



OREGON DEPARTMENT OF
EMERGENCY MANAGEMENT

Module 1-Education

OpsCenter Crisis Management

Application Requests and Actions Overview

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Agenda

- OpsCenter Overview
- Requests for Assistance in OpsCenter: Start to Finish
- Making a Request for State Assistance
- Action Tracking
- Where to Find Help

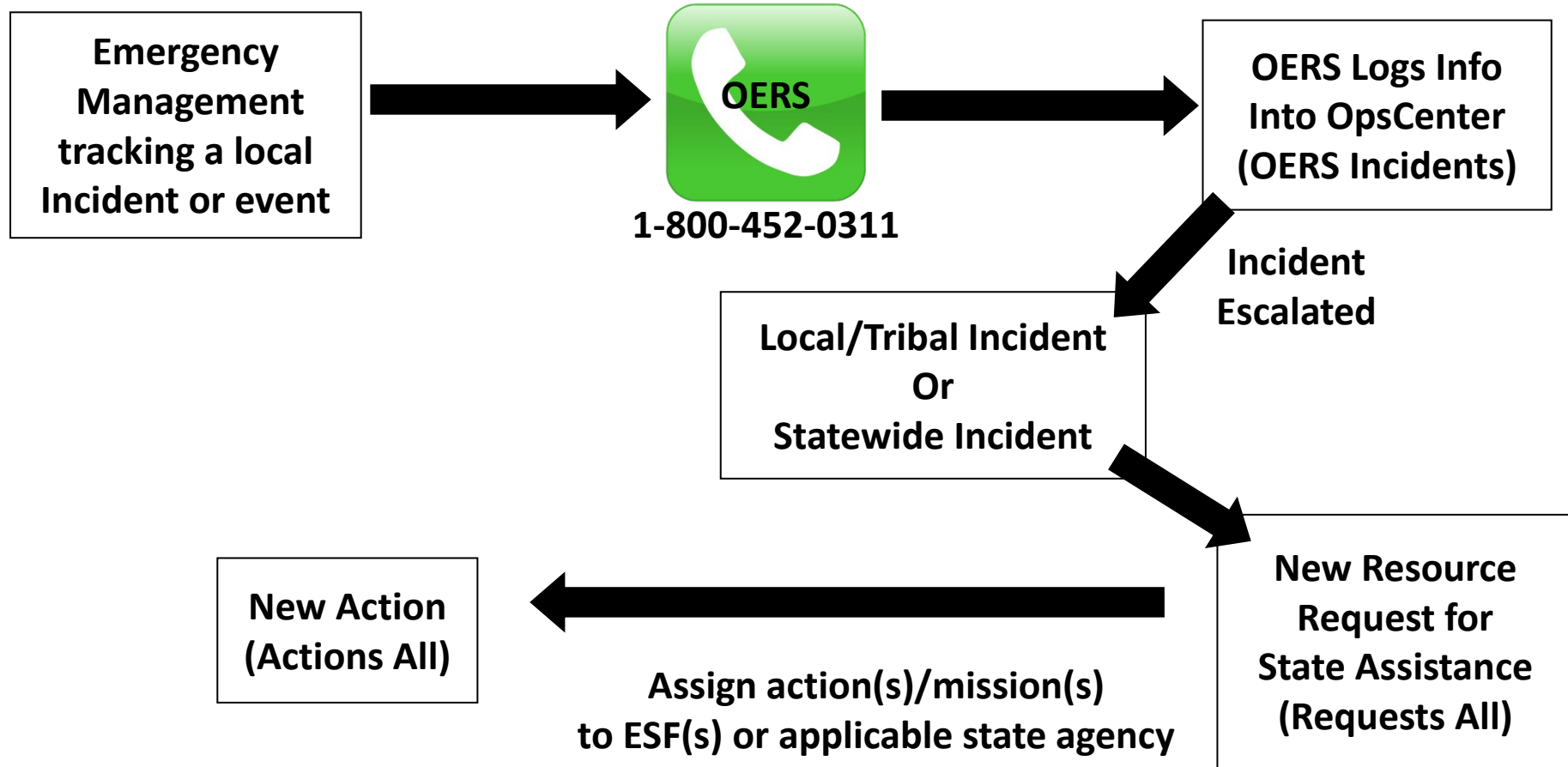


OpsCenter Overview

- OpsCenter is a crisis management software that allows users to view, change or add data related to active incidents.
- OpsCenter is the official software used for documenting requests for state assistance during a disaster (the system of record).
- There are two components to OpsCenter:
 - Database backend
 - Web interface (website)
- OpsCenter is accessed via a web-based interface, works on all browsers



Requests for Assistance in OpsCenter: Start to Finish





Making a Request for State Assistance

- When requesting state resources, OEM validates the jurisdiction has exhausted all local resources and mutual aid.
- Information provided for the request must include:
 - The mission – what is it for?
 - What size?
 - How many?
 - What time is it needed and for how long?
 - What is the priority?
 - Point of contact information.
 - Where is it needed?
 - Any additional support necessary for the asset?





Making a Request for State Assistance

- The resource request form in OpsCenter is set up along the acronym:
 - **C** – Capability needed
 - **S** – Size needed
 - **A** – Amount needed
 - **T** – Type needed
 - **T** – Time needed
- The capability/asset is **not available** to rent, purchase or via mutual aid





