UNIT 1. INTRODUCTIONS AND COURSE OVERVIEW
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INTRODUCTION

Key Points

Welcome to the EOC Management and Operations course.
INTRODUCTION

Visual 1.2

Administrative Information

- Hours and attendance
- Evacuation routes and fire exits
- Restrooms and breaks
- Lunch
- Travel vouchers
- Cell phone/pager on vibrate

Key Points

Administrative information includes:

- Hours and attendance
- Evacuation routes and fire exits
- Restrooms and breaks
- Lunch
- Travel vouchers
- Cell phone/pager on vibrate
INTRODUCTION

Key Points

Introductions

- Names
- Job title and jurisdiction, and
- Experience working with an Emergency Operations Center (EOC).
COURSE OBJECTIVES

Visual 1.4

Course Objectives (1 of 3)

- Identify the multiple roles and responsibilities of a modern-day EOC, including the legal authorities and requirements of the EOC.
- Differentiate between tactical and strategic emergency management.
- Build and manage effective organizational structures within an EOC.

Key Points

At the end of this course, you will be able to:

- Identify the multiple roles and responsibilities of a modern-day EOC, including the legal authorities and requirements of the EOC.
- Differentiate between a tactical and strategic emergency management.
- Build and manage effective organizational structures within an EOC.
COURSE OBJECTIVES

Visual 1.5

Course Objectives (2 of 3)

- Discuss the importance of designing and integrating enhanced technology into EOC operations.
- Discuss Continuity of Operations (COOP) planning at the local level.
- Promote effective EOC operations through plans, procedures, coordination, and documentation.

Key Points

Additional course objectives:

- Discuss the importance of designing and integrating enhanced technology into EOC operations.
- Discuss Continuity of Operations (COOP) planning at the local level.
- Promote effective EOC operations through plans, procedures, coordination, and documentation.
Course Objectives (3 of 3)

- Relate situational awareness and common operating pictures to EOC operations.
- Integrate call centers and public information concepts into an EOC environment.
- Describe the role and challenges of an EOC during the transition to recovery.

Key Points

Additional course objectives:

- Relate situational awareness and common operating pictures to EOC operations.
- Integrate call centers and public information concepts into an EOC environment.
- Describe the role and challenges of an EOC during the transition to recovery.
COURSE AGENDA

Course Agenda: Day 1

Unit 1: Introduction and Course Overview
Unit 2: EOC: The Basics
Unit 3: EOC Organizational Structures and Staffing
Unit 4: EOC Design, Technology, and Equipment
Unit 5: Situational Awareness and Common Operating Picture

Key Points
Course Agenda: Day 2

Unit 6: EOC Operations
Unit 7: Public Information and Warning
Unit 8: The EOC Transition to Recovery
Unit 9: Training and Exercising at the EOC
Unit 10: Course Summary and Final Exam

Key Points
COURSE MATERIALS

Key Points

Participant Course Materials

Student Manual and/or a Resource Guide. Both contain:

- Printed unit visuals
- Appendix for each unit contains:
  - Worksheets
  - Job Aids

Note: The Resource Guide also contains notes and additional information.

Tip: This symbol on a visual denotes materials located in the unit appendix.
SUMMARY

Key Points

This unit introduced:

• The instructors, participants, and course objectives.
• The course materials and the agenda for Day 1 and 2.

Unit 2 will focus on the “Basics” of the EOC.