

## First Product

- x Region (Remote)
- x Mission (Observe (Request Additional Mission), Transport)
- x Witness (Anonymous)
- x External Resources (Camera Surveillance, Hospital Services)

### Scenario SC01: Capture Witness Report

**Description:** This scenario allows a crisis analyst (the coordinator) to create a crisis record (here, a car crash record) based on the information obtained from witnesses. **Note:** This scenario might be customized according to the witness and external resources features. In this case, this scenario considers anonymous witness and camera surveillance as external resource.

User Action	System Response
Coordinator informs location and type of crisis as reported by the witness.	CMS (Crisis Management System) provides Coordinator with a crisis-focused checklist.
Coordinator provides crisis information to CMS as reported by the witness.	CMS assigns an initial emergency level to the crisis and sets the crisis status to active.
Coordinator request visual information from CMS.	CMS requests video feed from Surveillance System
-	Surveillance System starts sending video feed to CMS.
-	CMS starts displaying video feed for Coordinator.
-	CMS recommends to Coordinator the missions (Observe, Transport) that are to be executed based on the current information about the crisis and available resources.
Coordinator selects one or more missions recommended by the system.	For each selected mission, the CMS assigns internal and external resources so as to properly solve the crisis.

### Scenario SC02: Execute observer mission

**Description:** After a previous assignment, this scenario allows an (local site) Observer to monitor the situation at the crisis site and to notify the CMS any relevant information related to the crisis. **Note:** This scenario might be configured according to the Observer capability of requesting additional missions.

User Action	System Response
Observer notifies the CMS his (her) arrival at the mission location.	CMS sends a crisis-specific checklist to Observer.
Observer feeds CMS with additional crisis information.	CMS reports the information to the system's coordinator.
-	CMS suggests crisis-specific missions to Observer.

For each mission he (she) wants to create, the observer selects one of the suggested missions.	CMS sends a mission-specific information request to Observer.
Observer sends mission-specific information to CMS.	CMS acknowledges the mission creation to Observer.
-	After being notified by each specific mission, CMS informs Observer that all additional missions were completed successfully.
Observer judges that his (her) presence is no longer needed at the crisis location and request the CMS to finish the corresponding mission.	CMS finishes the observer mission.
-	CMS updates the log file. registering all relevant actions performed for concluding this mission.
-	CMS updates the statistics data about crisis handling.

### Scenario SC03: Execute transport mission

**Description:** After a previous assignment, this scenario allows the crisis analyst to monitor the process of transporting possible victims of the car crash. **Note:** Depending on the region (local or remote) the transport can be either by helicopter or by ambulance.

User Action	System Response
The <b>External Transport Manager</b> acknowledges the mission assignment to the CMS.	CMS sends detailed information about the crisis location to the Transport Manager.
-	CMS request transport data (such as estimated time of arrival and helicopter identification) to the Transport Manager.
The External Transport Manager fills in the requested data.	CMS updates the crisis data and notifies the Coordinator.
-	CMS interacts with the Hospital External System, requesting an appropriate hospital for receiving the victims.
-	CMS recommends to the Coordinator the list of suitable hospitals.
Based on his (her) experience, coordinator selects one of the recommended hospitals.	CMS interacts with the Hospital External System, informing that all possible victims of the accident will be sent to the selected hospital.
-	After receiving a notification of the Hospital External System, CMS notifies the Coordinator that the victims had arrived at the hospital.

The coordinator request the CMS to finish the corresponding mission.	CMS finishes the transporting mission.
-	CMS updates the log file. registering all relevant actions performed for concluding this mission.
-	CMS updates the statistics data about crisis handling.

## Second Product

- x Region (Local)
- x Mission (Observe, Rescue, Transport)
- x Witness (Registered)
- x External Resources (Hospital Services)

### Scenario SC01: Capture Witness Report

**Description:** This scenario allows a crisis analyst (the coordinator) to create a crisis (here, a car crash) record based on the information obtained from witness. **Note:** This scenario might be customized according to witness and external resources features. In this case, this scenario considers **registered witness** and **does not consider camera surveillance**.

