



SURFCOM

Incident manager refresh

Incident logging prototype

1 Sep 2023

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Contents

- Prototype update
- [Prototype Axure link](#)
(Please refresh the link to reset fields)

Journey so far

Understanding the customer and customer needs

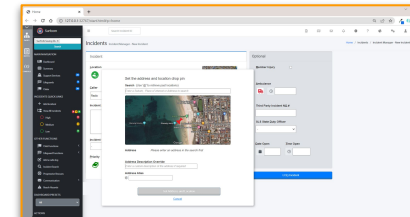
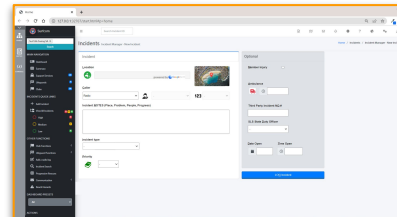
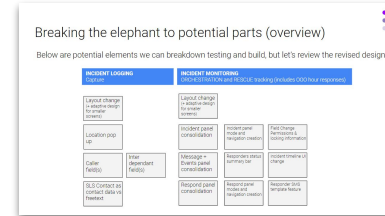
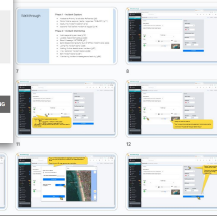
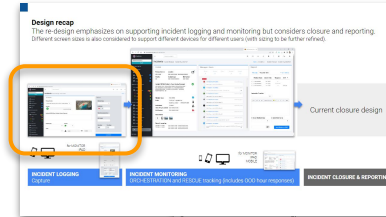
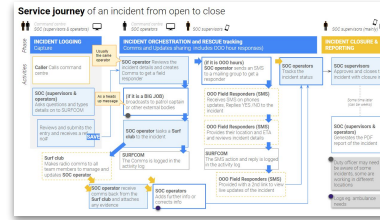


*Design strategy
(High level design)*

Design prioritisation and build scheduling



Detail Design of part 1 - Incident Logging



The system then presents the map to their "home base".


The system will display the address in the form and update the map image

Caller entry fields

Caller


Radio  - 123 -


Caller

Frequent Caller  - 123 -


Incident **NOTES** (Place, Problem, People, Progress)

Org A - Sam
Org B - May
Org C - Jon



 Org B - May 123 1234-7777

Caller

13 SURF caller  ajskh 123 78897

Caller

New Caller  ajskh 123 78897

Onload

The Caller field is defaulted to Radio as that is the most frequent type of Caller.

In Use

Caller type - Radio

On select, the Contact name and number fields are disabled.

Caller type - Saved contacts

On select, the Contact name shows all callers in any incident record where recent 5 callers can be seen in the dropdown.

The Contact no. field **can be edited**. The corresponding number is displayed when a contact name is selected.

- + If a location of a saved location is selected previously - any "caller" contact name and number can be made available to be chosen.

Caller type - 13-SURF Caller and New Caller

On select, the Contact name and number fields are free text fields that operators can enter..

Incident type & Priority entry fields

Incident type

Burns (IRD) ▼

Priority

3 - High

Incident type

Marine Sting (IRD) ▼

Priority

1 - Low ▼

Level 1 NSW
Level 2
Level 3

Level 3 SA
Level 2
Level 1

Onload

The Incident type and Priority field is defaulted with no selection.

The system review's the user profile details to derived of where their home state. To use the appropriate mapping of incidents to priority by state.

In Use

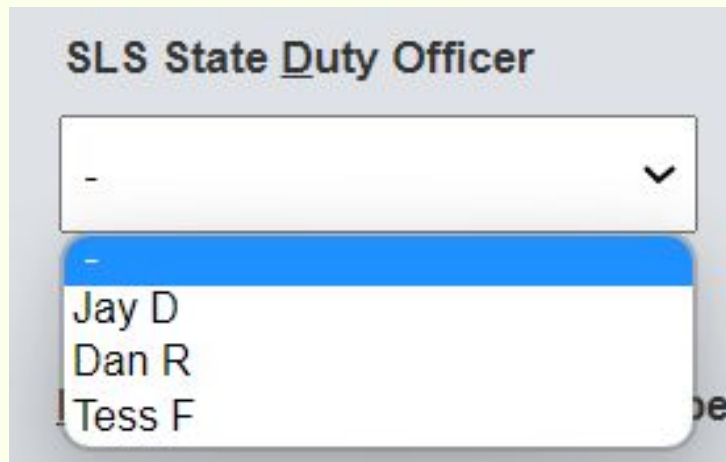
On selecting an Incident (text search or by clicking in the dropdown), the respective priority field is then populated.