Making a Request for State Assistance – Key Information

- What needs to be accomplished (what is the mission to be done)?
 - Debris removal
 - Evacuation assistance
 - Power generation for emergency power
 - Food and/or water
 - Medical support
 - Portable sanitation (i.e.: Porta-potties)
 - Establish and maintain traffic control points
 - Snow removal
 - Flood-fighting (i.e.: sandbags, sandbag machine, etc.)
 - Firefighting assistance (urban or rural?)
 - Aerial reconnaissance
 - Communications support
 - Incident management overhead support (i.e.: IMTs, EOC staff, etc.)
 - Mass care/sheltering services





Making a Request for State Assistance – Key Information

- Equipment Specifics
 - Fuel: Gas/Diesel/JP/Av Gas needed or provided
 - Refueling capability: needed or provided
 - Installation: Electrician needed or provided
 - Qualified/certified operator: needed or provided
 - Fixed or mobile; towed or motorized
- Size/Amount
 - Generator: Kw or building dimensions
 - Medical supplies: Needle gauge
 - Tanker capacity (i.e.: 2.000 gals potable water)
 - Storage containers for distribution needed/provided





Making a Request for State Assistance – Key Information

- Potable Water
 - Stationary location for dispensing
 - Roving vehicular dispensing
 - Local ability to refill dispenser
 - Staff needed for stationary location
- Personnel Specifics
 - Arrest authority needed
 - ICS specific position (i.e.: Section Chief, PIO, GIS specialist, etc.)
 - Medical licensure
 - Specialty team (i.e.: USAR, HazMat)
 - Skill or fitness levels needed (i.e.: Red Card for wildland firefighting)