User Action	System Response
Coordinator informs location and type of crisis as reported by the witness.	CMS (Crisis Management System) provides Coordinator with a crisis-focused checklist.
Coordinator provides crisis information to CMS as reported by the witness.	CMS assigns an initial emergency level to the crisis and sets the crisis status to active.
-	CMS requests the witness data (name, residence and phone)
Coordinator fills in the requested data.	CMS contacts Phone Company to verify witness information.
-	CMS validates information received from the Phone Company. This scenario proceeds only if the witness information is correct.
-	CMS update the crisis information by providing witness data.
-	CMS recommends to Coordinator the missions (Observe, Rescue, Transport) that are to be executed based on the current information about the crisis and available resources.
Coordinator selects one or more missions recommended by the system.	For each selected mission, the CMS assigns internal and external resources so as to properly solve the crisis.

### Scenario SC02: Execute observer mission

**Description:** After a previous assignment, this scenario allows an (local site) Observer to monitor the situation at the crisis site and to notify the System any relevant information related to the crisis. **Note:** This scenario might be configured according to the Observer capability of requesting additional missions. Besides that, this capability is not selected in this product.

User Action	System Response
Observer notifies the CMS his (her) arrival at the mission location.	CMS sends a crisis-specific checklist to Observer.

Observer feeds CMS with additional crisis information.	CMS reports the information to the system coordinator.
Observer judges that his (her) presence is no longer needed at the crisis location and request the System to finish the corresponding mission.	CMS finishes the observer mission.
-	CMS updates the log file. registering all relevant actions performed for concluding this mission.
-	CMS updates the statistics data about crisis handling.

### Scenario SC03: Execute transport mission

**Description:** After a previous assignment, this scenario allows the crisis analyst to monitor the process of transporting possible victims of the car crash. **Note:** Depending on the region (local or remote) the transport can be either by helicopter or by ambulance.

User Action	System Response
The Transporting Leader acknowledges the mission assignment to the CMS.	CMS presents the list of available ambulances to the Transporting Leader. Detailed data of the ambulances (equipment, current location, distance to the car crash site, etc.) have to be presented.
The transporting leader selects one or more of the available ambulances.	CMS places a radio voice message to the corresponding ambulance drivers.
-	CMS waits until each ambulance driver informs the estimated time of arrival.
-	CMS interacts with the Hospital External System, requesting an appropriate hospital for receiving the victims.
-	CMS recommends to Coordinator the list of suitable hospitals.
Based on his (her) experience, coordinator selects one of the hospitals.	CMS interacts with the Hospital External System, informing that all possible victims of the accident will be sent to the selected hospital.
-	After receiving a notification of the Hospital External System, CMS notifies the Coordinator that the victims had arrived at the hospital.
The coordinator request the CMS to finish the corresponding mission.	CMS finishes the transporting mission.
-	CMS updates the log file. registering all relevant actions performed for concluding this mission.
-	CMS updates the statistics data about crisis handling.

**Scenario SC04:** Execute rescue mission

**Description:** After a previous assignment, this scenario allows the crisis analyst to monitor the process of first aid procedures.

User Action	System Response
The First Aid Leader acknowledges the mission assignment to the CMS.	CMS presents detailed information (possible number of victims, location, transporting data) about the car crash.
-	CMS presents a list of first aid collaborators that are present.
The First Aid Leader selects one or more collaborators to send to the car crash location.	CMS sends a beep message to the selected collaborators.
-	CMS request transporting for bring the selected collaborators to the car crash location.
At the car crash location, the First Aid Leader informs each medical procedure that had been taken at the car crash location.	CMS reports the information to the system coordinator.
The First Aid Leader the CMS to finish the corresponding mission.	CMS finishes the rescue mission.
-	CMS updates the log file. registering all relevant actions performed for concluding this mission.
-	CMS updates the statistics data about crisis handling.