



**California Deployment of the Next Generation
Incident Command System (NICS)
as
Situation Awareness & Collaboration Tool
(SCOUT)**

Transition Workshop
March 7 & 10, 2016

Welcome & Transition Working Group Introductions

9:00am – 9:30am

Welcome & Introductions

- Opening Remarks
- Project Background and Purpose

9:30am - 11:30am

Concept of Operations

- Overview
- CAL FIRE Operations
- Cal OES Operations
- Local Government Operations

11:30am - 12:00pm

Platform Management & Governance

12:00pm - 1:00pm

Lunch

1:00pm - 1:45pm

Transition Plan

- Onboarding & Registration
- Transition Process & Timeline

1:45pm - 2:30pm

Agency Administrator Training

2:30pm - 3:00pm

Q&A Panel

Opening Remarks

Kim Zagaris

State Fire & Rescue Chief

Background

2010 NICS developed by MIT LL in collaboration with California, supported by DHS S&T funding

2010 to 2015 California pilot agencies use NICS on over 300 incidents in CA

May 2015 Cal OES & CAL FIRE announce transition of NICS to a fully operational tool for tactical response operations.

July 2015 Cal OES establishes NICS Transition Working Group

April 2016 OES to launch SCOUT

Transition Project's Goal

Transfer all components of the existing NICS system environment to California ownership and management—without disrupting availability of NICS for existing user base—and develop sustaining program services.

Situation Awareness & Collaboration Tool

Situation awareness & **CO**llaboration **T**ool

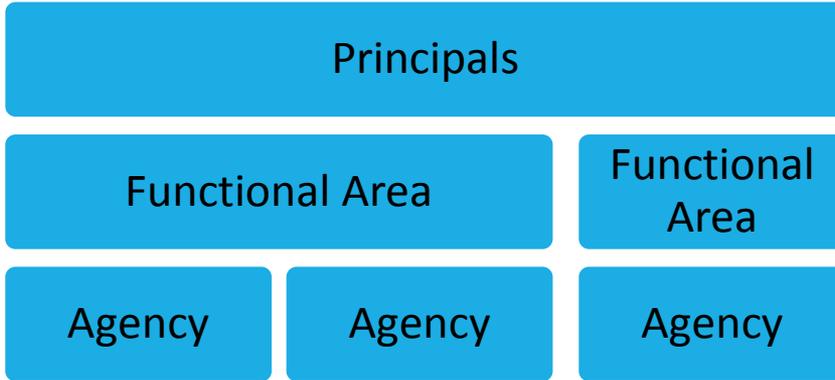
SCOuT

SCOUT Mission

To provide an information sharing environment to facilitate operational and tactical collaboration among California emergency responders on small to extreme scale incidents—such as natural disasters, technological hazards, and homeland security incidents—and foster interagency situational awareness for local, tribal, state, federal and non-governmental partners with a public safety nexus.

Operational & Technical Support Plan

Operational Structure



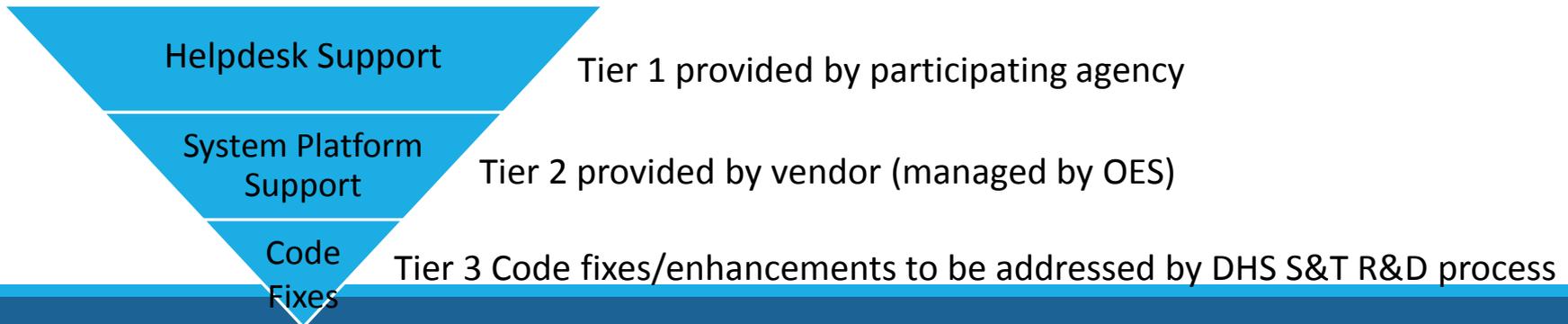
State Agency Regional Staff

Local Agencies or State Agency Field Units

Principal Executives & Admins responsible for SCOUT strategy, platform management, operational coordination, sponsorship approval, and developing Administrator training.

