



# **STAR Users Guide**

**Texas State Operations Center**

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# Resource Request Management in Texas

Local jurisdictions, regional entities, state agencies and organizations may request resources to support disaster response operations.

The Texas SOC fulfills requests for assistance with available resources from Emergency Management Council members, available contracts or vendors, interstate or federal resources, as available, to fill the request.

The chart at right provides an overview of emergency management coordination in Texas.

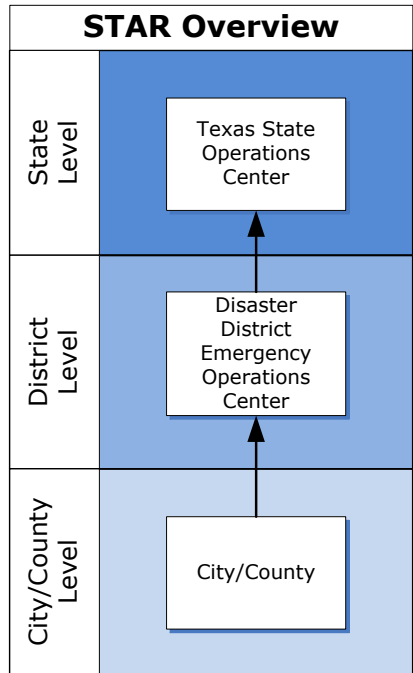
## STATE OF TEXAS ASSISTANCE REQUEST (STAR)

The state of Texas uses WebEOC, an online crisis management system, to support resource request management. Users in the SOC use the WebEOC STAR board to create, route and fill requests.

This guide provides an overview of how users can use this board to support the resource request and fulfillment process. Specific topics covered in this document include:

- An introduction to the board and its functions
- Instructions on creating a resource request
- Routing a request through the SOC
- Filling a request and creating actions
- Usage tips and frequently asked questions

For technical assistance, please ask your Emergency Support Function Coordinator or TDEM OpsTech.

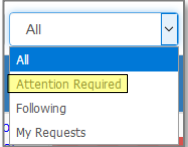

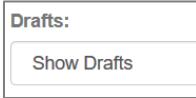


# Getting to Know the STAR Board

The STAR board is available in WebEOC. Its tab is labeled *STAR III - Agency View* or *[Section]*.

When users open the STAR board, the *Live Requests* view opens. This view displays all live state-level requests. Users may select a filter or a combination of filters at the top of the page to increase or decrease the number of visible requests.

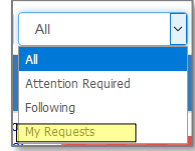
The table below identifies how to select these commonly used filters or filter combinations.

Filter	How to Access
<p><b>Attention Required</b></p> <p><i>User's position is denoted as the "Responsible Party" field</i></p>	<p>From the "All" dropdown, click <b>Attention Required</b>.</p> 
<p><b>Filled STARS</b></p> <p><i>STARS denoted as "filled" are hidden by default.</i></p>	<p>To display filled STARS, click <b>More Filters</b>. From the <i>More Filter Options</i> dialog box, click the <b>Filled STARS</b>: dropdown and select <b>Show Filled STARS</b> then click <b>Close</b>.</p> 
<p><b>Draft STARS</b></p> <p><i>STARS are created and saved as a draft. Drafts are hidden by default.</i></p>	<p>To display STAR Drafts, click <b>More Filters</b>. From the <i>More Filter Options</i> dialog box, click the <b>Drafts</b>: dropdown then select <b>Show Drafts</b> then click <b>Close</b>.</p> 

## My Requests

*STARs submitted by the user or user's position. User is denoted as the "Responsible Party."*

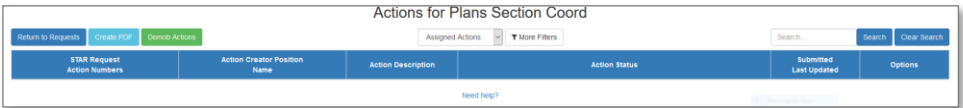
To display user's STARs, select **My Requests** From the **All** dropdown.



## ACTION VIEW

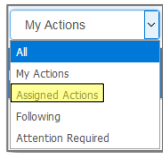
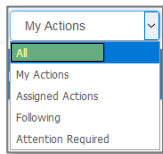
Actions allow users to provide additional details about the fulfillment of requests. Additionally actions can be routed to partner organizations to request their support to fill a resource request.

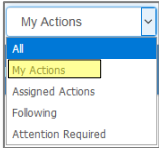
To display the *Actions* view on the STAR board, click the **Actions** Actions button, located on the top left of the screen.



This view displays all actions currently assigned to the user's positions. Users may select a filter or a combination of filters to increase or decrease the number of visible actions.

The table below identifies how to select these commonly used filters or filter combinations.

