WebEOC Whistler

NCR WebEOC Subcommittee Chair

Spring is just around the corner and so is the WebEOC User Conference in Atlanta, Georgia! This year is going to be a busy and exciting time for the region and WebEOC. We have the transition of WebEOC away from Intermedix to the newly formed Juvare, an ongoing Request for Information process on EOC software management and the new UASI grant funding process underway.

I am looking forward to the user conference this year as we get the opportunity to network as peers with each other and to learn more about the current WebEOC trends. As we move forward in 2018, let's take the opportunity as a group to press in and truly make the most of our solutions.

NCR Emergency Management Technology Summit

The NCR Emergency Management Technology Summit planning is now underway and we are once again partnering with Everbridge to host a two day summit focusing on WebEOC and Everbridge technology solutions. As we embark on our planning effort I want to ask that each of the subcommittee members provides input into the process and makes it a point to help promote and participate in this event. We are tentatively looking at October – November 2018 and are searching for the best venue to host our event.

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

The next face-to-face WebEOC Administrators meeting is **Tuesday, April 10th**

Daily Operations User in WebEOC by Walter English

The City of Fairfax WebEOC system is used for EOC management and operations but also for daily operations. We are able to use our WebEOC system to manage the daily uses of emergency management not just when the EOC is activated but in everyday office management. Some examples include EOC use scheduling and monitoring, OEM vehicle maintenance, IT equipment tracking and maintenance schedule, and calendars. When we can include daily operations into WebEOC we have found that it makes the use of the system become second nature as you are in and using the system every day. Our partners, EOC staff, ESF and others have started to use the daily use boards as well. We have seen the roll out to other departments wanting to use the system as well for daily operations.

We have found that because WebEOC is now a daily use system that we are no longer spending the first 20 minutes of an EOC activation resetting passwords and the use and proficiency have increased. We have been able to work with other departments to include WebEOC into their processes which allowed us to get rid of a few other systems; and in this day and age of budgets, this was a big savings. These are just a few small reasons to look at daily use of your WebEOC system. We would urge everyone to take a look and see what they might be able to use as non EOC activation use of your WebEOC system.

WebEOC 8.4 Feature Reminders

Your jurisdiction's WebEOC should now be patched to WebEOC 8.4.0.7. Three new helpful features introduced in 8.4 to remember:

- A user can now click the browser refresh and WebEOC will reload without the user needing to log back into WebEOC. This is helpful if a new board, menu, or board update is made while a user is logged on.
- WebEOC now recalls the last position that a user was logged in as and will default to that value on the subsequent logon.
- Administrators can now set expiration dates on user accounts.

Additional WebEOC Board Uses

WebEOC has many use applications. If you have a group that needs to share information and they are using a spreadsheet, think WebEOC! Most times this is a good solution to data sharing, keeping users familiar with WebEOC, and controlling access permissions.

In addition, if you have users who are printing board information and then using that printout to make notes, let us know if we need to create a new field and/or a new view to better accommodate their needs with the board.

NCR WebEOC Spotlight

Jim McClelland currently works for the Montgomery County MD Office of Emergency Management and Homeland Security (OEMHS) as an Emergency Management Specialist II. In his current role, he is the County's backup WebEOC Administrator. He is also one of Montgomery County's NCR Regional Planners, represents OEMHS on the County's Faith Community Working Group and the Age-Friendly Montgomery initiative, and oversees the County's Continuity of Operations (COOP) program. Prior to joining OEMHS 5 years ago, Jim spent over 30 years in the private sector, developing Business Continuity and Disaster Recovery programs for Suburban Trust Company, Perpetual Savings Bank, and Freddie Mac.

Jim is a lifelong resident of Montgomery County who, when not at work, enjoys spending time with his wife of 36 years, his three kids, six grandchildren, and two great-grandchildren. He is also active in his church, goes on mission trips, and enjoys motorcycling.

Preparedness Quote

"Training proves to be the key ingredient to handling any disaster"
—Walter Maddox, Mayor of Tuscaloosa

NCR WebEOC Support Team Reminder

You can schedule the support team to observe and be on on hand during a WebEOC exercise.

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

WebEOC Update for Arlington County

by Christine Williams

Arlington County has been an active user of WebEOC for the past twelve years. Our primary use is during Emergency Operations Center (EOC) activations and to manage other significant events that may not require EOC activation. However, the staff of the Office of Emergency Management (OEM) does use WebEOC on a daily basis by creating forms and documents within WebEOC that are used by OEM for our normal operations. This enables our staff to keep their WebEOC skills sharp. Our system is administered by OEM with local technical support provided by our Department of Information Technology and by the NCR support team.

Arlington County has redesigned our in-house WebEOC training program this past year which has proved very successful. We have designed a two-hour class where the first part of the class is our EOC 101 class followed by our WebEOC training. We are finding that this class structure is giving our new employees (as well as our seasoned employees) a well rounded understanding of what an EOC is, how an incident is managed, the role of each employee, as well as, how WebEOC fits into the operations of an EOC. Rather than teaching basic WebEOC use, this allows the user to have a complete understanding of the reasoning for WebEOC. We have received nothing but favorable accolades for this new class. We are always trying to add a new spice to our WebEOC dish!

