

WebEOC Whistler

Preparedness Quote!

"There's no harm in hoping for the best as long as you're prepared for the worst."

- Stephen King,
Different Seasons

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Next WebEOC Subcommittee Meeting
Tuesday, July 12th, 2022 (10:00AM – 12:00 PM)

NCR WebEOC Subcommittee Chair Report

By Matt Schultz



Since the last issue of the Whistler, the NCR WebEOC Subcommittee has been able to move forward on some of the items requiring a vote on the NCR Administrators Board. Most notably, the meeting schedule has been revised to go back to a virtual monthly recurrence for Primary and local Associate Admins. There will be quarterly meetings (July, October, January, April) which will include Primary Admins, all Associate Admins, the NCR Support Team, Juvare, and guests. The quarterly meetings will also be virtual, but we may consider holding one in-person meeting at some point in the year. I am hopeful that this format will facilitate productive monthly meeting sessions and allow for the sharing of ideas, best practices, and current events relevant to WebEOC during the quarterly meetings.

Other progress has been made with the decommissioning of the Failover Testing feature on the NCR Administrators Board, as well as the decommissioning of the Administrator Tracking Board. Additional and related changes to the By-Laws were made as well.

The Subcommittee recently formed a working group to review and provide recommendations to the NCR WebEOC Support Team contract requirements. The Program Manager and Subcommittee Chair presented the draft recommendations to RESF-5 at the May Council of Governments meeting, as well as the NOVA Emergency Managers meeting (June). Pending additional feedback, the Subcommittee will work with Fairfax County Procurement to create a Request for Proposal solicitation. The goal is to have the selection made and the new contract in place by the end of the calendar year.

Other items in progress:

- The Support Team is working with a few Admins on Maintenance Manager requirements gathering
- Information Sharing Request renewals will be reviewed (I may ask each of the admins to help me by reaching out to just one of the agencies on file so that it's not too much of a burden on anyone, more to come)
- We're keeping an eye on the regional Food & Water Project, which is considering WebEOC (as well as other programs) as a potential coordination/awareness tool

Lastly, please don't forget to check the NCR Administrators Board for announcements, voting items, and to make sure that your jurisdiction's information is as up to date as possible.

Thank you

NCR WebEOC Spotlight

Alexandria Fire Department Names Deputy Emergency Managers

Acting Emergency Manager Ray Whatley has announced the appointment of Kevin Coleman and Curicé Paulius as Deputy Emergency Managers, effective February 14, 2022.

"We are excited to welcome Curicé and Kevin to the Office of Emergency Management," said Whatley. "Together, they bring with them a vast amount of knowledge and experience, which will benefit the city and help us to become a stronger organization. Bringing on new deputy emergency managers, especially while working through a global pandemic, gives us additional depth to better prepare and respond when needed."

Most recently, **Kevin Coleman** served as a Qualification System Enhancement Analyst for the Federal Emergency Management Agency responsible for identifying areas of improvement and leading pilot programs designed to improve systemic efficiencies; conducting program analysis and making recommendations; and partnering with various stakeholders to gather feedback, facilitate working group discussions and develop courses of action to present to leadership. In 2018, Coleman became a FEMA Corps Program Liaison, managing more than 300 young adult volunteers annually and facilitating strategy meetings around communication, coordinated and unified response efforts.



Some of Coleman's recent assignments and projects include serving as a Planning Section Chief to support the Department of Homeland Security Unified Coordination Group in the movement and resettlement of more than 70,000 Afghan refugees; serving as the Resources Unit Leader during Hurricane Harvey; and supporting the establishment of COVID-19 vaccination sites across the country through FEMA's National Response Coordination Center.

Coleman earned a Bachelor of Science in Public Affairs from Indiana University in 2013 and a Master of Public Administration with a focus on emergency management and homeland security from the University of Colorado Denver in 2020.

