Emergency Operations Center (EOC) Skillset: Performance Improvement

Task Categories:
Collect and analyze information regarding EOC activation and activities
Suggest process improvements and solutions during EOC operations
Support process improvement following EOC deactivation

Task Category: Collect and analyze information regarding EOC activation and activities

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Demonstrate knowledge of the after-action review and improvement planning process, including the types of information gathered and the feedback	C, E, F, I, T, A		
2. Collect, store, and analyze data for the after-action review and improvement plan.	C, E, F, I, T, A		
3. Perform real-time data collection during response: • Use accepted tools, such as EOC activity logs	C, E, F, I, T, A		
4. Provide guidance to EOC leadership on collecting performance improvement-related data.	C, E, F, I, T, A		

Task Category: Suggest process improvements and solutions during EOC operations

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
5. Identify best practices and areas for improvement during EOC activation, operation, and deactivation, and suggest process improvement measures to EOC staff and leadership.	C, E, F, I, T, A		
6. Provide recommendations to leadership for approval and dissemination.	C, E, F, I, T, A		

Task Category: Support process improvement following EOC deactivation

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
7. Develop an after-action review and improvement planning schedule for the EOC activation that is consistent with Homeland Security Exercise and Evaluation Program (HSEEP) or similar guidance.	C, E, F, I, T, A		
8. Coordinate after action review-related meetings to identify and clarify areas for improvement. • Support facilitation of meetings as necessary	C, E, F, I, T, A		

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
9. Identify best practices and areas for improvement.	C, E, F, I, T, A		
10. Develop recommendations to address areas for improvement.	C, E, F, I, T, A		
11. Coordinate EOC after-action report development efforts with other incident-related after-action reporting efforts.	C, E, F, I, T, A		