Facility Administrator Tasks

eICS follows the national framework for Incident Command Systems (ICSs), and as such, setting up the system properly is important. There are four main user roles in eICS, the Domain Administrator, Facility Administrator, Facility Staff, and Facility Staff Limited, who each play a vital role in setup.

In brief:

- Domain Administrators structure and organize eICS. They also create facilities when necessary, and maintain the system's automated notifications.
- Facility Administrators set up the Emergency Operations Plan (EOP) for their facility, including ICS positions and depth charts, incident response guides (IRGs), internal and external contacts, and library materials.
- Facility Staff enter contact and availability information and fill ICS positions in the event of an emergency. Users with the Facility Staff role can create incidents. Those with the Facility Staff Limited role cannot create incidents.

Helpful Links

Juvare.com

Juvare Training Center

Announcements

Community Resources

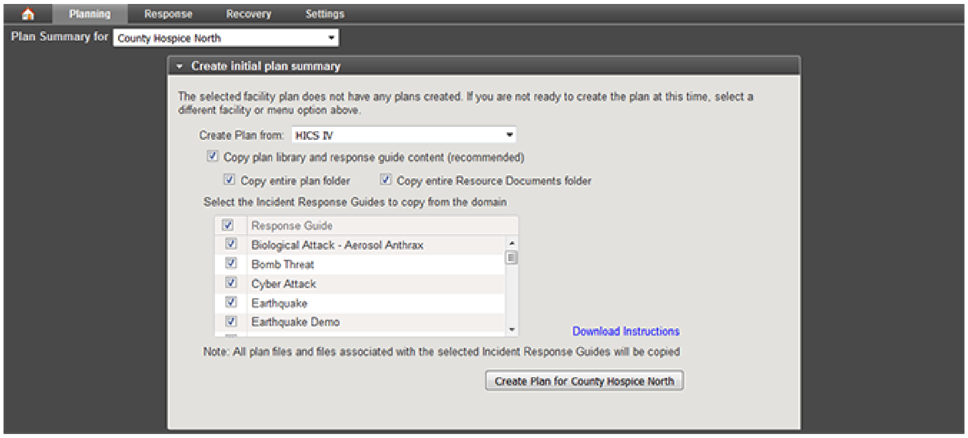
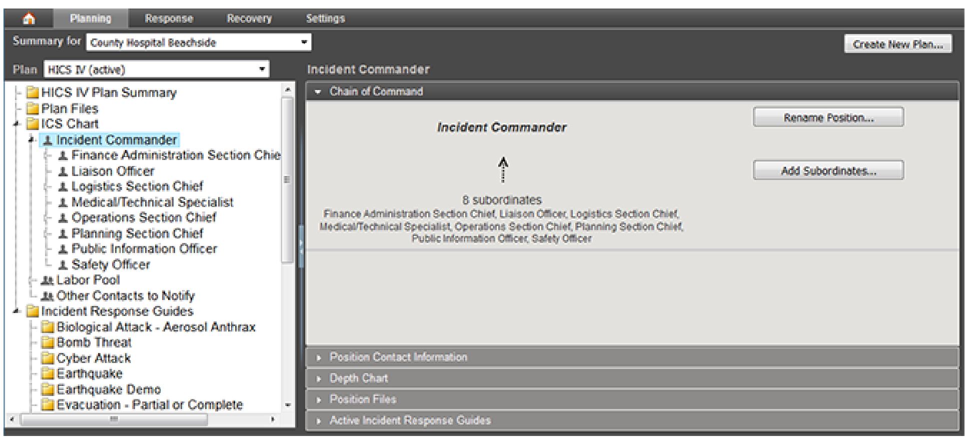
Setup Check List

Facility Administrators can edit multiple plans the Domain Administrator has made available to accommodate varying standards, command requirements, and to meet the needs of their organization's hierarchy. However, only one EOP can be active at any given time.

eICS plans offer flexible organization chart features that allow an administrator to construct the hierarchy appropriate to their facility, agency, or organization, specify the appropriate incident response guides, and add to or change positions in the plan.

The following table lists the high-level steps to take in setting up your facility's eICS environment.