Functional Area Admins responsible for Participating Agency management, training, coordination and support.

Agency Admins responsible for user account set up, user training and user helpdesk support.

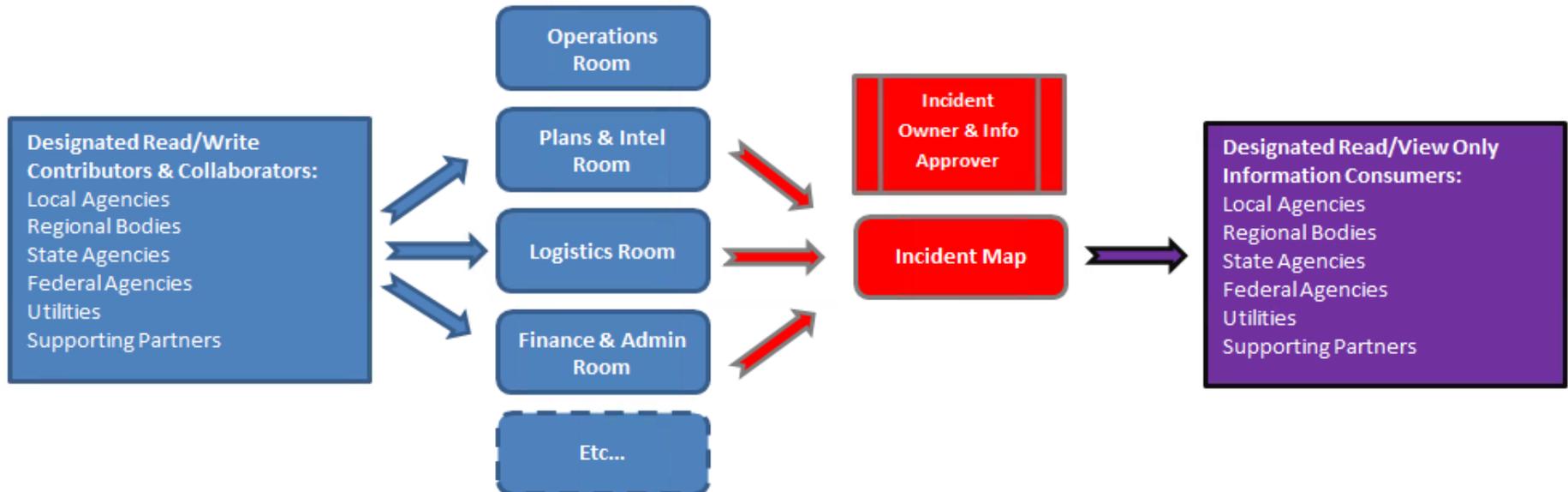


Concept of Operations

The purpose of the ConOps is to provide guidance to users on operational use of SCOUT at the field, municipal, operational area, region and state levels of emergency management within California in accordance with ICS/SEMS/NIMS policy standards.

Operational Workflow

- Incident Commander or Agency Duty Officer directs creation of “Incident” in SCOUT. **Note: Agencies own agency-specific SCOUT SOPs.**
- Supporting agencies create “Collaboration Rooms,” as needed, based on pre-defined themes.
- Incident Command reviews and approves information from Collaboration Rooms for inclusion on the single, common Incident Map.
- **Incident Map** provides shared situational awareness among all collaborators and read/view only consumers within supporting agencies.
 - **Collaboration Rooms** provide shared situational awareness among theme-specific communities or functions, i.e. agencies coordinating public evacuations.





