

WebEOC Whistler

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WebEOC 8 Update

The latest information from Intermedix is that WebEOC 8 is anticipated for release in October, 2015. The main impact of this release is the new, modern interface. The NCR WebEOC Support team will review the release when it becomes available and develop guidelines for transitioning our users as smoothly as possible. Intermedix will continue to support WebEOC 7.X through December 2017 with patches to resolve any major bugs or security vulnerabilities; however no new features will be planned.

For jurisdictions still using Internet Explorer 8, Intermedix support with this browser version will cease on January 12, 2016.

Report from the NCR WebEOC Subcommittee Chair

On August 11, 2015, the NCR WebEOC subcommittee held its quarterly face-to-face session.

The subcommittee revisited the added "remove" checkbox for items inadvertently posted to the NCR General Announcements and NCR Significant Events boards. The committee will vote on continuing forward with this feature at the October meeting. In addition a policy update is being drafted to include the "remove" record feature and on posting information for other localities.

The Subcommittee Chair also requested that each jurisdiction identify a secondary WebEOC Admin to represent the primary WebEOC Admin at WebEOC Subcommittee meetings when scheduling conflicts occur.



Reminder  The special use World Police and Fire Games Board has been unpublished. If you have not already deleted the board from your system, please do so as soon as possible.

NCR WebEOC Administrator Spotlight

Ms. **Stephanie Murphy** has over 13 years of experience in emergency & crisis management, first response and homeland security. She has served at multiple levels of governments and the private sector, including Field Representative for a Congressional representative, emergency and crisis management consultant for her own company, Crisis Management Trainer to U.S. Embassies, and as the Planning Section Chief for FEMA's National Incident Management Team (IMAT). Currently, Ms. Murphy is the Emergency Preparedness Coordinator for the Metropolitan Washington Airports Authority (MWAA) responsible for the Airports Authority-wide coordination of planning, integrating, organizing, training, exercising, and evaluation of the emergency and disaster management program.

Throughout her career, Ms. Murphy has held a number of leadership positions coordinating closely with Local, State, Federal, private, and International jurisdictions and agencies. During her tenure with FEMA's IMAT she responded to national incidents in Colorado, Florida, and in Washington, D.C. While deployed she managed a full cadre of planning staff to implement the incident planning process. She also participated in the 2014 National Level Exercise Capstone Alaska Shield, NORTHCOM's Vibrant Response 2014 in Indianapolis, Indiana, and with the Consequence Management Committee planning for the State of the Union and African Union Summit in 2014.



While with the Department of State she developed and presented crisis management curriculum and exercises – both in the United States and in over 30 countries on six continents – training over 2,800 people in 25 U.S. missions. Ms. Murphy was also the first crisis management trainer to visit U.S. Mission Iraq in 2012.

While at Arlington County's Office of Emergency Management, she developed local and regional emergency response plans; was the National Capital Region (NCR) NIMS Committee founder and chair; served as the OEM Liaison for multiple planned events (Marine Corps Marathon, 56th Presidential Inauguration, Rolling Thunder Memorial Ride); and served on various Federal and NCR working groups including Disaster Recovery, exercise design and development, and Special Events. She served as the Planning Section Chief for numerous activations and was credited for rewriting the EOC Position Specific Guides and writing EOC Standard Operating Procedures (SOPs).

Ms. Murphy graduated from California State University, Long Beach, with a Master of Science degree in Emergency Services Administration and from the University of California, Irvine, with a Bachelor of Arts degree in Criminology, Law and Society. She is also a member of the International Association of Emergency Managers. Stephanie lives in Virginia with her husband Michael, dog Irish, and cats Bandit and Whiskey.



Registration is now open for the NCR's fourth annual WebEOC User Symposium. The event will be held at the Hyatt Fairfax at Fair Lakes, 12777 Fair Lakes Circle, Fairfax, Virginia.

