



InSPIRE

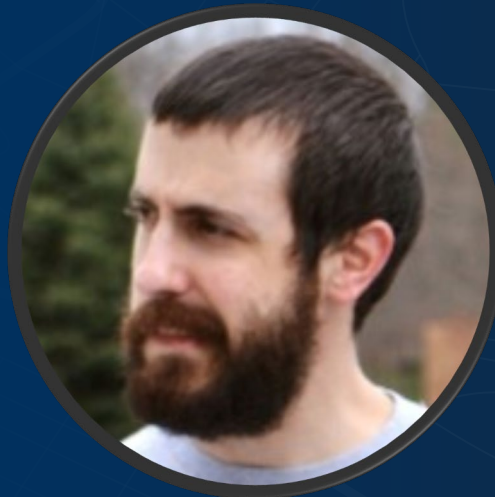
Innovation Summit for Preparedness & Resilience

Don't Box Me In: Virtual EOC
Considerations

Meet the presenters



Kevin Kay:
Facilitator



Justin Kates



Cassandra
Stelter



Lucas
McDonald

Objective

Identify best practices for virtual and hybrid emergency operation center activities.

Agenda

- Introductions
- From brick to bit
- Five levels of autonomy
- Facilitating communications
- Customization and innovation
- Group discussion



Introductions



**Agency, Role,
Background**



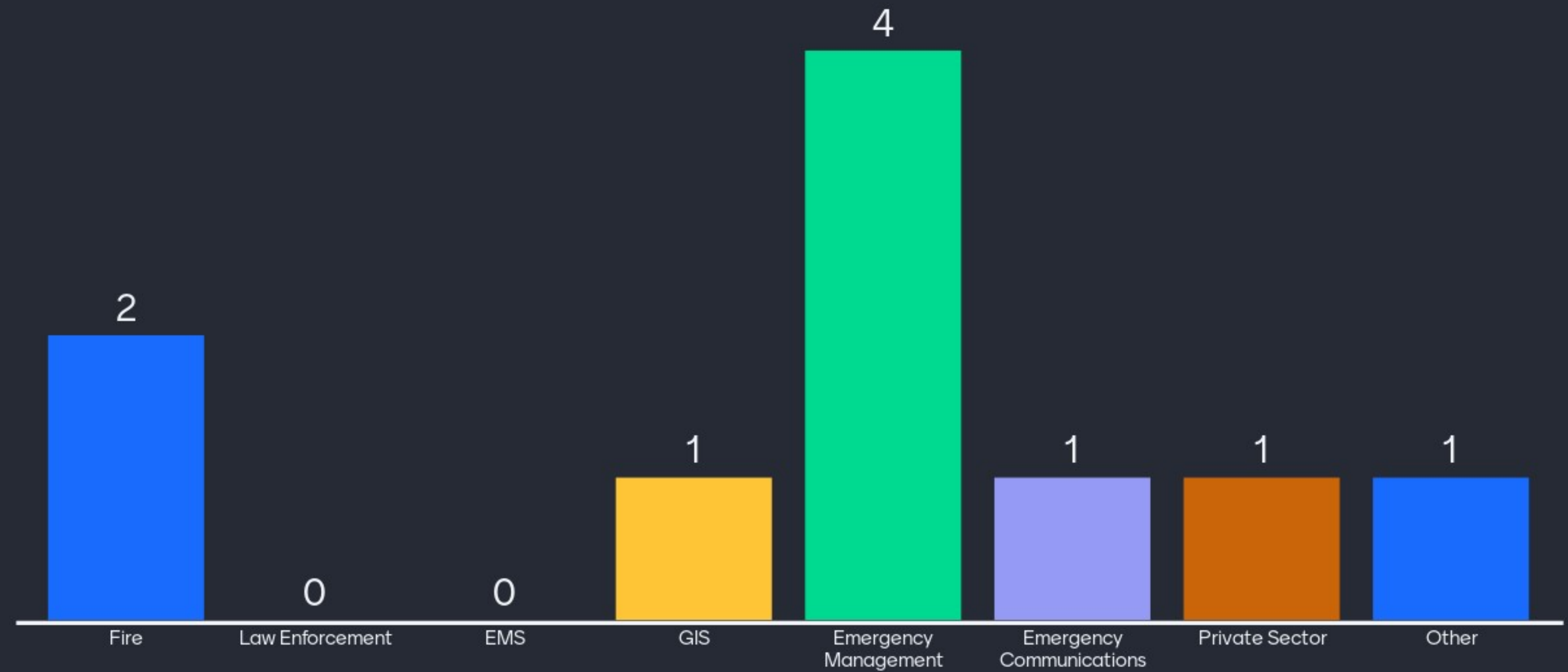
**New or
exciting
technology?**



**Biggest challenge and
success**

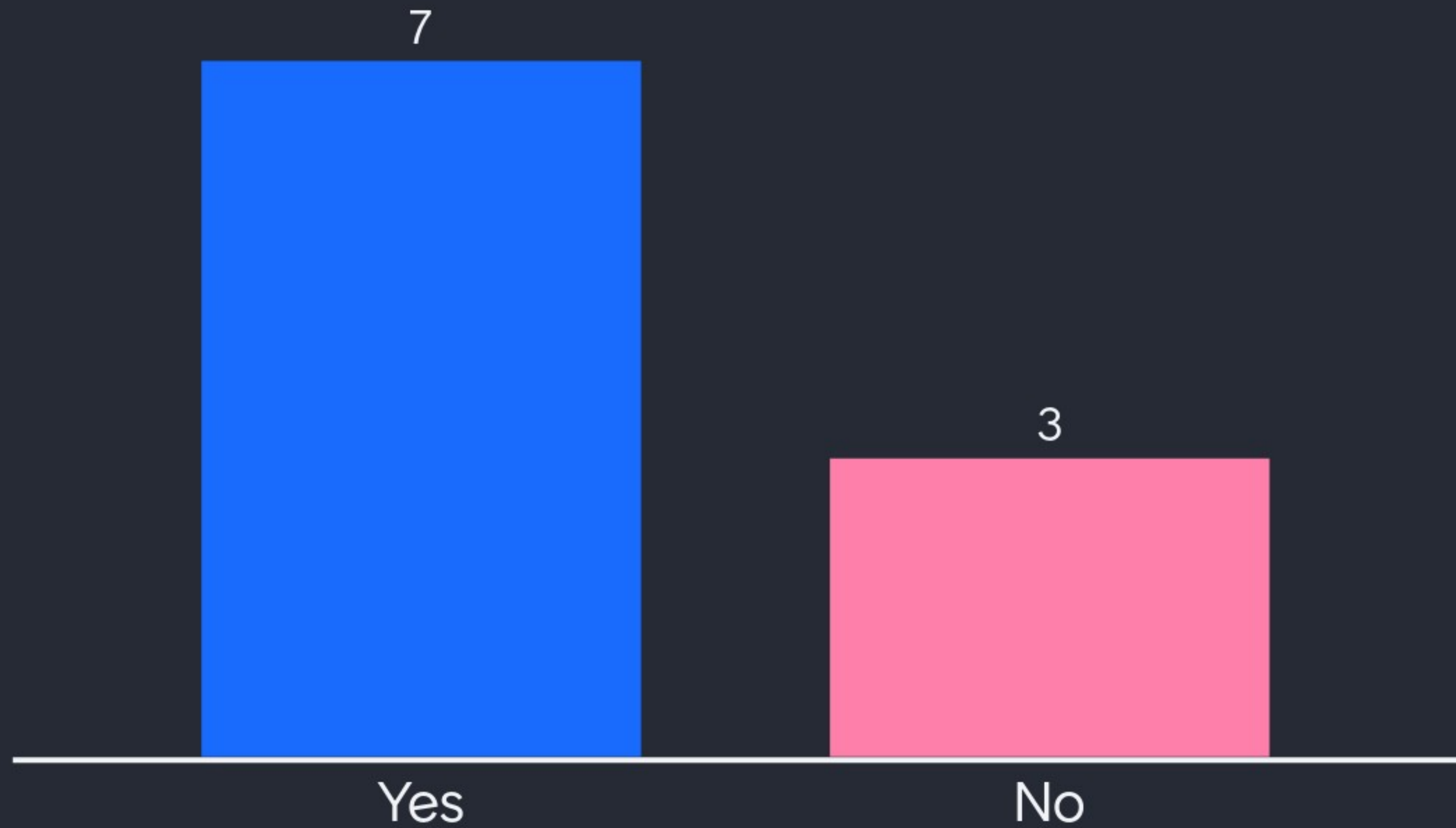


What is your primary discipline?

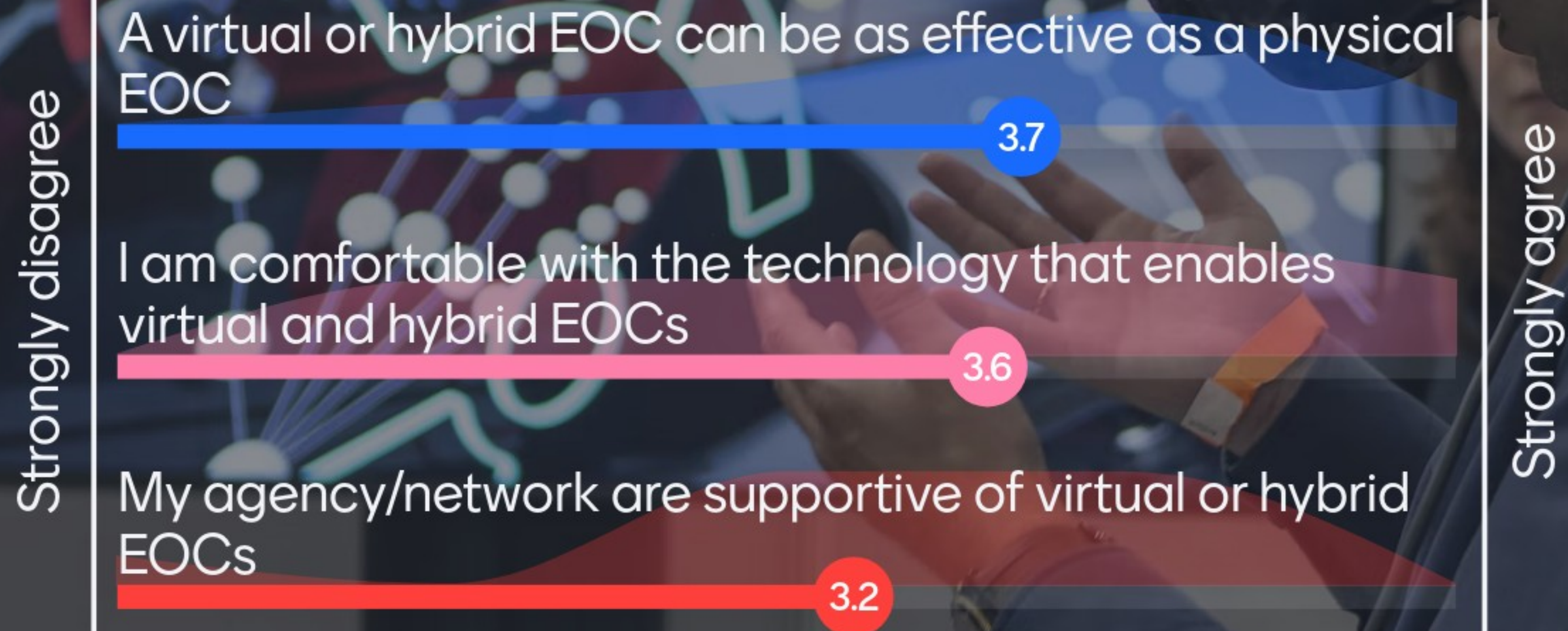




Have you worked in or supported an EOC (in-person or virtual)?



