Emergency Operations Center (EOC) References and Resources Tool

Purpose and EOC Overview

The EOC References and Resources tool provides EOC leaders and staff with a set of best practices, checklists, references, links, and essential guidance related to EOC operations and administration.

An EOC is a physical or virtual location from which leaders of a jurisdiction or organization coordinate information and resources to support incident management activities (on-scene operations). This reference guide provides essential tips, considerations, and resources in establishing and operating physical and virtual EOCs. An EOC:

- Is a coordination structure to collect, analyze, and share information
- Supports resource needs and requests, including allocation and tracking
- Coordinates plans and determines current and future needs
- Provides coordination and policy direction

For more information, visit EOC Toolkit

Effective EOCs:

- Help establish, maintain, and share situational awareness
- Facilitate long-term operations
- Improve continuity
- Provide ready access to essential information
- Simplify information analysis and verification
- Promotes resource identification and assignment

EOC Structure Types, Benefits, Training and Skillsets

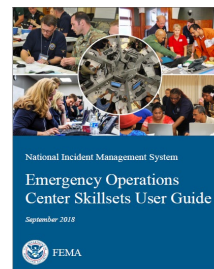| EOC Organizational Structure Type	Benefits
ICS or ICS-like Structure	The ICS organizational structure is familiar to those with ICS training. It most closely aligns with the structure used for on-scene incident management.
Incident Support Model	This structure puts the EOC director in direct contact with those conducting situational awareness and information management. It streamlines resource sourcing, ordering and tracking.
Departmental Structure	By operating in the context of their normal relationships, department/agency representatives can function in the EOC with minimal preparation and startup time.

EOC Skillsets and User Guide

- Supports standardized qualifications for EOC personnel
- Flexible enough to accommodate EOCs of all sizes
- Allows EOC Leaders to mix and match skillsets to create the right combination of skills and abilities for their EOCs
- Helps create a national vocabulary for mutual aid

EOC How-To Quick Reference Guide

- Introduces the considerations related to EOC setup, operational activities and deactivation
- Informs EOC development that successfully meets a jurisdiction's specific needs

EOC-Related Training

2

- IS- 2200 Basic EOC Functions
- E/L/G-2300 Intermediate EOC Functions
- E/L/G 191 – Emergency Operations Center/Incident Command System Interface

EOC Resources- Core Components

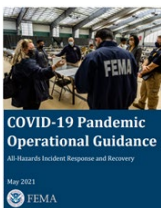| EOC Core Components	Resource Links
Facility	Resilience Analysis Planning Tool (RAPT) Threat and Hazard Identification and Vulnerability Assessment
Survivability	Hazard Mitigation Planning, Exercises
Security	Hazard Vulnerability & Risk Assessment
Sustainability	Lessons learned, Hazard Mitigation Planning, Exercises
Interoperability	FEMA Disaster Emergency Communications Division
Flexibility	FEMA National Incident Management System, EOC Skillsets & User Guide

Virtual EOCs- Federal Example

National Business Emergency Operations Center (NBEOC) is FEMA's virtual clearing house for two-way information sharing between public and private sector stakeholders to help people before, during and after disasters. In support of major disasters and emergencies, FEMA's Office of Response and Recovery, Private Sector Division operates the NBEOC under Emergency Support Function (ESF) #14 (Cross-Sector Business and Infrastructure) within the National Response Coordination Center (NRCC). The NBEOC uses virtual tools – including web-based platforms and dashboards – to communicate and coordinate with members. During emergency operations, the NBEOC provides access to real-time situational awareness about the incident and ground truth on the needs of affected survivors and communities.

Virtual EOC Best Practices

- Establish activation, operation and deactivation criteria, processes and procedures with all virtual EOC partners and participants
- Define clear roles and responsibilities as part of an activated virtual EOC
- Conduct partner training and exercising in all relevant virtual EOC operations
- Ensure the requisite technology to support internet connectivity (web-based functions), voice and video conferencing, real-time status monitoring, alerts/notifications, and telecommunications, mobile/radio communications is available and operational 24x7x365
- Monitor, track, report and maintain other documentation on event status, personnel tracking, staging, deployment and tracking of resources
- Incorporate lessons learned in ongoing comprehensive virtual EOC planning and coordination

COVID-19 Pandemic Operational Guidance:
All-Hazards Incident Response and Recovery

This document provides actionable guidance for SLTT officials to prepare for response and recovery operations amidst the COVID-19 pandemic.