Task	Location in eICS	Instructions

Create a Plan	**Planning** > **Plan Summary**	For the initial setup, you must create a plan. You can choose to base your plan on any of the plan templates that are available tc When you first access this page in eICS, you are prompted to set up a plan.  1. Choose the template from **Create Plan from**. 2. Select the library and incident response guide options. By default, all are selected. We generally recommend that you leave selected. 3. Click **Create Plan for (facility name)**. It may take a few moments for the system to create the facility. When it is done, the plan opens in eICS. The *Create initial plan summary* window also contains a **Download Instructions** link to a quick reference guide that walks you t creating and configuring a plan. Refer also to Plan Summary.
Identify ICS Positions	**Planning** > **Plan Summary** > **ICS Chart**	The plan you copied comes with a default ICS Chart and positions.  Your next task is to identify the ICS positions for the plan. This can involve renaming positions and changing the chain of comma You may also decide to use the chart as is. 1. On the left, click a position name. The right side shows its details. 2. In the **Chain of Command** drawer on the right, rename the position, add subordinates, change the supervisor, or delete th 3. Click the **Position Contact Information** drawer and enter the appropriate information. After creating contacts and working with the library, you will likely return to the *Plan Summary* to continue defining ICS position c Refer to ICS Chart and IRGs.

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<td>Work with the Library</td>
<td>Planning > Library</td>
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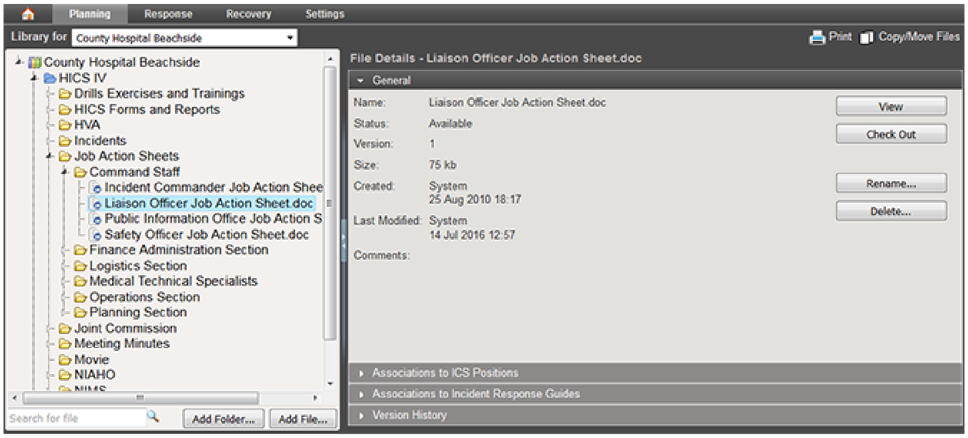
The plan you copied comes with a library containing numerous EOP-related files. You can add to this library structure for your p documents that are not related specifically to the plan in the Resource Documents folder.



As administrator, you can rename existing folders and files, add new ones, and more.

- To add a folder, select its "parent" folder on the left and click Add Folder. Give it a name.
- To add a file, select the folder and click Add File. Upload the file to the library.
- To specify ICS positions with which this file should be associated, locate and select the file on the left and click the Associa on the right. Select the check box for each appropriate position and save your work.
- To specify IRGs with which this file should be associated, locate and select the file on the left and click the Associations to Guides on the right. Select the check box for each appropriate guide and save your work.