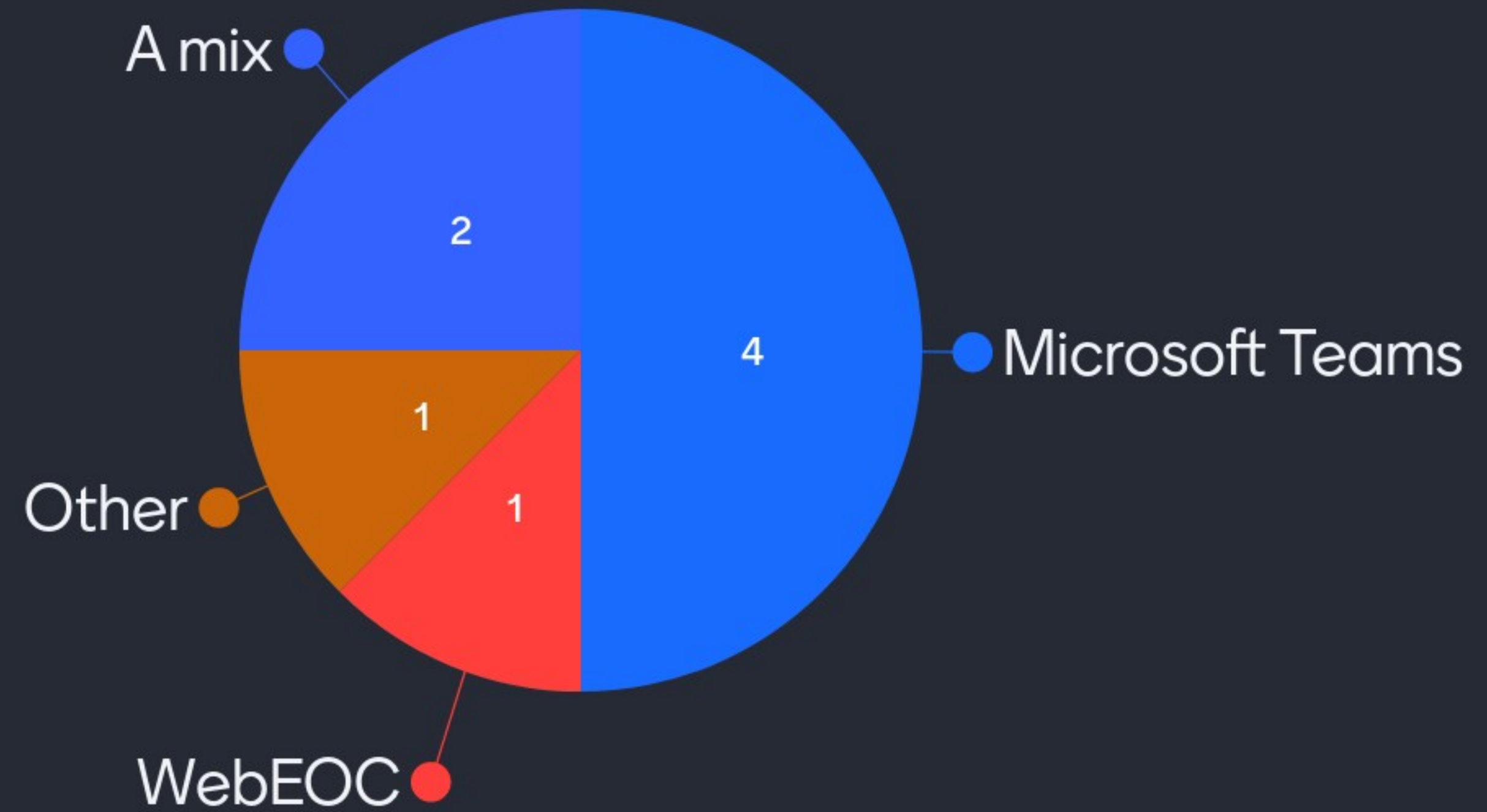
How do you feel about the following statements?



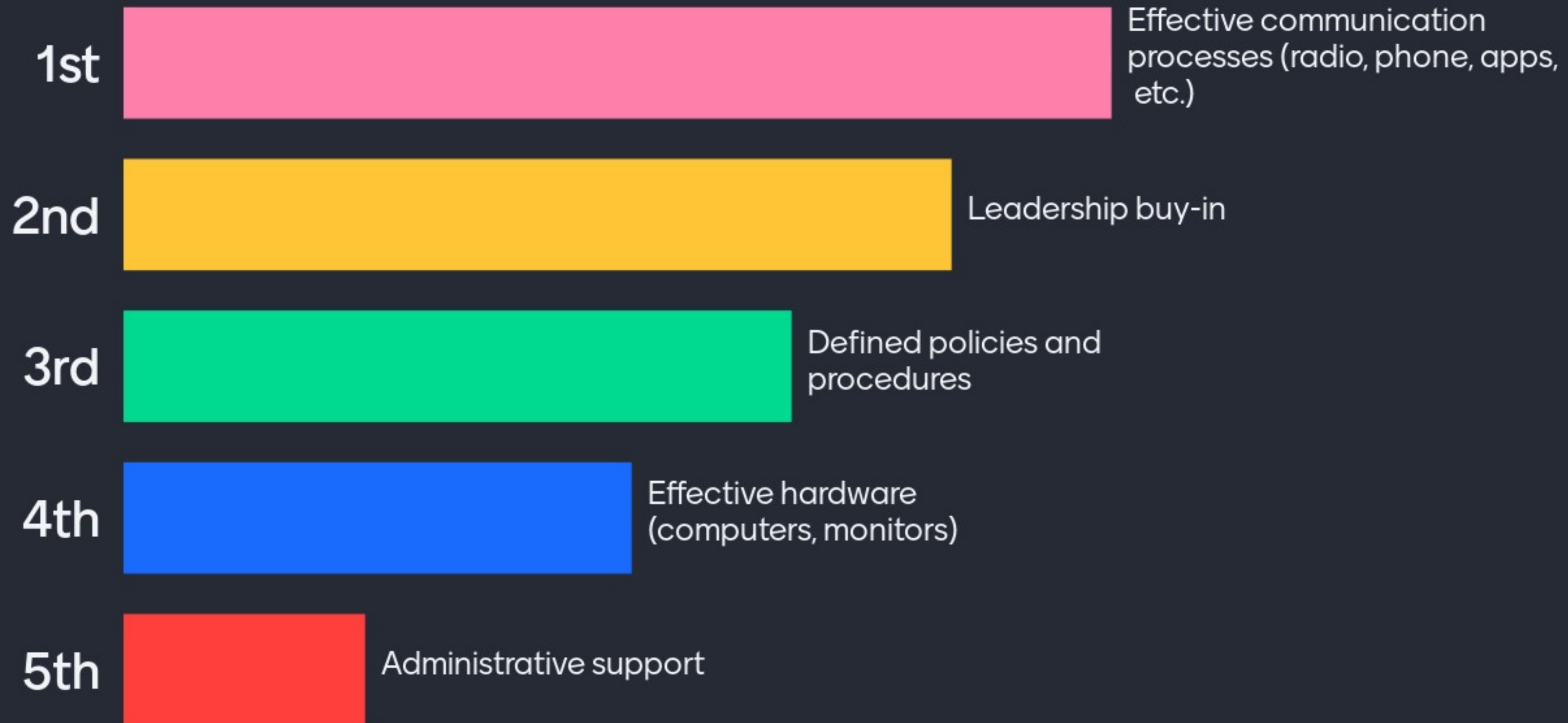
Do you have someone with admin access to your EOC technology in the EOC at all times?



What platform do you currently use in your EOC?



What is most important to you when running a virtual/hybrid EOC?



Have questions?

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From Brick to Bit

Lucas McDonald

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Applying Distributed Work's Five Levels of Autonomy to Emergency Management

Justin Kates

Disclaimer



AUTOMATION LEVELS OF AUTONOMOUS CARS

LEVEL 0



There are no autonomous features.

LEVEL 1



These cars can handle one task at a time, like automatic braking.

LEVEL 2



These cars would have at least two automated functions.

LEVEL 3



These cars handle “dynamic driving tasks” but might still need intervention.

LEVEL 4



These cars are officially driverless in certain environments.

LEVEL 5



These cars can operate entirely on their own without any driver presence.

DISTRIBUTED WORK'S FIVE LEVELS OF AUTONOMY
by Matt Mullenweg



LEVEL FIVE - NIRVANA

consistently perform better than any in-person organization could



LEVEL FOUR

when things go truly asynchronous



LEVEL THREE

being remote-first, or distributed



LEVEL TWO

everything is still synchronous, your day is full of interruptions



LEVEL ONE

no deliberate effort to make things remote-friendly



LEVEL ZERO

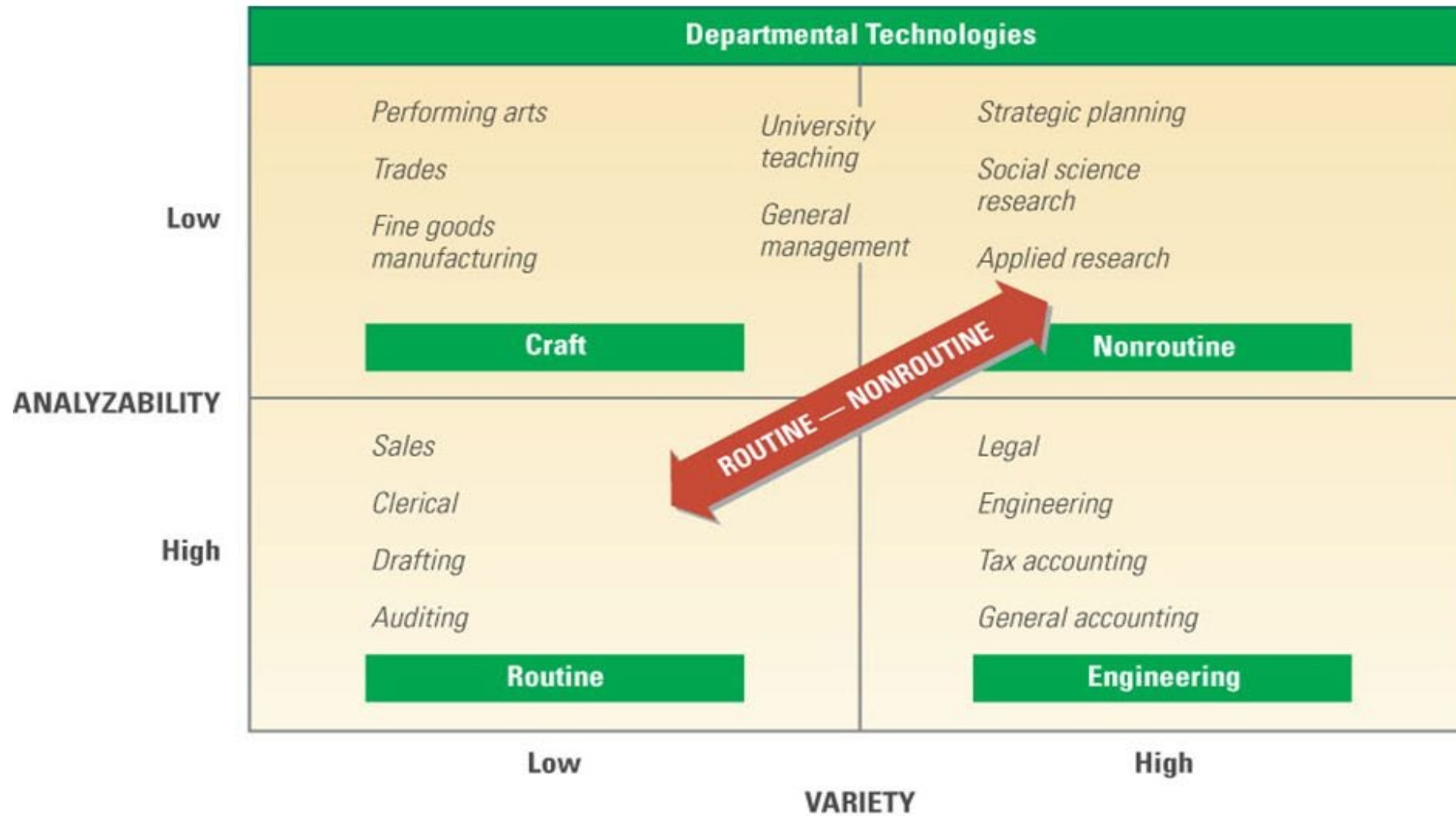
a job which cannot be done unless you're physically there

Level 0

- IMPOSSIBLE to do remote
- Austere or degraded communications?
- Many fewer positions than we originally thought
- For positions deemed Level 0, ask "Should EM be doing it?"
- "Future of Work"



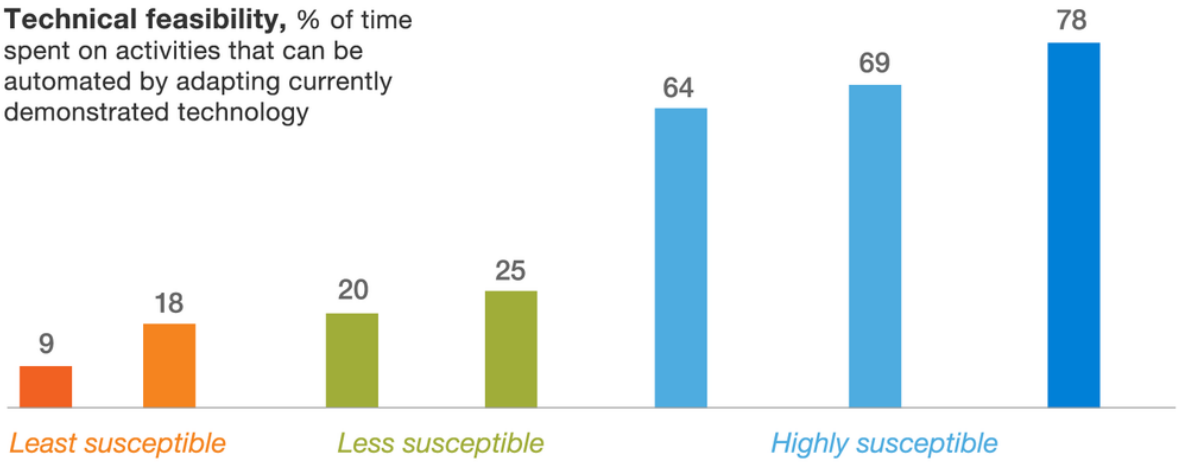
Framework for Department Technologies



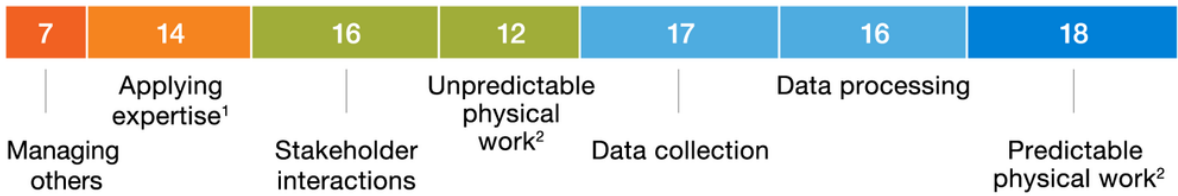
Source: Daft, Richard L., and Norman B. MacIntosh. "A New Approach to Design and Use of Management Information." *California Management Review* 21, no. 1 (October 1978): 82–92. <https://doi.org/10.2307/41165297>.

