



DEPARTMENT OF THE ARMY
Joint Interagency Training and Education Center (JITEC)
240 Army Road, Camp Dawson
Kingwood, WV 26537-1092
304-791-4080

Advanced Joint Operations Center (JOC) Seminar

Seminar Description/Terminal Learning Objective (TLO): This experientially based best practices Advanced JOC Seminar provides JOC operators with an enhanced ability to review, develop, employ and validate tactics, techniques and procedures (TTPs) for the effective organization, management and execution of the JFHQs/JTF-State JOCs' core operational competencies. Maturation of the state's JOC Standard Operating Procedures (SOP), with an emphasis on collaborative tools and technology employment, is a key element of the seminar. This "operator's" seminar focuses principally on the roles and responsibilities of each of the key JOC operational staff positions, including the J3, J33, J333 (Battle Captain), Operations Officers, and NCOs. A majority of the instruction is hands-on with practical application being the rule. Executed as a Mobile Training Team (MTT), this seminar is tailored to the host state, focused on validating the host state's JOC SOP.

Prerequisites: Students are required to have an AKO username and password, and register for or possess a Joint Information Exchange Environment (JIEE), and Defense Connect Online (DCO) account. Students are also encouraged to complete the following on-line FEMA Independent Study Courses: IS 100.b, 200.b, 700.a & 800.b.

Target Audience: J3/DOMS Staff including the J3, DJ3, J33, J333 Battle Captains, JOC Chiefs, Operations Officers, Operations NCOs and Operations support staff.

Seminar Objectives: During this Program of Instruction students will:

1. Review and discuss the federal and state emergency management and Defense Support to Civil Authorities (DSCA) doctrine and concept of operations.
2. Review/modify the existing JOC Organizational structure, position descriptions and duties and responsibilities.
3. Gain a practical understanding of the essential elements of the JOC Battle Rhythm through discussion, development and practical application of key Battle Rhythm components.
4. Review/modification of the existing JOC SOP/ TTPs necessary to effectively manage internal and external information and communications during all phases of an operation.
5. Review/modify the existing JOC SOP/TTPs, specifically developing/modifying tools (technology, collaborative tools), (TTPs) to maintain and promote individual and collective situational awareness of the internal and external common operational picture.
6. Review/modification of the existing JOC SOP/TTPs to effectively receive, assign and track military missions, tasks, requests for information and resources, originating from internal and external sources.
7. Execute a one day JOCEX to further develop, test and validate JOC CONOPS.

Course Overview:

Day 1

Introductions and Administrative matters

The course begins with a Course Overview followed by Instructor and student introductions. Administrative matters will be addressed to include the training schedule, local area orientation and ground rules for the class.

Emergency Management and National Guard Defense Support to Civil Authorities (DSCA) Overview

This focus of this block of instruction is on the common federal and state doctrine regarding the concept of operations and relationships of the State Emergency Operations Center (SEOC), the Federal Emergency Management Agency (FEMA) Joint Field Office (JFO), the National Guard Coordination Center (NGCC) and the National Guard JOC in DSCA Operations. Roles of the Federal, State and Defense Coordinating Officers relative to the National Guard DSCA operations will also be discussed as well as best practices and lessons learned in maximizing effective coordination and unity of effort by these critical mission partners.

JFHQs/JOC Organization, Staff Duties and Responsibilities, Core Competencies

This block of instruction will begin with a National Guard JFHQs/JTF-State Adaptive Battle Staff (ABS) introduction and overview and then focus in on the JFHQs/JTF-State Joint and Special Staff JOC supporting roles and responsibilities. Discussion of the J33 led current JOC operations and J35 led future operations interaction will also be accomplished. Finally the JOC Mission, Organization and Core Competencies will be reviewed, setting conditions for the more collaborative and hands-on portions of the course.

Information & Communications Management

This block of instruction focuses on the core competency of Information Management. By providing a review of and discussion on the Battle Rhythm and its associated activities /components, the JOC Operators will gain a comprehensive understanding of their roles and actions in managing JOC operations and in coordinating with the full JOC, JFHQs/JTF and Interagency Staffs to facilitate effective and efficient information flow, management and distribution. The Battle Rhythm discussion includes a review of multiple examples and best practices for Battle/Command Update Briefs (BUB/CUB), Conference and Video Teleconference Calls, Planning Meetings, Commander's Critical Information Requirements (CCIR) management, reporting, and other routine actions, activities and products essential to effective JOC operations.

