

Incident Based Automation, IBA, System
Business Process Modeling, Interview
Logistics Section Chief
Rex Alford
Type 1
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Interview Notes by Smith Young, IBM Senior I/T Architect

NOTE: See interviewer questions at bottom based on interview write-up. Answer to be provided for finalization of interview notes.

Question: What are the initial process steps for the Logistics Section Chief?

Answer:

1. Everything starts with an Incident request (Dispatch role described in detail below).
2. Logistics is responsible for communicating to team members, via other section chiefs, resources on order, enroute or at incident and about non-tactical resources and plans for incident support.
 - a. What's on the incident (inventory)
 - b. What's on the way (pipeline)
 - c. Plans for incident support i.e. ICP and Incident Base
3. Logistics Section Chief projects additional support needs based on current requests and initial order

Question: What are the process steps for the Logistics Section Chief upon arriving at an incident?

Answer:

1. Check the status of requests
2. Make additional requests based on need and input from other section chiefs.
3. Organize initial camp setup
 - a. Determine locations for sleeping, eating, sanitary facilities, laundry, etc
 - b. Determine whether enough supplies
 - c. Anticipate future logistical support needs.
4. Ordering reports to Supply which is under Logistics (Security Medical, Facilities, Ground Support. Communications, Supply and Food Unit are under Logistics)

Question: What are the relationships between Logistics and other sections during an incident?

Answer:

1. The Logistics organization is spread throughout the Incident command post and the Incident Base (often co located).
2. Most of the face-to-face time for the Logistics Section Chief is with Plans and Operations Finance, Incident Commander and Safety. Singularly or severally in and outside of regularly scheduled meetings.

Question: What would be the impact without good communication, i.e., if communication were poorly executed?

Answer: Good communication is critical. Without it, for example, Planning could finish an initial plan whereby Logistics might not contribute and then the problems would be exposed at the “Daily Planning Session” when Logistics would determine that the plan can’t be supported with current supplies, transportation, food, sanitation and Logistics Support personnel currently available on the incident. “Logistics gets the resources to camp and supports them to maintain their effectiveness for operations.”

Question: What is a scenario about the way good communication is supposed to work, for example, when ordering 5 more crews?

Answer:

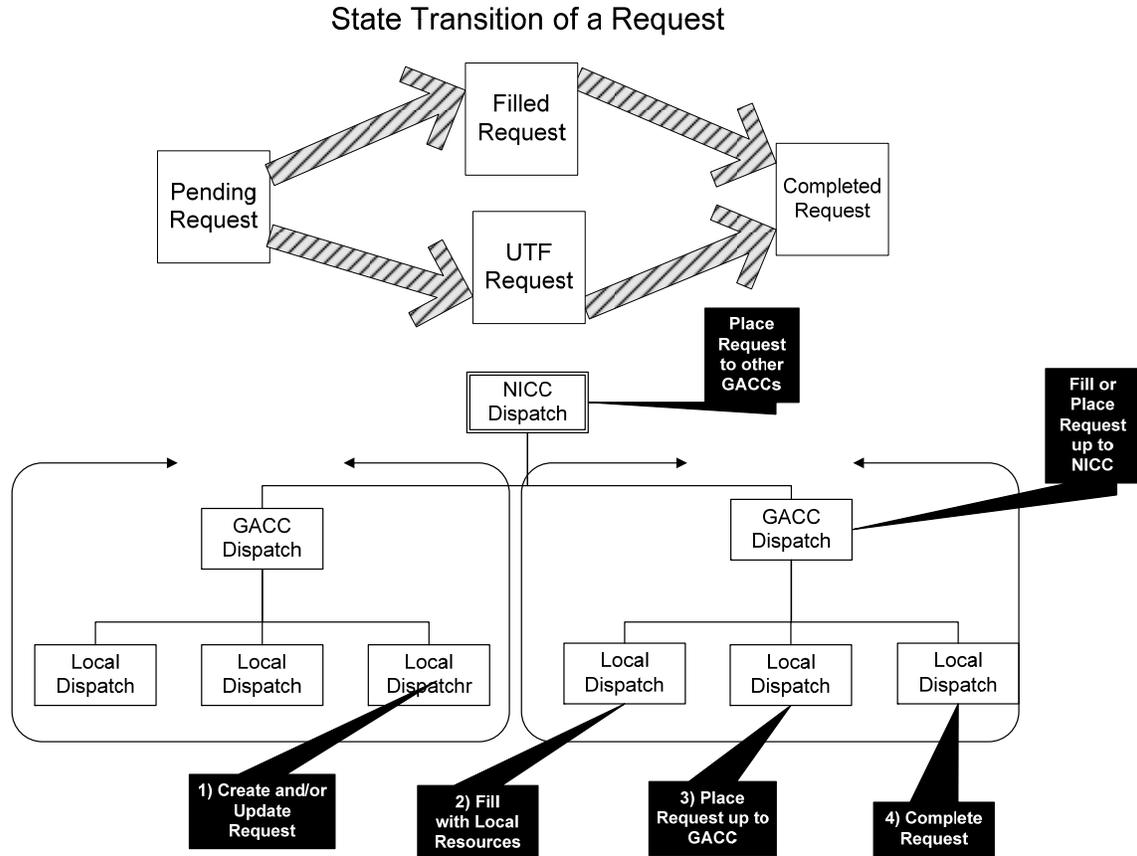
1. After the “Daily Planning Session” a general message is sent to the Ordering Unit
2. 5 individual Crew Orders are developed
 - a. Planning knows what’s on site with regard to both tactical and non-tactical (infrastructure)
 - b. Logistics knows what’s on the way for everything ordered and whether there are adequate resources to support them.

Recommendations and Issues:

1. Accuracy of inventory
 - a. Required to know what can be supported and to identify potential needs.
 - b. Inaccuracy becomes a safety issue
2. Connectivity and bandwidth for ROSS
 - a. Needed for the creation of requests and for ordering
 - b. Real time planning
 - c. Bandwidth competing with SNAP
3. Wireless network capability to relieve the overhead for installation maintenance and disposal of wire lines.

Other: Information Provided about Dispatcher Organization Hierarchy and Request Handling

Note: Incidents are usually created at the third tier level for most incidents. Few incidents are created at the NICC and GACC level.



*UTF: “Unable To Fill”

Dispatch is involved in every single request for incidents that they support. On a large incident, ROSS is the primary mechanism to manage and fill requests. “If it isn’t put through ROSS, it isn’t going to be filled.” ROSS is set-up to take the request and then either fill it over time or not, in which case the status is Deleted, Canceled or Cancel UTF. The “completed” state includes all of those end state conditions and is the end of the request life-cycle.

Dispatch is the “cradle to grave” process for a resource: they take the request, fill the request, and completes the request by getting that resource demobilized and back home. Except for certain supply requests which are fill close and are fully tracked by the National Cache System. The Incident Logistics is an integral part of the Cache tracking system and would be greatly enhanced by an automated integrated system.

Questions:

1. Are there particular forms used by the Logistics Section Chief for making requests?
General Message forms and Resource Order forms as appropriate to the situation.
The Resource Ordering and Statusing System can substitute for the Resource Ordering form as connectivity allows.