BUILDING A VIRTUAL EMERGENCY OPERATIONS CENTER

LESSONS LEARNED FROM COVID-19

>> OUR PANEL

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Served the Ontario Police Department for 28 years

WHY BUILD A VIRTUAL EOC

>> *Emergency Operations Center*

1. Yes, COVID-19....

2. Platform is Remote OR In-Person

3. Engagement of Senior Leadership

4. Streamline Communication On-Demand

5. Real-Time Decision Making

6. Level up File Management / Sharing / Access
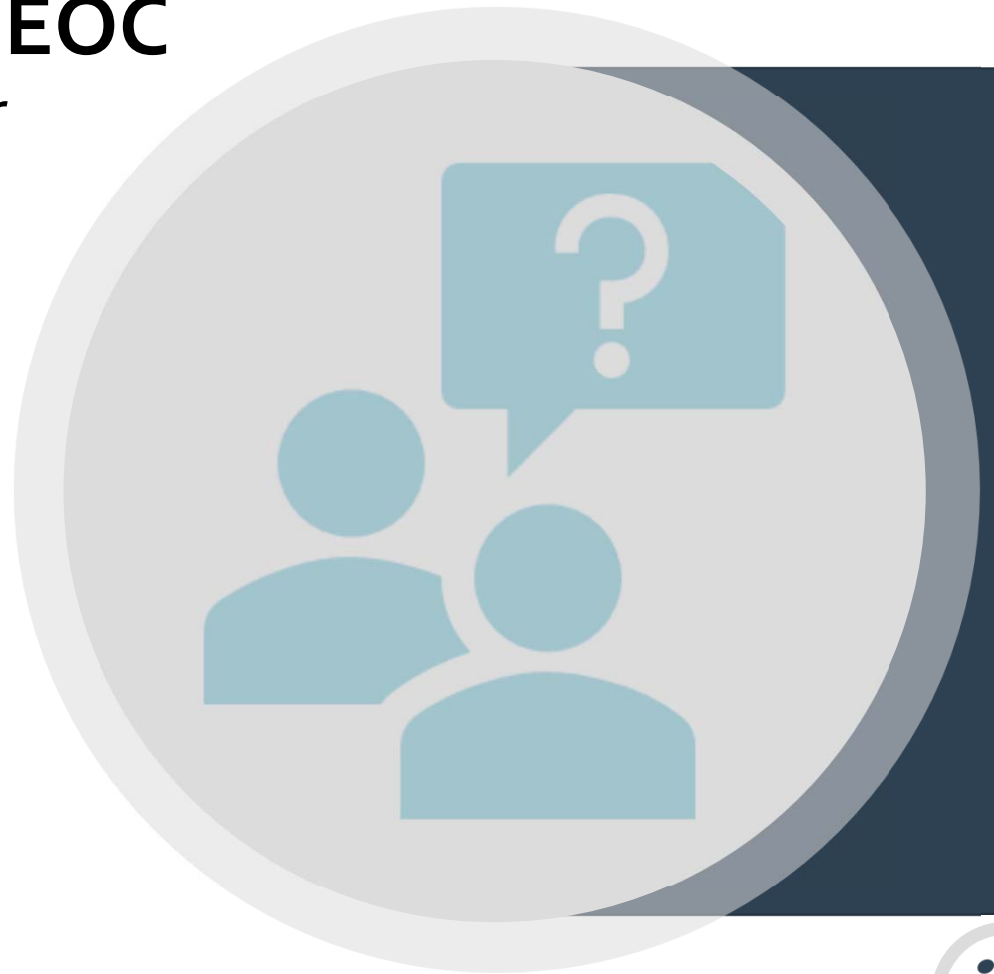
LESSONS LEARNED
>> *Operating a Virtual EOC*

OVER COMMUNICATE

What's your biggest struggle with working remotely?

