

Secure Web Site Design, Utilization and Effectiveness During the 2009 Presidential Inauguration

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Goal

To present the experience of development and deployment of a secure web site for Maryland Emergency Support Function 8: Public Health and Medical (ESF 8) partners preparing, planning and responding during the 2009 Presidential Inauguration

Objectives

Presentation and discussion to familiarize participants with:

- Secure Website Design and Lessons Learned;
- Utilization of the Secure Web Site for ESF 8: Planning and Information Exchange;
- Survey of ESF 8 Partners Utilizing the Secure Website for National Special Security Event (NSSE) Planning.

Acknowledgments

- Development of the secure website, survey of users and attendance at this conference was made possible through the:
 - CDC Public Health Emergency Preparedness Cooperative Agreement;
 - HHS ASPR Hospital Preparedness Program Cooperative Agreement.

2009 Presidential Inaugural Planning

- NSSE planning for the 2009 Presidential Inauguration started in Jan-Feb 2008.
- Regional ESF 8 planning initiated in Oct – Nov 2008;
- Maryland planning:
 - Initiated: Oct 2008
 - Maryland Emergency Management Agency:
 - Overall planning responsibility;
 - Maryland Department of Health and Mental Hygiene Office of Preparedness and Response (OP&R)
 - Lead for ESF 8 planning and response.

Planning and Response Difficulties

Several planning and response issues and difficulties related to NSSE planning for the Presidential Inauguration were identified.

Planning and Response Difficulties

- Prolonged Operational Period:
 - 17 through 23 January;
 - Maryland activities conducted 11 through 30 January
 - Enhanced surveillance for Public Health Threats;
- Special Events (Planned and Anticipated):
 - Rail travel from Delaware through Maryland 17 January;
 - “Whistle Stop” and speech in downtown Baltimore;
 - Effective inaccessibility of a major healthcare facility;
 - Presidential Ball at the National Harbor;
 - One of several anticipated in Maryland.

Planning and Response Difficulties

- Various “Operational” activation periods and demands throughout central Maryland;
 - Dependent upon jurisdictional proximity to events and Washington, DC;
 - Counties north of Baltimore vs those in the National Capitol Region (NCR)

Planning and Response Difficulties

- Multiple Partners in Maryland:
 - Local, state and federal agencies;
 - ESF 8 partners:
 - Health Departments;
 - EMS;
 - Hospitals and Healthcare Systems;
 - Special resources: i.e. Trauma;

Planning and Response Difficulties

- National Capitol Region (NCR)
 - Planning and response collaboration and coordination across local, state and federal jurisdictions;
 - Effectively:
 - 2 States and District of Columbia
 - 20 county Jurisdictions
 - Several Incorporated Cities and Towns
 - Feds (HHS, DHS, CDC, DOD, Treasury)
 - Approximate Resident Population: 4.2 Million
 - Estimated attendance: 12 Million

Maryland ESF 8 Planning Activities

- Plan Review:
 - Medical Surge
 - Mass Care
 - Mass Fatality
 - SNS
- Health and Medical Vulnerability and Threat Assessment
 - ESF 8 Capacity and Capabilities;
 - Scenario Modeling: Anthrax Release / Dirty Bomb;
- Conference Calls:
 - Local Health Departments;
 - Hospitals and other providers;

Planning and Response Concerns

- Timely coordination and collaboration across jurisdictions and multiple partners;
- Information Exchange
 - Planning
 - Situational Awareness
 - Resource Needs
 - Rumor Control

Solution

Develop a secure web site

The Goal:

“to provide a means for efficacious communication of state plans, planning activities and operational period situational awareness...”

Web Site Design

(What's So Hard About Web Site Design When My ISP Can Get A Novice to Design One)

What We Envisioned: Ideal Functional Capabilities

- Information Posting and Exchange
 - DHMH
 - ESF 8 Partners
 - Upload documents and reports;
- Data Entry
 - Key Contact Information
 - Bed Counts
 - Available Resources

What We Envisioned: Ideal Functional Capabilities

- Instant Messaging and Ability to Blog
 - Real time reporting of activities, issues and resource needs;
- Ability to Maintain a Calendar of Events
 - Allow for tracking of activities;
 - Conference Calls;
 - Deliverables;
 - Inauguration Events.

