



**Volunteers  
& P.A.N  
Reporting  
System** Ver. 1.0

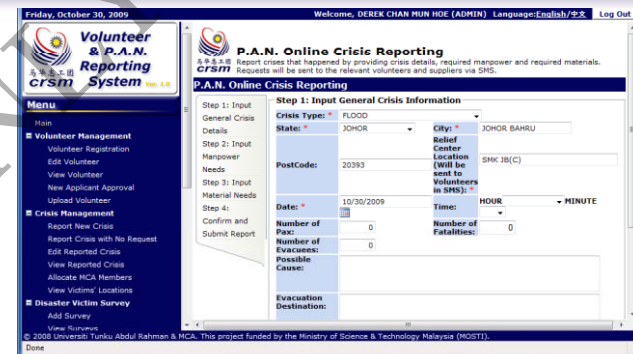
## ***V.M.S. System Presentation***



## Online CRSM System



Content Management System (CMS)  
[www.crsm.org.my](http://www.crsm.org.my)



Volunteer Management System (VMS)  
[www.crsm.org.my/VMS](http://www.crsm.org.my/VMS)



Computer Based Training (CBT)  
[www.crsm.org.my/cbt](http://www.crsm.org.my/cbt)

## Introduction of VMS

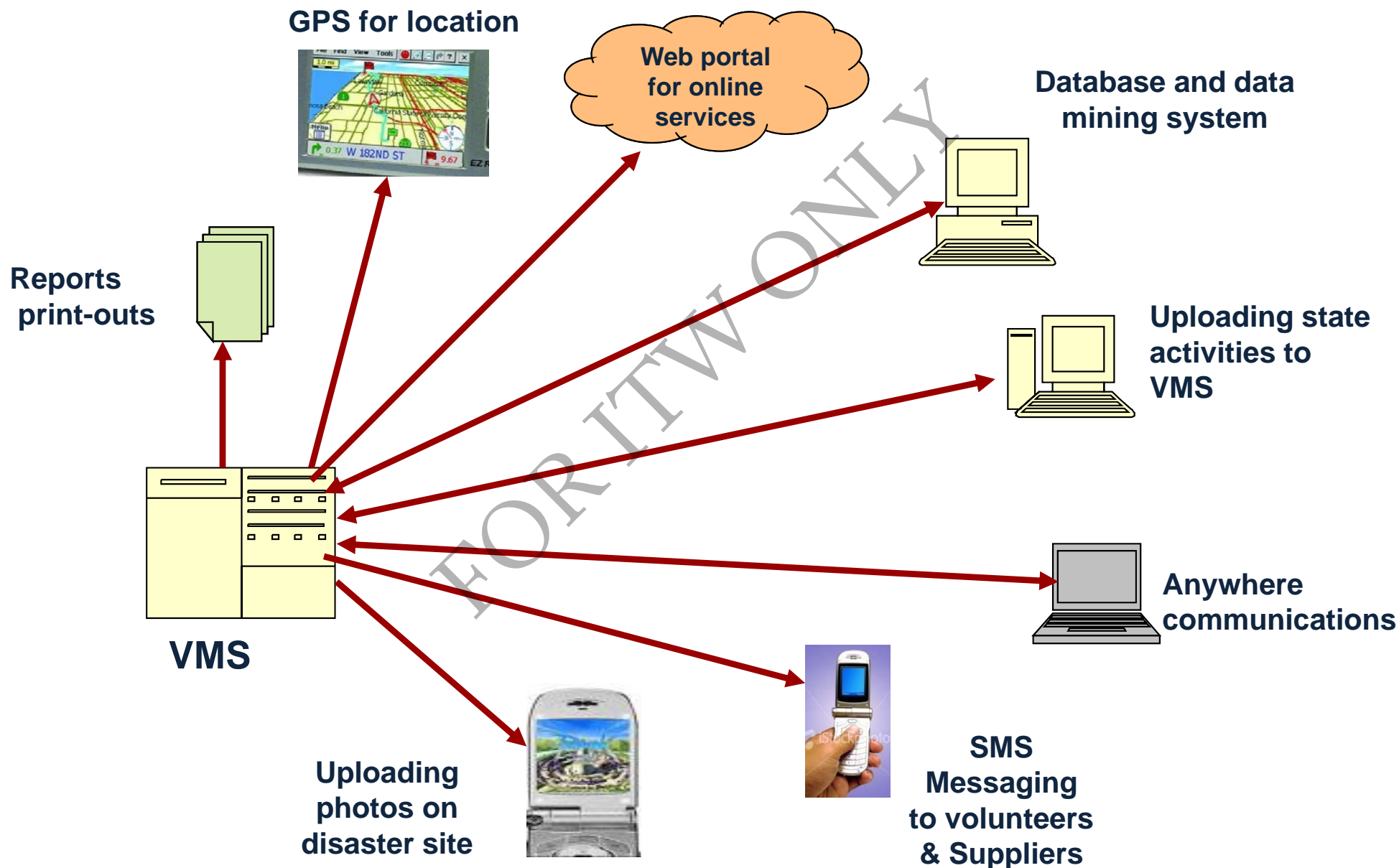
- VMS is an online web application which would allow the Crisis Relief Squad of MCA (CRSM) **to manage volunteer, supply and crisis records.**
- The system, which allows CRSM to create, upload and modify volunteer and suppliers details. **SMSes will be sent to relevant members and suppliers to request for manpower and supplies.**
- **VMS can also be done via mobile phones** that can be used to do crisis reporting from anywhere. This would allow crises and disasters to be reported pervasively if compared to doing a report using a personal computer.
- With VMS, CRSM hopes to speed up the process of dispatching members during a crisis as well as store a well documented list of crisis reports, memberships and supplies so that disaster relief may **now be done efficiently and easily.**

## Objectives

The main objectives of the VMS are as follow:

- To allow **better management of volunteer records**
- To allow state leaders/national chiefs of CRSM **to perform crisis reporting** whenever a crisis/disaster strikes
- To create a more simpler and pervasive manner of **crisis reporting using the mobile** reporting module
- To allow a **paperless approach** for record keeping and management
- To provide better **organization of CRSM's crisis supplies** using Supply Chain Management (SCM)

# Functionalities of a Volunteers Management System





## CMS (<http://www.crsm.org.my>)



The screenshot shows the CRSM Web Portal interface. At the top, there is a navigation bar with links: Home, Introduction, Members, Activities, Downloads, Contacts, Forum, Events, State, Web, and Site. Below the navigation bar, the date "Thursday, June 26, 2008" is displayed. The main content area is titled "Welcome to the CRSM Web Portal" and features a large image of a boat on the left and a car on the right. The text "About CRSM" describes the Asian Tsunami relief effort and the establishment of the Crisis Relief Squad of MCA. The "Announcements" section mentions a Mobile Clinic training event on May 31st, 2008. The footer contains copyright information for 2007 and 2008 by the Crisis Relief Squad of MCA.

