



SURFCOM

Incident manager refresh Update

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Goal

- (Main) Improve the experience and flow of the incident module from open to close
 1. Quicker INCIDENT LOGGING
 - when the Surfcom command team is receiving and recording incident call
 2. Better tracking of orchestration, information updates of remediation efforts
 - for Junior officers managing incidents
- (future) Improve reporting

Service journey of an incident from open to close



Command centre
SOC (supervisors & operators)



Command centre
SOC operators



SOC supervisors



SOC supervisors (mainly)



Phase

Activities

INCIDENT LOGGING

Capture

Caller Calls command centre

SOC (supervisors & operators)
Asks questions and types details on to SURFCOM

Reviews and submits the entry and receives a ref no#

SAVE

Surf club

Makes radio comms to all team members to manage and updates **SOC operator**

Usually the same operator

INCIDENT ORCHESTRATION and RESCUE tracking

Comms and Updates sharing includes 000 hour responses)

SOC operator Reviews the incident details and creates Comms to get a field responder

(if it is a BIG JOB)
broadcasts to patrol captain or other external bodies

SOC operator tasks a **Surf club** to the incident

SURFCOM

The Comms is logged in the activity log

(if it is 000 hours)
SOC operator sends an SMS to a mailing group to get a responder

000 Field Responders (SMS)
Receives SMS on phones updates, Replies YES /NO to the incident

000 Field Responders (SMS)
Provides their location and ETA and reviews incident details

SURFCOM

The SMS action and reply is logged in the activity log

000 Field Responders (SMS)
Provided with a 2nd link to view live updates of the incident

As a heads up message

SOC operator receive comms back from the **Surf club** and attaches any evidence

SOC operators
Adds further info or corrects info

SOC operators
Tracks the incident status

INCIDENT CLOSURE & REPORTING

SOC supervisors
Approves and closes the incident with closure info

Some time later
(can be weeks)

SOC (supervisors & operators)
Generates the PDF report of the incident

Duty officer may need to be aware of some incidents, some are working in different locations

Logs eg. ambulance needs

Key data needs in the journey of an incident from open to close



Command centre
SOC (supervisors & operators)



Command centre
SOC operators



SOC supervisors



SOC supervisors (mainly)



Phase

INCIDENT LOGGING

Capture

INCIDENT ORCHESTRATION and REMEDIATION tracking

Comms and Updates sharing includes 000 hour responses)

INCIDENT CLOSURE & REPORTING

Incident creation

- **Service** (Area)
- **Location**
 - Auto co-ords + Map
- **Incident details**
 - 'Further info'
- **Caller Details**
 - Name
 - Org
 - Contact no.
 - 13-SURF caller flag

--MUST attributes--

- **Priority**
- **Incident type**
 - **ambulance** flag and time

--attributes--

- **Date/Time** (Creation & closure auto filled if blank)
- **IRD no#** (auto mapped depending on incident type)
- **SLS contact** (can it be auto?)

SAVE

Key incident detail (Fixed) with ability to add new or correct info

- Show/Hide secondary information and flow to closure
- Keep and see historical inputs

Status of Responding services

- Units
- SMS responders

Activity log

- Creation note
- Record of Broadcast to external grp
- Record of status change
- Record of SMS sent
- Record of SMS response

"Message center"

Add/ update
Broadcast
channels

Message (email)
creator with
attachment
function

Response SMS
sender
With log function

- Collates response

Key incident detail (Fixed) with ability to close

- Deaths count
- Outcome description

Incident Dashboard

- By location
- By rescue Stage
- By elapsed time

PDF report

- Incident details
- response/ activity log

Required information and actions supporting each Phase

MUST Section: ease in capturing details as the call is occurring

- Service (Area)
- Location
 - Auto coords + Map
- Incident details
- Caller Details
- 13-SURF caller flag
- priority

Review and additional attributes Section: details that can be added after the call

- Incident type
- ambulance flag and time
- Date/Time (Creation & closure auto?)
- IRD no# (not user fillable field - mapped to Incident record database)
- SLS contact (auto?)

