

**Texas WebEOC  
Interoperability Project**

**Central Texas Regional Advisory Council  
TSA-L  
Site Survey**

**2007**



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## Summary

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Configuration services will be provided to Regional Advisory Councils (RACs) that either own or are principle partners in a WebEOC server for their Trauma Service Area (TSA). The RACs and the host agencies that own the servers are herein referred to as the TXTRAC WebEOC Working Group.

Host agencies other than the RAC who own the server and want to participate in the TXTRAC WebEOC Working Group, and obtain configuration services from STRAC will need to enter into a written agreement with the local RAC in order to allow STRAC to provide support to the server. Installation of any boards or other modifications to the WebEOC server is at the sole discretion of the host agency/server owner.

Support shall include:

- Installation of the most current STRAC medical status boards. These boards include, but are not limited to, Bed Reporting, Patient Tracking and EMS Resources boards.
- Boards shall display data by regional boundary of the lead agency, i.e. by TSA for hospital response.
- Assistance/guidance with modifications of the boards that are issued to ensure they function locally, including instruction for adding hospitals to lists, etc.
- Assistance/guidance with local WebEOC structure/setup.
- Development of an implementation strategy for data-sharing between WebEOC servers, to include dual-commit and remote board processes.
- Support for integration with other WebEOC servers in Texas.
- New board development on a case by case basis as directed and approved by the TXTRAC WebEOC working group.

The STRAC advanced development team will:

1. Coordinate statewide WebEOC components for ESF-8 (health and medical) with the DSHS designated point of contact(s), the RACs and the local/regional host agencies.
2. Explore the technical issues/challenges for full integration of the TXTRAC Project members' servers and other state agency servers.
3. Produce an implementation strategy for STRAC ADT and the TXTRAC WebEOC working group. Implementation Strategy Plan will include:
  - Establishing an implementation list by trauma service area and priority order
  - Establishing a process to exchange data during incidents
  - Establishing a process to exchange boards, user info and other structural information
  - Establishing a process/methods to connect servers that meet/exceed security requirements of host agency
  - Recommendations to host agency for comprehensive backup and catastrophic restore process

**\* Motivation:**

The fact that there is no statewide or even region to region communication method that allows near real-time seamless tracking of patient and other first responder data is cause for concern in Texas. As STRAC has invested time and money into their Trauma Service Region, it seems like a natural progression to allow the rest of the state to benefit from what we have learned. By allowing STRAC to help join all WebEOC servers in the state of Texas in a more uniform and process oriented way, communication will be able to flow up and down the echelons of control and allow for after action corrections in areas so that we might do better. Although there are many steps that must be taken and it is not an immediate process, the impact that it will have if successful is evident from the city perspective all the way up to the state and federal levels.

**\* Problem statement:**

GIVEN THE PRESENCE OF MULTIPLE WEBEOC SERVERS THROUGHOUT TEXAS, SEVERAL ISSUES MUST BE RESOLVED:

1. A strategy needs be developed that will drive development of statewide data-sharing via WebEOC. This strategy must include both the technical and operational/administrative issues involved in data-sharing.
2. WebEOC Data (including all board design, user info, and other structural components) needs to pass seamlessly between the servers, in compliance with the implementation strategy.
3. Connectivity through secure means that meets or exceeds the requirements of TXTRAC Project members' IT departments needs to be established as a part of the implementation strategy to allow the integration to occur.
4. Medical boards provided by STRAC ADT will be connected in compliance with the implementation strategy,

**\* Approach:**

STRAC Advanced Development Team proposes to:

1. Explore the technical issues to fully integrate the TXTRAC Project members' servers. This will include research and/or interviews of the stakeholders.
2. Produce an implementation strategy for approval by both STRAC ADT and the TXTRAC WebEOC working group. The Implementation strategy will address stakeholder's concerns/desires, options for solving those concerns/desires, and will include timelines and all costs. The Integration Plan will include:
  - 2.1. Process to exchange data during incidents
  - 2.2. Process to exchange boards, user info and other structural information
  - 2.3. Process/methods to connect servers that meets/exceeds security requirements of host
  - 2.4. Comprehensive backup and catastrophic restore process

3. If the Integration Plan is approved, STRAC Advanced Development Team will implement the plan.

ALL INTEGRATION PROJECTS ARE CHALLENGING, AND THIS PROJECT HAS SPECIFIC COMPLEXITY DUE TO THE FACT THAT THE SERVERS ARE OWNED BY DIFFERENT ORGANIZATIONS AND ARE NOT PHYSICALLY LOCATED NEAR EACH OTHER AND ARE NOT ON THE SAME NETWORK, THE REQUIREMENTS BELOW ARE CRITICAL TO SUCCESS.

1. Reasonable access to TXTRAC project partners' senior leadership and STRAC senior leadership
2. Assignment of a case officer/technical specialist from the TXTRAC project partners' information systems/technology department
3. Institutional commitment from the TXTRAC project partners to the project

**\* Results & Conclusion:**

If completed successfully, Texas will have a fully interoperable Emergency Response system that can not only allow each region and city to monitor and track their own emergent issues, but also allow the regions to be aware of issues in other bordering areas. Additionally the State Operation Center will be appraised of the situation at all times and will be in a better position to react to any problems that individual areas might not otherwise be able to overcome.