20%	Collaboration and communication
20%	Loneliness
18%	Not being able to unplug
12%	Distractions at home
10%	Being in a different timezone than teammates
7%	Staying motivated
5%	Taking vacation time
3%	Finding reliable wifi
5%	Other

State of Remote Report 2020
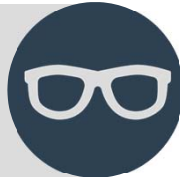buffer.com/state-of-remote-2020

iW INTERWEST

LESSONS LEARNED
>> *Operating a Virtual EOC*

OVER COMMUNICATE

TRANSPARENCY

iW
INTERWEST

LESSONS LEARNED
>> *Operating a Virtual EOC*

OVER COMMUNICATE

TRANSPARENCY

STAFF HEALTH & WELLNESS

LESSONS LEARNED
>> *Operating a Virtual EOC*

OVER COMMUNICATE

TRANSPARENCY

STAFF HEALTH & WELLNESS

DELIVERY IS OPEN!

iW INTERWEST

RESPONSE TO COVID-19

The City of Laguna Niguel was able to quickly adapt due to our investment in cloud-based technology over the past few years:

- Incode (financial system)

- eTRAKiT (permit system)

- Microsoft 365 (productivity suite)

USE OF TECHNOLOGY (CONT'D)

The investment in cloud-based technology allowed the City to adapt dynamically when the pandemic started which included:

- Ability to support a remote workforce where only an internet connection was required to access key systems

- Ability to collaborate in real-time with a remote workforce using Microsoft 365 applications like Teams

USE OF TECHNOLOGY (CONT'D)

The City's Emergency Operations Center (EOC) developed a virtual EOC.

- Allowed members to be in varying locations, with flexibility to work from a laptop, smart phone, iPad, tablet, etc.

- Extremely important to slow the spread of COVID-19 and to continue to conduct City operations.

USE OF TECHNOLOGY (CONT'D)

Microsoft Office 365 was used to provide an 'anywhere platform' for EOC designated staff.

- Microsoft Teams allowed departments to improve communication and collaboration relating to emergency document management, PPE procurement, remote staffing, critical public communications, local/county/state/federal programs.

- Microsoft OneDrive provided departments with remote access to documents.

