

# WebEOC Whistler

## Preparedness Quote!

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By Sarah Keally



## NCR WebEOC Subcommittee Chair Report

As I write this, the remnants of Tropical Storm Ida are working towards the Mid-Atlantic and National Capital Region. It's a reminder of our roles as Emergency Managers and the importance of WebEOC as a tool to help us gather information for the Common Operating Picture plus processing resource requests and documentation. WebEOC has come a long way since we started using it in the NCR in 2005, and I'd like to think it's because of your innovative thoughts, ideas, and drive to help make it the valuable tool it is today. We continue to innovate with your input as we work on a regional dashboard to show EOC, Infrastructure, and power outage status, an updated and easier to use NCR Administrators board, updated board templates that are cleaner, and many dashboards created along the way. Thank you to the WebEOC Support Team for all their programming work to help us bring our visions to life and pushing us to grow how we think about WebEOC and its uses. While I was hoping that we could reconvene in person for our October meeting, we will keep it virtual with the rise in cases regionally of the COVID-19 Delta variant. We look forward to another great meeting and a continued partnership with you all.

*Thank you*

## NCR WebEOC Spotlight

**Karan Batra** joined WebEOC Support team as a Web Developer in July 2021. He is responsible for creating new boards, enhancing boards to be more modern and easier to use, and finding solutions to various bugs and issues that may arise. Before joining WebEOC support team, he was a front-end web developer for a media company building web pages for news sites, creating new email templates for newsletters, and improving the user experience on all websites. In addition to working full time, Karan is also attending George Mason University to acquire a bachelor's degree in Information Technology, which he will complete in December of 2021. During football season, Karan can be found rooting for his favorite team, the New England Patriots, and supporting the home team, Washington Football Team. He enjoys watching comedy movies, listening to music, and playing Madden NFL in his free time.

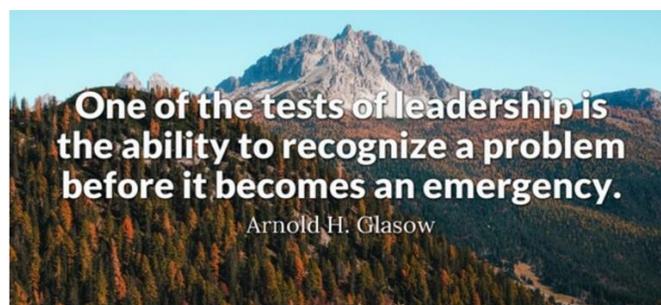


## Montgomery County WebEOC Update

By Matt Miziorko



With COVID shifting the work landscape, monthly WebEOC drill participation has become more critical than ever. Montgomery County has developed an intuitive way to track, analyze, and communicate drill participation for ESF lead and co-lead agencies. Montgomery County OEM uses the County's SharePoint technology to build online spreadsheets for each ESF that list the number of WebEOC trained personnel associated with each position. The WebEOC administrator marks when personnel have completed the drill via the required report out information. Some basic statistical formulas are added to each sheet to calculate the percent completion rate for each month. The WebEOC administrator then shares the SharePoint file with the lead person for each ESF so they can track drill completion progress as soon as their agency's information is updated. This process has yielded good results and has led to a slight but statistically significant increase in overall drill participation.



By Roland Berg &amp; Tyrone Wells



## Prince George County WebEOC Update

### Utilizing WebEOC to Improve Election Operations in Prince George's County

The elections of 2020 provided an opportunity for the Prince George's County Board of Elections (BOE) and the Office of Homeland Security/Office of Emergency Management (OEM) to collaborate on developing a tracking mechanism within WebEOC to monitor voting precinct issues and resource requests. In past elections, operational issues and requests were tracked manually, if at all. BOE used a legacy system of runners to move slips of paper between departments. This often resulted in requests being either lost or duplicated due to the inability to monitor requests in real-time.

The Board of Elections approached the Office of Homeland Security/Office of Emergency Management seeking the use of WebEOC to automate monitoring of elections day problems. We met with BOE over several months to map out a workflow of how issues and requests were received and processed. Mockups of WebEOC boards were then developed and provided to the NCR WebEOC Support Team (Chip) for board development and programming.

