WebEOC Whistler

Mid-Atlantic WebEOC Symposium

Although many had to battle rain and resulting traffic to get to the Symposium, we had attendees from more than five states, 26 different localities and even one private sector WebEOC user represented. There was a good mix of end users, administrators, developers and Intermedix staff represented.

Feedback from the attendees has been very positive and enthusiastic that we continue offering this event. Many responded that they find the presentation of boards that others are using to be very helpful as well as the opportunity to talk and network with others in an informal session to discuss processes and ideas.

NCR WebEOC Administrator Spotlight

Walter English, III is the Emergency Management Planner for the City of Fairfax Office of Emergency Management. In his role Mr. English is responsilbe for overseeing all crisis and deliberate planning efforts to include developing and maintaining the city's Emergency Operations Plan and supporting documents, performing hazard, threat, risk and vulnerability assessments, analyzing the city's disaster response capabilities, and planning and executing disaster response exercises. Walter currently acts as Administrator for the City of Fairfax's WebEOC system as well as the past committee chair for the National Capital Region WebEOC Committee. Walter has been instrumental in the revision of the City's WebEOC program to better serve the needs of the community while maintaining collaboration and continuity with the National Capital Region.

Mr. English is an emergency management and public saffety proessional with over 14 years experience with various public safety agencies, in both large urban areas and smaller rural areas. As a result, he possesses a very broad knowledge in the field and is a sought after as a subject matter expert.

Mr. English holds a Bachelor's Degree from Longwood University in Farmville, Virginia and a Master's Degree from the Johns Hopkins University in Baltimore Maryland. He is a Certified Emergency Manager through the International Association of Emergency Managers and a Professional Emergency Manager through the Virginia Emergency Management Association. He holds numerous other local, state, and federal certifications in the Public Safety Field.

Report from the NCR WebEOC Subcommittee

Last month a WebEOC Subcommittee meeting was held through the VTC system. At this meeting the committee discussed the recently held WebEOC symposium, reviewing the positives from the event and some areas for improvement for next year. The decision was made to hold a symposium next year and we discussed the need to start planning for that event very soon. A planning committee will be formed and begin work shortly after the New Year.

We also discussed the EULA agreements for each individual jurisdiction to sign with Intermedix as part of our new contract terms. These documents need to be signed and returned to Intermedix as soon as possible.

A reminder was also given regarding the DoubleTake licensing for each jurisdiction, if contacted by the vendor to renew you can disregard as we handle this as part of the NCR contract.

Positive Results from Failover Testing

The region recently conducted Failover Testing of the WebEOC Servers for each jurisdiction. When implementing WebEOC throughout the NCR, redundant servers used to operate the WebEOC system were purchased to ensure the systems would be resilient and could operate in the event of hardware failures. This implementation consists of a primary WebEOC web server and WebEOC SQL server, as well as, secondary versions of the same two servers. Testing was completed using two different scenarios. The first scenario simulated the primary WebEOC SQL server failing resulting in the need to use the secondary WebEOC SQL server. The second test was to simulate both the primary web server and SQL server failing with a need to operate from both the secondary web and SQL servers.

Sixty percent of the jurisdictions participated in the testing and the results were positive. The first testing scenario identified a minor issue with communication ports not being open, requiring some adjustments to the configuration of several servers. Once the issue was identified and rectified the failover testing continued without issue. Identification of this issue during a test situation positions the system to transition to the appropriate secondary server(s) should an actual failover situation occur, limiting the interruption of WebEOC usage. The second scenario testing resulted in no issues or further actions.

Preparedness Quote

"Chance favors the prepared mind."

-- Louis Pasteur

Enhancement to the NCR Storm Tracker Board

The NCR WebEOC Support team added a five day weather forecast to the NCR Storm Tracker board. This is available within the header when viewing the NCR view (tab). If you have any issues viewing this new feature from a particular browser or would like to see it incorporated on the other "tabs", please email your feedback to support@ncrwebeoc.com.

