

WebEOC[®] Professional

Incident & Event Management Software

“WebEOC 7 is a boundless collaboration tool that creates a common operating picture, enabling first responders and emergency managers to share information and make sound decisions quickly.”

Nadia Butler
President and
Chief Executive Officer
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Introduced in 1998, WebEOC Professional is a web-enabled, user-friendly, and locally-configurable incident and event management system. With access to the Internet, authorized emergency managers and first responders, regardless of location, can enter and view incident information in WebEOC status boards.

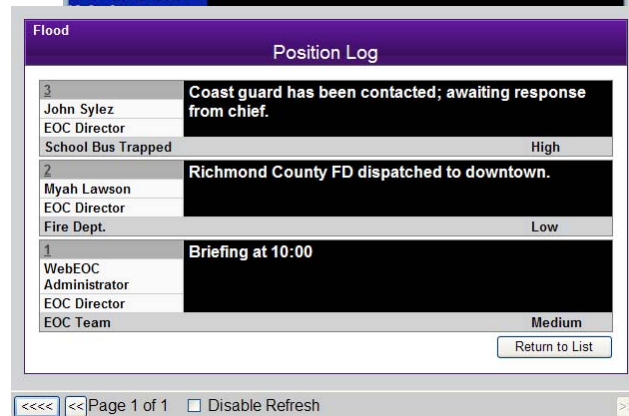
WebEOC Professional enables users to manage multiple incidents and daily events, assign and track missions and tasks, provide situation reports, manage resources, and prepare FEMA, ICS, and IAP reports.

At the federal level of the United States government, WebEOC is used by the Environmental Protection Agency, the Government Accountability Office, the National Aeronautics and Space Administration (NASA), the Nuclear Regulatory Commission, the U.S. Senate, and the U.S. Departments of Agriculture, Defense, Energy, Health and Human Services, Homeland Security, Interior, and Veterans Affairs, as well as other federal agencies who do not allow their names to be listed for security reasons.

WebEOC is also used by more than 50 state-level agencies in 35 states and U.S. territories. Nationwide, WebEOC is used by thousands of first responders and emergency managers working at the county or city level in 43 of 50

states, representing hundreds of separate jurisdictions. WebEOC has also been adopted by many government agencies around the world.

On the corporate side, customers can be found in banking, finance, defense, energy, entertainment, healthcare, manufacturing, telecommunications, and transportation. This includes domestic and international airlines, cruise ship lines, nuclear power facilities, petrochemical companies, hospital and healthcare organizations, and universities. To view our customer list, visit www.ESI911.com.



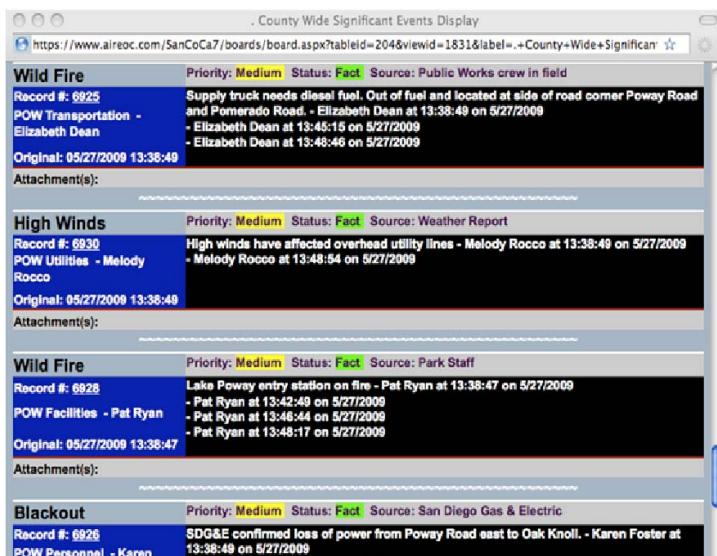
Status boards – the heart of the program

WebEOC is packaged with a standard suite of status boards that enable an agency to begin using WebEOC almost immediately. Status boards are the electronic equivalent of large paper-based boards typically found in EOCs around the world.

Within WebEOC, a status board is a display that provides the ability to generate, post, transmit, and share information real-time among other WebEOC users.

An agency can use any or all of WebEOC's standard status boards "as is," or **create an unlimited number** of status boards and forms tailored to local requirements.