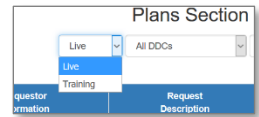
Filter	How to Access
<b>Assigned Actions</b> <i>User's position is denoted as the "Assignee" field</i>	Confirm that <b>Assigned Actions</b> in the dropdown filter in the header is selected. 
<b>All Actions</b> <i>Displays all actions in the system</i>	From the <b>Assigned Actions</b> filter in the header dropdown select <b>All</b> . 

Filter	How to Access
<p><b>My Actions</b></p> <p><i>Displays all actions the user's position has created.</i></p>	<p>From the <b>Assigned Actions</b> filter in the header dropdown select <b>My Actions</b>.</p> 

## Creating a Request (STAR)

Members of the Emergency Management Council (EMC) may enter a resource request into WebEOC to activate their agencies resources or to solicit the assistance of a partner organization to fulfill a state-level mission.

*Note: A training mode is available. Users may click the **Live** dropdown menu and select **Training**. If users are working from the training mode, the **New Request** button will be blue. Live requests are red.*



From the main STAR view, users will click the red **New Request** button. The **Requestor and Delivery Info** screen opens and users are prompted for the following information:

- Phone Number
- Email Address
- Requesting Entity (select **SOC** from the dropdown).

Enter your information if not already prefilled by WebEOC.

To specify **Delivery Information**: Select one of the options:

- **Saved Locations** (users will be prompted to select and confirm location details)
- **New Location** (users will be prompted to name and identify the delivery location)
- No Location Needed

After all the information is validated, click the **Next** arrow, highlighted here in red.



The **Request Description** tab opens where the user can enter detailed information about the request. Each field has a tool tip, a blue box with a lowercase i, **i** which provides the requester with detailed information about the field. After all information is validated, click the **Next** arrow to review the request.

To submit the request, type your full name into the **Requestor Signature** field, then press the **tab** button or click outside the box to display additional features.

Select the appropriate STAR status and routing details, then click the green **Submit** button to enter the request.

## Routing a Request in the SOC

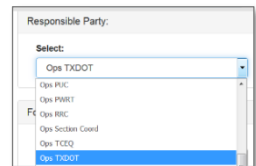
Requests received from a local jurisdiction, disaster district or a partner agency are routed through the organizational structure of the State Operations Center to the responsible party. The responsible party is the organization or entity that will manage the fulfillment of the request.

To route the STAR to the appropriate responsible party, click **Edit** from the **Options** section.

Request Number	Requestor Information	Request Description	Incident Name / Request Status	Submitted / Last Updated	Options
16D-49372	SOC Intake (KingJonathan9471) 512-424-7053 Jonathan.King@dps.texas.gov County: Wharton DDC: 16D	Request: TRAINING - Super Sack Sandbag - Filled and Placed Qty: 1 TRAINING Placement of SuperSack sand bags in the City of Wharton, power substation #1, to protect ...More	Incident: 2018 Daily Ops Log SOC STAR Level: Submitted to SOC STAR Status: Routing Responsible Party: Branch Director - IB	Submitted: 8/29/2018 14:35:56 Last Update: 09/04/2018 15:09:05	Edit Actions [0] Details History

Scroll down the STAR form to the **Responsible Party** section.

Click the **Select:** dropdown, identify then select the applicable **WebEOC position** from the list.



In the **Responsible Party** section, click the **right arrow** to *send* the desired position to right side. Scroll to the bottom of the page and click **Submit**.

# Creating and Filling out an Action

To fulfill a request, users will create an *Action* or *Actions* for each STAR. Specific fulfillment information is entered into the *Action* including resource details, cost, expected arrival time and other relevant details.

To create an action for a STAR in which the user is the responsible party, users will first update the STAR's status to *Working* then create an action from the STAR's *Options* section, highlighted in yellow below.

Request Number	Requestor Information	Request Description	Incident Name / Request Status	Submitted / Last Updated	Options
14-48830 <a href="#">Follow</a>	SOC Intake (King.Jonathan9471) 512-424-7053 Jonathan.King@dps.texas.gov County: <i>Angelina</i> DOC: 14	Request: <i>TRAINING - Animal Shelter Support</i> City: 1  TRAINING Support for an animal shelter, including: food, pet crates and vet/caretaker staffing at 1... <a href="#">More</a>	Incident: <i>2018 Daily Ops Log</i> SOC STAR Level: Submitted to SOC STAR Status: Working Responsible Party:	Submitted: 8/16/2018 15:43:07  Last Update: 08/16/2018 15:43:07	Options Edit Actions [0] Details History

From the **Options** section, click **Actions** to open the *Actions* display.

Click **New Action** at the top left of the new display to add the first action to the STAR.

