



## EOC Operations Center Support and Management

In today's multi-threat and multi-jurisdictional world, an Emergency Operations Center (EOC) is the essential coordination point in the management of disasters. An effective and efficient EOC—one that fosters cooperation among all agencies and is aligned with federal guidelines—improves readiness and enhances operational effectiveness at the state, local, tribal, and territorial level. Even with adequate funding, jurisdictions may have limited personnel with the necessary experience or resources to adequately plan, implement, and staff an EOC. When multiple disaster strikes, as we've seen during COVID-19, existing staff may be overwhelmed.

**IEM's first-hand knowledge of EOC design, operations, and staffing is unmatched.**

Since 2004, IEM has led workshops in all facets of the EOC lifecycle for state, local, and tribal jurisdictions under the FEMA/National Preparedness Directorate (NPD) Technical Assistance (TA) program. We understand and apply national standards (e.g., NIMS, ICS, NRF) that focus on overlapping capabilities to **improve preparedness for all hazards rather than a single scenario.**

IEM also provided rotational and surge staffing to civilian and military EOCs, including deployments in response to hurricanes Katrina, Rita, Gustav, Ike, Sandy, Irma, Maria, COVID-19, and Ian.

### Solutions that Support Effective EOCs

EOCs benefit from crisis-tested information sharing practices, models and templates, training and exercises, and on-site assistance to improve readiness and enhance operational effectiveness. IEM solutions supporting effective EOCs include:

- Conducting a **needs assessment** to ensure that the EOC adequately addresses the needs of a jurisdiction
- Assisting in **siting** the EOC in an appropriate location
- Ensuring that EOC **layout and equipment** support effective operations
- Ensuring that EOC activation and operation plans are compatible with neighboring jurisdictions and state and federal plans through a **documented review and revision** process
- Improving and assessing staff operational capabilities through **training and exercises**
- Reassessing plans, equipment needs, and staff performance based on exercise and real-world activations and **defined performance measures**

### QUICK FACTS

#### Founded

1985  
Woman- and Minority-Founded  
and Owned

#### Headquarters

Research Triangle Park, NC

#### Physical Offices

Washington, D.C. • Baton Rouge, LA •  
Tallahassee, FL • Bel Air, MD •  
Richmond, KY • Guaynabo, PR •  
Aguadilla, PR

#### Our Experts

The expansive IEM team includes emergency management, homeland security, disaster recovery, national security, and digital service professionals, former executives, and senior leaders from FEMA, DHS, HUD, DoD, as well as senior state and local officials from across the country.

#### Key Service Areas

- Disaster Recovery and Management
- Emergency Management and Homeland Security
- Grants and Public Benefits Management
- Public Health Response and Policy
- Defense and National Security
- Information and Emerging Technologies

#### Bryan Koon

**Vice President, Homeland Security  
and Emergency Management**

850-519-7966

bryan.koon@iem.com

## Representative Experience

### **EOC Surge Staffing, Florida Division of Emergency Management**

- IEM deployed to the State EOC in Florida to assist the Florida Division of Emergency Management's COVID-19 and hurricane response efforts. The IEM team provided much needed relief to SEOC staff working in logistics, public affairs, and operations support.

### **EOC/OEM Surge Staffing, New York City Emergency Management**

- IEM started supporting the New York City (NYC) Office of Emergency Management (OEM) Emergency Operations Center (EOC) early in the COVID-19 pandemic. The IEM team supported surge staffing in many roles including Health & Medical ESF-8, Logistics, Planning, Situational Awareness, and Watch Command.

### **EOC Design and Management, Houston UASI, FEMA/NPD Regional Catastrophic Preparedness Grant Program**

- IEM evaluated the City of Houston's EOC capability and provided assistance in developing strategies for improvement.

### **EOC Analysis and Recommendations, North County Transit District, FEMA/NPD TA Program**

- IEM analyzed mass transit system capabilities and made recommendations on siting, design, and development of a new EOC for the North County Transit District.

### **EOC Procedures Development/Validation, Providence, RI, Emergency Management Agency and Office of Homeland Security, FEMA/NPD TA Program**

- IEM delivered two EOC workshops on the development of Standard Operating Procedures (SOPs) and EOC position Implementing Procedures (IPs) and a second-phase workshop focused on validation and testing of the procedures.

### **EOC Section-Specific Training and Evaluation, Washington State Emergency Management Division, EMD**

- IEM provided section-specific training for all employees who work in the state EOC and developed new checklists and task books for each position. IEM also evaluated the training during the 2008 National Level Exercise.

### **Standard Operating Procedures (SOPs) Development and EOC Operations, HHS Secretary's Operations Center/Centers for Disease Control and Prevention (CDC)/U.S. Army CMA**

- IEM implemented and staffed the CDC's secure, state-of-the-art Director's EOC in its Atlanta headquarters. IEM also developed a set of comprehensive procedures for operations, including rotational and surge staffing, field team deployment, staff training, equipment repair, and development of a technical resource library.

### **EOC Support to Chemical Stockpile Emergency Preparedness Program (CSEPP), FEMA**

- Since 1999, IEM has been the Program Management and Integration Contractor for CSEPP. All CSEPP communities have reported fully compliant EOCs since 2002.

## CONTRACT VEHICLES

Through existing contract vehicles and rapid procurement, IEM is prepared to address your critical emergency and healthcare preparedness and response needs for any event.

### **MAS - General Purpose Commercial Information Technology Equipment, Software, and Services Rescue**

Contract Number: GS-35F-679GA

Contract Period: Sept. 14, 2017 – Sept. 13, 2027

### **HHS Aviation Ground Support and Airfield Operations and Maintenance**

Contract Number: 75A50120D00003

Contract Period: Feb. 10, 2020-Feb. 9, 2025

### **California Multiple Award Schedules**

Contract Number: 4-22-07-1003

Contract Period: July 6, 2022-Sept. 13, 2027

Contract Number: 3-20-70-2296C

Contract Period: Aug. 11, 2020-Sept. 13, 2027

### **HGACBuy Cooperative**

Contract Number: HP08-21

Contract Period: Aug. 1, 2021-July 31, 2024

### **Florida Department of Management Services**

Contract Number: 80101500-20-1

Contract Period: March 1, 2021-Aug. 31, 2024

### **TXShare**

Contract Number: 2023-028

Contract Period: Oct. 1, 2023-Sept. 30, 2024

### **Missouri Statewide Management Consulting Services**

Contract Number: CS201311024

Contract Period: Apr. 1, 2020-Mar. 31, 2024

### **Massachusetts Statewide Contract**

Contract number: PRF76

Contract Period: Oct. 27, 2022-Sept. 30, 2027