TEXAS DIVISION OF EMERGENCY MANAGEMENT

WebEOC and the STAR Process

Course Objectives

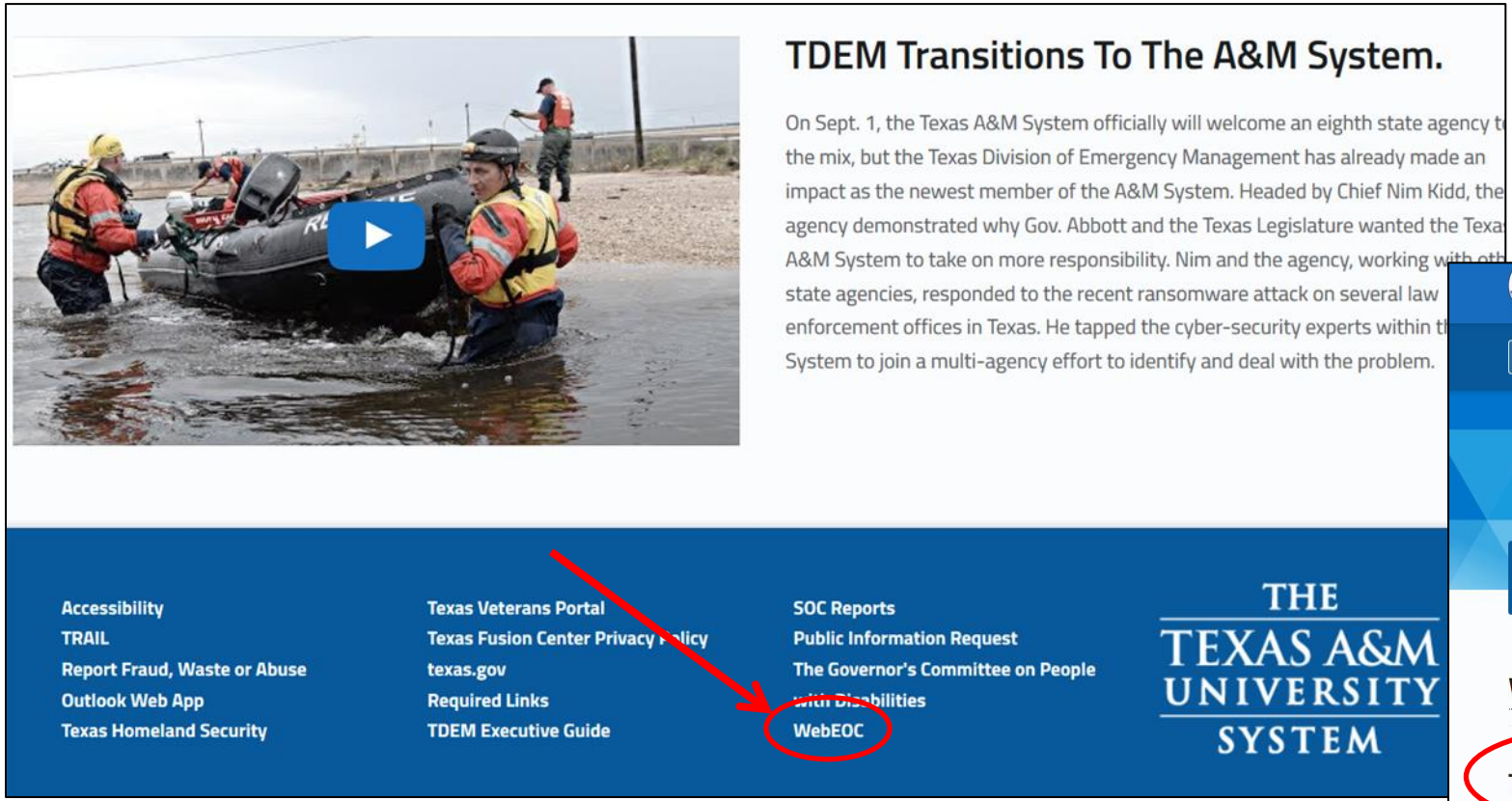
- Understand WebEOC
- Demonstrate the use and functionality of the Common Operating Picture
- Explain the STAR submission process
- STAR Webform

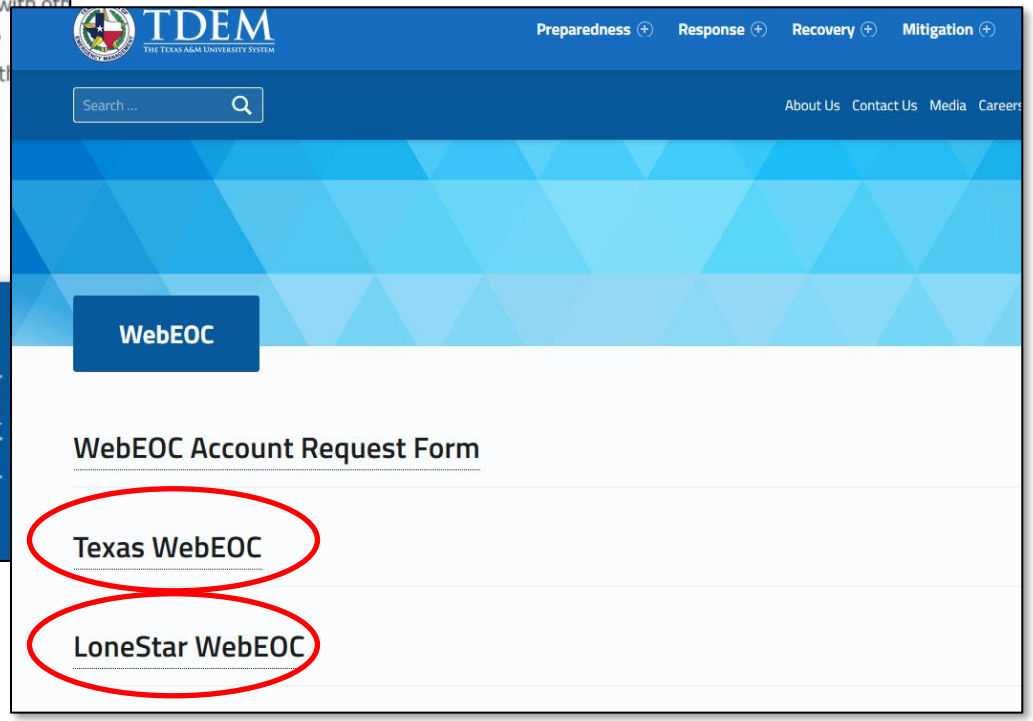
Unit 1: WebEOC Overview

What is WebEOC?

- Web-based crisis information management system
- Provides a single access point for the collection and dissemination of incident-related information
- Flexible tool to create just-in-time solutions for specific incidents
  - COVID testing, Vaccine availability and Resource Requests
- 35 local servers connected to TDEM, LoneStar, and FEMA all use WebEOC

