



# Emergency Operations Center (EOC) Advanced Operators Training Course

**Course Number:** EOC 201

**Course Description:** An advanced, modular, interactive, operational course of approximately 16 hours designed for the State Emergency Operations Center (SEOC) staff, centered on developing, managing and executing the EOC Battle Rhythm products and actions necessary for successful EOC operations. Because emergencies are inherently difficult to plan for, the ability to timely adjust or modify existing plans based on the situation is a valuable art. As such, a focus of this course will also include a Crisis Action Planning module appropriate for all EM leaders and planners alike.

**Prerequisites:** Students are encouraged to complete EOC 101 and the following on-line FEMA Courses: IS 100, 200, 700 & 800.B.

**Course Objectives:** At the completion of this Program of Instruction students will:

1. Understand the concept of operations, from the federal level to the local level, and the roles and missions of the State EOC, National Guard JOC, FEMA IMAT, EMAC A-Team, and the JFO.
2. Identify the critical elements of the SEOC Operational Cycle (Battle Rhythm) and methods to effectively manage information sharing and subsequent situational awareness through development, management and sharing of the SEOC Common Operating Picture (COP).
3. Understand best-practices in Crisis Action Planning and techniques to facilitate a planning meeting which will result in development of possible courses of action for mission execution.
4. Understand how to develop, manage and facilitate Shift Change Briefings, coordinate County Conference Calls, and prepare the State report for FEMA VTCs.
5. Understand how to manage RFAs from local governments through channels to the Emergency Management Assistance Compact (EMAC) and/or the Federal Action Request Form (ARF) processes.

## **Course Overview:**

### **Introductions and Administrative matters**

The course begins with an EOC 201 introduction followed by Instructors and students introducing themselves and discussing their backgrounds, experiences and expectations of the course. Administrative matters will be addressed to include the training schedule, training site orientation and ground rules for the class.

### **Short Review of Unified Command**

- National Response Framework (NRF) and National Incident Management System (NIMS) overview
- State Comprehensive Emergency Management Plan (CEMP) overview
- EOC Organization and Mission

### **Operational Cycle (Battle Rhythm)**

Students will apply techniques, tools and processes to effectively manage information internal and external to the SERT and Unified Command. Focus will be on developing and managing an effective Battle Rhythm for the SEOC. Timely, focused and accurate information sharing is essential for establishing, maintaining, improving and promoting situational awareness and achieving operational success. Essential to situational awareness is Common Operating Picture

(COP) development and maintenance. Students will be able to use tools, tactics, techniques and procedures for the development, maintenance and sharing of the Common Operating Picture (COP), Leader's (Commander's) Essential Elements of Information (EEI) and other Situational Awareness products through facilitated drills.

### **Crisis Action Planning**

Students will practice the processes, procedures, techniques and tools employed by EOC planners to receive, analyze, and plan complex, interagency missions originating from internal and external request for assistance, the effort which results in providing the right support at the right time and place, essential for mission success. Because the EOC is the direct link and conduit between the State Emergency Response Team (SERT), interagency mission partners and the Federal Response partners, timely and accurate Mission Planning and Management are vital to mission success under Unified Command.

### **Information and Communications Management**

This block of instruction focuses on techniques and procedures to effectively coordinate and communicate critical information sharing with mission partners at local and federal levels. Students will be taught how to plan and execute efficient and effective shift change briefings to maximize situational awareness and synchronize SERT operations. They will also review methods to effectively run County and other conference calls to elicit critical information on county status /operations and consolidate the information received for preparation of the State report for the National VTC and sharing with all partners. Students will review proper EMAC procedures to attain assets from other States utilizing the deployed EMAC A-Team and the Requisition A form. In addition, they will learn proper procedures to request Federal Assets using the FEMA Action Request Form (ARF).

### **Putting it all together, Practical Exercises (PEs)**

Each block of instruction will include a "hands-on" component whereby students will apply the concepts and TTPs discussed in the training in a situationally based PE. The PEs designed to review and practice all the knowledge and information that have been shared throughout the course. It enables the students to apply best practices in response to a simulated "event." The instructors will serve as the "white cell" and replicate managers, mission partners and staff where necessary to add realism to each PE.

### **After Action Review (AAR)/Graduation**

Following a review of the student's performance during the training, 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.

Finally, graduation with award of a Certificate of Training from the DEM and travel to home station concludes the training.

Through EOC 201 training, the EOC "Team" develops an appreciation of their role as the key instrument for the Governor and State Coordinating Officer to successfully "Command and Control" a State response in an increasingly complex joint, interagency environment.