CRISIS DEFENCE AGENCY

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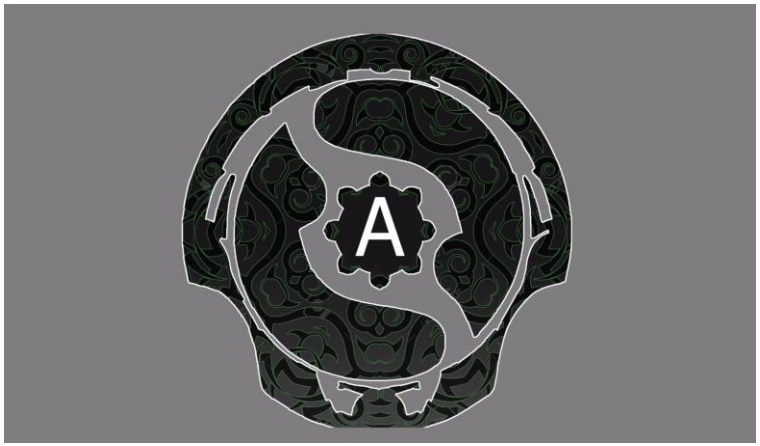
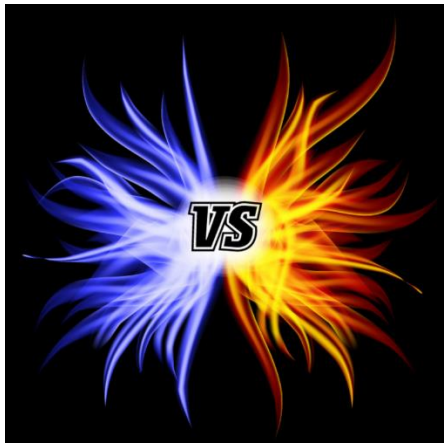
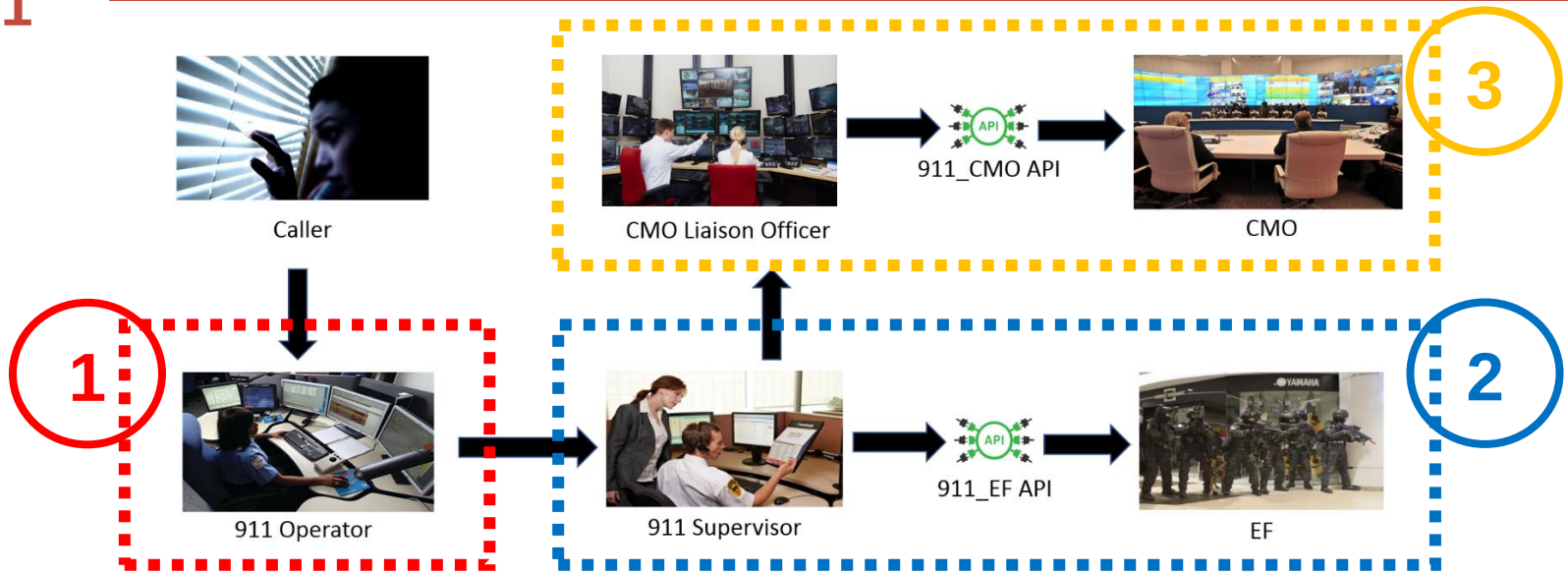




