**Emergency Operations Center Management and Operations**

This course explores the role, design, and functions of Emergency Operations Centers (EOCs) and their relationships as components of a Multi-Agency Coordination System (MACS). The course contains disaster-related examples, activities, and case studies that relate to EOCs and MACS at the Federal, state, and local levels of government.

**Course Objectives:**

* Identify the multiple roles and responsibilities of a modern-day EOC, including the legal authorities and requirements of the EOC.
* Differentiate between a tactical and strategic emergency management.
* Build and manage effective organizational structures within an EOC.
* Discuss the importance of designing and integrating enhanced technology into EOC operations.
* Discuss Continuity of Operations (COOP) planning at the local level.
* Promote effective EOC operations through plans, procedures, coordination, and documentation.
* Relate situational awareness and common operating pictures to EOC operations.
* Integrate call centers and public information concepts into an EOC environment.
* Describe the role and challenges of an EOC during the transition to recovery.

**Program Area(s):** Advanced Professional Series; Citizen Preparedness; Continuity of Operations; Voluntary Organizations

**Delivery Location:** State Delivered

**Selection Criteria:** This course is open to all Federal, state, local, and tribal Emergency Managers; first responders to include Incident Commanders from all Emergency Management disciplines; private industry personnel responsible for coordination activities during a disaster; and Voluntary Organizations Active in Disaster personnel.

**Recommended Prerequisite:** IS-0701.a, *National Incident Management System Multi-Agency Coordination System Course*

**Course Length:** 2 days