

WebEOC Whistler

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NCR WebEOC Subcommittee Chair

A mild start to this winter so far, but cold and snow will be heading our way soon! Now's the time to brush off those winter weather policies and procedures and exercise your staff members on WebEOC use.

During the winter season the NCR EOC Status and the NCR Infrastructure Status boards become informative and valuable to all of us as we handle the impacts of snow and ice. Take this time to review our NCR WebEOC Policy document, available on the NCR WebEOC Administrators board for the regional requirements on updating these boards.

Also, a friendly reminder that the NCR WebEOC support team is available to you during EOC activations in support of WebEOC.

WebEOC at DCHSEMA

by Gelinda Jones



The District of Columbia is currently moving our WebEOC platform into a VM environment. This provided us with the perfect opportunity to do a process review of the system. During the process, we worked with the NCR WebEOC Support Team to conduct an audit of our system. The audit was very eye opening. During the audit review, we learned that we can delete over 50% of our user accounts. Following the NCR WebEOC Support Team's recommendations, we made changes to strengthen the security and integrity of our system.

This process is far from over. As the cleanup continues, we will find additional ways to improve our system for our users. Our hope is to have the clean completed prior to our full migration to the VM environment on January 1st, 2018.

NCR Emergency Management Technology Summit

In mid-October, the NCR WebEOC Administrators partnered with Everbridge to host the Mid-Atlantic Emergency Management Technology Summit to more than 130 people. This was the sixth year for the NCR to host an event providing an atmosphere for sharing and collaboration related to WebEOC. This is the first year we partnered with Everbridge who has also hosted separate events in the past. The two-day event, held at the Universities of Shady Grove in Rockville, Maryland, was loaded with great speakers and included an informative exercise to share how different groups would share information through the Everbridge Alerting Systems and to what extent they would use their WebEOC systems for numerous scenarios.

This event continued to encourage sharing of ideas, networking and board sharing among WebEOC users and administrators. Attendees were from Maryland, North Carolina, Pennsylvania, Virginia, and the District of Columbia.

The feedback from the event was very positive with attendees complimenting the venue, content, and networking opportunity.

If you are interested in joining the 2018 Summit Planning Committee, please send an email to Paul.Lupe@fairfaxcounty.gov.



NCR WebEOC Spotlight

Sarah Keally currently works for the Fairfax County Office of Emergency Management (OEM) as a Technical Specialist. In her current role, she is the County's WebEOC Administrator as well as responsible for many of the operational and logistical needs of OEM. Sarah came from the Fairfax County Health Department Office of Emergency Preparedness where she spent four years as the Emergency Management Specialist responsible for managing grants, logistics, communications, planning, responder health and safety, and their Duty Officer program. Sarah has worked in Public Health Emergency Preparedness since 2008, starting at Chesapeake Health Department before moving to Three Rivers Health District and then Fairfax County.



In her spare time, Sarah loves traveling, running, and biking, completing several half marathons, marathons, and triathlons. She also an artist that paints, knits, and sews. She lives with her husband and cat in Fairfax County.

Preparedness Quote

"The best preparation for good work tomorrow is to do good work today." – Elbert Hubbard

WebEOC Strengthens Password Requirements

For systems that use the recommended strong password setting, please note that at least one special character (! @ # \$ %, etc.) is now required. Passwords must also contain at least one upper case letter, one lower case letter, and one number. The minimum length of the password is determined by the setting established under the General tab of the Admin Panel's System tab. A setting of eight or higher is recommended.

Board Usage Guides (BUGs) Now Available from Admin Board

For your convenience, there is a new tab on the NCR Administrators Board labeled BUGs. All current BUGs have been uploaded and as new boards are created the guides will be added there for your reference. In order to have our board catalog documents available to the public, the catalog documents will remain on the ncrwebeoc.com website.