911

CRISIS DEFENCE AGENCY

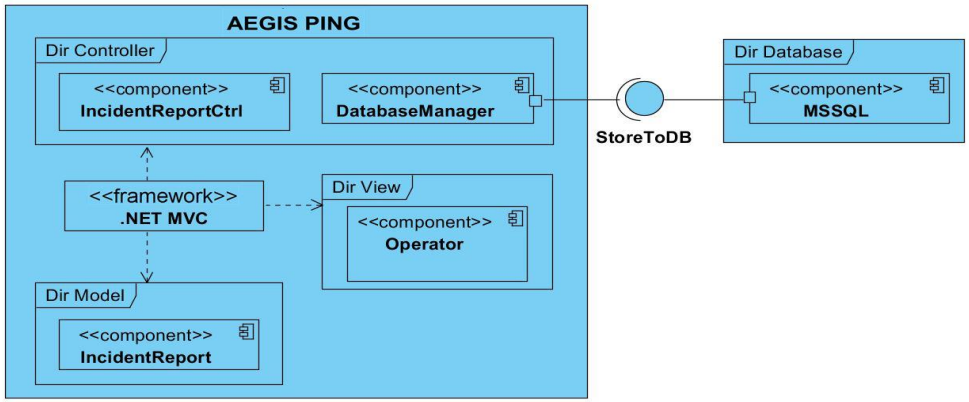


Crisis Classification

Handled by Operator
Prank Calls

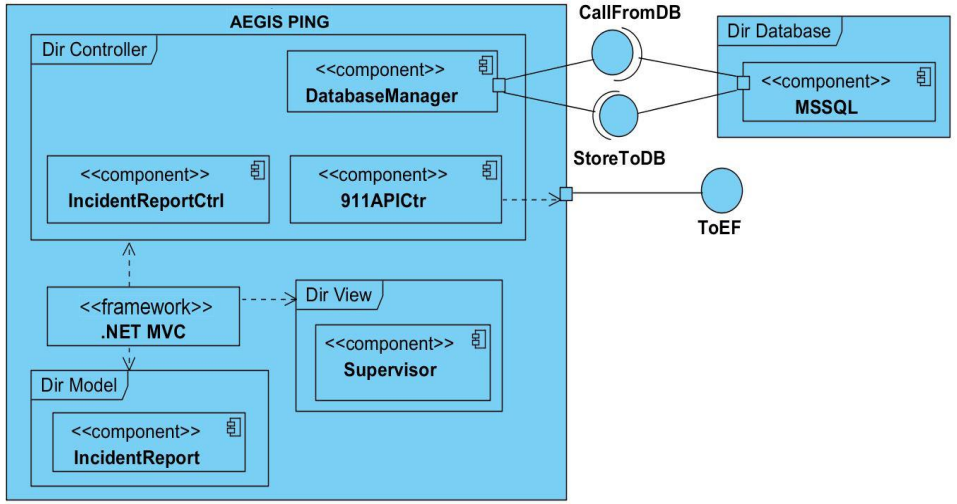
Handled by Supervisor
Robbery/Fires/Accidents
(Potential Death/Injured < 100)

Handled by CMO Liaison Officer
Terrorist/Bombs/National Level Threat
(Potential Death/Injured > 100)