Fri, 11/21	Sat, 11/22	Sun, 11/23	Mon, 11/24	Tue, 11/25
☀	☀	🌧	🌧	🌧
25°F/41°F	21°F/47°F	39°F/61°F	57°F/65°F	40°F/68°F

Coming Soon

Critical Infrastructure and Key Resource Board

The NCR WebEOC Support team is developing an all-encompassing facility board for Prince George's County. This board captures base facility information and has check boxes for the possible uses for the facility: Polling Location, Staging/POD Location, School, Shelter, and Healthcare. For each use selected, additional fields become available for completion specific to that facility use. This enables data to be entered once for facilities that have multiple uses as well as provide an area to view all facilities in one location. Multiple views will exist based on the different facility uses that enable specified users to modify their specific use information. For example, the facilities that are used as Polling locations, will have a partial edit view for election users to modify the Polling Status and associated notes field. A full edit view would be available to the identified users that may enter/change the Polling Place specific information: Precinct Name, Congressional District, Council District, etc. However, they would be unable to change the general facility profile information.

The board will also incorporate a Snow Status view for all the facilities to determine the snow district, the road access, walk way and parking statuses. Another major component to this board will be the ability to record Damage Assessments for each facility. Stay tuned…..

NCR Resource Manager Board

The NCR NIMS Working Group reviewed the first phase of the Resource Manager board being developed and provided feedback on field and features for the board. The team also reviewed the source file used for typing the resources and worked to correct and improve data presented for the resource capabilities. The group further discussed getting the capability data compiled for the MEMA resources in a similar format as the FEMA resources. Prince George's County volunteered staff to compile this data in the format used for the FEMA data so the data can be combined into the same working source document driving the typing functionality.

NCR WebEOC Jurisdiction Spotlight by Kathy Simmons

Prince William County has been an active user of WebEOC since the NCR contract was initially awarded. Our primary use is during EOC activations and to manage other significant events that may not require the EOC to be activated. Our system is administered by the Office of Emergency Management with local technical support provided by our Department of Information Technology.

Prince William County hosts systems for the City of Manassas and the City of Manassas Park on our servers which makes coordination and communication between the three jurisdictions critically important; and poses some unique challenges for the WebEOC Support Team.

We recently completed the transition to single-user sign-on and are focusing our efforts on completing the documentation of the registered users, groups and Board assignments; reviewing user training data and developing new training to support the new functionality. As part of this process, we have identified additional emergency management staff that will be trained as Administrators to provide additional depth in that position. As we move forward, one of my most challenging goals is to expand our use of WebEOC to include more planning capability and incorporate Boards to support daily activities. I will continue to learn from the rest of you and thank you in advance for your cool ideas that I plan to "borrow".
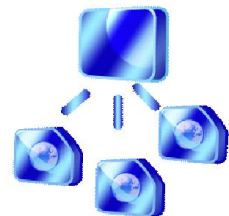
Special WebEOC Administrator Notes

NCR Administrators board – Drills
Remember the NCR Administrators board provides an area to share and review WebEOC drills. If you havent' shared a drill that other regions may find useful, please add it to the board.

Continued Access to WebEOC Patches
To avoid delays when installing WebEOC patches, ask your IT POC to share the Intermedix portal logon credentials with you or ensure they have them available to other IT staff in the event of IT staff turnover. Otherwise, you will need to wait for Intermedix to issue new credentials to access the portal.

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

It is recommended that you periodically review and clean up your WebEOC system and determine whether incidents may be archived. Incidents that are older than 90 days and no longer active should be considred for archiving. The archive process moves the incident information to the history tables within the system. The data from the boards can still be viewed in their display or list view format through the Archive Manager. Reports may also be generated to view data from the archived incident's board. Once no addiitional data should be added and analysis and reivew of the incident are done, and incident should be archived. Be sure all activities are done because once an incident is archived, you cannot return it to active status.

At a minimum, after an incident you should remove all groups that should no longer have a need to create or edit records. This will keep the users from accidentally using the wrong incident or modifying data that should be complete.

To review your active Incidents, access the *Admin* control panel. Click on the *Incidents* link in the *Incidents* section.

A list of active incidents will appear in the right view pane.

Just click on the corresponding Archive icon to archive the incident and click OK in the window that appears to complete the archive process.