Benjamin Brillante
Product Manager

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“What 372 Digital has built in Cimara for ACT Parks and Conservation Service, is a modular system which enables Agencies to roster staff, track availability, manage fatigue and forward plan for various types of incidents. Cimara provides a solid foundation which can evolve as business requirements change over time.”

Brian L Senior Fire Management Officer, ACT Parks and Conservation Service

Communications & Availability Calendar

Mobile Communications

Engage in two-way mobile communication with a diverse workforce and view real-time stats with tools to create, edit, moderate and distribute various communication products to work groups and individuals.

- Distribute communication products to workgroups and individuals or members in an incident plan
- Engage in two-way communication between senior members and staff within and across multiple groups
- Send text-based communication with image, video, audio or PDF attachments, including RSVP requests
- Receive mobile push notifications, view and respond to messages via a mobile or tablet app on Android and Apple devices
- Give exclusive access to member contact information in real-time via the members' directory
- Send members information about changes to Fire Readiness Levels
- Notify members about updates to their workforce roster
- Alert admins of a new communication response

Member Availability & Calendar

Cimara provides an easy-to-use application that allows staff to manage their availability seamlessly and view real-time updates to their roster and colleagues' roster.

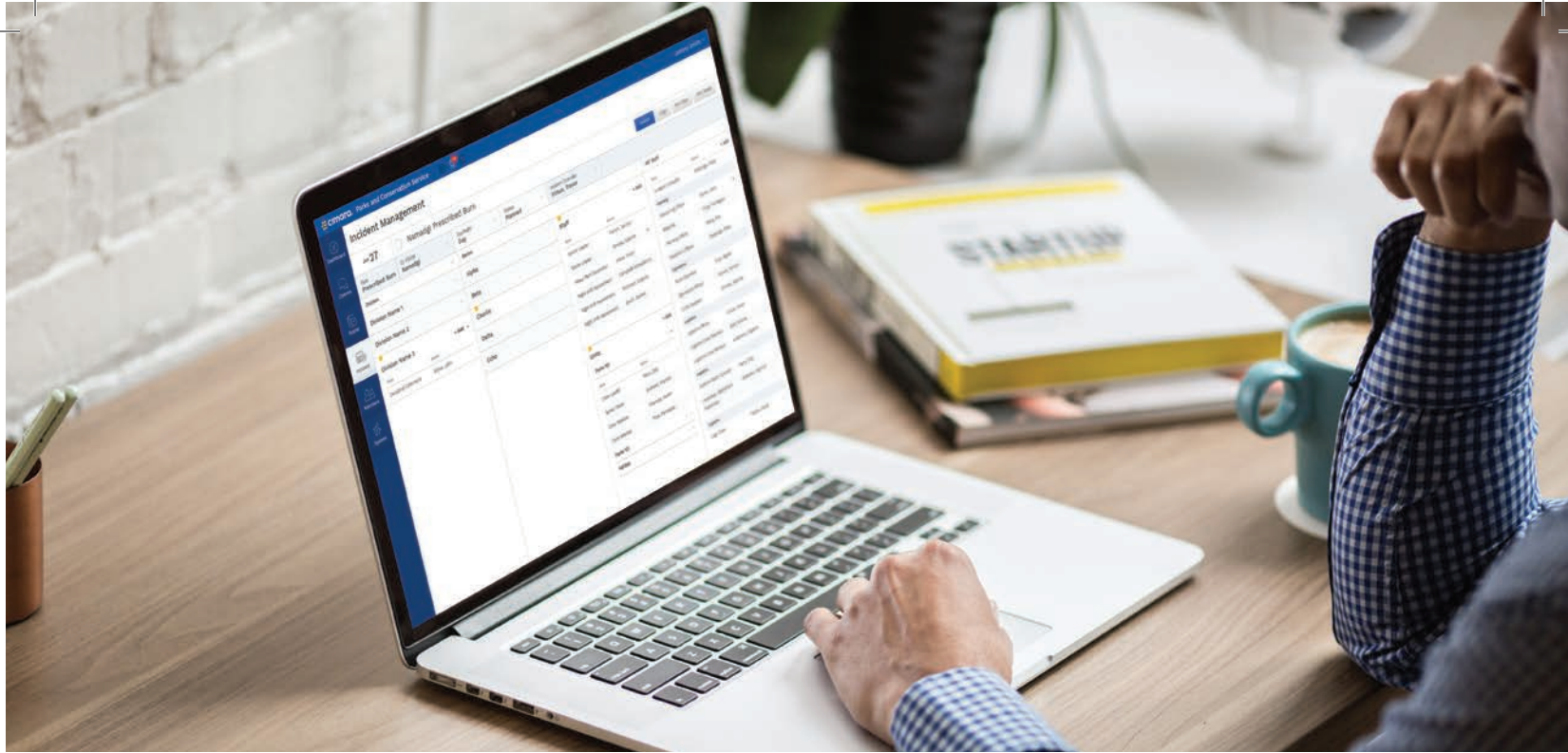
- Mobile, tablet and web browser support
- Nominate staff availability
- View depot or location roster
- Add individual comments and view admin comments