Day 2

Situational Awareness

This block of discussion focuses on the core competency of Situational Awareness. It is designed to provide an introduction of the technology and collaborative tools used to facilitate Situational Awareness. Discussion and practical application of the tactics, techniques and procedures used by the host state for the development, maintenance and sharing of the Common Operating Picture (COP), Commander's Critical Information Requirements (CCIR) and other Situational Awareness products and displays are a major component of this block. The instruction will also discuss how to overcome some of the

common problems encountered in maintaining Situational Awareness, and review the best practices in COP management from past DSCA operations.

Mission Management

This block of discussion focuses on an overview of the core competency Mission Management. Students will review the processes, procedures, techniques and tools JOC leadership should employ to receive, analyze, assign and track internal and external request for assistance /information (RFA/I). Students will review the host state's existing Mission Management TTPs and then work a practical exercise designed to improve/validate the techniques, tools and processes to effectively manage missions internal and external to the organization. The Practical Exercise will be followed by a review of some best practices from other states for executing this core competency based on recent DSCA operations.

Historical Documentation

This block of instruction focuses on an overview of the core competency of managing Historical Documentation. Students will review some of the tools and processes to safeguard and organize data from previous DSCA operations from an operator's perspective.

Day 3

This instruction will provide significant opportunities for the students to apply lessons learned and best practices in technology and collaborative tool employment through hands-on, practical application. Predicated on the level of the state's experience and need for a review of these systems, tools and capabilities, multiple PEs, leading up to the JOCEX, may be accomplished during this block.

- **Joint Information Exchange Environment (JIEE)**

This block of instruction focuses on an overview and practical application of the JIEE and how it supports the daily operations of the States' and NGB JOCs by providing an integrated, web-based database for sharing of critical information internal & external to the JOC. The JIEE supports the accomplishment of all JOC core competencies.

- **Defense Connect Online (DCO)** (<https://www.dco.dod.mil>)

The DCO block of instruction focuses on an overview of the multiple uses of DCO within the JOC. Students will demonstrate how DCO can provide web conferencing; instant messaging (JABBER) connect meetings with screen-sharing; white-boarding; integrated VoIP; and multi-person video assistance with information dissemination and shared situational awareness.

- **JABBER and other Instant Messaging Platforms**

As one of the components of DCO, a JABBER review will provide the JOC leadership with a full understanding of how DCO can be used to support JOC operations. An overview of Instant Messaging Platforms will be presented, including multi-user text conferencing.

- **ArcGIS Explorer, Google Earth, RaSOR EM**

This block of instruction will familiarize the JOC leadership on how Geospatial Information Systems (GIS) can be used in planning, COP management and JOC operations. Students will be shown and then demonstrate how GIS technology integrates hardware, software, and data for capturing, managing, analyzing, and displaying all forms of geospatially referenced information required by agencies to plan and support operations and respond to disaster-affected communities.

Day 4

Putting it all together, JOC Exercise (JOCEX)

The comprehensive JOCEX is designed to immerse the students in a realistic emergency scenario affording them an opportunity to apply, test and validate the knowledge and information that has been acquired and shared throughout the previous 3 days. The intent of the JOCEX is to enable the students, from their role as JOC operators, to further refine/develop/test/validate operational tactics, techniques and procedures relative to all JOC core competencies, in response to a simulated JOC activation. The focus is on product and process improvement of the state's JOC operational TTPs, not exercising or validating the state's response plans. The instructors will serve as the "white cell" and role play interagency mission partners and the JFHQ's leadership.

After Action Review (AAR)/Graduation

Following a review of the student's performance during the JOCEX, students will complete both a facilitated and a written AAR of the course and provide valuable feedback that will lead to better and more relevant training in the future. The AAR will also include the host state's staff draft of an action plan, if necessary, to finalize the development/maturation of the state's JOC SOP. The AAR will be followed by award of training certificates and student travel home.

NOTE: All students will receive a printed student manual and a CD containing all course material and plethora of "Best Practice" examples of JOC SOPs, tools, briefs, etc... for their individual use and future reference.

REFERENCES: *NGR 500-1, National Guard Domestic Operations Manual, JP 3-0, JP 3-28, JP3-33, J3 Statement of Business Practices, NRF, NIMS*

POC for scheduling and general course information: Mr. Rodney Watson, 904-819-7121, rodney.watson@iifdata.com

Web-site for more training information: www.iifdata.com

Web-site for Recommended FEMA Courses: <http://training.fema.gov/IS/crslist.asp>

As of: 31 January 2012