



Situation Awareness & Collaboration Tool Operational & Technical Support Plan

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SCOUT Operational & Technical Support Plan

Document Control

Document Version

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1.0	Initial Version	4/27/2016
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Document Approvals

Name	Title	Date Approved	Version Approved
Joe Tyler	Assistant Deputy Director, CAL FIRE	3/01/2016	1.0
Dan Bout	Assistant Director, Cal OES	2/17/2016	1.0



SCOUT Operational & Technical Support Plan

1.1 Purpose

The purpose of this document is to define the operational & technical support plan for SCOUT use in the State of California.

1.2 Glossary

Term/Acronym	Definition
Agency Administrator (AA)	Local Agency representative responsible for administering and supporting Agency's user base.
Functional Area Administrator	Regional representative responsible for administering and supporting Local Agency's use of SCOUT.
Principal Administrator	State Agency representative responsible for administering and maintaining the state agency's SCOUT community and supporting the Functional Area Administrators.
Manager Services Provider	Provider responsible for maintaining and supporting the SCOUT application and platform architecture
Cloud Services Provider	Provider responsible for hosting SCOUT infrastructure and data storage and providing infrastructure maintenance and support.
Cal OES	State Agency responsible for administering the statewide program operations and managing vendor services.

1.3 Background

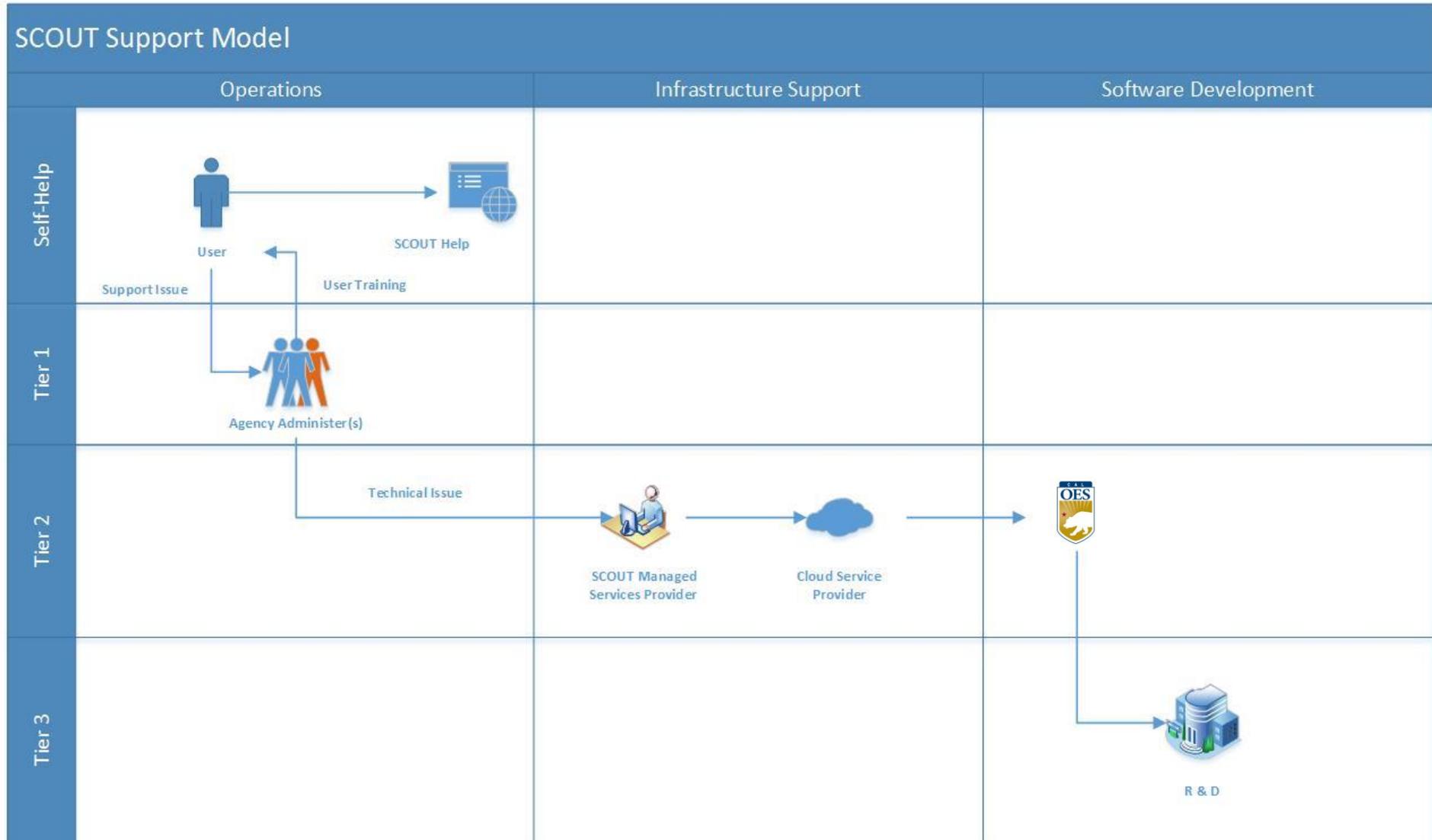
Through a strategic partnership, the California Governor's Office of Emergency Services (Cal OES)—in association with the California Department of Forestry and Fire Protection (CAL FIRE)—and the Department Homeland Security Science & Technology Directorate have agreed to migrate the Next-Generation Incident Command System (NICS) to the California Governor's Office of Emergency Services for use by California's first responder community to serve the public good. The California deployment of NICS will be called Situation Awareness & Collaboration Tool (SCOUT). SCOUT will provide an information sharing environment for small to extreme scale homeland security incidents, such as natural disasters, technological hazards, intentional attacks, and human-caused emergencies, to facilitate operational and tactical collaboration across California first responders and interagency situational awareness for local, tribal, state, and federal partners. Cal OES, in partnership with CALFIRE, will provide the operational, training and technical management to facilitate utilization of SCOUT by California's first responder community and supporting response agencies. The initial deployment is configured to support approximately 2000 users with capacity for 200 concurrent users. Subsequent releases will see a significant rise in the number of users.