Users can construct their own status boards using WebEOC's Board Wizard or any external HTML editor, or they can contract with ESI for the development of specialty boards. Users can also share boards with others in the WebEOC community. Status boards formatted to meet individual user or agency needs can be developed when the system is initially deployed, as new requirements evolve, or as needed during a crisis.



Praise for its board building capability

Mr. Charles Roberts, EOC Manager, Riverside, CA said, "The board building interface enables me to take a suggested new board idea from conception to reality in less than an hour. As an experienced Emergency Manager who has practiced in both government and private sectors I would recommend WebEOC as the incident management system of choice to any jurisdiction, private company, or agency requiring a customizable information management system with the flexibility of changing to the needs of challenging disasters and emergencies."

Real-time information management

Tracking multiple events: As an incident-based information management system, WebEOC is capable of managing multiple ongoing incidents simultaneously yet separately, or multiple incidents can be rolled-up for viewing in a common *master view*.

Reporting on events: In addition to real-time access to information, WebEOC provides an extensive information retrieval and reporting capability.

Users with access privileges can run a comprehensive incident report to include all boards, or any combination of boards. Preformatted reports can be created and then added as a link on the control panel.

The standard WebEOC status board suite

The following status boards are available for both the Controller Review and Open (no Controller) processes:

- **Significant Events:** Equivalent to the event log, or as it is sometimes called, the incident journal. It can be used to track events and activities and log "who did what when," providing a real-time chronology of actions taken during an event – from beginning to end.
- **Mission/Task:** Enables users to assign missions and monitor the status of tasks.
- **Situation Reports:** Provides a standard format for publishing a summary report based on two common methodologies – ICS or ESF.
- **Press Release:** Displays press releases or other media-related items with links to a press release file stored in the File Library or in an external file.
- **Shelters:** Allows users to track the status of one or more shelters – whether they are open, closed, accept pets, can meet the needs of the handicapped, etc.
- **Evacuation:** Enables users to track the status of shelters, as well as the individual residents (people and animals) within a shelter.
- **ICS Forms:** WebEOC contains a full suite of ICS Forms, including 201-207, 209, 211, 213-216, 218, 220, 221, 224, 225, and 230.
- **FEMA Forms:** WebEOC includes the forms set published in the *FEMA Applicant Handbook*.
- **Position Log:** Available for the Controller Review process, this board allows users to document actions taken during each shift. The user selects their particular agency/organization and then only their incidents/events are presented during login.
- **Section/position Logs:** Available for the Open process, there are five Position Log boards – Finance

Position Log, Logistics Position Log, Management Position Log, Operations Position Log, and Planning Position Log.

These boards give users in their respective departments a method for documenting actions taken by the personnel in those positions in the EOC.

Many optional boards

Agencies can select many optional boards, including:

- **Task Tracker:** Provides a way to capture recurring tasks, independent of incident type.
- **Resources:** Allows agencies to maintain, manage, and assign available resources.
- **Infrastructure:** Allows users to track status of critical infrastructure such as roads, waterways, pipelines, bridges, ports, airfields, and rails.
- **Road Closures:** Allows users to track road closures, priority levels, and estimated time of reopening.
- **After Action:** Documents after-action items following drills, exercises, or actual events.
- **Sign In:** Provides a place for emergency responders to sign in when responding to an event.
- **IAP Board Sets:** Three versions of an Incident Action Plan (IAP) are available – NIMS, All Hazards, and NOAA.
- **ESF:** Unlike ICS or FEMA forms where specific formats are prescribed, ESFs contain no such structure.

Additional features

WebEOC functionality is enhanced by several modules that come standard with WebEOC, including:

- **Chat:** Enables users to implement chat rooms within WebEOC, providing users with an informal method of communication.
- **Twitter:** Allows users to send “tweets” directly from a WebEOC status board. Coordinating agencies, the media, or even the general public can subscribe and view the tweets to receive real-time updates during an emergency.
- **Checklists:** Enables the input of individual checklists. During setup, checklist steps can be identified as a main numbered step or substep, and can be easily ordered/reordered using arrow buttons.
- **Contacts:** Provides the ability to maintain and display detailed contact information that is searchable and can be designated as private.
- **Messaging:** Allows users to communicate with each other via an internal messaging link unique to WebEOC. Users can send messages to any e-mail server or e-mail addressable device such as cell phones or pagers.
- **File Library:** Enables WebEOC users to upload and share documents and files with other users through WebEOC.
- **Calendar:** Allows organizations to track drill and exercise schedules, training sessions, meetings, etc.
- **Mapper Lite:** Brings quick and easy mapping to WebEOC using street and satellite maps and built-in address location.
- **MapTac:** A WebEOC tactical viewing tool which enables users to publish a map, floor plan, digital photo, etc., from any map/GIS source or digital camera.