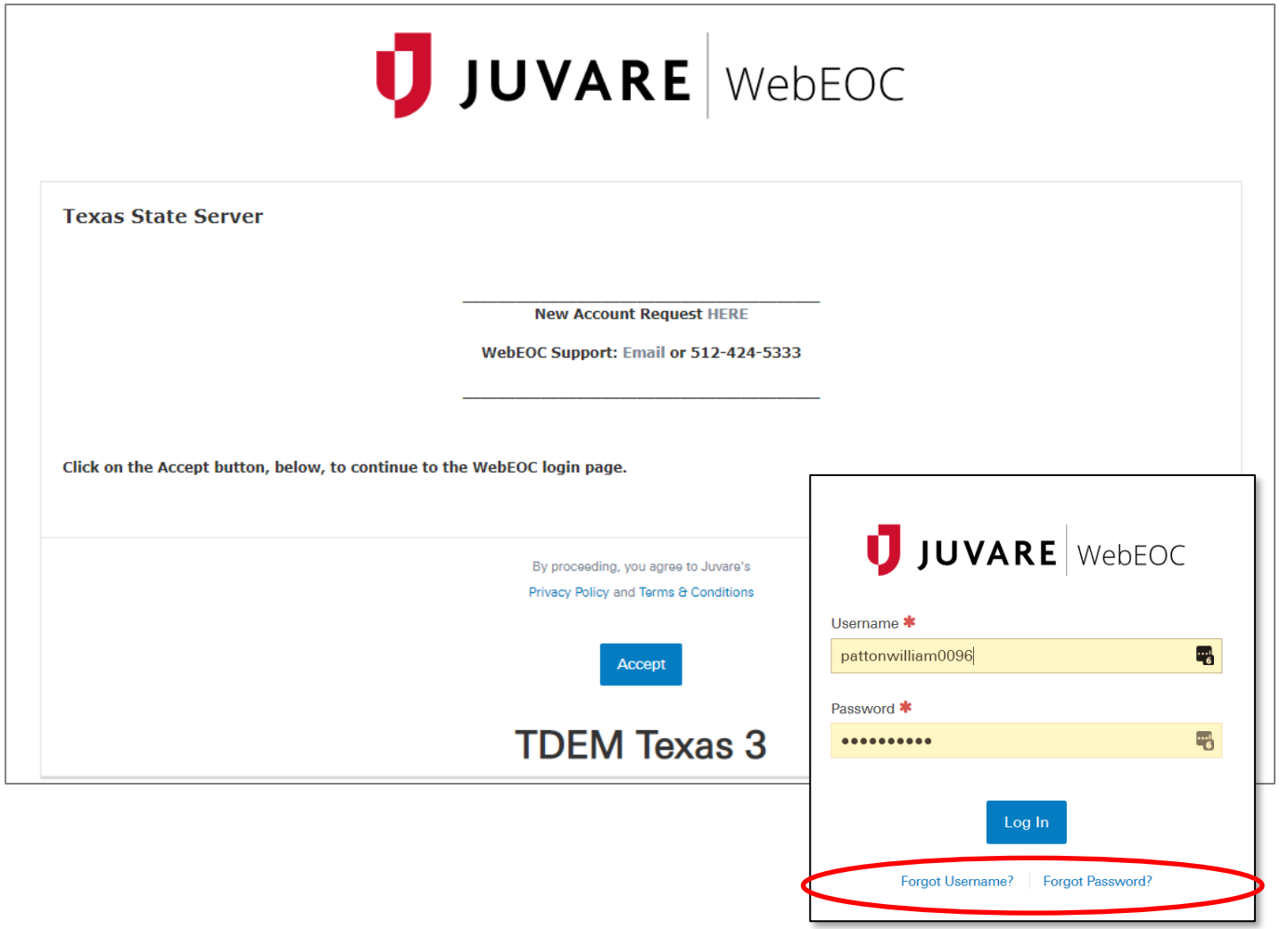
Accessing WebEOC
TDEM.TEXAS.GOV





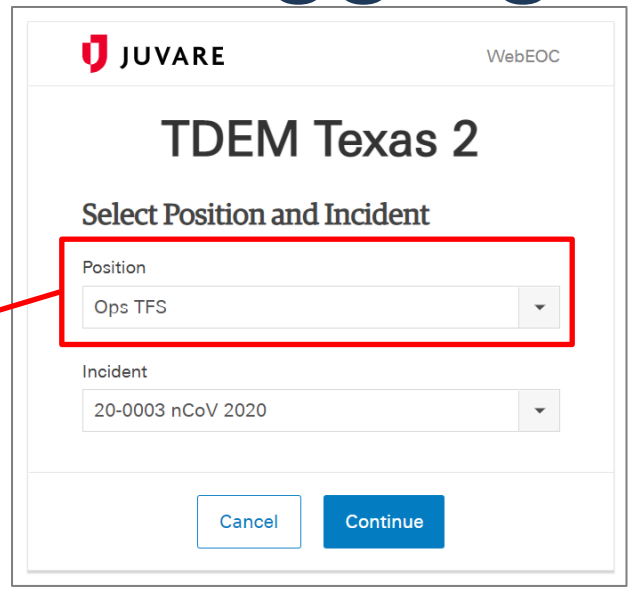
Accessing WebEOC

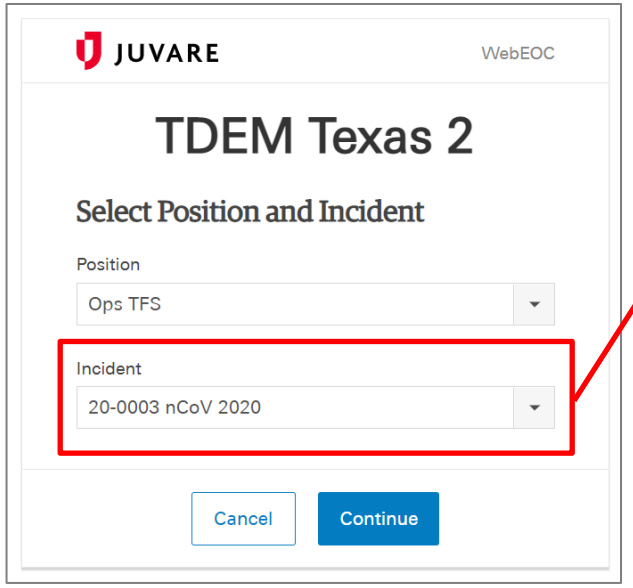
- Go to web address:
  https://webeoc.tdem.texas.gov
  https://lonestar.soc.Texas.gov
- Click on New Account Request, if needed
- Recommended browsers:
  - Google Chrome
  - Firefox
  - Safari
- Ability to recover forgotten username or password



Logging into WebEOC

Select Position

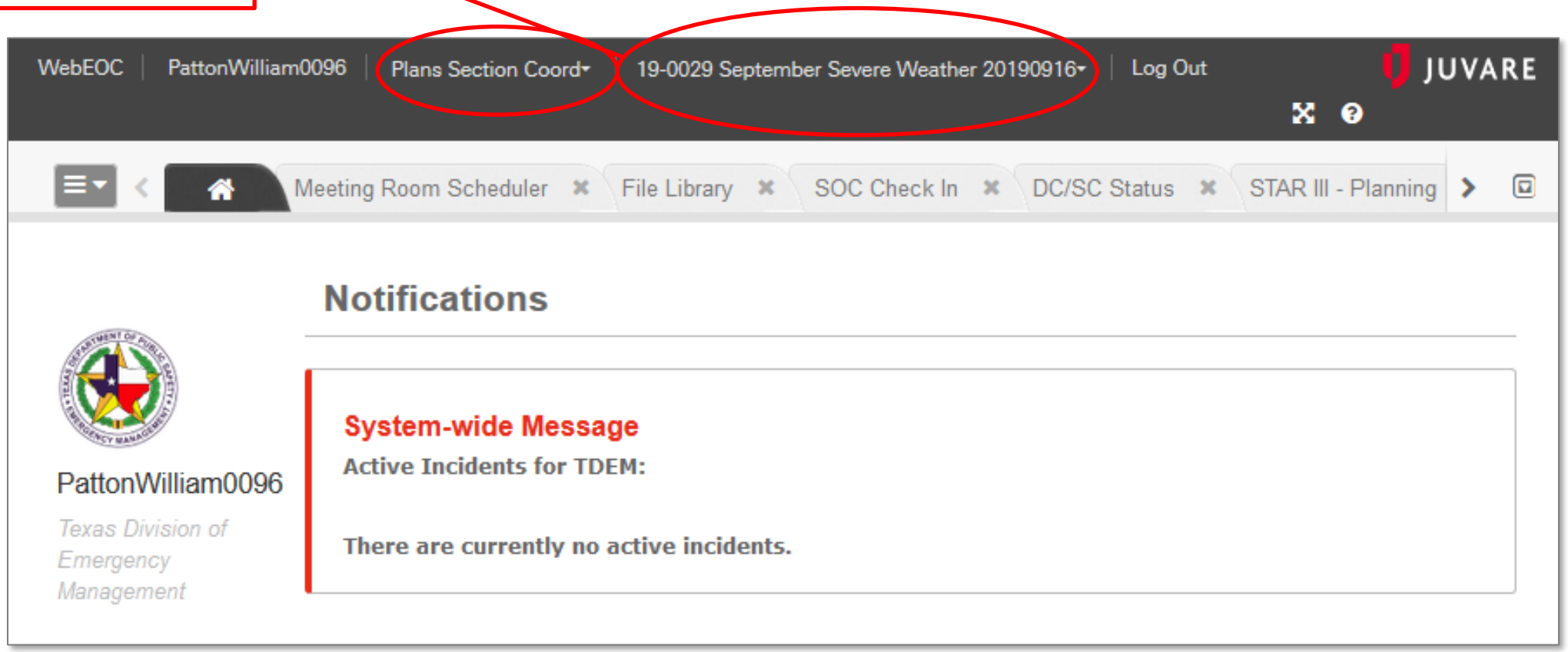




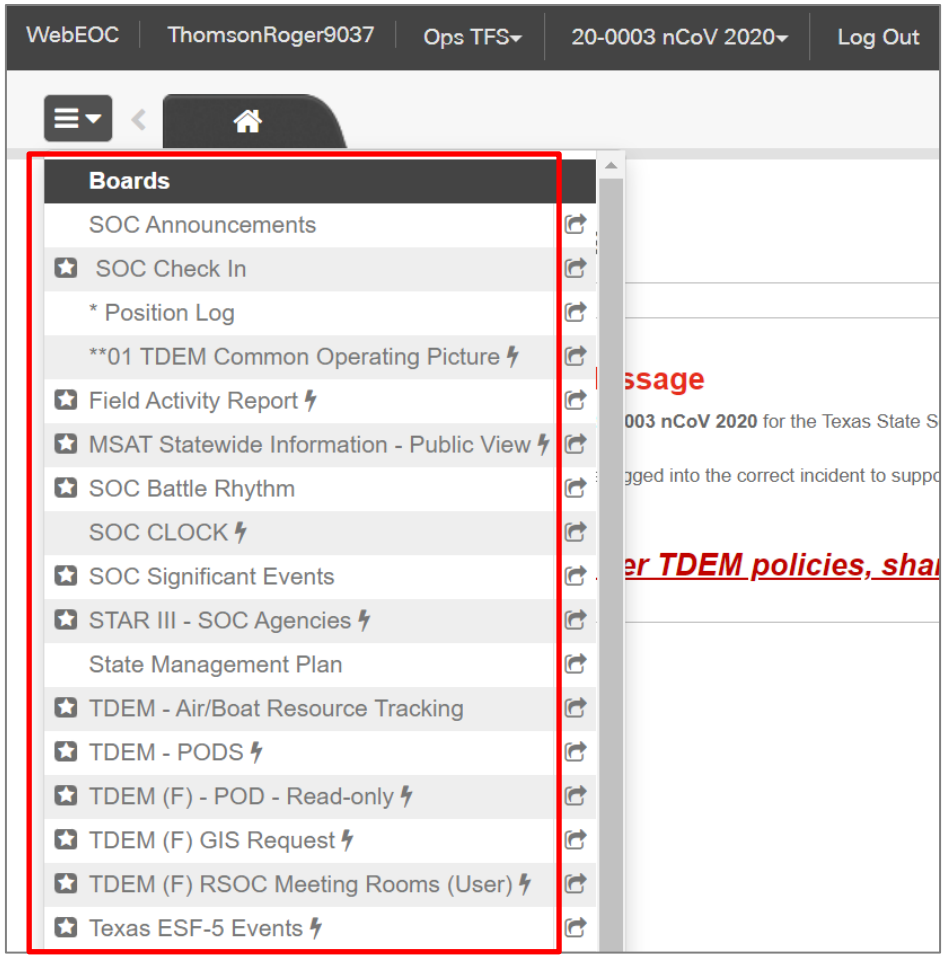
Select Incident

Once you're logged in ...