Support for the program will be in place as of mid-2016.



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1.4 Support Model





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2.1 Process

Support Process

1. User is having an issue with the SCOUT application.
2. User will initially attempt to resolve the issue using SCOUT Help and training material.
3. If the user is able to self-resolve the issue, then there is no need to contact Tier 1 support.
4. If the user is unable to resolve the issue, then they will contact their Agency Administrator (or appropriate contact per their agency's SCOUT SOP).
5. The Agency Administrator (AA) will assess whether the issue is operational or technical in nature. If operational, the AA will provide guidance to the user to resolve. If the issue is technical, the AA will escalate the issue to the SCOUT Managed Services provider via the JIRA Tool.
6. Issues escalated to the Managed Service Provider will be diagnosed as platform/infrastructure issues or base code bugs or enhancements. Platform/Infrastructure issues will be resolved by the Managed Service Provider and/or Amazon Web Services. Resolution will be communicated back to the escalating party.
7. Issues diagnosed as base code bugs or enhancement requests, will be referred to the OES SCOUT Administrator for review.

Support Expectations

1. All support calls/issues escalated to the Managed Services Provider will be tracked via the JIRA Tool.
2. The Managed Services Provider will provide 24/7 platform support with the following service levels:
 - a. During Normal Operations
 - i. Acknowledgment of submission within 30 minutes from contact (email, phone, text, etc...) during business hours (8am Pacific to 5pm Pacific).
 - ii. Acknowledgment of submission within 2 hours during non-business hours (5pm Pacific to 8am Pacific).
 - b. During Declared Emergencies
 - i. Acknowledgment of submission within 15 minutes from contact (email, phone, text, etc...) during business hours.
 - ii. Acknowledgment of submission within 1 hour during non-business hours.

Note: The "Declared Emergency" service escalation will be triggered by either a jurisdictional "Proclamation" (all incident types) or when an FMAG is requested for a fire. When either happens, the State Warning Center will notify the SCOUT Support Vendor of the service escalation.

3. The Managed Services Provider will provide active monitoring of the system. If an issue is detected, then AWS will be notified.
4. Amazon Web Service will provide infrastructure support.



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- Infrastructure issues identified by AWS will be supported and notified to the Managed Services Provider. Managed Service Provider will maintain a service log of all reported and known issues.

Feedback and Enhancement Requests

User may submit feedback on the technical stability and performance of SCOUT. Feedback may be submitted through the following methods.

- Submit via the “Feedback” button within the SCOUT application.
- Email scout@caloes.ca.gov.
- Email through chain of command for escalation to Cal OES or CAL FIRE Principal Administrator for executive consideration.

2.2 Contact Information for SCOUT Administrators

Principal Administrators

Principal Agency	Name	Phone	Email
Cal OES, Response	Caroline Thomas Jacobs	(925) 953-1403	scout@caloes.ca.gov
Cal OES, Fire & Rescue	Brian Woodbeck		brian.woodbeck@caloes.ca.gov
Cal OES, Law Enforcement	Dennis Smithson		dennis.smithson@caloes.ca.gov
CAL FIRE, Fire Protection	Joe Tyler		joe.tyler@fire.ca.gov
CAL FIRE, Fire Protection	Kevin Guerrero		kevin.guerrero@fire.ca.gov
CAL FIRE, Fire Protection	Chris Starnes		chris.starnes@fire.ca.gov

Functional Area Administrators

Agency/Region	Name	Phone	Email
Cal OES Fire & Rescue Region 1	Dave Stone		dave.stone@caloes.ca.gov
Cal OES Fire & Rescue Region 2	John Clary John Salvate		john.clary@caloes.ca.gov john.salvate@caloes.ca.gov
Cal OES Fire & Rescue Region 3	Ken Hood		ken.hood@caloes.ca.gov
Cal OES Fire & Rescue Region 4	Gary Humphrey		gary.humphrey@caloes.ca.gov
Cal OES Fire & Rescue Region 5	Bill Bondshu		bill.bondshu@caloes.ca.gov
Cal OES Fire & Rescue Region 6	Art Torrez		art.torrez@caloes.ca.gov
CAL FIRE, Northern Region	John Erwin		john.erwin@fire.ca.gov
CAL FIRE, Northern Region	Dan Dennett		dan.dennett@fire.ca.gov
CAL FIRE, Southern Region	Ron Arbo		ron.arbo@fire.ca.gov
CAL FIRE, Southern Region	Shawn Newman		shawn.newman@fire.ca.gov