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

Curicé Paulüs previously served as an Emergency Operations Specialist for the Homeland Security and Emergency Management Agency in Washington, D.C., responsible for overseeing district coordination with federal, state, local, and private partners throughout the National Capital Region; assisting in coordination of various stakeholders for all operational and administrative needs relating to significant events and emergency management activities; and monitoring various platforms to collect, analyze, verify and distribute information.



Paulüs' most recent assignments include serving as the Deputy Operations Sections Chief for the 59th Presidential Inauguration and being Shift Lead for the District's COVID-19 Alternate Care Site.

In 2012, Paulüs received a bachelor's degree in liberal studies from California State University of Northridge and a master's degree in public administration with a focus on emergency management and homeland security from George Mason University in 2016.

Loudoun County WebEOC Update

By Matt Schultz



The Loudoun County Office of Emergency Management (OEM) is in the process of a multi-step WebEOC User and Board review and cleanup. Our first step has been to review our Everbridge Red/Blue teams as one of the criteria, among others, for determining who should remain a User in WebEOC. Our Technology Manager, Rob, has done all the heavy lifting on this and is just about wrapped up. As the discussion around Maintenance Manager continues, Loudoun OEM is thinking of ways to make our own User maintenance a little bit easier; we're exploring different ideas, including how to make the standardized User template a little more consistent (dropdowns, suggested formats in free-text areas, changing or deleting some of the fields we don't feel are needed, etc.).

The next step will be the Board review and cleanup. We're developing a plan of attack for this part, which is going to be a longer-term project. We'll start with what we want our 'standard' board template to be, so that when we (or another Loudoun department) request a new board, we're not having to start from scratch each time. We'll determine the basic fields and elements of information, layouts, colors, dashboard configuration options, etc. for consistency and ease of getting started. The second piece of the Board review entails going through each of our existing boards (beginning with OEM and then coordinating with Schools and the Fire Department), prioritizing, and making adjustments to each board based on our revised template.

In the meantime, we're also looking into different platforms on which to deliver monthly WebEOC drills, among other emergency management-related trainings. We'll offer a 'basic user training' as well as other position-specific drills and trainings throughout the year, some of which will be in-person.

Lastly, we're looking at incorporating FEMA Lifelines into our situation reporting (SitRep) structure, which will be done using WebEOC. We're in the process of looking at 'essential elements of information' to see how and where they might fit in to the SitRep template.

Fairfax County WebEOC Update

By Sandy Kenyon



Fairfax County has made the decision to take advantage of the IPAWS Plugin in WebEOC. This will provide the county with an alternative way to send Wireless Emergency Alert (WEA) and Emergency Alert System (EAS) messages. The plugin will need to be on the latest version 4.2.0.2. One caveat is that WebEOC will not allow for simultaneous sending of WEA and EAS. Fairfax County have gone with the best practice of composing and sending the WEA and then doing the same for an EAS message, if necessary. That will allow for the public to receive the message on their phones first and then time to turn on a radio or television to observe the message from a second source.

