

vEOC Demo – 24 June, 2011

Overview: This is a short demo for the virtual Emergency Operations Center (vEOC) consisting of four parts. First, we will examine the Trainee Console. Next, we will examine the Exercise Developer Console. Third, we will review the Researcher Console. Finally, we will conclude with a short survey regarding your experiences.

Here is an overview of the flow of the tasks we will complete today.

Trainee

- 1.1 Login
- 1.2 Familiarization
- 1.3 Check Starting Status
- 1.4 Check Status of Shelters
- 1.5 Create a Mission/Task
- 1.6 Submit a Resource Request
- 1.7 Check the status of a Resource Request
- 1.8 Ask a Question to the Disaster Assistant
- 1.9 Post a Position Log
- 1.10 Logout

Exercise Developer

- 2.1 Login
- 2.2 Familiarization
- 2.3 Create target capabilities
- 2.4 Create target capability metrics
- 2.5 Create exercise objectives
- 2.6 Update the handbook developer
- 2.7 Create a Script
- 2.8 Add inject from Database
- 2.9 Add New Inject
- 2.10 Delete an inject from the script

Exercise Controller

- 3.1 Start Exercise

Trainee

- 4.1 Acknowledge inject
- 4.2 Clarify an inject
- 4.3 Update the Disaster Map

Logistics

- 4.4 Acquire a contract resource
- 4.5 Approve/update a logistics request

Dashboards

- 4.6 Update dashboard data
- 4.7 View a dashboard

Common Operating Picture

4.8 View the Disaster Map

Exercise Controller

- 5.1 View a Player Report
- 5.2 View Player Evaluation Metrics
- 5.3 Logout

Researcher

- 6.1 Login
- 6.2 Choose Exercise Metrics
- 6.3 View Logs
- 6.4 View Player Reports
- 6.5 View Player Evaluation Metrics
- 6.6 Logout

Preface:

Open a *Firefox* web browser and enter the following URL into the address bar:

<http://216.151.208.117:8080/veoc/RegularLogin2.php>. NOTE: the software will not work yet on any other browser. Ensure popup blockers are disabled. NOTE²: You also may have to download a plug-in. If asked, download and install the plug-in and enable pop-ups.

Part I: The Trainee Console

Task I: Login in to the vEOC. Use the following username and password.

username:

password:

Once you log in, you will have the option to take a tutorial or to begin using the system. Go ahead and begin using the system. Login using the *Hurricane2* script and use the Human Services Group *Special Needs Coordinator* position.

NOTE: You may receive a note at the top of your screen stating that "Firefox prevented this site from opening 2 pop-up windows." If this happens, click on the "Options" button on the upper right hand side of the error bar and allow pop-ups for this site. Then reload the page and hit resend when the pop-up window appears. Next, you will receive an error from the vEOC stating that "This player is already taken. Please choose another player." Please let me know, and I will reset the player for you.

Once you login, two main panels will appear on your screen, the **main panel on the left**, and the **exercise panel on the right**.

Task II: Take a few moments to go through the various options on the two panels and familiarize yourself with the system.

Task III: Click on a gray title bar such as “Boards.” Note how the menu collapses. Click on it again and note how it expands.

Pretend you are participating in an exercise. A Hurricane2 has just hit Miami.

NOTE: The following tasks are found on the main panel on the right hand side of the screen.

Task I: Click on initial status. Check the initial status.

Task IV: Check to see if any shelters are currently open. (under reports menu)

Task V: Post a mission/task to the Salvation Army to provide care centers for refugees of the storm.

Task VI: Submit a resource request for 200 sheets of plywood needed by John Adams at the Build a House agency. Check the status of your resource request.

Task VII: Ask a question to the disaster assistant. The disaster assistant is the automated help bot. An example question is “What is an inject?” or you can also type “menu” or “What is the weather today?”

Task VIII: Have a face-to-face conversation with the Salvation Army regarding the mission request you sent earlier.

Task IX: Post a position log of the actions you have taken including a summary of the shelter situation.

Task X: Logout of the trainee console.

Question: On a scale of 1 to 5, with 5 being the most difficult and 1 being the easiest, rate the difficulty you experienced completing these tasks.

Part II: The Exercise Developer Console

Task I: Open a new tab in Firefox and log into the vEOC as an exercise developer (see menu at the top right hand corner) (<http://216.151.208.117:8080/veoc/RegularLogin2.php>)

Task I: Take a few moments to go through the various options on the two panels and familiarize yourself with the system.

Task II: Again, note that you can click on a gray title bar to collapse or expand the menus.

Task III: Create target capabilities. Click on target capabilities developer. Choose the Hurricane2 script. Click on add target capability. Click on show common mission: communications. Add target capability 4.2.1.1.

Task IV: Create metrics for the exercise. Click on add metric. Search for metric 4.2.1. Add metric 4.2.1.

Task V: Add exercise objectives. Click on add exercise objectives. Click show all. Add any exercise objective to the script. Close the window.

