

WebEOC Whistler

Preparedness Quote!

INSIDE THIS ISSUE:

NCR Subcommittee	1
NCR WebEOC Spotlight	2
WebEOC 9.0 Update	2
Loudoun County	2
City of Fairfax	3
WebEOC Administrator Tip	5



NCR WebEOC Subcommittee Chair Report

By Sarah Keally



Hopefully, the COVID-19 response is starting to wind down in your jurisdiction after almost a year and a half of supporting our local Health Departments.

I hope you are able to take some time for much-needed relaxation this summer, whether you will be traveling or staying local. Despite the COVID-19 response, we have accomplished quite a bit over the last several months as a group. The NCR Support Team has been working hard to update the core board templates to the new look and feel and work on a regional dashboard utilizing our NCR Fusion feeds. We had a great meeting to share new ideas and review the new plug-ins we purchased for the NCR group at last month's meeting that I hope generated some ideas within your shop. Now that we can upgrade to version 9.2, we should be able to do more than ever with the system, building up our EOC toolkits to be on the leading edge of Emergency Management.

As always, I look forward to working with you more in the coming months!

Thank you

NCR WebEOC Spotlight



Artur Melkonyan is the newest member of the WebEOC Support Team. He is a software developer and worked on various projects in the past. He enjoys learning new software products and keeps himself busy with personal projects. In addition, he loves traveling, books, and good movies.

WebEOC 9.0 Update

Quick Update: Over 82% of the NCR are now up and running on WebEOC V9.2. There have been no reported issues to date. However, the NCR is progressing at a slower pace concerning implementing WebEOC Single-Sign-On (SSO). Approximately 30% of the NCR have implemented SSO.

Loudoun County WebEOC Update

Was WebEOC Designed for a Marathon Event?

By Jeff Fletcher

With COVID, rallies, protests, hurricanes, and winter storms of the last year, we have seen an increase in the need for WebEOC accounts from folks who do not usually need them. The need to add folks for prolonged EOC activation was pretty evident over the last year.



Loudoun's planning and development have always been geared around those incidents that we thought may last several weeks but never 15 months. So, what did we learn?

I can only speak for Loudoun. I want that to be right upfront. Many of you did a much better job of managing your systems than we did. I'm still a staunch supporter of WebEOC and continue to believe in its ease of use and comprehensive ability to help localities manage incidents. However, I will also tell you that we've learned that there are limits. Many of these limits were in the way we designed our system to work, somewhere because we weren't able to envision the usage that we were forced to perform. At times we felt we were trying to force a square peg through a round hole. One limiting factor was that our normal team that came up with solutions and progressive ideas to work with the Support Team was unavailable due to other significant COVID response responsibilities.

So, in a few cases, we took other action outside of WebEOC. The most glaring example was an inventory system. We procured a stand-alone inventory system so we could track supplies in our EOC Warehouse, create tickets based on single-point ordering, and the warehouse personnel could verify deliveries. Could WebEOC have done that? Probably, with an investment of time and development, but time is what we didn't have.

Loudoun County WebEOC Update Cont'd

It is only fair to note that there are many pieces of our WebEOC that we have used throughout the event. However, no one could have guessed the number of records and how overwhelming even simple boards became after such a long period of activation. I will answer the title question this way. **OUR** WebEOC instance was not designed for a marathon event. No one in Loudoun is looking for another solution. I am more committed to WebEOC now than I was before, and I was pretty determined. Sure, we are going to make some edits. We are going to change the way our resource requests are managed. We will likely have a couple of new boards that come out of this; we always seem to have that after a significant incident. But we are going to tread carefully. It has been my experience to make changes based on the last “big one” when we need to take a more global look at the system. I am not making additions or changes based on a 15-month pandemic response, but we will look at how we treat records over a long-sustained period. Thoughtful consideration will be our motto as we advance. But we will go forward. We will leverage all the capability and promise of WebEOC, and we will be better off when the next incident strikes.

City of Fairfax WebEOC Update

By Walter English



With COVID, rallies, protests, hurricanes, and winter storms of the last year, we have seen an increase in the need for WebEOC accounts from folks who do not normally need them.

The need to add folks for prolonged EOC activation was pretty evident over the last year. We were able to take our training online and go virtual for our initial WebEOC class. The issue we had is the number of people that told us they needed access. We brought back an old form that we use to use and had department heads request access for their folks. This gave a method to ensure that the right folks were getting access when needed and certified by their department as needing access to WebEOC. There are many methods to do, and most of the digital now. We just wanted to share a quick method that helped us during the increased request for account activations. Please see the form below.