Analyzing work activities rather than occupations is the most accurate way to examine the technical feasibility of automation.

Technical feasibility, % of time spent on activities that can be automated by adapting currently demonstrated technology



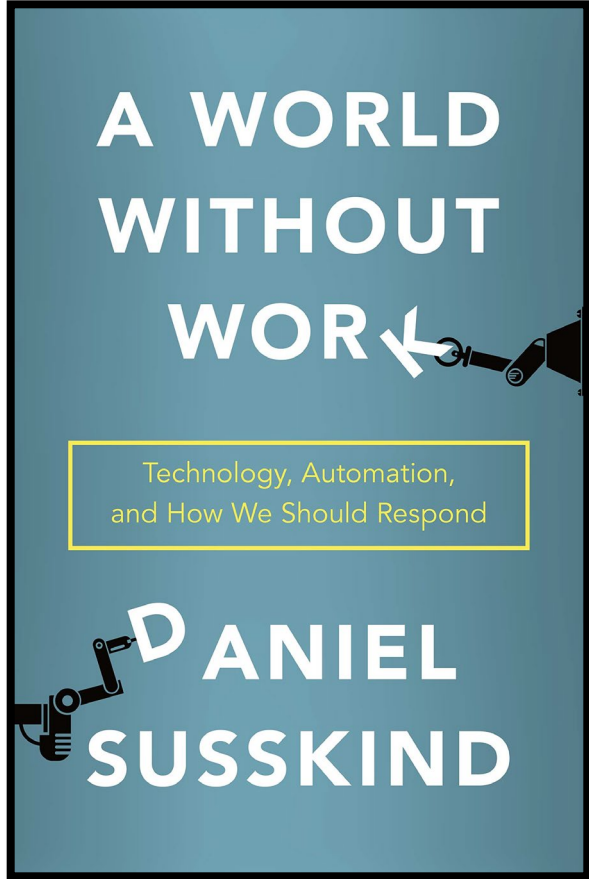
Time spent in all US occupations, %



In practice, automation will depend on more than just technical feasibility. Five factors are involved: technical feasibility; costs to automate; the relative scarcity, skills, and cost of workers who might otherwise do the activity; benefits (eg, superior performance) of automation beyond labor-cost substitution; and regulatory and social-acceptance considerations.

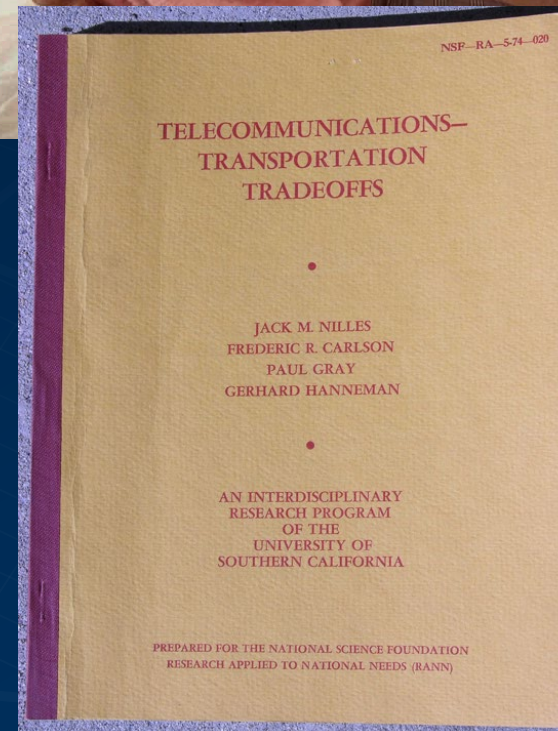
¹Applying expertise to decision making, planning, and creative tasks.

²Unpredictable physical work (physical activities and the operation of machinery) is performed in unpredictable environments, while in predictable physical work, the environments are predictable.



Level 1

- Most organizations Pre-COVID
- Think "snow day"
- Very inconvenient to access resources remote
- Select employees may have clunky VPN access
- "FreeConferenceCall.com"
- Likely would have considered alternate EOC instead

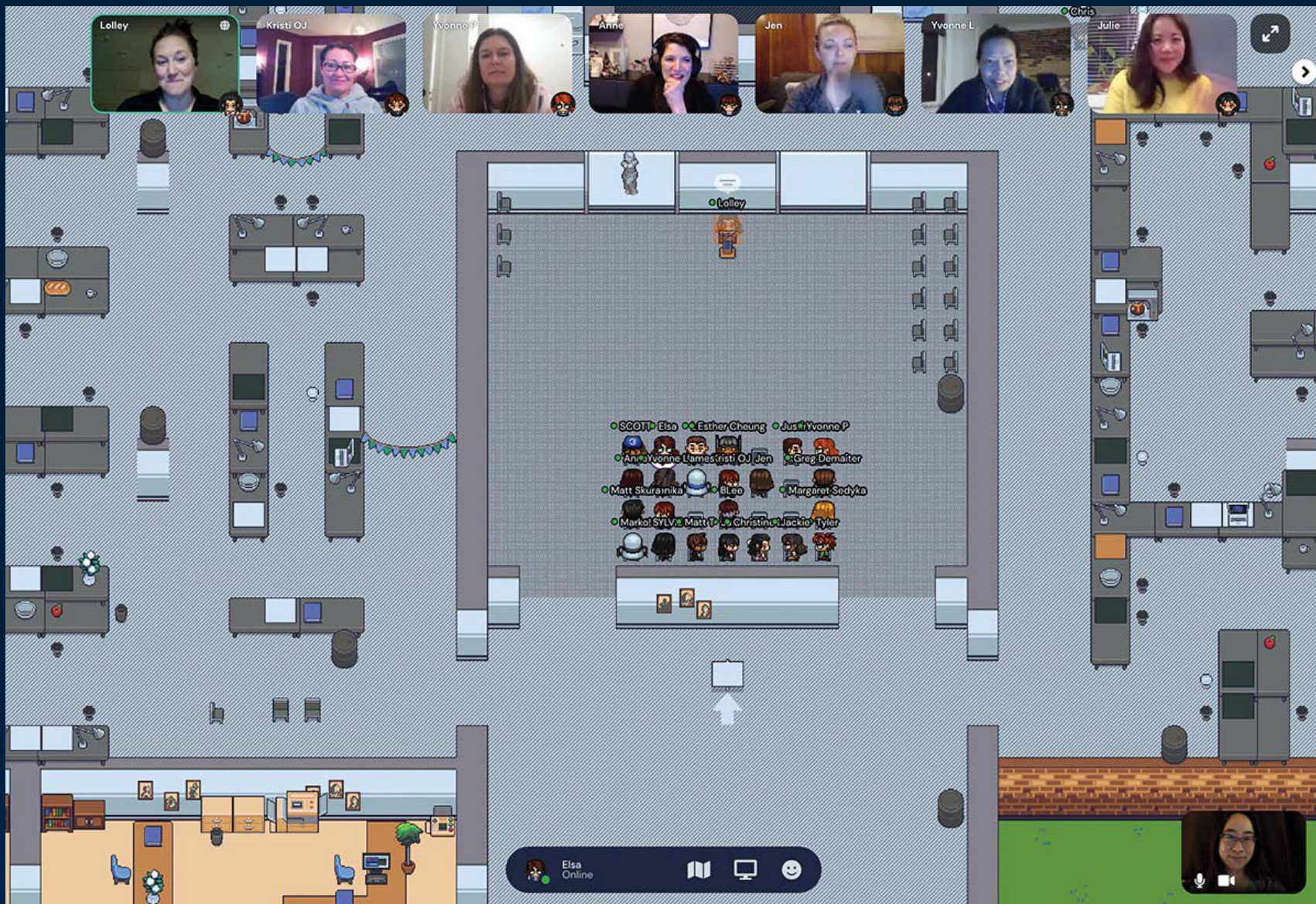


Level 2

- Most organizations during COVID Year 1
- Recreating physical settings, processes, and communications remotely
 - Conway's law (Melvin Conway 1967)
 - Understanding Media: The Extensions of Man (Marshall McLuhan 1964)
- Constant interruptions
- Zoom-fatigue
- Management anxiety & surveillance

"There is nothing worse than doing the wrong thing well" - Peter Drucker





Planner

Fourth Coffee Store Plan ★

Board Charts Schedule ...

Members +3 Filter (0) Group by Bucket

Store Design

+ Add task

Purchase furniture and fixtures

09/29

Elva Hebert

Vendor involved

Choose remodel team

General contractor

Interior designer

10/13 1/3

Fourth Coffee

Submit permit drawings for approval

storeblueprint.pdf

11/24 @ 1

Show completed 1

Operations & Equipment

+ Add task

Overbudget

Research and purchase espresso machine, grinders, and roaster

Current equipment selections are overbudget. Need to revisit operations budget to reconcile.

01/11/2021

Order staff uniforms

03/16/2021

Rosemarie Morrison

Show completed 2

Coffee Product Line & Customer Goods

+ Add task

Requires Rosemarie Morrison

Set product pricing

pricelist_customer_goods.xlsx

10/12 @ 2

Rosemarie Morrison

Vendor involved

Choose customer goods supplies

Mugs

Coffee bean bags

T-shirts

Pin and patches

09/01 @ 2/6

Show completed 2

Recruitment & Training

+ Add task

Reuse material

Write job descriptions

Barista

Pastry Chef

10/19 @ 2/4

Conduct interviews

Manager and barista interviews must include drink-making test (espresso, latte, cappuccino, and cortado).

11/24

Reuse material

Develop onboarding checklist

onboardingchecklist.docx

09/15 @ 2

Nick Trudeau

Show completed 1

Marketing

+ Add task

Fourth Coffee

Design branded lifestyle image

lifestyle1.png

09/15 @ 3

Design social media presence

Twitter

Facebook

YouTube

11/23 @ 0/3

Felipe Lawhorn

Vendor involved Overbudget

Hire website designer

Most designer options put us in a bind. Let's consider building the website ourselves.

12/04

Felipe Lawhorn

Develop content for Grand opening advertising channels

01/12/2021

Design brand assets

Coffee product lines

Choose advertising channels



ICS-219 (1-9) T-Cards

[illegible]

Level 3

- Many progressive (or frugal) private sector/NGOs today
- Remote-first or distributed
- Collaboration (Google Docs)
- Shifting towards asynchronous work
- Written communication focus
- Zero trust security mindset
- Strategic use of **purposeful** in-person work
- Improving home-working environments & technology

The screenshot shows a digital interface for an "Onboarding plan". It features a "Timeline" section with a table of tasks and assignees, a list of "Onboarding documents", and a checklist of tasks. An overlay shows a comment from "Indira Sami" mentioning "@flo.tjong@example.com" and asking for a finance induction. The interface includes user avatars, a close button, and action buttons like "Comment" and "Cancel".

Week 1	Contact
Employee manual	Josie Mariano
Manager training	Flo Tjong

Onboarding documents:

- Employee manual
- Manager training

Onboarding tasks:

- ☒ Team introductions
- ☐ Manager training
- ☐ Schedule team lunch

Comment from Indira Sami:

@flo.tjong@example.com Do you think we should include a finance induction too?