Available for download on iOS and Android devices



“The communication module of Cimara provides the agility a modern, forward-thinking organisation needs to fine tune internal communication messaging and strategies in a timely manner to maximise successful workforce engagement.”

Darren C Director, Internal Communications, ACT Emergency Services Agency



Incident Management

Incident & Event Planning

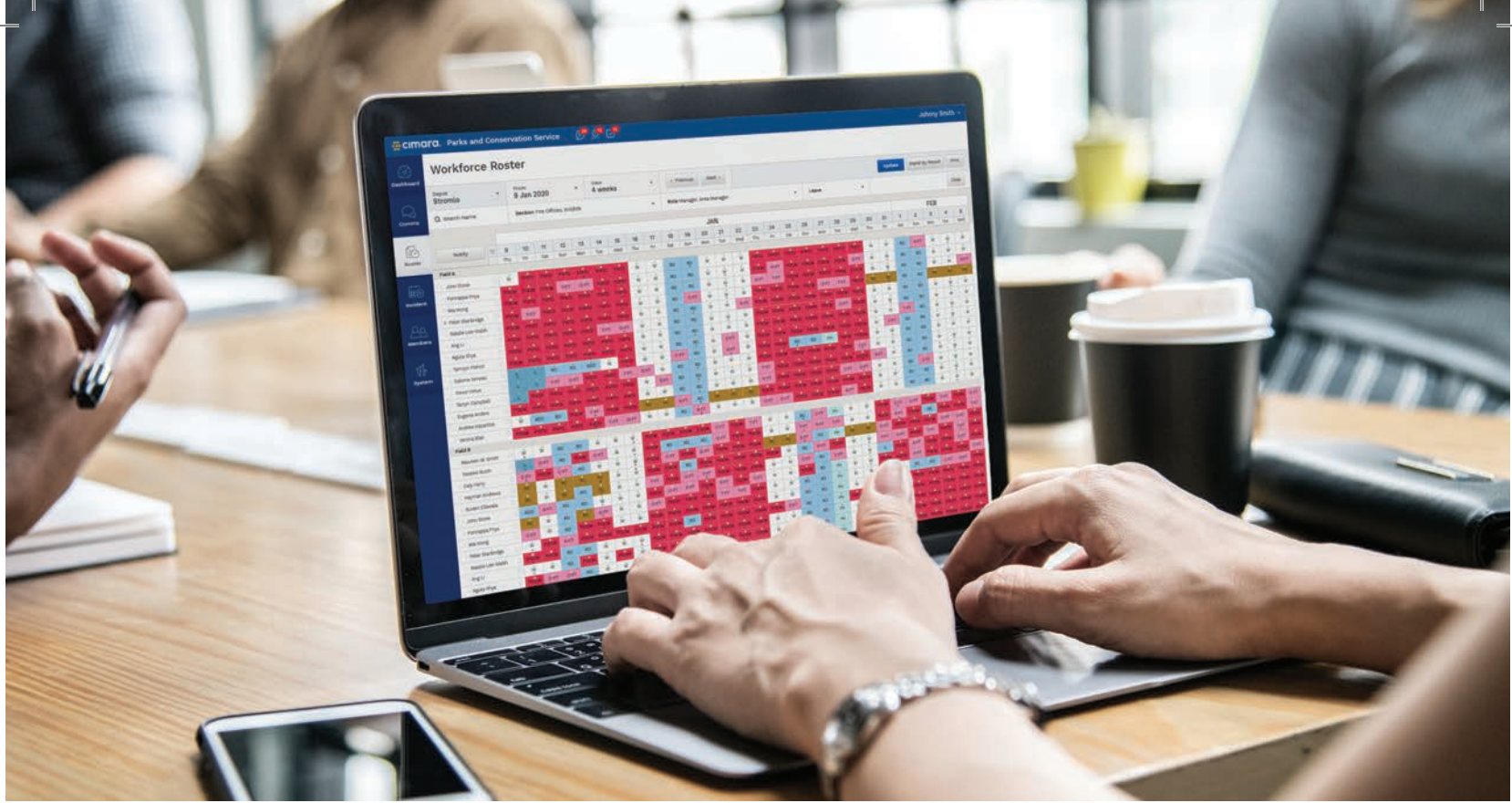
Plan and manage large operations, organise events, schedule group training sessions, and assign and deploy resources while updating all relevant information system-wide in real-time.