City of Fairfax
Office of Emergency Management
10455 Armstrong Street
Fairfax, Virginia 22030
703-585-4856



WebEOC Position Access Request Form

Name: _____ Phone: (____) _____
(Please print name)

E-mail: _____ @ _____
□ fairfaxva.gov

Department: _____

Dept. Certifying Official: _____
(Please print name)

Dept. Certifying Official's Signature: _____ Date: _____

(I certify the above named person has had WebEOC training and all appropriate ICS training to fulfill the Position(s) identified below. I further certify this person is required to fill these positions as a representative of our department)

Select the position(s) that this individual may be asked to fulfill during an EOC activation. Please ensure that the individual has completed the necessary training to fill the position(s) indicated. Forward the completed form to the Office of Emergency Management

<input type="checkbox"/> ESF 1 Transportation	<input type="checkbox"/> ESF 10 Hazardous Material
<input type="checkbox"/> ESF 2 Communications	<input type="checkbox"/> ESF 11 Food & Water
<input type="checkbox"/> ESF 3 Public Works & Engineering	<input type="checkbox"/> ESF 12 Energy
<input type="checkbox"/> ESF 4 Fire Fighting	<input type="checkbox"/> ESF 13 Law Enforcement
<input type="checkbox"/> ESF 5 Planning & Information	<input type="checkbox"/> ESF 14 Recovery
<input type="checkbox"/> ESF 6 Mass Care	<input type="checkbox"/> ESF 15 Public Information
<input type="checkbox"/> ESF 7 Resource Support	<input type="checkbox"/> ESF 16 Volunteers & Donations
<input type="checkbox"/> ESF 8 Health & Medical	<input type="checkbox"/> ESF 17 Animal Care
<input type="checkbox"/> ESF 9 Search and Rescue	<input type="checkbox"/> ESF 18 Special Needs



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Once your WebEOC training has been verified, a Position Access Code (PAC) will be generated for each Position you've been approved for and made available for your pick-up and signature. We will also include instructions on how you will use the PAC code to gain access to the City of Fairfax WebEOC system. **The provided PAC will only be valid until the 1st business day of the following month from when it was issued.**

(For OEM Use Only)

WebEOC Account Setup
 Approved _____

Approved by: _____ Date: _____

(For WebEOC Administrative Use Only)

WebEOC Training Verified _____
 PAC Generated _____
 Account Notification Sent _____

Setup by: _____ Date: _____

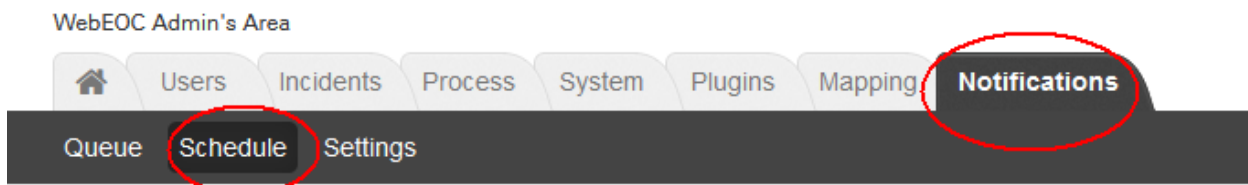
 PAC Exp Date: _____
 Rejection Notification Sent _____



WebEOC Administrator Tip

Notification Schedule

The Notifications Scheduler is a tool introduced recently in WebEOC that allows administrators to send scheduled notifications without using a board. The settings for this section do not require programming knowledge. The Notifications Scheduler can be found on the administrator page by clicking on the Notifications tab, then Schedule:



Scheduled Notifications

1 - 1 of 1

Message	Schedule	Active From	Active Until	Count	Next Schedule	Channel
Test Message	0 13 ** 1	04/26/2021 09:00:00	04/25/2022 09:00:00	6/10	06/14/2021 09:00:00	Email

This tool allows administrators to create, edit, and delete one-time and recurring notifications. Scheduled notifications can be sent through email, the control panel, and new premium notification channels (voice, text, and webhooks, such as Microsoft Teams or Slack available with the Alerts Plug-In). The ability to schedule mobile push notifications will be introduced in a future release.

The fields to be populated when creating notifications are self-explanatory:



WebEOC Administrator Tip

Notification Schedule Cont'd

Notification

Enabled

Short Message *

Long Message *

Schedule Recurring One time

Active From :

Active Until :

Count

Standard Advanced

Hourly
 Daily
 Weekly
 Monthly
 Yearly

Notifications can be sent to Control Panel, but the most common use would be to send notifications via email. The emails can be sent to individual WebEOC users, position, groups, or any arbitrary email addresses:

Channels

Control Panel Email

[+ Add User](#)
 [+ Add Position](#)
 [+ Add Group](#)
 [+ Add Email](#)

0 entries

Note: Scheduled notifications are sent to the contact's primary email address.