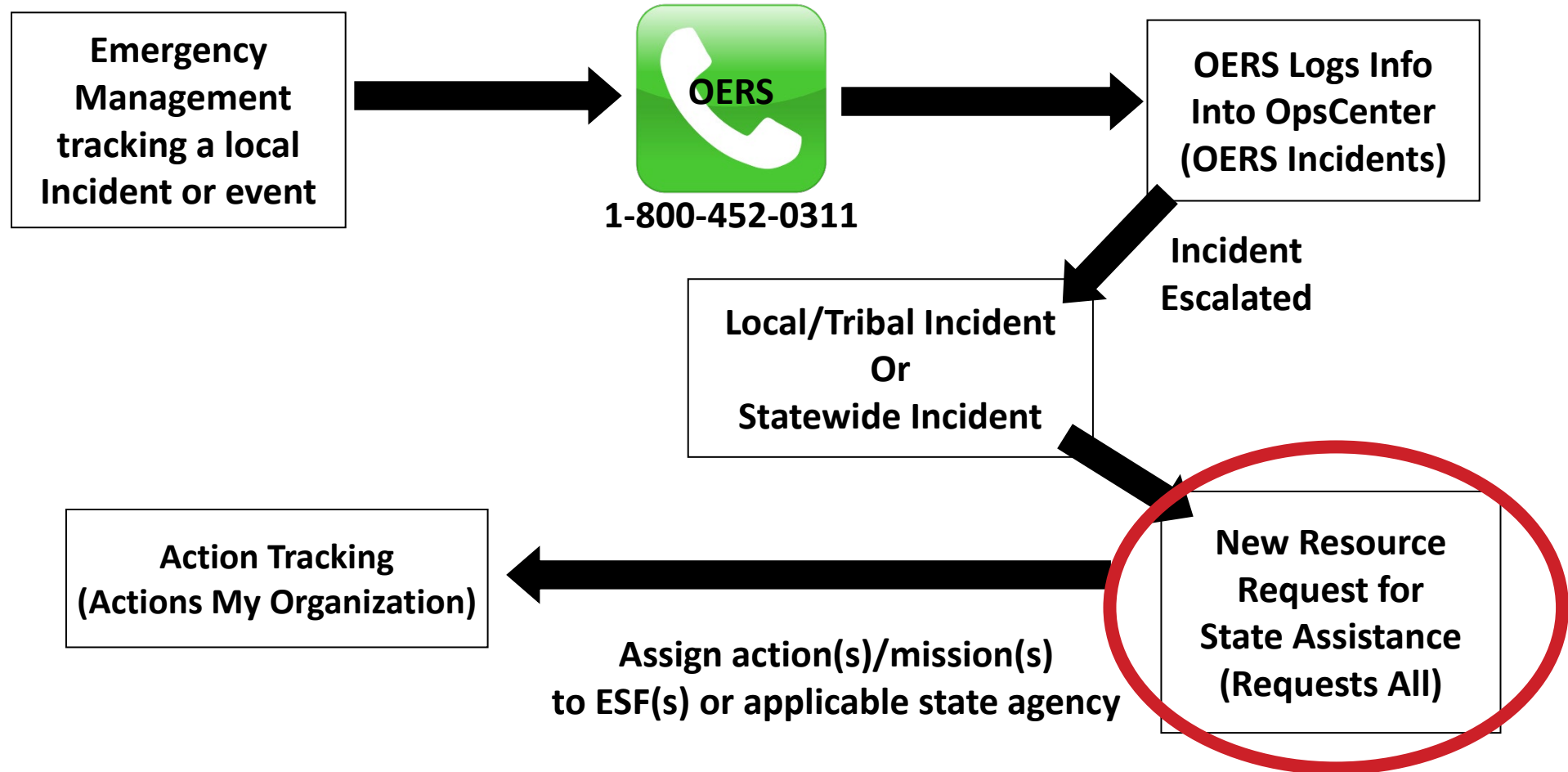
Making a Request for State Assistance – Key Information

- Other Important Basics
 - Number needed?
 - How long needed?
 - Where needed?
 - Health or safety considerations (ie: specific type of PPE needed)?
 - Point of contact?
 - Estimated duration of mission?
 - Communications information?
 - Lodging/meals provided?





Making a Request for State Assistance





Making a Request for State Assistance

- Click on “Requests All” under “Requests for Assistance”.
- Details on the main view include the request summary, request type, incident (from Incidents All Counties/Tribes or Statewide), request priority, request date, jurisdiction, requestor name, request identifier, and request status.

