

Demo cases

0. initialize periodically send facebook,twitter,email

1. Crisis Creation
 - 1.1. People from public report about the crisis, **OPERATOR** from call center record information about crisis through Crisis Create Form, including calling person's name, mobile number, crisis location, time, type, severity, and description.
 - 1.2. **MANAGER** and **Prime Minister** view the to-be-confirmed crisis on the map on Manager Dashboard.
 - 1.3. **MANAGER** see the proposed crisis creation on to-do list on Manager dashboard.
 - 1.4. If **MANAGER** choose to approve the crisis:
 - 1.4.1. The crisis creation proposal will be deleted from the to-do list on Manager Dashboard;
 - 1.4.2. PUBLIC view the approved crisis on the map and timeline on Public Dashboard, together with the no. of crisis, weather, PSI information. Clicking the pin on the map will reveal crisis details.
public can view new item in the time line
 - 1.5. If **MANAGER** choose to reject the crisis:
 - 1.5.1. The crisis creation proposal will be deleted from the to-do list on Manager Dashboard.
2. Dispatch
 - 2.1. CMS will auto generates optimal agencies dispatch plan including resources needed.
 - 2.2. **MANAGER** see the proposed dispatch plan on to-do list on Manager Dashboard.
 - 2.3. If **MANAGER** choose to approve the dispatch plan:
 - 2.3.1. The dispatch proposal will be deleted from the to-do list on Manager Dashboard.
 - 2.3.2. Relevant **AGENCY** receive SMS and email about the dispatch.
 - 2.3.3. **PUBLIC** view the approved dispatch information on the timeline on Public Dashboard.
 - 2.4. If **MANAGER** choose to reject the dispatch plan:
 - 2.4.1. The dispatch proposal will be deleted from the to-do list on Manager Dashboard.
3. Update
 - 3.1. Together with dispatch SMS, **AGENCY** receive a link to crisis update form.
 - 3.2. **AGENCY** make update on crisis status.
 - 3.3. **MANAGER** see the proposed update on to-do list on Manager Dashboard.
 - 3.4. If **MANAGER** choose to approve the crisis update:
 - 3.4.1. The update proposal will be deleted from the to-do list on Manager Dashboard.
 - 3.4.2. **PUBLIC** view the approved update on the timeline on Public Dashboard.
 - 3.5. If **MANAGER** choose to reject the crisis update:
 - 3.5.1. The update proposal will be deleted from the to-do list on Manager Dashboard.
4. Social Media and PM Report

- 4.1. CMS will auto generate communication message of newly created crisis, new dispatch and new update within recent 30 minutes, and post to social media platform every 30 minutes.
- 4.2. **PUBLIC** view the post.
- 4.3. CMS will auto generate report of newly created crisis within recent 30 minutes.
- 4.4. **Prime Minister** receive the report through email every 30 minutes.
5. Crisis Archive
 - 5.1. **MANAGER** choose to archive a crisis.
 - 5.2. Crisis is deleted from public dashboard, manager dashboard and PM dashboard(?).

Demo script

1. Enable periodic email and social media services
2. **Public** interface shows no. of crisis events, weather and PSI. Map provides real-time update. Timeline displays details of crisis event and their updates.
3. **Operator** create incident1:
 - a. Type: Fire
 - b. Name: Fire at garden by the bay
 - c. Severity: 3
4. **Manager** approve incident1
- 4a. **Operator** create incident2:
 - a. Type: Accident
 - b. Name: Traffic accident on PIE
 - c. Severity: 1
 - d. Description: Slight graze of two cars. Police car arrived.
5. **Public** can see the recently created crisis event on the map as well as the timeline.
6. Dispatch1 is auto-generated and shown on to do list of manager's screen
7. **Manager** approves dispatch1
8. **Manager** review incident2, and decide to approve
- 8b. **Operator** create incident3
 - a. Type: Riot
 - b. Name: Riot in NUS
 - c. Severity: 5
9. **Public** can view the recent dispatch information on the map by clicking the pin, and also on timeline.
10. Dispatch2 is auto-generated and shown on to do list of manager's screen
- 10a. **Agency** receive dispatch SMS, and open the link in the browser.
11. **Manager** decide to reject dispatch2, since police car has arrived.
- 11a. **Agency** create update1
 - a. Updated severity: 2
 - b. Description: Fire is under control, people evacuated
 - c. Image: <Image of fire>
12. **Manager** review incident3, and reject it due to insufficient evidence.
13. **Manager** review update1, and approve
14. **Public** can view update1 on timeline as well as the map.
15. **Agency** create update2
 - a. Updated severity: 1
 - b. Description: Fire has been extinguished.
 - c. Image: no image
16. **Manager** review update2, and decide to reject because it is insignificant.
17. **Manager** archive incident1 since it has been resolved.