Event Log Management

The LiveProcess Emergency Manager Event Log is a real time communication tool that allows people to effectively communicate during any situation to coordinate getting the right people to the right place at the right time. The Event log also acts as a permanent audit trail. All of the information contained in the Event Log is saved in a fully editable After Action Report.

- Click Coordinate -> Start an Event.

![Start an Event]

Create a new event log to help you manage a response.

- Enter an Event Name (Required Field).

![Event Name]

Severe Weather

- Select a 'Hazard' (Required Field).

![Hazard]

Severe Weather

- Enter a 'Description' (Required Field).

![Description]

Severe Weather Warning In Effect

- Indicate if you are activating your Command Center and Incident Command Structure (ICS) by placing a bullet next to either ‘Yes’ or ‘No’.
NOTE: Upon creating this event, the system will automatically send notifications to the staff members you have in your ICS chart for the hazard you selected, notifying them that an event has been started and it will poll them for how quickly they can return to the hospital.

Indicate if you are creating this event for use as an exercise or an actual event by placing a bullet next to either ‘Exercise’ or ‘Actual Event’.

If Exercise is chosen, select an Exercise or MSEL to use (optional). Also enter if you are starting the event Now or in the Future. If it’s a future Exercise, enter a start date and time. If you choose Actual Event, skip to the next step.

Select additional member facilities to have access to your Event Log (optional) by placing a check mark next to the facilities that you would like to grant access to participate.

Click Add Event

This will open a blank Event Log Situation Center for this hazard.
Managing the Event Log

- From the Home/Overview/Active Events list or from the Coordinate tab -> click on the name of the specific Event you would like to join to or modify.

- You are now in the active event.

Creating a New Post

- Click on the New Post button in the upper left side of the page.
Enter the Post information:

- **To** – this is where you want to post the information (e.g. General Discussion for everyone to see, or a Sidebar for private conversations)
- **Type** – this is a dropdown box where you can select if the post will be a Message, a Resource Request or a Task.
- **Subject** (required field) – this should be ICS role, or department the post is coming from, what ICS role, person or department it is intended for and a brief description of the subject (e.g. IC to Security - Lockdown)
- **Message** (required field) – this is where you provide details about the message

Click on Save to post the message

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**Viewing and Replying to a Post**

- (1) Click on the post you wish to view.
- (2) Read message details.
- (3) Click on Reply to reply to the message (if applicable).
If you click Reply, enter your reply message and click on Save to post it.

Other options while viewing a post:
- **Reply** – See above
- **Edit** – You can only edit a post or reply you created
- **Flag Message** – This will put a flag next to the message only on your screen to remind yourself of messages to follow up on
- **Remove** – You can only remove messages you created and only removes it from view in the Event Log. Any time you hit Save, that message is saved for use in the After Action Report
- **Mark Filled/Marked Complete** – If the post was put out as a Resource Request, the person that posted it can mark it Filled. If a post was entered as a Task, anyone can mark it complete. Marking a post will put a check mark next to the post on everyone’s screen so they can see what has been filled/complete.

Creating Sidebars

Sidebars can be used to hold private conversations on a one to one basis or on a one to many (e.g. within a specific department or group). They can also be used as a gathering folder for generally available information, for example weather updates.

- From the Sidebar area on the left hand side of the screen, click on the New Sidebar link.
The Sidebar Name is a mandatory field. If you are having a conversation with the Logistics Chief or section, you would name it Logistics. Or if using it to post updates from NOAA or NWS, you could name it Weather Updates.

Checking the box next to “Hide From Event Owner” to prevent the person who started the event from viewing and participating in your sidebar. Unchecked allows that person to view and participate in your sidebar.

NOTE: Sidebar conversations do end up on the auto-generated After Action Report

- Select who you want to participate in your sidebar. The dropdown box under Available Groups lets you add people from other hospitals.
- You can add Sidebar participants from pre-defined groups (e.g. AED Certified Team), by searching for individuals. To add everyone from a facility, select the All Contacts group. This would be good for a
Weather Updates sidebar.

➢ To add individuals, search for them in the Contacts Search box. Typing in the first three letters of a person’s first or last name will present you with matches to choose from. Click on the person’s name to add them.

➢ Click Save in the upper left hand corner of the screen to create the Sidebar.
➢ To add or delete people from your Sidebar, click Edit Sidebar and go back to previous steps.