- Create incident or event plans and assign them to a group
- Plan for a one-day or multi-day event
- Allocate resources such as people and vehicles
- Allocate resources into divisions and sectors
- Create an Incident Management Team
- Track the availability of resources in real-time via the Incident Dashboard
- View and print detailed incident plan reports
- View and print a meal plan for people in the incident, taking into account their dietary requirements
- Create Strike Teams and export in CSV format
- Create Fire WBS Codes and export in CSV format
- Create and set the fatigue calculation for each incident type
- Designed and developed based on the Australian Inter-service Incident Management System (AIIMS) principle

User Groups, Roles & Qualifications

Add user-card information, assign members to their roster groups and communication groups, set their application access level, manage their roles and qualifications, and enter their dietary requirements.

- Enter member details
- Enter unique ID, position, and radio call sign and select the member's primary location
- Enter payroll ID, employee number, loading or FTE
- Enter member's contact information, including their emergency contact
- Set member access levels by assigning them to a permission group
- Set the member's default roster view
- Allow members to change their password
- Edit a member's standard working hours



Resource Allocation

Allocate workforce resources such as people, equipment and vehicles to a roster or incident plan, while taking into consideration their availability, qualifications and other business rule configurations.

Real-time Rostering

Highly complex rosters made simple with a long list of features such as work pattern creation, roster alerts, advance filtering, payroll and stand-by reports, just to name a few.

- Create, save and apply work and role patterns in any combination
- Assign roster codes for each role to view in the workforce roster
- Add a background colour to each roster code to differentiate it from others in the roster view
- View workforce roster branch-wide or by areas, locations and positions
- Filter roster views by role, availability, and or skills and qualifications
- Assign staff to units based on fire-readiness alert level
- View roster with pay schedule indicator
- Set system default working hours, modify staff default working hours and edit staff working hours in the roster
- Add Roster work status with support for both at-work and not-at-work types such as leaves and regular work duties
- Export staff working hours in SAP-compatible CSV format
- Export payroll codes in SAP-compatible CSV format
- Export Stand-by Report
- View the roster in four or two weeks view
- Set default roster view
- Rearrange roster view with drag and drop support for groups and staff
- Copy roster and paste to cell support
- View and manage staff availability
- Add staff and admin comments to the roster
- Notify members of updates to their roster
- Duty Officer Logs

Resource Management

Manage the availability of resources such as equipment, boats, trucks and other vehicles.

