WebEOC Whistler

Preparedness Quote!

Some people don't like change,
But you need to embrace change
If the alternative is disaster.

-Elon Musk

Tuesday, April 13, 2021 (09:00 AM)
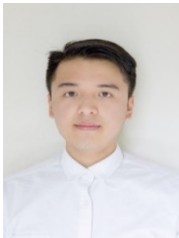
NCR WebEOC Subcommittee Chair Report
By Sarah Keally

It is hard to believe that it has been a whole year since schools, business, and workplaces started shutting down to help stop the spread of the Novel Coronavirus 2019, now known as COVID-19. We have all put in a lot of work and are still working to support the COVID-19 response efforts of our local health departments and now with the vaccine rollout efforts to help create herd immunity. We hope you all can stay safe, healthy, and take a mental break, too. Last month I shared with the NCR WebEOC Administrators our vision for the 2021 Workplan for the Subcommittee. We continue to work on the regional EOC Status Dashboard and are nearly done with that, so we are now looking to focus on a regional Infrastructure Dashboard and Utilities Dashboard utilizing our ArcGIS plug-ins. For that project to be successful, we need all 11 NCR jurisdictions to connect their ArcGIS plug-ins with WebEOC. In addition, the procurement of the Single Sign-On and Board Data Manager plug-ins is nearly finalized, and we will be working with the Admins to help with that implementation. Exciting times for WebEOC are on the horizon and we cannot wait to see what the possibilities could be!

NCR WebEOC Spotlight

Kevin Huynh is the newest member of the WebEOC Support Team, and he is a recent Computer Science graduate of the University of Virginia. In his free time, he enjoys taking photos of various subject matter, traveling (pre-COVID), and staying engaged in web development through personal projects. He strives to learn as much as possible and hopes he can grow, both personally and professionally, in working with the Support Team.

Coming Soon!

WebEOC 9.0 Update

Friendly Reminder: We are preparing to standardize across the NCR on WebEOC 9.0. NCR Administrators are asked to work with their IT counterparts and the NCR WebEOC Support Team to minimize issues and conduct smooth upgrades.

WebEOC 9 – is the most user-friendly, flexible, and powerful WebEOC yet. And answers the questions: How can we put the power and flexibility of WebEOC into the hands of anyone who needs it?" "How can we make that experience better?

WebEOC 9.0 is set to be released at the end of this month (March 2020). Your support team will review and test the release in our NCR environment before releasing it to you to execute the upgrade.

Release Highlights Include:

- Notification Enhancements
- Support to DesignStudio
- Voice and Text Notifications
- Support for HTML 5 Input Types
- Premium Add-on

Detailed requirements for the install:

- Update of the .NET Framework 4.8. This installation should be in addition to .NET Framework 3.5, which is still required for backwards compatibility for some add-ons.
- Create an Application Pool using .NET CLR Version 4.0 and configure it to use the Integrated Pipeline Mode.
- Install Microsoft SQL Server 2016 (2019 preferred) or newer and enable full-text search capabilities.

Add-Ons: The following add-ons must be updated for compatibility with WebEOC 9.0. New versions of these add-ons will be available prior to the release.

- ArcGIS (upgrade to 4.0)
- Notifications (upgrade to 3.0)
- Advanced File Library (upgrade to 4.0)
- IPAWS (upgrade to 4.0)

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

Coming Soon!

WebEOC Plugins

The NCR has purchased the following Plugins, *which must be installed once released to you*. The Plugins are currently making their way through the purchasing process and will likely be available during the time of WebEOC 9 updates increasing complexity at this time during upgrades and installs. The WebEOC Support Team stands ready to help.

- Single Sign-On
- Data Management

County of Arlington WebEOC Update

By Elizabeth Perian

In 2020, the Arlington County Watch Desk, which oversees maintaining situational awareness and all notifications for the County, was tasked with providing a mechanism for senior staff to view various incidents in the region. In mid-June 2020, Watch Desk personnel began working with the NCR WebEOC team to create a board to achieve this goal. The new "Watch Desk Incident Tracker" board will allow senior staff to view-only rights to view ongoing incidents being monitored in the region by the Watch Desk. It also tracks resources used, call types, and times of day by displaying them on a map. This ability will then allow those individuals who do not have CAD access to basic details to key incidents. This information can then be downloaded into a PDF for further distribution.

City of Alexandria WebEOC Update

By Teresa Scott

In January, for the Inauguration Day EOC activation, the City of Alexandria had representatives unfamiliar with WebEOC or had training but had not recently used the system in a while. To help provide a tool for users during the Inauguration Day activation, I developed a one-page WebEOC Board Overview document where I offered a brief explanation of the boards within WebEOC. The WebEOC users thought this document was a good idea and helped them navigate in WebEOC. As we advance, whenever the City of Alexandria has an EOC activation, I will continue to provide the WebEOC Board Overview document to agency representatives.

WebEOC Dropdown Details

We have developed a new, interactive way of expanding the amount of information that a user can see that we are calling "Dropdown Details". When this functionality is implemented, the row will be clickable along with a dropdown arrow suggesting that the row can be expanded.

