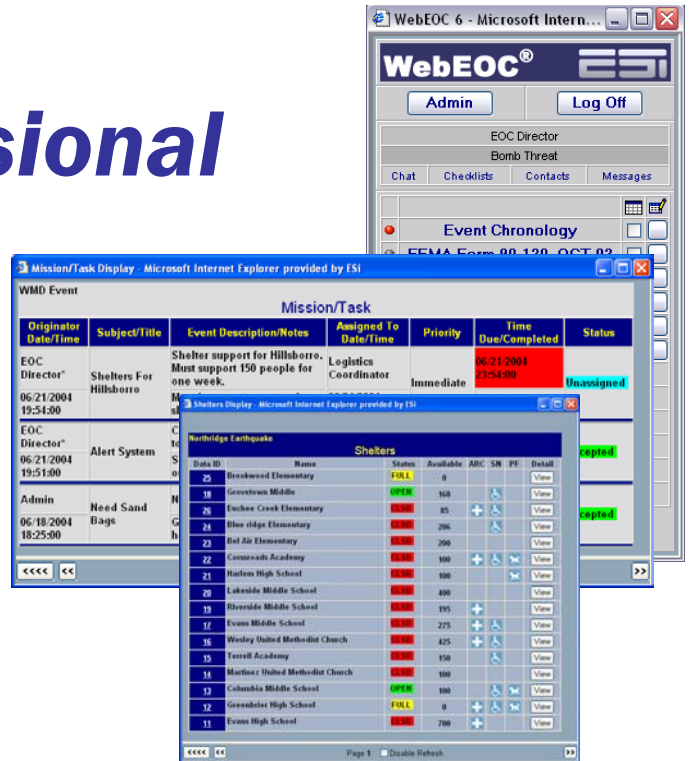




# WebEOC® Professional WebEOC® AT

Version 6

Crisis Information Management  
Software provides  
real-time information  
to emergency responders



Following the events of September 11, 2001, the Department of Justice, National Institute of Justice (NIJ)/Office of Science and Technology (OS&T) conducted an evaluation of what is now known industry-wide as Crisis Information Management Software (CIMS). At the time there existed relatively few software firms providing CIMS – the software used in emergency operations centers (EOCs) to manage crisis information.

ESI was one of only ten software firms who subjected its software, WebEOC®, to DOJ's independent evaluation. Since that time, ESI has become the leading provider of CIMS software nationwide.

WebEOC® first received industry-wide exposure in the July 1999 edition of the International Association of Emergency Managers (IAEM) Bulletin. In an article written by then IAEM Region IX President B.J. Sibley, WebEOC and the concept of a "virtual" EOC were given widespread recognition.

Today, WebEOC is used by agencies within DOD, DOE, DHS, EPA, NASA, state, county, and city EOCs, domestic and international airlines, healthcare associations, corporations, public utilities, and universities. It has also been adopted by government agencies internationally.

In DOJ's 2002 evaluation, State and local Emergency Management Agencies indicated that Crisis Information Management Software must:

- Be affordable.
- Be user friendly
- Be easy to maintain by existing EMA Staff with access to vendor's technical support.
- Be easy to tailor to the conditions and policies of the agency
- Allow for remote access by authorized users located outside the LAN.
- Comply with the provisions and standards for Incident Command System (ICS).
- Comply with the provisions of the Emergency Support Functions (ESF).
- Integrate with other systems such as mapping, other CIMS, and telephonic alert notification systems.
- Integrate public health into emergency management.
- Operate within a variety of network configurations.
- Have a wide range of features.
- Offer help desk support 24/7

## Why WebEOC?

### Affordability

Unlike other products, there are no recurring costs with WebEOC®. WebEOC does not rely on third party products whose licenses must be renewed annually. Nor must additional licenses be purchased as emergency events unfold. WebEOC is sold on a *per server* basis (unlimited users) and once purchased, should continue to perform for as long as you own your system.