IPAWS Messaging x
03 Awareness x

Demonstration Mode

+ Post to COGs
+ Post WEA
+ Post EAS
+ Post NWEA

Inbox Sent Trash
Get Messages

Actions ▾

| Sent ▾ | Sender | Headline | ✕ |
|---------------------|--|---|---|
| 06/08/2022 12:02:50 | 300056_Fairfax_Alerts_Fairfax_County_OEM | Exercise Exercise Exercise | ✕ |
| 06/08/2022 12:00:45 | 300056_Fairfax_Alerts_Fairfax_County_OEM | EXERCISE EXERCISE EXERCISE | ✕ |
| 06/08/2022 11:59:50 | 300056_Fairfax_Alerts_Fairfax_County_OEM | ***Exercise Exercise Exercise*** | ✕ |
| 06/08/2022 11:59:20 | 300056_Fairfax_Alerts_Fairfax_County_OEM | EXERCISE EXERCISE EXERCISE | ✕ |
| 06/08/2022 11:59:10 | 300056_Fairfax_Alerts_Fairfax_County_OEM | Exercise Exercise Exercise | ✕ |
| 05/18/2022 15:34:30 | 300056_Fairfax_Alerts_Fairfax_County_OEM | **TEST Message** | ✕ |
| 05/18/2022 08:33:15 | 300056_Fairfax_Alerts_Fairfax_County_OEM | Test circle | ✕ |
| 05/12/2022 14:37:40 | 300056_Fairfax_Alerts_Fairfax_County_OEM | Test Test Test | ✕ |
| 04/27/2022 14:12:05 | 300056_Fairfax_Alerts_Fairfax_County_OEM | No Headline | ✕ |
| 04/22/2022 11:29:49 | test@test.com | This is only a Test | ✕ |
| 04/15/2022 13:56:52 | gham@grandpaham.com | 18 November Test Message -Test Message only Disregard please. | ✕ |
| 04/15/2022 13:56:03 | gham@grandpaham.com | 18 November Test Message -Test Message only Disregard please. | ✕ |
| 04/14/2022 10:50:30 | 300056_Fairfax_Alerts_Fairfax_County_OEM | No Headline | ✕ |
| 03/11/2022 09:19:05 | 2530667745248086 | No Headline | ✕ |
| 02/15/2022 16:22:45 | 2458237416774513 | Test message | ✕ |

« 1 2 3 »



WebEOC Administrator Tip – Creating Board Notifications

Configuring board specific notifications has recently become very streamlined in WebEOC by incorporating a wizard that guides the process from start to finish. In this guide, you will learn how to create notifications by configuring the event/conditions, channels, recipients, and message content. Along with this guide, a basic notification will be created that sends to specific position when a new record is created.

To get started, open the board that you want the notification on in the admin panel and click on the notifications button.

Board: Edit Board

Board Name *

Include

RSAN
 WebEOC Mapper
 Twitter
 Board Interface Library
 Board Tutorial

Plugins

Tools

Edit

Here is the main page where you will see a list of notifications that you have set up for this specific board. Let us create a new notification by hitting the “Create Notification” button.

Notifications: Board Notifications [« Back to Details](#)

Configured Notifications

0 entries

Source: This first page of the wizard is where you do the initial set up/Conditions that will fire off the notification.

Notifications: Board Notifications

[« Back to List](#)

The page consists of the following fields:

1. **Input View:** the input view that will fire off the notification. Most simple boards will have one Input view titled “Input” respectively, but more complex boards might have different input views that handle different processes within the board.
2. **Display view:** This is the view that will be opened when a user opens the record up on their mobile device. This should be the same Display view that is linked up with the Input view.
3. **Event:** Event where the notification is fired off. Can be fire off when a record is created, updated, or both.
4. **Conditions:** This is where you can add simple logic pertaining to the records data upon submitting. For example, we could configure a condition that will fire off a notification when you create or update a shelter record on a shelter board only when the shelter status is changed to open.
5. **Description:** a field for describing information about the notification.

Click next when completed

Channels: Contains the different channels in which you can select one or more for the notification to send to

- **Control Panel:** a message that will show up on the WebEOC home page to those positions/Users selected
- **Email:** message that will send via email to those positions/Users selected
- **Mobile Push:** message that will show up as a notification banner to those positions/Users selected who are using the WebEOC mobile application

Click next when completed

Notifications: Board Notifications

[« Back to List](#)

Channels

Control Panel

Email

Mobile Push

Cancel Previous Next

- **Control Panel:** a message that will show up on the WebEOC home page to those positions/Users selected
- **Email:** message that will send via email to those positions/Users selected
- **Mobile Push:** message that will show up as a notification banner to those positions/Users selected who are using the WebEOC mobile application

Click next when completed

Recipients: page where you will select who will be receiving the notification

Notifications: Board Notifications

[« Back to List](#)

Recipients

[Users](#) [Positions](#) [Groups](#) [Fields](#) [Other](#)

[+ Add Position](#)

1 entries Filter... Filter Clear

| Position ^ |
|---------------------------------------|
| <input type="checkbox"/> WebEOC Admin |