The screenshot shows a web interface titled "Requests All". At the top, there is a toolbar with icons for adding (+), deleting (X), refreshing, settings (gear), and printing. Below the toolbar is a pagination control showing "1 - 2 of 2" and a search icon. The main content is a table with the following columns: Request Summary, Type Of Resource(S), Incident, Request Priority, Request Date, Requesting Organization, Requesting Name, Request Identifier, and Request Status.

▲ Request Summary	▲ Type Of Resource(S)	▲ Incident	▲ Request Priority	▲ Request Date	▲ Requesting Organization	▲ Requesting Name	▲ Request Identifier	▲ Request Status
ESF-13: Air transport of environmental samples	Equipment	CGS Exercise February 2018	2 Urgent	02/27/2018	Oregon, State of	Ken Niles	1214	12-Action Assigned
Pediatric Strike Team	Personnel	Multnomah County Mass Casualty Exercise	1 Life Safety	11/02/2017	Multnomah County	Multnomah Co EM Staff	1213	15-Closed



Making a Request for State Assistance

- Click on the “+” icon to create a new request. This will bring up the Request Details Form.

The screenshot shows a web browser window titled "Request Details". At the top, there is a navigation bar with buttons for "New", "Release Form", "Clear", "Save", and "Submit", along with some utility icons. Below the navigation bar, a blue italicized instruction reads: "This form is used to submit a request for state resources. Please fill out the details below pertaining to your request for state resources." The form is divided into two main sections by dark blue headers. The first section is "Tracking Information", with a sub-instruction: "This portion of the form is filled out by the organization that is submitting the request. Provide as much detail as possible." This section contains several fields: "Incident Number" (a dropdown menu), "Request Date" (a date field showing "03/15/2018" with a calendar icon), "Request Time" (a time field showing "0824"), "Check if verbal request" (an unchecked checkbox), "Requesting Name" (a text input field), "Title" (a text input field), "Requesting Organization" (a dropdown menu), "Requesting Organization Contact Information" (a text input field), "Request Priority" (a dropdown menu), "Request Status" (a dropdown menu), and "Requesting Organization" (a text input field). The second section is "Resource Request (use one request per resource type)", which includes a "Size" field (a text input field) and another empty text input field below it.