Expanded WebEOC Use in Prince William County

by Matthew Schultz

The National Capital Region WebEOC Support Team recently worked with Prince William County to create a Hotline Board, which is designed to be used in conjunction with our newly implemented Citizen Hotline. When our Emergency Operations Center is activated, our Citizen Hotline is available for people who have questions or who wish to express concerns regarding the ongoing incident or event. The WebEOC Hotline Board is designed to capture the information as calls are answered and either resolved with the call-taker, transferred to the 911 call-center for true emergencies, or routed to the Mission Controller in the EOC. The appropriate Emergency Support Function staff member then receives the message and either handles the call or provides the appropriate information which is then communicated back to the citizen. WebEOC is used to record and manage all of this activity. We were able to use an existing template and modify it to meet the needs of our organization.



In addition to the Hotline Board, we have also started a conversation with the Prince William County Service Authority to assist them with their Emergency Response and Communications Plan. During the course of discussion, it was identified that WebEOC could be a more useful tool than the program they are currently using, and we hope to assist them with integrating their agency into an event consolidated board in case of service outages or when equipment is needed. More on that next time!



The next face-to-face WebEOC Administrators meeting is **Tuesday, December 12th**

Mapper vs. Maps Add-On

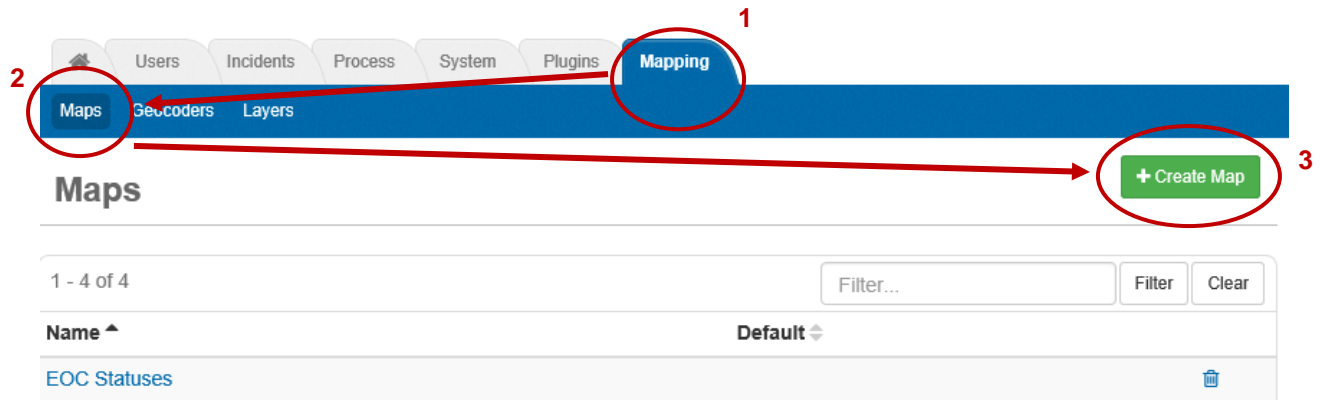
- Existing boards that use Mapper will continue to function as is but can be converted to Maps Add-On.
- Maps Add-On advantages:
 - There is an extensive list icons provided
 - You can upload a custom icon
 - Maps can be viewed for just a board and its relative data or it can be a specific map with layers and associated boards.
 - Maps is a specific section on the control panel
 - With Maps Add on the toolbars and menus are accessible from a side navigation menu that can be expanded as needed and not always displayed
 - Can update a board from the map
 - Maps-Add on changes the color of the entire icon where mapper just places a colored halo around the icon making the status differences more distinct
- Maps Add-on features:
 - Administrator can set a default icon to be used on the map for a particular board item via a list or by the assigned board view
 - The geocoder setup is the same as Mapper Pro
 - Still have find an address tool (like in Mapper)
 - Still have the measurement tool (like in Mapper)
 - Maps Add-On offers additional features
 - Print tool to print a map display
 - Feature search tool
 - Find my location
 - Annotation tool to add elements to a map
 - Just like mapper you can still add map layers and control the opacity of the layers