A fully configurable tool

WebEOC also includes the following features and capabilities which expand our customers’ ability to tailor their systems to meet their specific needs:

- **Links:** Allows for the creation of links to URLs (Internet or Intranet), and other applications, systems, or databases.
- **CAP:** Common Alerting Protocol (CAP) module enables users to send and receive CAP messages through the Disaster Management Interoperability Service.
- **Archives:** Provides the ability to store, query, and view historical data associated with an incident. Archives can be imported to the Simulation Manager and then edited and used for training.

Benefits of WebEOC	
COTS	• Ready to install for quick, low-risk start-up
Easy To Use	• Users can be trained in 15 minutes
Highly Configurable	• Board Wizard allows user-specific configurations
Secure	• Received U.S. Army Certificate of Networkiness
Interoperable	• Demonstrated commitment to interoperability
Proven Success	• Hundreds of installations worldwide
Best Value	• Licensed Per Server / Unlimited Users

- **Import/Export:** Status board data can be imported/exported in either WebEOC or comma-separated format. Contacts can be imported/exported in either comma or tab-separated format.

- **Audit Logs:** Tracks and displays events that have occurred in the system in pre-defined format, such as successful/failed logins and logouts, account lockouts, add/delete/update operations, etc.

- **HTML:** Status boards can be created or edited in external HTML editors and imported to WebEOC.

- **Data Linking:** Enables information entered in one status board to be simultaneously sent (pushed) to one or more target status boards.

This eliminates the need to enter the same data multiple times while ensuring information integrity across multiple boards.

- **Dual Commit:** Allows information to be posted to a second server, typically outside your firewall. With dual commit, agencies can automatically, or selectively, decide which board entries to post to an outside server.

- **Remote Boards:** Facilitates the exchange of information among multiple WebEOC instances (e.g., across a region or state) by allowing users to access boards residing in other WebEOC instance(s) directly from their control panel.

- **Simulator:** Enables a training official or drill controller to build, edit, and control delivery of scenario data to WebEOC status boards in real-time.

This tool enables organizations to perform virtual drills and tabletop exercises.

- **Scroller:** Enables users to view the latest data for a select set of boards displayed automatically at time intervals in a single window.

Optional WebEOC software

Optional software can be purchased and licensed separately:

- **WebEOC Mapper Professional:** Enables emergency managers to create a dynamic, geographically-based common operating picture without the need for specialized GIS or mapping expertise.

Users can view data from multiple WebEOC boards simultaneously – or individually – on the same map and display the data with custom icons.

- **ESiWebFUSION™:** Brings a new dimension to the concept of collaboration. Allows a WebEOC server to communicate with other WebEOC servers, by acting as the central communications hub to route messages to intended recipients.

- **WebEOC Resource Manager:** Enables users to catalog and deploy resources in a manner that is compliant with FEMA's National Incident Management System (NIMS).

- **WebEOC Team Manager:** Provides the ability to track data on emergency response personnel (e.g., training, skills, languages, deployment history, etc.).

- **WebEOC for Hospitals:** Enables hospital managers to communicate health information and manage hospital resources in real time. The suite of 108 status boards complies with the Hospital Incident Command System (HICS IV) standard – a comprehensive incident management system for use in emergencies and daily operations.

- **WebEOC ST:** Adds functionality to WebEOC specifically designed for the surface transportation sectors, including passenger and freight rail, public transit, and trucking.

- **WebEOC Air:** Helps emergency managers deal with all the information gathering needs that confront an airline after an aviation disaster.