**CRSM Web Portal**  
<http://www.crsm.org.my>

Home Introduction Members Activities Downloads Contacts Forum Events State Web Site Search

Thursday, June 26, 2008 ... Home ...

**Welcome to the CRSM Web Portal**

**About CRSM**  
 The Asian Tsunami which occurred on 26th December, 2004 struck home the need for a crisis relief squad within MCA. MCA President, Dato' Seri Ong Ka Ting appointed Datin Paduka Chew Mei Fun to establish the Crisis Relief Squad of MCA. It was envisaged as a systematic and professional approach to present a fresh look and feel to MCA's way of carrying out community service.

**Announcements**  
 A Mobile Clinic training will be held in soon at the MCA headquarters. Below are the details regarding this event:  
 Date: 31st May 2008  
 Time: 2.00pm - 9.00pm  
 Venue: MCA Headquarters, KL  
 Number of seats: 40 pax  
 Language Conducted: Mandarin/English

**Links**  
 Register as a CRSM Member  
 Log into the Volunteers Management System (VMS)  
 Computer Based Training (CBT)

**Media Player**  
 Bugle of Life MP3

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# Part 1.0: Volunteer Management

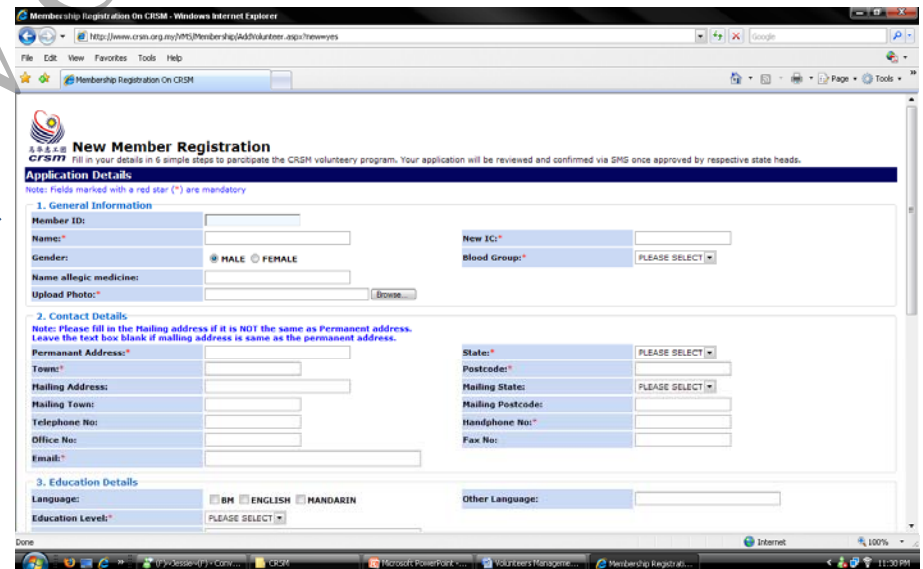


***V.M.S. System Presentation***



# Logging into V.M.S.

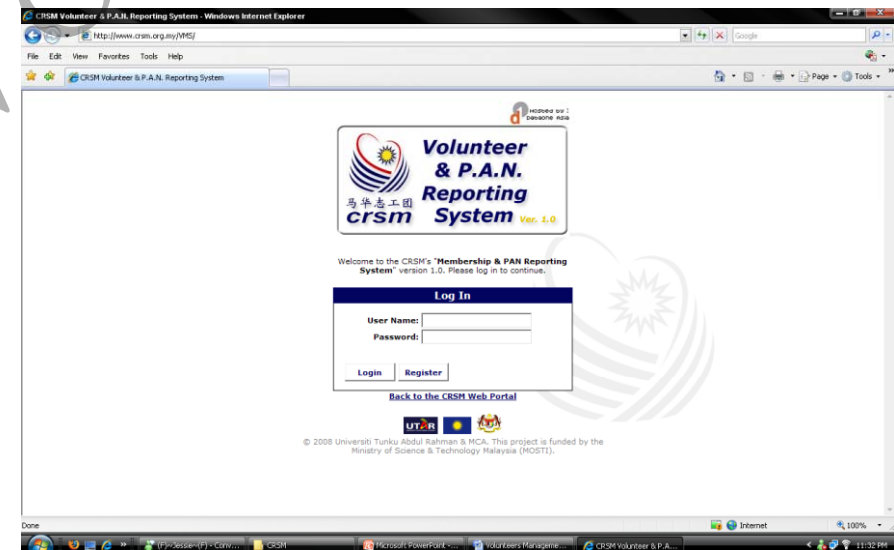
- Volunteer Registration to create a new account