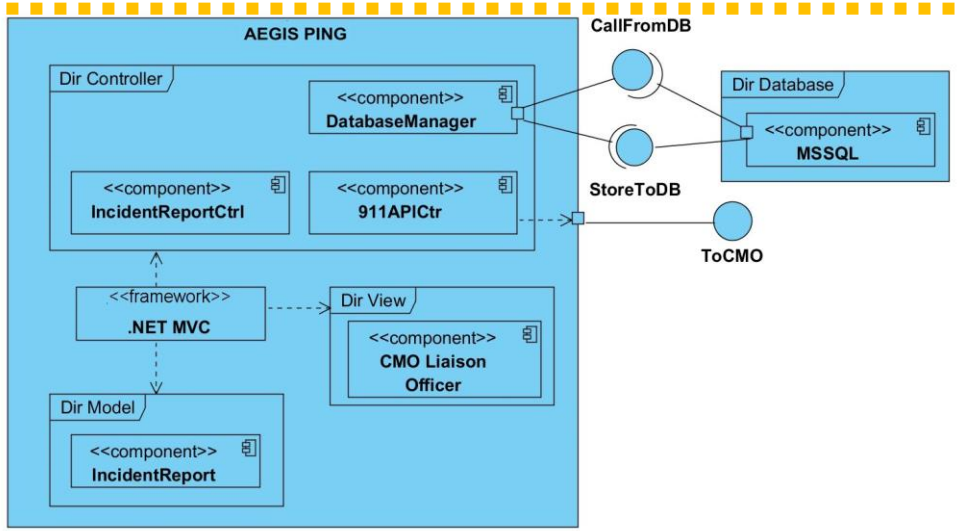
1. Operator

- Identify caller situation e.g. Fire, flood, accident, structure collapse, robbery, riot…
- Verify caller identity e.g. Name and number
- Identify situation exact location
- Check victim status e.g. injuries, burns, dislocation.
- Create Incident Report of situation for course of action
- Handle Monkey Level Crisis



2. Supervisor

- Classify Crisis Level based on Incident Report
- If Crisis is Wolf or Tiger Level, Contact EF
- If Crisis is above Tiger Level (e.g. Demon), Contact CMO Liaison Officer for Authentication.
- Undertake CMO Liaison Officer role when CMO liaison officer unavailable or required by CMO

