



Situation Awareness & Collaboration Tool

Issue Escalation Matrix

Purpose: The Issue Escalation Matrix provides guidance on how to properly assess the criticality of technical issues and log the service ticket.

Audience: Org and Principal Administrators with authority to create a service ticket via the JIRA tool.

Important Notice

To ensure timely and accurate response to technical issues, Administrators must submit all of the required information in the service ticket. Refer to the service ticket template at the bottom of this document for details.

Priority Definitions

Priority 1 – full system outage or an important feature outage, such as import and AVL feeds.

Priority 2 - an issue with a feature that needs to be fixed but does not prevent essential safety tasks from occurring.

Priority 3 - an issue or feature request that is nice to have but is not an essential feature to use the application.

Issue Description	Impact	Priority
Gateway Error/URL not accessible.	No access to SCOUT.	P1 – Mission Critical
Troubleshooting Steps: Clear browser cache. Try https://www.scout.ca.gov/nics/login .		
Consistent web app crashes.	System failure. No access.	P1 – Mission Critical
Troubleshooting Steps: Confirm connectivity. Clear browser cache.		
Persistent system freeze.	No access.	P1 – Mission Critical
Troubleshooting Steps: Confirm connectivity. Clear browser cache.		
User cannot successfully login or register.	User cannot leverage SCOUT capabilities during a mission.	P1 – Mission Critical
Troubleshooting Steps: Confirm user is enabled in SCOUT in the associated Org.		
AVL Down (no red dots appear).	Cannot track assets—firefighter safety issue.	P1 – Mission Critical
Troubleshooting Steps: Confirm Connectivity. Logout/Login.		
Administrator cannot enable new users.	New users cannot access SCOUT for incident operations.	P1 – Mission Critical



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Issue Description	Impact	Priority
User cannot successfully import a data layer.	User cannot continue incident operations with necessary information.	<u>Active Fire Operations</u> P1 – Mission Critical <u>Daily Operations</u> P2 – Must resolve at earliest opportunity.
Troubleshooting Steps: Reference “Import/Export Quick Guide” [in development] for helpful tips.		
User can successfully import a data layer but layer does not display data on the web map.	User cannot continue incident operations with necessary information.	<u>Active Fire Operations</u> P1 – Mission Critical <u>Daily Operations</u> P2 – Must resolve at earliest opportunity.
Troubleshooting Steps: Logout and log back into SCOUT. If data still not displaying, create service ticket.		
User cannot successfully export a room.	User cannot share incident operations with outside platforms/communities.	P2 - Must resolve at earliest opportunity.
Troubleshooting Steps: Reference “Import/Export Quick Guide” for helpful tips.		
Existing Data Layer does not display properly.	User cannot effectively use available information for incident operations.	P2 - Must resolve at earliest opportunity.
Legend does not display.	Hinders user ability to understand information.	P2 - Must resolve at earliest opportunity.
Helpful Tip: Legends are now found in the side panel.		
Field does not accept special characters (and it should)	Inconveniences user workflow.	P3 – Resolved when convenient.
Known Issue: for Announcements Window.		
Any new feature or addition of old NICS feature.	N/A	P4 – Request consideration for enhancement.



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Service Ticket Template – Ensure all of the required information is complete before submission.

- Summary:** Use this format in the summary field: “[Function]: [Issue Description]”
Example: “Outage: System is Down”; “Web Import: Cannot Import KMZ File from GE Pro”; “Web AVL: Fresno AVL Not Displaying”
- Platform:** Select Web, Mobile or Both.
- Environment:** Select Production or Training
- Priority:** Select appropriate priority level
- Description:** Include all of the following:
- Steps to Reproduce
For example: Login > Select Incident > Select Working Map > Draw
 - Expected behavior/outcome
For example: Line draws on Working Map and persists.
 - Actual behavior/outcome
For example: Drawn line disappears upon logout and log back in.
 - Number of attempts/times incorrect behavior occurred
For example: “Happens every time” or “Attempt 5 times. 3 time line disappeared. 2 times line persists in Web App.”
 - Version of the app and platform (e.g. iOS or Android)
- Attachments:** Include all available attachments, such as:
- Screenshot of error or unexpected result.
 - File user is trying to import.
 - Results of Export, if not as expected.
- Operating System:** Select Windows, Mac OS, iOS, or Android
- Browser:** Select IE/Edge, Chrome, Safari, or Other

For more information, contact your SCOUT Administrator below.

- Local non-Fire/LE Agencies:** Contact scout@caloes.ca.gov
- Local Fire/LE Agencies:** Contact your Cal OES Mutual Aid Regional Assistant Chief
- CAL FIRE CNR Units:** Contact Battalion Chief Dan Dennett at dan.dennett@fire.ca.gov or
Battalion Chief John Erwin at john.erwin@fire.ca.gov
- CAL FIRE CSR Units:** Contact Division Chief Ron Arbo at ron.arbo@fire.ca.gov or
Assistant Chief Shawn Newman at shawn.newman@fire.ca.gov
- CAL FIRE Sacramento Programs:** Contact Deputy Chief Chris Starnes at chris.starnes@fire.ca.gov
- Cal OES Headquarters:** Contact scout@caloes.ca.gov

For up to date program information and documentation, visit www.caloes.ca.gov/scout.