☐ Assign to AJ Mayhook

Your @mention will add people to this discussion and send an email.

Comment Cancel

Collaborative interactions fall into three categories.

 Virtual  In person  Other mechanisms

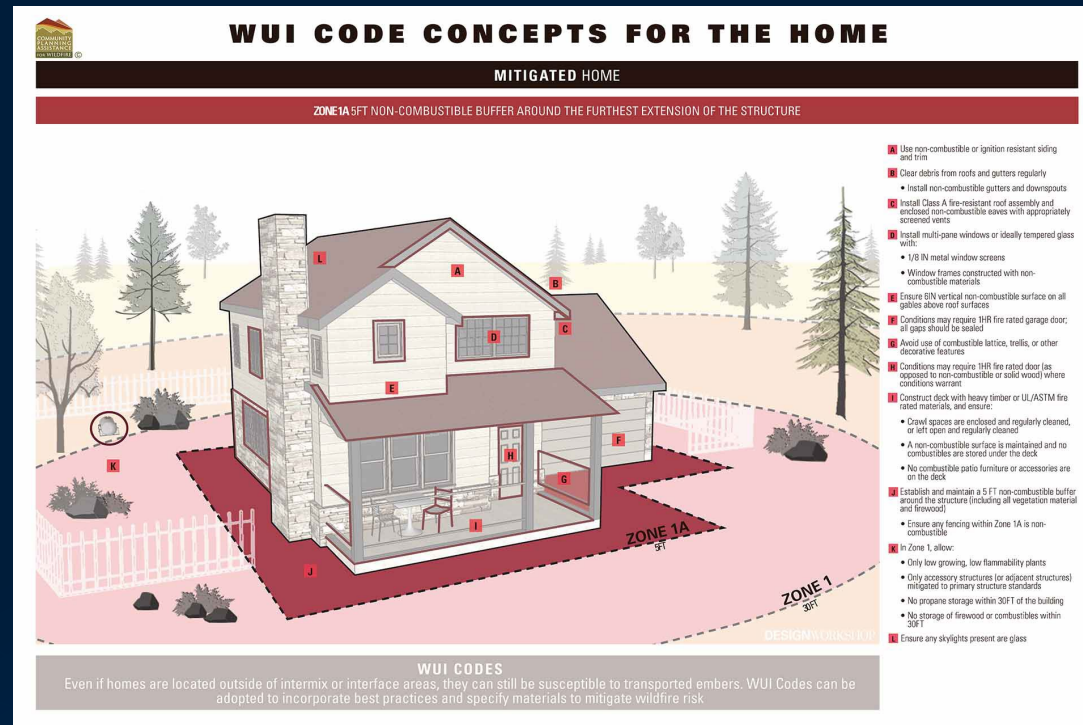
	Interaction	Suggested Format	Purpose	Characteristics	Outcome
Decision making	Complex or uncertain decision		Make uncertain, hard decisions	Most complex, hard decisions Quality debates	Decisions for complex issues and actions
	Cross-cutting routine decision	 	Make routine decisions	Standard set of routine decisions Well-defined protocol for approvals Most time spent on exceptions or escalations	Routine decisions
Creative solutions and coordination	Innovative session		Identify innovative solutions	Innovative problem solving Usually half-day sprint Solutions to be brought into a decision meeting	Potential innovative solutions—preparation for a decision meeting
	Routine working session	 	Coordinate actions Get input Crowdsource ideas	Round-robin Usually short	Considerations and next steps
Information sharing	One-way		Share information	No interactions required Other effective mechanisms; eg, memo, email, podcast, vlog, Slack-based town hall	Awareness of new information
	Two-way	 	Share information and answer questions	Interactions (eg, Q&A) required to be successful	Awareness of the new information and concerns and questions addressed

Hybrid workspace use and design considerations

	Colocated	Virtual
Space use	• Team-building events • All-hands meetings • Networking and socialization • Trust- and relationship-building events • Whiteboarding and cocreation/innovation • Client briefings and presentations • Cross-fertilization of ideas and best practices • New hire orientation	• Participating in status meetings • Asynchronous collaboration • Work that does not require interaction with customers, clients, or colleagues • Creating, editing, and reviewing documents • Work done primarily at a desk or online • Deep work (requiring distraction-free concentration) • Individual tasks not requiring collaboration
Design consideration	▼ Fewer dedicated, private cubes and offices ▲ More collaboration spaces and team rooms ▲ Workplace design that promotes creativity, collaboration, and problem solving	▲ Reliable, secure internet connection ▲ Workplace design promoting comfort, productivity ▲ Appropriate collaboration tools and technologies ▲ Supporting peripherals/devices as needed (e.g., monitor, external speaker, printer, whiteboard)

Source: Deloitte analysis.

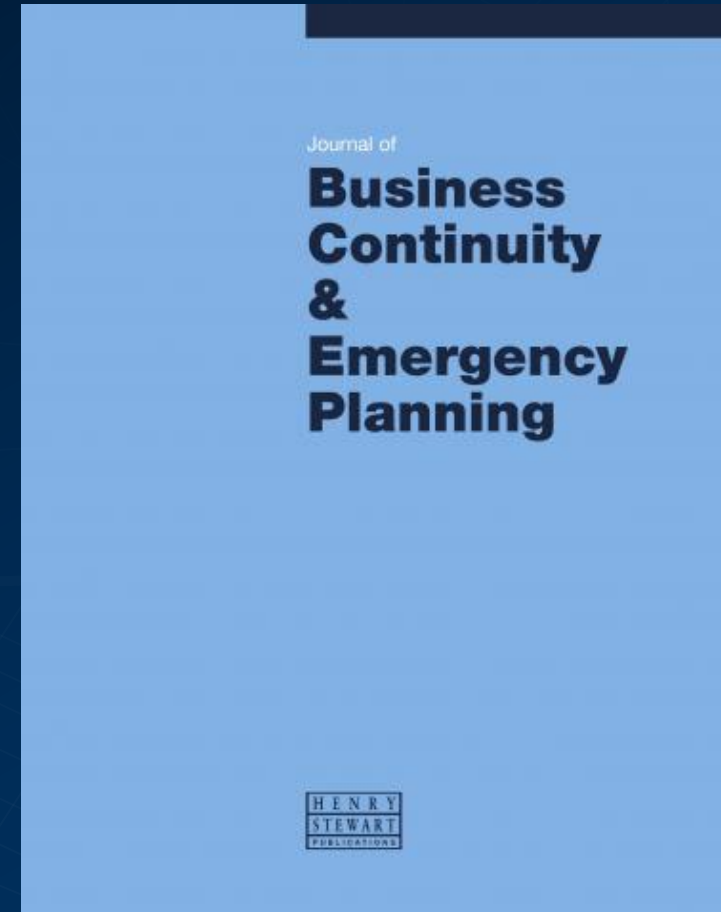
Improving Home-Working Environments in EM



Remote work+vulnerable grid=?

Ratner, J., Westfallen, V., Aguilar, S., & Schlegelmilch, J. (2022). Remote work and climate change: Considerations for grid resilience in the 21st century. *Journal of Business Continuity & Emergency Planning*, 16(1), 53-61.

What accommodations should our employees make to be a part of the solution rather than the problem?

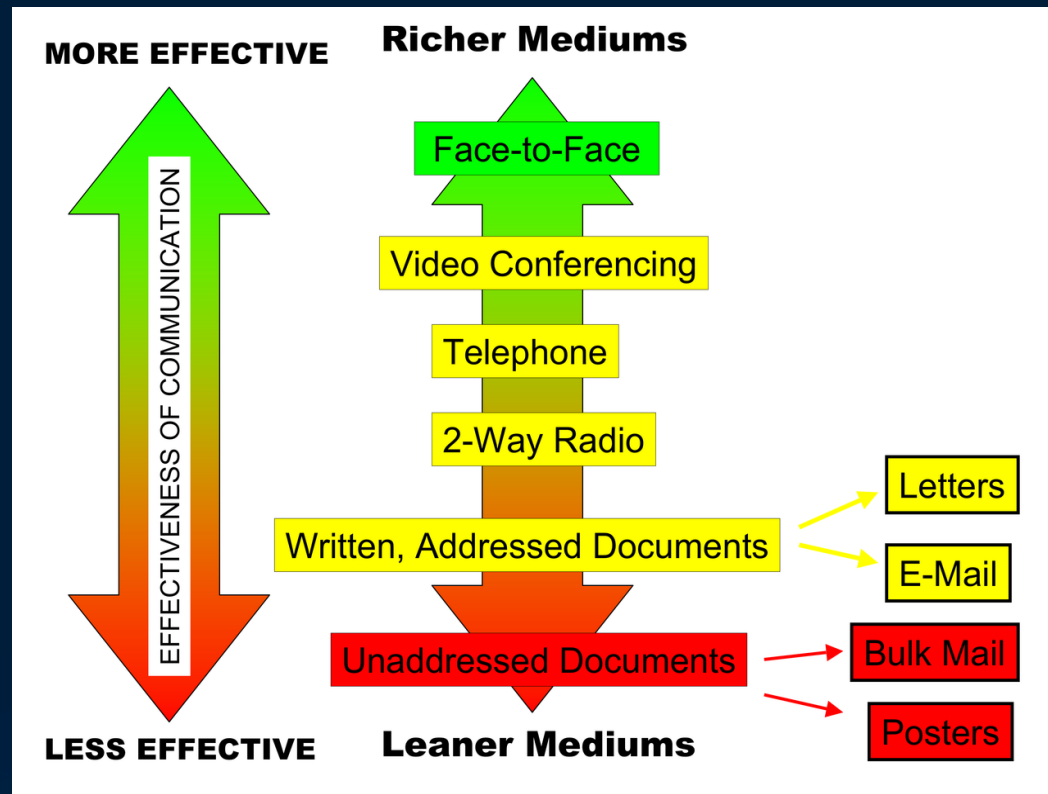


Level 4

- Truly asynchronous work (anti-email)
- Inclusive & transparent decision making
- Real-time meetings are held to high standard (well run, agendas, pre-work, post-work)
- Performance no longer evaluated on time in office
- High employee retention due to investments in training & coaching
- Global & 24/7 operations (baton passes)
- Objective standards promote inclusivity - "idea meritocracy"
- Flow-inducing



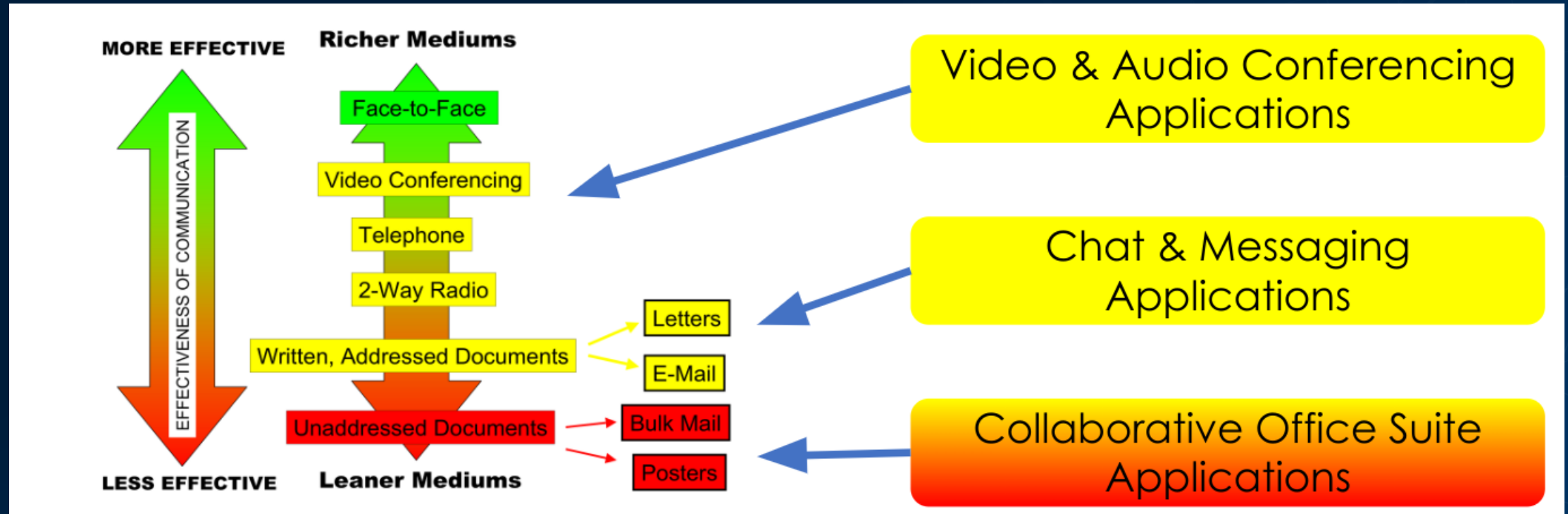
Information Processing



Media Richness Theory -
Richard L. Daft & Robert H.
Lengel (1986)



