

Incident Based Automation, IBA, System
Business Process Modeling, Interview
Operations Division Supervisor
Steve Rinella
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Interview Notes by Smith Young, IBM Senior Architect

Steve is a Type II Operations Division Supervisor.

Question: What are the activities you are involved with at the very beginning of an incident?

Answer: Serve as an “Operations Strategist” on the first day, then transition to an “Operations Tactician” for a division.

Question: What is the role of “Operations Strategist”?

Answer: First part of team to arrive at an incident and on the first day 1) talk to locals, and 2) make an assessment on the ground.

1. Four Division Supervisors work for Operations Chief
 - a. One of four division supervisors specializes in structures
 - b. Three of four divide incident into divisions (these are geographic segments or sectors) for which they take responsibility. All divisions are “active” or “inactive” An inactive division is one where there is no immediate need for resources and is “unstaffed.”
2. Day 1, normally develop strategy (assessment) for Operations Chief within first 6 hours
 - a. Timeline estimates (days per objective)
 - b. Central versus remote camp
 - c. Fuel types with regard to fire
 - d. Structures
 - i. Houses, e.g., with 2 day lead
 - ii. Structures not salvageable
 - e. Draw lines for where can head-off the advance of the fire
 - f. Define Objective in “Incident Action Plan”, e.g., keep South of a certain drainage.
3. After 1st Day
 - a. Structural assessment – e.g. number salvageable with 3 days prep
 - b. Incident split into 3 segments called divisions with a division supervisor assigned to each. Generally start with three divisions, but depending on complexity/size could expand into more.
 - c. Everything “Open” first day; division status consists of following states
 - i. Open
 - ii. Contained
 - iii. Controlled

- iv. Unstaffed
- v. Patrol

THE TERMS CONTAINED /CONTROLLED REALLY APPLY TO THE FIRE IN GENERAL. TO USE THEM IN THIS CONTEXT WILL BE CONFUSING. AS WE ARE WORKING A FIRE WE ARE EITHER ACTIVELY WORKING TO ESTABLISH CONTAINMENT LINES OR BARRIERS, MOPPING UP TO SECURE THOSE LINES, OCCASSIONALLY PATROLLING TO ENSURE THEY ARE SECURE, OR DEFERRING ACTION ON THEM UNTIL HIGHER PRIORITY DIVISIONS ARE ADDRESSED.

Question: What is the steady state role after first day?

Answer:

1. What's needed, i.e., what we've got and resources needed. If there is more than one incident concurrent in the same area, we figure out how to share the available resources
2. Chief takes back to planning people resource requirements for next day. May have to determine what kind of logistics are necessary to support the plans.
3. Asked to plan 3 and 4 days in advance, but dependent on
 - a. Weather
 - b. Priority of division

Question: What activities involved in DeMob?

Answer: This is a DeMob to Type III

1. Typically 1 Operations person to take over (1 local Incident Chief)
2. Takes a day to transition with the Type III Operations Chief
3. Type III logistics
4. We identify what we think would be suitable resources to handle incident. Sometimes, Type III organization thinks differentl. Purpose to ensure we retain sufficient resources fo finish incident

Question: What are the kinds of measures that say you're doing a good job?

Answer: The real measure is that no one gets hurt and everyone comes home at the end of the day.

Issues and Suggestions:

1. Support (tools) to help plan more in advance
2. "Pre-Order" for Operations, i.e., number of crews, engines ...
3. Issue: Clash between needs today and 2-3 day ordering pipeline (always need to over order)