Shelter Name	Responsible Agency	Current Status	ARC	SN	PF	Capacity	Staff Population	Evacuee Population	Available Spaces	Anticipated Closing Date	Last Update	Detail	Edit
Qualcomm evacuation center	City of San Diego	FULL	+			10000	50	40000	-30000	December 7	06/03/2009 14:14:04	View	Edit
Poway Party Pad		OPEN	+	♿	🐕	50	0	0	50	We Never Close!	05/29/2009 14:06:13	View	Edit
North Escondido	City of Escondido	OPEN	+			499	6	0	499	6/1/2009	05/28/2009 13:57:21	View	Edit
old poway park		OPEN				5	1	1	4		05/28/2009 10:21:17	View	Edit
Poway High School		OPEN	+	♿	🐕	800	20	0	800		05/28/2009 10:20:43	View	Edit
Ramona Reclaimed Animals	RMWD	OPEN				100	2	20	80	n/a	05/28/2009 10:20:12	View	Edit
Smith Shelter	Poway	FULL			🐕	20	1	20	0	5/31/09	05/28/2009 10:20:07	View	Edit
Poway Community Park	City of Poway	OPEN	+			500	10	220	280	June 4, 2009	05/28/2009 10:20:06	View	Edit
Hahn's Haven	Poway	OPEN				20	5	0	20		05/28/2009 10:19:54	View	Edit
Poway Shelter	City of Poway	OPEN	+	♿	🐕	200	15	200	0		05/28/2009 10:19:52	View	Edit
Retired City Employees		FULL	+			200	1	500	-300	12-30-09	05/27/2009 14:50:42	View	Edit
Petco Park	City	OPEN	+			10000	0	0	10000		05/21/2009 15:04:33	View	Edit
Mira Mesa High School	SND OHS	OPEN	+	♿	🐕	150	5	150	0	5/26/09	05/21/2009 15:04:24	View	Edit

More reasons to choose WebEOC

Easy to learn – Easy to use

WebEOC is designed so that “average” users can be trained in basic system operations within 15 minutes. The WebEOC graphical user interface (GUI) is very intuitive, and can be tailored to only display boards that are relevant to specific users.

Easy to administer and maintain

WebEOC provides a set of standard Admin reports that simplifies the administration, maintenance, and record keeping of users, positions, groups, boards, links, permissions, and incident activity. The self registration feature allows first time users to create their own account using the position name and position access code (PAC) provided by their Administrator.

Easy to configure

As a commercial, off-the-shelf (COTS) product, WebEOC includes a suite of status boards and forms ready for immediate use, and agencies have the ability to locally create or configure an unlimited number of status boards using WebEOC's Board Wizard or an external HTML editor. WebEOC users can also log into the Community Forum at WebEOC.com to share status boards, get tips on best practices, ask questions, and more.

WebEOC performance during Hurricane Gustav

“The paint wasn’t even dry on WebEOC when we rolled it out for the activation. We gave a few minutes of instruction to the people in the EOC ... told them to play with it, get used to it.

I told them this is what we’re using to manage this storm – and it gave us outstanding performance.”

“If you can send an e-mail, you can use WebEOC. Our first responders were posting information on WebEOC in less than fifteen minutes. And if you design the WebEOC administrator function around three or four critical tasks like we did, it’s also easy to manage.”

Rick Webre

Director, OHS & EP
Ascension Parish, Louisiana

World-class customer support

ESi provides toll-free numbers for routine customer support and for 24/7/365 after-hours, emergency support. Users can also request assistance by e-mail or through the ESi online customer support and certified solutions portal.

Affordable

WebEOC is sold on a *per server* basis with unlimited users, and does not require additional licenses to be purchased for new users during an emergency. Unlike other software products, there are no recurring costs with WebEOC as it does not rely on third-party products that require the renewal of annual licenses.

Multiple window capability

WebEOC opens multiple information windows simultaneously, enabling users to track and manage multiple locations, personnel, and resources.

Access from outside a LAN

WebEOC is accessed using a Web browser, whether connecting to a local server or through the Internet to a remote server. Given permission, user access is possible from any PC running Microsoft® Internet Explorer 6 or higher, Firefox® 3, and Safari™ 3 based browsers.

ESF compliant

Agencies implementing WebEOC have access to status boards built around FEMA’s fifteen emergency support functions. Customers can choose from different examples that have been implemented by various agencies at both the state and local levels.

Interoperable

ESi received an award from the DHS Disaster Management EGOV Initiative for “leadership in helping to remove the barrier of data interoperability in emergency response.” WebEOC includes a tool that enables users to send and receive Common Alerting Protocol (CAP) messages. The CAP provides a simple but general nonproprietary format for exchanging all-hazard emergency alerts and public warnings.

