
UNIT 1. COURSE INTRODUCTION

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WELCOME AND INTRODUCTION

Visual 1.1

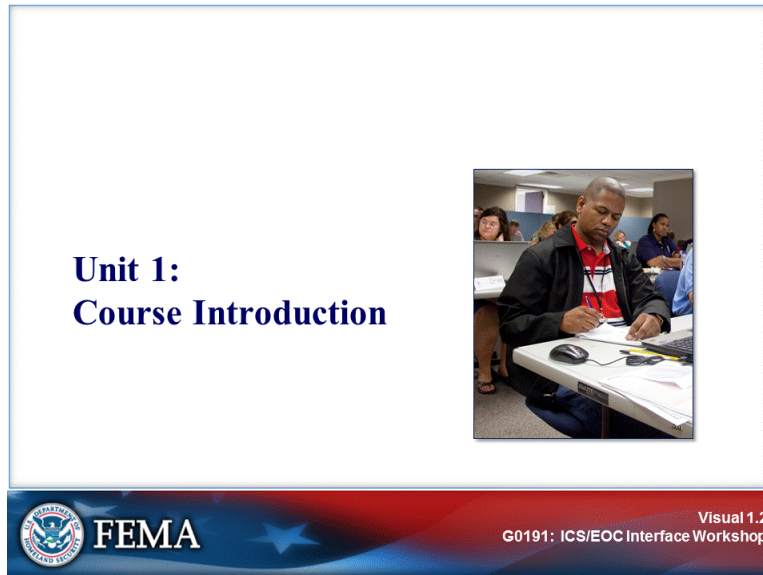


Key Points

Welcome to the Incident Command System (ICS)/Emergency Operations Center (EOC) Interface Workshop.

WELCOME AND INTRODUCTION

Visual 1.2



Key Points


To begin the first unit, the instructors will introduce themselves.



ADMINISTRATIVE INFORMATION

Visual 1.3

Administrative Information

- Course agenda
- Sign-in sheet
- Housekeeping:
 - Breaks
 - Messages, telephone
 - Cell phone/pager policy
 - Facilities
 - Emergency procedures
 - Other concerns



 **FEMA** 

Visual 1.3
G0191: ICS/EOC Interface Workshop

Key Points

Please turn off or silence your cell phones and other electronic devices.

COURSE OVERVIEW

Visual 1.4

Purpose

To develop an effective interface between the Incident Command and the Emergency Operations Center (EOC) by applying Incident Command System (ICS) principles.



 **FEMA** Visual 1.4
G0191: ICS/EOC Interface Workshop

Key Points

The purpose of this workshop is to enable you to develop ICS/EOC interface implementation strategies or action plans for your communities. It will help you begin the planning process by proposing and discussing options in a neutral environment. It is important to understand that there are no rigid solutions to the ICS/EOC interface issues.

This course will not present a detailed discussion of either ICS or the EOC. The following courses provide additional background on ICS and the EOC:


- IS-0100—ICS-100: An Introduction to ICS
- IS-0200—ICS-200: ICS for Single Resources and Initial Action Incidents
- IS-0775—EOC Management and Operations
- IS-0701—NIMS Multiagency Coordination Systems
- IS-0702—NIMS Public Information Systems
- IS-0703—NIMS Resource Management



COURSE OVERVIEW

Visual 1.5

Course Objectives (1 of 2)

- Describe ICS principles.
- Using scenarios, analyze the ICS and EOC systems and identify potential ICS/EOC interface issues.
- Describe Multiagency Coordination/EOC principles.



 **FEMA** 

Visual 1.5
G0191: ICS/EOC Interface Workshop

Key Points


The course objectives are listed on this visual and the next.



COURSE OVERVIEW

Visual 1.6

Course Objectives (2 of 2)

- Identify the authorities, responsibilities, interests, needs, and assets of ICS and EOC during emergency operations.
- Apply ICS/EOC interface concepts in a classroom activity situation.
- Begin developing an ICS/EOC interface action plan for your community.



