

# Towards a transversal approach to understand Emergency Operations Centers

**Joseph Pollack**

TIEMS USA

<http://www.publicinterest.network>

[josephrichardpollack@gmail.com](mailto:josephrichardpollack@gmail.com)

## **Abstract:**

Emergency Operations Centers are a tool used across disciplines and regions. Their shapes, size, and competence are as diverse as their application areas. Yet, over the last 10 years, we have observed a systematic and perhaps successful effort to approach their understanding and creation. Do we have a stable, repeatable and useful approach to create practical standards that can help create and operate EOCs as well as foster inter-agency cooperation?

This article presents a practical and systematic approach to understanding all types of EOCs (Public Health, Animal Health, Counter Terrorism, Cyber Defense, Earthquake, etc.). This approach is independent of the application area, repeatable, and facilitates the creation and standardization of all EOC activities.

**Objectives:** Emergency Operations Centers are a tool used across disciplines and regions. Their shapes, size, and competence are as diverse as their application areas. Yet, over the last 10 years, we have observed a systematic and perhaps successful effort to approach their understanding and creation. Do we have a stable, repeatable and useful approach to create practical standards that can help create and operate EOCs as well as foster inter-agency cooperation?

**Methods:** Based on the careful analysis of the use of the systematic literature review method in the crisis management literature, we create a comparative review of seminal case studies to trace the evolution of how we understand EOCs from the 1970s to today. We then compare cases where response instruments played a seminal role in disaster response evolution.

**Results:** We can identify better practices in understanding, designing, budgeting, and creating EOCs through a systematic literature review. We situate EOCs on a two dimensional space between economics-led and environment-led responses and entry and outcome led regulation. This allows us to categorize EOCs in a forward-looking fashion.

**Conclusion:** This article presents a practical and systematic approach to understanding all types of EOCs (Public Health, Animal Health, Counter Terrorism, Cyber Defense, Earthquake, etc.). This approach is independent of the application area, repeatable, and facilitates the creation and standardization of all EOC activities.

**Keywords:** Emergency Operations Center, International, systematic literature review