If you did not receive an email with a link to register for the symposium, please use the following link to do so: <https://2015webeocsymposium.eventbrite.com>

MWAA Welcomes their new Emergency Preparedness Coordinator and Expands use of WebEOC by Stephanie Murphy

The Metropolitan Washington Airports Authority (Airports Authority) is currently in the process of establishing a more robust and user friendly WebEOC system. With the addition of the new Emergency Preparedness Coordinator Stephanie Murphy, the Airports Authority is prioritizing the use and training of WebEOC for staff who will be working in the EOC during an incident. The first step is to move the current system onto an internet based server. This will go a long way to allowing the Airports Authority access to the information when incidents occur and staff are away from the office. Stephanie is also going to ensure all staff who are slated to work in the EOC have necessary training and user logon information. Many of these things seem basic and elementary, and they are. The Airports Authority has never had a position solely focused on Emergency Management or Preparedness. This is a wonderful opportunity to improve the current system and incorporate best practices into the culture; and, to help the Airports Authority be better prepared should an incident occur.

Looking down the road, Stephanie is working with the Airport Operations staff to identify some current functions that could be handled within WebEOC. One example is managing the very large and very complicated Snow Operations during the Winter Season. By using WebEOC, staff on the ground, in the Airport Operations Center, and Executive Leadership at home would be able to have real time situational awareness and a common operating picture of the hard work being done to keep the Nation's Capital's runways open and operating!

New Written Policy for Drill Participation in Montgomery County

by Marianne Souders

As the WebEOC Administrator for Montgomery County, I often receive comments from frustrated users when their accounts are locked. The Montgomery County Office of Emergency Management & Homeland Security (OEMHS) sends out monthly WebEOC drills at the start of each month for COOP & EMG users. The purpose of the monthly drill is to provide an opportunity for users to sign in to WebEOC, which will keep the account active and to reinforce their skills in navigating and using WebEOC. Each drill is designed to last 10 – 15 minutes.

These account holders are advised during their initial training that failure to comply will result in the lock out by WebEOC when they do not log on for a 30 day period, although the system really does not lock them out until after 60 days.

When questioned as to why they get locked out, I found myself answering that it was our policy that the monthly drills are required to be completed by all users, and failure to do so would result in their account being locked. This was a problem, however, in that our office had no written policy outlining the training and lock out procedures.

Our Operations Chief/Acting Director agreed that a written policy needed to be developed. From here we are also looking to develop a Standard Operating Procedure for the use of WebEOC in Montgomery County. This policy will be communicated to all current and future WebEOC users during subsequent training opportunities.



NCR Resource Manager Board Update

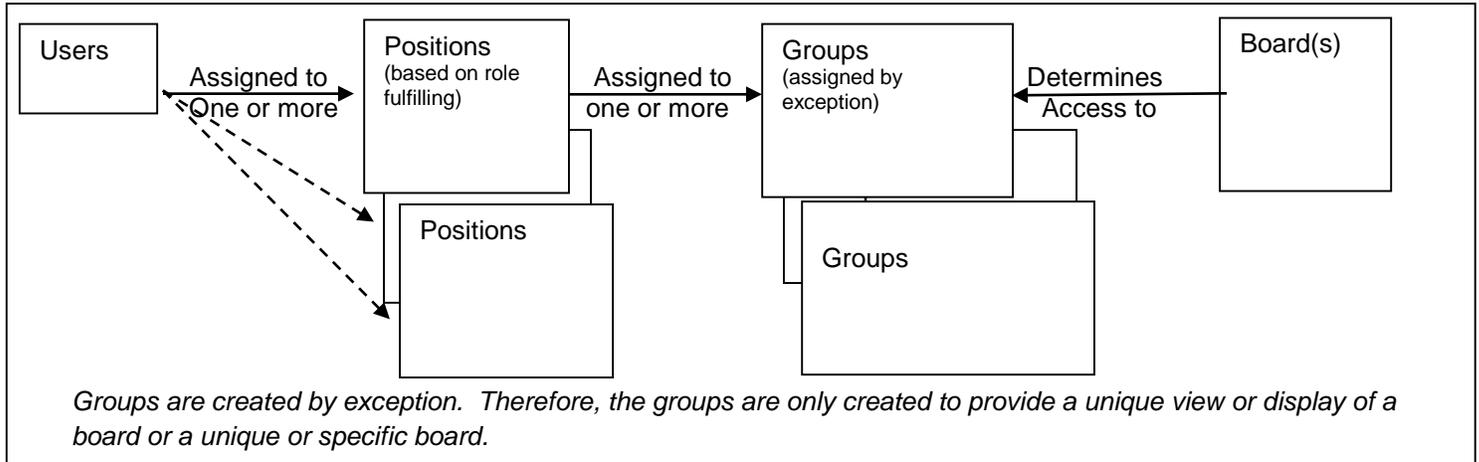
The NCR WebEOC Support Team created the first jurisdictional view for Loudoun County to “pilot” the board. As the pilot group for the board, Loudoun County will be able to enter in actual resources with their jurisdictional POCs and provide feedback to the NCR WebEOC Support Team. This pilot deployment enables the Support team to make easy adjustments before all jurisdictional views are created. This is another layer of quality assurance to enhance the working abilities of the WebEOC RM Board.