Information Processing



Three Speeds of Collaboration

- **Realtime** - fast, synchronous, interactive, ephemeral
- **Async** - slower, asynchronous, delayed, persistent, linear
- **Storage** - slow, completely asynchronous, autonomous, timeless ("evergreen"), organized



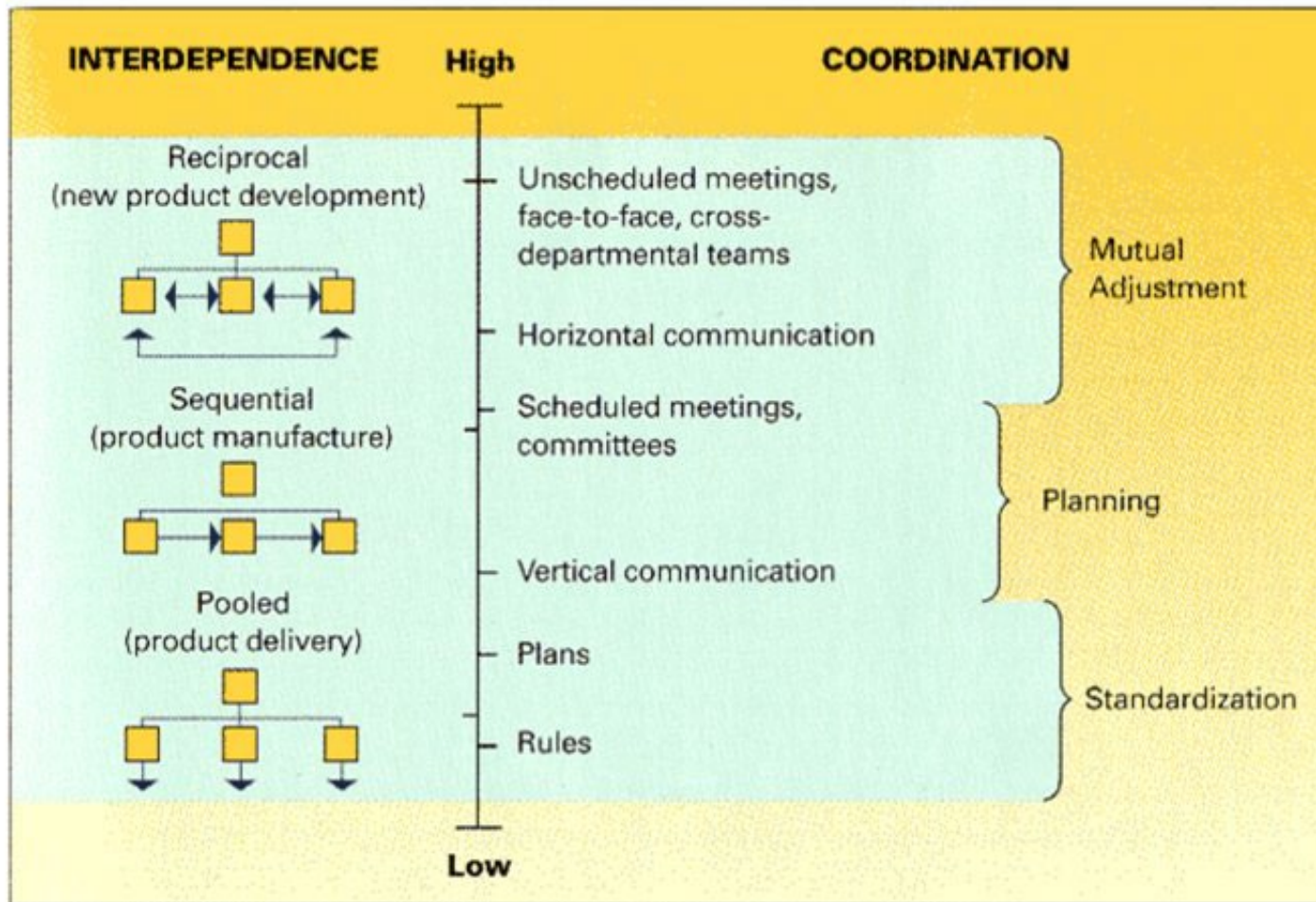


Exhibit 4.12
Primary Means to Achieve Coordination for Different Levels of Task Interdependence in a Manufacturing Firm

Source: Adapted from Andrew H. Van de Ven, Andre Delbecq, and Richard Koenig, "Determinants of Communication Modes within Organizations," *American Sociological Review* 41 (1976): 330.

James Thompson (1967)

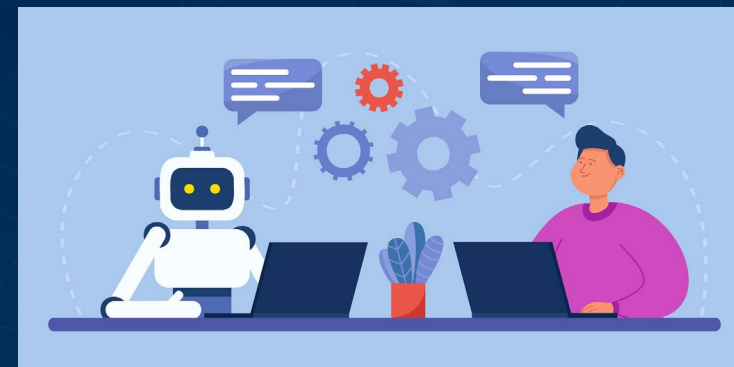
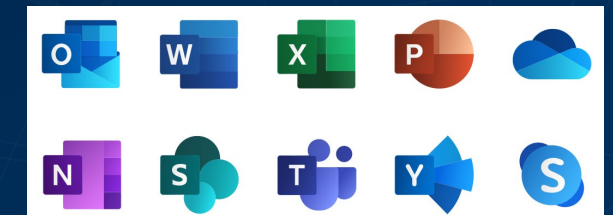
Costs of Coordination

- Disaster response can be viewed as a complex adaptive system (Comfort 1999, 2006, Kapucu 2009).
- Woods' Theorem: As the complexity of a system increases, the accuracy of any single agent's own model of that system decreases rapidly (Woods, 2017).
- In complex adaptive systems, everyone's model is going to be partial and incomplete (Woods, 2017).
- Therefore, we need multiple, diverse perspectives to handle non-routine or exceptional events (Grayson, 2018, Watts-Perotti & Woods, 2001).
- But there is additional cognitive load working with others (Klein et al, 2005; Maguire, 2019).

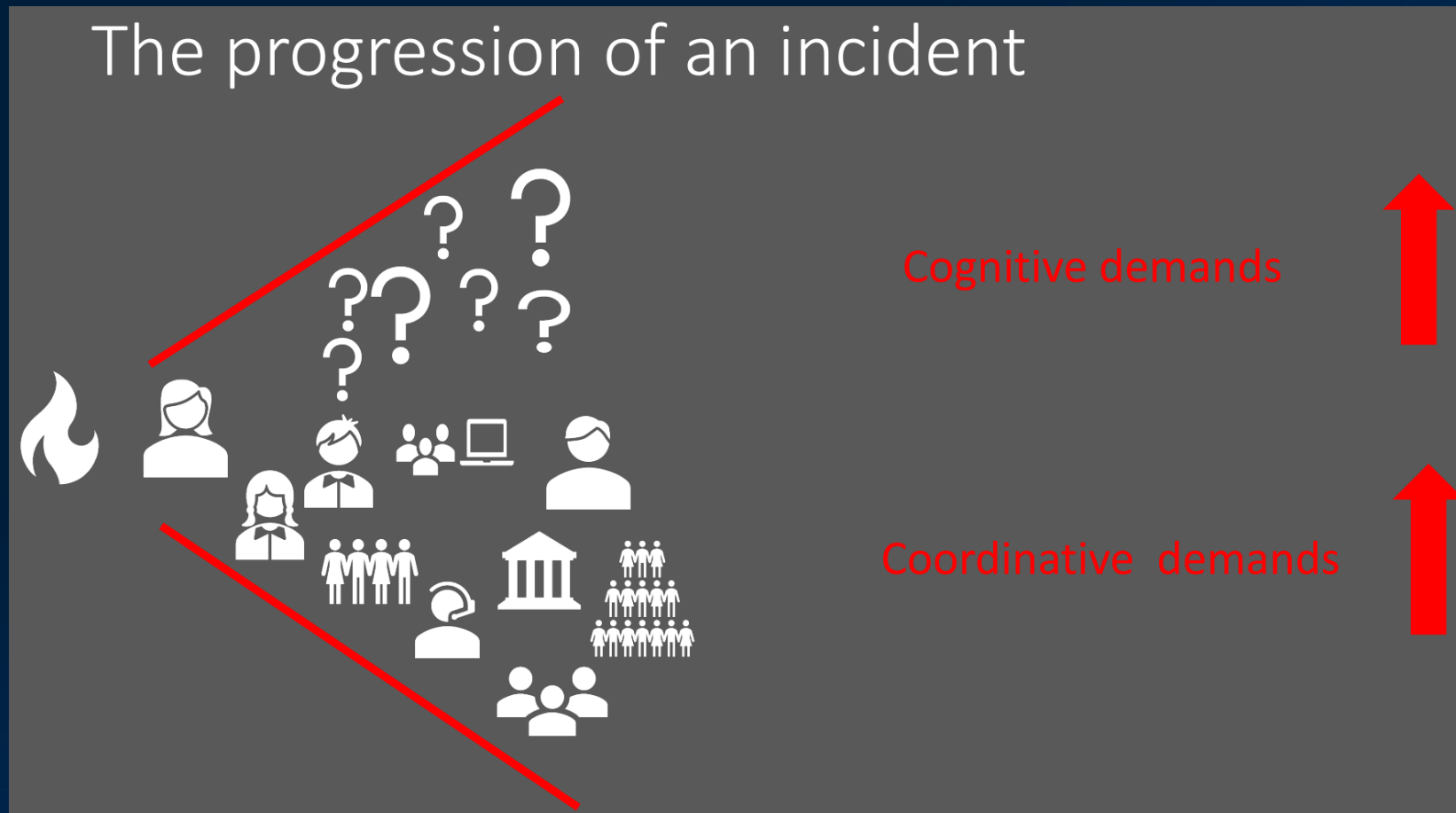


Costs of Coordination

- Maguire's research looks at the nexus of three vectors during anomalies:
 - **Distributed Work Systems** (humans not co-located but working together on joint activity)
 - **Computer Supported Cooperative Work** (computers helping humans to work together with other humans)
 - **Joint Cognitive Systems** (humans and computers working together on joint activity)
- As we continue to automate more, these vectors blur as humans and machines both represent cognitive agents



Costs of Coordination



Costs of Coordination

Cognitive work

Anticipating
Observing
Inferring
Reasoning
Recognizing change
Prioritizing
Planning
Troubleshooting
Diagnosing
Correcting
Modifying
Reacting



Perceiving



Reasoning



Attending



**Forming
an Action**

Coordinative work

Recruiting
Synchronizing
Grounding
Updating
Signaling
Taking Initiative
Delegating
Taking Direction
Reciprocity
**Relaxing goals or
constraints**

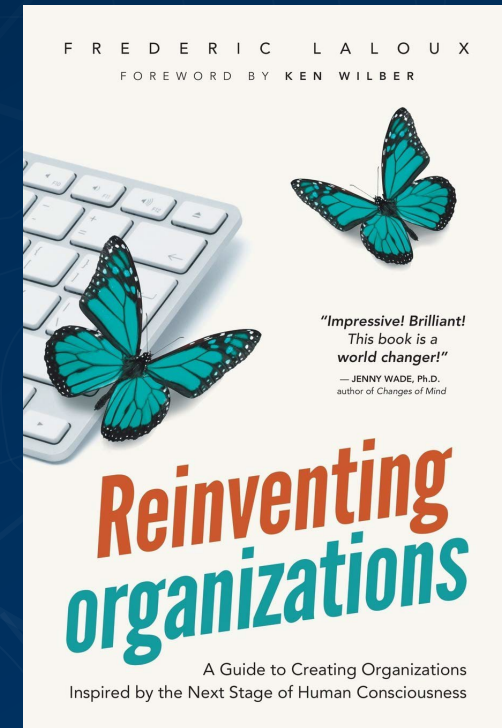
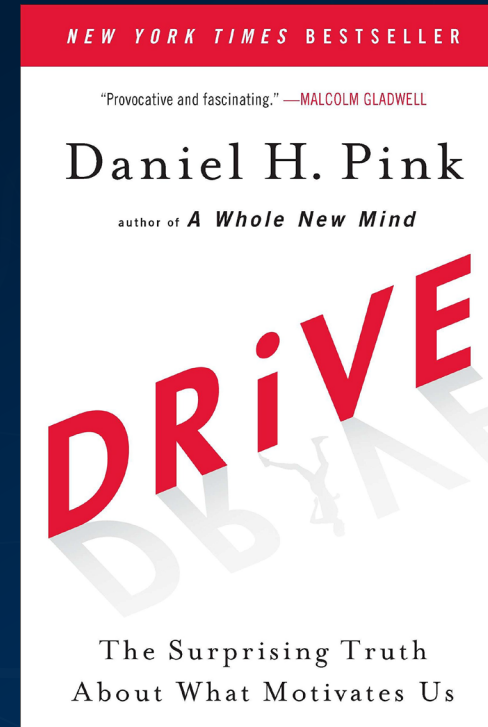
Costs of Coordination with Tooling (i.e. Virtual EOC Platforms)

- Lag/delay
 - Reduced functionality
 - Glitches
 - Updating
 - Calibration
 - Difficulty with access
 - Limited observability
- Investments in:
 - Selecting
 - Testing
 - Piloting
 - Launching
 - Switching
 - Calibration
 - Re-calibrating
 - Working around limitations

Promote
"daily use"
platforms!