## ADDING AN ACTION TO A REQUEST

Requests that can be filled by a single agency only require the creation of a single action, assigned to the STAR's responsible party and updated with appropriate details.

Once users have created a new action the following fields are completed by the STAR's responsible party.



Field	What to Enter
<b>Position</b>	Responsible Party (your position).
<b>Notes to Assignee</b>	Not required.
<b>Following</b>	Branch director/section coordinator.
<b>TDEM Resp. for Costs</b>	Select if TDEM will be paying for this resource.



<b>Field</b>	<b>What to Enter</b>
<b>Submit for Approval</b>	Select if SOC manager approval is required for this request.
<b>New Item</b>	Enter a specific description of the resources provided to support this action.
<b>Estimated Cost</b>	Option to enter an estimated cost for this component of the request.
<b>Qty Filled</b>	Enter the number of units provided as part of this request component.
<b>For How Long</b>	Enter how long these resources might be assigned to the mission and select if they are a consumable or demob resource.
<b>Estimated Arrival Time</b>	Enter the estimated date and time the resources will be onscreen and operational.
<b>Status</b>	Select appropriate status based on statuses guide listed on page 11.
<b>Notes</b>	Option to enter any relevant notes; they are visible to any user.
<b>Attachment</b>	Option to attach a document for record keeping; up to three files.
<b>Signature</b>	Enter the user's full name.

## **ACTIONS FOR MULTI-ENTITY REQUESTS**

For complex requests, multiple organizations may be required to coordinate activities and resources to fulfill a specific STAR. To reduce confusion, standardized titles are assigned to each party in the process.

The responsible party is the organization with primary responsibility for the STAR's management. The responsible party creates and routes the action(s) and manages the coordination of the request's fulfillment.

The supporting party is an entity that can provide supporting resources or assistance with the STAR's fulfillment. The supporting party receives action(s) from the responsible party for specific parts of the request.

The table below identifies which party fills out each part of the action and what should be entered in each field.

<b>Field</b>	<b>Who*</b>	<b>What to Enter</b>
<b>Position</b>	RP	The first position to receive the action based on routing guidance.
<b>Notes to Assignee</b>	RP	Include any relevant notes and clearly identify the final recipient.
<b>Following</b>	SP/RP	Branch director/section coordinator and final recipient.
<b>TDEM Resp. for Costs</b>	SP	Select if TDEM is paying for this resource.
<b>Submit for Approval</b>	SP	Select if SOC manager approval is required for this request.
<b>New Item</b>	RP then SP	Enter a description of the resource required of the supporting party. May be edited by the final recipient.
<b>Estimated Cost</b>	SP	Option to enter an estimated cost for this component of the request.
<b>Qty Filled</b>	SP	Enter the number of units provided as part of this request component.
<b>For How Long</b>	RP	Enter how long these resources will be assigned to the mission and select if they are a consumable or demob resource.
<b>Estimated Arrival Time</b>	RP/SP	Enter the estimated date and time the resources will be operational.
<b>Status</b>	RP/SP	Select appropriate status based on status guide listed on page 11.
<b>Notes</b>	RP/SP	Option to enter any relevant notes which are visible to any user.
<b>Attachment</b>	RP/SP	Option to attach document for record keeping; up to three files.
<b>Signature</b>	RP	Enter user's full name.
<b>*RP (Responsible Party) SP (Supporting Party)</b>		

# Completing and Filling a Request

This section outlines the steps required to receive, update, seek approval for, and complete assigned actions to STARS

## RECEIVING AN ACTION

Actions are routed through the SOC organizational structure to the intended supporting party. After receipt, the user enters the relevant details and updates the action status based on the table on page 11.

When users open the action view, assigned actions that require attention are visible and flagged with the red *Attention Required* flag. Attention Required

## ACTION APPROVAL

Select agencies or organizations require the approval of the SOC Manager before their resources can be deployed.

To submit an action for approval, *click* the **Submit Action For Approval** box. The action will be submitted to SOC Management for review and approval.

The action is locked for update until the approval is processed.

Is TDEM responsible for covering associated costs?

Submit Action For Approval: ✖

The process for action approval is outlined below:

- Fill out all required fields identified on page 7 & 8
- *Select* the appropriate position (your position or a supporting party)
- *Select* the Submit Action For Approval box
- Sign the action and *click* **submit**

The locked action will be visible to the supporting party until approved by SOC Management. **Note:** users do not need to route the action to the SOC Manager for their approval. Once approved, the action is available to edit.

## COMPLETING AN ACTION

After an action has been received, *select* the **Edit** button from the *options* section. The edit action window opens.

To complete the Action:

- Enter required information into each field based on the tables on page 7 and 8.
- Update the action's status as appropriate.
- If you have received the action from another organization, select the working status.
- If this is your action entered to document activities performed by your agency, select working, then update to **filled** when all activities are completed.
- *Sign* the action and *click* the **submit** button.