 **FEMA** 

Visual 1.6
G0191: ICS/EOC Interface Workshop





Key Points


The course objectives are continued on this visual.

COURSE STRUCTURE

Visual 1.7

Course Structure (1 of 2)

			
Unit 1: Course Introduction	Unit 2: ICS Review	Unit 3: ICS/EOC Interface Activity 1	Unit 4: MAC/EOC Principles Review

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Key Points

This course is divided into eight units. The first four units are:

- Unit 1 introduces the course.
- Unit 2 reviews basic principles of ICS.
- Unit 3 presents the first ICS/EOC interface activity.
- Unit 4 provides a review of the basic principles of a MAC System/EOC.

COURSE STRUCTURE

Visual 1.8

Course Structure (2 of 2)



			
Unit 5: ICS/EOC Relationships	Unit 6: ICS/EOC Interface Activity 2	Unit 7: ICS/EOC Action Planning	Unit 8: Course Summary

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G0191: ICS/EOC Interface Workshop

Key Points

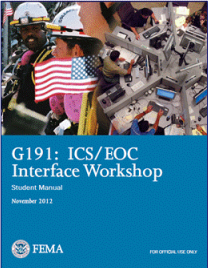
The final four units are:

- Unit 5 addresses the differing needs and assets of ICS and EOC.
- Unit 6 presents the second ICS/EOC activity.
- Unit 7 focuses on developing an ICS/EOC interface action plan.
- Unit 8 is a course summary. You will have an opportunity to evaluate and critique the course at that time.


COURSE MATERIALS

Visual 1.9

Student Manual



- Important course content
- Activity materials
- Background information
- Glossary

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G0191: ICS/EOC Interface Workshop

Key Points

The Student Manual is the primary support document for this course. The Student Manual contains:


- Important course content.
- Activity materials.
- Background information on selected topics.
- A glossary.


INTRODUCTIONS AND EXPECTATIONS

Visual 1.10

Participant Introductions

- **Name**
- **Job title**
- **Organization**
- **Individual learning goal**



 **FEMA** Visual 1.10
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Key Points

Please introduce yourself, including the points listed above.


INTRODUCTIONS AND EXPECTATIONS

Visual 1.11

Our Expectations

- Punctuality
- Participation
- Positive Attitude
- Professionalism
- Flexibility
- Commitment



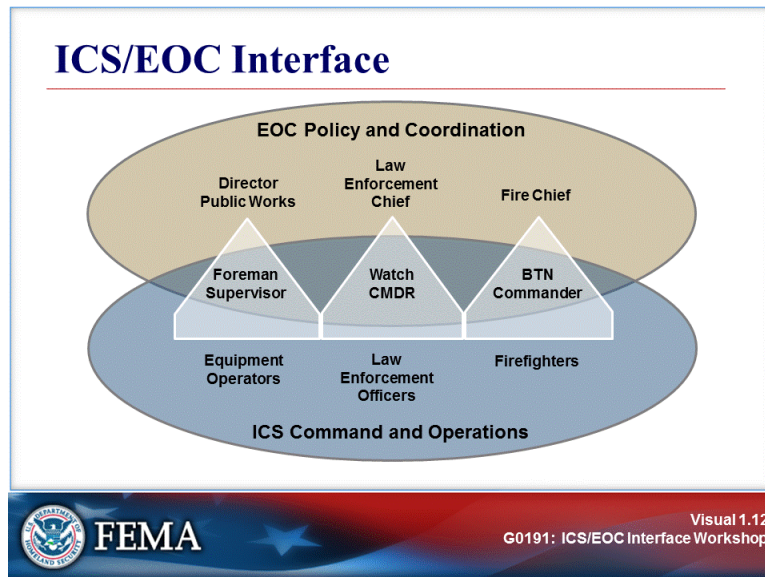
 **FEMA** Visual 1.11
G0191: ICS/EOC Interface Workshop

Key Points

The ground rules for class participation.