Refer also to Library.
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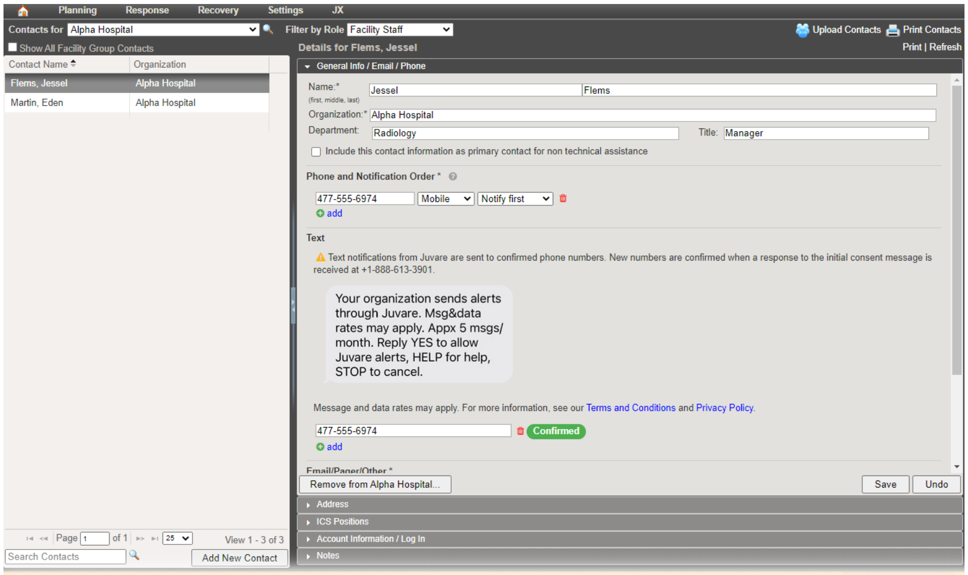
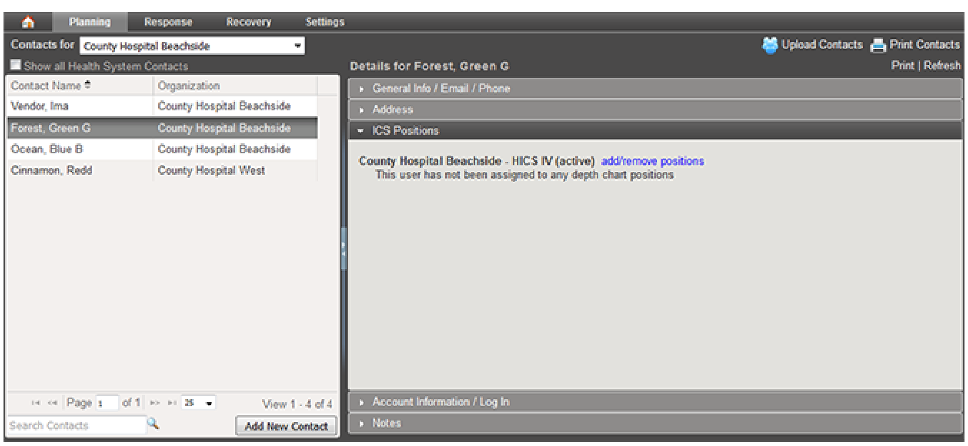
Set Up Internal and External Contacts	**Planning** > **Contacts**	You must add contacts to your facility. Your Domain Administrator set you up as a contact so that you have access to eICS. You Staff as users of eICS, some of whom you may assign to ICS positions. You can add external contacts who need to be notified occurs, but may not need to use eICS directly.  **To add an individual contact** On the left, click **Add New Contact**. Enter the individual's first and last name, organization, and department/title. Specify at leas and select the notification order. You can also add a phone number for text notifications and information on email address/page when you are done. To upload a group of contacts You can also upload multiple contacts at one time. This is especially handy during this phase, when you are setting up your syst click **Upload Contacts**. In the *Upload Contacts* window, download the template. The templ spreadsheet you can fill in with the appropriate contact information for each individual, such resource type, contact information, and more. When completed, access this window again, spreadsheet, validate the records, and import the contacts. Refer also to Contacts.
Associate ICS Positions to a Contact	**Planning** > **Contacts**	To ensure the contact receives the appropriate notifications, assign the contact to one or more ICS positions.  1. On the left, select the contact. The details appear on the right. 2. Click the **ICS Positions** drawer. 3. Click **add/remove positions**. 4. In the *Select Contact Depth Chart* window, select one or more positions. 5. Click **OK**. The selected positions appear in the drawer. Refer also to Contacts.