Information and Data Classification

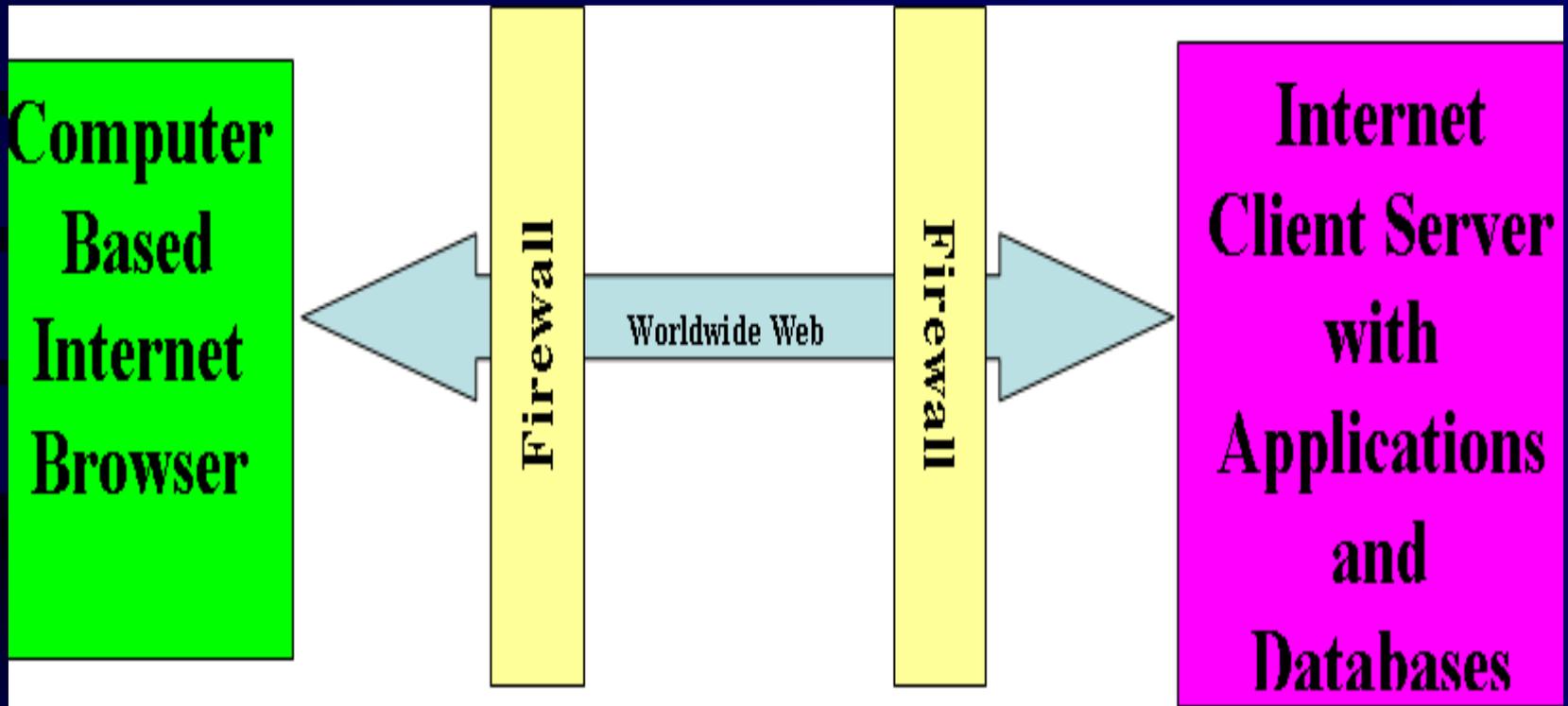
- Public:
 - Information available to everyone
- Protected:
 - Available to all ESF partners through the secure web site;
- Private:
 - Facility specific information available only to DHMH OP&R and institution;

Web Site Needs

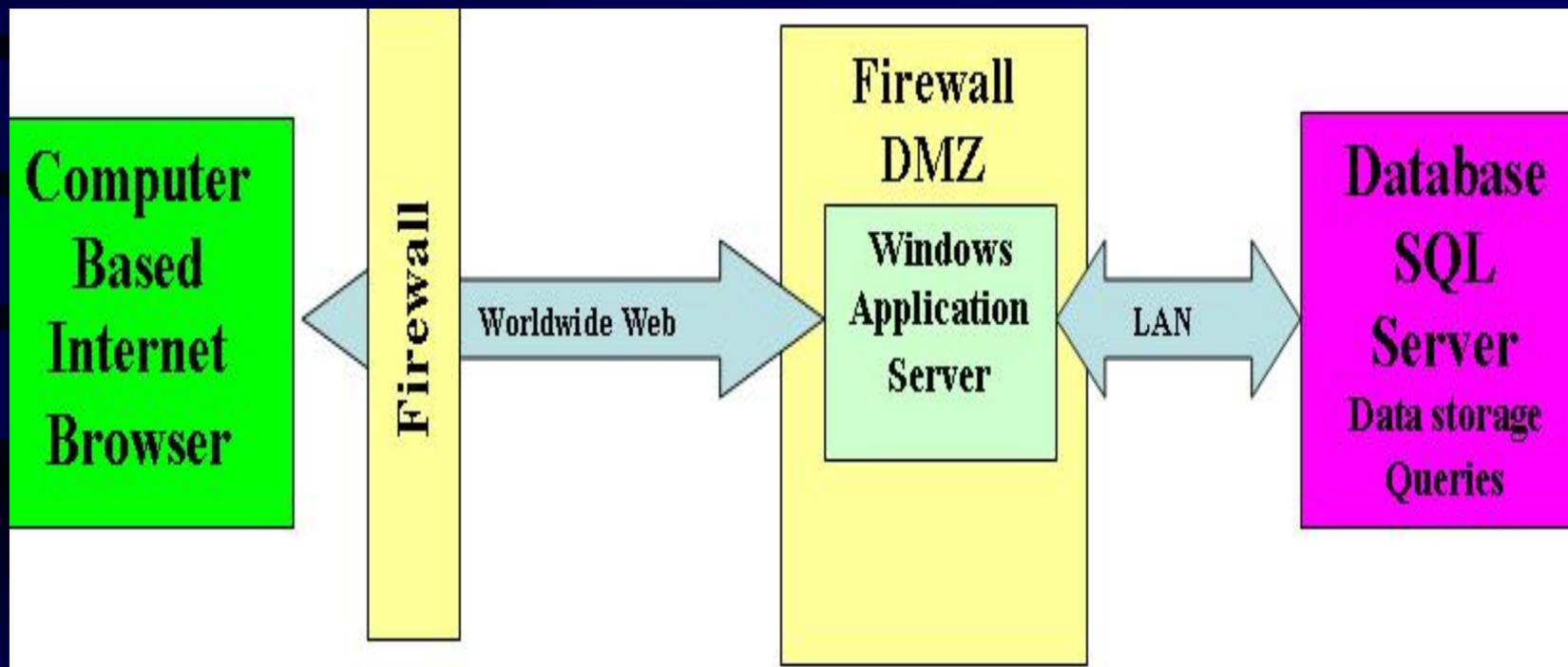
- Secure Controlled Access
- Data Entry and Security
- Information Posting:
 - State and ESF 8 Partner Plans;
 - Reports;
 - Situational Awareness;
- Intuitive Ease of Use