Making a Request for State Assistance

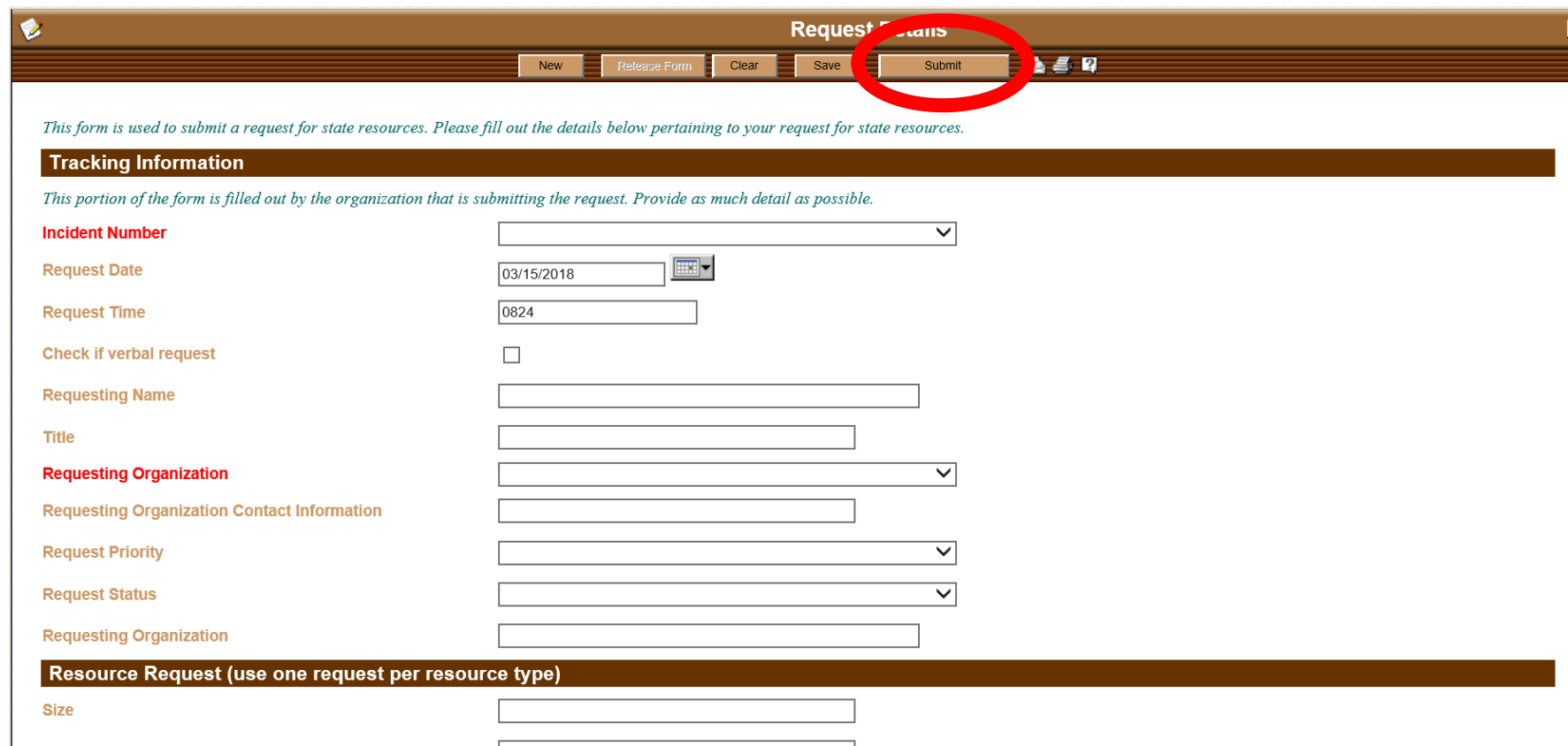
- Details to be placed in the form are as follows:
 - Enter in the tracking information, including the incident number and request tracking details.
 - Enter in the resource request details, including the size, amount, location, type, time (SALTT)
 - Take note that all times must be entered using military time (1400)
 - Enter in the assignment details, including mission critical information, operating environment conditions, required licenses, credentials, etc.





Making a Request for State Assistance

- Once filled out, click on “Submit” at the top of the form to submit the request.

A screenshot of a web-based form titled "Request Status". At the top, there is a navigation bar with buttons for "New", "Release Form", "Clear", "Save", and "Submit". The "Submit" button is circled in red. Below the navigation bar, there is a blue instruction line: "This form is used to submit a request for state resources. Please fill out the details below pertaining to your request for state resources." The form is divided into two main sections: "Tracking Information" and "Resource Request (use one request per resource type)". The "Tracking Information" section includes fields for "Incident Number" (a dropdown menu), "Request Date" (a date picker showing 03/15/2018), "Request Time" (a text field with 0824), "Check if verbal request" (a checkbox), "Requesting Name" (a text field), "Title" (a text field), "Requesting Organization" (a dropdown menu), "Requesting Organization Contact Information" (a text field), "Request Priority" (a dropdown menu), "Request Status" (a dropdown menu), and "Requesting Organization" (a text field). The "Resource Request" section includes a "Size" field (a text field).



