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In Florida many jurisdictions use NC4's E Team system in our EOCs. E Team covers the incident management and readiness life cycle from preparation to response and recovery. This solution combines a common operational picture, based on real-time, historical and GIS mapping data, with powerful information management, sharing, and reporting capabilities to facilitate rapid decision making.

Recently, Indian River County implemented E Team and contracted ntb group, LLC to conduct an EOC operational readiness program integrating E Team. This program has proven to be a resounding success and E Team is now in use within the county EOC, local cities EOCs, and other county agencies.

The focus of ntb's program was four-fold:

- 1) Align E Team to the concept of operations, SOPs/SOGs, policies and procedures of Indian River County.
- 2) Configure E Team to incorporate the existing county procedures, definitions, workflows and concept of operations.
- 3) Conduct EOC Operations training that is specific to how each ESF and agency should incorporate E Team within the EOC.
- 4) Conduct a full functional exercise utilizing E Team within an activated EOC responding to a locally specific exercise scenario.

Synopsis

ntb group reviewed the configuration of the E Team system against local procedures and issues and then fully configured the system based on local requirements. This provided a system that was in full compliance with the county's operations.

ntb group developed customized operations guides for E Team within Indian River County. These consisted of:

- EOC Operations Guide for E Team for Indian River County
 - The operations guide steps thru the critical reports used in Indian River County and the procedures and guidance to be used. E Team codes are defined as well as county specific requirements for each report. County specific checklists are provided for start-of-shift procedures, end-of-shift procedures, de-mobilization procedures and E Team maintenance procedures.
- Quick Reference Guide – E Team in EOC Operations for Indian River County
 - The Quick Reference Guide contains a short review of E Team navigation (“The Basics”) then provides a simple 1 page per report reference of all E Team Reports used in Indian River County. Each report is identified by the purpose of the report, who completes/maintains the report and the unique information contained within the report.



ntb group worked with Indian River Emergency Management to define configuration data for E Team then provided the resources to configure, setup and input this information into the system.

The operational training conducted by ntb group focused entirely on the tasks, procedures and E Team Reports that each ESF/Agency would be using during activation. All training was functionally oriented using realistic tasks.

The full functional exercise was specifically developed to reflect local issues, operating procedures and restrictions. Focusing on 3 phases Pre-event (preparedness), Response, and Sustained Response (recovery) the exercise provided each participating ESF/Agency with discipline specific tasks and required the proper use of E Team to initiate or respond to requests.

Results

ntb group gathered metrics from participants for every class or exercise. Over 76% of the participants in the functional exercise rated the experience “Excellent” (5 out of a possible 5). Another 20% rated it as “Very Good” (4 out of a possible 5).

The direct feedback from the program was also of great interest. County agencies requested additional user IDs immediately after the exercise and several agencies were investigating their access capability and PC platforms.

As we firmly enter the 2007 Hurricane Season, Indian River County now has one more tool in their arsenal of preparedness.

For More Information

For more information about this specific training program contact:

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References available upon request.

About ntb group, LLC

ntb group, LLC is a minority woman owned business location on Florida’s Treasure Coast. In business since 2003, ntb group provides business continuity, technology, education and consulting services to corporate, government, academic and non-profit organizations. ntb offers a full range of public safety, emergency management and corporate training development services.

For more information about ntb group and its services contact Paula Lerner at 772-538-1921 or paula@ntb-group.com. Visit the ntb website at <http://www.ntb-group.com>.