Kevin Guerrero

Staff Chief, Fire Protection Operations

Operational Procedures – **CAL FIRE**

How Will SCOUT Be Administered By CAL FIRE

- CAL FIRE Subject Matter Experts who have played an integral role to date, and continue to do so:
 - Chief Marc Hafner (TUU)
 - Chief Kevin Guerrero (FPP)
 - Chief Chris Starnes (FPP)
 - Chief Todd Williams (RRU)
 - Chief Dustin Hail (FKU)
 - Chief Buddy Bloxham (BEU)
 - Chief Josh Taylor (SLU)
 - Captain Greg Alex (SLU)

How Will SCOUT Be Administered By CAL FIRE

- A SCOUT Ad Hoc has been established to continue defining policy, procedures, roles, responsibilities, and SCOUT's operational use.
- The Ad Hoc has been made up of the following personnel:
 - CNR – Chief **Dan Dennett** and Chief **John Erwin**
 - CSR – Chief **Ron Arbo** and Chief **Dan Johnson**. Chief Johnson will fill the role until the FIRESCOPE position is filled at which time the FIRESCOPE position will assume the role
 - Fire Protection Program – Chief **Chris Starnes** and Chief **Kevin Guerrero**
 - SMEs including those identified above and others as the department progresses

Operational Procedures – **CAL FIRE**

How Will SCOUT Be Administered By CAL FIRE

- CAL FIRE SCOUT administration structure in addition to the Ad Hoc:
 - **Principle Executive**
 - **Director Pimlott** or designee (Deputy Director/Region Chiefs)
 - Position represents leads the agency
 - Will represent agency on governance board
 - Will approve or deny non-governmental and non-emergency response agencies who request sponsorship through CAL FIRE
 - **Principle Administrator**
 - Assistant Deputy Director, **Joe Tyler**
 - Fire Protection Operations Chief, **Kevin Guerrero**
 - Responsible for SCOUT strategy, program management, operational coordination to Regions and Programs, and Functional Area Administrator training
 - Reports to Principal Executive
 - Collaborates with Cal OES representatives

How Will SCOUT Be Administered By CAL FIRE

- Functional Area Administrators
 - **DC Ron Arbo** and **DC Dan Johnson** (until FIRESCOPE position filled)
 - **BC Dan Dennett** and **BC John Erwin**
 - Responsible for Region level SCOUT management, Region to Unit coordination, support to Unit Administrators
 - Active participants in Ad Hoc Group
 - Prepares written recommendation for program improvement
 - Presents information and training to Units and Unit Administrators
- Agency/Unit Administrators
 - Responsible for user account set up, unit level training, unit level help desk type support prior to any escalation to Functional Area Administrators at Region
 - Actively monitors SCOUT success and improvements
 - Prepares written correspondence to Functional Area Administrators for program improvement

How Will SCOUT Be Administered By CAL FIRE

- CAL FIRE SCOUT User
 - Responsible for input of information into the program
 - Responsible to maintain personal user account and password information
 - Responsible to audit and provide feedback to Unit Administrators for program improvement

How Will SCOUT Be Used By CAL FIRE

- Throughout NICS, and in the transition to SCOUT, CAL FIRE has provided no specific departmental direction for the use of NICS. Likewise, while the SCOUT Ad Hoc and SMEs work through their established goals and objectives, CAL FIRE will not mandate the use of SCOUT, but will encourage its use for those trained to do so.
- Upon establishment of the Ad Hoc goals and objectives further information will be forthcoming including policies, procedures, Intel submission

How Will SCOUT Be Used By CAL FIRE

- The Ad Hoc and Functional Region Administrators will be actively reaching out to units to identify experienced NICS Version 5 users who have time and are willing to enter the SCOUT system for User Acceptance Testing during the last two weeks of March
 - Specifically March 17 – 29, 2016
 - The goal would be to have at least five experienced users per Unit
 - Experienced users are those with a working knowledge of NICS with current user names and passwords
 - Once User Acceptance Testing is completed, the remainder of CAL FIRE users will be transitioned automatically