Interfaces

WebEOC has existing interfaces to the MIR3 inEnterprise™ notification solution; EMResource™ and EMTrack™ health care data products from EMSsystems®;

and the ESRI® ArcGIS® Server mapping software.

In addition, WebEOC provides access to NWS watches, warnings and advisories using the Common Alerting Protocol (CAP 1.0).

ESi offers hosted network solutions

WebEOC can be installed on customer equipment residing on a LAN/WAN (Local/Wide Area Network), or it can be a hosted (ASP) solution in which ESi provides all the hardware, software, and network infrastructure needed for one-low price.

For our ASP fully-hosted customers, WebEOC availability is guaranteed at 99.9%. Recent upgrades have created an whole new ASP environment – making the service stronger, faster, and more secure.

ASP benefits include:

- Rapid deployment
- Minimal demands on in-house IT personnel
- Managed services
- Guaranteed availability

ESi also offers a hybrid hosting model where the system is configured to operate in both LAN and ASP environments.

Software maintenance

Customers can choose from four levels of paid software support and maintenance – Bronze, Silver, Gold, and Platinum – or opt for technical support on an “as needed” basis at current time and materials rates.

All four levels of paid support include WebEOC product updates, including new releases, enhancements, and patches – all of which are critical for remaining up-to-date on the latest enhancements of WebEOC

Silver level support, our most popular plan, includes all software updates, access to the ESi help desk, 24/7/365 emergency phone support, e-mail and website support, after-action analysis and suggestions for improvement, one free pass to the annual WebEOC User Conference, and ten hours of board configuration services.

Technical overview

Product suite

WebEOC is currently offered in four versions: *Professional*, *ST*, and *Air* and *for Hospitals*. WebEOC *Professional* was developed to meet the needs of emergency management organizations everywhere.

WebEOC *ST*, *Air*, and *for Hospitals* were designed specifically for the surface transportation, airline industries, and healthcare field, respectively.

Architecture

WebEOC is a standard, three-tier application:

- Microsoft® SQL Server® is the backend database.
- Microsoft® IIS is the Web server.
- Microsoft® Internet Explorer® is the primary user interface. (Firefox® 3, and Safari™ 3 browsers are also supported.)

Database

WebEOC requires Microsoft SQL Server 2005.

Microsoft SQL Server 2005 Express Edition may be used as the WebEOC database. However, it does have limited management capabilities with respect to backups, etc.

Express Edition supports one 32-bit processor. For most WebEOC deployments, Microsoft SQL Server 2005 Standard Edition (licensed per CPU) is strongly recommended.

Web Server

WebEOC requires Microsoft IIS (Internet Information Server.)



Hardware Requirements

Web Server

Processors:	Two - Quad Core Intel Xeon, 2.6GHz, 2x6MB Cache
Memory:	4GB
Hard Drive:	Two - 73GB SAS, 15K
Hard Drive Configuration:	RAID1
NIC:	GB NIC
CD-ROM:	DVD ROM
Power Supply:	Redundant Power Supply
Operating System:	Windows Server 2003 or 2008 [32-bit, 64-bit], Standard Edition, Microsoft .NET 2.0 Framework Note: IA64 is not supported.

Database Server

Processors:	Two - Quad Core Intel Xeon 3.33GHz, 2x6MB Cache,
Memory:	4GB
Hard Drive:	Six - 73GB SAS, 15K
Hard Drive Configuration:	RAID1 / RAID5
NIC:	GB NIC
CD-ROM:	DVD ROM
Power Supply:	Redundant Power Supply
Operating System:	Windows Server 2003 or 2008 [32-bit, 64-bit], Standard Edition Microsoft .NET 2.0 Framework Note: IA64 is not supported
Database Software:	Microsoft SQL Server 2005 or 2008 (CPU or CAL)

System Requirements: User

Microsoft Internet Explorer 6 or higher, Firefox 3, or Safari 3.

System Requirements: PDA

WebEOC has been designed to operate on a PDA running Microsoft Windows Mobile version 5 or 6. Blackberry® support is provided via the Blackberry OS browser, version 4.2.1 on the Cingular and AT&T networks. Opera is also supported on the Blackberry via any network.

System Requirements: Virtual Environment

WebEOC can run in a virtual environment, provided the dedicated resources meet or exceed the hardware requirements detailed above.