Standard Web Site Architecture

(What Non-IT Guys Conceive and Understand)



OP&R Secure Web Site Architecture (What IT Guys See, Think and Dream About)



Web Site Security

- Integrated into the design:
 - Using N-Tier Architecture;
 - Code was not visible if site hacked
 - Spurious code could not be inserted;
 - Double log-on protocol to access:
 - ESF 8 Web Page
 - Protected information;
 - Single log-on name and password for all ESF 8 partners;
 - Hospital Web Page
 - Facility specific private information;
 - Facility specific log-on name and password.

OP&R Secure Web Site N-Tier Functionality

N-tier application helps distribute the overall functionality into various tiers or layers.

For example:

1) Presentation Layer:

- What users see: i.e. Web Pages;

2) Business Rules or Logic Layer:

- How everything works and talks to each other;

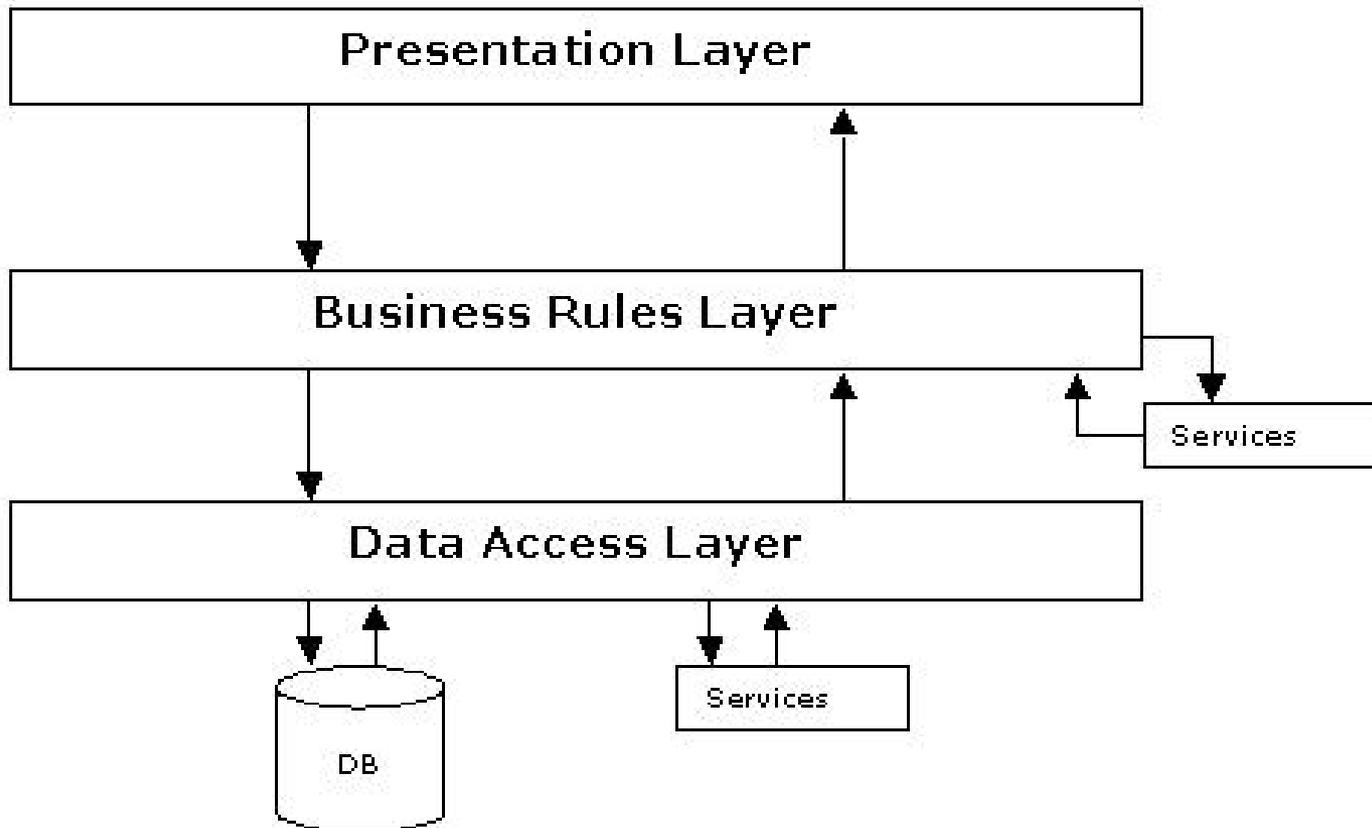
3) Data Access Layer:

- How to get and query data;

4) Database/Data Store:

- The data:

N-Tier Functionality and Communication



Secure Web Site N-Tier Functionality

- Each Layer can be developed independently;
 - Must adhere standards
 - Communicates with the other layers as per the specifications.
- Each layer can potentially treat the other layers as ‘black-box’
 - The Layers only see “results”
 - Each layer does not care how the other layer processes the data as long as it sends the right data in a correct format
 - Enhanced Security