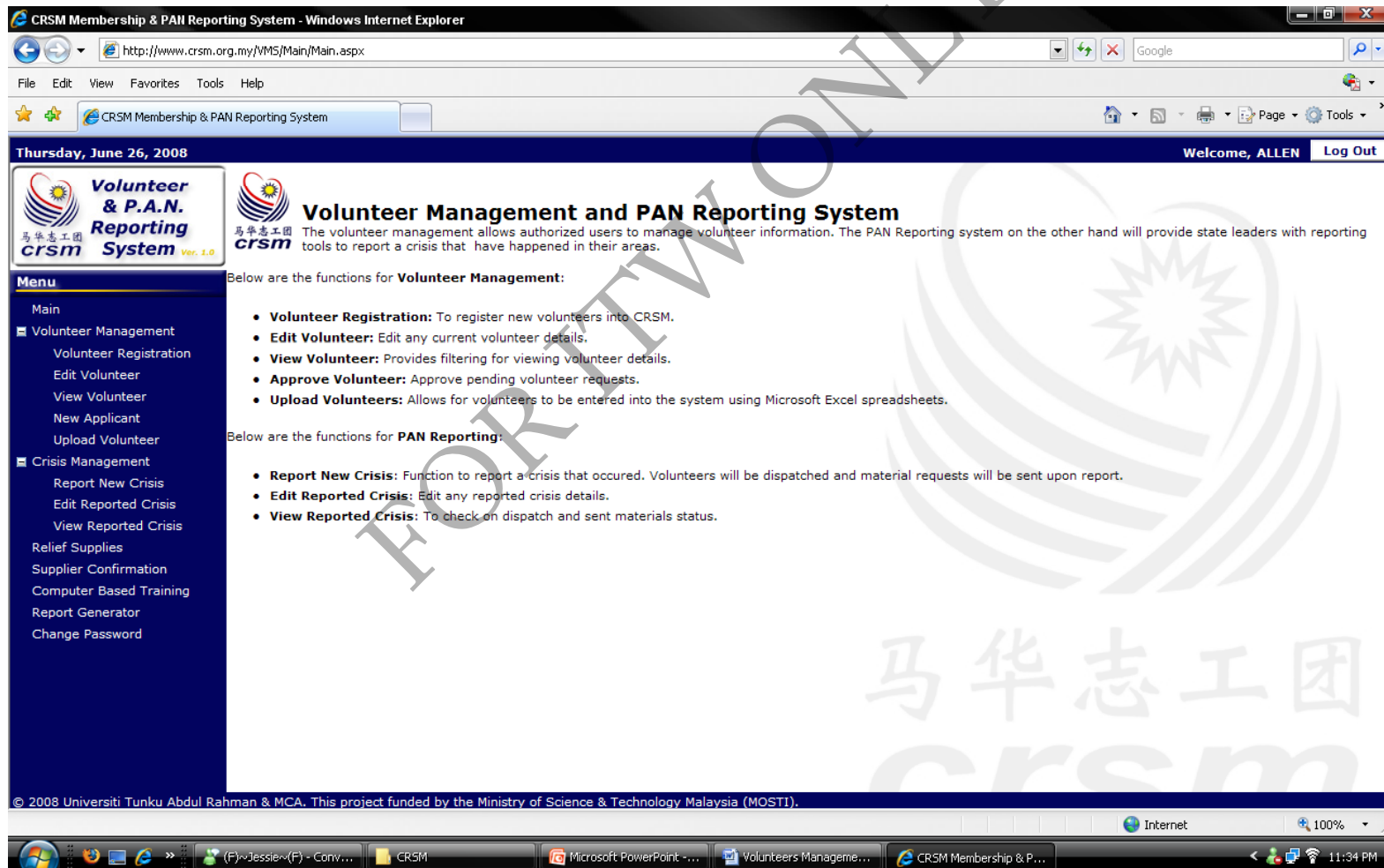


## Logging into V.M.S.

- Logging in



## V.M.S. Menu



CRSM Membership & PAN Reporting System - Windows Internet Explorer

http://www.crsm.org.my/VMS/Main/Main.aspx

File Edit View Favorites Tools Help

CRSM Membership & PAN Reporting System

Thursday, June 26, 2008 Welcome, ALLEN Log Out

**Volunteer & P.A.N. Reporting System**  
马华志工团 crsm Ver. 1.0

**Volunteer Management and PAN Reporting System**  
The volunteer management allows authorized users to manage volunteer information. The PAN Reporting system on the other hand will provide state leaders with reporting tools to report a crisis that have happened in their areas.

Below are the functions for **Volunteer Management**:

- **Volunteer Registration:** To register new volunteers into CRSM.
- **Edit Volunteer:** Edit any current volunteer details.
- **View Volunteer:** Provides filtering for viewing volunteer details.
- **Approve Volunteer:** Approve pending volunteer requests.
- **Upload Volunteers:** Allows for volunteers to be entered into the system using Microsoft Excel spreadsheets.

Below are the functions for **PAN Reporting**:

- **Report New Crisis:** Function to report a crisis that occurred. Volunteers will be dispatched and material requests will be sent upon report.
- **Edit Reported Crisis:** Edit any reported crisis details.
- **View Reported Crisis:** To check on dispatch and sent materials status.

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Internet 100%

(F)~Jessie~(F) - Corv... CRSM Microsoft PowerPoint -... Volunteers Manageme... CRSM Membership & P...

11:34 PM

## 1.0 Volunteer Management

### 1.1 Volunteer Registration

CRSM Membership & PAN Reporting System - Windows Internet Explorer

http://www.crsm.org.my/VMS/Main/Main.aspx

File Edit View Favorites Tools Help

CRSM Membership & PAN Reporting System

Thursday, June 26, 2008

Welcome, ALLEN Log Out

**Volunteer & P.A.N. Reporting System**

**New Member Registration**

Fill in your details in 6 simple steps to participate the CRSM voluntary program. Your application will be reviewed and confirmed via SMS once approved by respective state heads.

**Application Details**

Note: Fields marked with a red star (\*) are mandatory

**1. General Information**

Member ID:

Name: \*

Gender: ☒ MALE ☐ FEMALE

Name allergic medicine:

Upload Photo: \*  Browse...

New IC: \*

Blood Group: \* PLEASE SELECT

**2. Contact Details**

Note: Please fill in the Mailing address if it is NOT the same as Permanent address. Leave the text box blank if mailing address is same as the permanent address.

Permanant Address: \*

Town: \*

Mailing Address:

Mailing Town:

Telephone No:

Office No:

Email: \*

State: \* PLEASE SELECT

Postcode: \*

Mailing State: PLEASE SELECT

Mailing Postcode:

Handphone No: \*

Fax No:

**3. Education Details**

Language: ☐ BM ☐ ENGLISH ☐ MANDARIN

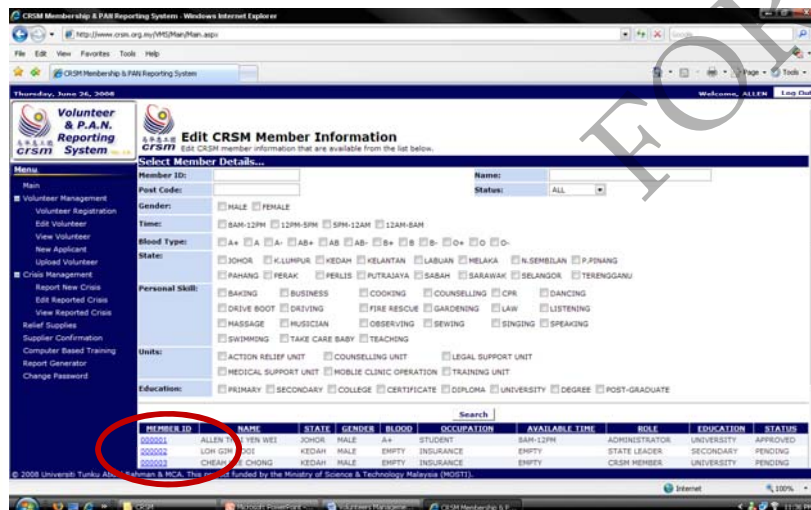
Other Language:

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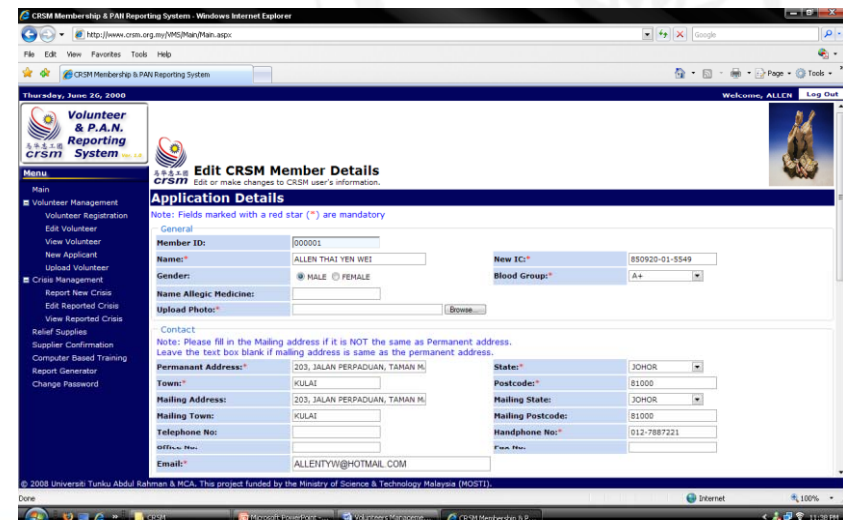
## 1.0 Volunteer Management

### 1.2 Editing existing volunteer information

- Search for volunteers first
- Edit the volunteer's information by clicking on his/her ID



MEMBER ID	NAME	STATE	GENDER	BLOOD	OCCUPATION	AVAILABLE TIME	ROLE	EDUCATION	STATUS
800001	ALLEN TAY YEN WEI	JOHOR	MALE	A+	STUDENT	8AM-12PM	ADMINISTRATOR	UNIVERSITY	APPROVED
800002	LOH GIN ZOI	KEDAH	MALE	B	EMPTY		STATE LEADER	SECONDARY	PENDING
800003	CHEAH CHONG	KEDAH	MALE	B	INSURANCE		CRSM MEMBER	UNIVERSITY	PENDING

**Application Details**

Note: Fields marked with a red star (\*) are mandatory

Member ID: 800001

Name: ALLEN TAY YEN WEI

Gender: ☒ MALE ☐ FEMALE

New IC: 850920-01-5549

Blood Group: A+

Name Allergic Medicine: [Empty]

Upload Photo: [Browse]

Contact:

Note: Please fill in the Mailing address if it is NOT the same as Permanent address. Leave the text box blank if mailing address is same as the permanent address.

Permanent Address: 203, JALAN PERPADUAN, TAMAN M. [Empty]

Town: KULAI

State: JOHOR

Postcode: 81000

Hailing Address: 203, JALAN PERPADUAN, TAMAN M. [Empty]

Hailing Town: KULAI

Hailing State: JOHOR

Hailing Postcode: 81000

Telephone No: [Empty]

Handphone No: 012-7887221

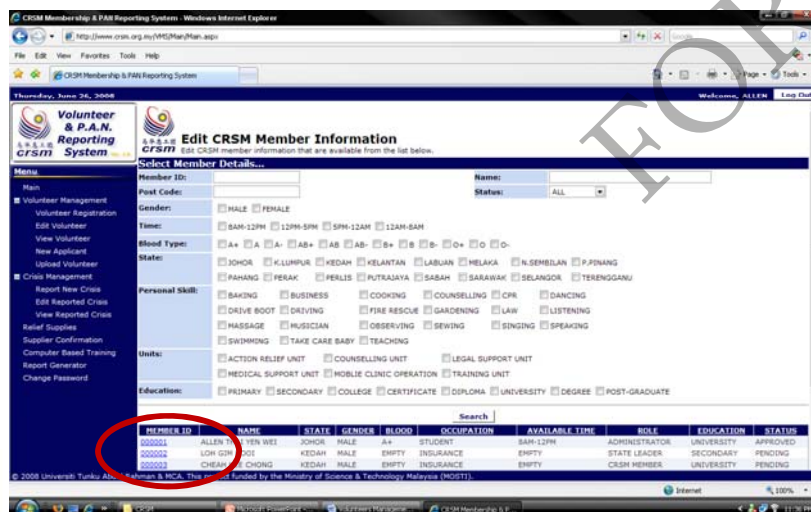
Email: ALLENTYW@HOTMAIL.COM



## 1.0 Volunteer Management

### 1.3 View existing volunteer information

- Search for volunteers first
- View the volunteer's information by clicking on his/her ID



**Edit CRSM Member Information**

Select Member Details...

