

WebEOC Whistler

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New Features with WebEOC 7.8

WebEOC 7.8 provides two new features that the Support Team will be testing and implementing as appropriate. The first enhancement is the ability to open a new window as a dialog box/window verses a new browser window. Typically, providing a dialog box maintains the focus on that window and the user cannot access another board/view until the dialog box is closed.

The second item is the ability to update a parent record field from the child input view. However, this appears to only be available for text fields and may not work for drop down status fields.

NCR WebEOC Administrator Spotlight

Amelia Gagnon currently works for the City of Manassas Fire and Rescue Department, Prevention and Preparedness Division as the Emergency Management Planner. Her role encompasses all aspects of Emergency Management including acting as the WebEOC administrator. She also provides WebEOC training and assists with monthly drills for all new EOC staff. She recently transitioned the City to the single user sign-ons for their WebEOC system.



She started her career in emergency management as an intern with the City of Manassas, while pursuing her degree in Public Administration at George Mason University.

After graduation, Amelia worked for the Virginia Department of Emergency Management, Region VII Local Support Services. Her role included planning support for the 2012 Inauguration.

Coming from a military family, Amelia has travelled and lived all over the world but she has recently settled in Warrenton, Virginia.

Quiet Times in Loudoun County by Jeff Fletcher

Fortunately Loudoun, along with the entire region, has been relatively quiet with regard to regional events (yes I know, I just jinxed it – I’m knocking on wood as I write). This is a dual-edged sword from a WebEOC perspective. The down-side is class sizes are much smaller and interest lies elsewhere. The up-side is we have a chance to catch our collective breath and take care of some on-going projects, make some enhancements, and prepare for the World Police and Fire Games.

Loudoun County has spent some time developing a new board and enhancing others. As our number of daily use WebEOCers increases so do our development and enhancement hours. This provides for a more steady growth of the system in lieu of the new board “slam” we often get following an incident. The most significant board we’ve been working on is called the Facilities Ticket board. This will be used by the Fire Department’s Facility group. When deployed, the board will be accessed from each fire department facility (stations, academy, offices, fleet, warehouse, etc.). The user at the location will be able to submit a ticket regarding anything from a broken stove to problems with the bay doors, to asking for enhancements or new furnishing, fixtures, or equipment. The “ticket” will then go to the facilities group who will receive an e-mail notifying them of a new record. They will then make notes, assign it to staff, and/or create a County work ticket. The great news is the guys in the station will be able to track the progress of the request. This should eliminate duplicate tickets and centralize the ability to track maintenance issues.



In addition, the board will be the repository of all types of facility equipment from HVAC equipment to generators to appliances. The group responsible for maintaining all these will be able to do some reporting to see when appliance warranties expire, when preventive maintenance is due, and more. Several views have been created so guys assigned to a station only see their tickets but Battalion Chiefs can see all the tickets for their battalion. Chip and the rest of the Support Team have gone above and beyond on this board and I appreciate all their hard work. It has been one of the most complex boards created in Loudoun and I look forward to showing it at our next Admin meeting.

Enjoying the quiet before the storm.

Preparedness Quote

“It is not the ship so much as the skillful sailing that assures the prosperous voyage.”

-- George William Curtis

Report from the NCR WebEOC Subcommittee

On April 7, 2015, the NCR WebEOC subcommittee held its quarterly face-to-face session. One area discussed was operations during the World Police and Fire games. As discussed, all jurisdictions should follow their normal methods of operation and practices. The Games Operation Center has been temporarily added to the EOC Status board and contact information will be populated into the board. The Games Operations Center (GOC) will make postings to the NCR boards as appropriate. Even if you report to another jurisdiction in relation to the games, please continue to use your home jurisdiction's WebEOC System.

The subcommittee decided to add a remove checkbox for items inadvertently posted to the NCR General Announcements and NCR Significant Events boards. The committee will re-evaluate this feature in August to determine its continued availability. If the decision is to maintain the feature, new language will be drafted for the Policy document.

Remember the NCR WebEOC website, www.ncrwebeoc.com, has gone live and you can visit it to gain access to the Catalog documents. If you have additional content you would like to see added to the site, please send an email to support@ncrwebeoc.com.

Reminder



The WMATA Stations Board has been retired. If you have not already deleted the board from your system, please do so as soon as possible.

NCR Resource Manager Board Update

The NCR NIMS Working Group has provided feedback on the Resource Manager (RM) Board. New items and changes were identified:

- specifics for jurisdiction, example: Prince George's County needed a breakdown for municipalities
- edits to data to eliminate duplications, fix errors, and correctly address capabilities where questions were made
- request for a legend of status types has been made and providing users with a definition for each status
- creation of a view-only display for non-NIMS personnel to view the resource data. This will include: an RTLT link at the top of the details views with no edit capabilities

The NCR NIMS Working Group updated the *Resource Management Guide* to reflect current changes. In addition, the NCR WebEOC Support Team is currently creating the first jurisdictional view for Loudoun County as a "pilot". This enables Loudoun County to enter in actual resources with their jurisdictional POCs and provide feedback to the NCR WebEOC Support Team, who can make easy adjustments before all jurisdictional views have been made. This is another layer of quality assurance to enhance the working abilities of the WebEOC RM Board.

