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WebEOC Whistler

Opportunity does not waste time with those who are unprepared.

Preparedness Quote!

" **Training** proves to be the key ingredient to handling any disaster. "

We cannot stop natural disasters, but we can arm ourselves with knowledge so many lives wouldn't have to be lost if there was enough disaster preparedness.

~ Petra Nemcova

Reminder:
- Be on the lookout for our next NCR WebEOC Subcommittee – Quarterly Meeting

NCR WebEOC Subcommittee Chair Report

By Matt Miziorko

Greetings NCR Admins,

The leadership of the NCR WebEOC subcommittee would like to thank everyone for their continued participation in the subcommittee. As we enter 2024, there are big things on the horizon for this group and we are so lucky to have everyone's collaboration and effort. I have said this many time, but it is true – this subcommittee is the best workgroup in the entire NCR. We come together to identify solutions to the many challenges that our industry faces each day and we do it with pride. Dark Mode, Mobile integration, dynamic dashboards, and automated notifications are just a few of the products that our collective efforts have yielded in recent memory. Thank you all for your consistently positive, and excellent coordination!

Thank you

NCR Pros and Cons – Cloud vs On Prem

By NCR Support Team

Since the National Capitol Region's (NCR) WebEOC program's beginning, our NCR Support Team has worked well with Juvare. Over the years, we have collaborated closely with Juvare using WebEOC to improve Emergency Management (EM) operations, enhance situational awareness to facilitate better decision making, and preserve lives during activations and incidents in the NCR.

Juvare has expanded steadily, gone through several ownership changes, and is now the industry leader in disaster response and preparation software solutions that provide situational awareness for emergency management. Their expansion and developments have given rise to the next generation of emergency management systems, such as Nexus (next gen WebEOC), as well as other infrastructure advancements like cloud hosting, which might eventually cause problems for the NCR, which now uses an on-premises architecture.

As a result, the focus of our monthly meetings has shifted from discussing support issues to discussing how we might be able to weigh the advantages and disadvantages of operating in the cloud versus doing so on-premises, as well as considering the options for using Nexus versus not using it.

Senior Juvare staff members have met with us and will continue to do so on a regular basis to make sure our concerns and questions are promptly addressed and to collaborate with us as we plan the NCR's future. Among the subjects being considered for the NCR WebEOC program are:

- What are the pros and cons of moving the NCR to the cloud?
- What are the benefits of switching to a cloud-based infrastructure from an on-premises setup?
- How would it impact our existing environment, should we decide to do so?

Other specifics might include, cost efficiency, data security, jurisdiction continuity, disaster recovery, upkeep of NCR resources, cooperation between partners and jurisdictions, integration and interoperability, and sustainability through activations. Future prospective talks and considerations are included alongside other factors. From our most recent meeting, here are some of the relevant topics discussed and answered:

NCR "URL" s

- The URL for individual hosted clients will be a subdomain of webeocasp.com, for example: https://fairfaxcounty.webeocasp.com (production) or https://fairfaxcounty-sandbox.webeocasp.com

- If NCR would use a single Enterprise license, a generic URL could be: https://ncr.webeocasp.com

NCR Custom Boards

- All existing boards will work as they currently do in a new environment (Nexus/Cloud). Although guarantees cannot be given, Juvare is committed to working with the NCR to ensure operability.

Environment

- Each license comes with a production and a sandbox license, and development will proceed on the sandbox which is equivalent to our current "Dev", quite similar with what we do today.

- Juvare has agreed to setup a beta site for testing with Support team given admin permission. The process of development and UAT will remain unchanged, individual admins can login on "Dev" and check the functionality of the boards.

- Juvare can provide a temporary beta Nexus environment for preliminary testing if needed.