N-Tier Application Benefits and Features

- **Security:**
 - Application has Appropriate Authentication, logging and monitoring mechanisms
- **Availability and Scalability:**
 - Application should be reliable and should have sufficient fail-over mechanisms (redundancy) such as fail-over clusters
- **Manageability:**
 - Application should be designed to have the capability to Deploy, Monitor and troubleshoot.
 - Methodology to handle Errors, log Errors and provide useful information for problem resolution

N-Tier Application Benefits and Features

- **Easy Maintenance:**
 - This is generally achieved by adopting coding standards, deployment standards, modular application design, ‘data abstraction’ and application frameworks.
- **Data Abstraction:**
 - Easily make changes to the functionality, business rules with the least amount of impact to the entire application

Website Design and Lessons Learned

- OP&R was able to develop and deploy the secure web site in a matter of days
 - Common experience is that it takes several weeks or months.

Website Design and Lessons Learned

- Dynamic Web site design is harder than it looks when done properly;
- It takes longer than expected and requires:
 - Sufficient thought into:
 - Use: How will it be used? What is the purpose?;
 - Design: How will the logic/rules be applied to function?;
 - Security: How secure should it be? Security vs Usability;
 - Flexibility: Can it be easily adapted or modified?
 - Scalability: Can it be expanded?

Website Design and Lessons Learned

- It takes Knowledge and Understanding:
 - IT Guy:
 - Proposed use for emergency management, etc.;
 - “What is ICS?”
 - Public Health Guy:
 - Technical understanding of web design and server applications;
 - “What is Windows Server 2003?”
 - “Why Can't I use Windows XP?”

Website Design and Lessons Learned

- *The most difficult and time consuming aspect of design:*
 - Working on the interrelationship between network security and information management on the secure database server

Secure Web Site Utilization for ESF

8 Inauguration Planning and Information Exchange

Objectives

- To review and discuss utilization of the secure web site for the 2009 Presidential Inauguration planning and response.

Secure Web Site Activation

- Site design completed and activated on 16 January
 - Several days behind the anticipated date;
- Four categories used for posted information:
 - State Plans
 - Forms and Templates
 - Situational Reports and Updates
 - Calendar of Activities

Web Site Design Objectives

Security:

- DHMH Network;
- Maintaining confidentiality and privacy of sensitive private facility specific information;

Secure Web Site Log-On

- Secure site linked to the OP&R public webpage
- ESF 8 partners were taken to the first log-on page
 - Entered common log-on name and password;
 - Access to protected information;