Coding boards for Maps Add-On

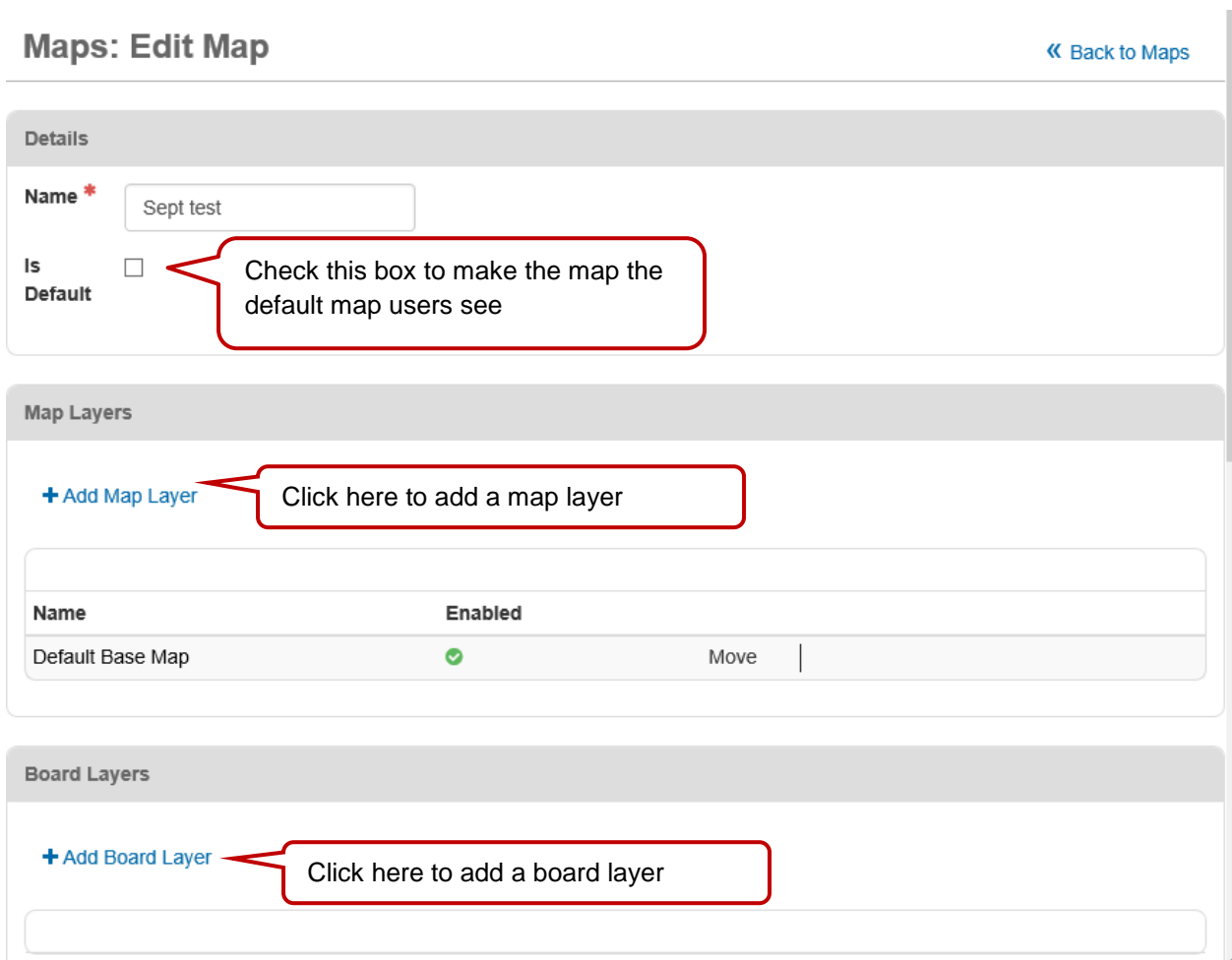
Code needs to be added by the support team to enable a board to use Maps Add-On. Existing boards that use Mapper Pro will continue to do so until a request to enhance the board to use Maps Add-On is made.