2015 WebEOC User Conference

The Intermedix Summit in Dallas, Texas, this year was a great opportunity for the National Capital Region (NCR) attendees to network with WebEOC peers across the Country. The group enjoyed the opportunity to share what the NCR is doing with shared boards and the deployment of the new Resource Manager board with its enhanced typing capability. However, one of the greatest values was the time the NCR group spent discussing ideas, system use and how to enhance our program from the information learned attending sessions presented by our WebEOC peers. With busy schedules and many commitments, opportunities to spend a block of time discussing these topics as a group is limited and valued when it occurs. The conference left most with new ideas on how to further improve our existing WebEOC boards.

The major draw at the conference was the board/information sharing sessions. As in previous years, these were useful and informative. For example, learning how the Missouri area is utilizing the new IMX connect mobile application was insightful as the NCR evolves its use with WebEOC. Also, privately meeting with the TSA folks to learn how they took our Bugs, Enhancements and New Requests (BEN) board concept and added components to track and document Quality Assurance efforts, documentation and release information was useful. Further, the sessions sharing practical implementations using WebEOC's application interface (API) and advanced JavaScript programming to enhance board's functionality was very interesting and useful.

Finally, learning firsthand the features of the expected roll out of WebEOC 8 was enlightening and invaluable. During this discussion, a limited demo was provided and items currently offered within WebEOC 7 that may be discontinued in WebEOC 8 were discussed. This gave the user community the opportunity to respond and address questions and concerns while development efforts are continuing and can be incorporated based on the user feedback provided. In addition, this gave the NCR the opportunity to gain insight into the impact of rolling out WebEOC 8 with its new, modern look and feel user interface.

In summary, the WebEOC conference was a great opportunity for others to learn from the NCR, as well as the NCR to learn and grow from others efforts and lessons learned.



General Announcements vs. Significant Events

We are often asked what is the difference between a General Announcement and a Significant Event? We have heard as many answers to this question as there are users of WebEOC. For clarification and to give the definition the NCR Support Team uses, the following is provided:

General Announcement: Anything that is for informational purposes only that needs to be shared with your jurisdiction or the NCR. For example: Notifying your users of a Winter Storm Watch or a planned road closing.

Significant Event: Anything that is actionable or that would have a status (Open, Closed, Pending) associated with it. For example an Active Shooter or building evacuation input would be considered a Significant Event.

Food for thought: When posting to the NCR, ask yourself this question – Does this impact more than just my jurisdiction and is the information complete (or fully vetted) enough to be sharing? If your response to either question is “no”, than perhaps the information should not be shared, or at least not shared until it’s more complete or confirmed.

Here are a few specifics on fields for the WebEOC Controllers to review or complete.

Update Record 58

Save
Spell Check
Cancel

Report As: Joan E. Koss

Local

Do Not Send

Send to GA

Send to SE

Remove

NCR

Do Not Send

Send to Significant Events

Send to General Announcements

Send to Exercise

If the information affects more than your Jurisdiction, share it with the NCR

Note: All information that is a hazard to life safety or has the potential to destabilize the incident must be verified with the source before redistributing the information.

Controller Input

Review Status: Reviewed
Controller's Name: Joan Koss

Originator's Input

Subject: <input type="text" value="testing to Exercise"/>	Requestor's Phone Number: <input type="text" value="571-449-1902"/>
Requestor's Name: <input type="text" value="Joan Koss"/>	Requestor's Position: <input type="text" value="WebEOC Admin"/>
Event Date/Time (mm/dd/yyyy hh:mm): <input type="text" value="05/07/2015 11:16:03"/>	Entry Date/Time: <input type="text" value="05/07/2015 11:15:50"/>
Event Status: Closed	Event Priority: Routine
Event Type: Exercise/Training	Reference Number: <input type="text"/>
Event Location: <input type="text" value="12000 Government Center Parkway, Fairfax,"/>	
Description: <div style="border: 1px solid gray; padding: 5px; min-height: 100px;"> This is my update to the entry. Updated by Joan Koss - WebEOC Admin at 11:18:27 on 5/7/2015 ----- This is my initial entry to test whether updates promote automatically to the NCR boards. </div>	

Ensure the Subject line makes sense to those removed from the event

Ensure the Address is complete – to include City and State

Ensure the information provided is both validated and relevant for sharing

If you need to verify the input information the Originator's phone number is provided