**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.

<table>
<thead>
<tr>
<th>Issue Description</th>
<th>Impact</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gateway Error/URL not accessible.</td>
<td>No access to SCOUT.</td>
<td>P1 – Mission Critical</td>
</tr>
<tr>
<td><strong>Troubleshooting Steps:</strong> Clear browser cache. Try <a href="https://www.scout.ca.gov/nics/login">https://www.scout.ca.gov/nics/login</a>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consistent web app crashes.</td>
<td>System failure. No access.</td>
<td>P1 – Mission Critical</td>
</tr>
<tr>
<td><strong>Troubleshooting Steps:</strong> Confirm connectivity. Clear browser cache.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Persistent system freeze.</td>
<td>No access.</td>
<td>P1 – Mission Critical</td>
</tr>
<tr>
<td><strong>Troubleshooting Steps:</strong> Confirm connectivity. Clear browser cache.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>User cannot successfully login or register.</td>
<td>User cannot leverage SCOUT capabilities during a mission.</td>
<td>P1 – Mission Critical</td>
</tr>
<tr>
<td><strong>Troubleshooting Steps:</strong> Confirm user is enabled in SCOUT in the associated Org.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Troubleshooting Steps:</strong> Confirm Connectivity. Logout/Login.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrator cannot enable new users.</td>
<td>New users cannot access SCOUT for incident operations.</td>
<td>P1 – Mission Critical</td>
</tr>
</tbody>
</table>
### Situation Awareness & Collaboration Tool

<table>
<thead>
<tr>
<th>Issue Description</th>
<th>Impact</th>
<th>Priority</th>
</tr>
</thead>
</table>
| User cannot successfully import a data layer. | User cannot continue incident operations with necessary information. | Active Fire Operations  
P1 – Mission Critical  
Daily Operations  
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. | Active Fire Operations  
P1 – Mission Critical  
Daily Operations  
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. |
Service Ticket Template – Ensure all of the required information is complete before submission.

Summary: Use this format in the summary field: “[Function]: [Issue Description]”

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.