SCOUT Transition Particulars

- Responsibilities of the SCOUT Ad Hoc and Subject Matter Experts moving forward:
 - Identify CAL FIRE Handbook sections that Intel and more specifically, SCOUT, shall be defined in
 - Establish administrative and operational policies for the effective and efficient use of SCOUT as a department-wide tool
 - Establish and maintain a SCOUT User Procedures Manual for consistent use across CAL FIRE
 - Identify and draft training curriculum that can be loaded into Target Solutions and placed on the CAL FIRE intranet

SCOUT Transition Particulars

- Identify and maintain at least two CAL FIRE personnel in each of the following SCOUT positions:
 - Principal Executives
 - Principal Administrators
 - Functional Area Region/Program Administrators (two per region/program minimum)
 - Agency/Unit Administrators (two per unit minimum)
- Identify problems and collaborate with CalOES to update and revise SCOUT software for CAL FIRE use
- Provide a method for obtaining, evaluating, and implementing proposals from the field in a timely fashion
- Establish an unbiased forum for review and discussion of statewide SCOUT concerns
- Monitor costs and collaborate with CalOES on cost modeling, saving and efficient measures for continued use of SCOUT by CAL FIRE
- Ad Hoc will work with Information Technology on any concerns they may have regarding the software application and hardware stability when operated in vehicles

SCOUT Transition Particulars

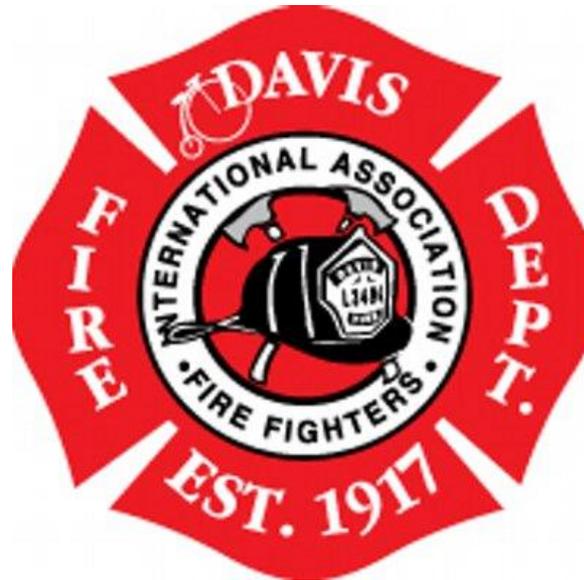
- The SCOUT operating platform is through Amazon Web Services; a “pay to play” service. The CAL FIRE Ad Hoc will need to evaluate SCOUT operating costs and cost modeling within the first year of service. Considerations include:
 - How may costs be applied to the CAL FIRE 3800, Incident Fiscal Handbook
 - How to identify State Mission SRA wildland fire incidents, or incidents in which CAL FIRE has been mission tasked
 - How to identify SRA incidents on Federal DPA for inclusion as needed
 - How to identify and apply costs associated with non-State Mission Local Cooperative Fire Protection Agreement incidents
- Questions can be forwarded to respective Region or Program contacts
- Personnel interested to assisting the Ad Hoc as a SME are encouraged to advise of their interest through the chain of command.



- Situational Awareness tool
 - One of many tools we use to determine needs around the State
 - SCOUT was used a couple of times in 2015 to assist in the **FMAG (Chief Gigliotti)** process.
- Administration of SCOUT by Region Assistant Chief's
 - As functional Administrators for Local Government the Assistant Chief's for each OES Region will assist in phase 2 to collaborate in assisting new Agencies to begin using SCOUT.
 - They will assist in identifying training and support participating Local Government Agency Administrators