INTRODUCTION TO ICS/EOC INTERFACE

Visual 1.12



Key Points

The word “interface” in the course title implies communication, coordination, and other interrelationships between on-scene Incident Command and EOC activities.

Generally, policy and coordination functions are completed in the EOC, while incident command and tactical operations are conducted on-scene by the Incident Commander and assigned staff.

- **Simple events:** During a routine, single-incident, single-jurisdiction emergency, staff at the operator and operations levels are better trained and able to get the job done. These incidents normally require little to no policy and coordination functions to occur in the EOC.
- **Complex events:** As an emergency increases in complexity and escalates to a multi-incident, multijurisdictional event, increased policy, legal, financial, and coordination support by an EOC is needed.
- **Potential disconnect:** The **point of overlap** is usually the area of disconnect in emergency planning. This workshop, therefore, will provide an opportunity for you to analyze the planning in your community to ensure that this problem is adequately addressed.

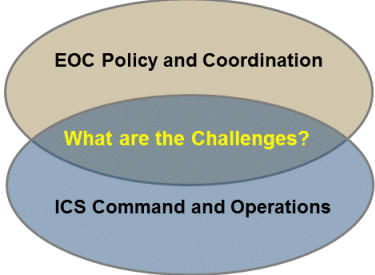
INTRODUCTION TO ICS/EOC INTERFACE

Visual 1.13

ICS/EOC Interface Challenges: Activity

Instructions:

- Work in teams.
- Identify the top three ICS/EOC interface challenges.
- Be prepared to present in 10 minutes.



The diagram consists of two overlapping ovals. The top oval is light brown and labeled "EOC Policy and Coordination". The bottom oval is light blue and labeled "ICS Command and Operations". The overlapping area in the center is shaded and contains the text "What are the Challenges?" in yellow.

FEMA

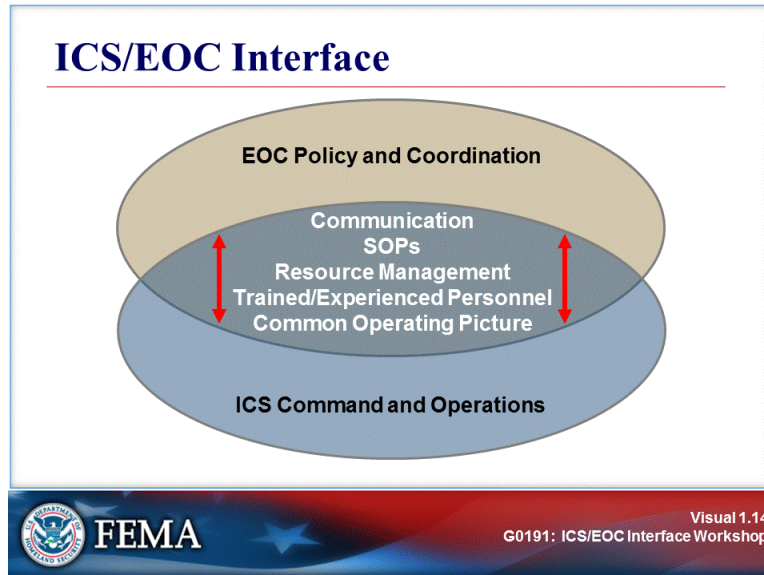
Visual 1.13
G0191: ICS/EOC Interface Workshop

Key Points

Instructions: Working in your table groups, discuss ICS/EOC interface challenges you have faced, then identify the top three. Select a spokesperson and be prepared to share your ideas in 10 minutes.

INTRODUCTION TO ICS/EOC INTERFACE

Visual 1.14



Key Points

Do you have any other interface problems to add that you would like to discuss during the course?