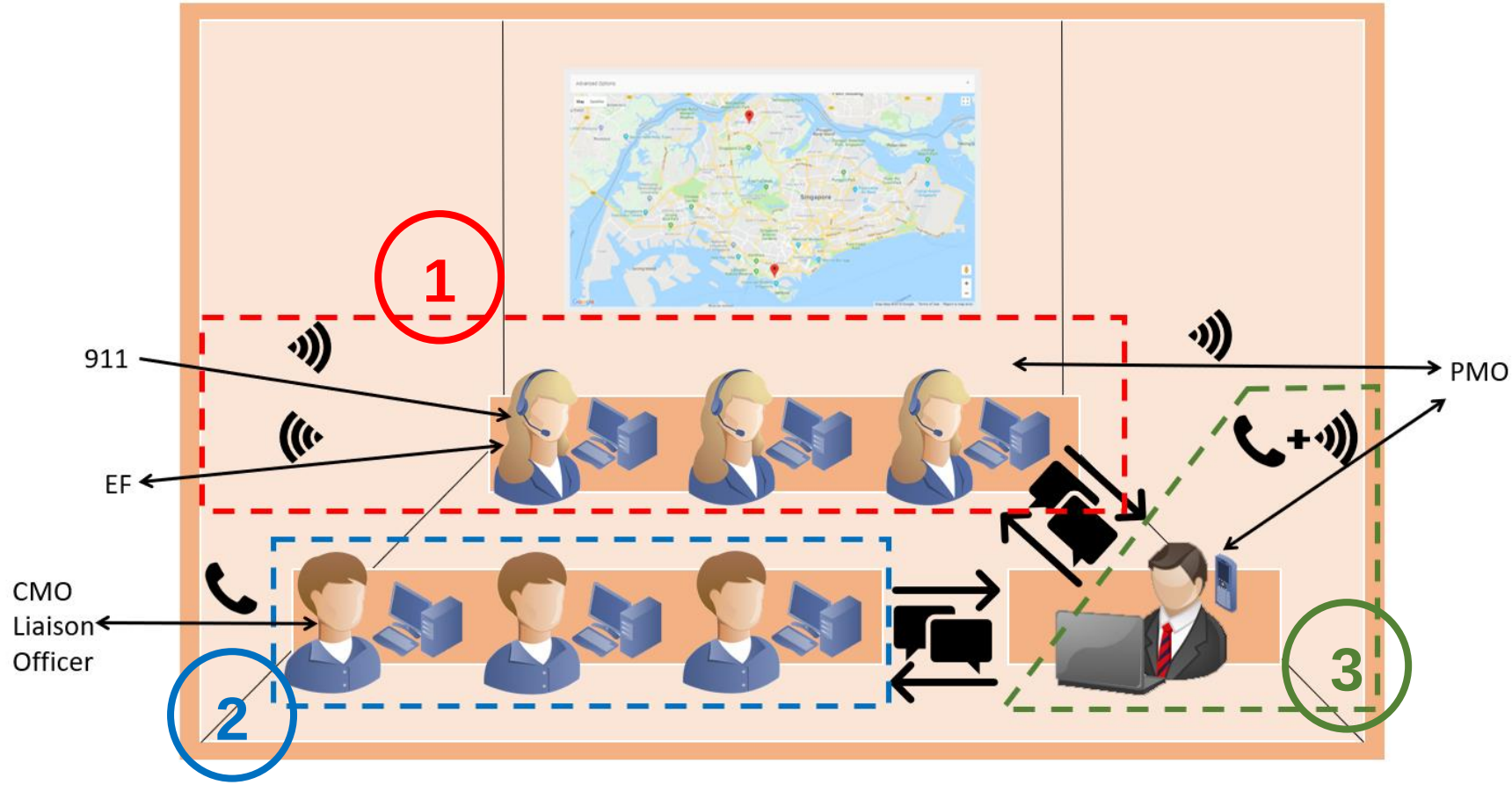


3. CMO Liaison Officer

- Authenticate Crisis Level based on Incident Report.
- If Crisis is below Demon Level, Contact Supervisor.
- If Crisis is Demon and above, liaise CMO.

CMO

CRISIS DEFENCE AGENCY



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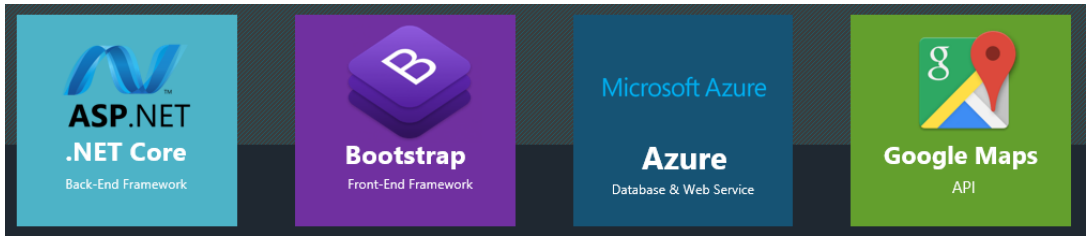
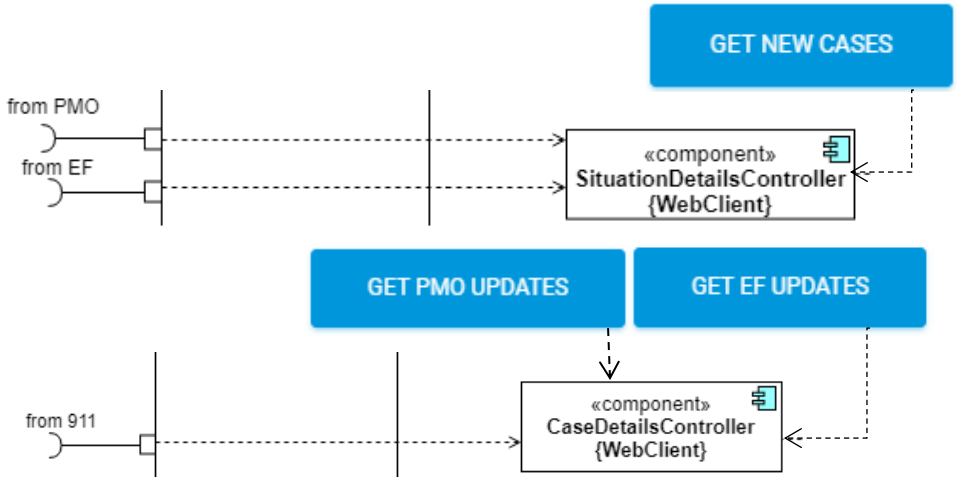
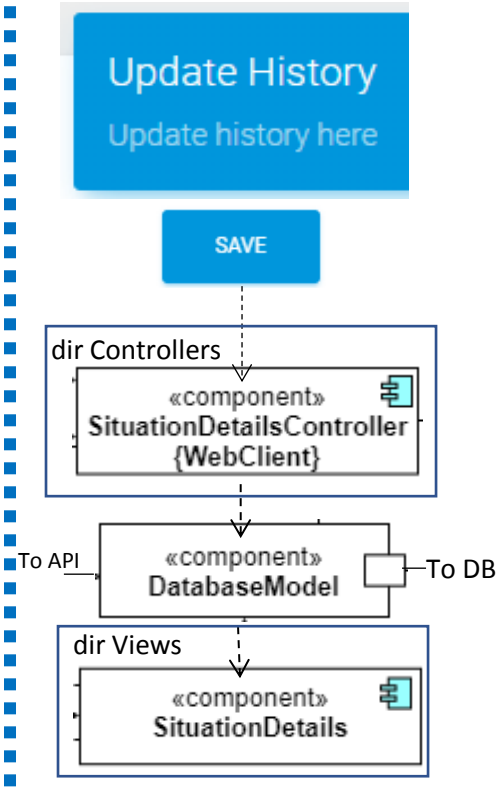