End-user testing was completed, and several training sessions and exercises were conducted with BOE staff to validate boards and refine processes. The first operational use of the new boards was during the 2020 Primary Elections. Though the use of the boards was somewhat limited, they were effective and set a baseline for BOE. After some modifications based on observations and lessons learned, BOE also used WebEOC during the General Election.

Overall, the BOE staff was thrilled with the advent of WebEOC and the ability to track the status of issues and requests in real-time. Additionally, the ability to provide a real-time report of the types of issues to the State of Maryland helped to eliminate manual research as done in previous elections. The BOE has since presented the boards and their experience to the State Association of BOE's. During our WebEOC training, we routinely encourage users to envision every day or activity support uses of WebEOC. We hope to build upon this success story soon with additional collaborations.

Issue Status Board – List View

ISSUE STATUS

Precinct #:	Precinct Name:	Significant	Time:	Issue #:
Ballot Issue	Facility Issue	Personnel Issue	Election Process Issue	Forms/Paperwork Issue
Ballot Issue	Facility Issue	Personnel Issue	Election Process Issue	Forms/Paperwork Issue
Ballot Issue	Facility Issue	Personnel Issue	Election Process Issue	Forms/Paperwork Issue
Ballot Issue	Facility Issue	Personnel Issue	Election Process Issue	Forms/Paperwork Issue

[View Detail](#)  
[Edit/Update](#)

Issue Status Board – New Issue View

### ADD NEW ISSUE

\* Date/Time:

Call Taker:  Position:  Call Taker Phone#:

\* Caller Name:  \* Caller's Status:

\* Caller Phone#:

\* Precinct Name:  \* Precinct Number:

Ballot Issue: <input type="text" value="Select from a drop down menu"/>	Facility Issue: <input type="text" value="Select from a drop down menu"/>
Personnel Issue: <input type="text" value="Select from a drop down menu"/>	Election Process Issue: <input type="text" value="Select from a drop down menu"/>
Forms/Paperwork Issue: <input type="text" value="Select from a drop down menu"/>	Supply Issue: <input type="text" value="Select from a drop down menu"/>
Technical Issue: <input type="text" value="Select from a drop down menu"/>	

Description of Issue:

Actions Taken/Impact:

\* Required field

Issue Status Board – Edit/Update Issue View

### EDIT/UPDATE ISSUE

Date/Time:

Call Taker:  Position:  Call Taker Phone#:

\* Caller Name:  \* Caller's Status:

\* Caller Phone#:

Precinct Name:  Precinct Number:

Ballot Issue:	<input type="text" value="Display selected issues"/>	<input type="text" value="Status"/>	Facility Issue:	<input type="text" value="Display selected issues"/>	<input type="text" value="Status"/>
Personnel Issue:	<input type="text" value="Display selected issues"/>	<input type="text" value="Status"/>	Election Process Issue:	<input type="text" value="Display selected issues"/>	<input type="text" value="Status"/>
Forms/ Paperwork Issue:	<input type="text" value="Display selected issues"/>	<input type="text" value="Status"/>	Supply Issue:	<input type="text" value="Display selected issues"/>	<input type="text" value="Status"/>
Technical Issue:	<input type="text" value="Display selected issues"/>	<input type="text" value="Status"/>			

Description of Issue:

Actions Taken/ Impact:

\* Required field

Issue Status Board – View Issue Detail View

### VIEW ISSUE DETAIL

Date/Time:

Call Taker:  Position:  Call Taker Phone#:

Caller Name:  Caller's Status:

Caller Phone#:

Precinct Name:  Precinct Number:

Ballot Issue:	<input type="text" value="Display selected issues"/>	<input type="text" value="Status"/>	Facility Issue:	<input type="text" value="Display selected issues"/>	<input type="text" value="Status"/>
Personnel Issue:	<input type="text" value="Display selected issues"/>	<input type="text" value="Status"/>	Election Process Issue:	<input type="text" value="Display select issues"/>	<input type="text" value="Status"/>
Forms/ Paperwork Issue:	<input type="text" value="Display selected issues"/>	<input type="text" value="Status"/>	Supply Issue:	<input type="text" value="Display selected issues"/>	<input type="text" value="Status"/>
Technical Issue:	<input type="text" value="Display selected issues"/>	<input type="text" value="Status"/>			

