# Terms of Reference

## 1.0 Background

National Emergency Situation Management System(NESIMS) is an organization, whose main responsibilities are to be prepared at all time, ready to response, and recovery in response to a potential national crisis event in Singapore. NESIMS comprises four subsystems: National call centre (911), Crisis management office (CMO), Emergency force (EF), and Prime Minister’s Office (PMO).

The 911 subsystem receives any emergency notification made by people in Singapore. It is comprised of people, software, and hardware. Notifications of emergencies are by phone via a commercial telecommunications network. Specially-trained operators answer all calls, there will be a Liaison Officer from CMO, who will determine the natures of the emergencies, and carry out corresponding actions.

## 2.0 Objectives

The 911 team aims to act against potential crisis by responding to emergency calls from public and identify potential crisis. The detailed information of high-severity emergencies will be passed to CMO for further analysis and handling. CMO and EF will be notified immediately if any potential crisis has been identified through phone calls.

## 3.0 Scope

Some of the stakeholders include the public, CMO, as well as the EF. Below shows the job scope of the 911 team and how they interact with the stakeholders to provide service to them.

System Job Scope:

The 911 team aims to provide the following services:

* Incident call handling which includes:
  + Answer call from caller.
  + Record down and format the information into standard incident report.
* Incident Report handling which includes:
  + The CMO liaison officer who is stationed in 911 will classify the incident report into crisis and non-crisis, based on CMO standard.
* Crisis notification which includes:
  + Notify and pass all data pertaining to the case to CMO.
* Non-Crisis notification which includes:
  + Notify EF for dispatch of appropriate help.

Software and Hardware Requirements:

Commercial telecommunications network for answering emergency calls from public.

Secure commercial local area network (LAN) for internal communication and external connection with CMO and EF.

Incident report database.

Testing:

System Test

Systems Integration Test

Non-Functional (Performance) Test

User Acceptance Test

## 4.0 Roles and Responsibilities

Team Lead: Yiu Hong Sum

This role is responsible for making the technical decisions about the subsystem that the team is assigned to undertake. This role also collaborates with the other team leads (in the developer) to undertake the system integration. Finally, this role is responsible for equalizing the workload for all members in the team, and to work with the three other leads in the team to ensure that all members get an opportunity to practice as much as feasible of the course’s activities, skills, and models applicable to the team’s assigned subsystem.

Requirements analysis lead: Lim Kian Hock Bryan

This role is responsible for making the technical decisions concerning analysing the requirements — as per the functional description section of this document — for the subsystem that the team is assigned to undertake. This role may petition the Singapore government representative role for alteration or substitution of the written requirements.

Design lead: Deon Tan Jun Wei

This role is responsible for making the technical decisions concerning designing the subsystem that the team is assigned to undertake. This role may petition the Software developer CTO role for advice on suitability of aspects of the team’s design proposal.

Implementation lead: Lim Yan Jun

This role is responsible for making the technical decisions concerning implementing the subsystem that the team is assigned to undertake. This role may petition the Software developer CTO role for advice on suitability of aspects of the team’s implementation approach.

SDLC developer: Chen ZhenNi

This role is responsible to undertake any activities, skills application, and modelling pertinent to the course, applicable to the team’s assigned subsystem, and assigned by at least one of the four leads in the team. This role supports the efforts of the four team leads but does not replace their efforts; in other words, the incumbent in this role is not to be exploited.