Gary Humphrey

Assistant Fire Chief Region IV



Jesse Hodorowski

Firefighter II

FIRESCOPE Emerging Technologies Committee Member

Local Gov't slides removed due to sensitive incident information

How SCOUT can be administered by your agency

Establish the “right” Agency Administrator

- Qualifications vs. Rank
- Available discretionary time

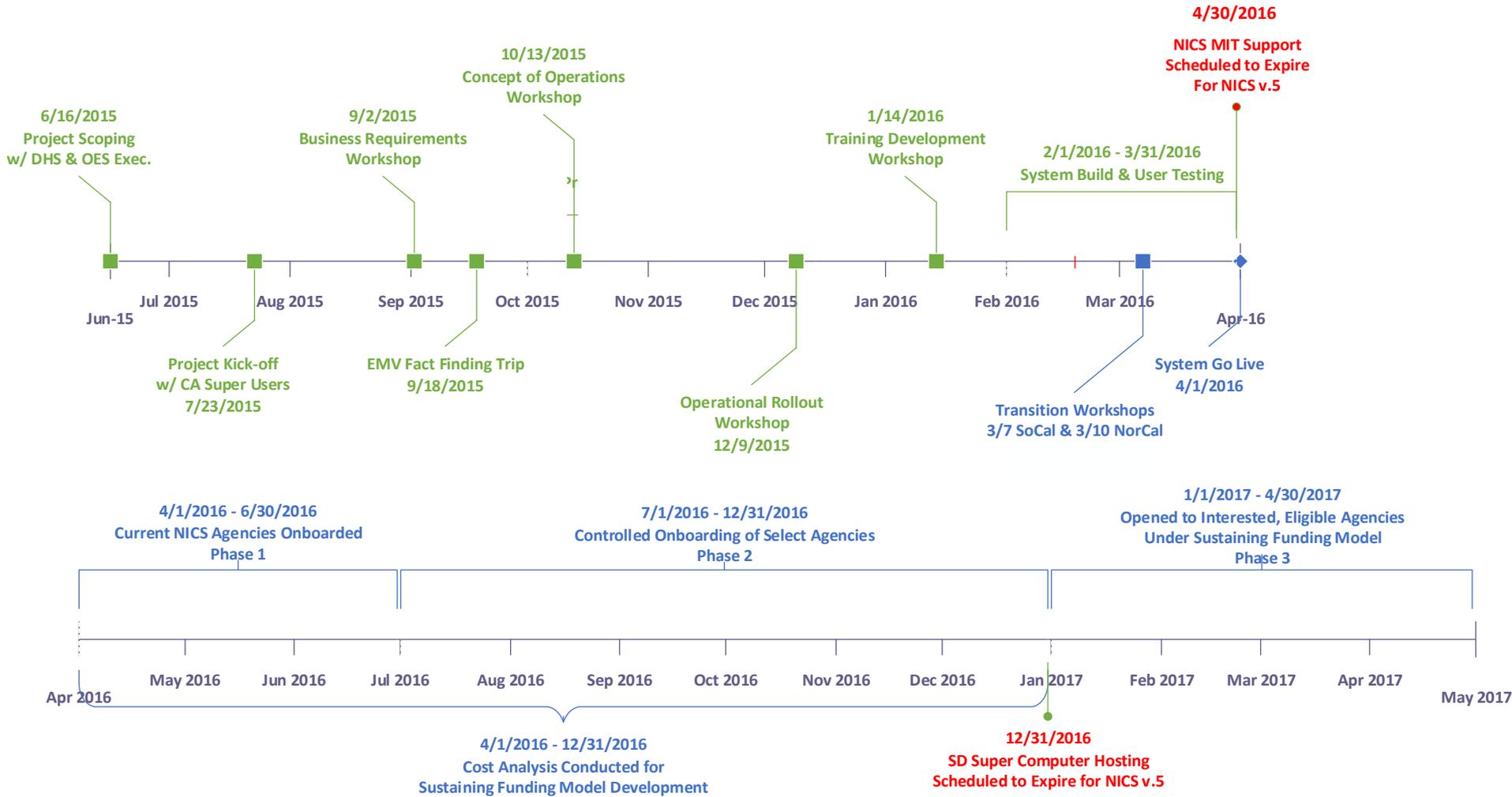
Develop internal SME team

- Train-the-Trainer

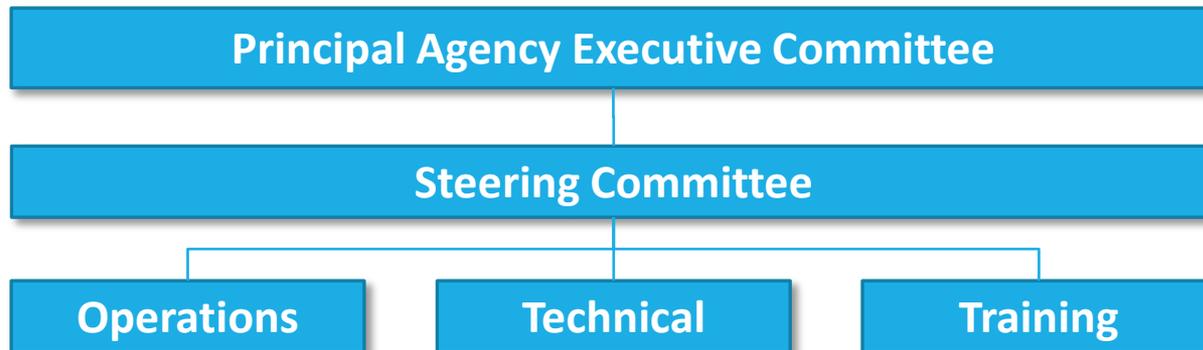
Deployment Levels

- Key Municipal Staff/Leadership
- EOC Members
- Public Safety and Service Departments
- Fire Dept’s: Staff, Division, Battalion, Company Officers
- Cooperating and Assisting NGO Agencies

California Deployment Timeline



California SCOUT Governance (conceptual)



Platform Management

Cal OES will be lead agency on platform development, management & maintenance.

- Lead coordination with DHS S&T and State of Victoria on platform development.
- Manage contract services for platform development, maintenance & support.



Principal Agency Commitments

Principal Executives determine SCOUT vision, strategic goals and sustainable funding model.

Principal Agency's SCOUT Administrator oversees operational use of SCOUT for principal agency and supports use of SCOUT in downstream agencies and/or units, including:

- Optimization of SCOUT usage to achieve operational efficiencies and effectiveness.
- Develop and maintain operational policy and internal standard operating procedures.
- Develop and conduct Functional Area Administrator Training.
- Coordinate Functional Area Administrators to maintain operational synchronization & consistency.
- Review for approval local agency/unit sponsorship of NGOs.

Cal OES's Additional Commitment:

- Manage contract services for platform development, maintenance & support.
- Lead coordination of Principal Agencies' SCOUT Administrators.
- Fiscal agent for participation fees based on sustainable funding model.

Administrator Roles

Principal Agency Executive Committee

Cal OES Response Section = Principal Administrator

- Manages Contract Services
- Coordinates program, implements policies and internal procedures