Making a Request for State Assistance

- As updates occur, the request status should be updated by those assigned to that request, such as the ECC Coordination Section Chief or ESF Partner.
- Color codes follow a consistent pattern.
 - Red – new requests
 - Blue – liaison review
 - Yellow – coordination section chief review
 - Green – assigned to ESF or federal partner
 - Purple – assigned to EMAC
 - Pink – assigned to Recovery
 - Grey to White – ESF fulfilling to completion of request



Making a Request for State Assistance

Status Code	Color	Description
01-draft	Red	The request is being drafted (the local entity, state agency, or liaison is creating the request).
02-new	Red-Orange	The request has been submitted to the State ECC for processing (by government liaison or coordination section chief).
03-state agency req	Light Red	A state agency has requested state resources to assist in the response to a local jurisdiction request.
04-liaison review	Blue	The request is being reviewed by a government liaison in the State ECC.
05-return to jurisd	Cyan	The request has been sent back to the county to correct or revise details pertaining to that request.
06-jurisd action	Light Blue	The request has been sent back to the county for them to fulfill the request locally.
07-released to csc	Brown	The request has been reviewed by the government liaison and sent to the coordination section chief for assignment to the responsible ESF.
08-csc review	Orange	The request is being reviewed by the coordination section chief.
09-on hold	Yellow	The request has been put on hold.
10-federal request	Green	The request has been sent to federal partners for fulfillment.
11-federal review	Light Green	The request is under review by federal partners.
12-federal process	Yellow-Green	The request has been processed by federal partners.
13-amac request	Purple	The request has been sent to EMAC for fulfillment.
14-action assigned	Light Yellow	The request has been assigned to the proper ESF partner(s) for fulfillment.
14b-recovery review	Pink	The request is under review by the OEM Recovery Section.
15-on scene	Grey	The assigned ESF representative is on scene providing the resource or assistance.
16-demobilizing	Light Grey	The assigned ESF representative is demobilizing their resources.
17-closed	White	The resource has been provided and fulfilled as requested.