With these costs, should we even bother?

- What drives motivation?
 - Mastery
 - Purpose
 - Autonomy
- Autonomy is our desire to be self-directed, to have agency over ourselves and our environment.
- Extreme examples: Teal Organizations & Holacracies



Future EM Workforce

Threats

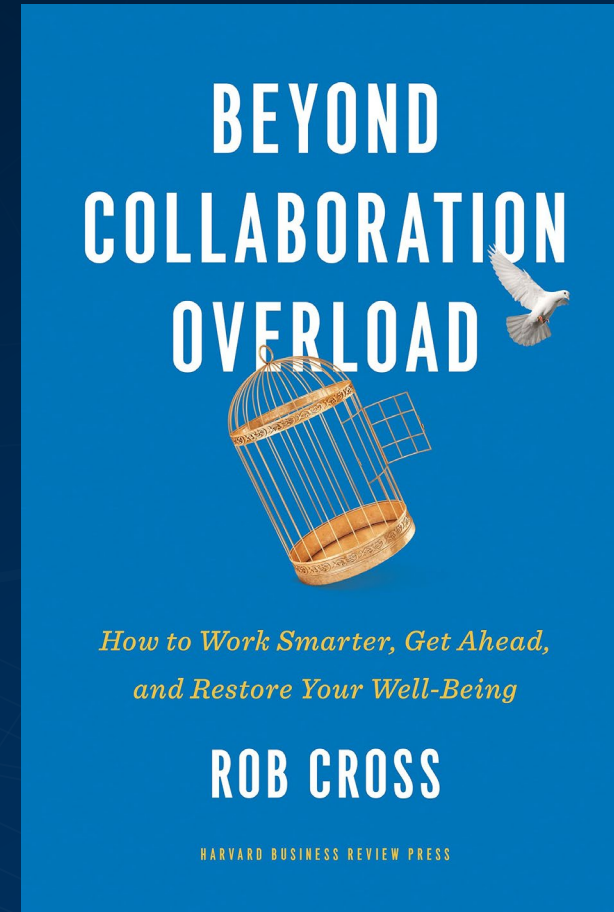
- Staff burnout and attrition due to increasing successive emergencies (Merlo et al. 2021)
- Mental health (Nochaiwong et al. 2021)
- Recruiting and hiring challenges due to increased job opportunities
- Loss of experienced employees due to "Great Resignation" and need to train replacements
- Scope creep/"non-traditional missions"

Opportunities

- More resilient and adaptive to disasters
- More productive workforce through digital collaboration
- Better engagement with partners and stakeholders
- Expanded and more diverse candidate pools
- Smaller carbon footprint
- Individual cost savings

Designing Virtual Emergency Operations Right is an Imperative

- COVID-19 has changed the way we work, and expectations on how we work
- Already busy people threw even more on their plate
- Simultaneous emergency operations and "blue-sky" responsibilities
- Balancing hybrid environments
- If we keep operating at Level 2 or go backwards, we will continue to have recruitment/retention challenges



Level 5 - "Nirvana"

- Consistently perform better than any in-person organization could
- Everyone has time for wellness and mental health
- People bring best selves, highest creativity, and best work
- Work=fun?



Level 5 - "Nirvana"

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Break!

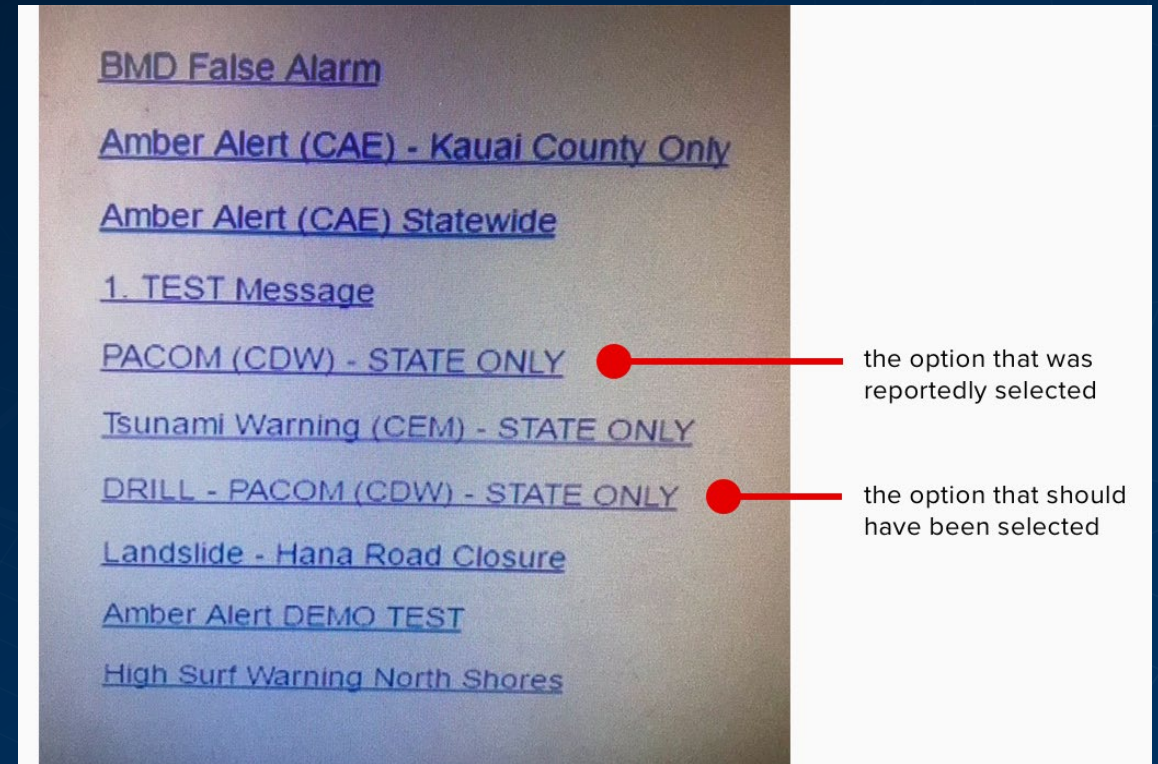
Activity: Is Level 5 possible for all emergency functions?

- We will split the room in half
- Left side of the room – argue for fully in-person
- Right side of the room – argue for completely distributed
- You represent the logistics section
- Think into the future, what are the barriers we would have to overcome?



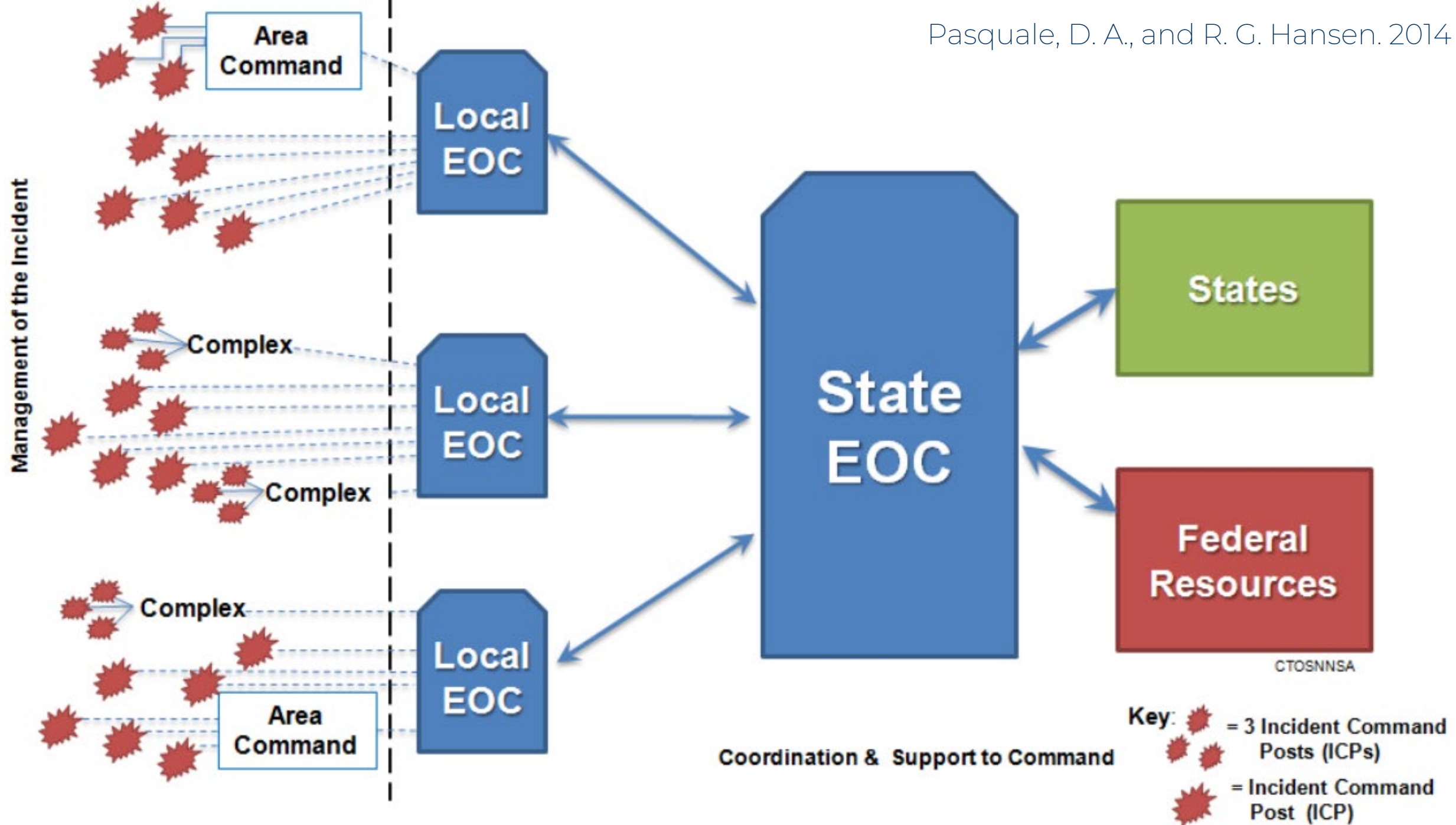
Techniques to Improve Virtual EOC Platforms (and other assisting technologies)

- serves as a cognitive aid to the human counterpart
- supports functions not just specific tasks
- supports human judgement and expertise
- ability to be interrogated
- has affordances
- aids anomaly detection
- aids with rapid sensemaking
- clear under conditions of time pressure, stress, uncertainty
- smooth transitions
- supervisory control (human in the loop)



Google Project Starline





"We cannot change the human condition, but we can change the conditions under which humans work"

James Reason (2000)

Building Autonomy-Focused Communication Tools

Cassandra Stelter

Evolution of Communication Autonomy



Levels of Communication

Strategic

Focused on identifying desired outcomes and priorities



Private

Focused on documenting or sharing personal experiences, needs, observations



Support

Focused on implementing operational goals and assimilating all the levels together

Tactical

Focused on completing on-scene tasks and assignments

Public

Focused on informing the public (non-incident personnel) and alerts or warnings

Communication Tool Best Practices



Reflect and uphold the communication values within your organization



Clearly define the process for critical information sharing before implementing tools



Leverage tools that encourage daily communication skill-building as much as possible



Prioritize the time, effort, equipment and training necessary to shift habits and create accountability



Select communication tools that are scalable and flexible

Communication Values

1 RULES
Documentation,
Discoverability,
Retention

2 CULTURE
Customs,
Availability,
Response Time

3 METHODS
Email, Text,
Face to Face



What are your communication values?