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<td>Specify Facility-level Details</td>
<td>Planning > Facilities</td>
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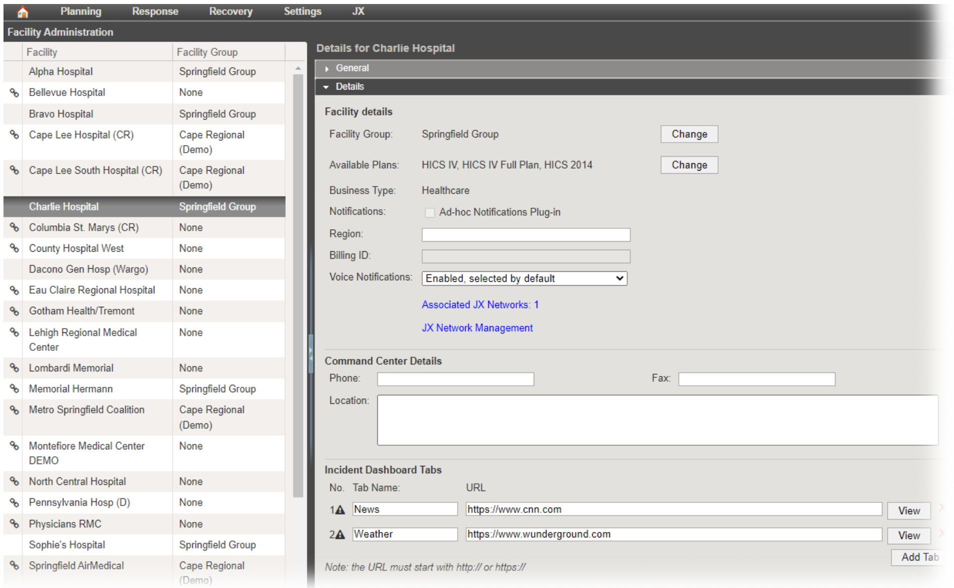
You can specify Command Center contact information and set up custom tabs to appear in the Incident Dashboard. Only two ta dashboard. However, you can set up multiple websites for these tabs, and users can then select from the available options.



On the left, select your facility's name. Its details appear on the right.
Click the Details drawer.
Fill in the Command Center Details as appropriate.
Scroll down to the Incident Dashboard Tabs section, and edit or replace the existing (default) tab values.
Click Add Tab to add a website and specify its name and URL (website address).
Repeat this step to add more tabs.
Save your changes.

Refer also to Facilities.
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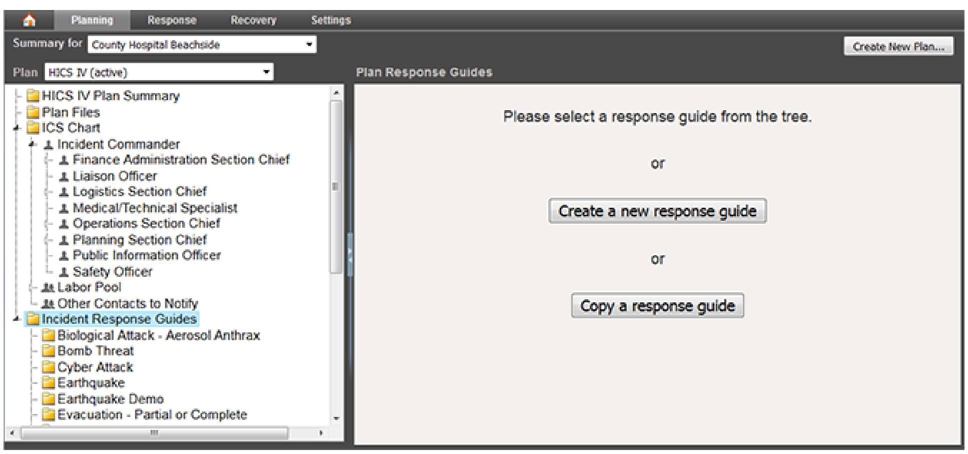
<tr>
<td>Create an Incident Response Guide</td>
<td>Planning > Plan Summary > Incident Response Guides</td>
<td>
The plan you copied comes with the Incident Response Guides (IRGs) that you specify should be copied into the plan. You can copy an IRG to create a new one.



On the left, select Incident Response Guides.
On the right, click Create a new response guide.
In the Create Response Guide window, enter the name of the new guide.
Select its type, which assigns an appropriate icon to the IRG.
Click OK. The window closes and the new IRG details now appear in multiple drawers.

Working from the top drawer down, enter the appropriate information for the IRG.