Cloud Uptime

- Currently uptime is reported as 99.996%

Upgrades

- Juvare will decide when to upgrade WebEOC in the future. However, for any reason, if the NCR is not ready to be upgraded, we will have the opportunity to be placed on an exemption list that lasts for no more than a year, giving us the time, we need to correct any identified difficulties.
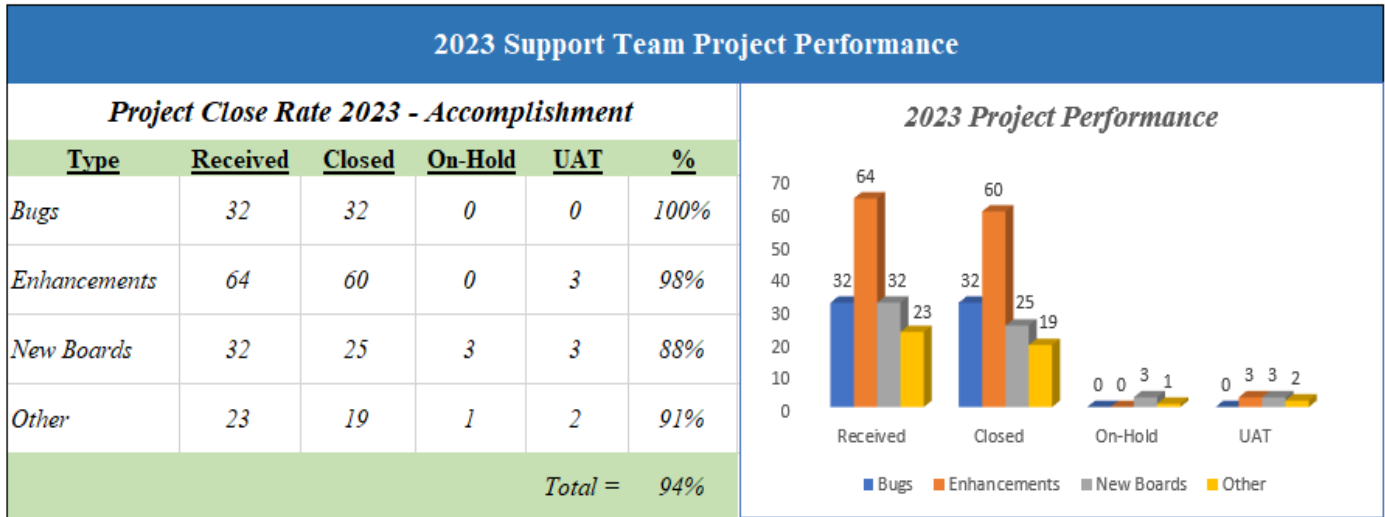
Error Logs

- Error logs will be delivered to hosted clients in as little as 24 hours. Users are encouraged to request error logs and file Juvare tickets. Juvare is striving to improve WebEOC so that administrators may read logs directly.

2023 NCR Support Update

By Patrick Melbourne

Support Team Project Performance

The support team has shown a strong dedication to consistent improvement and dependable value delivery throughout 2023. More than 94% of all BEN requests, initiatives, and projects that the jurisdiction started were completed.

2023 Support Team Project Performance

Project Close Rate 2023 - Accomplishment

Type	Received	Closed	On-Hold	UAT	%
Bugs	32	32	0	0	100%
Enhancements	64	60	0	3	98%
New Boards	32	25	3	3	88%
Other	23	19	1	2	91%
				Total =	94%

The team has included useful analytics to identify productivity problems, remove roadblocks, and improve performance as part of our hybrid agile implementation. We worked hard throughout the year to further develop the unique requirements   of the Jurisdictions and to keep building confidence by offering better services and goods. We have worked together to develop and provide the superior performance of our help from the start of this program to the present. Metrics are frequently used to track, identify, and report problems to improve team output.   Regularly keeping an eye on the situation and tracking developments is crucial in boosting productivity and efficiency. To achieve our stated goals of iterating, improving, and then doing—we encourage team members to take responsibility of problems, correct what they believe is faulty, and deal with them as they arise. The following numbers show the team's 2023 project close rate, workload, and jurisdiction distribution, and 2023 BEN type distribution.
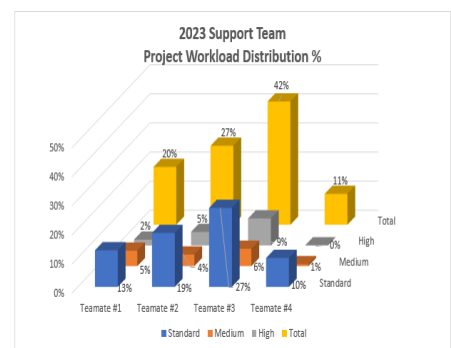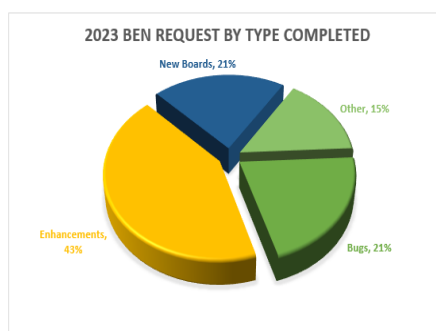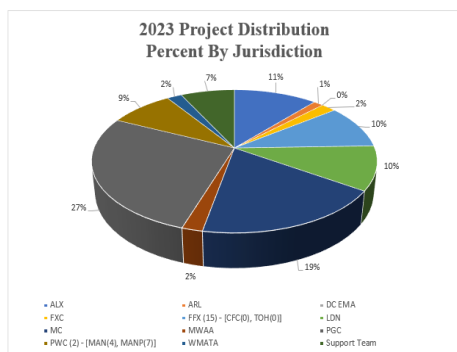
Incident Reporting in WebEOC

In some circumstances, WebEOC administrators may need to generate reports from WebEOC board to display information in a standard table format, such as Excel spreadsheet. This can be achieved with a built-in tool called Reported. This works, and the tool is quite powerful to select boards, incidents, filters, sort information in different ways etc. However, the process to generate a report takes some time, and it may take multiple iterations before the output is useful.

2022 BEN Request by Type Completed

A faster way to generate predefined reports, without filtering or sorting capabilities is to access the target named incident and download the report in PDF format that contain information from all records and all tables in a particular board.