Secure Web Site Log-On

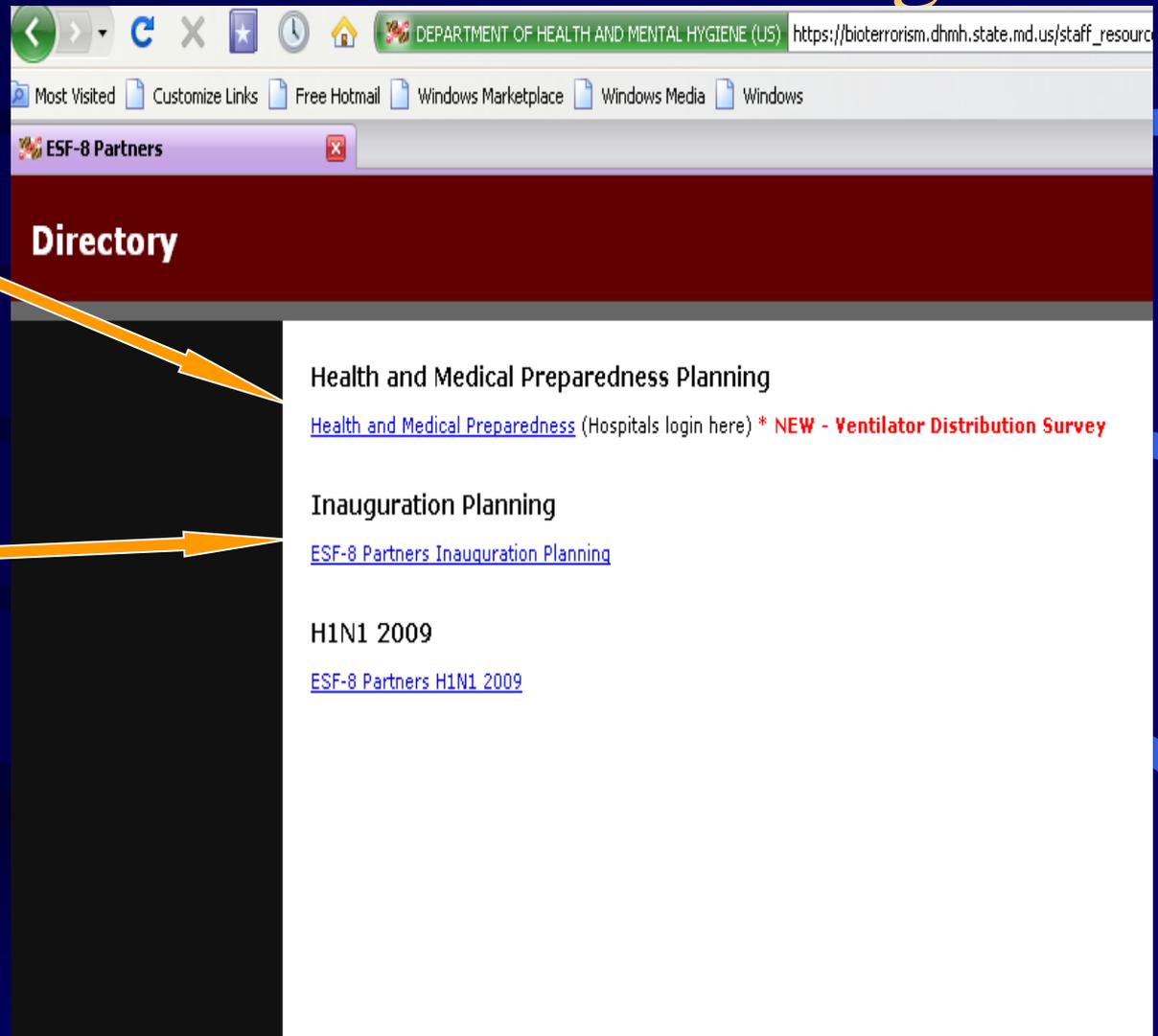
Dual Log-On

- Hospitals needed a second log-on for their facility specific secure page;
- Required to over come several security issues related to:
 - DHMH Inter- and Intra- Net Architecture

ESF 8 Partner Common Web Page

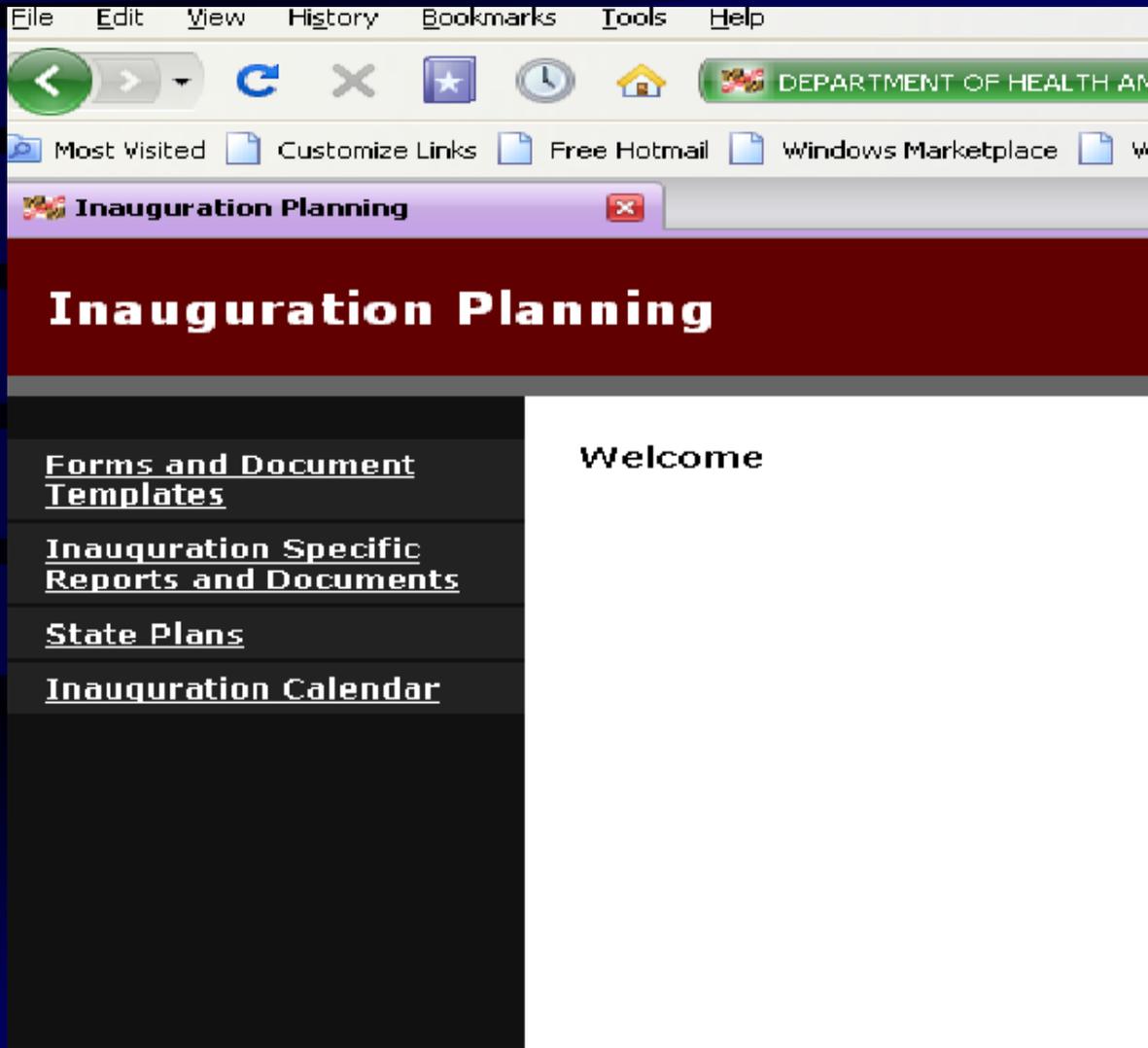
The screenshot shows a Windows Internet Explorer browser window displaying the 'Hospital Preparedness Program' website. The address bar shows the URL: https://bioterrorism.dhmh.state.md.us/staff_resources/hpp/. The page title is 'Hospital Preparedness Program'. The main content area features a dark red header with the text 'Health and Medical Preparedness'. Below this, there is a 'Login' section with two input fields for 'Username' and 'Password', and a 'Login' button. A disclaimer below the login fields reads: '* All information on this website is for official use only and is not available for public usage.' The footer of the page contains the following text: 'Maryland Department of Health and Mental Hygiene, Office of Preparedness and Response, 201 West Preston Street, Baltimore, MD 21201'. The Windows taskbar at the bottom shows several open applications: 'start', 'Windows Media Player', 'Novell GroupWise - U...', 'Secure Web site Desi...', 'Hospital Preparednes...', 'Mozilla Firefox Start P...', and 'Add-ons'. The system tray on the right shows the time as 4:24 PM and the date as 10/24/08.