Map Creation (must have administrator privileges)

- Open the Admin console.
 - Click the *Mapping* Tab.
 - Click the *Maps* sub tab.
 - Click the *Create Map* button and provide a descriptive name for your map.
-



- Click the *Save* button and the window to specify the layers appears



Adding an Existing Map Layer

- Add map layers by clicking the link *Add Map Layer* **Note:** the default base map is already added to your map.
 - Select the layer to add from the window that appears and click the next button
 - Specify the layer settings and click *Save*

- Provide a name
- Enabled- if checked this layer will be on when the map is opened; otherwise, it is available to the user to turn on but will be off when the map is first opened
- Opacity is the setting to set the level of transparency for the layer. (The users can change this when the map is opened)
- Refresh Rate – the number of minutes until the data for the layer refreshes
- Continue to add layers wanted
- Specify the order of the map layers from the map layers listing by clicking the up or down arrows beside the layer you want to move.

Name	Enabled	Move	Trash
Radar	✓	Move ↓	🗑️
Percipitation Estimates	✓	Move ↑ ↓	🗑️
Lightnings	✓	Move ↑ ↓	🗑️
Default Base Map	✓	Move ↑	🗑️

Adding a Board Layer

- Add board layers by clicking the link *Click Add Board Layer*
- Select a board from the list and click next (**Note:** Only boards that are enabled for Maps Add-on will display)
- Select the view to associate with the map and click *Next*.
- If filters are associated with the display view selected, a window to specify the view filters will open.
 - Select as desired and click *Next*
- The *Choose Layer Settings* windows will appear for customization for the board layer
 - Name is prepopulated with the board name and view. You can change this to be more descriptive if needed
 - Enabled turns this layer on when the map is opened
 - Opacity is the level of transparency for this layer on the board. (The default is 50%)
- Click *Save*
- Repeat adding board layers as desired
- You can set the location of the map when it opens by clicking and holding while you drag your mouse to the desired location.
- Click *Save*
- Assigning your map (**Note:** This process is similar to assigning boards and menus through Groups.)
 - Within the admin window, click on the *Users* tab and then the *Groups* sub tab.
 - Locate the group to assign the map access and click on it.
 - Click on the *Maps* tab and select *Add Map*.

- Locate the appropriate Map name and select it. You can provide a different label that will appear on the control panel by changing the content of the Label field.
- Click *Save*

Geocoders

You can set either IMX Online or Local ArcGIS

- Access the Admin Panel, then click the *Mapping* tab followed by the *Geocoders* subtab.

Creating Map Layers

You will need to work with your GIS representative to gain information needed when creating map layers.

- Click the *Create Map Layer* button from the Mapping tab within the administrator panel.
- The fields needing completion will vary depending on the *Layer Type* dropdown selection.

Details

Name * Designate the name for this map layer that describes the layers function

Layer Type *

URL

Service Layer ID

Image Format

(Grayed out fields cannot be completed)

Cancel Save

- **Esri Map Service** or **Esri Feature Service** types need to know the following information:
 - The URL for the Esri Service or feature service
 - The Image Format (e.g. PNG32) that should be returned for the layer
 - The User Name to specify for the ArcGIS access as well as the password
 - The Token Parameter Name for the ArcGIS instance.
- **WMS** type needs the following information:
 - The URL for the layer
 - The Service Layer ID associated with the layer
 - The Image Format that should be returned for the layer
- **GeoRSS** type layer needs the following information:
 - The URL associated with the GeoRSS feed
 - Select the Color using the cursor to select a color from the box
 - Click Select icon to choose an icon from the database. (To use a custom icon, click *Upload Icon* and answer the provided prompts.)
- **KML** type layer needs the following information:
 - The URL for the KML file to use
- **Open Street Map** does not require and fields specified except the name
- Click the *Save* button when done and now the layer is available for adding to a map.