1. Operator

The operator is the first point of communication for new cases.

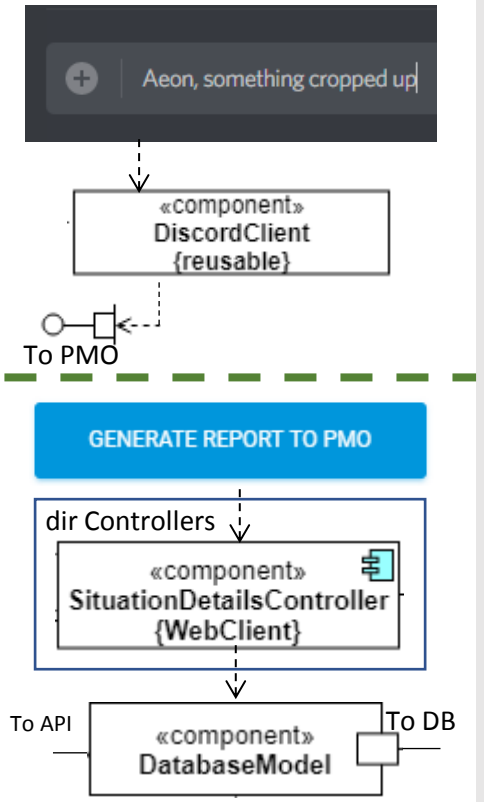
Operator tasks:
1. Receive notifications from 911, PMO and EF and retrieve data upon notification
2. Report to Officers and General of new cases
3. Act as center of communications with 911, PMO and EF
4. Provide notifications to PMO and EF upon update (new proposed plan of action/deployment notification)



2. Officer

The officer is in charge of formulating tactics for approval by the General, as well as to coordinate the Operators.

Officer tasks:
1. Liaise with CMO Liaison Officer for case specifics
2. Propose and create a suitable course of action for new cases
3. Liaise with General for approval of course of action
4. Assist General in allocation of tasks in the case of multiple open cases.
5. Generate final report to PMO when case is closed



