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WebEOC Whistler

NCR WebEOC Subcommittee Chair

As we are ending 2018, we have seen much in terms of new and existing features in WebEOC, an upgrade to version 8.5, and demonstrations of other potential crisis information management software configurations. In 2019, we will be busy working on the Request for Proposal (RFP) process for a potential new or renewal of the crisis information management software and all the collaboration that entails.

I would like to thank the RFI subcommittee for their work reviewing many applications and providing valuable feedback for us to give RESF-5 an informed recommendation to move forward. The NCR Chat subcommittee has also done great work with the new regional chat feature developed. We still have lots of important work to accomplish in 2019 and I look forward to getting it done with your support.

The holiday season is in full swing now and I wish all of the NCR WebEOC admins and our WebEOC Support Team a very happy and safe time this year. Thank you for all that you do within your

Pilot Test of the NCR Chat Feature

Based on guidelines from the NCR WebEOC Chat working group, a mechanism to chat among WebEOC users within the NCR was developed and tested. A pilot of the feature was provided for use during the Marine Corps Marathon to further outline the use of the board. The board will be further reviewed and tested at the NCR WebEOC Administrators' meeting on December 11, 2018

NCR Watch Desk and WebEOC by Andy Worrell

The National Capital Region (NCR) Watch Desk, a component of the District of Columbia's Homeland and Security Emergency Management Agency's fusion center, provides 24/7, regionally-focused situational awareness to stakeholders and operation centers by monitoring for emerging incidents that have operational consequences or cross-jurisdictional impacts. The NCR Watch Desk team coordinates information dissemination strategies to ensure regional leaders and emergency operation centers have efficient and effective access to incident details through various systems.

One system the NCR Watch Desk team uses to achieve regional situational awareness is the WebEOC Regional Awareness Board (NCR Awareness). The NCR Awareness Board is used by NCR jurisdictions as a central repository for information related to incidents of significant regional interest. The NCR Watch Desk team updates this board to assist in building a common operating picture for regional stakeholders.
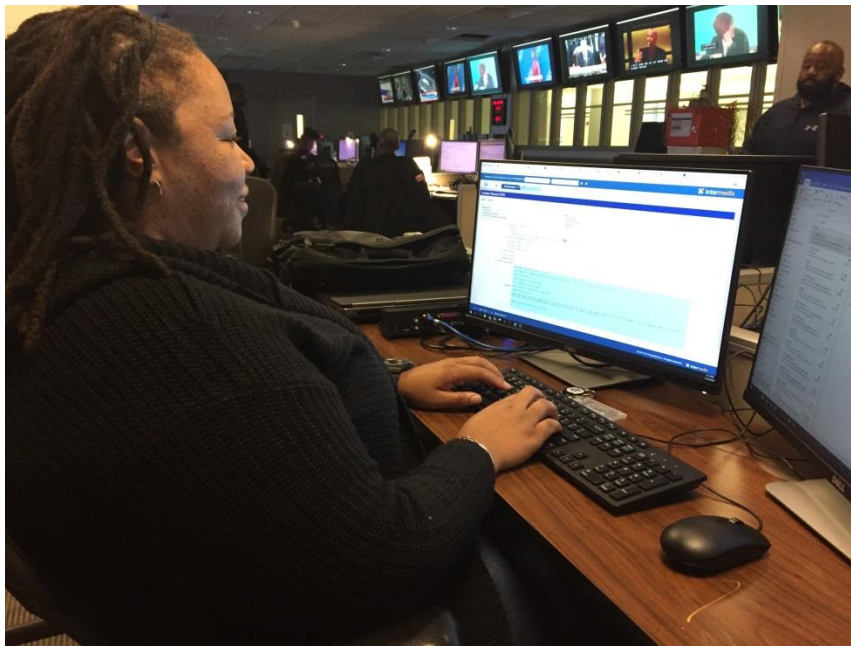
[*Above: Latesha Jackson, NCR Watch Desk Analyst, updating the NCR Awareness*

The NCR WebEOC Support Team has assisted the NCR Watch Desk team by designing and developing WebEOC-based solutions that assist in achieving efficiency and effectiveness of information management strategies, dissemination and documentation processes, and inter-system synchronization. One example of a solution provided to our team is a WebEOC-based NCR Watch Desk Daily Log which replaced a Microsoft Word-based log. The new daily log provides access to watch information from any location with internet access, consolidates all alert notification details, and identifies monitoring and coordination activity over a 24 hour period. The team also uses the daily log to document and track corrective actions taken or other issues that arise during a watch period. Additional features of the new daily log include producing formal reports detailing daily activity and conducting research on historical data related to incident or event type occurrences and other relevant incident information.

