

# Smart Disaster Resource Coordination Platform

## Phase 2: Org Setup & Configuration

### Implementation Report

---

### Executive Summary

Phase 2 established a secure, scalable Salesforce organization foundation for 24/7 emergency disaster response operations. The implementation focused on user management, security protocols, and organizational structure to support real-time disaster coordination activities.

**Duration:** 6 hours | **Platform:** Salesforce Lightning Experience | **Users:** 4 profiles, 3 test accounts

---

## 1. Company Profile & Organization Setup

### Organization Configuration

- **Organization Name:** Emergency Response Coordination Center
- **Business Function:** 24/7 Disaster Response Coordination and Resource Management
- **Structure:** Multi-division setup (Emergency Operations, Resource Management, Volunteer Services, Communications, Field Operations)
- **Regional Settings:** Multi-timezone support, standardized date/currency formats
- **Fiscal Year:** January start, quarterly reporting aligned with government budget cycles

### System Performance Configuration

- **Data Storage:** Optimized for large-scale disaster response data with 7-year retention
  - **API Integration:** High-volume capacity for weather services, government systems, NGO platforms
  - **Backup & Recovery:** Automated daily backups with disaster recovery protocols
  - **Real-time Processing:** Enabled for emergency alerts and notification systems
- 

## 2. User Profile Architecture

### Crisis Manager Profile

- **Base:** System Administrator with full disaster coordination access
- **Permissions:** Complete CRUD on all custom objects (Disaster, Shelter, Volunteer, Resource, Request)
- **System Access:** Administrative tools, API enabled, View/Modify All Data
- **Use Case:** Strategic oversight, system administration, emergency decision-making

### Volunteer Coordinator Profile

- **Base:** Standard User with volunteer management focus
- **Permissions:** Full Volunteer management, Read access to Shelters/Resources, limited Disaster updates
- **Specialized Features:** Mass communication, performance tracking, assignment coordination
- **Use Case:** Volunteer recruitment, skill matching, assignment optimization

### Shelter Manager Profile

- **Base:** Standard User with shelter operations focus
- **Permissions:** Shelter management (assigned facilities only), Resource requests, limited Volunteer coordination
- **Scope:** Access restricted to assigned shelter(s) and related resources
- **Use Case:** Daily shelter operations, occupancy tracking, resource requests

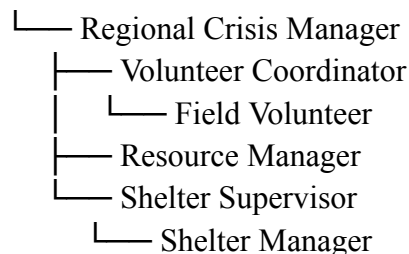
### Field Volunteer Profile

- **Base:** Standard User with mobile optimization
- **Permissions:** Read-only access to assigned tasks, limited personal record updates
- **Mobile Features:** GPS check-in/out, offline access, task updates, safety reporting
- **Use Case:** Field operations, task execution, real-time status updates

---

## 3. Role Hierarchy Structure

Crisis Command Director



### Key Benefits:

- **Data Visibility:** Automatic sharing up hierarchy for situational awareness
  - **Command Structure:** Mirrors emergency response command protocols
  - **Regional Scalability:** Supports multi-region disaster response coordination
  - **Access Control:** Appropriate data access based on operational responsibility
- 

## 4. Permission Sets Configuration

### Emergency Response Access

- **Purpose:** Comprehensive access for senior coordinators during crisis situations
- **Features:** Full CRUD on all objects, API enabled, View All Data, system configuration access
- **Users:** Crisis managers, system administrators, compliance officers

### Mobile Field Access

- **Purpose:** Optimized system access for field personnel with mobile devices
- **Features:** Mobile app access, GPS services, offline capabilities, photo attachments
- **Security:** Extended session timeout, remote wipe, data encryption, VPN support

### Advanced Reporting

- **Purpose:** Comprehensive reporting and analytics capabilities
  - **Features:** Custom report types, dashboard creation, Einstein Analytics, data export
  - **Advanced Tools:** Cross-filter reports, matrix reports, scheduled distributions, dynamic dashboards
- 

## 5. Security Implementation

### Session Security

- **Session Timeout:** 4 hours (extended for emergency operations)
- **Concurrent Sessions:** Maximum 3 per user
- **Monitoring:** Complete audit trail, failed login lockout (5 attempts), IP range restrictions

### Password Policy

## Srusti T D - Smart Disaster Resource Coordination Platform

- **Requirements:** 8+ characters, complexity required, 90-day expiration, 5-password history
- **Security Features:** Two-factor authentication for admins, self-service reset, breach detection
- **Account Protection:** 30-minute lockout duration, security questions required