Cal OES Region Chiefs = Functional Area Administrators

- Approve, train & support participating agencies' Administrators

LG Fire Agency designates an Agency Administrator

- Approves, trains and supports agency users
- Provides Helpdesk Tier 1 Support to user base
- Manages internal agency procedures

CAL FIRE Fire Protection = Principal Administrator

- Coordinates program, implements policies and internal procedures

CAL FIRE North/South Regions Designated Chiefs = Functional Area Administrators

- Approve, train & support Unit Administrators

CAL FIRE Unit Chief designates an Agency Administrator

- Approves, trains and supports unit users
- Provides Helpdesk Tier 1 Support to user base

Non-governmental Organizations (NGOs)

NGOs will require sponsorship from a local agency/field unit.

Prerequisites

- NGO has a nexus to public safety, e.g. American Red Cross, Utilities, etc...
- Local Agency assumes responsibility for managing NGO's Admin and/or Users.

Sponsorship Approval Process

- NGO requests/offered sponsorship by Local Agency/Field Unit.
- Local Agency/Field Unit approves sponsorship and escalates to Functional Area Administrator.
- Functional Area Administrator reviews requests and escalates to Principal Administrator.
- Principle Administrator reviews for final approval.

Current request process is via email. Formal process is being developed for Phase 2.

Transition Plan

3 Phase Rollout

Phase 1 – April 2016

Existing “Orgs” in NICS v.5

Agency must attend Transition Workshop to qualify for Phase 1.

Agency must designate an Agency Administrator to handle user set up, training and support.

Phase 2 – Summer 2016

Existing “Orgs” from NICS v.5 who did not attend a workshop will be invited to transition to SCOUT.

Select “new” agencies will be invited to participate in SCOUT.

Agencies must complete all Onboarding procedures & training.

Phase 3 - 2017

After Sustaining Funding Model complete, open SCOUT enrollment to **all interested and eligible agencies.**

Transition to next phase will be based on system performance & stability of operational support.

