

# INTEGRATION OF CYBERSECURITY PERSONNEL INTO THE EOC FOR CYBER INCIDENTS

MGT-456

DHS/FEMA-funded course



COURSE HOST GUIDE



FEMA

## ***Welcome to the MGT 456 Integration of Cybersecurity Personnel into the EOC for Cyber Incidents Course***

The interactive nature of this course produces a highly engaging and effective approach to the subject, but it does require some additional preparation on your part. This guide has been developed to provide you with clear instructions on the planning process, including a checklist to fill out and return (see ATTACHMENT 3 within this document). We are available to answer any questions or issues you may have, so please don't hesitate to contact us. Our goal is to work with you for a successful course delivery.

### ***Course Dates and Contact Information***

**MGT 456 Course Dates: 04/01/25 – 04/03/25**

#### **Point of Contact (POC)**

**Name: Adrienne George**  
**Address: 500 Dalton Avenue, Charlotte, NC 28206**  
**Office and/or Mobile Phone: 704-712-8197**  
**Email: [adrienne.george@charlottenc.gov](mailto:adrienne.george@charlottenc.gov)**

**Alternate POC: N/A**

#### **TEEX Course Coordination Contact/Lead Instructor**

**Name: Dr. James A. Burghard**  
**Cell: 307-286-0370**  
**Email: [james.burghard@teex.tamu.edu](mailto:james.burghard@teex.tamu.edu)**

#### **Schedule**

**Set-up: Monday, Mar 31, 2025, at 3:00 pm (Set-up takes 2 hours)**

**Course Days: Tuesday, Wednesday, and Thursday**

**Course Hours: 8:00 am to 5:00 pm daily**

## *Pre-Course Participant Requirements*

### Registration

All participants must register for the course using the link below. Participants will be prompted to create a TEEX Student Portal Account if they do not already have one. Once their account is created, they can then register for this course with their FEMA SID. If they do not have a FEMA SID, or need to look up their existing FEMA SID, they can do so at: <https://cdp.dhs.gov/FEMASID>.

Please share registration information with any and all interested parties. A sample email to distribute to potential participants is provided in ATTACHMENT 2 within this document. We require a ***minimum of 26*** registered participants by no later than **March 4, 2025**. The maximum number of participants is capped at 40. *Please note, it is your responsibility as the POC to ensure the minimum number of participants is reached.*

### Online Registration Link for the Course

<https://my.teex.org/TeexPortal/Default.aspx?MO=mCourseCatalog&D=FP&C=MGT456&S=32>

### Target Participants Minimum 26 / Maximum 40 Participants

To reinforce the multi-discipline team approach, we encourage you to add participants from a variety of stakeholders, such as from the list below, to produce the best training experience.

- Emergency Management
- Information Security and Cybersecurity Personnel
- Chief Information Officer
- Chief Information Security Officer
- Elected/Appointed Officials
- Law Enforcement
- Fire Service
- Emergency Medical Services
- Public Health
- Public Works
- Hospitals/Medical Centers
- Non-governmental organizations
- Transportation Authority
- Critical Infrastructure Representatives

### Prerequisites (Recommended)

- [IS-100.C: Introduction to Incident Command System, ICS-100](#)
- [IS-200.C: Basic Incident Command System for Initial Response, ICS-200](#)
- [IS-700.B: An Introduction to the National Incident Management System](#)
- [IS-800.D: National Response Framework, An Introduction](#)
- [IS-2200: Basic Emergency Operations Center Functions](#)
- [AWR-366: Developing a Cybersecurity Annex for Incident Response](#)
- [AWR-397: Cybersecurity for Everyone](#)

## *Classroom Requirements*

This course has unique facility requirements due to the immersive nature of the training. We will need three separate rooms: the Main Classroom, the Planning Section Breakout Room, and the Exercise Control Cell Room. The facility you choose should be reserved for the course's entire duration (including evenings and nights and the day prior). The rooms must remain secure and staged until completion of the course. Please see ATTACHMENT 4 within this document for classroom layout examples. It is also imperative the technological requirements are met to ensure the proper delivery of the coursework.