- Set a resource roster code
- Identify the type of resource
- Select whether the resource is available for rostering, to add to an incident plan, appear in the Stand-by Report or Fire Readiness
- Identify clashes with resource availability

Detailed Data Reporting

Cimara provides detailed data reporting out of the box, from viewing user communication stats to printing detailed event reports. Cimara can be extended to cater for any business reporting requirements.

- Stand-by Report
- Incident or event plans
- Resources used
- Location rosters
- Individual rosters
- Incident or event reports
- End-of-season report
- Management reports
- and more.

Business Rules Configuration

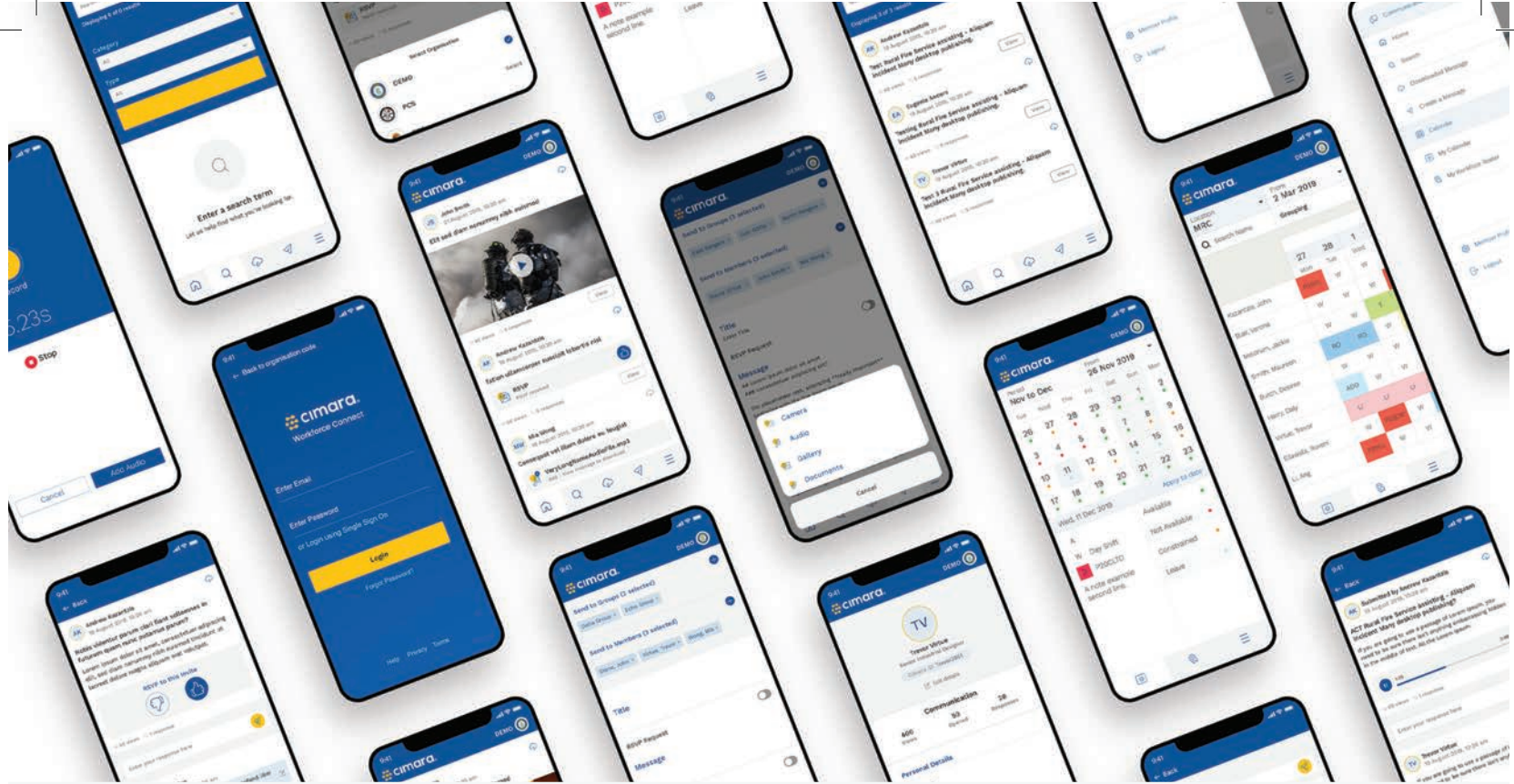
Add new or configure existing business rule sets to perform actions such as the management of crew members in vehicles, staff fatigue and equipment handling based on user roles and assignment.