Remove

Cancel Previous Next

- **Users:** You can add individual WebEOC users that will receive the notification
- **Position:** You can add WebEOC positions that will receive the notification
- **Groups:** You can add WebEOC groups that will receive the notification
- **Fields:** Here is a more advanced feature where you can add a more dynamic way of sending notifications by taking in a field from the input view and using that combined with the recipient type to send the notification. For example, let us say the input view that we are configuring to send notifications automatically saves the user creating the records position into a field on the form. We can select that

field on the notification side and specify that the recipient type is that of “Position” and that the channel is email. This will make a notification that sends to the email of every WebEOC user that are a part of the same position of the user who submitted the record. If you would like to set up more complex notification recipients like this, please contact the support team.

- **Other:** This is where you can manually enter an email or phone number that will receive the notification

Click next when completed

Message and Attachments: This is the final page where you will construct the message itself with a Title, Body, and optional Attachment.

Notifications: Board Notifications

Message

Short Message *

Long Message *

A new record has been submitted by {{username_}} of the {{positionname_}} position.
 Notes: {{recordNotes}}

Board Field

Attach Display View as PDF

Create and Send PDF

Display View *

Orientation

File Name *

Enable media query

Message

- **Short Message:** this is the message that will show up as the title in emails and for the initial message users will see with push notifications on the mobile application
- **Long message:** this is the body or main content of the notification
- **Board Field:** here is where you can select dynamic data coming from the record being submitted. You can highlight an area in the “Short Message” or “Long Message” area and enter the field surrounded by curly brackets using the “Add Placeholder” button. In the example above, we added the “username” and “positionname” fields as well as the “recordNotes” field from our input form. As you can see, this makes it possible to create dynamic messages pertaining to the information being entered for that specific record.

Attach Display View as PDF: this section allows you to configure if you want the notification to be sent as a PDF

- **Display View:** view that will take the information and generate the PDF. This is usually the detail’s view associated with the input record

- Orientation: whether you want the PDF to render in Portrait or Landscape view
- File Name: The name of the file to be attached
- Enable Media Query: Enables code that adjusts the layout at certain screen sizes (Usually leave this checked)

Click next when completed

Once you have created the notification you will see it on the initial notification view. Here you will see a list of all the notifications that you have created for this board.

Notifications: Board Notifications [« Back to Details](#)

Configured Notifications

[+ Create Notification](#)

1 - 1 of 1

| Input View | Event | Description | Short Message | Channels | Status |
|-----------------------|--------|---|---|-----------------------------------|----------------------------------|
| Input | Create | This is a standard notification that sends off whenever a record is created | A New Record Has Been Submitted By {{username_}} In The Notifications Board | Control Panel, Email, Mobile Push | Enabled <input type="checkbox"/> |

You can click on the Input View of the notification to edit any of the information went over previously. There is also a status column where you can enable or disable the notification.

Other Notes

Some boards might have the legacy way of configuring board notifications where the notifications must be coded inside of the board views. Juvare has provided a tool that scopes out your system and lists all the boards that have this legacy way of implementing notifications. To get there, click on the boards tab in the WebEOC Admin panel. On the right there should be a “Actions” dropdown. Click on the drop down and click on “Convert Input Notifications”.

WebEOC Admin's Area **JUVARE**

Users Incidents **Process** System Plugins Mapping Notifications

Boards Agency Information Dual Comment Links Lists Menus

Boards [+ Create Board](#) [Actions](#)

1 - 1 of 1 (1195 Total)

| Name | Date Modified | Host | Publisher |
|---------------------|---------------------|------|-----------|
| Board Notifications | 06/22/2022 10:22:50 | | |

Board Assignment Report - View
Board Assignment Report - Export CSV
View Board Resources
View Subscription Boards
[Convert Input Notifications](#)

You should now see a list of all the boards. Please contact the support team before if you have boards that need converting to the new way of setting up notifications and we can assist in the transition.