USE OF TECHNOLOGY (CONT'D)
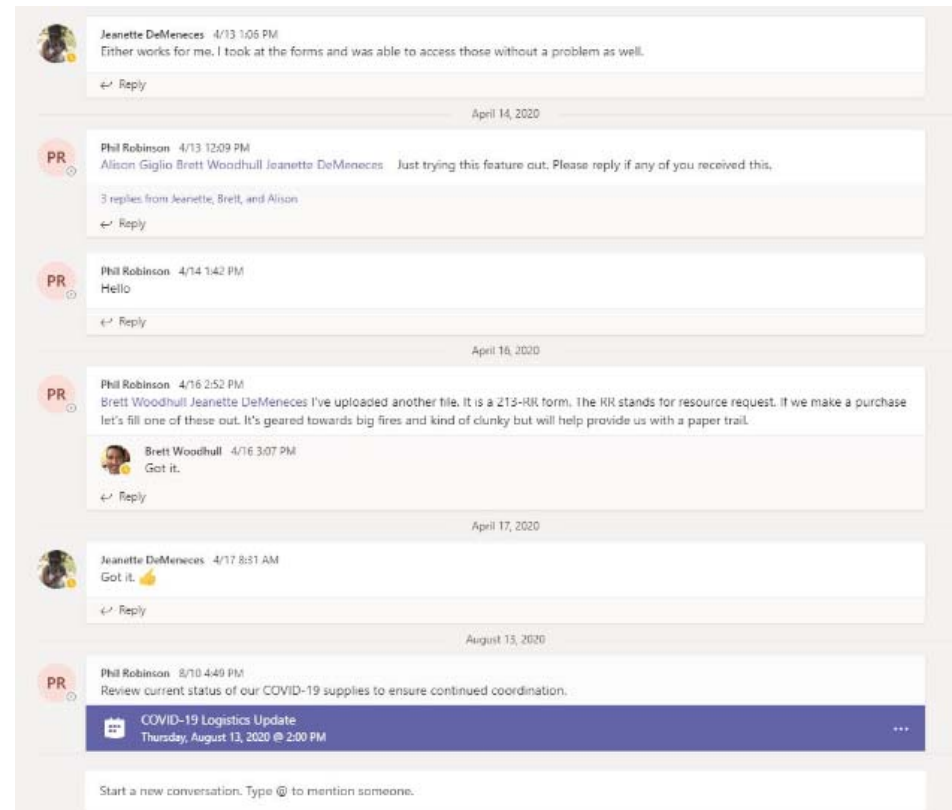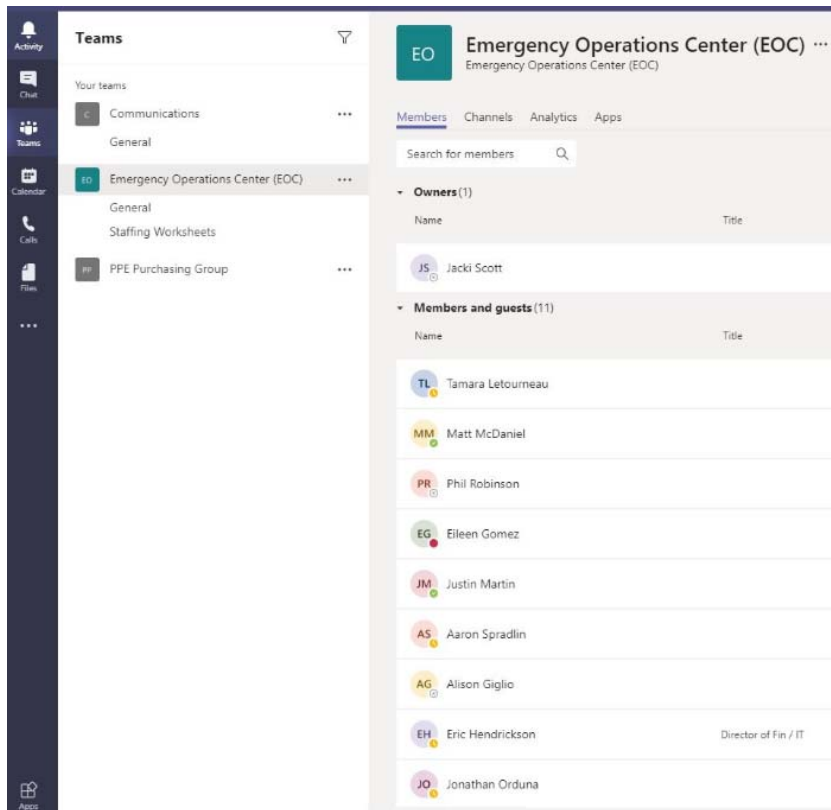
Microsoft Teams provided improved collaboration and the ability to chat in real-time with a remote workforce.

REMOTE WORKFORCE

>> Remote Desktop Software

Used GoToMyPC to access legacy applications not accessible from the cloud.

>> Microsoft SharePoint Online

Have started migrating on premise file servers to SharePoint Online to provide anywhere access to documents.

REMOTE WORKFORCE
(CONT'D)

>> Paperless Invoice Workflow

Started pilot project with Stampli.com (implement cloud-based AP automation software).

>> Video Conferencing

Using Zoom to support citywide public meetings and internal operations.

REMOTE WORKFORCE
(CONT'D)

>> Intranet

Using SharePoint Online to deploy an Intranet to improve internal communication, document sharing, and employee recognition.

>> Electronic Signatures

Working to implement an electronic signature administrative policy to improve contract administration workflow.

LESSONS LEARNED
>> IN RANCHO CUCAMONGA

- Establish an Incident Command structure early and get clear lines of authority.

- Find ways to use existing communications channels to manage EOC events.