## COMPLETING THE STAR

After all actions associated with the STAR are completed, the STAR needs to be marked as filled and appropriate notes entered to document the STARs completion.

After the user verifies there are no Incomplete Actions Remaining:

- *Select* the STAR's **edit** button.
- *Scroll* to the STAR Status section.
- From the dropdown menu, *select* the correct status.
  - Reference the STAR status definition on page 11 for assistance selecting the appropriate status.
- Enter comments in the **STAR Status Comment Log** reflecting the status change and provide notes to the requestor.
  - Notes may include when resources should arrive, what resources are coming, details about the submission or any information relevant to the original requester.
- *Scroll* to the bottom of the page, and *click* the **submit** button.

The STAR is now complete. If the STAR status was changed to **filled** or **canceled**, the request will drop off the display and can be located by adjusting the **more filter** options referenced on page two of this guide.

# Routing Policy and Status Definitions

This section defines the status STARs and Actions.

## STAR STATUS

Status	Definition
<b>Routing</b>	The resource request is progressing through the SOC on its way to the responsible party.
<b>Working</b>	A STAR is denoted as working after it arrives at the responsible party.
<b>Filled</b>	Activities fulfilling the resource request are completed at the SOC level and every associated action has been marked as filled.
<b>Not Filled</b>	The resource request is unable to be filled due to an external or internal factor.
<b>Canceled</b>	The requested resource is no longer needed or has been acquired from a different source; no further action is required.

## ACTION STATUS

Status	Definition
<b>Submitted</b>	The status assigned after the action is created and assigned for routing to the supporting party.
<b>Submitted for Approval</b>	The action has been marked for approval by the SOC management group.
<b>Working</b>	The status assigned when the responsible party is in the process of fulfilling the action.
<b>Filled</b>	The status assigned when the actions' item description has been fulfilled.
<b>Canceled</b>	The status assigned when the action has been canceled by an individual in the SOC.

## STAR AND ACTION ROUTING

Supporting Parties' Location	Action Routing Guidance
<b>Support Party in Same ESF</b>	The action sent directly to the supporting party; ESF Coordinator added as <i>following</i> .
<b>Different ESF</b>	The action sent directly to the supporting party; ESF Coordinators added as <i>following</i> .

# STAR Policy Guidance and Best Practices

The table below identifies common policies or business rules specific to the State Operations Center.

An Action for each STAR	Yes, an action provides additional details about the fulfillment of the request, including points of contact, estimated cost and demobilization status.
Documenting a crew refresh	Generally no. A new action is not required to refresh staff if the function of the package is not changing.
Does my action require approval?	Action approval by SOC Management is required if TDEM is directly responsible for the expense. Council members that commit funds or resources to fill a request may require internal approval, but not necessarily the approval of SOC Management.
Tracking STARs and Actions	To keep track of STARs and Actions assigned to you or that you have created, consider keeping a list of relevant STAR and Action numbers and a short description of the request.
Incident Filter	An incident filter is available from the more filters option. The STAR best practice is to keep the filter set to <i>setup</i> and not to select an incident due to inconsistencies in incident names across that state.
Searching for STARs	When using the search feature in the STAR board, users may search for items such as request number, type, description or requestor. If searching on STAR number, only enter the last five or six digits (not the xx-).
More Filters	Activating multiple filters from the more filter options can cause errors or the board to load slowly.
STAR Board Refresh	The STAR board is set to refresh every five minutes. Users may manually refresh or pause the auto refresh from the arrow or pause button located at the bottom footer of the WebEOC interface.

## Frequently Asked Questions

- Q.** Where is my STAR? I lost it. It disappeared.
- A.** You may locate your STAR by searching the STAR number, adjusting the STAR filters to Attention Required, My Requests or by adjusting using More Filters.
- Q.** The recipient cannot see the STAR I just sent.
- A.** Ask the STAR recipient to refresh their STAR view. Click the green circular arrow button to the left of the work *Auto Refresh* at the bottom of the window.
- Q.** I filled the Action; do I also need to update the STAR?
- A.** Yes, the system requires users to update the status of both the original STAR and associated Actions.
- Q.** Where can I go for additional support?
- A.** Ask TDEM OpsTec for support, they're available in the SOC and at 512-424-5333. Policy issues can be address by ESF Coordinators or SOC Management.
- Q.** Why can't I edit my STAR?
- A.** Once you have entered a STAR and your position is no longer the responsible party, you can no longer edit the request without it being returned to your position.
- Q.** What does the blue actions button do?
- A.** It opens the action view, where you can review actions assigned to your positon.
- Q.** How do I know my STAR or Action has been received by the supporting agency?
- A.** Communicate directly with the supporting party, WebEOC supports but does not replace coordination in the SOC.



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