Description of Issue:

Actions Taken/ Impact:

[RETURN TO LIST](#)

Driver Status Board – List View

The screenshot shows a table with the following columns: Driver #, Phone#, Issue #, Status, Last Update, and Edit/Update. A search field and a '+ New Driver' button are at the top. Callouts provide the following information:

- Filter by Status:** Filter by Status will allow user to only display one of the status types.
- Driver # and Phone#:** Driver data will only be entered by selecting the +New Driver button.
- Issue #:** Issue # will be manually entered, either when updating a driver's status or adding a new driver.
- Status:** Status will be one of the following: Enroute, Available, Arrived, Out of Service, or Off-Duty. Will be selected from a Pull-Down menu.
- Last Update:** Date/Time will change whenever the record is updated.

\*\*\* All Columns are sortable \*\*\*

Driver Status Board – New/Update Driver View

The form includes the following fields and callouts:

- Driver # and Name \***: Enter Driver # and first & last name, separated by space between number and name.
- Driver Phone Number \***: Input field for phone number.
- Issue #**: If desired an Issue # can be entered when adding a new driver.
- Status \***: Status will be one of the following: Enroute, Available, Arrived, Out of Service, or Off-Duty. Will be selected from a Pull-Down menu.

\* Required field

**SAVE** **CANCEL**





## WebEOC Administrator Tip

### Board Permission

"Boardpermissions" are a way of handling access to features on a board based on the permissions that the user has assigned to it. These "Boardpermissions" are implemented in the code and made available when assigning a Group or board menu. The available "Boardpermissions" will vary from board to board based on its features. Hence, it is essential to consult with the support team to determine what permissions fit the board's functionality. It is important to note that not all boards have "Boardpermissions" implemented and still use the legacy way of handling permissions by having different board views labeled with their permission level. If you have boards using this legacy way of handling permissions, please create a BEN ticket so they can be updated to use "Boardpermissions".