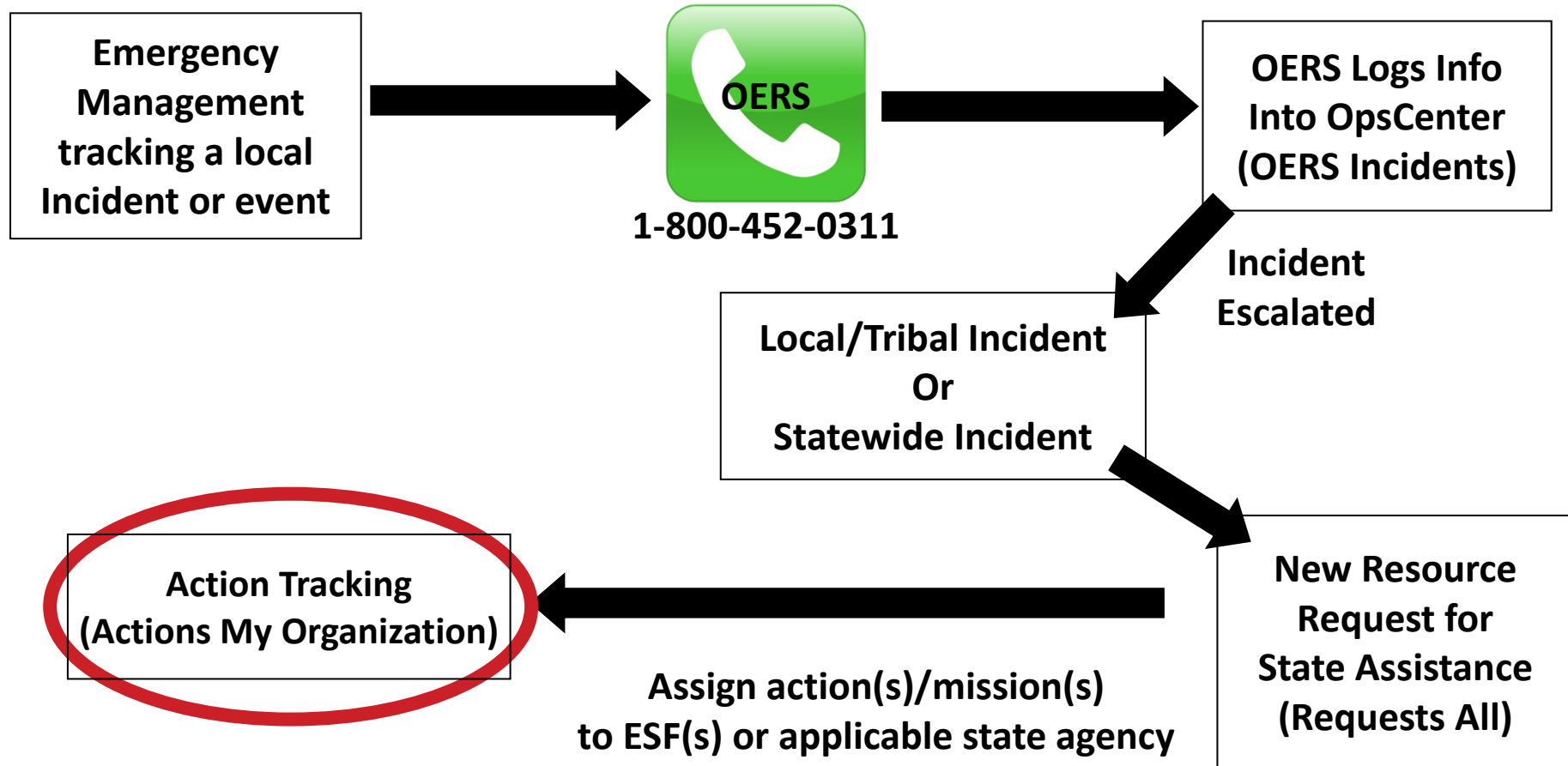
Making a Request for State Assistance

- Next step – processing the request and assigning the action (mission) to an ESF (if there is a state declaration or the ECC is activated) or state agency partner (if there is no state declaration/no ECC activation).
- One request may have multiple actions assigned to it.
- Requests are processed by OEM staff – typically the Coordination Section Chief.
- **During an activation, agencies should monitor OpsCenter for assignments to your agency.**
- For assignments outside of an activation, you will receive an email from OEM staff.





Action Tracking





Action Tracking

- An overview of assignments to ESF/agency partners for fulfillment of requests for state assets can be found on the Actions All status board.
- Information is displayed based upon status and displays the ESF/agency that action (or mission) has been assigned to.
- Actions (My Organization) is filtered by your organization and pertains to actions assigned to your organization.

Actions (My Organization)

1 - 3 of 3

Action Number	ESF	Action Name	Date Required At Site	Incident Name	Incident Number	Lead Agency	Action Manager	Jurisdiction	Request Date	Related Request #	Status
OEM-2023-0094	ESF 04	Strike teams needed for initial attack on wild fires in the state	11/28/2023	DHS Wildfire Exercise	2023-0052	Forestry, Oregon Dept of	Carpenter, Todd	Polk County	11/27/2023	1499	03-Assigned
OEM-2023-0091	ESF 04	ESF-4, Strike teams needed for initial attack on wild fires in the state	11/28/2023	DHS Wildfire Exercise	2023-0052	Forestry, Oregon Dept of	Carpenter, Todd	Polk County	11/27/2023	1499	03-Assigned
OEM-2023-0088	ESF 04	Strike teams needed for initial attack on wild fires in the state	11/28/2023	DHS Wildfire Exercise	2023-0052	Forestry, Oregon Dept of	Biencourt, Erin	Polk County	11/27/2023	1499	13-Staging



Action Tracking – Making an Action Update

- Open your specific action by clicking on it.
- Click on the Edit Form button.





Action Tracking – Making an Action Update

- Scroll down and click on “Add Action update” button on the form, which opens the action status details form.

Add Action Update

- Fill out the form, specifically the lead agency, subject, appropriate reporting person, position, reporting date/time, estimated completion date, update narrative, and any other associated information.

This form is used to report the status of the fulfillment of an Action. This form must be updated every 24 hours while the Action is still open.