Refer also to IRGs.
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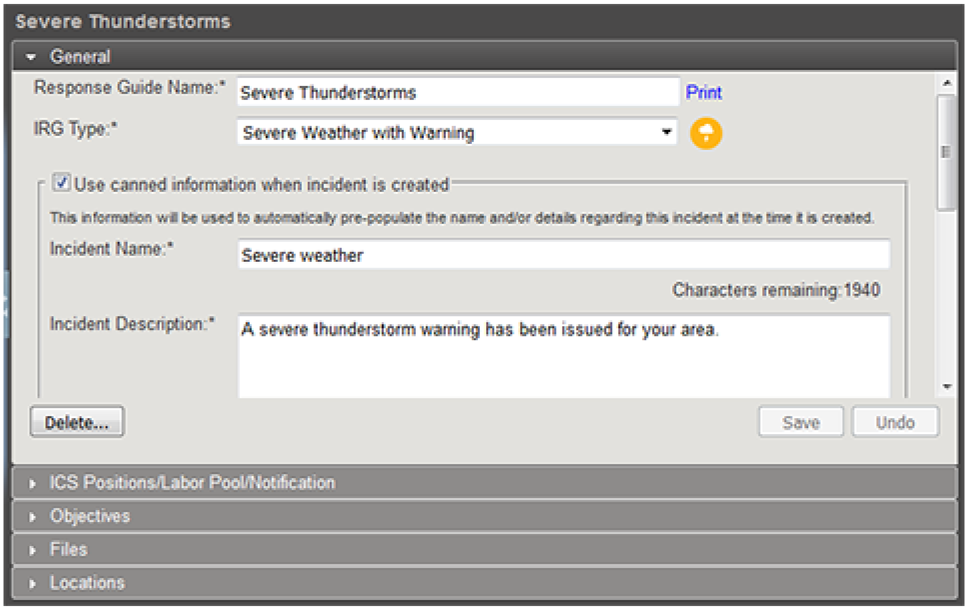
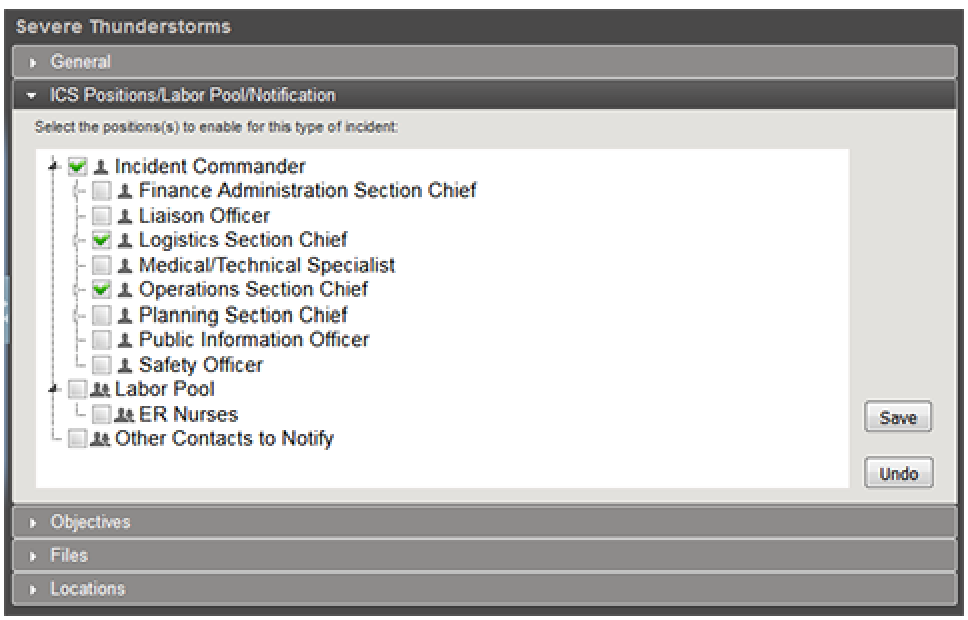
	General	If you want to specify details that are included by default in a new incident of this type, select **Use canned information when in** provide a name and description. The canned information appears in the dashboard when an incident is created from this IRG. U change this information.  In addition, keep in mind this is the text the eICS notification system uses for the initial incident notification. It appears in emails, converts this text to voice for notifications sent to phones. You can also specify an incident mission statement for this guide.
	ICS Positions / Labor Pool / Notification	Specify the positions that should be notified immediately when this type of incident occurs. When an incident is created, the con depth charts for these positions appear as the contacts to be notified. 

