



Policies & Procedures

User Accounts

- SEMA and the state WebEOC administration team reserve the right to deny, disable, or otherwise alter any user account for any reason.
- Users requesting positions within a jurisdiction must obtain the approval of that jurisdiction's emergency management director (EMD).
- State users requesting access must obtain the approval of their supervisor and State Emergency Operations Center manager.
- Users, supervisors, and EMDs may request changes to accounts through the state administration team.
- New accounts can be requested via forms available on the SEMA website.
- User accounts are assigned to specific individuals and should not be shared.
- Users will maintain current information in their user profile. Accounts with invalid email addresses will be deleted.
- Positions associated with "Region X" will be cleared from user accounts after the training class. If a user requires the continued use of those positions for training or other purposes, he/she should contact the state WebEOC administration team.
- A list of positions and the associated permissions is available on the SEMA website and included in Appendix D of the manual.

Incidents

Naming Incidents

Names of WebEOC incidents should follow the protocol below. Incidents otherwise named may be deleted or renamed. Use common language when naming.

- **Real world events**- start with the year, month and day following by a location and type of event.
 - 2014 July 6 statewide severe weather, or
 - 2013-Dec 10 Northwest snow storm
 - 2014-5-10 Mississippi River Flooding
- **Planned events** – start with the word "Event" followed by date and name and location
 - Event- 2014 July 4th Fair St. Louis
 - Event- 2014 June 5-10 Cole County Fair
- **Training**- start with the word "Training" followed by the date and location
 - Training- July 1st SEOC
 - Training – July Ralls County classes (if using the same incident for multiple classes)
- **Exercises** – start with the word "Exercise" followed by name and date
 - Exercise – Capstone June 16-20th 2014
 - Exercise – Graded Callaway Plant Drill July 10th 2014
- **Daily Operations** – start with "Daily Ops" followed by the location and year. Remember these incidents are only visible to the area they follow. Information entered here is not automatically seen elsewhere or by SEMA.
 - Daily Ops Cole County 2014

Incident Creation and Closure

The majority of WebEOC incident will be created by the system administrator. Controller positions also have access to a board called “Incident Creation” that allows them to create incidents. However, it is critical that incident creation is a coordinated effort to avoid duplication, redundancy, and potential loss of situational awareness or missed requests.

- Incidents will be created to report weather or other event information that may cause a public safety concern.
- If the aftermath of an incident will require an extensive recovery period, a separate roll off incident may be created to be used by those heavily impacted areas.
- Training incidents will be deleted a month after the class.
- Each region will have a standing Training Incident that will always be accessible to those in that region. Data from these incidents will be removed on a quarterly basis or as deemed necessary by the state administration team.
- Exercise incidents will be archived after the AAR is complete.
- Real world incidents will be archived at the direction of a local EMD or SEMA fiscal section.
- Planned events will be deleted or archived as directed by the EMD.
- In the event of an unforeseen incident, a standing statewide-accessible event named “**Unplanned Statewide Incident (will be renamed if used)**” should be utilized. This incident will be appropriately renamed by a state administrator.
- Incidents will be fused at the discretion of the state WebEOC administration team.

Position Access Codes (PACs)

- Position Access Codes (PACs) are available for self registration or additional position registration.
- Due to security concerns with PACs, outside of training, they will only be used if the severity of the situation dictates.
- Any account created using a PAC must follow the user account policies, including the user name.
- Any account created using a PAC must record “PAC used to create account” in the comments section of their user information.
- PACs may only be used to create accounts by those with professionally identifiable email addresses.
- Region X training PACs will remain available for users to register for positions for training and demonstration purposes.

WebEOC Changes and Development

- The WebEOC team welcomes continued feedback and ways to improve the system for all users.
- An end user advisory council including regional representatives meets to discuss evaluate and prioritize suggestions and future development.
- Users are encouraged to provide input through their regional WebEOC representatives.
- Feedback can also be provided directly to the administration team through the Comments for After Action board, and direct email to webeoc@dps.mo.gov.
- Feedback will be considered and prioritized based on the potential overall impact on the state.
- Requested additions and updates to the file library, links section, and drop-down menu items should be sent directly to the WebEOC team at webeoc@dps.mo.gov.
- Final development decisions will be at the discretion of the state administration team.