Design preferences

- SOC Ops use 27" avg screen size monitors
- Keyboard centric input design - operators to drive inputs mostly from keyboards not mouse or touch screen

Reference Section: to see and share Incident details

- fixed info captured initially
- corrections & attachments

Status Monitoring Section: to track what stage the incident is in and what next actions are needed (give Key Status info)

- Chain of Comms messages sent, who has received the comms
- Who is the responder and units - their role/status (monitoring, en route, onscene stand down)

Action Section: to help team members communicate, orchestrate and share information

- Send email message or send SMS
- Add broadcast groups

Potential stages

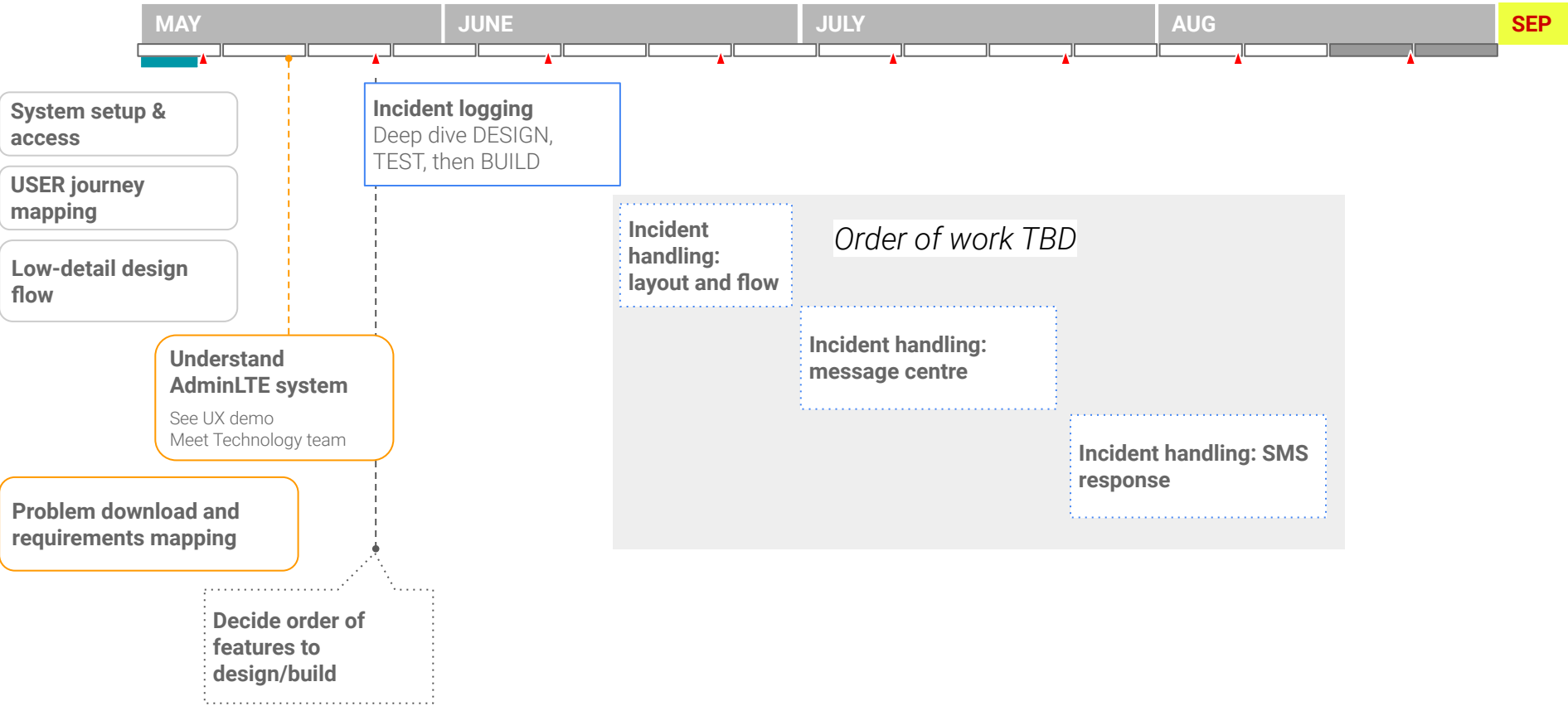
- Key stakeholders communicated
- Main Responder assigned
- Remediation/ Rescue in progress

Design preferences

- Less scroll to see feedback after an action in one screen
- Need to see all info without delay (eg. assign asset - section at the bottom)
- SOC Ops use 27" avg screen size monitors
- SOC Supervisors would view using phone

Working SCHEDULE

Other
ToDo(s)



Questions and Asks

- Surfcom platform name? AdminLTE
 - I understand it uses LTE (bootstrap)
- Access to [UX demo](#)
 - Meeting Emma : next week Friday - a time between 9:30 - 4:30
 - Confluence courses : see if I can enrol
- What are the 16 additional fields for reporting? (in jira)
- Technical questions with Emma
 - Is there a workflow design applied to each incident?

Useful links

- SLSSA Confluence [page](#) (SurfCom Management System Incident Manager Review)
- AdminLTE3 - [live preview link](#)
- JIRA - <https://slsitjira.atlassian.net/jira/servicedesk/projects/STAT/issues>

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- Axure - High fidelity prototype