When the row/arrow is clicked, the row will expand vertically with more information about the record. This area can be populated with any amount of information that the record contains. In the below example, the record is expanding to view a scrollable Description field.
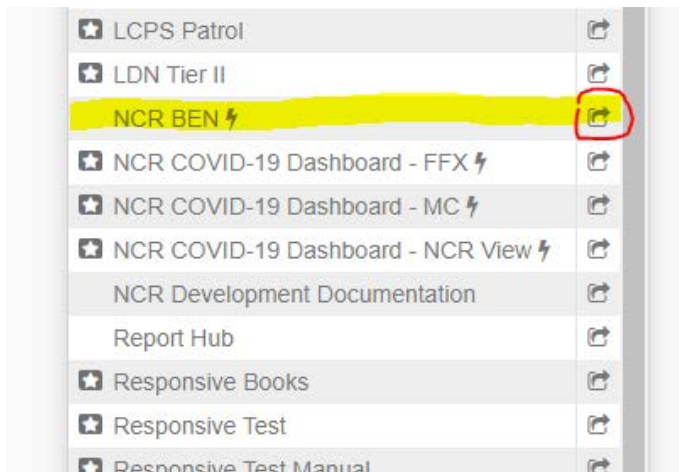

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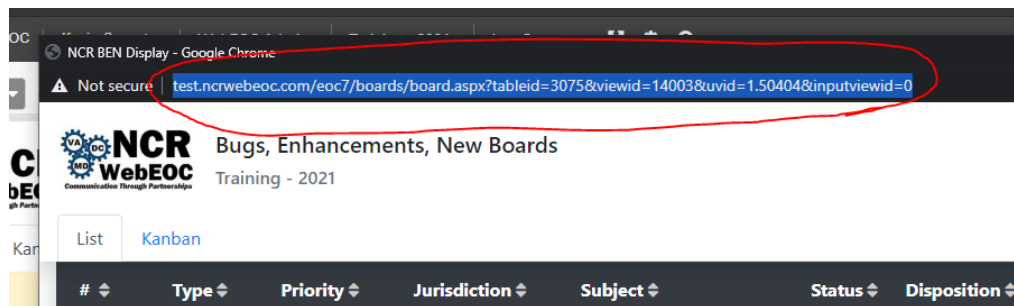
WebEOC Administrator Tip – Direct Access to Shared Pages

There is a very useful way to access shared boards outside of WebEOC through various means such as E-mail, Text Messages, and even through Microsoft Teams Conversations. If you are trying to share a boar link, follow these steps:
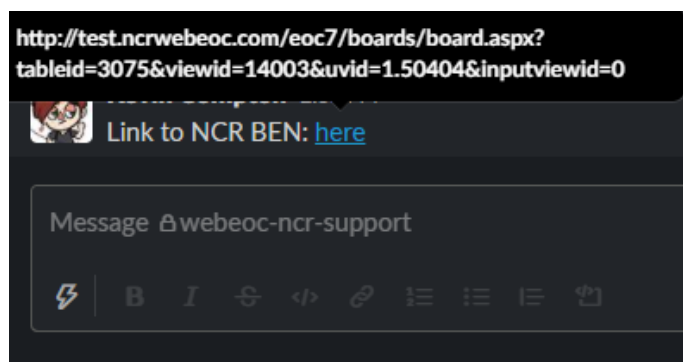
Open the desired board through the pop-out link within the control panel. (In this example I will be accessing the "NCR BEN" (Highlighted in yellow) board via the pop-out link (Circled in red)).

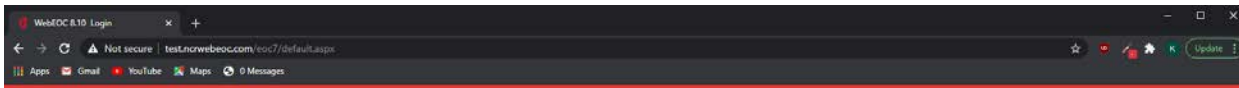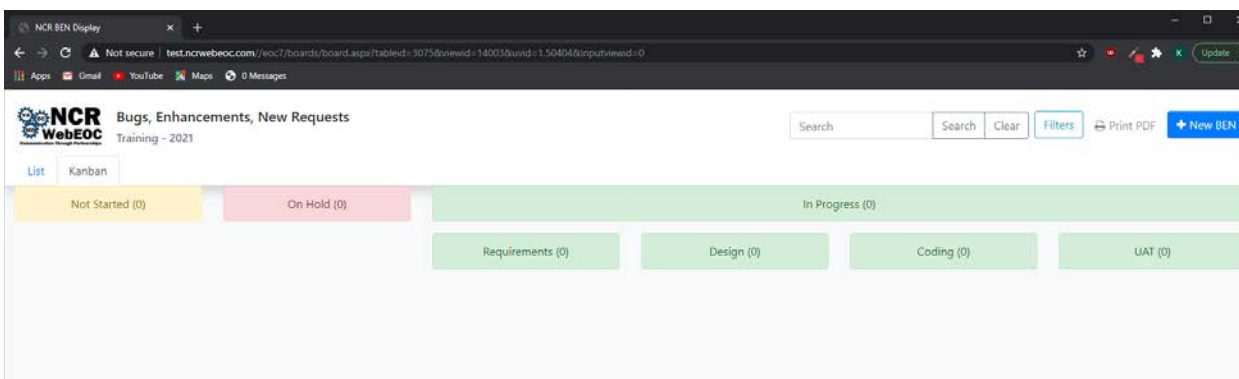Once the board is open in a new window, copy the hyperlink at the top.

Now, you can paste that hyperlink wherever you want to share the board

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WebEOC Administrator Tip – Direct Access to Shared Pages. Cont'd

If the user who clicks on the link is already signed into WebEOC, the link will take them directly to the board in its own tab. If the user is not signed in, the link will take them to a new tab asking them to sign into WebEOC. Upon successful sign-in, the board will appear.