1. Incident Display Section
   1. A table of current incidents must be displayed at the centre of the page.
      1. The table must contain the records of all the unsolved incidents.
      2. Each entry of the table is created when the call centre operator creates and submits a new record.
      3. An entry of the table is deleted when the corresponding incident is marked by a department officer as solved.
      4. Each row of the table must contain basic information of that incident including incident ID, incident type, incident-creation time, location and status of the incident and the department assigned to solve this incident.
         1. If the incident type is Emergency Ambulance, the department assigned must be Singapore Civil Defence Force(SCDF).
         2. If the incident type is Rescue and Evaluation, the department assigned must be Singapore Civil Defence Force(SCDF).
         3. If the incident type is Fire-Fighting, the department assigned must be Singapore Civil Defence Force(SCDF).
         4. If the incident type is Gas Leak Control, the department assigned must be Singapore Power(SCDF).
         5. There must be a link on the incident status.
            1. When the user clicks on the link, he must be directed to the Department Track section.
2. Status Track Section
   1. The departments’ track shall be displayed as a form of flow chart consisting of four nodes, each represents one step of departments’ progress of solving the incident. Originally each node is in colour of grey, once a step has been achieved, the colour of that certain node will turn to green.
      1. The first node represents the step that certain department was informed and assigned the task, node turns green upon finishing.
      2. The second node represents the step that a plan of solving the incident is arranged, node turns green upon finishing.
      3. The third node represents the step that work is under way according to the plan, node turns green upon finishing.
      4. The fourth node represents the step that work has been finished and is waiting for the user’s comment, node turns green upon finishing.
      5. Time when each step was finished must be recorded and displayed beside each node.
   2. A button named “Archive” must be displayed on the bottom of the page.
   3. A button named “Create a new incident” must be displayed on the bottom of the page.
   4. If the user clicks on “Archive”, he must be directed to a page where the incident history is displayed.
3. Incident History Section
   1. A table must be displayed at the centre of the archive page.
      1. The table must contain basic information of the incident including including incident ID, incident type, incident-creation time, location of the incident, the department assigned to solve this incident and the total duration of time taken to solve the incident.
4. Incident Creation Section
   1. New incident record creation.
      1. When the operator clicks on the button named “Create a new incident”, he must be directed to another page.
      2. This page is an online form for new incident record creation.
   2. Input information from the caller to the incident record form.
      1. The operator must be able to key in the name of the caller.
         1. The name of the caller must be text with more than 5 characters and less than 50 characters.
      2. The operator must be able to key in the mobile number of the caller.
      3. The mobile number of the caller must be 8 digits.

3.1.2. The operator must be able to key in the location of the incident.

3.1.2.0. The location of the incident must be texts with less than 100 characters.

3.1.3. The operator must be able to key in the postal code of the incident.

3.1.3.0. The postal code must be 6 digits.

3.1.4. The operator must be able to key in the building unit number of the incident.

3.1.4.0. The building unit number must be texts with less than 20 characters.

3.1.5. The operator must be able to choose a type of assistance requested among four choices.

3.1.5.0. The four choices given must be emergency ambulance, rescue and evacuation, fire-fighting and gas leak control.

3.2. Submission of the record form.

3.2.0. The operator can submit the form by clicking on the “submit” button on the bottom of the Incident Creation page.

3.2.0.1. The operator must be asked to confirm to submit the record.

3.2.0.1.0. The operator must be able to submit the form with “postal code” and “building unit number” left blank.

3.2.0.1.1. If the operator clicks on “Yes”, the record form must be stored in the database.

3.2.0.1.2. If the operator clicks on “No”, the operator must be able to continue editing the record form.