- Fatigue management
- Informatively allocate people and equipment

Third-party Compatibility

Cimara is built on an API-First architecture to provide omnichannel experiences and cater to customers' needs with various application interaction requirements. Cimara currently supports the following integration.

- Microsoft Azure Active Directory Single Sign-On
- SAP Payroll
- Kiteworks



Design & Build

Australian data centres

Amazon Web Services, AWS manages the cloud hosting for Cimara within its Australia-based data centres.

User Centered Design

Cimara's beautiful user interface was designed and built with users in mind for a seamless browsing experience.

API Capability

It is built on API-First architecture to provide omnichannel experiences and cater to customers' needs with various application interaction requirements.

Modularisation

Cimara's system has been built in a modularised fashion, offering the flexibility that enables efficient new feature expansions and customisations.

Accessibility & Usability

The user interface design keeps Web Content Accessibility Guidelines (WCAG) in mind. It is crafted meticulously and is constantly undergoing refinement to facilitate a seamless browsing experience and accessibility.

Proudly Australian

All design and development, including support of Cimara, are produced in Australia by Australians.

“The application for the first time allow our agency to have instant two way communications with our diverse workforce. It has raised internal communication and engagement within our agency to a whole new level.”

Dominic L Agency Commissioner, ACT Emergency Services Agency



System Development and Enhancements

The build of Cimara is constantly undergoing refinement, with a regular introduction of new features. This Product Overview lists all the functional and non-functional items already available out of the box.

Upcoming features currently in production include:

Agency-wide Resource Sharing

An extension to Cimara allows a multi-branch agency to view and manage resource-sharing across all its branches.

Time Tracker

Ability to track time spent at work by checking in and out of events or shifts using the Cimara mobile app

Cross-branch Resource Tracker

This extension allows admins to view incident data and resource availability across its other branches.

Cimara Remote (Prototype)

The Cimara Remote in Cimara is a solution that allows land management agencies to create incident plans and manage a large workforce of staff and units in a remote location and without internet connectivity. It interacts with a Cimara Remote App to provide personnel access to relevant information while away from an Incident Control Centre.

There is a good chance that a feature you are looking for currently not in this overview is in our project plan. To find out more, please email us at enquire@cimara.com.au, and one of our team members will be in touch to answer your questions.



Want to find out more?

**Schedule a live demo
to see if Cimara is the
right solution for you.**

Email enquire@cimara.com.au
Call 1300 971 882 or 0410 541 178

Demonstration

The best way to truly understand our product is to experience it for yourself. Here are the steps.

1. Live Demonstration

Available is a live demo in which a team member will go through and demonstrate the operation and features of Cimara. This demonstration can be carried remotely via Microsoft Teams at your location or our Phillip, Australian Capital Territory office.