Member ID:  Name:

Post Code:  Status:

Gender: ☐ MALE ☐ FEMALE

Time: ☐ 8AM-12PM ☐ 12PM-5PM ☐ 5PM-12AM ☐ 12AM-8AM

Blood Type: ☐ A+ ☐ A ☐ A- ☐ AB+ ☐ AB ☐ AB- ☐ B+ ☐ B ☐ B- ☐ O+ ☐ O- ☐ O

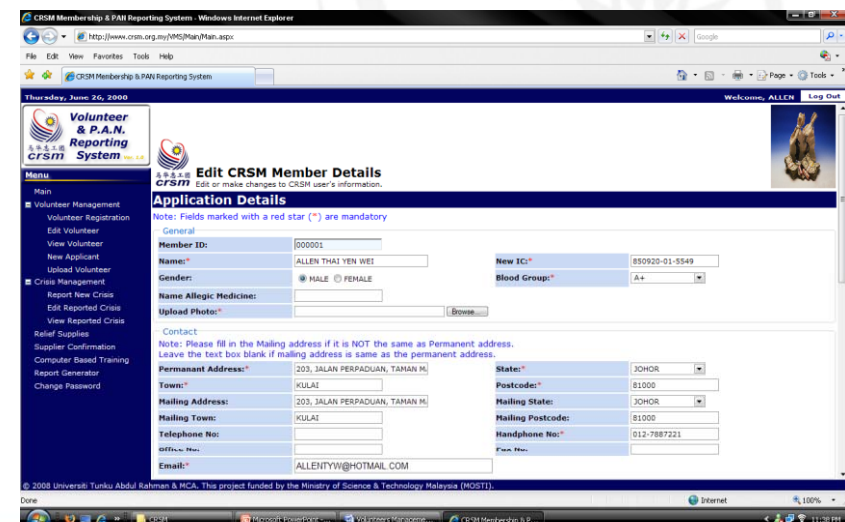
State: ☐ JOHOR ☐ K.LUMPUR ☐ KEDAH ☐ KELANTAN ☐ LABUAN ☐ MELAKA ☐ N.SEMILAN ☐ PAJANG ☐ PAHANG ☐ PERAK ☐ PERLIS ☐ PUTRAJAYA ☐ SABAH ☐ SARAWAK ☐ SELANGOR ☐ TERENGGANU

Personal Skill: ☐ BAKING ☐ BUSINESS ☐ COOKING ☐ COUNSELLING ☐ CPM ☐ DANCING ☐ DRIVE BOOT ☐ DRIVING ☐ FIRE RESCUE ☐ GARDENING ☐ LAID ☐ LISTENING ☐ MASSAGE ☐ MUSICIAN ☐ OBSERVING ☐ SEWING ☐ SINGING ☐ SPEAKING ☐ SWIMMING ☐ TAKE CARE BABY ☐ TEACHING

Units: ☐ ACTION RELIEF UNIT ☐ COUNSELLING UNIT ☐ LEGAL SUPPORT UNIT ☐ MEDICAL SUPPORT UNIT ☐ MOBILE CLINIC OPERATION ☐ TRAINING UNIT

Education: ☐ PRIMARY ☐ SECONDARY ☐ COLLEGE ☐ CERTIFICATE ☐ DIPLOMA ☐ UNIVERSITY ☐ DEGREE ☐ POST-GRADUATE

MEMBER ID	NAME	STATE	GENDER	BLOOD	OCCUPATION	AVAILABLE TIME	ROLE	EDUCATION	STATUS
000001	ALLEN T	JOHOR	MALE	A+	STUDENT	8AM-12PM	ADMINISTRATOR	UNIVERSITY	APPROVED
000002	LOH GIN ZOI	KEDAH	MALE	B	EMPTY		STATE LEADER	SECONDARY	PENDING
000003	CHEAH CHONG	KEDAH	MALE	B	INSURANCE		CRSM MEMBER	UNIVERSITY	PENDING

**Application Details**

Note: Fields marked with a red star (\*) are mandatory

Member ID:  000001

Name:  ALLEN THAI YEN WEI

New IC:  850920-01-5549

Gender: ☐ MALE ☐ FEMALE

Blood Group:  A+

Name Allergic Medicine:

Upload Photo:

Contact: Note: Please fill in the Mailing address if it is NOT the same as Permanent address. Leave the text box blank if mailing address is same as the permanent address.

Permanent Address:  203, JALAN PERPADUAN, TAMAN M.

State:  JOHOR

Town:  KULAI

Postcode:  81000

Mailing Address:  203, JALAN PERPADUAN, TAMAN M.

Mailing State:  JOHOR

Mailing Town:  KULAI

Mailing Postcode:  81000

Telephone No:

Handphone No:  012-7887221

Email:  ALLENTYW@HOTMAIL.COM



## 1.0 Volunteer Management

### 1.4 New Applicant Approval


CRSM Membership & PAN Reporting System - Windows Internet Explorer

http://www.crsm.org.my/VMS/Main/Main.aspx

File Edit View Favorites Tools Help

CRSM Membership & PAN Reporting System

Friday, June 27, 2008 Welcome, ALLEN Log Out


**Volunteer  
& P.A.N.  
Reporting  
System** Ver. 1.0  
 马华志工团 crsm

**New Applicant**  
This module allows authorized personnel to approve new CRSM membership requests.

**Approve CRSM Member**  
New Applicant

	MEMBER ID	NAME	STATE	GENDER	BLOOD	OCCUPATION	AVAILABLE TIME	ROLE	EDUCATION	STATUS
<input checked="" type="checkbox"/>	000002	LOH GIM HOOI	KEDAH	MALE	EMPTY	INSURANCE	EMPTY	STATE LEADER	SECONDARY	PENDING
<input checked="" type="checkbox"/>	000003	CHEAH KEE CHONG	KEDAH	MALE	EMPTY	INSURANCE	EMPTY	CRSM MEMBER	UNIVERSITY	PENDING
<input checked="" type="checkbox"/>	000004	HOE SIAU SIN	KEDAH	MALE	EMPTY	SELF EMPLOYED	EMPTY	CRSM MEMBER	COLLEGE	PENDING

Approve

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Done

Internet 100%

CRSM Membership & P... VMS Training Microsoft PowerPoint...

3:17 PM

## 1.0 Volunteer Management

### 1.5 Upload Volunteers



#### Upload CRSM Members using Microsoft Excel Spreadsheet

Upload and create new members by uploading specially formatted Microsoft Office® Excel spreadsheets here.

##### Upload details

**NOTE: PLEASE DOWNLOAD AND READ THE INSTRUCTIONS BEFORE PROCEEDING WITH UPLOAD.**

Click Browse to select a Microsoft Office® Excel file:

File Name:

Browse...