### Main Classroom

- The Main Classroom will need tables and chairs for all participants. These tables and chairs should be set up in pods, or groups, to seat 6 to 8 participants comfortably per pod or group. The desks should provide about three linear feet of desk space per participant. Participants should have ample room to walk between pods and have an unobstructed, comfortable view to the front of the classroom (please don't seat people with their back to the front of the classroom). This traditionally requires a room larger than a standard classroom.
- Three tables and six chairs are needed for the instructional cadre in the back of the room.
- The classroom needs large amounts of available wall space for students to post their work.
  - Main Classroom Technology Requirements
    - One or more LCD/PowerPoint projectors, preferably ceiling mounted. The projection screen should be large enough for all students to easily read. In lieu of a projector, multiple monitors throughout the classroom are acceptable.
    - Audio system/speakers for computer presentations.
    - One lectern at the front of the classroom.
    - Highspeed internet access for 30+ computers, preferably wireless internet (TEEX will provide computers). Please test the bandwidth using [www.speedtest.net](http://www.speedtest.net). We offer options to help accommodate this need. Please contact the Lead TEEX instructor if you have any questions or issues.
    - Outlets (TEEX will provide power strips and extension cords as needed.)

### Planning Section Breakout Room

- The Planning Section Breakout Room will need a conference table and chairs for at least 10 to 12 people, including the floor coach. A typical conference room is usually sufficient. There needs to be enough space to allow people to move freely within the room.
- The classroom needs large amounts of available wall space for students to post their work.
  - Planning Section Breakout Room Technology Requirements
    - Highspeed internet access, preferably wireless. Please test the bandwidth using [www.speedtest.net](http://www.speedtest.net).
    - Outlets (TEEX will provide power strips and extension cords as needed.)

### Exercise Control Cell Room

- The Exercise Control Cell Room will need space for four instructors. This can be four desks with chairs, or a conference table with chairs.
  - Exercise Control Cell Room Technology Requirements
    - Highspeed internet access, preferably wireless. Please test the bandwidth using [www.speedtest.net](http://www.speedtest.net).
    - Outlets (TEEX will provide power strips and extension cords as needed.)

### Supply Needs

The following supplies need to be provided and available at the start of the course:

#### Easel Pads\*

- One easel chart pad and one easel per pod, or group of tables, in the main classroom.
- One easel chart pad and one easel at the front of the main classroom for the instructors.

*\*We recommend Post-it-style pads so they can be placed on walls for presentations without using blue/painter's tape. However, if you do buy non-stick easel chart pads, please provide blue/painter's tape.*

#### Student Supplies

- Pen, pencil, highlighter, and notepad (one each per participant).

#### Refreshments

- We encourage you to provide a minimum of coffee, water, and snacks for participants on each day of the course. (Optional, but strongly recommended)

### Equipment Delivery

TEEX will ship equipment a week prior to the first day of the course. Please provide the location you wish to receive the equipment on the checklist (ATTACHMENT 3 within this document). This consists of eight large Pelican cases and two or three boxes of handouts for participants. This equipment will need to be at the course facility for the Set-Up date and time (see page one).

## *Post-Course Information*

### Certificates

Certificates will be available 10 business days after course completion through the participant's TEEX Student Portal Account. Please see ATTACHMENT 1 within this document for detailed instructions.

*Thank you for hosting this informative and interactive course! We believe partnerships between TEEX and industry professionals create a safer community. We look forward to working with you.*



## Attachment 1: TEEK Student Portal/Certificates

# How do I get my TEEK Certificates?

You will have access to print your TEEK Certificates online at the **MYTEEX STUDENT PORTAL**.

**NOTE:** TEEK certificates will not be printed onsite.

**1** If you do not have a TEEK Portal Account, you may create one now by visiting: [my.teex.org/teexportal](https://my.teex.org/teexportal)

- Click on the **Create Account** button. Use the email you currently have on file with TEEK. Once you have filled out the required information click on **Create Account** at the bottom of the page.
- You will be sent an email with a verification code embedded in the link. Click on the link, and you will then get a message that you have created your portal account.

**2** Log into your portal account to print certificate by clicking on this link: <https://my.teex.org/TeexPortal/Default.aspx>

- Enter your **email address** (same email you used to create the portal account) and **password** (the one you created). Click on **Sign In**
- You will be asked a question, 'Have you previously taken classes at TEEK?' Answer 'Yes' if you have or 'No' if this is your first class with TEEK.
- The next screen should show your TEEK **Course History** where you can click on the **Print Certificate** link next to each course listed.