ESF 8 Partner Common Web Page



- Hospital Link
 - Common links with ESF 8 page
 - Links for private data entry
- ESF 8 Partner Link
 - Protected information available to all ESF 8 partners

ESF 8 Partner Common Web Page



ESF 8 Partners could select one of four categories of posted information

Hospital Web Page

- Hospitals accessed their facility specific pages through a second log-on after the initial common log on for all ESF 8 partners;
- Had common links to all data and information categories on ESF 8 Partners page;
- Hospital page included data entry pages for facility specific private information;

Hospital Secure Web Page

Hospital Preparedness Program: Welcome - Mozilla Firefox

Health and Medical Preparedness

Viewing: DHMH

Logout

Welcome

Bed Counts

Contacts

Inauguration Planning

Forms and Document Templates

Inauguration Specific Reports and Documents

State Plans

Inauguration Calendar

Communications Survey

Disposable Ventilator Distribution

Welcome

Maryland Department of Health and Mental Hygiene
Office of Preparedness and Response
201 West Preston Street
Baltimore, MD 21201

start Windows Media Player Novell GroupWise - U...

sm.dhmh.state.md.us zotero 4:26 PM

Hospital Facility Private Information

Hospital Preparedness Program: Bed Counts - Mozilla Firefox

DEPARTMENT OF HEALTH AND MENTAL HYGIENE (US) https://bioterrorism.dhmh.state.md.us/staff_resources/hpp/BedCounts.aspx

Health and Medical Preparedness

Viewing: DHMH Logout

Bed Counts

Category	Licensed	Physically Available	Staffed	Unstaffed	Occupied	Vacant / Available	Available in 3 Hours	Available in 24 Hours
Adult Intensive Care Unit	0	0	0	0	0	0	0	0
Burn/Burn Intensive Care Unit	0	0	0	0	0	0	0	0
Cardiac Care Unit	0	0	0	0	0	0	0	0
Emergency Department	0	0	0	0	0	0	0	0
Medical/Surgical	0	0	0	0	0	0	0	0
Negative Pressure/Isolation	0	0	0	0	0	0	0	0
Operating Rooms	0	0	0	0	0	0	0	0
Pediatric Intensive Care Unit	0	0	0	0	0	0	0	0
Pediatrics	0	0	0	0	0	0	0	0
Postanesthesia Care Unit	0	0	0	0	0	0	0	0
Psychiatric	0	0	0	0	0	0	0	0
Telemetry	0	0	0	0	0	0	0	0

Save Cancel

Maryland Department of Health and Mental Hygiene
Office of Preparedness and Response
201 West Preston Street
Baltimore, MD 21201

Done bioterrorism.dhmh.state.md.us zotero

start Windows Media Player Novell GroupWise - U... Secure Web site Desi... Hospital Preparednes... Hospital Preparednes... screen shot 2.bmp - ... 4:27 PM

Used HAVBed
Definitions

Hospital Facility Private Information

Health and Medical Preparedness

Viewing: DHMH Logout

Contacts

- CEO / President**
- Emergency Department Director / Chairman
- Emergency Department Nurse Manager
- Emergency Planner (Primary)
- Emergency Planner (Secondary)
- Head of Security (Primary)
- Head of Security (Secondary)
- Infection Control Practitioner
- Lab Director (Primary)
- Lab Director (Secondary)
- PIO (Primary)
- PIO (Secondary)
- VP of Medical Affairs
- VP of Nursing

Form Fields:

First Name	Last Name
Home Phone	Work Phone
Home Email	Work Email
Mobile Phone	Emergency Phone
TTY Phone	Fax
Numeric Pager	
1-Way Pager	1-Way Pager Carrier
2-Way Pager	2-Way Pager Carrier

Buttons: Save, Cancel

Requested contact information for several key facility management staff

Web Site Utilization

- ESF 8 partners encouraged and welcomed the effort to develop the web site;
- During the pre-operational planning period:
 - ESF 8 partners integrated and coordinated their local plans with state and federal level plans;
 - Duties, responsibilities and communications channels were clarified;

Web Site Utilization

- ESF 8 partners concurrently accessed the web site during their planned operational periods;
- ESF 8 partners who were no longer operational continued to access the site as inauguration activities progressed;

Web Site Utilization: Lessons Learned

- Overall, the web site was well received and utilized by ESF 8 partners;
- Document posting:
 - All documents for posting were sent to and vetted by OP&R staff;
 - Only the OP&R Web Master could directly post information;
 - Occasionally resulted in delayed posting;

Web Site Utilization: Lessons Learned

- ESF 8 partners failed to take advantage of the “Blog” feature
 - All Partners were given read-write permission:
 - No one posted comments for review;
 - Possibly over concern about posting *protected* “*proprietary*” information for review and discussion.
- No partners submitted reports or updates for posting;
 - Although they frequently reviewed OP&R updates, etc. that were posted.

Hospital Web Page Web Site Utilization: Lessons Learned

- It was difficult to keep up with posts as well as calendar entries;
- Maximum utility of the secure web site requires dedicated staff;
 - Especially during operational periods;

Web Site Utilization: Lessons Learned

In summary:

- The web site was effective;
- Several operational and functional difficulties may have impacted usability and efficiency:
 - Dual sign-on;
 - Having only one non-dedicated Web Master for posting;

How Did We Do?