[Download Instruction](#)

[Download Excel Form](#)

[Upload](#)

# Part 2.0: Crisis Management



***V.M.S. System Presentation***



## 2.0 Crisis Management

### 2.1 Report New Crisis (Crisis Details)

**P.A.N. Online Crisis Reporting**

**General** | Manpower | Material

General

Step 1 - Select Type Of Crisis

Crisis Type:\*  Crisis No:

Step 2 - Input Crisis Information

State:\*  City:

PostCode:

Date:\*  Time:

Number of Pax:  Number of Fatalities:

Number of Evacuees:

Possible Cause:

Evacuation Destination:

Transportation Route Affected:

Photo 1:

Photo 2:

Photo 3:

## 2.0 Crisis Management

### 2.1 Report New Crisis (Manpower details)

**P.A.N. Online Crisis Reporting**

General **Manpower** Material

Manpower  
Step 3 - Search For Manpower

**Gender:** ☐ MALE ☐ FEMALE

**Time:** ☐ 8AM-12PM ☐ 12PM-5PM ☐ 5PM-12AM ☐ 12AM-8AM

**Personal Skill:**

☐ BAKING ☐ BUSINESS ☐ COOKING ☒ COUNSELLING ☐ CPR ☐ DANCING  
☐ DRIVE BOOT ☐ DRIVING ☐ FIRE RESCUE ☐ GARDENING ☐ LAW ☐ LISTENING  
☐ MESSAGE ☐ MUSICIAN ☐ OBSERVING ☐ SEWING ☐ SINGING ☐ SPEAKING  
☐ SWIMMING ☐ TAKE CARE BABY ☐ TEACHING

**Units:**

☐ ACTION RELIEF UNIT ☐ COUNSELLING UNIT ☐ LEGAL SUPPORT UNIT  
☐ MEDICAL SUPPORT UNIT ☐ MOBILE CLINIC OPERATION ☐ TRAINING UNIT

**Search Manpower**

	MEMBER ID	NAME	STATE	GENDER	AVAILABLE TIME	LANGUAGE
<input type="checkbox"/>	000001	ALLEN THAI YEN WEI	JOHOR	MALE	8AM-12PM	BM,ENGLISH,MANDARIN
<input checked="" type="checkbox"/>	000005	KHOO HOON ENG	KEDAH	FEMALE	EMPTY	EMPTY
<input type="checkbox"/>	000006	LAW SIN LEE	KEDAH	MALE	EMPTY	BM,ENGLISH,MANDARIN
<input checked="" type="checkbox"/>	000007	LIM BOON AIK	KEDAH	MALE	EMPTY	EMPTY
<input type="checkbox"/>	000008	ONG SOON BOON	KEDAH	MALE	EMPTY	BM,ENGLISH,MANDARIN
<input checked="" type="checkbox"/>	000009	OOI LAY YONG	KEDAH	FEMALE	EMPTY	EMPTY
<input type="checkbox"/>	000010	POH CHENG HAI	KEDAH	MALE	EMPTY	EMPTY
<input checked="" type="checkbox"/>	000011	TAN CHEE HIONG	KEDAH	MALE	EMPTY	EMPTY
<input type="checkbox"/>	000012	TAN ENG HWA	KEDAH	MALE	EMPTY	EMPTY
<input type="checkbox"/>	000013	TAN YEE	KEDAH	MALE	EMPTY	EMPTY



## 2.0 Crisis Management

### 2.1 Report New Crisis (Material details)

**P.A.N. Online Crisis Reporting**

General Manpower **Material**

Material

Step 4 - Input Material Needs

Material Category:  Material Type:

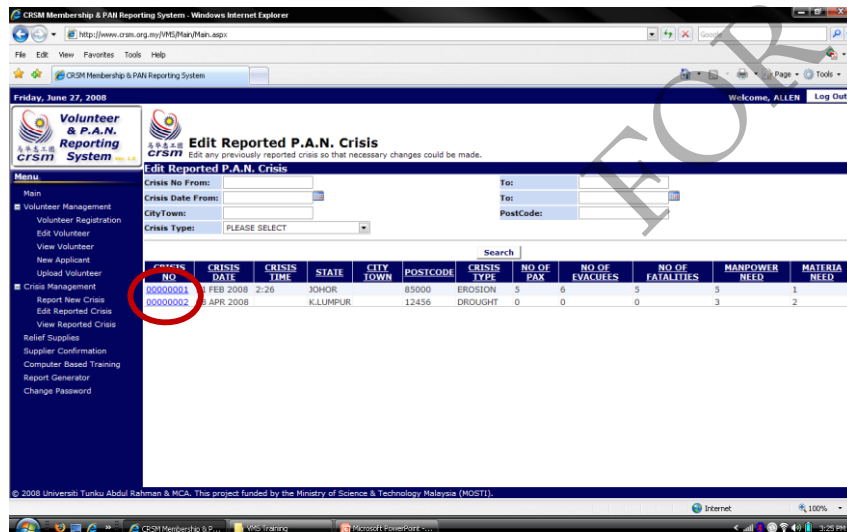
	MATERIAL CODE	MATERIAL NAME	MATERIAL NAME	DESCRIPTION	MEASUREMENT
<input type="checkbox"/>	E10001	BUCKETS(16 QUARTS)	BUCKETS(16 QUARTS)		UNIT
<input type="checkbox"/>	E10002	CHANGKUL AND SHOVEL	CHANGKUL AND SHOVEL		UNIT
<input type="checkbox"/>	E10003	HACK SAW	HACK SAW	HACK SAW INCLUDING 10 SPARE BLADES	UNIT
<input type="checkbox"/>	E10004	RESCUE ROPES 100FT - 120FT	RESCUE ROPES 100FT - 120FT		UNIT
<input type="checkbox"/>	E10005	BOLT CUTTER	BOLT CUTTER		UNIT
<input type="checkbox"/>	E10006	SWISS ARMY KNIFE ( 1 PER MEMBER)	SWISS ARMY KNIFE ( 1 PER MEMBER)		UNIT
<input type="checkbox"/>	E10007	SLEDGE HAMMER	SLEDGE HAMMER		UNIT
<input type="checkbox"/>	E10008	HAMMER WITH CLAW	HAMMER WITH CLAW		UNIT
<input type="checkbox"/>	E10009	HARD HAT (SAFETY HELMET WITH CRSM LOGO)	HARD HAT (SAFETY HELMET WITH CRSM LOGO)		UNIT
<input type="checkbox"/>	E10010	UTILITY KNIFE	UTILITY KNIFE		UNIT

