
Concept of Operations

SitaWare Civilian
Company: B

Development Team

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Date: 09-02-2015	

Revision history

Version	Date	Changes
1.0	04-02-2015	Document created.

Table 1: Revision history.

Glossary and Terms

The following table contains a glossary of abbreviations and technical subject-specific terms used in this document which require further explanation.

Abbreviation	Meaning	Explanation
COP	Common Operational Picture	Display/picture of relevant information in operation area.

Table 2: Glossary.

Indholdsfortegnelse

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Introduction 1

This document describes the concept of operation of the SitaWare Civilian system. It seeks to clarify the problems and top-level operational needs that the customer and development company has agreed upon. Furthermore it describes the support and warranty requested by the customer and provided by the development company. At last an economic estimate for the project is given.

Problems 2

The effectiveness of an emergency management team deployed on the location of a crisis situation, is greatly dependent on the team's situational awareness. The more emergency response actors involved in a crisis situation, the greater the need for an overview of the crisis through situational awareness. Without a Common Operational Picture (COP) in a crisis situation, the efficiency of the different emergency response actors cannot be maximized as there will be a lack of communication and relevant exchange of information between the actors.

Needs 3

This chapter contains the operational needs necessary to solve the problems described in the previous chapter.

- It shall be possible for the different users of the system to communicate via the system.
- The system shall provide the users with real time static and dynamic information.
- The system shall be able to track the geographical position of the users of the system.
- The system shall provide the users of the system with the geographical position data of the users of the system.

Operations and Support Description 4

4.1 Users and other stakeholders

The system is to be used by various emergency units who can benefit from a COP in crisis situations. The following is a list of relevant users who can improve their level of communication and intelligence during work:

- The Fire Department
- The Police Department
- The Search and Rescue Department
- The Emergency Management Agency
- The Health Management Agency
- The Environment Management Agency
- The Marine Environment Management Agency
- Armed Forces

4.2 Operation Description

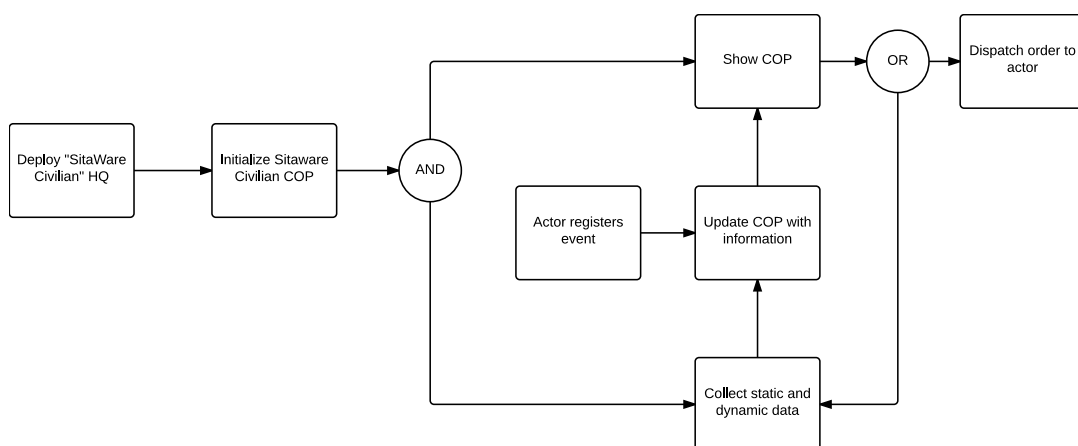


Figure 4.1: Functional flow block diagram.

4.3 Support and Warranty

In contrast to many software acquisitions, which are typically delivered "as is" and without warranty of any kind, the customer of SitaWare Civilian specifically requests that software shall be covered by warranty. Warranty period shall be at least 10 years. In particular, the customer requires the paragraphs in figure 5.2 to be part of the warranty statement.

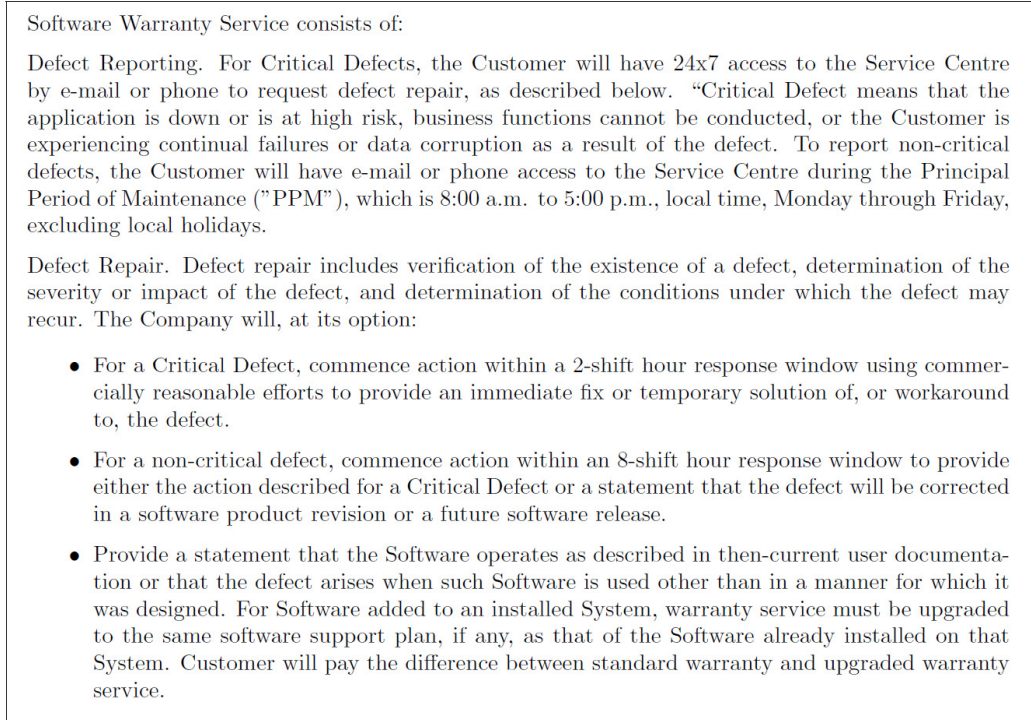


Figure 4.2: Software Warranty Service.