To generate a quick report, follow this process:
In admin section, click on Incidents tab, then all active incidents will be listed (you can filter if too many incidents are displayed).

| Users | **Incidents** | Process | System | Plugins | Mapping | Notifications |

Incidents   Archives   Master Views   Reporter   Simulator

Active Incidents

+ Create Incident   Actions ▾

1 - 4 of 4 (5 Total)   [Training]   Filter   Clear

Name ▲	Date ⇕	Mapped To Regional ⇕	Searchable ⇕	Comments ⇕		
Training - 2020	01/02/2020 11:36:02		✓		⚙ Run Report	🗑
Training - 2021	02/03/2021 20:24:14		✓		⚙ Run Report	🗑
Training - 2023	01/04/2023 17:26:34		✓		⚙ Run Report	🗑
Training - 2024	02/20/2024 12:01:06		✓		⚙ Run Report	

Click on "Run Report" for the target incident.
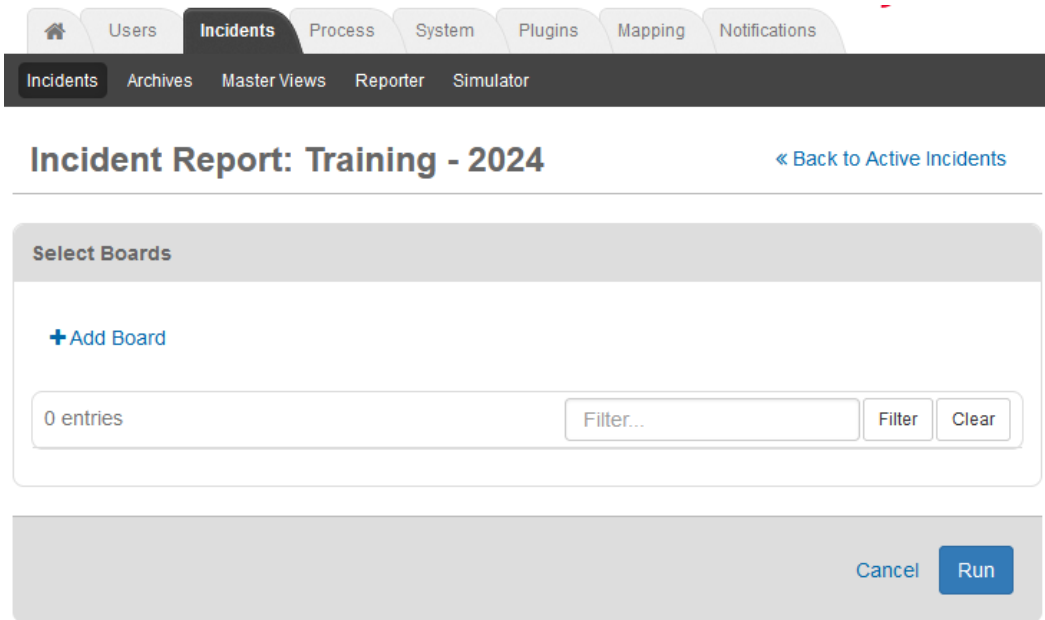
Click "Add Board", then select the board(s) you intend to create the report from. Filtering and sorting should help to locate the desired board(s).

Check the board(s) you want to use for the report, then click Add. The report is ready to be generated.

🏠	Users	**Incidents**	Process	System	Plugins	Mapping	Notifications

| Incidents | Archives | Master Views | Reporter | Simulator |

Incident Report: Training - 2024

« Back to Active Incidents

Select Boards

+ Add Board

| 1 entries | Filter... | Filter | Clear |

☐	**Name** ▲
☐	MC EOC Status Checks

⊗ Remove

Cancel   **Run**

Click the Run button. The report will be generated in HTML format; however, user can click on "Print PDF" to download a PDF version.

Training - 2024

Print PDF

MC EOC Status Checks History Table

DataID	Incident	User	Position	Previous Data ID	Entry date	globalid	Subscriber	UpdatedInformation	ModifiedByName	fk_table_4216	fk_table_	User	Position
1	0	272	5	0	2024-03-04T19:45:01.023	18D66A17-1D51-4EE5-B160-ED4A3B86EF7B		ComputerRow3Vendor= changed to: Dell ComputerRow3Ticket= changed to: 3009873 ComputerRow3POC= changed to: Jimmy Doe ComputerRow3Notes= changed to: Computer doesnt work ComputerRow1Status= changed to: Ready ComputerRow2Status= changed to: Ready ComputerRow3Status= changed to: Attention Needed	Ciprian Sufitchi			Ciprian Sufitchi	WebEOC Admin
2	0	272	5	0	2024-03-04T20:12:02.930	5659CB5B-10FA-42D1-842D-9A29EF86A207		RecordEnteredDateTime= changed to: 03/04/2024 15:11 ComputerRow1Status= changed to: Ready	Ciprian Sufitchi			Ciprian Sufitchi	WebEOC Admin