Drill using Everbridge and WebEOC

by Teresa Scott Hoggard

The **City of Alexandria** conducted a drill on December 22, 2017, using the Everbridge alerting and notification system. Alexandria OEM thought it would be beneficial to also have users log into WebEOC and update the WebEOC Sign-in Board.

The Everbridge notice was sent to 176 individuals--Senior City Officials and Department Heads asking them to log into WebEOC and use the EOC Sign-in Board to update their information. The following are the drill statistics:

Response Message	Replies
Confirmed	45
Confirmed Late	3
Unreachable	1
Not Confirmed	127

15 individuals signed into WebEOC Sign-In board and 11 logged into WebEOC website, but did not go to the sign in board.
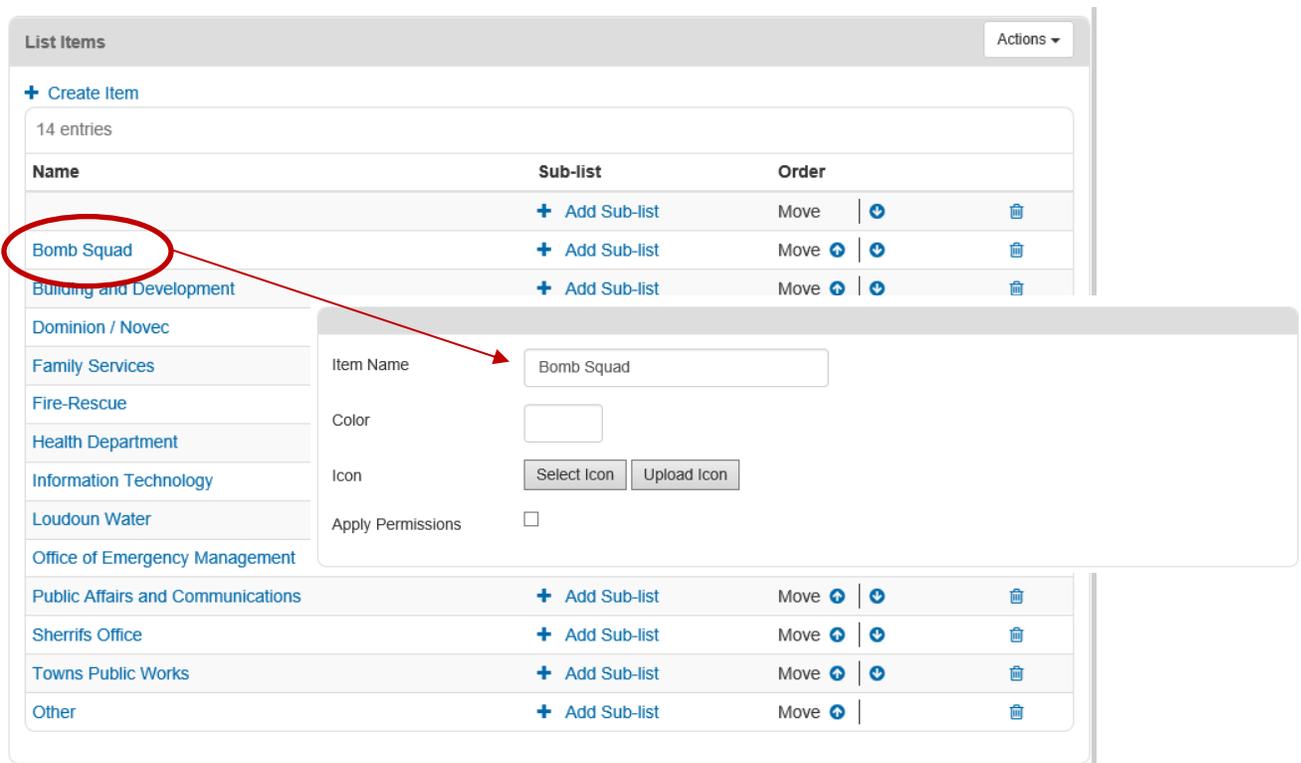
Maintaining List Values

Many of your dropdown lists can be updated as an Administrator in WebEOC for more recently develop boards. Further, we now take advantage of the Intermedix code that enables the use of lists within filters so you no longer require coding changes by a developer when you modify or add a list value to a dropdown list that is also used as a filter on a list view.

To modify a list, open the Administrator Panel in WebEOC by clicking on the gear in WebEOC. Next click on the *Process* tab followed by clicking on the *Lists* subtab. Most lists will be labeled with the jurisdiction code followed by the board name then the list name that corresponds to the field label (e.g. LDN THIRA Primary Agency). Locate the appropriate list and click on the list name.

To change a list value, click on the item name from the list and at the next window edit the Item Name field.

Click *Save* and *Save* again.

(There will be times when a color and/or an Icon may be present. The color may be used for the status display in the list view and/or with the Map display so use caution when modify the color selection if one has been populated. The icons, if specified, may be used on a Map display.)