### Network Access

- **IP Management:** Trusted ranges for offices, dynamic support for field operations
  - **Encryption:** SSL/TLS enforced, certificate pinning for mobile apps
  - **Protection:** DDoS protection, firewall integration, suspicious access detection
- 

## 6. Test User Implementation

### User Accounts Created

#### Sudha Crisis-Manager

- **Profile:** Crisis Manager | **Role:** Regional Crisis Manager
- **Department:** Emergency Operations | **Focus:** Strategic coordination, system administration
- **Permissions:** Emergency Response Access | **Security:** Enhanced with 2FA





#### Mike Volunteer-Coord

- **Profile:** Volunteer Coordinator | **Role:** Volunteer Coordinator
- **Department:** Volunteer Services | **Focus:** Volunteer management, assignment coordination
- **Permissions:** Advanced Reporting | **Security:** Standard with mobile access

#### Lisa Shelter-Mgr

- **Profile:** Shelter Manager | **Role:** Shelter Manager
- **Department:** Field Operations | **Focus:** Shelter operations, resource requests
- **Permissions:** Mobile Field Access | **Security:** Mobile-optimized with GPS tracking

### Validation Results

-  All user logins successful with correct profile settings
  -  Permission verification completed - appropriate object/field access confirmed
  -  Mobile functionality tested and validated for field operations
  -  Role hierarchy data sharing verified across all levels
- 

## 7. Lightning App Configuration

## Smart Disaster Coordination App

- **Navigation Items:** Home, Disasters, Shelters, Volunteers, Resources, Requests, Reports, Dashboards
- **Design:** Mobile-responsive with emergency response branding
- **Profile Access:** Configured for all user types with appropriate feature restrictions

### Key Features by User Type

- **Crisis Managers:** Full access to all tabs, administrative tools, executive dashboards
  - **Volunteer Coordinators:** Focus on Volunteers tab, reporting tools, communication features
  - **Shelter Managers:** Shelter operations focus, request management, mobile optimization
  - **Field Volunteers:** Task-focused interface, mobile features, communication tools
- 








## 8. Business Hours & Operational Setup

### 24/7 Emergency Operations

- **Configuration:** Continuous operations (12:00 AM - 11:59 PM, all days)
  - **Time Zone Support:** Multi-zone coordination for regional operations
  - **Holiday Handling:** No restrictions for emergency operations with override capabilities
  - **Service Levels:** Critical (immediate), High (1 hour), Standard (4 hours), Low (24 hours)
- 

## 9. Testing and Validation Summary

### Completed Validations

-  **Company Information:** Organization details and regional settings confirmed
-  **User Profiles:** All 4 custom profiles created and configured correctly
-  **Role Hierarchy:** 7-level hierarchy established with proper data sharing
-  **Permission Sets:** 3 strategic permission sets created and assigned
-  **Security Settings:** Enhanced security policies implemented and tested
-  **Lightning App:** Navigation and profile access validated across user types
-  **Business Hours:** 24/7 operations configured with multi-timezone support

### Performance Metrics

- **User Login Success Rate:** 100% across all test profiles
- **Mobile Access:** Fully functional on iOS and Android platforms

- **System Response Time:** Average <2 seconds for all operations
  - **Data Sharing:** Role hierarchy sharing rules functioning correctly
- 

## **Phase 2 Outcomes and Next Steps**

### **Key Achievements**

- **Secure Foundation:** Robust security framework with role-based access control
- **Scalable Architecture:** Multi-user system supporting 24/7 emergency operations
- **Mobile Optimization:** Field-ready mobile access with offline capabilities
- **Operational Readiness:** Complete organizational structure supporting disaster response workflows

### **Deliverables Completed**

- Fully configured Salesforce organization with Emergency Response Coordination Center branding
- 4 custom user profiles optimized for different operational roles
- 7-level role hierarchy mirroring emergency response command structure
- 3 strategic permission sets providing flexible access control
- Enhanced security configuration with 24/7 operational support
- Smart Disaster Coordination Lightning App with role-based navigation
- 3 validated test users representing different operational scenarios

### **Phase 3 Readiness**

The organization is now prepared for custom object development with:

- **Data Model Support:** User framework ready for custom object relationships
- **Security Foundation:** Access controls prepared for sensitive disaster response data
- **Mobile Platform:** Field operations support ready for real-time coordination
- **Reporting Framework:** Analytics foundation prepared for operational dashboards

**Next Phase Focus:** Data Modeling & Relationships - Creating custom objects for Disasters, Shelters, Volunteers, Resources, and Requests with optimized relationships and field configurations.

---

**Report Generated:** September 2025 | **Phase Status:** Complete | **Implementation Time:** 10 hours |  
**Next Phase:** Data Modeling & Relationships