Verify you are logged in to the correct position and incident

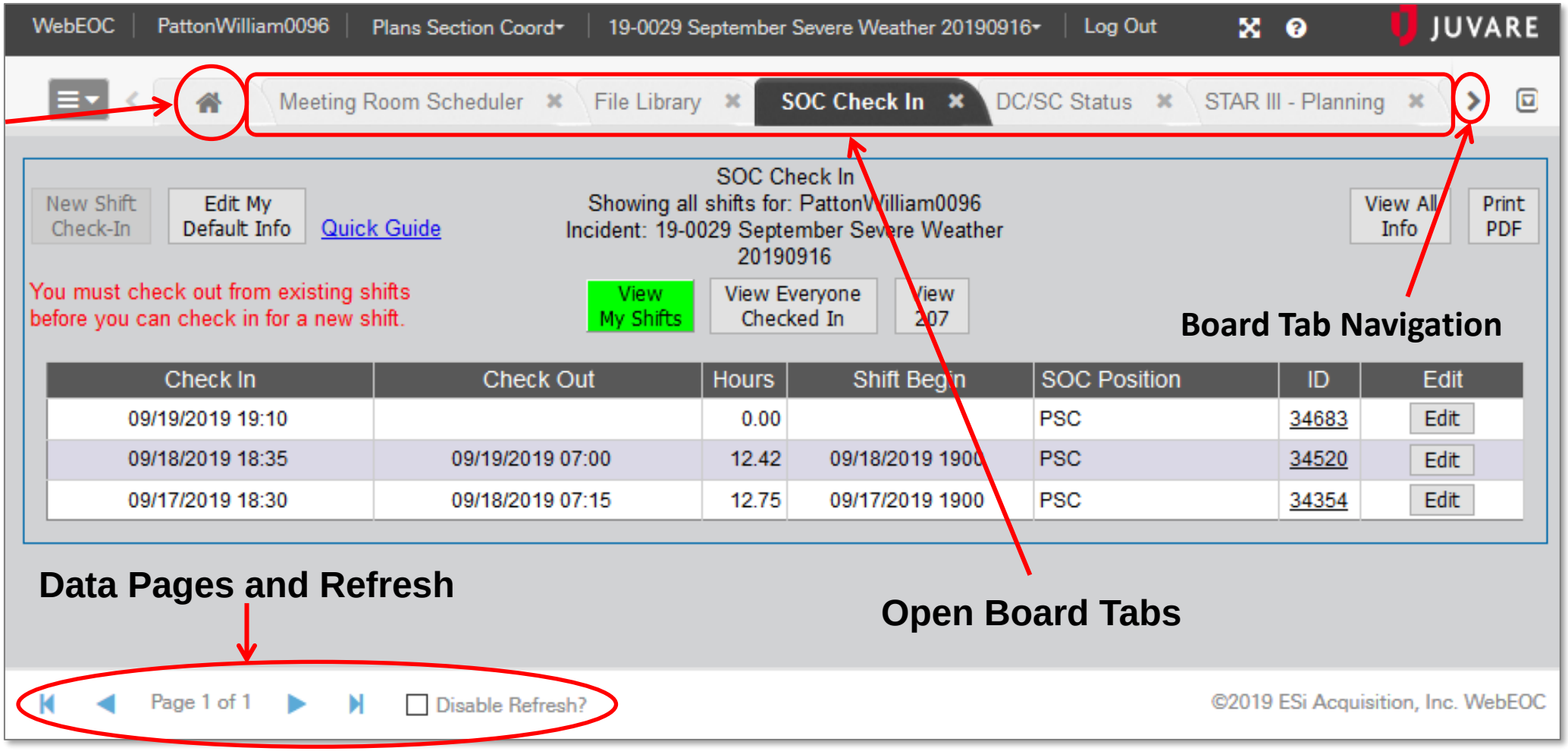


WebEOC Control Panel

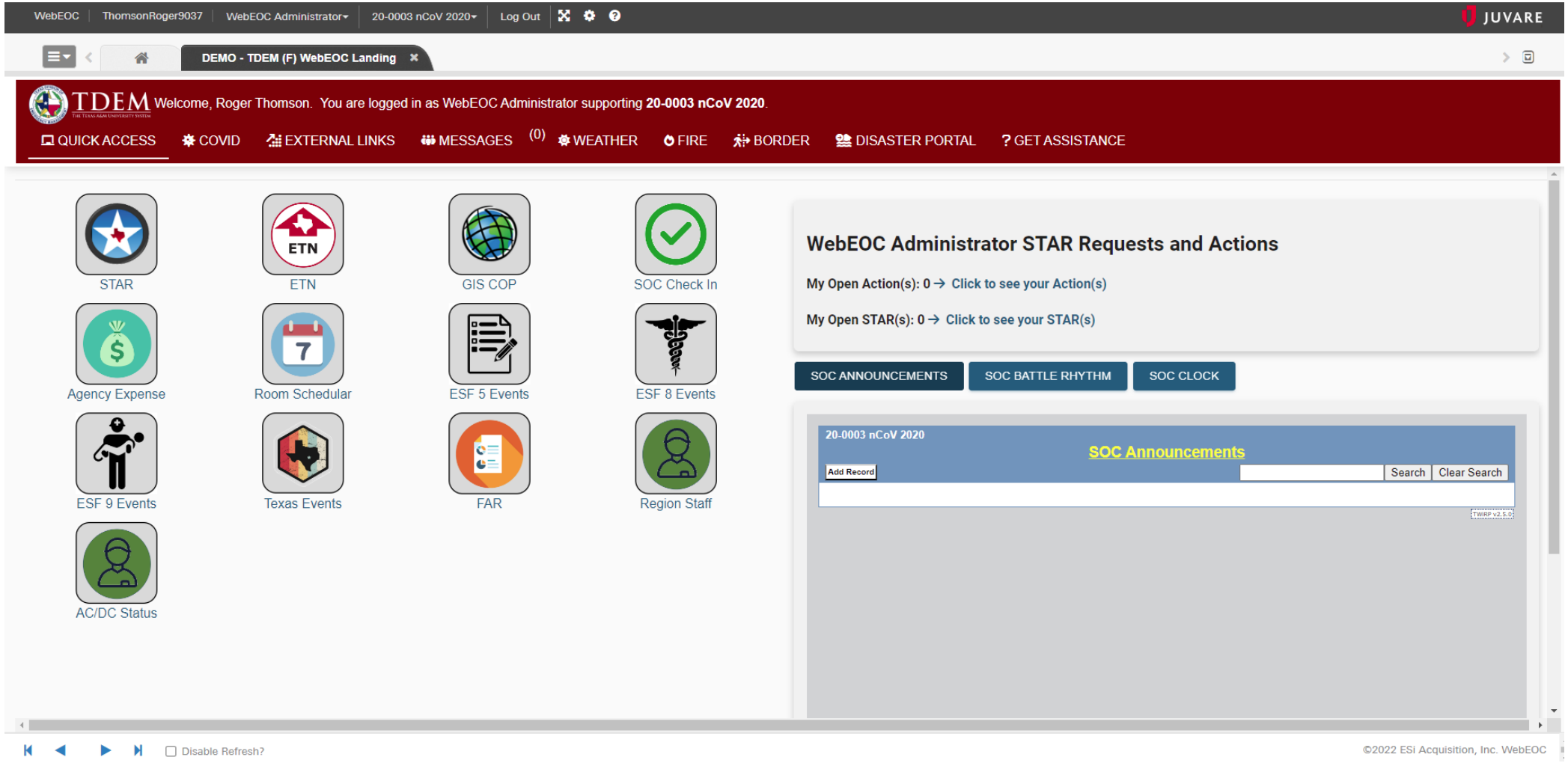


- WebEOC boards vary by position
- If you need access to a certain board, request it through your ESF Lead in the SOC or SOC Manager
- Boards can be modified very quickly and published statewide, when needed and when approved by SOC Manager and senior staff