### Ease of Use

WebEOC has an intuitive interface that even new users can grasp within minutes. In their first use of WebEOC during an actual emergency, the State of Washington's Emergency Management Department "had State and Federal agency liaisons using it in less than 15 minutes and all agreed it was very user friendly". American Airlines and Atlanta Fulton County made similar comments when they implemented WebEOC as the events of September 11, 2001 began to unfold.

### Easy to Maintain

WebEOC was designed to be administered by an average Emergency Management Director. System maintenance is minimal. Software updates and associated release notes are downloaded from our website.

### Easily Tailored

Although WebEOC includes a suite of default status boards and forms ready for immediate use, agencies have the ability to locally create or customize an unlimited number of status boards using WebEOC's Board Wizard. Agencies can also use an HTML editor such as Front Page or Dream Weaver to create status boards for use in WebEOC.

### 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 appropriate permissions, user access is possible from any PC running Internet Explorer 6.0 (or higher).

### ICS Compliant

In addition to requirements outlined in NIJ's 2002 CIMS evaluation, the Department of Homeland Security's

March 1, 2004 publication of the National Incident Management System (NIMS) made compliance with certain aspects of NIMS, such as adopting the basic tenets of the Incident Command System, a condition for Federal preparedness assistance. WebEOC supports the five major functional areas of Incident Command – Command, Operations, Planning, Logistics and Finance/Administration – and includes a full suite of ICS Forms. These forms are drawn from the U.S. Department of Agriculture's Forest Service and match those contained in NIMS. Other templates can be developed locally.

### ESF Compliant

Agencies implementing WebEOC have access to Status Boards built around FEMA's twelve Emergency Support Functions. Customers can choose from different examples that have been implemented by various agencies at both the state and local level.

### Interoperability

The 2002 CIMS study and the Department of Homeland Security's NIMS both cite integration with other systems and/or interoperability and compatibility as crucial elements of any Incident Management System. Because WebEOC uses the latest XML (Extensible Markup Language) technology, integration with other products can be more easily achieved.

- In March 2004, WebEOC was the Crisis Information Management Software used to manage interagency communications as part of a three state exercise and technology demonstration called Northwest EPAD One. The Emergency Provider Access Director (EPAD), aligned with ComCARE, is a key means of facilitating interoperable data communications between emergency agencies.
- In October 2004, ESi successfully demonstrated WebEOC during the 2004 Data Interoperability Demonstration sponsored by ComCARE Alliance and the Emergency Interoperability Consortium. This proof-of-concept demonstration project proved that real data interoperability could be achieved between dissimilar CIMS vendors through DMIS using the XML-based Emergency Data Exchange Language (EDXL) Header and Common Alerting Protocol.



## Product Suite

WebEOC is currently offered in four versions (*Professional, AT, ST, and Air*). *WebEOC Professional* was developed to meet the needs of emergency management organizations everywhere and is available in both Standard and Enterprise Editions.

The Enterprise Edition permits an agency to add web servers and is required in server environments in which web servers are clustered for load balancing purposes.

WebEOCAT builds on the *Professional* platform by adding Team Management and



Casualty modules and incorporates EM Assist, an exhaustive library of EM-related information and reference materials. EM Assist is both a product and a service. The product includes a vast array of