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Agenda  
November 29<sup>th</sup>, 2007

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**1:00 p.m.**

- IT Focused
  - Introductions
  - STRAC/DSHS State of Work Explanation
  - Brief History of STRAC & RMOC
  - Discuss existing Pub Safety Programs (EMSystem, WebEOC, Redbat, ETeam, etc)
  - Develop Existing Network Map
  - Gather Existing Specifications
    - Servers
    - Network Infrastructure & Connectivity
    - Bandwidth allowance (Maximum)
    - Current Backup Plan
    - Current Failover / Fallback Plan
  - Recommend/Propose Changes as needed
    - Identify IT Points of Contact for all required facets
  - Server Support Admins Discussion
    - Include Management / Supervisor of above
  - Network Support Admins Discussion
    - Include Management / Supervisor of above
  - Actual WebEOC Program Support Admins Discussion
    - Include Management / Supervisor of above
  - Wrap-up; Deliverables/Timelines/Next meeting/Communication methods/etc.
  
- Stakeholders Focused
  - Introductions
  - STRAC/DSHS State of Work Explanation
  - Brief History of STRAC & RMOC
  - Discuss existing Pub Safety Programs (gathered from IT meeting)
  - Review/develop Operational Flowchart from SOC down to Region to Local Jurisdiction
  - Identify all Primary/Secondary Stakeholder agencies and Key POCs
  - Review/Select TWIRP boards for local RAC use
  - Discuss local needs not provided by TWIRP
  - Wrap-up; Deliverables/Timelines/Next meeting/Communication methods/etc
  
- WebEOC Demonstration
  - Capabilities & Advantages of using WebEOC
  - Demos of Hospital focused boards , Public Health boards, Other boards
  
- Final Wrap-up; Follow-up Discussions & Questions

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IT Section

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IT POC Questions

1. Who is the POC for IT support of the IIS application server(s) [please list primary and backup sites if applicable]
2. Who is the overall head of IT support for the IIS application server(s) [please list primary and backup sites if applicable]
3. Who is the POC for IT support of the SQL database server(s) [please list primary and backup sites if applicable]
4. What is the overall head of IT support for the SQL database server(s) [please list primary and backup sites if applicable]
5. List any other management for IT support of any portion of WebEOC maintenance / troubleshooting in your area.

## IT Architecture Questions

1. What is the WebEOC layout? (example: IIS server -> SQL server)
2. Are there load balancing front end IIS servers?
3. What are the specifications for all servers directly involved in running WebEOC? (IIS & SQL servers)
4. Do these servers have single or dual NICs in them?
5. What sort of backup power and duration are these on? Any internet/connectivity fallback plans?
6. What sort of backup of data is currently being used? (example: offsite tape, onsite tape, replication via remote SAN, etc)
7. Where is fallback location / any failover plan if there is an extended outage at primary WebEOC location?
8. What is bandwidth maximum throughput and average usage for all servers directly involved in running WebEOC?
9. What other applications (if any) run on other portions of any servers directly involved in running WebEOC?
10. What is physical address and location of all servers directly involved in running WebEOC (list primary and any backup (dark/warm/live) sites)
11. What are the IP addresses (public and internal) of all servers directly involved in running WebEOC (list primary and any backup sites)
12. Are IIS web application servers SSL encrypted?
13. What version(s) of SQL resides on any primary or backup SQL server machines directly involved in running WebEOC?

14. What version of WebEOC currently is installed on all frontend IIS application servers? What was original version installed for WebEOC on same IIS servers?

15. Is VPN support used for IT support of any kind (IIS/SQL)? If so, what type and credentials are used?

16. What is the STRAC login user account / password for your WebEOC instance? Does this account have full/partial/no admin privileges?

17. Does host agency (where WebEOC servers are physically located) have on-site tech support 24/7/365? (If not, what are hours of operation, are there any on-call agreements in place for emergencies / outages?)

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Stakeholder Section

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**NAME:**

Central Texas Regional Advisory Council

**DESIGNATION:**

TSA-L

**LOCATION**

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**GOVERNANCE**

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RAC Board Selection

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These are recommended boards for your region. Additional boards are available.

Medical DashBoard – This board is the master list of most pertinent hospital information from number and types of beds available to who the Hospital Command Center manager is and how to contact them.

Blood Supply Board – Used by public health professionals to track blood supply and types.

Epi Tracking – Used by public health professionals to log cases of various epidemics.

ER Patient Log – Used in a hospitals ED to log patients as they enter their system, this is part of the patient tracking system developed by the TSA-P WebEOC development team.

Interfacility Transfer – this hospitals based board is how you select which patients need to be transferred into or out of a facility.

MCI Transport Board – Used to track transports away from a Mass Casualty Incident.

Response Resources – Used by first responders to track branches/divs in (an) incident(s).

Shelters – Used to track all shelters open/closed status and current occupancy numbers vs. maximum capacity for each.

Shelter Registry – Used to track all persons in each shelter, and to monitor what level of special need (if any) they are listed as.

Additional Boards requested:

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I, \_\_\_\_\_, have read this document and accept its contents as current and correct. If any changes that will effect WebEOC operations in our area are made I will make those changes known to the Texas WebEOC Interoperability Group as soon as possible.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_