

## Process in Creating a Resource Request in WebEOC

Within WebEOC there are two methods by which a request can be submitted.

1. Create Request – which is a request that does not have a pre-scripted mission assignment?
2. Create Request from PSMA – which is a request that has a pre-scripted mission assignment already defined.

The following sections will breakdown those requests as independent processes:

1. Initiate a Resource Request
  - When request is received outside of WebEOC, the request must be logged into the system so that it can be processed. The Resource Tracker is responsible for logging requests into the system.
  - From the Resource Request page, (FEMA Form 010-0-7) Resource Tracking you can create a request from Pre-Scripted Mission Assignments (PSMA) or create a request that is not covered under PSMA.
  - Once a request has been entered and saved, it can be viewed on the Resource Request Board.
2. The Resource Capability Branch Director (RCBD) reviews the initial request. If there are any questions for the requestor, RCBD contacts them to resolve. RCBD works with the resource providers to determine the best means of fulfilling the request.
  - RCBD reviews and determines if a mission assignment is the correct means of fulfilling the request. If the mission assignment is approved to proceed, RCBD would select the **Update Request** button to process the next step.
3. Operations Section Chief (OSC) receives the request back from the Branch Directors and has ensured all of the necessary details are on track, OSC sends the request for the final approval to the Ordering Unit Leader (ORDL).
  - The Resource Capability Branch Director (RCBD) or OSC reviews the initial request.
  - If there are any questions for the requestor, RCBD contacts them to resolve.
  - RCBD works with the resource providers to determine the best means of fulfilling the request.
  - This request would be fulfilled under the Individual Assistance Group. RCBD would forward the request to the Individual Assistance Group Supervisor (IAGS) for review.
4. RCBD receives the request back from the resource provider and has ensured all of the necessary details are on track, RCBD sends the request for the final approval to the Resource Support Section Chief (RSSC).
5. The Order Processing Group Supervisor (OPGS) is responsible for ensuring that the request is fulfilled. In this case, the request for 100 cases of lactose free infant formula will be met through a contract with Red Cross (ESF-6 Mass Care) OPGS forwards the request to the Contracting and Acquisitions Unit Leader (CAUL) to be fulfilled.
6. Once the contract is awarded, Contracting and Acquisitions will update the status in WebEOC.

7. From this point forward the Resource Provider (in this case ESF-6) is responsible updating details on whether the request has been fulfilled, when it has been delivered and to whom, and updating the request in WebEOC.