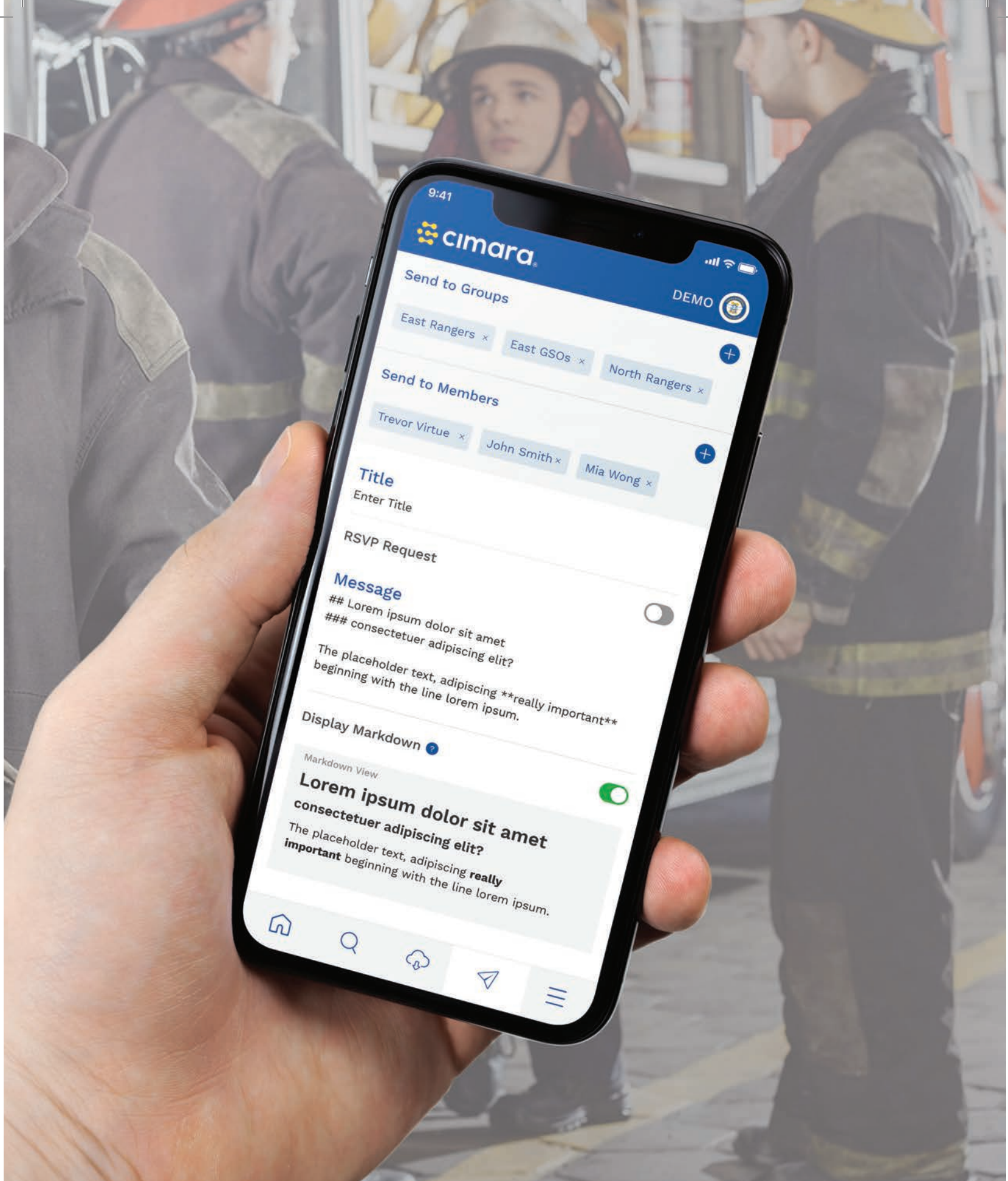
2. 14 Day Access

Following the live demonstration, we will provide a 14-day free trial of Cimara to help you get familiar with how the system works.

3. Consultation

Finally, schedule a free, no-obligation consultation with one of our team members to discuss how Cimara can help accomplish your agency objectives.

Keep up to date with the latest developments by visiting cimara.com.au



get in touch

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