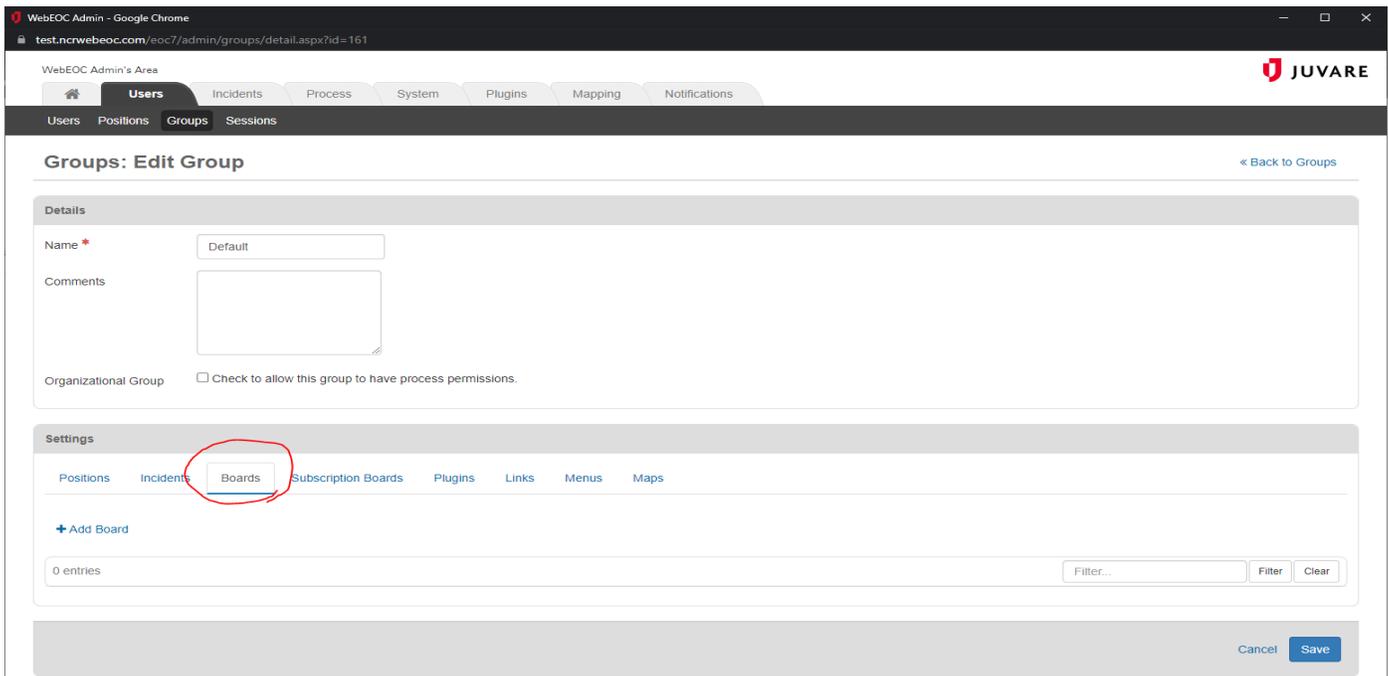
### Step-by-step Guide

Each boards permissions will vary board to board, but most will have some way of handling editing, adding, and/or deleting records. Let's add the appropriate permissions to two positions called "Default" and "Admin". For the Default position, we will only want them to edit records, For the "Admin" position, we will want them to edit, add, and delete records.

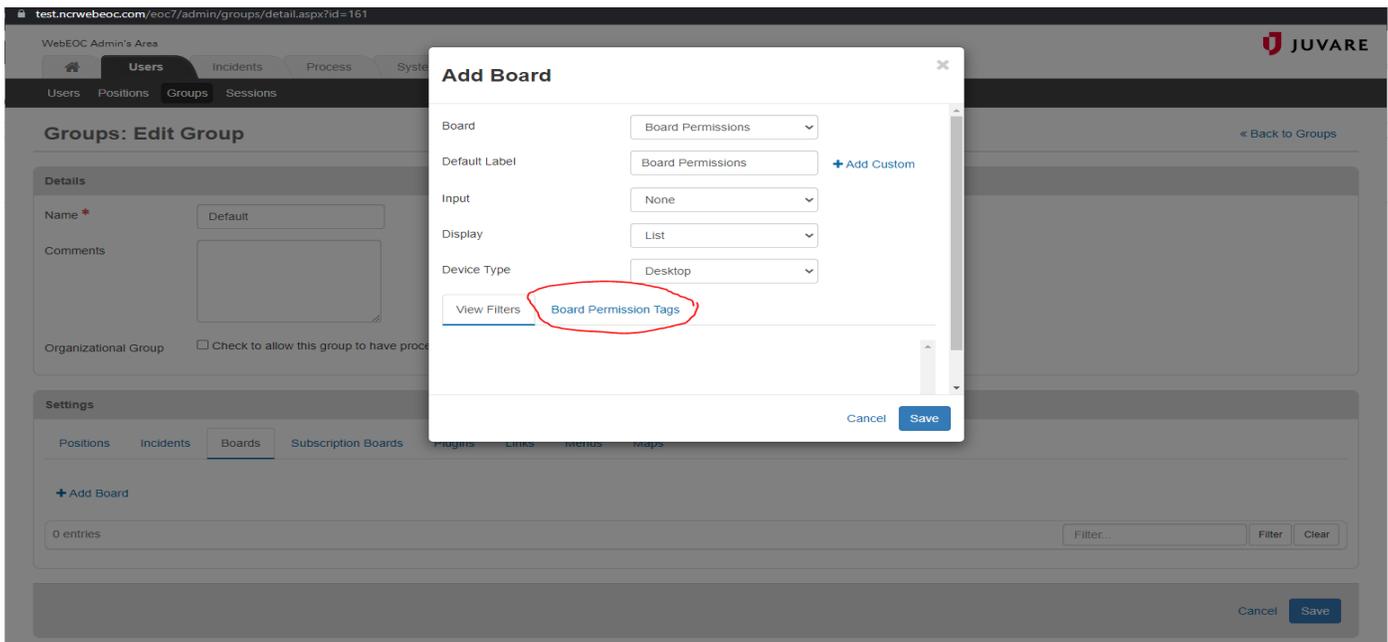
On the "Admin Panel" click on the "Users" tab and click on the "Groups" sub-tab.

