

# HANDOUT

## **EVENT:**

2022 Alaska Emergency Management Conference

## **DATE:**

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## **PRESENTED BY:**

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## **ABOUT THIS PRESENTATION:**

This presentation details strategies, tools and techniques that can be used to operate a fully functional Emergency Operations Center virtually.

During the COVID-19 pandemic, the Anchorage Office of Emergency Management started work like any other emergency, in person at the Emergency Operations Center, bringing many people together to solve the problems presented by the emergency. It became apparent early in the response that a virtual response would be necessary. This presentation details how Anchorage transformed from an in-person, traditional EOC to a virtual one, and how plans are being developed to respond virtually to the next emergency, saving time and lives in the process.

## **ABOUT THIS HANDOUT:**

This handout has three sections: Notes, Questions and Resources  
The Notes section follows the main topics covered in the presentation. The page displays two columns, one of notes and one for personal action items that might result during the presentation.

If you have questions during the presentation, please jot them down on the Questions page and these can be answered after the presentation.

The Resources page includes information on resource material presented.

## **THANK YOU FOR YOUR TIME:**

You have given us a gift- your time. It is our intent to provide value for your gift. If at any time you decide that your time can be better spent elsewhere, don't be shy about leaving. We are Serious! While you're here, turn the ringers off on your cell phone and if you need to take a call please step out.





# RESOURCES:

The resources below are known resources and are not endorsed or supported by the MOA.

## **VIRTUAL WORKPLACE TOOLS:**

Microsoft Teams Information: <https://bit.ly/3tkdOcq>  
Google workspace information: <https://bit.ly/35ldzQk>  
Adobe Pro: [www.adobe.com](http://www.adobe.com)

## **INCIDENT RESPONSE TOOLS:**

WebIAP: <https://www.responsegroupinc.com/iap>  
WebEOC: <https://www.juware.com>  
ESRI GIS: [www.esri.com](http://www.esri.com)

## **VERIFIED DIGITAL SIGNATURE TOOL:**

DocuSign: <https://bit.ly/3HwETxV>

## **LARGE FILE SHARING:**

Dropbox: <https://www.dropbox.com>

## **SOCIAL MEDIA AGGREGATOR:**

Hootsuite: [www.hootsuite.com](http://www.hootsuite.com)

## **TRAINING & EXERCISE ASSISTANCE:**

Prep Toolkit: <https://preptoolkit.fema.gov>

## **TASK ASSIGNMENT TRACKER:**

Microsoft Planner: <https://tasks.office.com/>  
Trello: <https://trello.com>

## **INVENTORY SYSTEM:**

Operative IQ: <https://operativeiq.com/>

Strategies utilized to run an operations center include:

- agenda for every meeting
- Designate primary/secondary/tertiary communications systems to use
- Hold coordination meetings within sections often
- communications platforms available on different devices (computers, phones, laptops)
- one to two item agendas for quick 5-minute meetings
- Harvard business review "Please stop using these phrases in meetings" January 11, 2022

Additional tools needed for virtual EOC:

- Multiple pathways to the internet-through hard wire internet, wireless internet and telephone hot spots.
- Mobile access to alerting and notification software platforms