Task VI: Update the handbook developer. Choose the Hurricane2 script. Updated one element of the handbook and save the handbook.

Task VII: Create a new script using the script developer. NOTE: Use a 1-word name with no special characters.

Extremely important: please input the inject numbers very carefully as requested. Otherwise, the simulation will not work.

Task VIII: Open the script Hurricane2 using the script developer. Add an inject that has already been created in the database. Change the time to anytime between 0005 and 0010 seconds. (eg 0005) **Change the inject number to 5.** Change the sending agency to the Salvation Army and the receiving agency to the Special Needs Coordinator. Also, ensure there are no apostrophes, quotations, or slashes in the message text. Add another inject that has already been created in the database. Again, change the time to anytime between 0005 and 0010 seconds. (eg 0007) **Change the inject number to 6.** Change the sending agency to the Salvation Army and the receiving agency to the Special Needs Coordinator. Again, ensure there are no apostrophes, quotations, or slashes in the message text. Also, use a different communication medium from the first inject.

Task IX: Create an entirely new inject and add it to the database. Set the time to anytime between 0005 and 0010 seconds. (eg 0005) **Make the inject number 7.** Set the sending agency to the Salvation Army and the receiving agency to the Special Needs Coordinator. Do not use any apostrophes, quotations, or slashes in the message text. Use a different communication medium than the other two injects you just created.

Task X: Create another entirely new inject and add it to the database. Set the time to anytime between 0010 and 0015 seconds. (eg 0012) **Make the inject number 8.** Set the sending agency to the Salvation Army and the receiving agency to the Special Needs Coordinator. Do not use any apostrophes in the message text. Create an inject stating that "Fires have been detected at Coral Gables and West Miami." Use any communication medium you desire.

Task XI: Delete the first inject you added to the script. Close the script.

Task XII: Switch back to the trainee console tab. Log in again using the Human Services group and the Special Needs Coordinator position.

Exercise Controller – part of Exercise Developer Console

Task XIII: Now you are going to use the exercise controller to test the script you just created. Open the Hurricane2 script, then when you are ready, hit the play button. At this time, you will receive an alert on the exercise developer console and on the trainee console that the exercise is about to begin. Minimize the exercise developer console.

Trainee Console (continued)

Task XIV: Switch to the trainee console. Note the color of the communication tools on the exercise panel. Areas highlighted in red indicate that you have received an inject over this communication medium. Click on any communication medium. Acknowledge this inject. Click on the remaining communication tool and Clarify an aspect of this inject with the Salvation Army (by clicking on the Clarify button).

Task XV: Update the Disaster Map. When the last inject arrives, update the disaster map as appropriate. Save your changes to the map.

Logistics

Task XVI: Approve a logistics request. Acquire a contract resource. (there is nothing to do here, but make a show all request and pretend that you made a telephone call)

Logistics

Task XVII: Update a logistics request.

Task XVIII: Update lives data to indicate that 200 lives have been lost and 40 lives have been rescued so far in the storm. Add another lives data point with any data you wish.

Task XIX: View the Casualties dashboard (on the exercise control panel)

Task XX: View the Received Injects and note the injects received and your responses to the injects.

Common Operating Picture

Task XXI: Open the disaster map and view the common operating picture.

Task XXII: Log out of the Trainee Console

Exercise Controller (continued)

Task XXIII: Look at your Player Report. Select the Hurricane2 script and Special Needs Coordinator player.

Task XXIV: Look at the Evaluation Metrics. Select the Hurricane2 script and Special Needs Coordinator player

Task XXV: Log out of the Exercise Developer Console

Question: On a scale of 1 to 5, with 5 being the most difficult and 1 being the easiest, rate the difficulty you experienced completing these tasks.

Part III: Researcher Console

Task I: Open a new tab in Firefox and log into the vEOC as a researcher (<http://216.151.208.117:8080/veoc/RegularLogin2.php>)

Task II: Choose the exercise metrics that you wish to evaluate during the exercise.

Task III: View the logs of the exercise.

Task IV: View the Special Needs Coordinator player report for the Hurricane2 the exercise.

Task V: Log out of the Researcher Console

Question: On a scale of 1 to 5, with 5 being the most difficult and 1 being the easiest, rate the difficulty you experienced completing these tasks.

Part IV: Follow-up Questions

1. Identify three player evaluation metrics you would like to see used in this program. Such as time to complete a task etc.
2. Identify three research metrics you would like to see used in this program. Such as time to complete a task etc.
3. Identify three dashboard metrics you would like to see used in this program. Such as time to complete a task etc.
4. Are there any parts of the system that you feel are unnecessary?
5. Are there any additional parts of the system that should be added?
6. Identify three items that would be helpful in making a critical decision, such as cost to the county, lives saved etc.

7. Rate your experience with the user interface (very pleasant, pleasant, fair, poor, awful)

8. Do you have any additional comments?

Thank you for your time and participation in helping to create a better virtual training center.