Name	Comments	Process Permissions
NCR WebEOC Admin		Enabled
Adapter ArcGIS Group		
Admin		
Agency - DC Police		Enabled
Agency - Fairfax County		Enabled
Agency - H X		Enabled
Alexandria		
Arlington County		
Board Building 101		
BPTT 1	Admin Views Only Board Permissions Tag Test 1	
BPTT 2	Read Only Board Permissions Tag Test Group	
City of Fairfax		
COOP		
Corrective Action Admin - 17563	Group for Dev Assignment and Testing	
Corrective Action Tracking Edit without Notes - 17563		

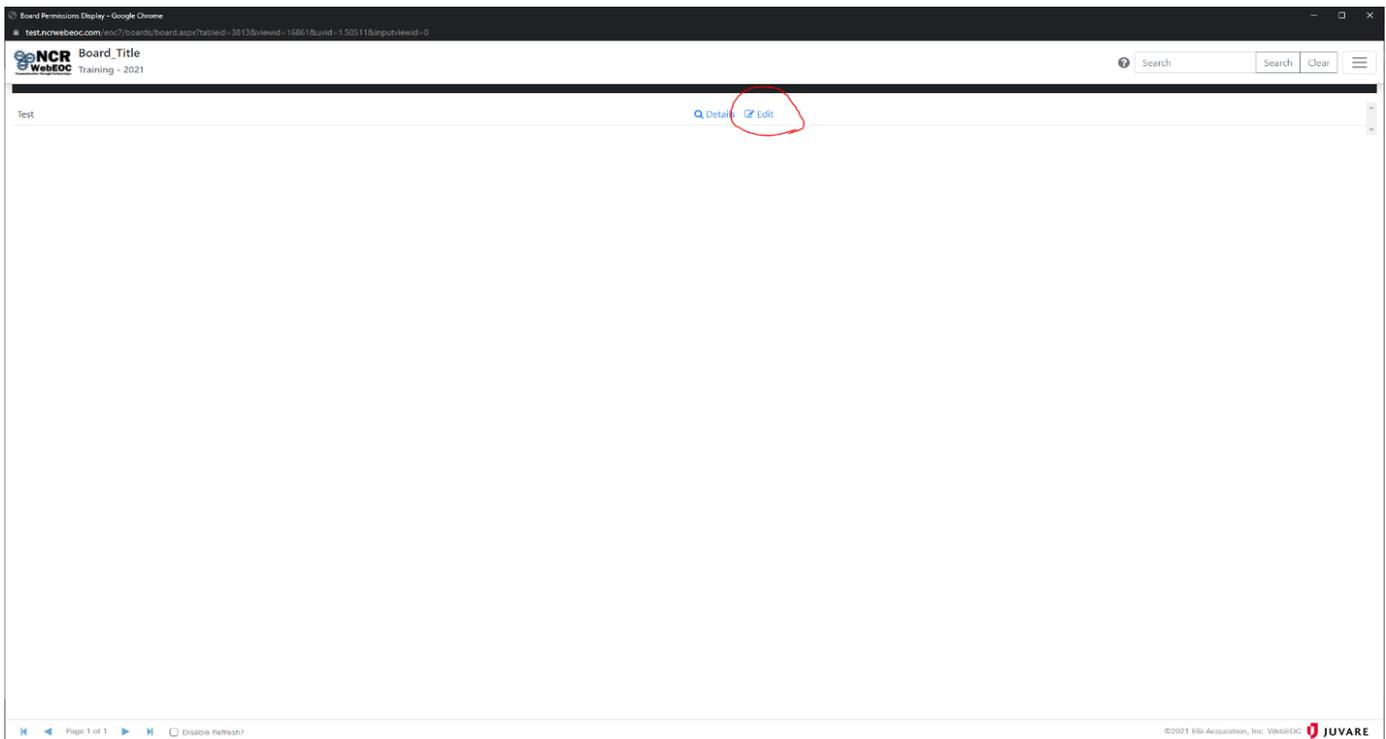
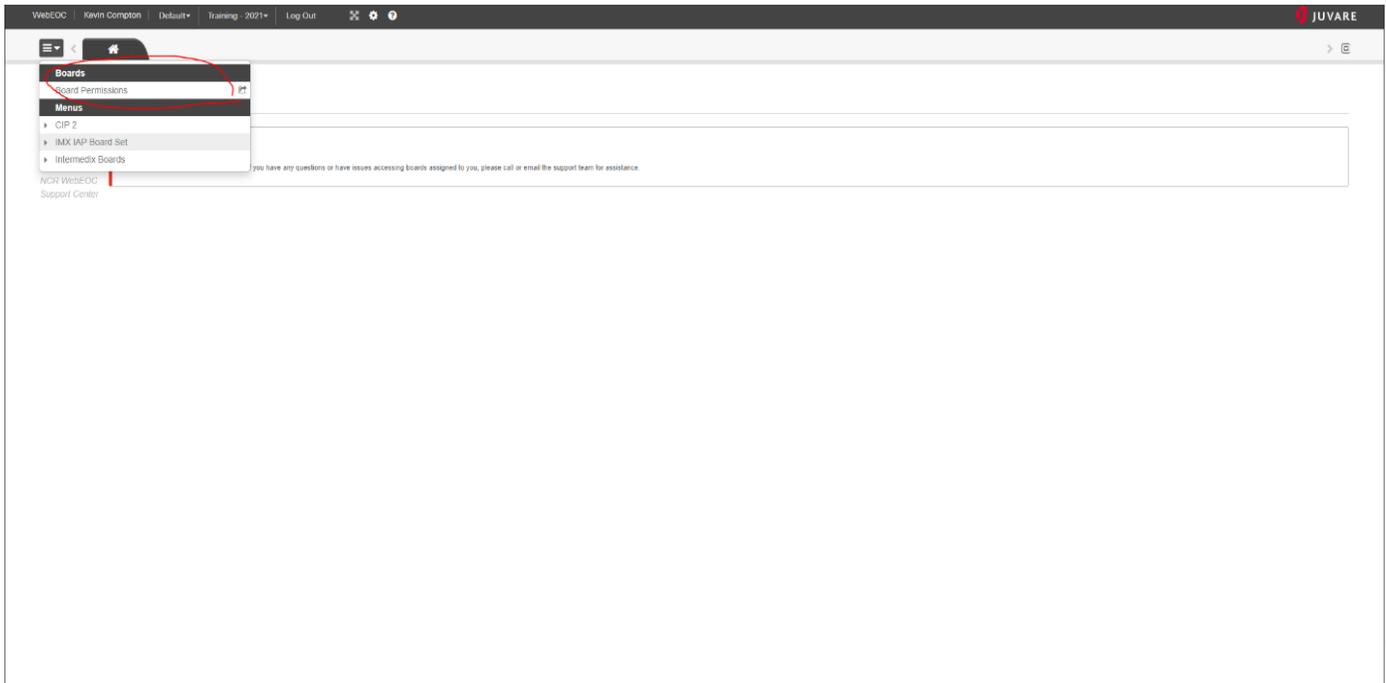
Search for the "Default" group on the "Boards" tab within the group



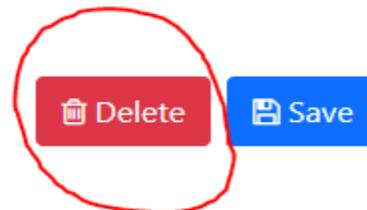
Click on “Add Board” and find the board in the dropdown list, give it an appropriate label, set the initial display view, and click on the “Board Permission Tags” tab next to the “View Filters” tab.



Switch to the position, find the menu item assigned and confirm that they can only Edit Records.



Follow the same steps for the “Admin” position but click on the “Select All” check mark to add all the permissions and confirm your changes.



### Important to Note!

It is important to note that “Board Permissions” are applied to the Group level. This means if that position has access to the same board with a different menu item and different permissions selected, the user will have permissions granted from both assignments no matter what menu item is selected. Let’s take our “Default” and “Admin” Positions for example. If we had a new Position that has the “Default” and “Admin” positions assigned to it, that position will be able to see the two menu items, one assigned to each position. If the user clicks on the menu item assigned from the “Default” position, they will be able to still Add and Delete records because their position ultimately has access to both groups.