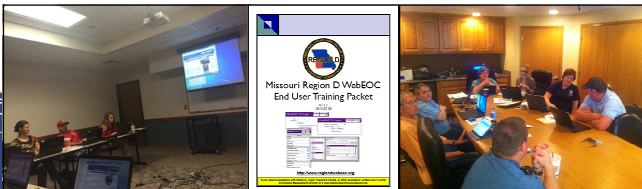## Training

The Missouri Region D WebEOC Administration Team provides Training to End-Users across all of Region D, at no charge.

Upon request from the County Emergency Management Director, the team will work to ensure that a class is delivered to agencies and users within the jurisdiction. In addition the team provides documents, training manuals, and videos online for those who prefer self-study / refresher training or for County Emergency Management Director's that chose to conduct their own classes.

In 2015, the Missouri Region D Administration Team delivered direct training to approximately 200 individual users across Region D.

Training in late 2015 was curtailed to allow the Administration Team to focus on the WebEOC 8.0 deployment.

Social Media

Missouri Region D WebEOC joined Facebook in October, 2013 as a way to share incident information, training materials, and other updates to our end users. To date, the Region D WebEOC Facebook page has over 490 "fans", and continues to grow. Stop by and "like" the page, and see some behind the scenes action too!

f facebook.com/regiondwebeoc

Helpdesk

As a way to provide technical support and assistance to the end user community, the Administration Team launched a "Helpdesk" portal for users to get assistance.

By visiting **http://helpdesk.regiondwebeoc.org** or sending an email to **support@regiondwebeoc.org** users can request assistance in password resets, account unlocks, provide feedback or suggestion, and more. This has provided an efficient, quick way for users to receive assistance and notify the Region D WebEOC Administration Team of the needs of the user community. **In 2015, over 130 helpdesk tickets were created, with an average response time of less than 6 minutes!**

IN CASE OF EMERGENCY CLICK MOUSE
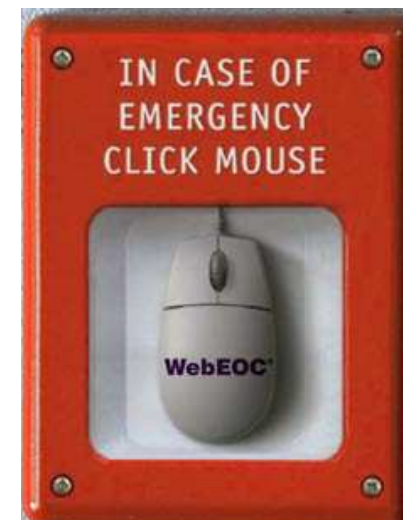
WebEOC

Missouri Region D WebEOC Program

Annual Report 2015

Administration and Oversight

The Missouri Region D WebEOC Administration Team consists of 3 Administrators who manage the day-to-day use of the system, conduct user management / training, and develop content within the WebEOC System. These administrators are not paid through the WebEOC Program or Budget.

The Missouri Region D WebEOC Oversight Committee consists of 5 County Emergency Management Directors, who volunteer their time to approve budget, set priorities and policy for the WebEOC System.

Collaboration

The Region D WebEOC Administration Team has begun the process of additional information sharing and collaboration through a partnership with the State of Missouri WebEOC Administration Team, the Kansas City, MO WebEOC Administrator and the Mid America Regional Council (Kansas City Metropolitan Area) WebEOC Committee. This is an on-going collaboration with new challenges being presented with the 8.0 migration.

REGIONAL HOMELAND SECURITY
REGION D
OVERSIGHT COMMITTEE

www.regiondwebeoc.org
support@regiondwebeoc.org

WebEOC Serves Agencies

The Missouri Region D WebEOC Program was started utilizing Regional Homeland Security Funding in 2009.   WebEOC is a web based crisis information management system allowing users to log on from any computer or mobile enabled device connected to the Internet. It is a method for real-time information sharing between organizations within and across disciplines and geographic regions.

The first Regional application of the WebEOC system was during the May 2011 Joplin Tornado Incident.   Since this first use, the Region D WebEOC program has evolved using Lessons Learned and Best Practices from other Local and Regional Incidents/Events. In addition, enhancements from WebEOC Programs from across the nation have strengthened the Regional capabilities of the WebEOC Program.

Currently, the Missouri Region D WebEOC System has over 800 users from all 18 Counties, State of Missouri Agencies, and Federal Agencies.

Regional Incidents and Events

During the 2015 year, the Region D WebEOC Program was used for:

- **21 "Real World" Incidents**
  Weather, Fires, Search & Rescue
- **25 Exercises and Special Events**
  Marathons, Fairs, Parades, Exercises

The Program continues to see expanded use in non-traditional incidents such as pre-planned special events.   This enhanced usage leads to better training and understanding of the system, while preparing end-users for "real-world" emergencies.

Mercy Joplin Move

The move from Mercy Joplin's temporary hospital to its new site marked an important healing event for the City of Joplin. Two of the WebEOC Admin Team went and assisted. Beta testing a new board called "Resource Tracker", or "CAD Lite", this event provided an important opportunity to try new innovation and collaborate with partner agencies on what their needs are associated with WebEOC. Two Admin Team members will also be presenting on this event at the annual WebEOC Conference in Denver.

WebEOC 8.0

In September 2015, WebEOC 8.0 was released by Intermedix. We have taken this opportunity to significantly adjust some boards, with the intention of making them more mobile responsive, aesthetically pleasing. We also are working on some new boards that have never before been utilized by this region. The innovation and changes that are possible with the 8.0 migration are vast. We are currently working on this on a development server, and hope to have it in production by mid Spring 2016.

Also, enhanced situational awareness systems have been created within WebEOC, allowing for access to remote cameras, flight tracking data, and utility outage information.