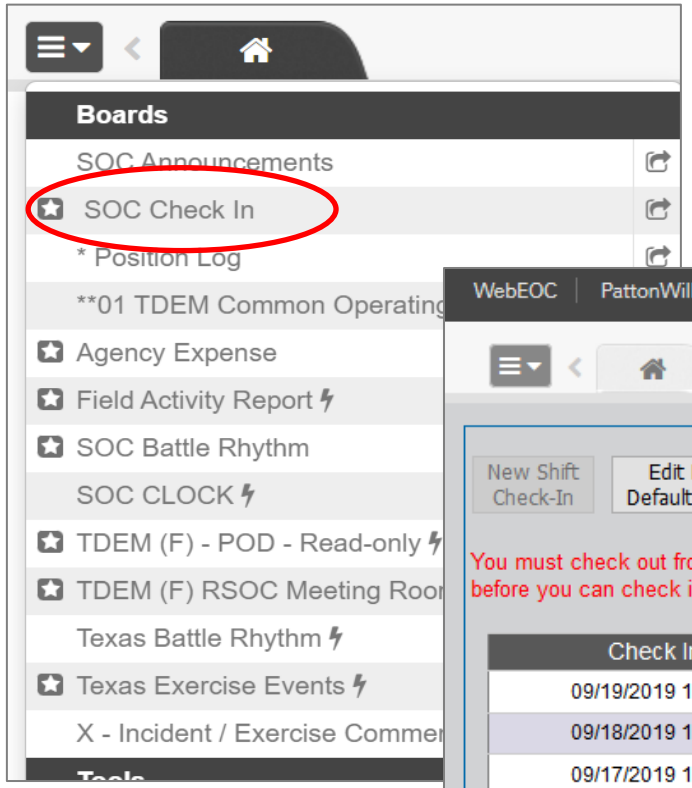
WebEOC Quick Recognition



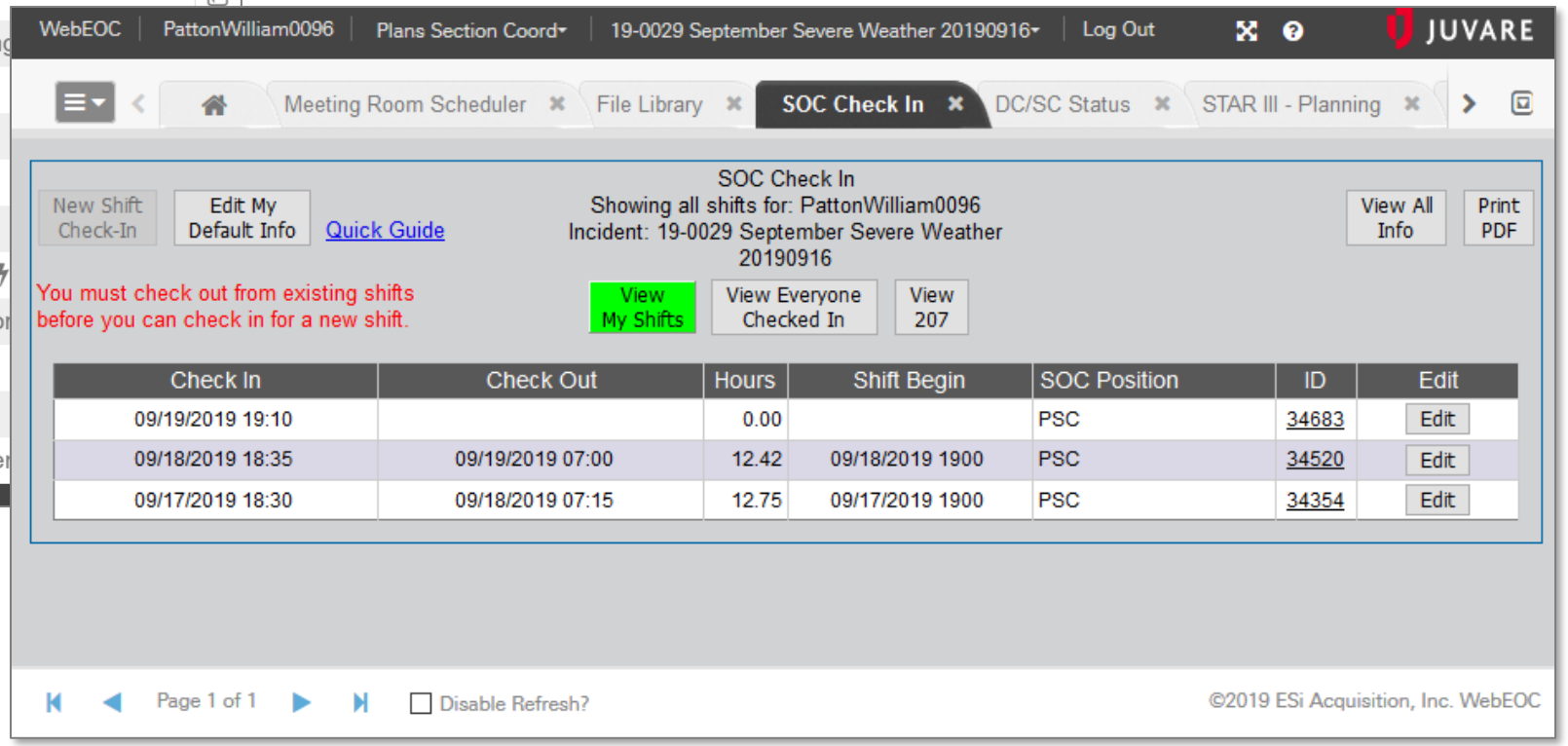
WebEOC Landing Page



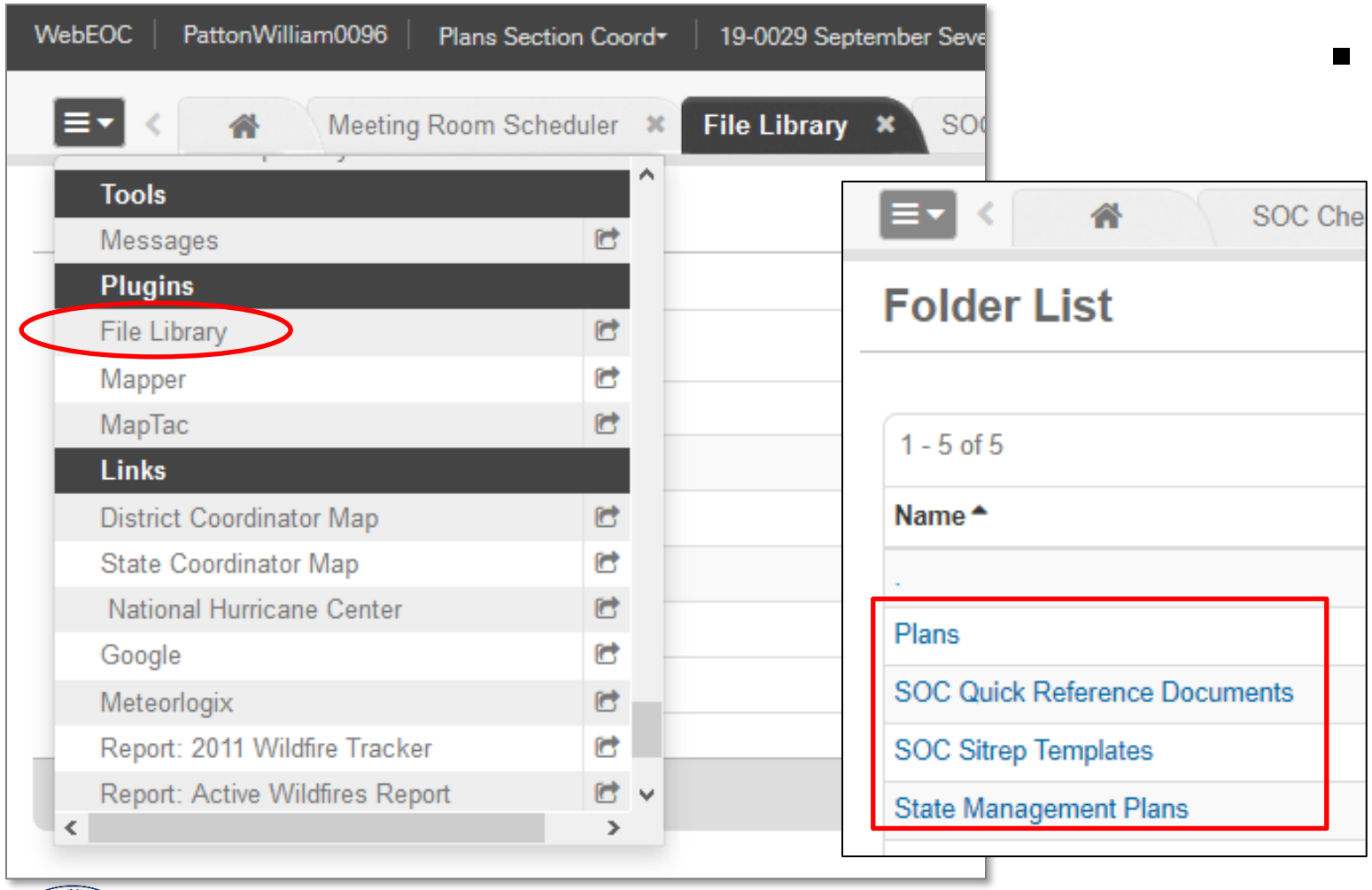
SOC Check In Board



- All SOC personnel must check-in and check-out via the WebEOC SOC Check In Board for each shift.