Onboarding & Registration Process

Phase 1 (April 2016)

- Phase 1 Checklist
- Delayed Paperwork Submissions: expect final agreement paperwork to be available in late Spring

Phase 2 and beyond (summer 2016)

- Completion of Onboarding & Registration Paperwork
- Agency & User Agreements

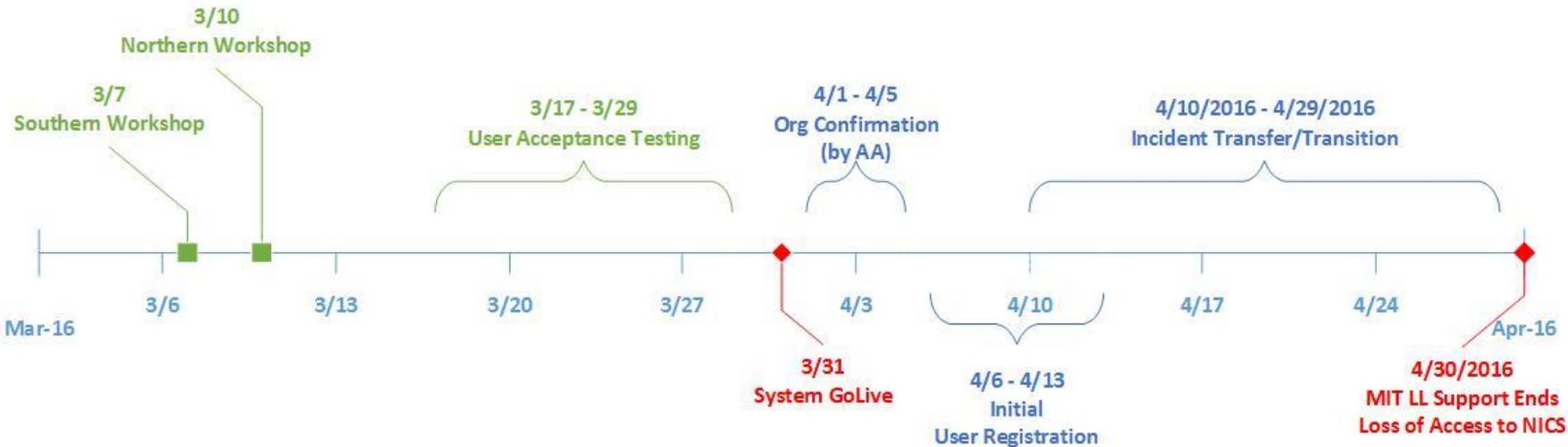
Paperwork Required (eventually)

- Complete an Agency Agreement
- Designate an Agency Administrator
- Complete Administrator Training
- Maintain signed User Agreements for each user

Expectations of Everyone

- Read and understand SCOUT Concept of Operations
- Establish Agency SOPs
- Train agency users
- Stay up to date on statewide SCOUT program

Phase 1 Transition Timeline



Agency Administrator Transition Tasks

- Read and understand SCOUT of Operations.
- Confirm “Org” account details: name, address, email distribution list, etc...
- Direct Agency Users to register in SCOUT. (**Tip:** compare NICS user list to SCOUT user list)
- “Enable” Agency Users.
- Manage “Active Incident” Transfer. (no active incidents, no action needed)
- Train “New-to-SCOUT” users.

Archived Incidents

- Will be transitioned once all active incidents in NICS v.5 are archived at the end of April.

Active Incidents

- Archive all non-active incidents immediately!
- Incidents with expected completion dates before 4/30/16 -> Finish in NICS v.5
- Active Incidents ongoing past 4/30/16 will need to be duplicated in SCOUT.

Archive non-active Incidents immediately.

Do not create any new incidents in NICS v5. after March 31.

