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
2.11 Database controls

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 Logout

Researcher
6.1 Login
6.2 Choose Exercise Metrics
6.3 View Logs
6.4 View Player Reports
6.5 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. NOTE[2]: You also may have to download a plug-in. If asked, download and install the plug-in.

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 ***Hurricane*** script and use the Public Safety Group ***Coast Guard*** position. If the player is already chosen, choose another player. Once you two main panels will appear on yours 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 hurricane has just hit Miami.

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

Task IV: Check to see if any shelters are currently open.

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 whether 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 (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 your script. Click on add target capability. Click on show 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.

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

Task VII: Create a new script using the script developer.

Task VIII: Add an inject that has already been created in the database. Change the time to anytime between 0000 and 0010 seconds. (eg 0005) Change the sending agency to the Salvation Army and the receiving agency to the Coast Guard. Also, for now, do not use any apostrophes in the message text. Add another inject that has already been created in the database. Again, change the time to anytime between 0000 and 0010 seconds. (eg 0005) Change the sending agency to the Salvation Army and the receiving agency to the Coast Guard. Also, for now, do not use any apostrophes 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 0000 and 0010 seconds. (eg 0005) Set the sending agency to the Salvation Army and the receiving agency to the Coast Guard. Do not use any apostrophes 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) Set the sending agency to the Salvation Army and the receiving agency to the Coast Guard. Do not use any apostrophes in the message text. Create an inject stating that "Radioactivity has been detected between Miami Gardens, Golden Glades, and North Miami." Use any communication medium you desire.

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

Task XII: Click on database controls. Select your script under the first database control of the page. NOTE: This is under the heading "Please select a script to set-up or reset the script-specific tables." Then press the "reset script tables" button.

Task XIII: Switch back to the trainee console tab. Log in again using the public safety group and the coast guard position.

Exercise Controller – part of Exercise Developer Console

Task XIV: Now you are going to use the exercise controller to test the script you just created. Open your 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 XV: 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 XVI: Update the Disaster Map. When the last inject arrives. Update the disaster map as appropriate. Save your changes to the map.

Logistics
Task XVII: Approve a logistics request. Acquire a contract resource.

Logistics
Task XVIII: Update a logistics request.

Task XIX: Update lives lost to indicate that 200 lives have been lost and 40 lives have been rescued so far in the storm.

Task XX: View the Lives dashboard

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

Common Operating Picture
Task XXII: Open the disaster map and view the common operating picture.

Task XXIII: Log out of the Trainee Console

Exercise Controller (continued)
Task XXIV: Look at your Player Report. It will be of the form testuser<your_script_name>CoastGuard24June2011

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 player reports of 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.