The Priority field remains open for the operator to change the Priority field if needed

Data Needs

- Mapping of incidents to Priority levels per state
 - NB** Each state can adopt another's state's mapping rules

SLS state duty officer entry field



SLS State Duty Officer

-

Jay D
Dan R
Tess F

+ (multiple select field) **Forward commander**
(example of a Forward Commander might be "CC 32 - Simon Cusack")
Some are not surfcom users but have accounts in surfguard (links to their member ID) - only those of role "Duty Officer"

Q1 Can these be populated later similar to adding "Services"?

Onload

The SLS State Duty Officer field is defaulted as blank

In-Use

The Operator logs in to Surfcom and opens a new Incident form.

They select the State Duty Officer(s) name in the blank field.

When a new incident is created, the system shows the state Duty Officer last entered.

When the operator logs out and logs in again and opens a new incident form, the field returns to being blank and they would need to select the State Duty Officer(s).

Data Needs

- Field captures Surfcom user accounts of Duty Officer
- (nice to have) search list bound by User's home state
- **A way to preserve data in the current field "SLS Contact" for historical records**


Next Steps

- The frequent caller issue may be a state based preference example.
 - NSW try to capture the organisation rather than the individual.
 - Eg: I record if the caller is Police radio (VKG), or Marine Area Command rather than recording that it was Senior Sergeant Holland who made the initial call.
 - Requesting an officers name and rank at initial tasking slows us down and it's not a priority. It is sufficient to know the RCO called 13SURF.
 - Otherwise I'm back to data validation issues I'll have the same name spelled 23 different ways...


Q2 Can a Saved contact also Dial through 13-SURF no.?

Meeting chat


Brianna Coyte 12:37

 Could we set up a caller with a linked location? ie If I select the Puckeys Beach ERB as the location - the caller details would prefill?

Kissinger Hu 12:43

 Is it possible that there could be more than one caller?

Travis Klerck 12:43 Edited

 yep i think there may be [Kissinger Hu](#), if multiple frequent callers for a location then they would need to choose, if only 1 then it would be selected by default



2

Build elements for incident logging (ballpark items)

INCIDENT LOGGING Screen UI needs			
Capture			
Layout change (+ adaptive design for smaller screens)	M		
Priority reference pop up	C		
Linkage of Priority vs Incident type inputs (+ 13-SURF call types)	S		✓
Caller field input types	MS		✓
Location address / map input pop up with google earth	M		✓
SLS Contact as contact data vs freetext	S		✓
Member Injury input (options) - checkbox	S		✓
	Priority (M, S, C, W)	Build size (S, M, L)	Prototyped

INCIDENT LOGGING technical needs		
Capture		
Present recent 5 entries in dropdown list		
? Cater priority and caller inputs sets per state		
? Suggest location memory of previous locations		
	Priority (M, S, C, W)	Build size (S, M, L)
? Apply keyboard shortcuts to input fields		

Brianna

Here's an example of what we are using currently to transfer info into Surfcom - but I also have these locations pinned in our maps.

Surfcom Unit	Street reference	Suburb	Postcode	AUTOFILL LGA	AUTOFILL Latitude	AUTOFILL Longitude
ERB - Dreamtime Beach (Fingal - Tweed)	Lighthouse pde and Ocean St	Fingal Head	2487	Tweed Shire	-28.201097	153.56946
ERB - North Kingscliff (Tweed)	Shell St & Marine Pde	Kingscliff	2487	Tweed Shire	-28.240223	153.568423
ERB - Fingal Letita Spit (Tweed)	Letitia Rd & Prince Rd			Tweed Shire		
ERB - Brunswick Beach (Byron)	South Beach Rd & Brunswick Terrace	Brunswick Heads	2483	Byron Shire	-28.5383	153.55635
ERB - Belongil Beach (Byron)	Shirley St & Lawson St	Byron Bay	2481	Byron Shire	-28.63699	153.60409
ERB - Seven Mile Beach/Lennox (Ballina)	Ballina St & Byron St	Lennox Head	2478	Ballina Shire	-28.786265	153.593925

Changes

Glenelg blocks, beyond the Glenelg Jetty

<https://d1tylf.axshare.com/#c=2>

notes from the call

- swap incident with Priority
- remove Primary Service but populated later
 - will need to assign more than one service

- need trigger to be able to show member services - ops app

SLS contact (SLS state duty officer) STO- - more than 1 person (morning shift / afternoon shift) - need further information

state duty officer

- multiple select on user account
- bound by state

retire this field because of historicals

search - address book explicit

Long beach ERB - common place names

@Long beach ERB

add / manage address ourselves to reduce noise

CAD - provide