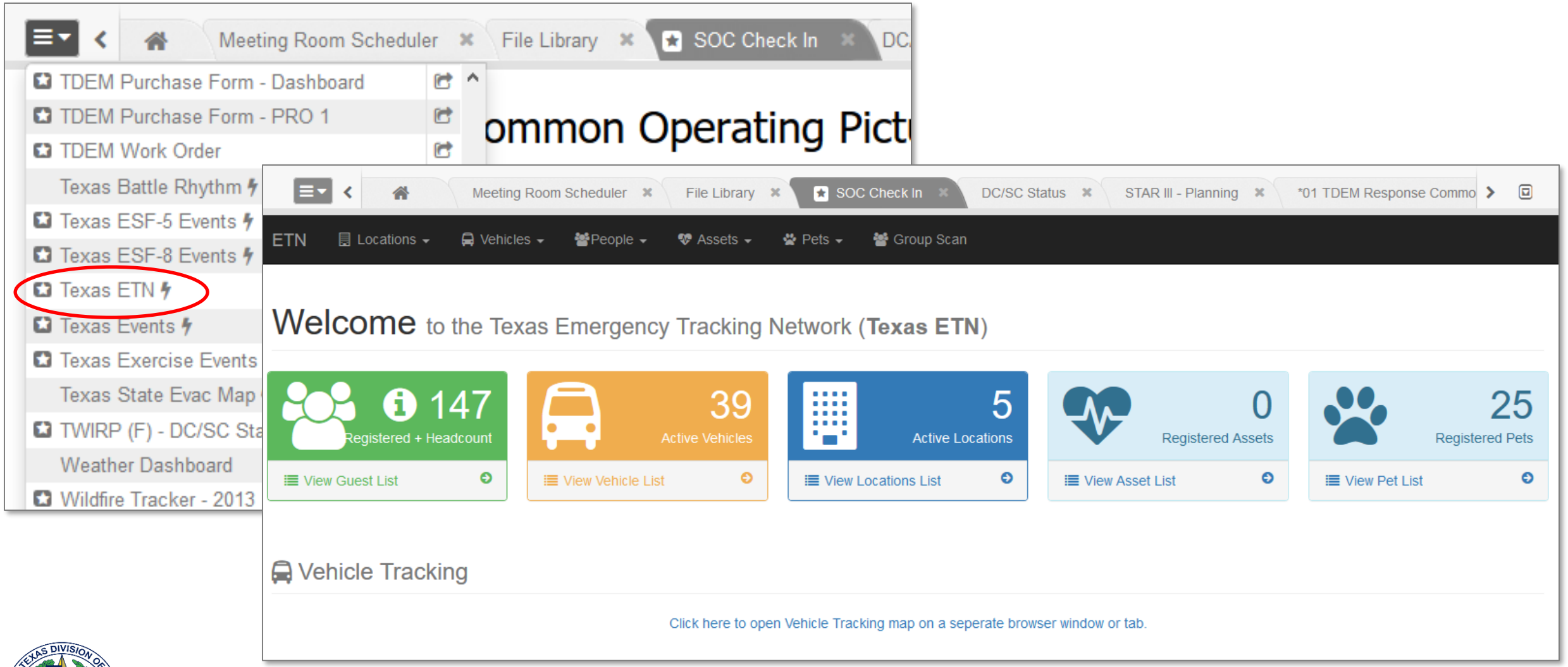


File Library Board

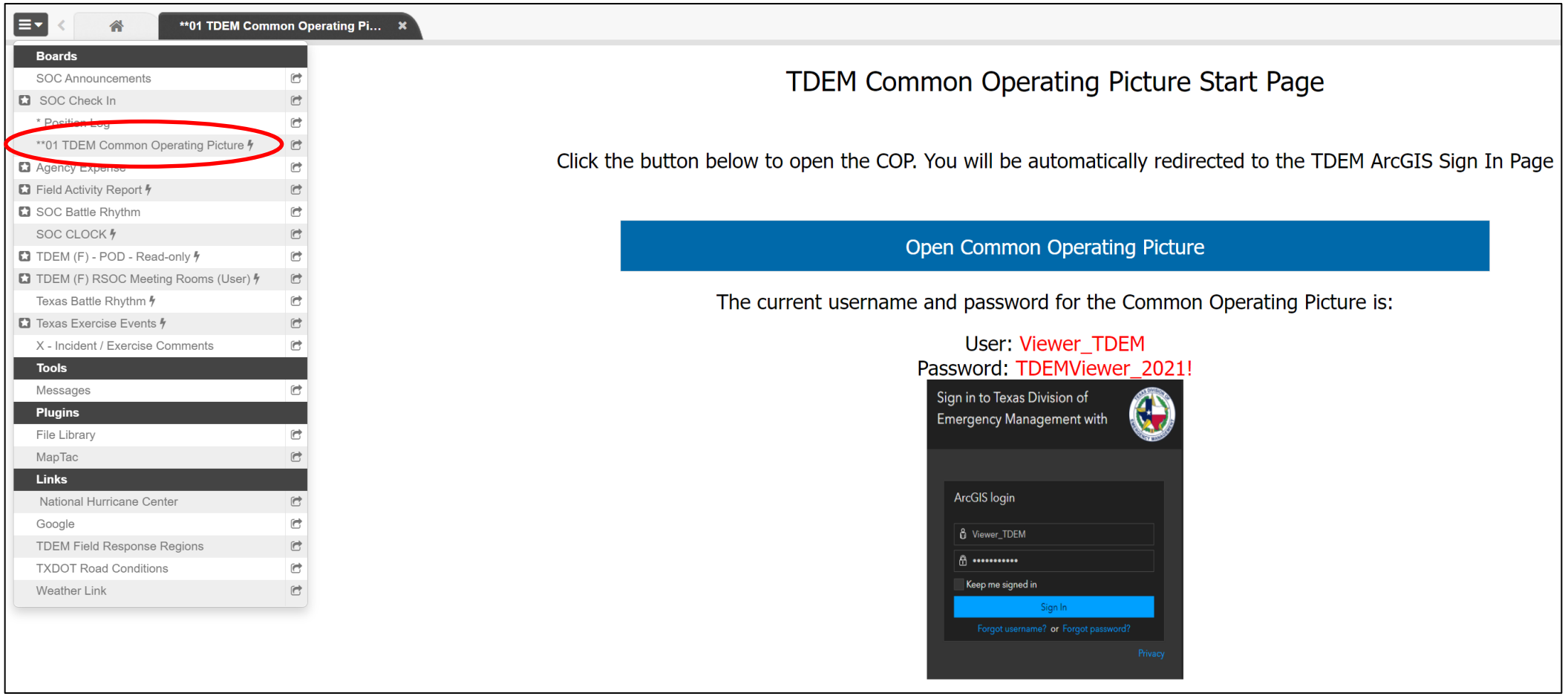


- **Available Documents:**
  - SOC Overview & Guide
  - SOC Conference Call Handbook
  - State Agency Report Template
  - SOC Hurricane Playbook
  - State Management Plan (SMP) Template
  - Incident SMP Archive
  - TDEM NAS and Document File Sharing

Texas ETN Board



TDEM Common Operating Picture



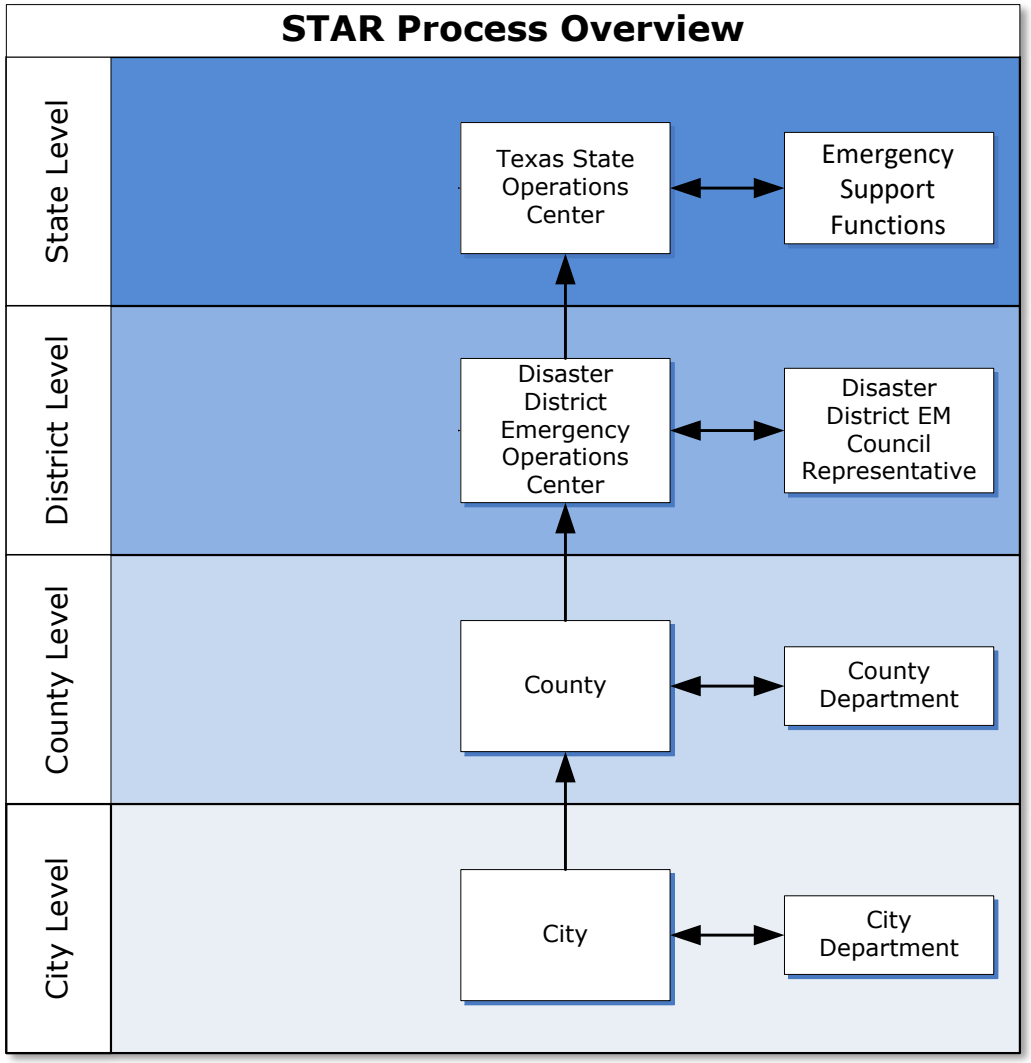
TDEM Common Operating Picture

- Provides situational overview of the incident utilizing ArcGIS mapping features.

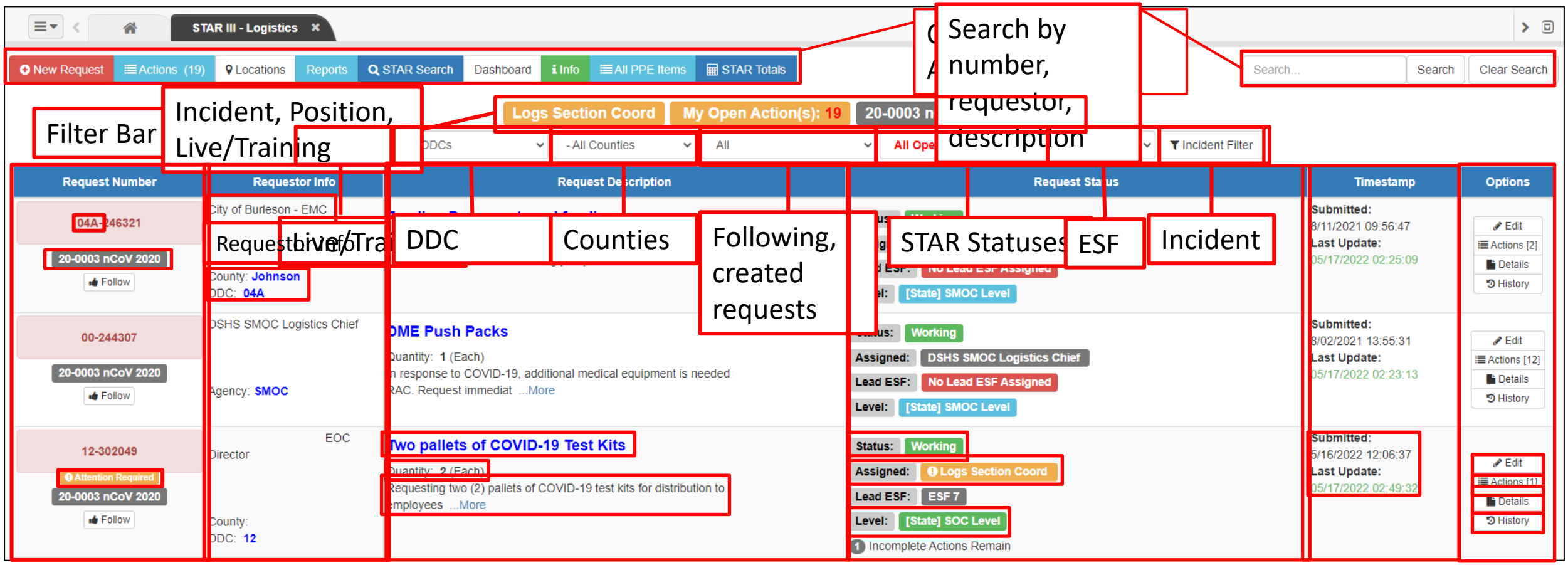
Unit 2: State of Texas Assistance Request (STAR)