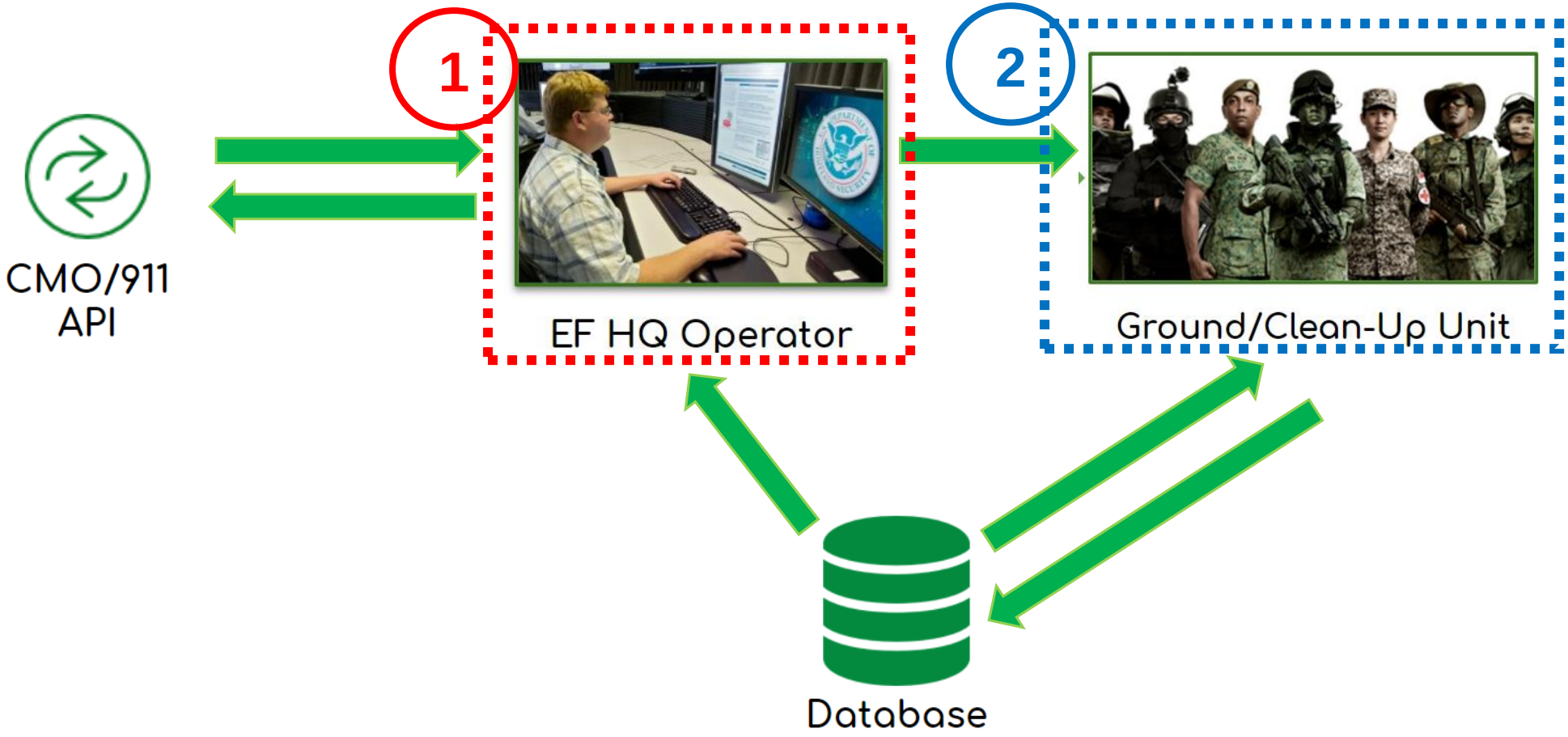
3.General

The General is the first in command and is in charge of overseeing the operations of Mekansm.

General tasks:
1. Provide instruction to assign and allocate tasks to Officers in the case of multiple open cases
2. Vet and approve all proposed course of action
3. Liaise with PMO on cases
4. Generate final report to PMO when case is closed