Preparedness Quote

“Remember: When disaster strikes the time to prepare has passed.”

-- Steven Cyros

Have you ever had a need to give a specific group of people access to a certain board or collection of boards that was outside your normal configuration? Perhaps, you want to provide read only access to boards for special events or people (county leadership, media, outside agency...), but weren't sure how to do it. Well you're in luck, with this month's tooltip we'll provide you with a short walkthrough to get you started.



Keeping in mind our two paradigms of *People* are assigned to → *Positions* assigned to → *Groups* ← *Boards* assigned to *Groups* ← and *Permissions* granted to *Boards*, and that we create *Groups* by exception, we can very quickly see that a new *Group* would need to be created with the appropriate *Position(s)* and *Boards* assigned to it. Extrapolating that further, we would need to verify a *Position* exists for the special access *People* and that the appropriate *Permissions* are granted for each of the *Boards* (or views) assigned to the new *Group*.

Let's walk through a scenario. We want to assigned the NCR Infrastructure Status board to key individuals within county leadership. For the purpose of this scenario, we'll assume they already have an account on your system.

- Using the paradigms mentioned above, we'll want to create a unique *Position* to assign the people to – in this case we'll name it "xxx County Leadership", where xxx is the prefix for your jurisdiction.
- Now we need to create a new *Group* to which we'll be assigning the newly created *Position* "xxx County Leadership" and to which we'll be assigning the NCR Infrastructure board. Let's call the newly created *Group* "xxx County Leadership (NCR Infrastructure Access)". Again the xxx prefix will be that of your jurisdiction. We also recommend when naming your new *Group*, that you keep in mind our second paradigm - we create *Groups* by exception and provide your new *Group* with a descriptive name.
- With the new *Group* "xxx County Leadership (NCR Infrastructure Access)" created, you can now assign or associate the *Position* "xxx County Leadership" to it.
- You're now ready to complete the second half of the scenario – following the BUG (Board Usage Guide) assigning the NCR Infrastructure board to the *Group* "xxx County Leadership (NCR Infrastructure Access)" for Read Only *Permissions*.

To recap: County Leadership *People* → "xxx County Leadership" *Position* → "xxx County Leadership (NCR Infrastructure Access)" *Group* ← NCR Infrastructure *Board* ← Read Only *Permissions*.

Lets take a moment and discuss assigning *Groups* to *Incidents*. In most jurisdictions, you would typically only assign your Default Group to the incident. In this case, since we created a unique *Group* that's not a part of the Default Group, we'd need to include them for any incidents we'd want them to sign into. You could also create an incident just for them (particularly if you were only granting them access to Regional boards!).

While all this may sound complicated, it's very straight forward and once you've done a few, it'll be second nature. Keep our original paradigms in mind and if you're ever in doubt, feel free to contact your support team at support@ncrwebeoc.com.