STAR Overview

- Both a process and a technology
- Expedites resource requests statewide
  - Locals also tie into STAR process
- Vertical and horizontal integration
- STAR web form allows submissions direct to DDEOC or SOC levels

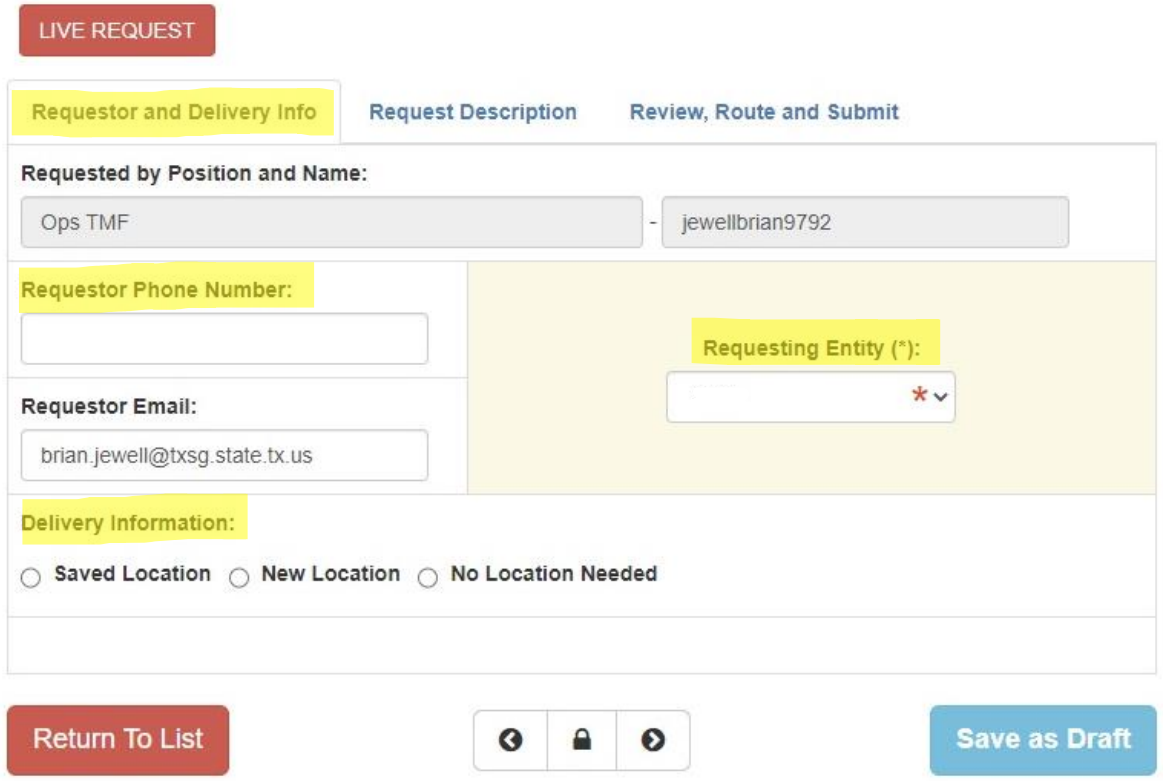


STAR Board Main Display



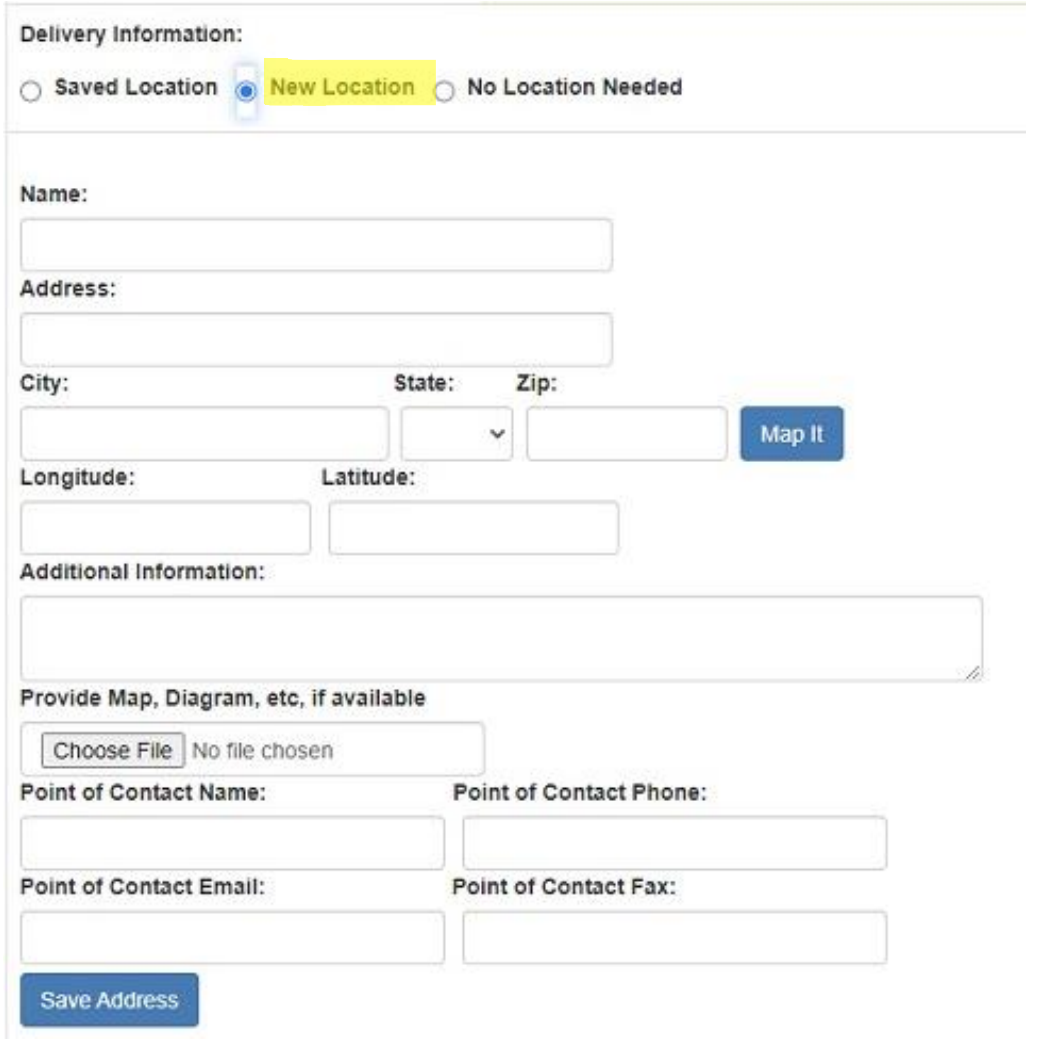
Essential Elements of a Request

- Requestor Phone Number
- Requesting Entity
  - DDC
  - County
  - SOC
- Delivery Information



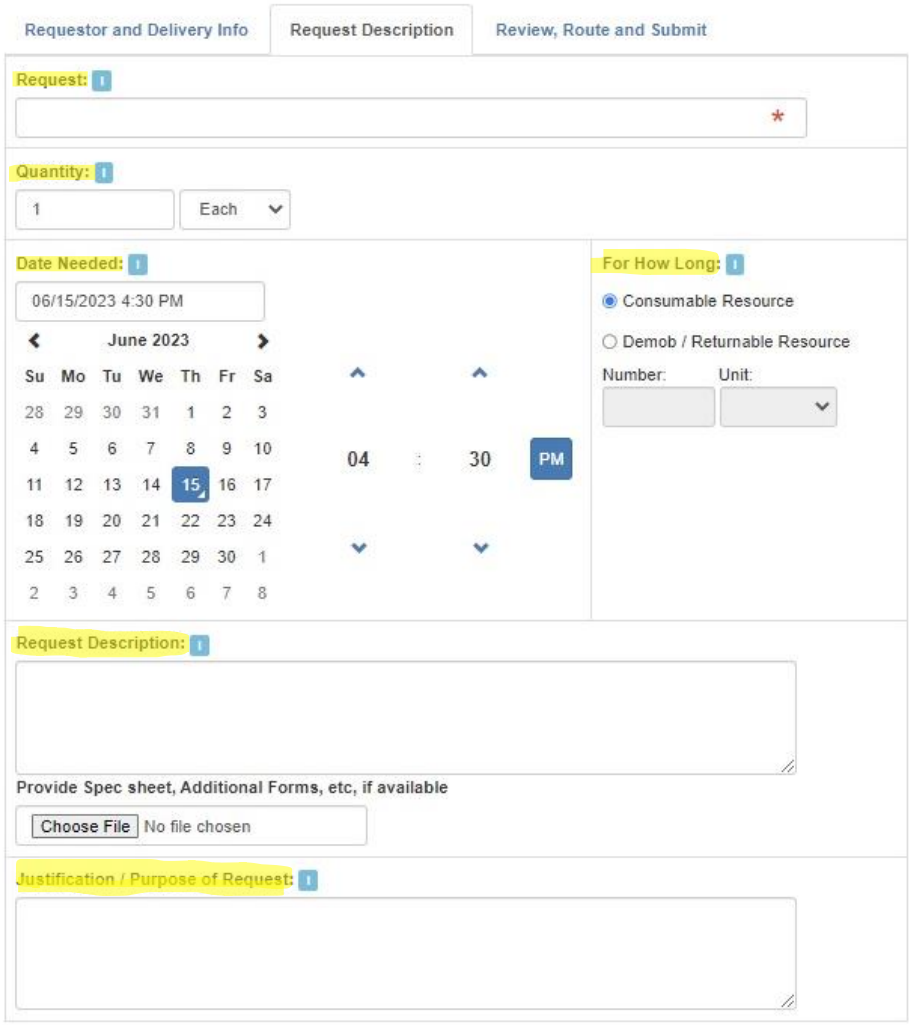
Essential Elements of a Request

- Delivery Information



Essential Elements of a Request

- Clear and concise title (Request)
- Accurate quantity
- Realistic delivery date
- Detailed description
- Accurate delivery location
- Pertinent delivery details
- Relevant requester details