WebEOC Reminders

- The **NCR WebEOC Drill** opened December 1st and should be completed by December 15th. Email support@ncrwebeoc.com if you have any issues completing the drill.

- The next NCR WebEOC Subcommittee will be a face-to-face meeting on **Tuesday, December 11th** .

- Remember to share your local drills on the NCR Administrator board.

- If you find a board that has not been updated to the new look and feel adopted by the NCR, please submit an enhancement request on the BEN board to have it updated.

- WebEOC Maps may be embedded in board views if desired.

- If you are using a spreadsheet to maintain data, it can be setup in a board so it is accessible from within WebEOC.

- Not sure if something can be done in or with WebEOC, email support@ncrwebeoc.com to find out.

Preparedness Quote

"Spectacular achievement is always preceded by unspectacular prepration." —Robert H. Schuller

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If you have any content ideas or future information you would like to see included in this newsletter, please email support@ncrwebeoc.com

Prince William County Update by Matt Schultz

As winter approaches, the staff of Prince William County's Office of Emergency Management are making sure that all personnel with a critical role during activation of the Emergency Operations Center (EOC) are proficient and comfortable in their roles. This includes familiarity with Emergency Management personnel, the EOC facility itself, WebEOC, and the various other systems and processes that our response partners may use.

As Prince William County continues to improve its Emergency Operations Center processes, systems and structure, one of the critical tasks is to ensure that EOC response partners are able to access and use the proper WebEOC credentials, and that they are familiar with the boards they will be using. Prince William County Emergency Management is engaging our EOC response partners on a regular basis, and will incorporate WebEOC into general EOC training beginning this December.
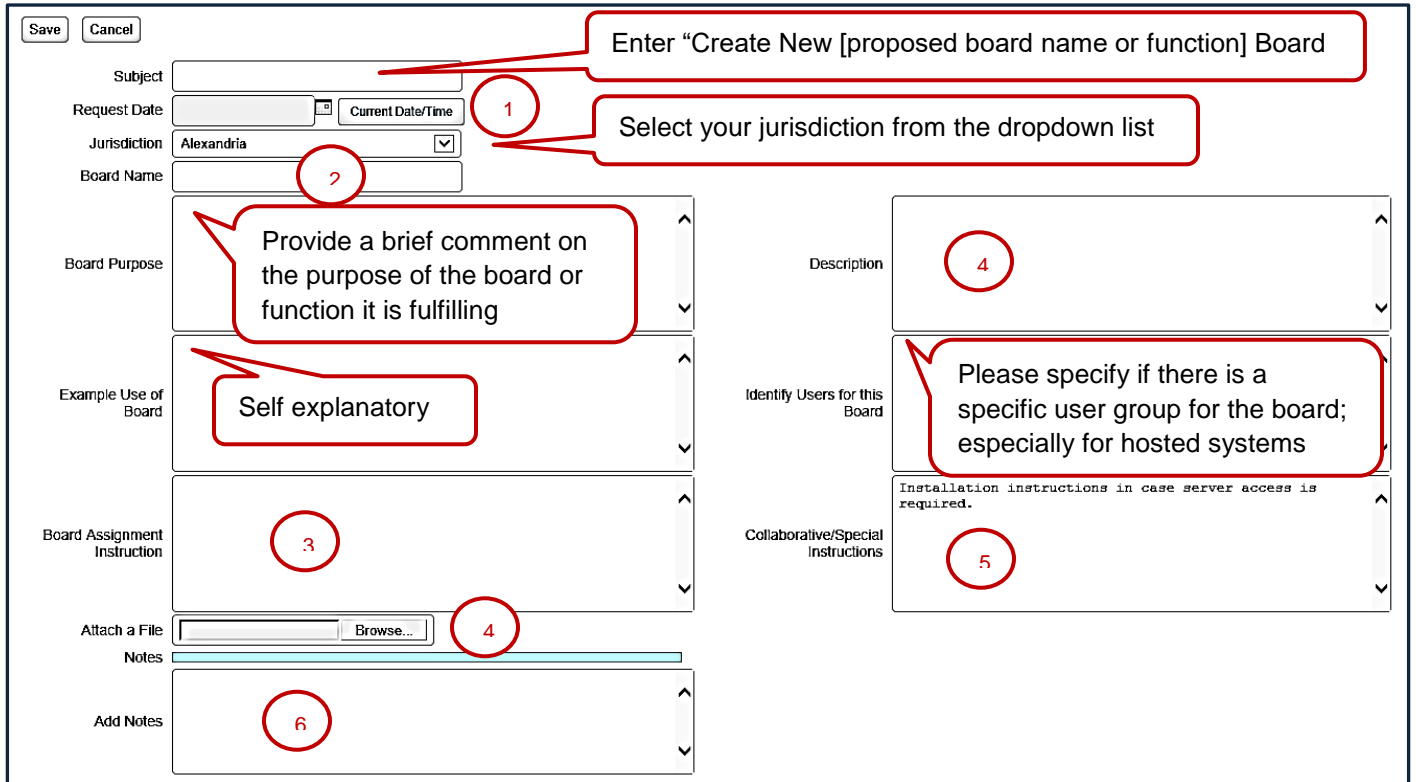
NCR WebEOC Spotlight