EF

CRISIS DEFENCE AGENCY



1. EF HQ Operator

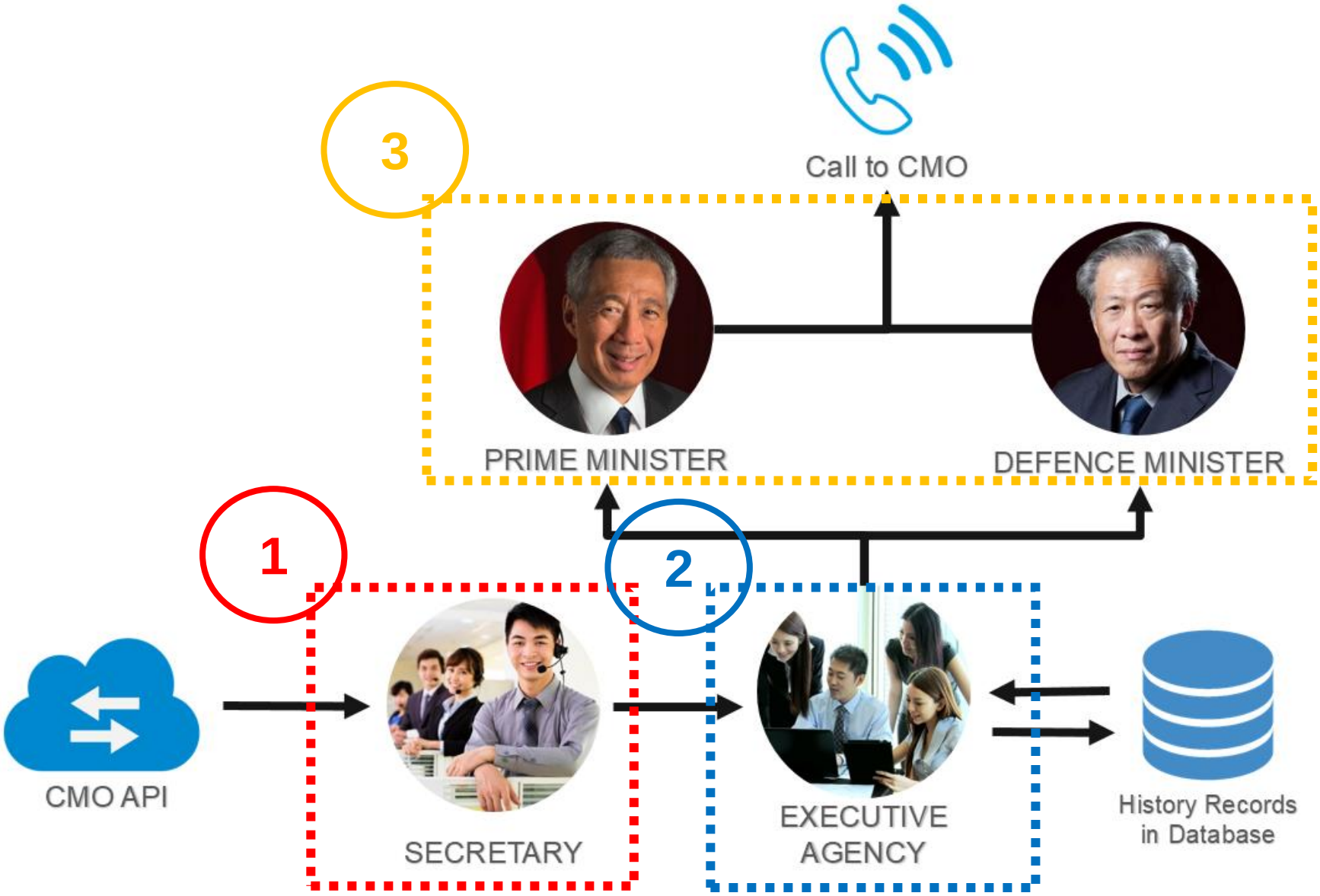
- Communication with COM/911 through a "Backdoor" for notification
- Retrieve crisis or incident details from CMO/911 API
- Create incident case
- Deploy relevant ground units
- Update status level
- Initiate clean up
- Close the incident

2. Ground/Clean-Up Unit

- Carry out operation after deployment
- Send live updates to EF HQ

PMO

CRISIS DEFENCE AGENCY



1. Secretary

1. Retrieve crisis action plan from CMOAPI upon call
2. Verify action plan before pushing it to the Executive Agency

2. Executive Agent

1. Analyze action plan with history records from database and provide effective feedback
2. Push action plan with feedback to the Defence Minister & Prime Minister

3. Prime Minister & Defence Minister

1. Analyze feedback from EA
2. Approve/Disapprove action plan and provide feedback
3. Notify CMO upon approval / disapproval