What Did ESF 8 Partners Have to Say About the Secure Web Site?

Objectives

To describe and discuss:

- Utilization of a commercially available web based survey program to assess the effectiveness of the secure web site;
- To present survey results related to the design, utilization and effectiveness of the secure web site.

Overview

- DHMH Office of Preparedness and Response (OP&R) developed and deployed a Secure Web Site for Maryland ESF 8 partners
 - In anticipation of difficulties and issues related to planning and operations;
 - NSSE:
 - 2009 Presidential Inauguration/ National Special Security Event.

Overview

- The primary function of the web site was to allow information exchange concerning planning and response activities during the operational period.
- There was a strong emphasis on both Inter- and Intra- Net Security which had to be balanced with usability.

Web Site Assessment

- OP&R conducted a survey of Maryland ESF 8 partners who accessed the secure web site;
- The Goal:
 - To determine the effectiveness, benefit and usability of the secure web site;
 - To identify further enhancements and areas for improvement.

Survey Design

- Survey Monkey was used for survey design and administration:
 - Commercially available;
 - Web based;
 - User friendly;
 - Offers a powerful tool “out of the box”;
 - Allows for intelligent design and functionality;
 - Logic points can be employed to guide respondents through surveys dependent upon previous answers;
 - <http://www.surveymonkey.com>

Survey Design

- OP&R convened a workgroup:
 - Determined and identified the data and information needed and or required for assessment;
 - Formulated the survey questions;
 - Questions were constantly reviewed, re-worded and challenged;

Survey Design

Key Goals:

- Did the questions clearly ask for the information identified?
- Were questions ambiguous with potential for un-expected answers?

Survey Questions

- Twenty-two questions were developed for the survey.
- Logic was built into the survey:
 - If a respondent indicated they did not enter the OP&R secure web site:
 - They were asked why;
 - They were then thanked and exited the survey;
 - Respondents who entered the OP&R site were guided through the survey questions.

Overview of Survey Questions

General Question Topics Included:

- Identification, characterization of users and their utilization:
 - i.e. Did you sign on? How many times? If not why?
- Ease of Use
- Usefulness of posted information
- Open ended questions for comment and suggestions

Survey Findings

- Respondents:
 - Eighty-eight respondents entered the survey site;
 - 52% entered and utilized the OP&R secure web site;
 - 48% indicated that they did not use the OP&R web site:
 - 74% of those not using the OP&R web site indicated that they had “no need”;
 - *Only 3 (8%) indicated they had technical difficulties signing onto the secure web page;*

Survey Results

The following survey results and findings relate to those respondents who entered and utilized the OP&R secure web site.

Survey Findings

Utilization:

- Respondents accessing the web site:
 - 74.4% : 1-5 times
 - 23.3% : 6-10 times
- The majority of respondents accessed the site on the following dates:
 - 17 Jan (Whistle Stop Tour of Maryland): 74.4%;
 - 20 Jan (Swearing-in and parade): 60.5%;

Survey Findings

Utilization:

- A total of 91% of the respondents indicated that the web site was “very easy” or “easy” to use
- Sixty five percent (28) of those visiting the web site were ESF 8 partners with 19 (68%) from local health departments.
 - The remainder of the visitors were from hospitals.

:

Survey Findings

Hospital Planners:

- Contact Information:
 - 64% indicated it was easy to enter data on their facility specific pages;
 - 21% and 14% indicated it was difficult or not applicable, respectively;
- Bed Counts
 - 43% replied entering data was easy;
 - The balance indicated it was not applicable.

Survey Findings

Information Usefulness:

- Information posted was rated as “very” or “moderately” useful by 94%;

Survey Findings

- Of information posted:
 - 68% felt the Inauguration Reports and Documents was the most useful category of documents.
 - Situational Reports were rated as “very” or “moderately” useful by 92% of respondents;
 - Likewise. Bio-Surveillance Reports were reported as “very” or Moderately” useful by 74%;

Survey Findings: Open Question Comments

- Chat, viewable facility status boards;
- Hospital Reports:
 - ED usage, command center reports;
- Notification of new items/ Alert mechanism;
better interagency communications tools;
- Improve for everyday use: contact lists;
- Excellent website; difficulty monitoring multiple
web sites i.e. WebEOC, FRED, HAN;
- Access limited to computers with necessary
security;

Survey Findings: Open Question Comments

- Sit-Reps not available in a timely manner;
- Site launched at the last minute;
- Other information for posting:
 - Regional sit-reps;
 - Status and scheduling of meetings, conference calls or other group activities;
 - Communications section for Public Service Announcements

Lessons Learned

- Survey Monkey is:
 - a valuable and useful tool to conduct web based surveys;
 - Offers flexibility with ease of use:
 - Survey design;
 - Survey completion.

Overall Summary

The OP&R secure web site design, development and deployment was a first attempt to coordinate emergency preparedness planning and response for ESF 8 partners using the internet

Overall Summary: Lessons Learned

- Design of a “dynamic” secure web site is:
 - Difficult;
 - Requires:
 - Time;
 - Effort;
 - Knowledge;
 - Clearly identify the purpose and tools at hand;
 - Time spent up-front in design and discussion is well spent and a “value”;

Overall Summary: Lessons Learned

- The OP&R Secure Web site utilization:
 - Balance between security and usability;
 - May impact effectiveness and utilization;
 - Overall the secure web site was determined to be useful and valuable for ESF 8 partners;
 - ESF 8 partners felt that the Situational and Enhanced Surveillance Reports were extremely helpful in maintaining a sense awareness throughout the operational period.