1 2 3 4 5 6 7 8 9 10

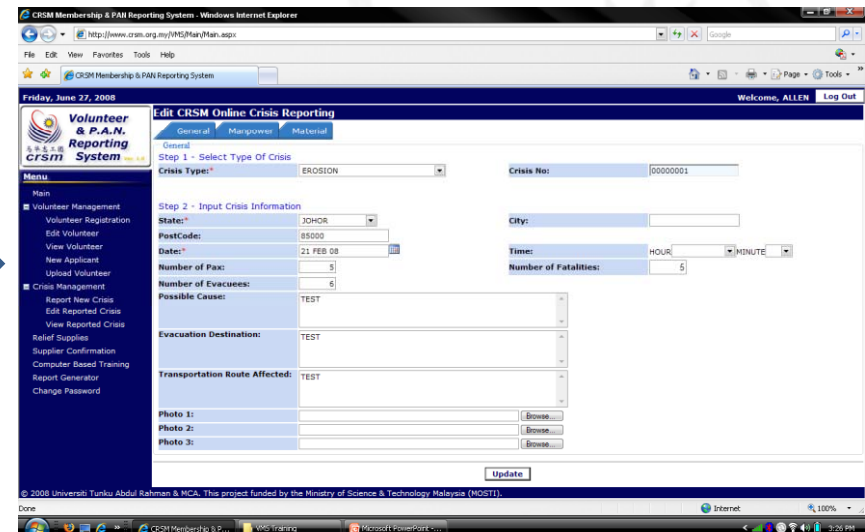
## 2.0 Crisis Management

### 2.2 Edit Reported Crisis

- Search for crisis first
- Edit the crisis information by clicking the ID of the Crisis



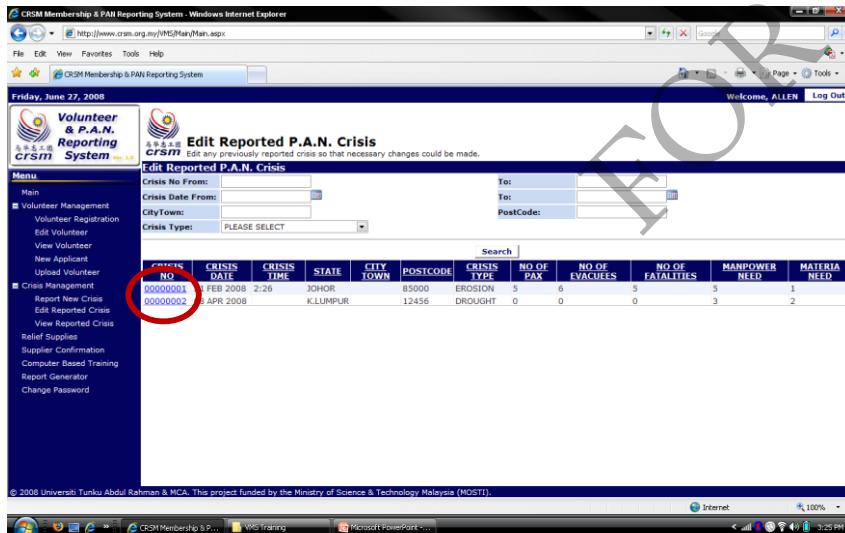
NO.	CRISIS DATE	CRISIS TIME	STATE	CITY TOWN	POSTCODE	CRISIS TYPE	NO. OF PAX	NO. OF EVACUEES	NO. OF FATALITIES	MANPOWER NEED	MATERIALS NEEDED
00000001	2 FEB 2008	2:26	JOHOR		85000	EROSION	5	6	5	3	1
00000002	3 APR 2008		K.LUMPUR		12456	DROUGHT	0	0	0	3	2

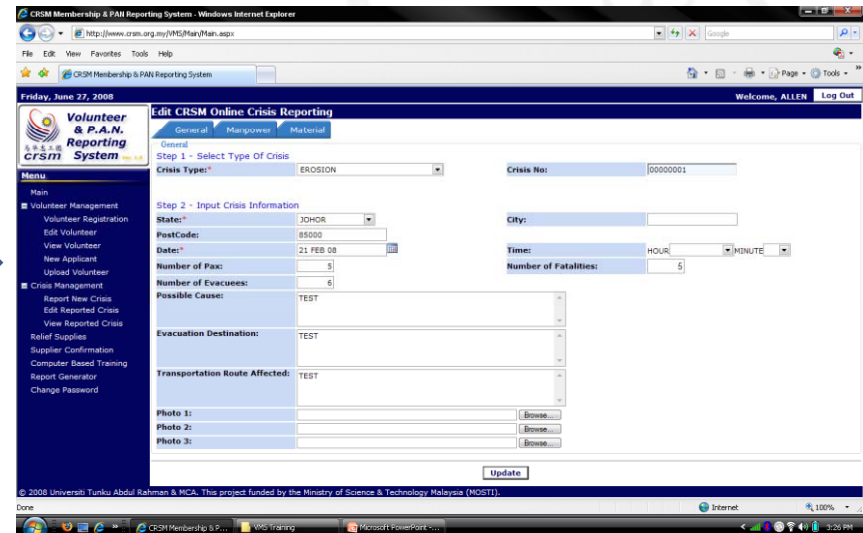
## 2.0 Crisis Management

### 2.3 View Reported Crisis

- Search for crisis first
- View the crisis information by clicking the ID of the Crisis

