

## THE BRIGHT SIDE AND THE DARK SIDE A WEBEOC REVIEW

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### Summary

#### A State Perspective (Washington State)

WebEOC is a robust system that integrates emergency response disciplines linking cities, counties, state agencies, tribal and federal governments through effective crisis management software. It acts as a repository for information that can be archived and stored should the information need to be referred to. WebEOC is an intuitive system that allows the State to create/enhance “status boards” that align with the workflow, processes and procedures of the State Emergency Operation Center. This alignment creates increased effectiveness and situational awareness. WebEOC allows the State to further increase its capability of achieving a state-wide common operating picture through hosting and ESiWebFUSION. However, the potential pitfalls of WebEOC include not getting the functionality an organization intended with the off-the-shelf product. This creates a need to commit IT staff for process analysis, system administration and development; or in lieu of IT staff, the organization will need to commit additional funding to support the software, integrate competing crisis management systems, and gain a collective buy in from stakeholders to commit to the software and training.

#### A Utility Perspective (Exelon)

With proper planning and forethought, the implementation of WebEOC can provide an efficient and user friendly application for the transfer of data amongst different locations. This includes different sites as well as different agencies. The data to be transferred can be tailored to suit the needs of the agency / facility receiving the data. This can be accomplished across different “instances” of WebEOC, or within a single instance of WebEOC. If necessary, WebEOC “board” templates can be transferred amongst agencies. This allows for more rapid transfer of the knowledge of how to build a particular board or board feature. This information or feature can then be applied to the recipient’s boards. It is not always necessary to re-invent the wheel. Additional benefits include a strong Tech Support group and continuously improving software. Implementing WebEOC should include benchmarking. It can be a PC intensive solution. This may result in significant expenditures to fully implement.

#### A County Perspective (San Diego County, CA)

WebEOC went through a trial by fire (literally) during the 2007 wildfires in San Diego County. Many guiding principles were established, trade-offs realized, and WebEOC lessons learned during that experience. Several of these lessons can be applied to nuclear

generating station emergency plans and contribute to thorough communications between stakeholders. By instituting current advances in WebEOC technology, a truly regional approach to information sharing can be achieved.

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