Overall Summary: Lessons Learned

- Utilization of a Commercial Web based Survey Tool:
 - Is a valuable assessment tool and should be utilized to a greater degree for:
 - Emergency preparedness assessments;
 - Determination of preparedness gaps;
 - Identification of further state and local level planning and response efforts and needs.

Next Steps

Based upon experience, best practices and the survey assessment:

- OP&R is modifying the log-on application:
 - Simplifying
 - Maintaining both Inter- and Intra- Net security;
- Expanding Secure Web site application:
 - Emergency Preparedness Reporting;

Next Steps

- OP&R is using the combined Secure Web Site and Survey Tools:
 - Redundant Interoperable Communications;
 - Emergency Power Generation Capacity and Capability;
 - Future Application:
 - Hospital Preparedness Program Sub-awardee Application and Reporting;

Questions?



Contact Information

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Web Site Survey Questions

OP&R Inauguration Website Questions:

- Did you Log-On to the website?
 - Yes link to question 3
 - No link to question 2.
- If no why not? Link to end of survey comments and thank you
 - No need
 - Not applicable
 - Did not impact our operations
 - Did not have Internet access
 - Only had limited internet access
- If so how many times did you view the website?
 - 1-5
 - 6-10
 - 11 or more

- What dates did you view the website?
 - 17 Jan 09
 - 18 Jan 09
 - 19 Jan 09
 - 20 Jan 09
 - 21 Jan 09
- Did you sign on as:
 - ESF 8 partner (select primary function or role)?
 - Local Health Department: Please Select County (*drop down list of counties*)
 - Emergency Medical Services: Please Select County (*drop down list of counties*)
 - Emergency Management Agency: Please Select County (*drop down list of counties*)
 - Emergency Operations Center: Please Select County (*drop down list of counties*)
 - State Agency: Please specify: *Comment section here*
 - Private Partner: Please specify: *Comment section here*
 - Federal Partner: Please specify: *Comment section here*
 - Other: Please specify: *Comment section here*
 - Hospital Planner? (*link this answer to questions 5a and 5b*) *add drop down list of hospitals;*
- 5a. If you signed on as a Hospital Planner how user friendly was it to enter contact information for key facility contacts?
 - Easy
 - Difficult

- 5b. If you signed on as a Hospital Planner how user friendly was it to enter information related to licensed bed numbers?
 - Easy
 - Difficult
- Was your organization or facility operational (standby, partial or full activation) during the 2009 Presidential Inauguration Period?
 - Yes Go to Question 7.
 - No Go to Question 8.
- On what date(s) was your organization or facility operational?
 - 17 Jan 09: *Add drop down box to select either: Stand-by,; Partial Activation; Full Activation:*
 - 18 Jan 09: *Add drop down box to select either: Stand-by,; Partial Activation; Full Activation:*
 - 19 Jan 09: *Add drop down box to select either: Stand-by,; Partial Activation; Full Activation:*
 - 20 Jan 09: *Add drop down box to select either: Stand-by,; Partial Activation; Full Activation:*
 - 21 Jan 09: *Add drop down box to select either: Stand-by,; Partial Activation; Full Activation:*
- How useful was the information on the website?
 - Very useful
 - Moderately useful
 - Not useful

- What sections of the website did you view the most?
 - Document Templates
 - Inauguration Reports and Documents
 - State Plans
- Please rank the usefulness of the respective sections on the following scale (not useful; moderately useful; very useful):
 - Document Templates: *Add selection*
 - Inauguration Reports and Documents: *Add selection*
 - State Plans: *Add selection*
- For postings in the Inauguration Reports and Documents section, please rate the usefulness of the following: (not useful; moderately useful; very useful):
 - Bio-surveillance reports *Add selection*
 - Media reports *Add selection*
 - Sit Reps: *Add selection*

- Would you like other information to be posted on the website?
 - Yes: Please specify: Comments Section here:
 - No
- Was the information posted in a timely manner?
 - Yes
 - No: *Comments:*
- Would you like to see the website enhanced and expanded to allow for greater incident management and situational awareness?
 - Yes
 - No
- If yes what enhancements would you suggest or like to see?
 - Comments section:

Hospital Preparedness Program (HPP) Website:

- OP&R has considered developing a similar website for the management of the Hospital Preparedness Program for awardees. Do you feel that this would be benefit and valuable to our emergency preparedness planning and response efforts?
 - Yes
 - No
- Please rate the importance and benefit of the following pages connected to the Hospital Preparedness Program website on the following scale (not useful; moderately useful; very useful):
 - Emergency contacts:
 - HPP Web Based applications
 - ESF 8 Emergency Preparedness Survey completion
 - HPP Budgetary Monitoring and Financial Reporting
 - HPP Hazard Vulnerability and Threat Risk Assessment Tool(s)
 - Supporting Documents and Reference links including state plans
 - Training and Education development and reporting
 - Exercise design and reporting
 - Tracking and certifying NIMS Compliance
 - HPP Inventory tracking and management
 - Calendars of Events and deadlines
 - Forum postings and discussions
 - Report generation through templates

Website Development Questions:

- Would you be interested in participating in a work group to develop website Enhancements and Design?
 - Yes
 - No
- If yes please enter your name and contact information
 - Name:
 - Facility/Organization:
 - Email:
 - Phone:
- Additional comments and suggestions:
 - Comments Section