➢ Working in Sidebars is just like the General Discussion, where you can add New Posts and reply to existing posts. Creating a New Post in the sidebar will change the “To:” field to the name of the Sidebar so you can verify where you are posting.
Attaching Documents to Posts

- From within a Post or Reply to a Post, click the **Attach File(s)** button.

- For a document that has already been loaded into the LiveProcess Document Library: click in the box in front of the document to highlight it. Click the **Done** button when to attach the document to the Post or Reply.
You can add a file from your local hard drive or system drive by (1) click on the **Upload File** button, (2) pick a folder from your LiveProcess Document Library to move it, (3) browse for it on your computer, (4) click the **Upload and Save** button. This will put the document in the LiveProcess Document Library and you can add the document to the post following the instructions below.

The saved and now highlighted document will be displayed. Click the **Done** button to finish attaching it to the post or reply. Click the Save button to add the Post or Reply with the attachment into the Event Log.
Access an Event Log

Each Event Log created in LiveProcess can be accessed within LiveProcess. Each Event Log is kept as a permanent audit trail which can be used to create After Action Reports (AAR).

- Click Coordinate -> View All Events

- To access a particular Event Log, locate the Event Log name, and click it. This will launch the Event Log.

Hide an Event Log from Active List

There may be events started by other facilities that you were invited to but have not been closed by the originator. LiveProcess provides the ability to hide those events from your Events list.

- Click Coordinate -> Overview or All Events. Overview will display all the open events and All Events will show all closed Event Logs.

- Click the Hide icon in the Action column.

- Although you have hidden an event, you can see your hidden events by checking the Show Hidden Events checkbox.
Editing and Closing an Event Log

- Click Coordinate -> View All Events

- Find your event under Active Events and on the right side of the page you will see four icons. Click on the Edit icon.

- You can edit any of the fields in the Event Summary. To close an event, under Event Status, click the dropdown box and highlight Inactive.

- Scroll down to the bottom of the page and click Update Event.

- The event is now inactive. You will still be able to access the event log under the Respond tab and click
All Events.

**After Action Report (AAR)**

A critical part of any exercise or actual event is the After Action Report (AAR). This document provides an opportunity to identify and discuss successes and challenges that can be used to improve overall response capability in future events. However, capturing all of the information necessary is often difficult and time consuming.

By using the LiveProcess Event Log during an event or exercise, all information is captured and tracked with time/date stamps which make post-incident data collection much simpler. In addition, the LiveProcess AAR creator can generate a nearly complete AAR that meets most accreditation and national guidelines. For additional flexibility, the AAR can be generated in .doc, .pdf and .rtf formats.

**Creating an After Action Report (AAR)**

- Click Coordinate -> View All Events

- Find the Event or Exercise from the Event List

<table>
<thead>
<tr>
<th>Event Log</th>
<th>Organization</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bomb Threat</td>
<td>LiveProcess Demo and Training 3</td>
<td>Exercise</td>
</tr>
<tr>
<td>Tornado Watch</td>
<td>LiveProcess Demo and Training 3</td>
<td>Exercise</td>
</tr>
<tr>
<td>Severe Weather - 2011</td>
<td>LiveProcess Demo and Training 3</td>
<td>Event</td>
</tr>
</tbody>
</table>

- On the right side of the page, open the After Action Report by clicking the AAR icon.

- Fill in the Owner Information and Federal Point of Contact (if applicable)
- Fill in the Report Information.
Fill in Exercise Information which includes Agency, Planning Team, Planning Overview, Sponsor, Program, Mission, Objectives, Capabilities, Strengths and Recommendations. The information entered here will populate in the appropriate section of the After Action Report.

- Click on the After Action Plan (if needed) at the top of the page.

- Click the Add button to add your first Improvement Plan
Fill in your Observation, Corrective Action, Responsible Party and Estimated Completion date and click Submit.

After all of the Plan Items (Observations & Corrective Actions) have been added, click on the Print AAR button in the upper right hand corner of the screen to open the Print dialog box.

Report Format Dropdown Box – allows 3 format types for the report:
- Word (DOC) – a Microsoft Word format, which is the default type and the easiest to work with
- PDF – requires Adobe Reader to view the file (this is a free downloadable program from Adobe)
- Rich Text Format (RTF) - an unformatted text version of the report

Click the Show Report button to open the File Download dialog box to Save or Open the AAR Report. When the File Download box opens: Click either the Save or Open buttons to save the report or to open it for viewing.

Please refer to the LiveProcess Emergency Manager User Guide for additional information or contact support@liveprocess.com with any questions.