START DATE	END DATE	HOURS	COMPLETION
01/09/2017	01/11/2017	14.5	Passed
01/11/2016	01/13/2016	11	Passed
01/12/2015	01/14/2015	8	Passed
01/06/2014	01/08/2014	6.25	Passed

**Certificates will be available beginning 10 business days after the class is completed. It could be longer during TEEK holidays.**



**Problems or Questions?**  
**Email:** [studentrecords@teex.tamu.edu](mailto:studentrecords@teex.tamu.edu)  
**Phone:** 979-458-6833



## ***Attachment 2: Sample Participant Email***

We invite you to attend the Integration of Cybersecurity Personnel into the EOC for Cyber Incidents Course, an immersive training course funded by FEMA. This scenario-based course will guide emergency response organizations and critical infrastructure IT personnel through multiple simulated events to learn how to coordinate efforts during a cyber incident. These real-time exercises are designed to assist jurisdictions with managing cyber response efforts between traditional emergency responders and IT professionals. The use of expert instructors from IT and emergency response fields will offer participants real-world knowledge to successfully integrate cybersecurity personnel into the Emergency Operations Center (EOC).

**Dates:** April 1-3, 2025

**Times:** 8:00 am -5:00 pm daily

**Location:**

Charlotte-Mecklenburg Emergency Management  
500 Dalton Avenue  
Charlotte, NC 28206

**Online Registration Link:**

<https://my.teex.org/TeexPortal/Default.aspx?MO=mCourseCatalog&D=FP&C=MGT456&S=32>

***You will be prompted to create a TEEX Student Portal Account if you do not already have one. Once your account is created, you can then register for this course. Registering via the TEEX Portal is the only way to officially register for the course and guarantee your seat.***

**FEMA SID**

Please note, all participants are required to establish a FEMA Student Identification Number (SID) to attend FEMA funded courses. This can be accomplished by registering at <https://cdp.dhs.gov/FEMASID>. Participants will be asked to provide their SID when they complete the online registration process for this course.

We hope you can attend this unique training opportunity!

## *Attachment 3: Hosting Checklist*

### Point of Contact (POC)

**Name:** Adrienne George  
**Address:** 500 Dalton Avenue, Charlotte, NC 28206  
**Office and/or Mobile Phone:** 704-712-8197  
**Email:** adrienne.george@charlottenc.gov

### MGT 456 Course Dates:

**04/01/25 – 04/03/25**

### Participant Requirements

- Minimum 26 registered participants (max 40 participants)

### Classroom & Facility

- Main Classroom meets the physical and technological requirements, including:
  - Tables and chairs for all participants (tables must be moved to create pods as specified) and an additional three tables/six chairs at the back of the room for instructors
  - LCD/PowerPoint Projector and large screen (or multiple monitors)
  - Audio/Speaker system for computer presentations
  - One Lectern
  - High speed internet that can handle 30+ computers, preferably wireless.
  - Outlets (TEEX provides power strips and extension cords)
- Planning Section Breakout Room meets the physical and technological requirements, including:
  - Conference table and chairs for 10-12 people plus one floor coach
  - High speed internet, preferably wireless
  - Outlets (TEEX provides power strips and extension cords)
- Exercise Control Cell Room meets the physical and technological requirements, including:
  - Workspace for four instructors
  - High speed internet, preferably wireless
  - Outlets (TEEX provides power strips and extension cords)



- Facility/classrooms are reserved for the entire course (including the day prior, evenings, and nights)
- Classrooms can be secured throughout the duration of the course
- Internet bandwidth tested using [www.speedtest.net](http://www.speedtest.net). Test result: \_\_\_\_\_

### Supply Needs

- One easel chart pad (preferably Post-It Style pads\*) and one easel per pod in the Main classroom
- One easel chart pad (preferably Post-It Style pads\*) and one easel for the front of the Main classroom for the instructor

*\*If non-stick easel chart pads are used, please provide blue/painter's tape*

- Notepad, pen, pencil, and highlighter for each participant
- Refreshments for each day of the course (optional, but strongly recommended)

### Equipment Delivery Address (FedEx):

- Address of location to receive TEEX equipment (shipped one week prior to course):
  - Company Name: \_\_\_\_\_
  - Contact Name: \_\_\_\_\_
  - Street Address: \_\_\_\_\_
  - City, State, ZIP Code: \_\_\_\_\_
  - Contact Phone Number: \_\_\_\_\_

\_\_\_\_\_  
Jurisdictional Point of Contact Signature

\_\_\_\_\_  
Date

**Please complete, sign, and return this completed checklist to your TEEX Point of Contact**

### Attachment 4: Classroom Layouts