Essential Elements of a Request

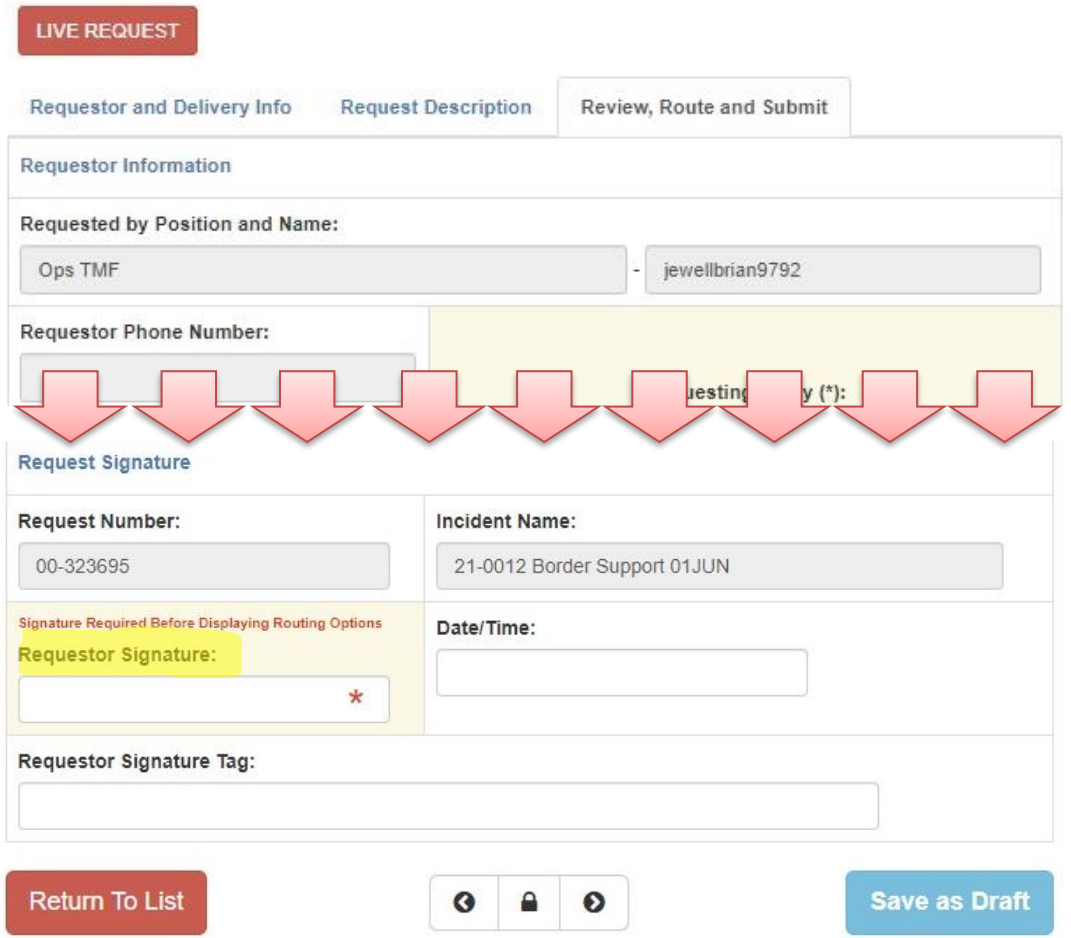
- Requestor Signature

Tab out of block to fill in Date/Time

- Save as Draft

OR

- Submit
  - Button will appear after signature

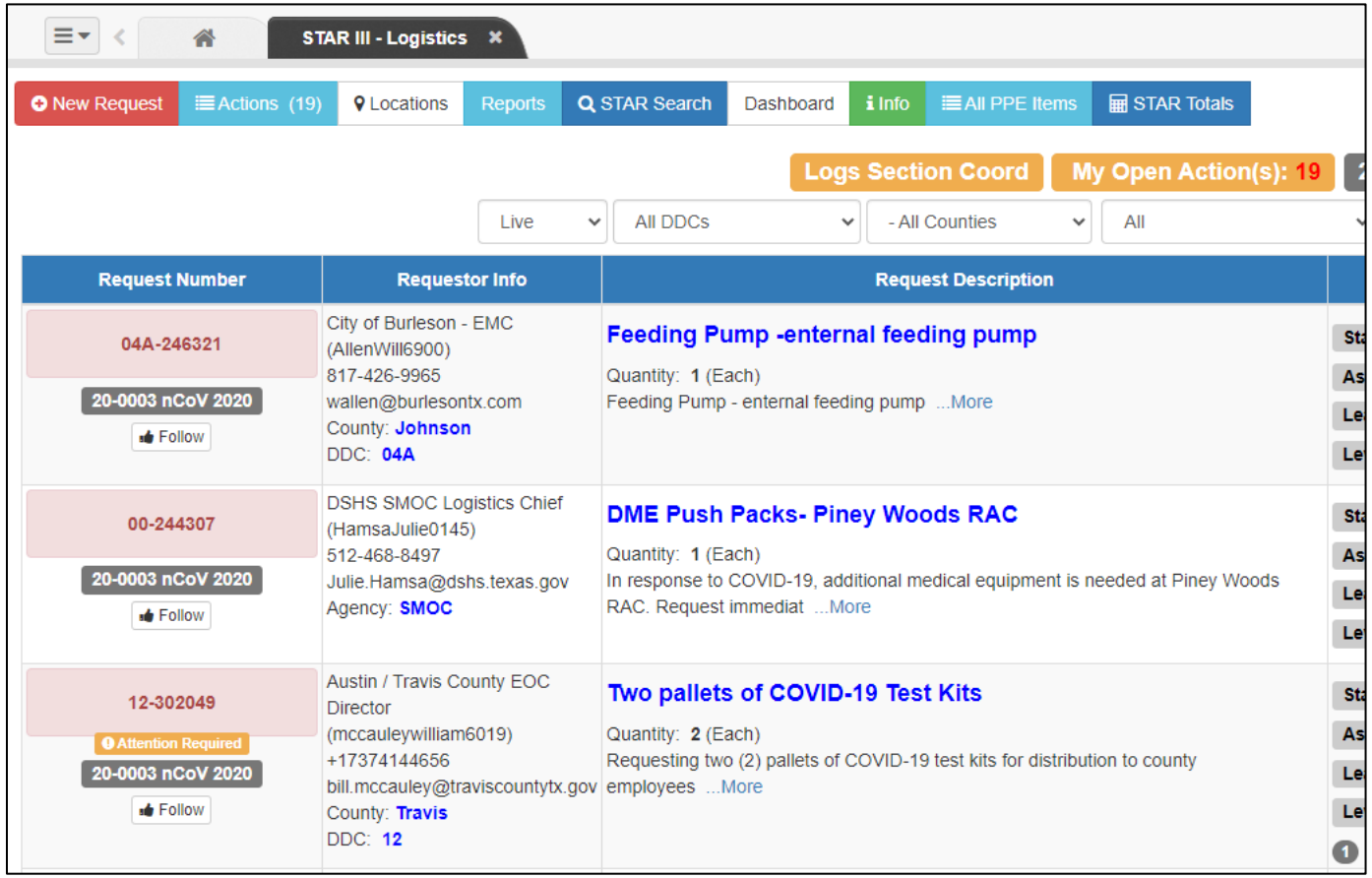


Importance of Information and Communication

- Requestor clearly articulates requirements.
- Requirements are understood and accurately interpreted by the receiver.
- The request contains accurate information.
- Think of the five ‘W’s – Who, What, When, Where, and Why.
- If requirements are not clear, seek clarification.
  - Additional vetting may be required.
- Actions! Actions! Actions! Track the filling response to the actual request.