### WebEOC Professional and AT Feature Set

Status Board Suite	Significant Events Mission/Task Resources SITREP (ICS & ESF) Position Log Task Assignment Press Release Shelters ICS Forms FEMA Forms ESF Board Set
Chat	An informal method of communication within WebEOC.
Checklists	Automate checklists with the capability for users to status and annotate steps.
Contacts	Maintain and display contact information.
Messages	Allows users to communicate with each other via an internal messaging system.
Board Wizard	Build an unlimited number of status boards and forms tailored/customized to local operational needs.
Simulator	Build, edit, and control delivery of scenario data to WebEOC user screens in real-time.
Reporter	Generate preformatted or custom reports based on active or archived incidents.
NWS Alerts	Provides direct access to National Weather Service watches, warnings, and alerts.
File Library	Update and share documents and files with other WebEOC users.
Team Management (AT)	Track data on emergency response personnel (e.g., training, skills, languages, etc.).
Casualty Record (AT)	Track a host of related data pertaining to a victim.
EM Assist (AT)	Exhaustive library of emergency management related information.
MapTac (option)	Publish and annotate a tactical map, dispersion model, digital photo, etc.
WebEOC/Se (option)	Plug-in for ESRI customers who have their own GIS data.
WebEOC/Smp (option)	Plug-in that provides an interface and subscription to Microsoft MapPoint Web Service.
VRiskMAP Interface (option)	Optional interface to Visual Risk Technologies GIS mapping software.

chemical, biological, and nuclear references. The service includes updates to information, terms, tools, and an industry watch on new concepts, technology, and methods.

WebEOCST and *Air* are designed specifically for the surface transportation and airline industries.

## Reliability

As a Microsoft Certified Partner, ESI developed WebEOC based on proven Microsoft technology. ESI's product quality and customer service have enabled us to retain every customer since WebEOC's introduction.

## 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 user interface.

## Database

By default, WebEOC installs Microsoft SQL Server 2000 Data Engine (MSDE). Agencies with 50 or more concurrent users require Microsoft SQL Server 2000.

## Web Server

WebEOC uses Microsoft's Internet Information Server (IIS). Microsoft SQL Server (or MSDE) and IIS can reside on the same server or be implemented with separate database and web servers.

## Mirroring

Due to the dynamic structure of the WebEOC database, and the dynamic capabilities within WebEOC to create new boards "on the fly" (which creates new tables and fields within the database), standard replication capabilities built into Microsoft SQL do not satisfy replication requirements for WebEOC. Because WebEOC utilizes a dynamic database, it requires a higher level of mirroring to copy the data, structure, and dynamic WebEOC pages to another server. ESI recommends and installs NSI's Double-Take<sup>®</sup> for replication/mirroring.

## Hardware Requirements - Server

### Server < 50 Concurrent Users

Xeon or P4  
1GB RAM  
Hard Drive 36GB  
CD-RW/DVD  
10/100 NIC  
Dual Power Supplies  
Microsoft<sup>®</sup> Windows<sup>®</sup> 2000 Server or Microsoft Windows Server<sup>™</sup> 2003  
Microsoft<sup>®</sup> SQL Server 2000 Desktop Engine (MSDE) (Installed by WebEOC)

### Server > 50 Concurrent Users

Xeon or P4 (Dual Recommended)  
2GB RAM  
Three 36GB Hard Drives (RAID5)  
RAID Controller Card  
CD-RW/DVD  
10/100 NIC  
Dual Power Supplies  
Microsoft<sup>®</sup> Windows<sup>®</sup> 2000 Server or Microsoft Windows Server<sup>™</sup> 2003  
Microsoft<sup>®</sup> SQL Server<sup>™</sup> 2000 STD (Per CPU or CAL)  
OR

### Server > 50 Concurrent Users

Dual Xeon or P4  
2GB RAM  
Two 18GB Hard Drives (RAID1)  
Three 36GB Hard Drives (RAID5)  
RAID Controller Card / Split Backplane  
CD-RW/DVD  
10/100 NIC  
Dual Power Supplies  
Microsoft<sup>®</sup> Windows<sup>®</sup> 2000 Server or Microsoft Windows Server<sup>™</sup> 2003  
Microsoft<sup>®</sup> SQL Server<sup>™</sup> 2000 STD (Per CPU or CAL)

## System Requirements - User

Any PC running Microsoft Internet Explorer 6.0 or higher

## System Requirements - PDA

Microsoft Pocket Internet Explorer 3.02