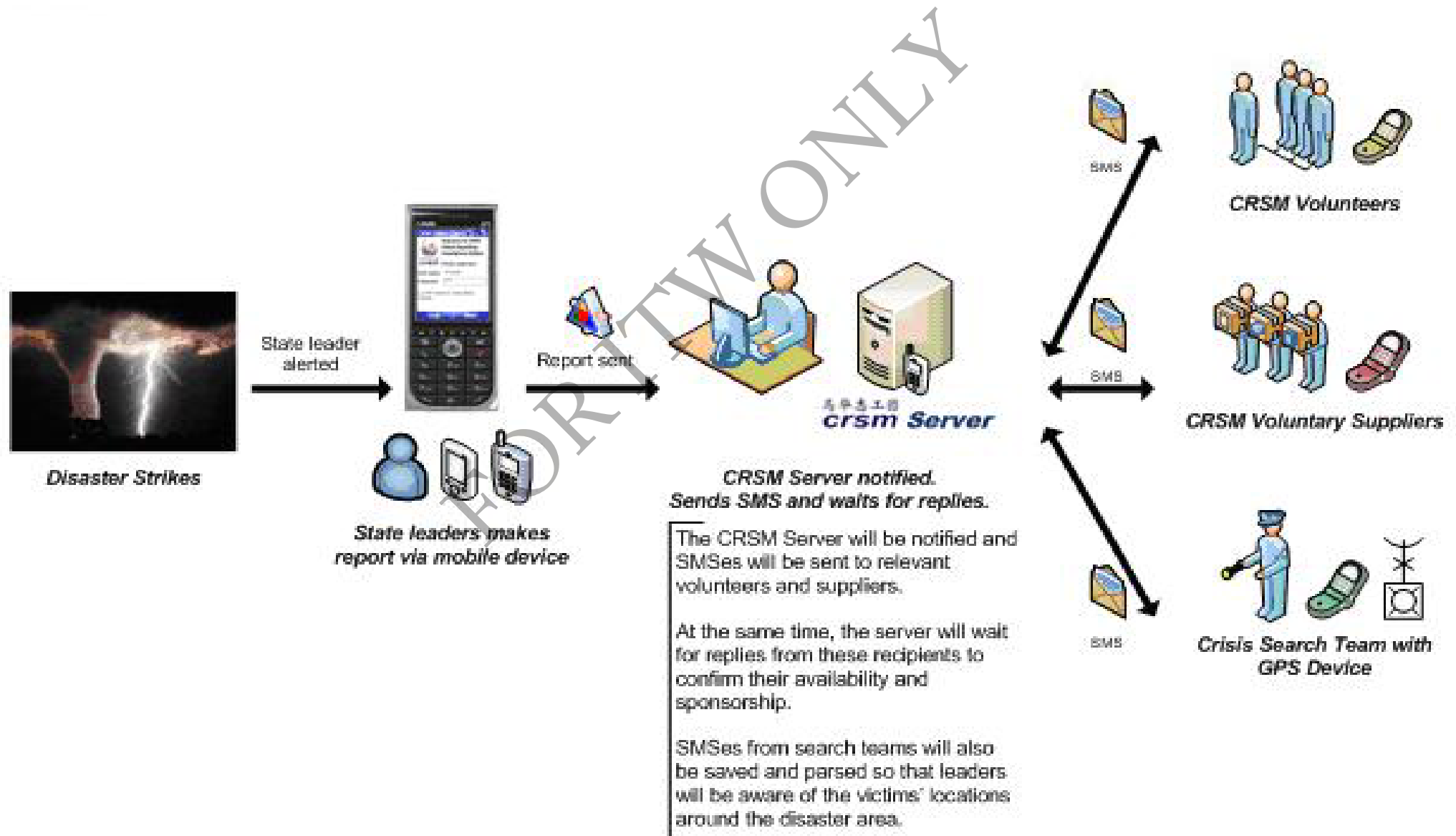


CRISIS NO	CRISIS DATE	CRISIS TIME	STATE	CITY TOWN	POSTCODE	CRISIS TYPE	NO OF PAX	NO OF EVACUEES	NO OF FATALITIES	MANPOWER NEED	MATERIALS NEED
00000001	2 FEB 2008	2:26	JOHOR		85000	EROSION	5	6	5	3	1
00000002	3 APR 2008		K.LUMPUR		12456	DROUGHT	0	0	0	3	2

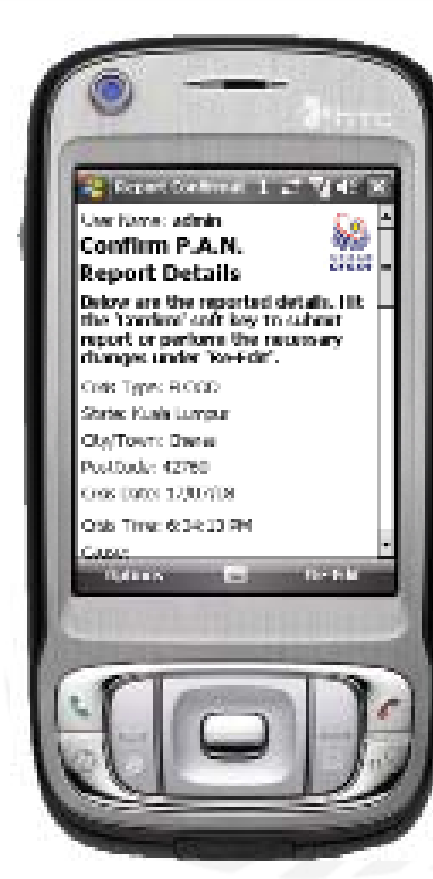


Edit CRSM Online Crisis Reporting  
 General | Manpower | Material  
 Step 1 - Select Type of Crisis  
 Crisis Type: **EROSION** Crisis No: 00000001  
 Step 2 - Input Crisis Information  
 State: **JOHOR** City:   
 PostCode: **85000**  
 Date: **21 FEB 08**  
 Number of Pax: **5**  
 Number of Evacuees: **6**  
 Possible Cause: **TEST**  
 Evacuation Destination: **TEST**  
 Transportation Route Affected: **TEST**  
 Photo 1:    
 Photo 2:    
 Photo 3:

## CRSM Mobile Model for Disaster Management Diagram (Flow diagram)



Below are the screenshots for the mobile-based reporting module:





## Mobile-based Reporting Module

- The mobile based system will allow crisis reporting to be done using Windows Mobile devices.
- The mobile based module also allows victim locations to be displayed on a map.
- This mobile system is also currently being ported over to Symbian based devices such as Nokia and Sony Ericsson.

## Introduction to CBT

- Computer Based Training

- Contains Powerpoint slides, Videos and details for first aid, action relief and counselling



## **Conclusion**

- The VMS system could also send crisis details and information to other NGOs or government agencies through the pervasive and ubiquitous framework.
- This could help increase the focus on a disaster struck area by providing what CRSM knows regarding the crisis.
- On the opposite end, the NGOs and government agencies could also send details back to the VMS. With such information sharing available, every involved party could coordinate to provide the relevant help to victims.
- In order to do this, technical discussions must firstly be made to ensure that the systems can communicate and coordinate the relevant information to each other.

# Thank You!



***V.M.S. System Presentation***