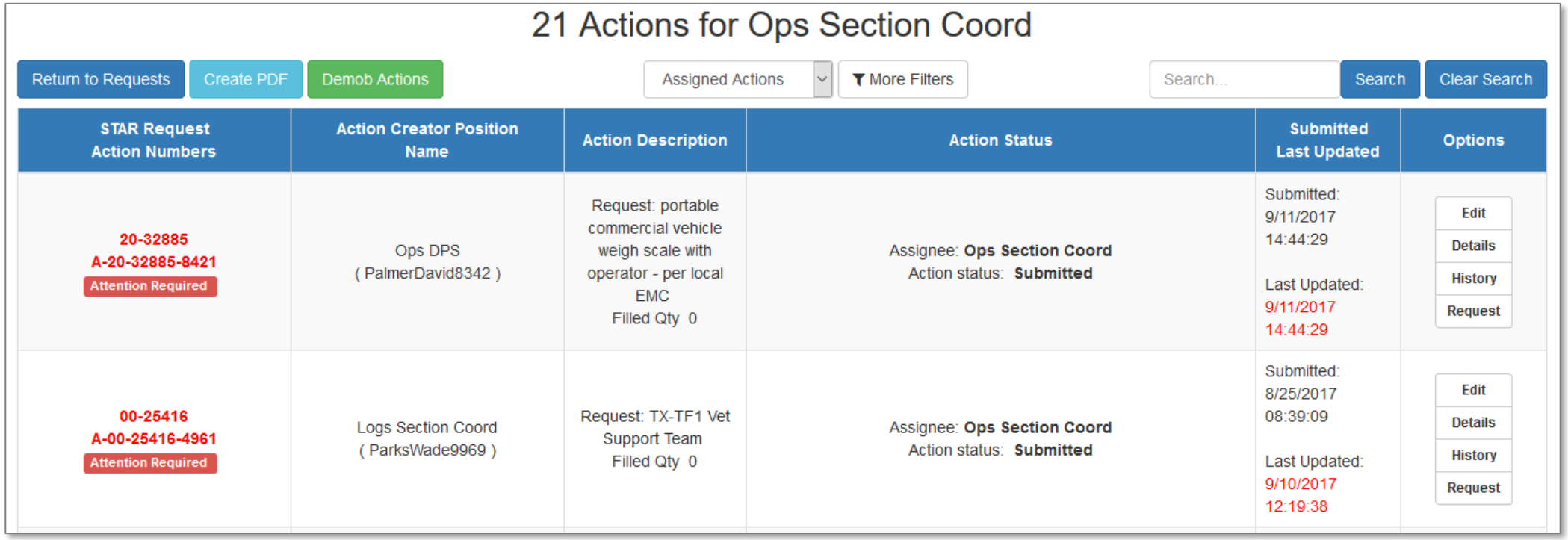
STAR Board Actions

- All Actions can be viewed on the Actions screen in WebEOC
- Actions in the STAR are "Fills" in a 213-RR, or can be considered mission/taskings in most cases
- Actions must be marked completed to allow the STAR they are tied to be completed
- Actions may be assigned via email, if needed.



STAR Board Actions

- Filter for **Assigned Actions**



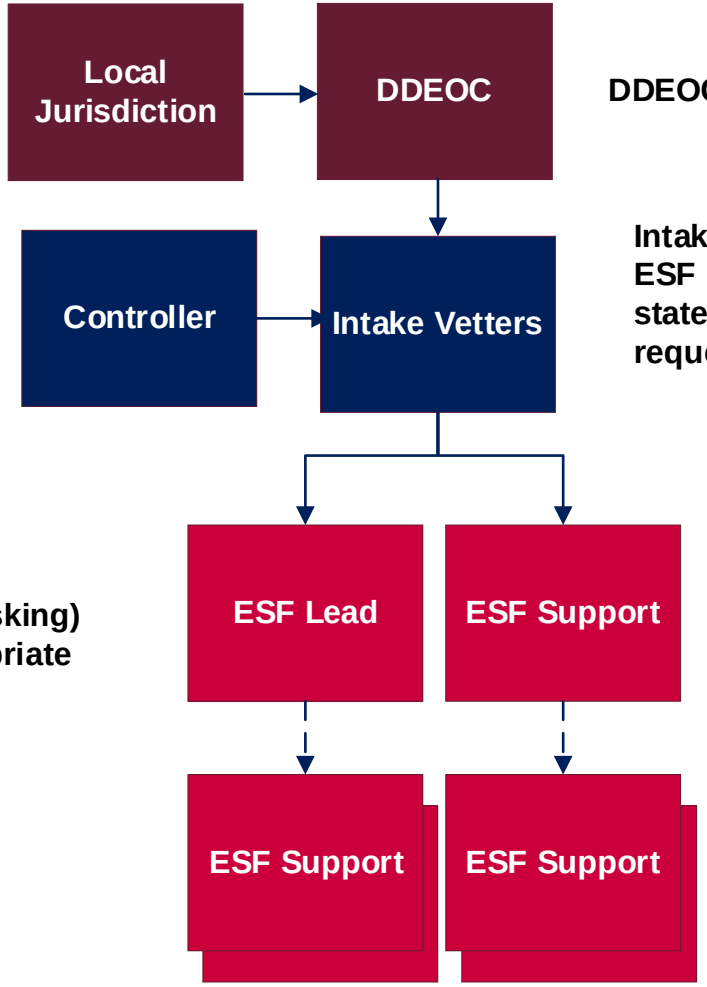
21 Actions for Ops Section Coord

Return to Requests | Create PDF | Demob Actions | Assigned Actions | More Filters | Search... | Search | Clear Search

STAR Request Action Numbers	Action Creator Position Name	Action Description	Action Status	Submitted Last Updated	Options
20-32885 A-20-32885-8421 Attention Required	Ops DPS (PalmerDavid8342)	Request: portable commercial vehicle weigh scale with operator - per local EMC Filled Qty 0	Assignee: **Ops Section Coord** Action status: **Submitted**	Submitted: 9/11/2017 14:44:29 Last Updated: 9/11/2017 14:44:29	Edit Details History Request
00-25416 A-00-25416-4961 Attention Required	Logs Section Coord (ParksWade9969)	Request: TX-TF1 Vet Support Team Filled Qty 0	Assignee: **Ops Section Coord** Action status: **Submitted**	Submitted: 8/25/2017 08:39:09 Last Updated: 9/10/2017 12:19:38	Edit Details History Request

STAR Process Flow

Locals submit STARs through their WebEOC or via STAR Webform



DDEOC submits STAR through WebEOC

Controller provides oversight of the Intake Vetters and maintains ability to route STARs, as needed. Controller additionally maintains situational awareness in order to ensure STARs are moving through the process efficiently.

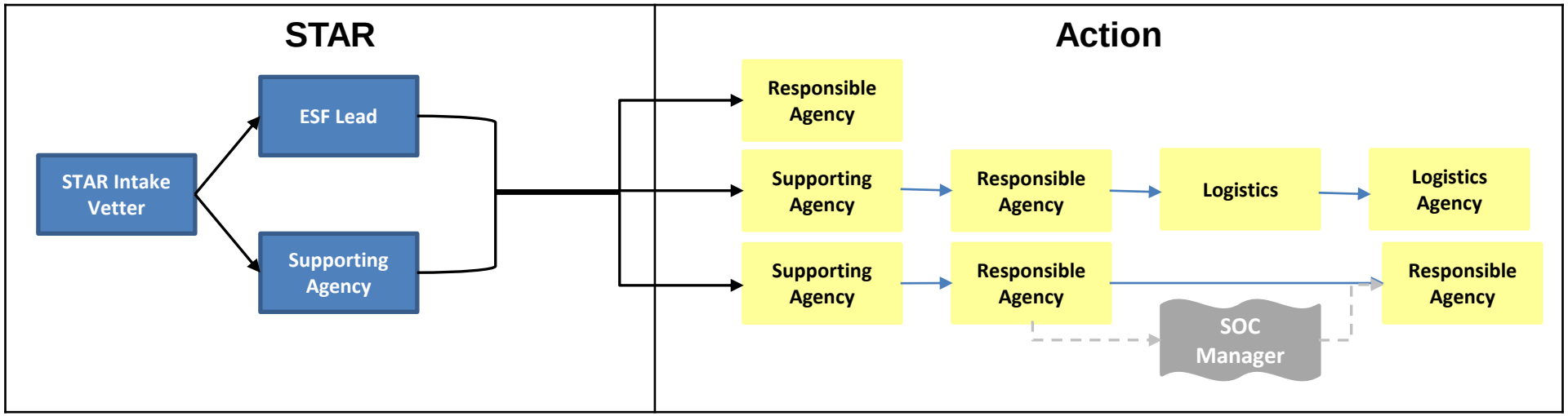
Intake Vetters assign STARs to either the ESF Lead or directly to the appropriate state agency responsible for providing the request support.

If directed to ESF Lead, ESF Lead provides the requested resource or creates an/or action(s) (Mission Tasking) assigning the request to the appropriate state agency(ies).

If STAR is assigned directly to an ESF Supporting agency, that agency provides the requested resource or creates an/or action(s) (Mission Tasking) to the appropriate state agency(ies).

Filling a STAR

- STARs are assigned to a responsible agency.
- After the resource needs are determined and have been rostered or ordered, the STAR status is updated. Check actions for completion.
- Each STAR can have multiple actions depending on the request needs assigned to multiple agencies.



Unit 3: STAR Webform

About The Webform

- The STAR Webform was created to allow local jurisdictions in need of resources who do not have access to WebEOC to submit STARs to their DDEOCs
- Online submission removes the need to log into WebEOC to submit a request, providing an easier and faster option for requesting resources when in the field or responding to an incident
- Downline users – those responsible for filling and routing STARs such as Logistics sections – must still use WebEOC to route and fill the request

Example STAR Webform

STAR:12-95711WF

Unit 4: Important Links & Contact Information

Important Links

- STAR Webform *https://star.tdem.texas.gov/*

  STAR Webform can be used by entities who do not have WebEOC accounts to submit requests for assistance to their jurisdiction.

- Texas Division of Emergency Management (TDEM) Website *https://www.tdem.texas.gov/*

  Contains information related to TDEM origin, mission and responsibilities, links to specific disaster resources and jurisdictional TDEM contacts.

- Preparing Texas *https://www.preparingtexas.org/*

  Listing of available training opportunities as they apply to emergency management.

Contact Information

- WebEOC New User Request Form *https://olympus.soc.texas.gov/accountrequest/*

  Used by TDEM employees, state agencies and local jurisdictions to request a WebEOC user account.
- State Operations Center

  (512) 424-2208

  soc@tdem.texas.gov
- Operations Technology

  (512) 424-5333

  support@tdem.texas.gov
- Information Technology

  (512) 424-7474

  support@tdem.texas.gov

Questions

Thank you for your participation!