- COVID was new territory for Emergency Management, so many established plans had to be scrapped or modified along the way. Work towards the objective, not the process.
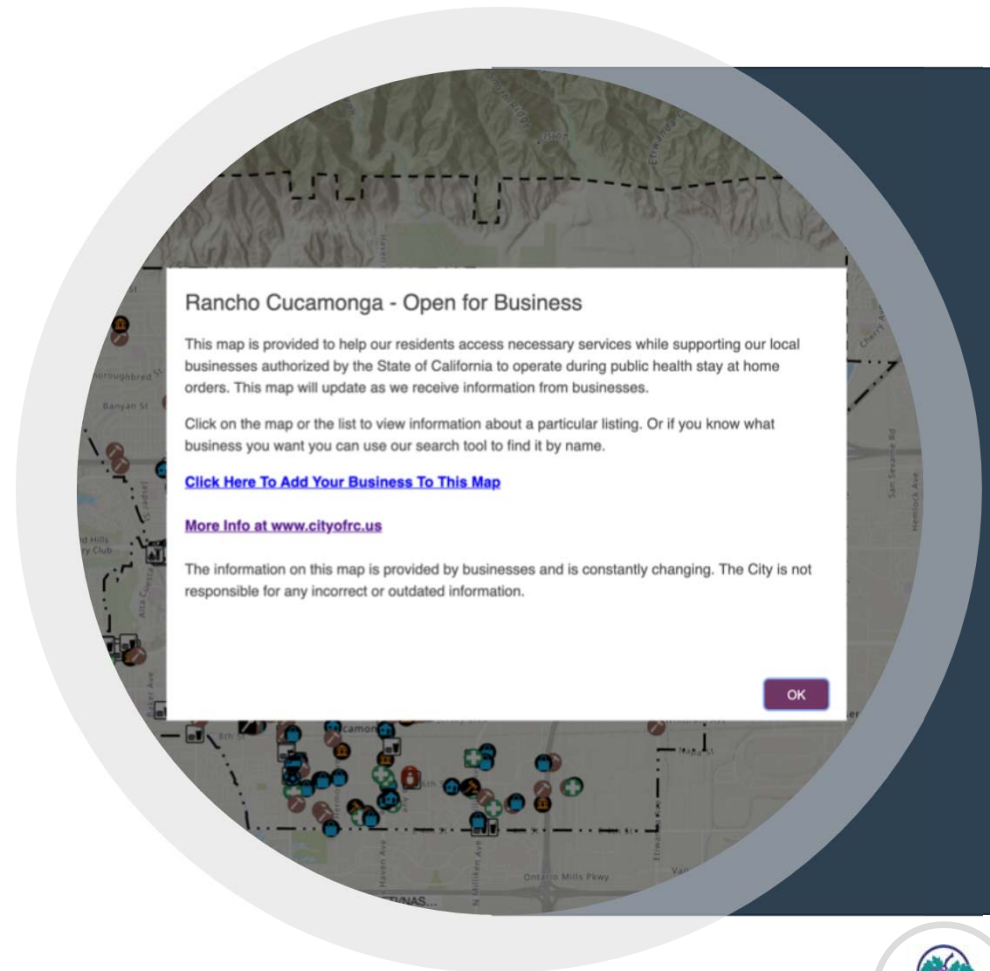
LESSONS LEARNED
>> IN RANCHO CUCAMONGA

Deliberate Communication

- Virtual event management required being more deliberate about communications and establishing unprecedented social norms.

- Many staff members were reluctant to "bother" staff members working from home because of legacy perceptions on remote work.

Understand boundaries and get imaginative

- We did not allow VPN from non-city managed devices but provided virtual desktop access for those without City laptops.

- This gave us the ability to quickly pivot to remote work while managing risk.

People were empowered to work where it suited them best

- Many employees worked hybrid models with remote and on-premise hours.

- Access and accomplishment became new performance standards, replacing attendance and daily productivity.

THANK YOU

THE FLOOR IS OPEN FOR DISCUSSION