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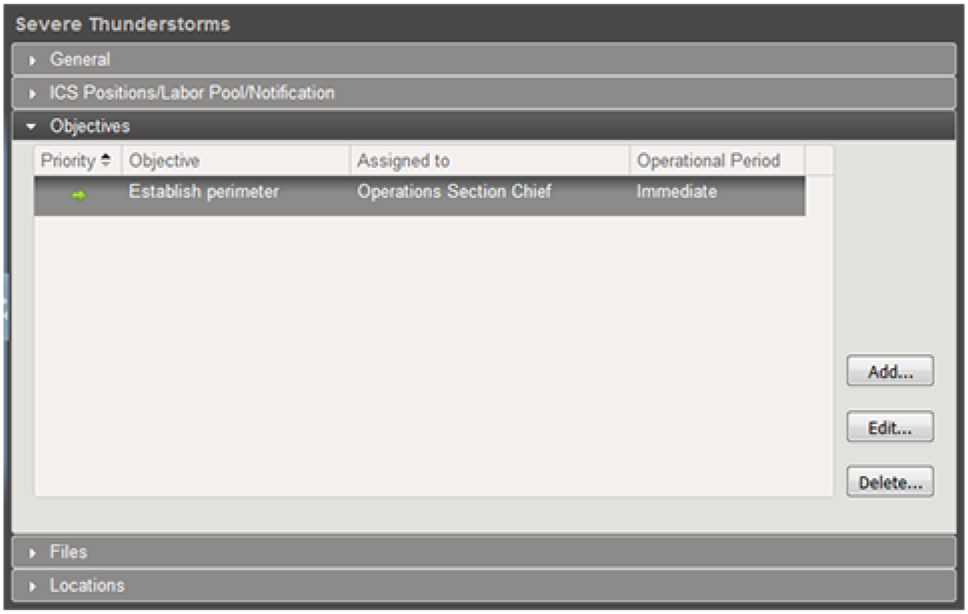
<td>Objectives</td>
<td>Add objectives to the guide. You can specify an objective at the incident level or assign it to a specific ICS position. You can adc specify the priority and operational period for the objective.


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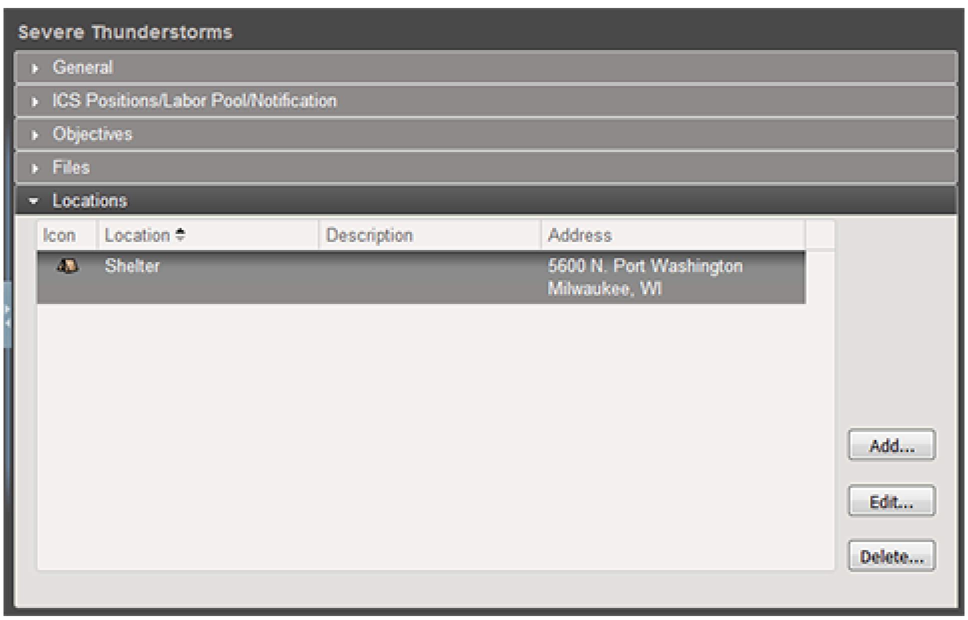
<td>Locations</td>
<td>As appropriate, add locations that could assist during an incident, such as hospital locations, supply trailers, and evacuation she the Map tab of the Incident Dashboard. Provide a name for each location, select the appropriate icon, and specify the location's coordinates.


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