A word cloud of communication values. The words are arranged in a roughly rectangular shape, with 'effective' and 'efficient' being the largest and most central. Other words like 'transparent', 'honesty', 'concise', 'discoverable', 'inclusive', 'accurate', 'open', 'brief', 'timely', 'secure', 'clear', 'reliable', and 'plain language' are also present in various sizes and orientations. The colors of the words include shades of blue, pink, orange, green, and yellow.

effective
efficient
transparent
honesty
concise
discoverable
inclusive
accurate
open
brief
timely
secure
clear
reliable
plain language

Communication Values Example: My EOC



Rules

- Accountability and clear ownership of materials
- Communications generated are archived and retained appropriately
- Information is housed within the EOC



Culture

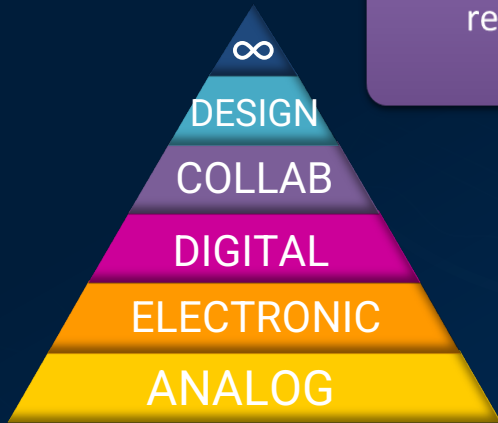
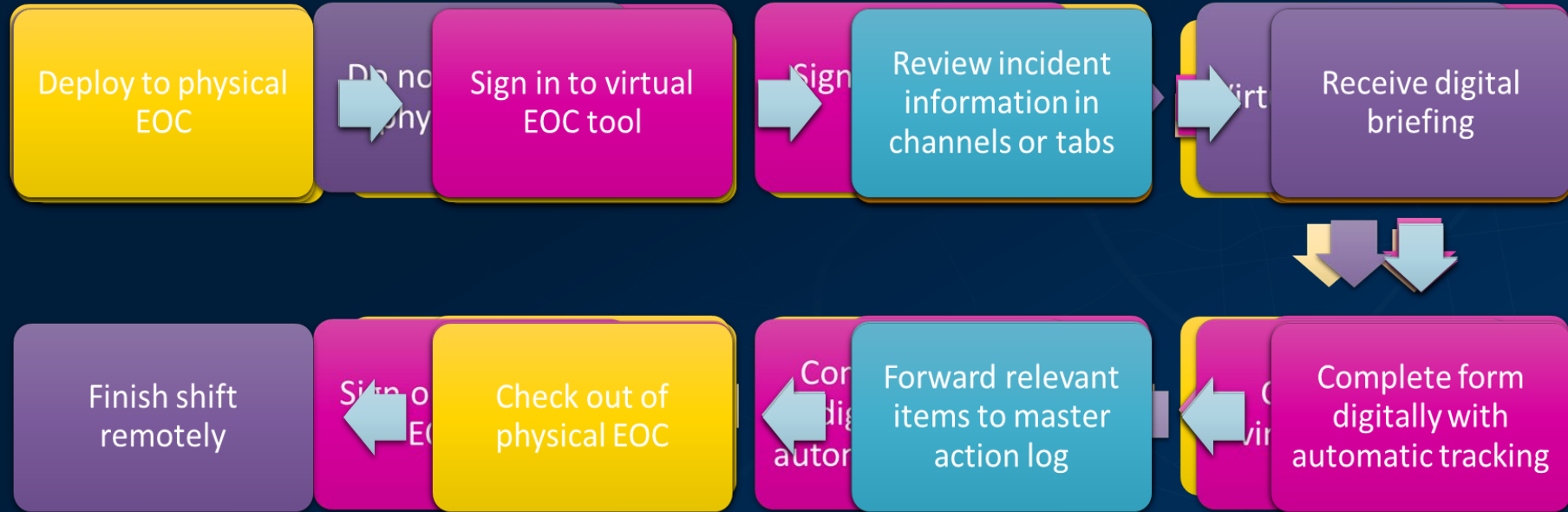
- Transparent information sharing
- Respect status messages
- Work within operational periods



Method

- ICS Forms (or associated process)
- Real-time dialogue (face to face, phone call, Teams Chats)
- Integrated telecommunication/video conferencing
- NO EMAIL. No personal text or third-party apps.

Evolution of the ICS_214 Action Log Distributed Workflow

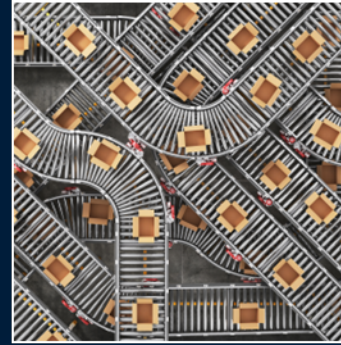


Other EOC Applications



Improvement
Plan Tracking

Generating new
Incident Channels



Resource Ordering

Check-In/Check-Out



Generating
Organization Charts



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Customization and innovation

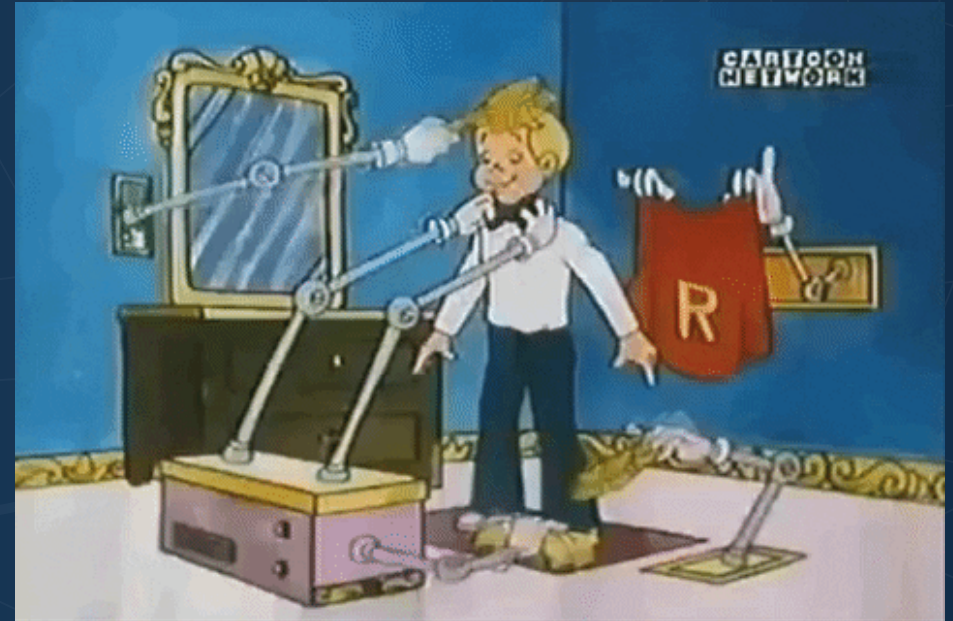
Kevin Kay

Objective

Explore how we can use existing tools to make it easier for all emergency personnel to access, share, and interact with data.

Some topics to consider

- Data management/access
- Managing the EOC
 - Activations (and what that means now)
 - System administration
- Leveraging the technology

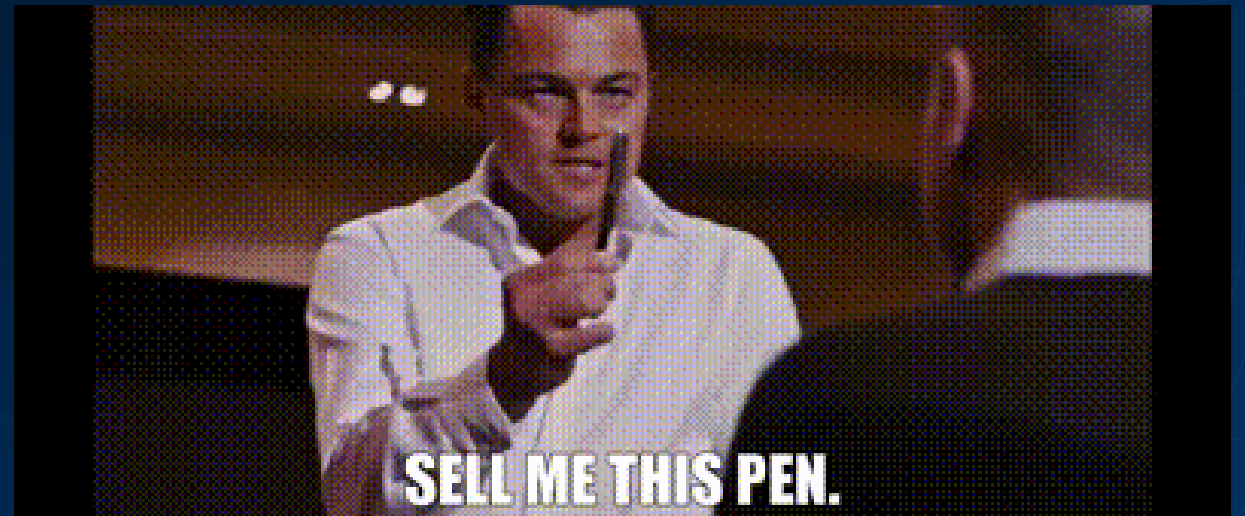


Let's talk activations

- Option A
 - Virtual/hybrid activations are used as an intermediate step before in-person activations.
- Option B
 - Virtual/hybrid activations are used for specific incidents (e.g., most positions during a blizzard).
- Option C
 - Virtual/hybrid activations are the default activation methods. In-person activations are used as needed.
- Option D
 - Full virtual activations are the default method.

Activity

- Each group will argue for the activation option assigned.
- Scenario: An EF-1 tornado touched down in a suburban area causing unknown damage.

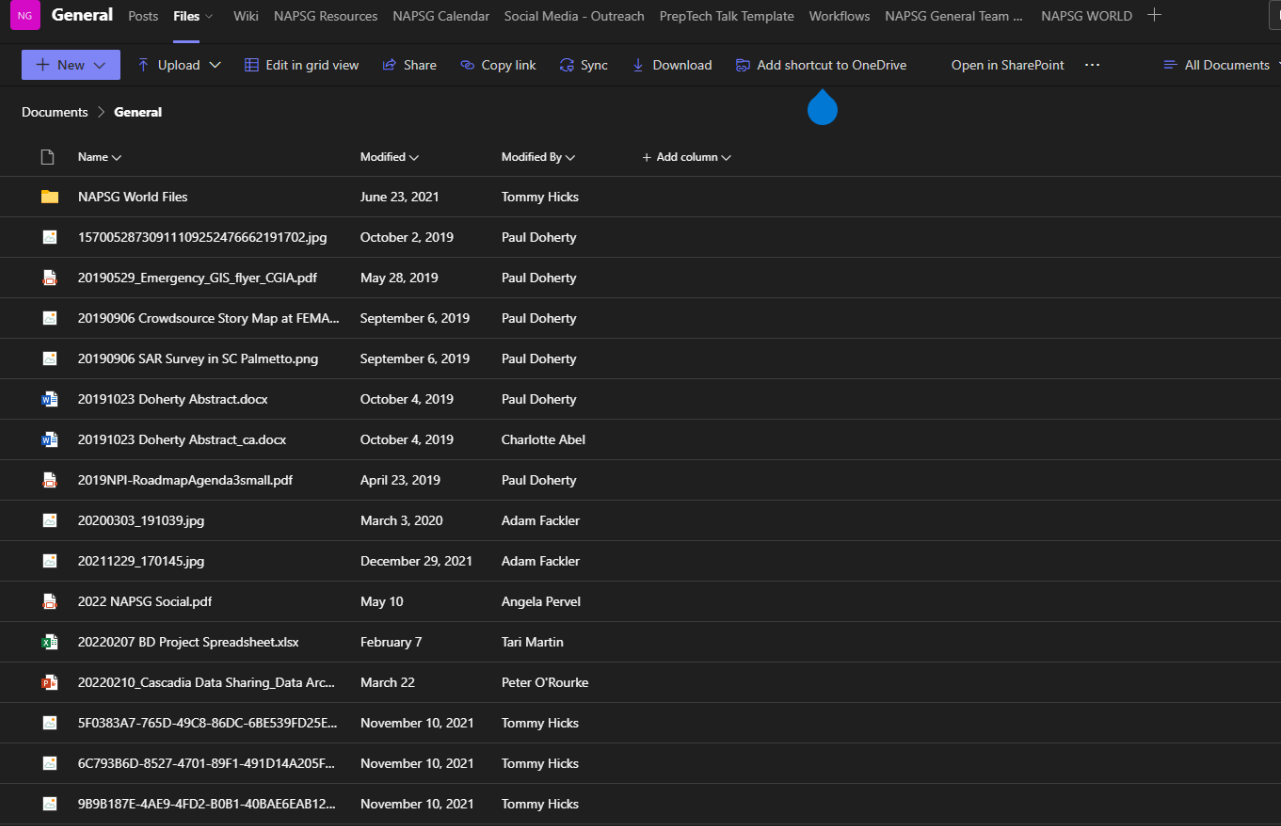


Data Management



Data Management

- ISO 8601 – YYYYMMDD
- Use folders
- Commit to SharePoint, OneDrive, Teams, etc. (pick one)
- Commit to thick vs. thin clients (or vice versa)
- Educate users (modern search, metadata)



The screenshot shows a SharePoint 'General' document library. The table lists various files and folders, including a folder named 'NAPSG World Files' and several individual files with their modification dates and authors.