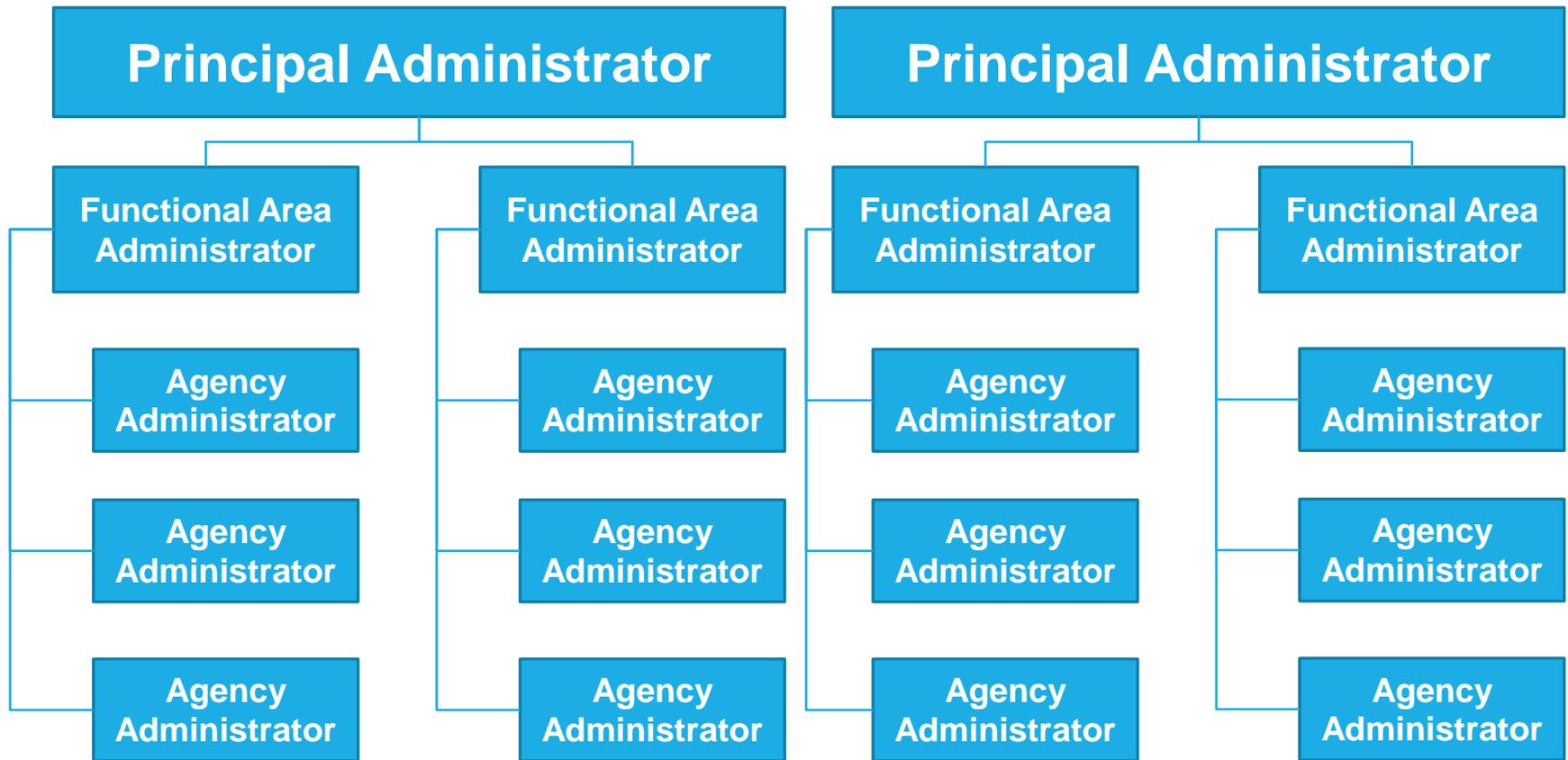
How to administer Participating Agencies in SCOUT

Q & A Panel

Transition Working Group

Backup Slides

Administrator Roles & Responsibilities



Principal Executives & Admins responsible for SCOUT strategy, platform management, operational coordination and Administrator training.

Functional Area Admins responsible for Participating Agency management, coordination and support.

Agency Admins responsible for agency SOP, user account set up, user training and user helpdesk support.

Opening Remarks

Dan Bout

Assistant Director of Response

Cal OES

Operational Procedures - CALFIRE



Joe Tyler

Assistant Deputy Director of Fire Protection Operations



Dave Schloss
Division Chief

Operational Procedures – Cal OES



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John Clary

Assistant Fire Chief Region II