

Optic Incident Command System

IT Department Information Bulletin

Application: Optic I Developer: CommandWorks LLC | Platform: Apple iPad (iOS 18.5+)
Distribution: Apple App Store | Version: 1.0 | Date: January 22, 2026

What is Optic

Optic is an Incident Command System (ICS) application designed for fire, EMS, and emergency management personnel. It provides real-time unit tracking, personnel accountability, air management, and incident documentation on iPad devices. The application supports optional multi-device synchronization for distributed command operations.

Technical Requirements

Device: iPad running iOS 18.5 or later

Storage: Approximately 100 MB plus incident data

Network: Not required for core functionality

Internet: Not required; fully offline capable

Optional: Local Wi-Fi for multi-device synchronization

Data Storage and Privacy

All application data is stored locally on the device. Optic does not use cloud services or external servers.

Data is stored within the iOS application sandbox.

Incident data is stored in structured JSON format using Apple file protection.

Data at rest is encrypted using AES-GCM 256-bit encryption via Apple CryptoKit.

Sensitive credentials are stored using the iOS Keychain.

The application performs no analytics, telemetry, or tracking.

The application privacy manifest declares that no tracking occurs.

Custom File Types

.opticincident – Incident data export files

.opticprofile – Department configuration profiles

Network Architecture

Optic is designed to operate in fully air-gapped environments. Internet connectivity is not required.

An optional peer-to-peer synchronization feature uses Apple's Multipeer Connectivity framework to synchronize data between nearby iPads on the same local network. This communication remains entirely within the local network segment and does not access external services.

Security Features

Encryption at Rest: AES-GCM 256-bit

Credential Storage: iOS Keychain

Biometric Authentication: Optional Face ID / Touch ID

Data Sanitization: Configurable anonymization for reports

Session Security: Memory clearing for sensitive operations

Third-Party Dependencies

Optic uses only Apple-provided system frameworks. No third-party libraries, SDKs, or external dependencies are included.

Compliance Considerations

Optic does not collect or transmit protected health information or criminal justice information. Free-text fields allow users to enter operational notes at their discretion. Agencies should establish usage policies appropriate to their regulatory environment.

Deployment

App Store Distribution: Supported

MDM Deployment: Supported

Apple Business VPP: Not supported due to subscription model

Support and Resources

Website: opticcommand.com

Contact: contact@opticcommand.com

All documentation and support resources are provided through the Optic website. The application does not contain locally stored or in-app help content.