Action Status Required Information

Action Number Strike teams needed for initial attack on wild fires

Lead Agency

Subject

Location

Address

City

County

State

Zip Code

Latitude **Degrees**

Longitude



Reporting Person



Action Tracking – Making an Action Update

- Click on the Save button to save your entry.



Action Updates						
Subject	Narrative	Reporting Person	Action Status	Date & Time	Projected Complete Date	Edit
New Action Update	This is an update narrative.	Stoelb, Daniel 1100		11/28/2023		 

[Add Action Update](#)



Action Tracking – Making an Action Update

- Change the action status to reflect the most recent update.

OEM-2023-0094

Strike teams needed for initial attack on wild fires in the state

2023-0052

1499

09-Agency Accepted
10-Working
11-Enroute
12-On Scene
13-Staging
14-Demobilizing
15-Closed

ESF 04

- Save, then release the form to save those edits.



Action Tracking – Status Codes

- As updates occur, the action status will be updated by those assigned to that request, such as the ECC Coordination Section Chief or ESF or Agency Partner.
- Color codes follow a consistent pattern as indicated on the following slide.
 - Red – new actions
 - Blue – liaison review
 - Yellow – coordination section chief review
 - Green – assigned to ESF
 - Grey to White – ESF fulfilling to completion of request



Action Tracking – Status Codes

Action Status Code	Color	Description
01-unassigned	Red	The action has not been assigned to an agency or ESF to fulfill.
02-new	Red	The action has just been created.
03-assigned	Light Red	The action has been assigned to an agency or ESF for fulfillment.
04-under review	Blue	The action is under review by the ESF partner or ECC staff.
05-return to csc	Brown	The action has been returned to the coordination section chief for further review.
06-on hold	Yellow	The action is on hold.
07-federal assigned	Green	The action has been sent to federal agencies for fulfillment.
08-emas assigned	Light Green	The action has been sent to EMAC for fulfillment.
09-agency accepted	Light Green	The ESF or agency assigned to the action has accepted the action.
10-working	Light Green	The ESF or agency is working the particular action.
11-enroute	Grey	The agency representative is en route to the location for fulfillment of the action.
12-on scene	Grey	The agency representative is on scene.
13-staging	Grey	The agency representative is staging resources at the location specified in the action.
14-demobilizing	Grey	The agency representative is demobilizing resources.
15-closed	Grey	The action has been fulfilled and completed as requested.



Action Tracking – Update the Request

- Please update the request status associated with your action!
- You can search by the related request number for your action to find the request associated with your action.

Related Request #
1499
1499
1499



Requests All

1499

Request Summary	Date Required At Site	Type Of Resource(S)	Incident	Request Priority	Request Date	Jurisdiction	Requesting Organization Contact Name	Request Identifier	Request Status
Strike teams needed for initial attack on wild fires in the state	11/28/2023	Equipment	DHS Wildfire Exercise	2 Urgent	11/27/2023	Polk County	Josh Dalrymple	1499	02-New



Where to Find Help

- All help documentation can be found on the Navigator underneath “System Help”, then “OpsCenter Guides”.
- Procedures list steps on how to perform a function in the system.
- Status categories and codes list reference data describing categories and codes used in the system.

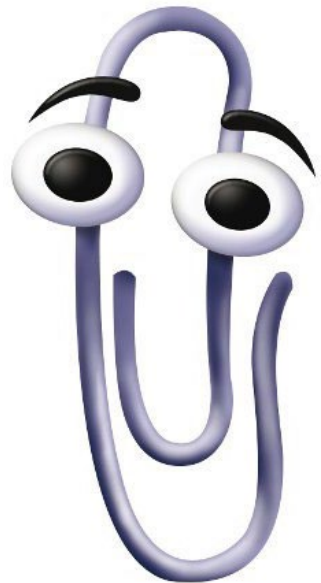




Questions?

Main Sign In Site:

<https://oregonem.com>



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