Name	Modified	Modified By
NAPSG World Files	June 23, 2021	Tommy Hicks
15700528730911109252476662191702.jpg	October 2, 2019	Paul Doherty
20190529_Emergency_GIS_flyer_CGIA.pdf	May 28, 2019	Paul Doherty
20190906 Crowdsourcing Story Map at FEMA...	September 6, 2019	Paul Doherty
20190906 SAR Survey in SC Palmetto.png	September 6, 2019	Paul Doherty
20191023 Doherty Abstract.docx	October 4, 2019	Paul Doherty
20191023 Doherty Abstract_ca.docx	October 4, 2019	Charlotte Abel
2019NPI-RoadmapAgenda3small.pdf	April 23, 2019	Paul Doherty
20200303_191039.jpg	March 3, 2020	Adam Fackler
20211229_170145.jpg	December 29, 2021	Adam Fackler
2022 NAPSG Social.pdf	May 10	Angela Pervel
20220207 BD Project Spreadsheet.xlsx	February 7	Tari Martin
20220210_Cascadia Data Sharing_Data Arc...	March 22	Peter O'Rourke
5F0383A7-765D-49C8-86DC-6BE539FD25E...	November 10, 2021	Tommy Hicks
6C79386D-8527-4701-89F1-491D14A205F...	November 10, 2021	Tommy Hicks
9B9B187E-4AE9-4FD2-B0B1-40BAE6EAB12...	November 10, 2021	Tommy Hicks

Data Access

The screenshot shows a Microsoft Teams interface. On the left, the 'Your teams' list includes 'InSPIRE 2022', 'DHS ST USAR', 'NAPSG Workspace', 'Kevin's Test Environment', and 'NAPSG External Collaboration'. A red arrow points to 'NAPSG External Collaboration'. The main chat area shows a conversation with 'Jared Duke' and 'Paul Doherty - FEMA (Guest)'. The chat content includes a message about filling out a form and a post titled 'HIFLD Open Data Issues Today' with an agenda for 'QuickCapture v1.15 Holistic Testing'.

The 'Link settings' dialog box for 'Virtual EOC InSPIRE 2022.pptx' is shown. It includes the following settings:

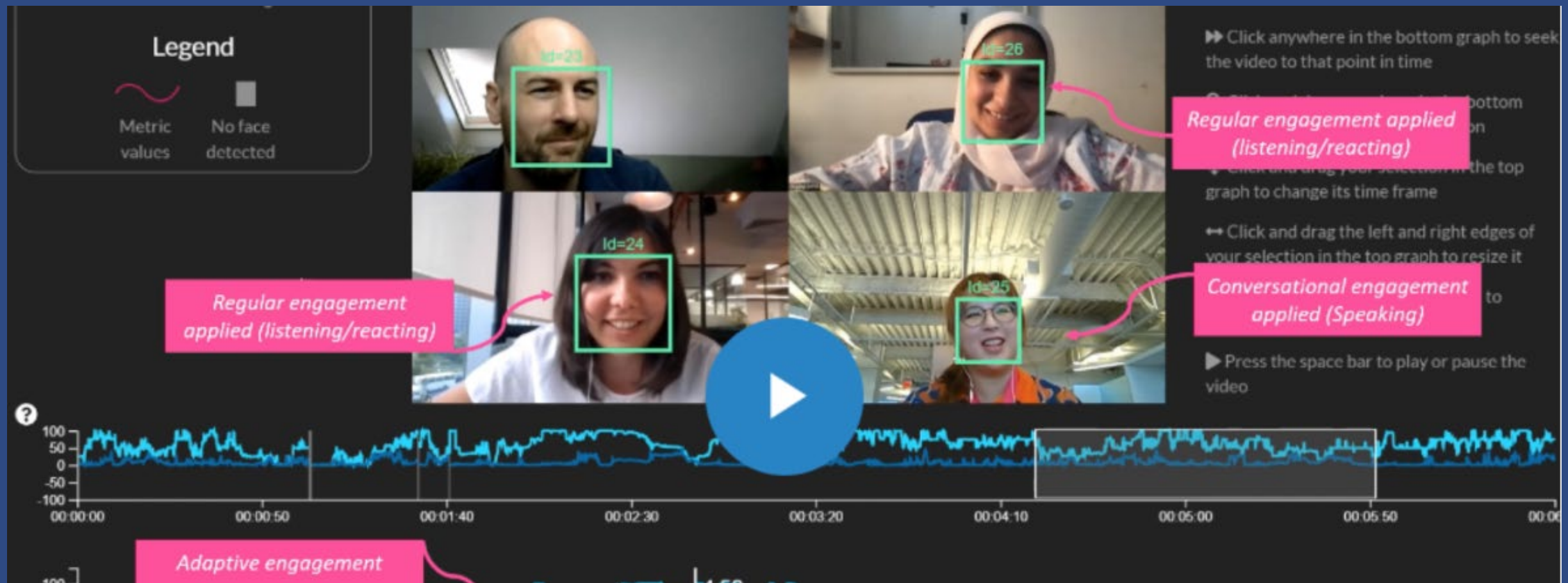
- Link settings:** Virtual EOC InSPIRE 2022.pptx
- Who would you like this link to work for?** [Learn more](#)
- Anyone with the link** (Selected)
- People in NAPSG Foundation with the link**
- People with existing access**
- Specific people**
- Other settings:**
 - Can edit** (Selected)
 - Set expiration date**
 - Set password**
 - Block download** (Toggle off)

Apply **Cancel**

Managing the EOC

- Sign-in/sign-out
 - Automated process?
 - Shifts
 - Dashboards to track time
- Staff expectations
 - Available hours
 - Notifications
- Administration
 - Admin access, customization





Managing the EOC

- Stress management
 - Physiological sensors?



Face ID



Occupancy



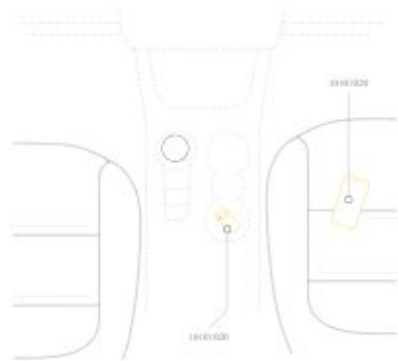
Driver state



Pet detection



Child seat detection or child left behind



Object classification and object left behind



Facial expression analysis



Activity detection



The Technology

- The little things
 - Tags
 - Channels and teams
 - Templates
 - Message formatting
- The medium things
 - Automations
 - Apps
 - Project management/planner



Activity

Chat

Teams

Calendar

Tasks by PL...

OneNote

Viva Learn...

Approvals

TEOC

...

Apps

Help

Teams

Pinned

NG

InSPIRE 2022

NAPSG Workspace

NG

DHS ST USAR

NAPSG Workspace

Your teams

NG

NAPSG Workspace

General

Business Development

Communication and Outreach

DHS ST USAR

InSPIRE 2022

Tech Tips

Water Cooler

22 hidden channels

KS

Kevin's Test Environment

General

Test

NAPSG External Collaboration

General

EM GIS (State and Local GIS Collaboration)

EOC Virtualization

Guest Channel

IAFC Hazmat Coordination

Incident - Hurricane Ida

Innovative Mutual Aid Collaboration

InSPIRE 2022 - Virtual EOC Coordination

NAPSG USAR Sandbox

NAPSG Volunteers

Join or create a team

InSPIRE 2022 - Virtual EOC Coord...

Posts

Files

+

Meet

...

Kevin Kay

7/27 12:49 PM

InSPIRE 2022 - Virtual EOC Coordination Looks like everyone is now in the private channel! Feel free to coordinate here.

2 replies

Reply

Tuesday, August 30, 2022

Kevin Kay

8/25 1:35 PM

Hey InSPIRE 2022 - Virtual EOC Coordination! Wanted to get an idea of where everyone was at for their demos/content for this session. If we think we need two more planning meetings I will get something setup soon - if not, I will target the second half of September to meet so we can wrap up everything by the end of September.

3 replies

Reply

Thursday, October 6, 2022

Cassandra Stelter (Guest)

10/5 8:59 PM

Justin Kates hey have you adapted the five levels at all for EOC? I'm plotting my demo and I am thinking...is any EOC actually asynchronous? On purpose?

Collapse all

Cassandra Stelter (Guest)

10/5 9:00 PM

But then I started challenging my own thinking. Why couldn't a Resource Request be asynchronous?!

Kevin Kay

10/6 8:14 AM

Cassandra Stelter (Guest) I think he covered some of that in his slides in the slide deck Virtual EOC InSPIRE 2022.pptx.

Virtual EOC InSPIRE 2022.pptx

personal > kkey_publicsafetygis_org

Reply

New conversation

9:01 AM

10/12/2022

Activity

Chat

Teams

Calendar

Tasks by PL...

OneNote

Viva Learn...

Approvals

TEOC

...

Apps

Help

Chat

Pinned

Kevin Kay (You)

This message was deleted

8/9

Tari Martin

You: Sure but don't plan around me

10/4

Jared Doke

No thank you for keeping us on track

10/11

Tommy Hicks

I have not heard anything that I am aware of...

10/11

Recent

Tommy/Tari/Kevin bi-weekly sync

You: Just wanted to check - I assume we aren't ...

8:03 AM

Peter O'Rourke

i wonder if jared has broken into 4.7 land yet

10/10

Jared and Tari

You: Ty Tari

10/6

Kevin/Tari/Garrett projects

Tari: <https://tasks.office.com/publicsafetygis.org/...>

10/6

Angela Pervel

Sure

10/6

Garrett Kidd

ya the guard was way easier than active duty

10/6

Bree Yates

No problem!!

10/5

Jared, Peter, and Tommy

You: And yeah I'll respond to him later, just wrap...

10/4

Chris Rogers

Thanks

10/4

Jared, Peter, Tari, +2

Jared: I would say approximately 20 teams and w...

10/4

NAPSG Staff Call (All-Hands)

Chris: Just wanted to say hello! See you later

10/3

Presentation check in

Emily Meriam: <https://storymaps.arcgis.com/stori...>

10/3

Garrett and Tricia Lawson

You: And we saw the Alamo - another thing... External

9/29

Kevin/Garrett HAZMAT

You: <https://www.esri.com/en-us/arcgis/products...>

9/29

Kevin Kay (You)

Chat

Files

Organization

Activity

LinkedIn

This message has been deleted.

Undo

Type a new message

9:08 AM

10/12/2022

Manage your flows | Power Automate

make.powerautomate.com/environments/Default-e78bd32c-e20a-42de-9956-6429fc41698d/flows

BookmarksPersonalNAPSG Folder

Power Automate

Search

EnvironmentsNAPSG Foundation (def...SettingsHelpProfile

HomeApprovalsMy flowsCreateTemplatesConnectorsDataMonitorAI BuilderProcess advisorSolutionsLearn

New flowImport

FlowsCloud flowsDesktop flowsShared with me

You don't have any flows

Choose from 100s of templates to start automating your workflows.

Follow up on a message

By Microsoft

Instant196506

Schedule a reply

By Microsoft

Instant90655

Start an approval when a file is added to Sharepoint

By Microsoft

Automated73239

Save a message to OneNote

By Microsoft

Instant55603

Get notified when you're @mentioned email

By Microsoft

Automated50789

Create a Planner task when a channel post starts with TODO

By Microsoft

Automated34342

Forward emails to a channel

By Microsoft

Automated28479

Create a Teams chat from an email when it has 'createachat'

By Microsoft

Automated6465

Ask a chatbot

9:17 AM10/12/2022

Have questions?

- Throughout the session submit your questions via this survey.
- We will answer questions during the panel discussion at the end.
- Access the survey with this link <https://arcg.is/DuSL80>



Panel discussion

Want to learn more?

Resources to explore:

- [InSPIRE 2021 EOC Content](#)
- [Five Levels of Autonomy](#)
- [Microsoft Teams Emergency Operations Center](#)
- [FEMA EOC How-To Quick Reference Guide](#)

THANKS!

Do you have any questions?
kkay@publicsafetygis.org
napsgfoundation.org/

@napsgfoundation