Matthew Schultz was hired on with Prince William County, Va. Department of Fire & Rescue (PWC DFR) in 2008 as a firefighter/EMT. While in PWC DFR, he earned certification in Technical Rescue Operations as well as HAZMAT Technician. He still serves on the department's Peer Support Team, whose purpose is to assist firefighters dealing with personal and professional challenges.

In 2017, Matthew had the opportunity to move over to Emergency Management (EM) to expand his career. His main responsibilities are to manage EM's public outreach program, serve as Everbridge and WebEOC administrator, and manage & maintain the county's emergency operations center.

He holds an Associate's degree in Fire Science from Columbia Southern University, a Bachelor's degree in Organizational Communication from George Mason University, and is halfway through his Master of Science in Homeland Security Studies from East Carolina University.

When submitting your **New Board** requests, here are some guidelines for completing the request. If you are unsure, please schedule a meeting with the Support Team to help develop the board requirements.

1) Use the Current Date/Time button to populate the Request Date
2) Suggest a descriptive name for the new board
3) If there are specific types of views needed for different user groups, specify it here. For example, Full Edit, Activation Edit, View Only, etc. If no special privileges for or views needed, enter "None". If you are uncertain, enter "Unknown".
4) If supplying an attachment, type "See Attachment" in the Description box. In either location provide the following as known:
   a. **Incident Independent/Dependent**: If the records need to be available for any incident the board is incident independent; otherwise, records will only be available within the incident they were created within.
   b. **Display Views**: List the types of views that you will need for the board. Below are some examples: (For each one list the fields in order how they should appear on the list view.)
      i. View Only: A no edit capability view where the user cannot make any inputs or edits.
      ii. Edit View: A view where the user has the opportunity to create and/or edit records
         1. Specify if there is a need to limit the user to edit only and not create records
         2. Specify if there are only sections of fields to be available for editing while others are not.

        iii. Administrator View: view where the user can create and edit and possibly remove or hide records or any other privileges not granted to the general user.

   c. **Input Views**: List the fields in the order that you would like them to appear and if possible what type of field

        i. Date Field: specify if it is a date only (no time associated) field and whether the date/time picker should be included

        ii. Dropdown field: please list the choices and if the list of options should be available to the administrator to manage via WebEOC Lists from within the control panel.

        iii. Indicate if any fields should be prepopulated with system information (user name, position, entry date)

        iv. Text areas: specify if the field should be non editable and use the update code that indicates who made the entry, what position and when.

        v. Indicate if any fields need to be grouped into a category on the input form.

   d. **List Views**: List the fields in the order you would like them to appear from left to right.

        i. The default sort order for list views is by last updated date/time with the most current on top. Please indicate if the default sort order should differ and how.

        ii. Indicate if a print to PDF is needed.

        iii. List any filtering options to include (e.g. Status).

        iv. Identify any of the fields if they need a column sort feature. Please remember that the date/time fields are alphanumeric text fields and do not sort well.

        v. Indicate the fields you want the search feature to search against.

        vi. Indicate how many records to display per page (optional).

        vii. Indicate any cell background color changes with the values of the field (e.g. Status).

5) Provide any special instructions needed for the board. If the board should communicate or share data from/with/to another board, provide the details here.

6) Use this space to convey any additional information on the board.

Questions to think about while specifying your requirements:

1) What do I want the user to be able to do?

2) Does the functionality or capabilities differ depending on the user role?

Feel free to schedule time with the support team to discuss the new board request to help formulate the design and layout desired. Any "Can WebEOC…?", "How can we…?", "Is there a board that…?", "Have we ever developed a board that…?", etc. can be addressed to help formulate the board design/layout.