



SURFCOM

Incident manager refresh Update

12 May 2023

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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



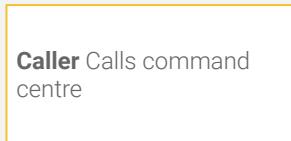
SOC supervisors (mainly)



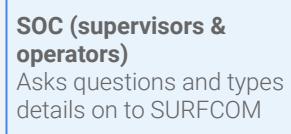
Phase

INCIDENT LOGGING

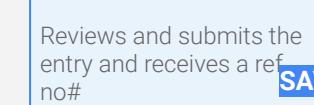
Capture



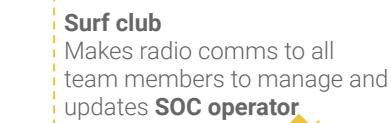
Usually the same operator



As a heads up message

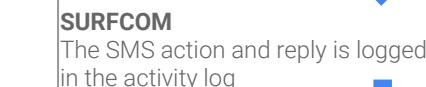
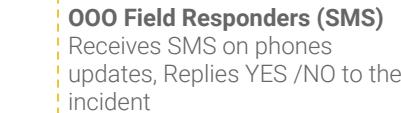
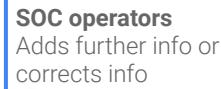
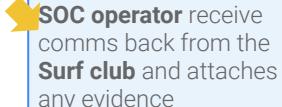
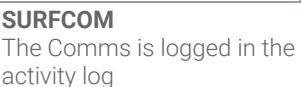
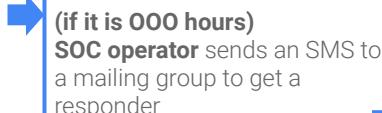
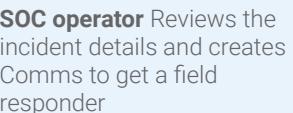


SAVE

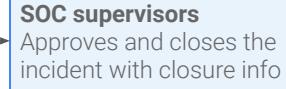


INCIDENT ORCHESTRATION and RESCUE tracking

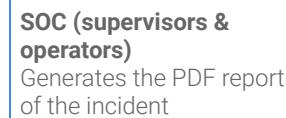
Comms and Updates sharing includes 000 hour responses



INCIDENT CLOSURE & REPORTING



Some time later (can be weeks)



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



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

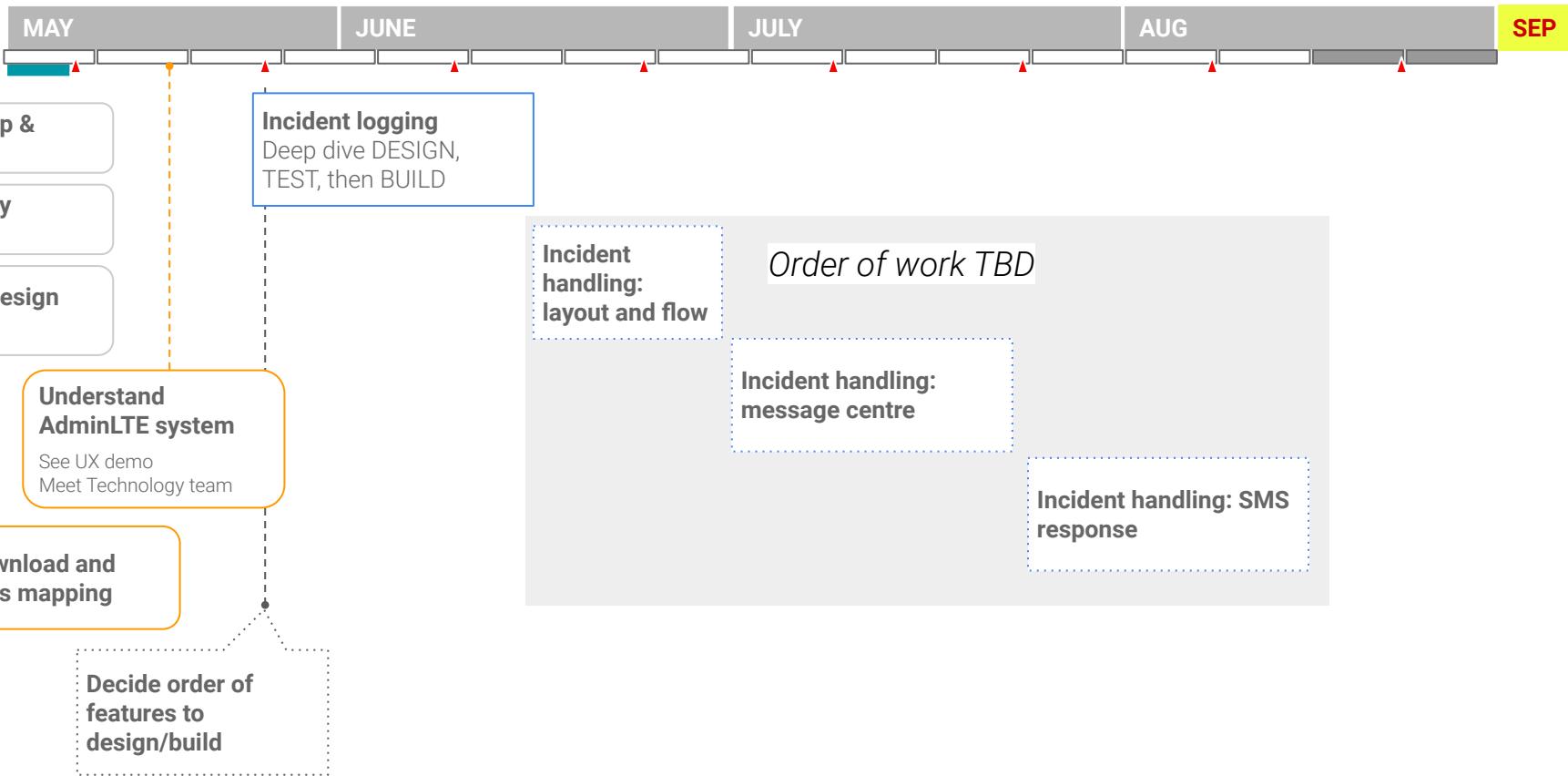
- Key stakeholders communicated
- Main Responder assigned
- Remediation/ Rescue in progress

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