

Emergency Response - Data Management

Aim

1. Allow the efficient management of consistent and reliable data throughout an emergency response
2. Provide all response rostered staff a known and clear pathway to request changes to the MAX case management system.

MAX Data Management

The Management of existing and incoming data within the MAX production environment during a response is the responsibility of the Planning functional unit, Intelligence.

Data will be managed to adhere to MAX Data Entry Standards. The Primary focus is to ensure duplicate cases are removed (by the intelligence team) and the following fields are complete in each response:

- Case Status
- Control Centre
- Assignment (Planning/Ops)

If MAX data is identified as requiring cleansing, a request must be made via Planning to Intelligence for these activities to be carried out. This will assist with resource planning and ensure that checks are conducted and standards are adhered to. Response staff must not undertake data cleansing activities unless requested by SCC Intelligence to do so.

Identified MAX Changes – mid response

Process

If a format or functionality change to MAX is identified during a response, the following process should be followed:

1. Document the change required, including:
 - a. Screenshots of the current layout with arrows pointing to fields or areas that require change
 - b. Description of what is to be changed (using correct names of fields)
 - c. Explain why the change is required and the outcome you are trying to achieve
 - d. What will happen if the change does not go ahead
 - e. Urgency ie the date and time the change is required
2. Forward the change to the Officer in charge of your functional area ie Operations Officer for their endorsement
3. Forward the endorsed change request to SCC Intelligence (via Planning) for consideration.

What happens next

SCC Intelligence & Biosecurity Systems will review the request and provide their recommendation to the Planning Officer. The recommendation may be one of the following outcomes:

Approval

Any change deemed legitimate and beneficial for the response by Intelligence will need to undergo further approval by the following panel at SCC:

SCC Planning	SCC Planning	SCC Operations	LCC Planning	SCC Planning
Intelligence Team Leader	Planning Officer or delegate	Operations Officer	MAX Technical Specialist	Mapping GIS Officer

Once the panel decides, Intelligence will provide the requestor with one of the following outcomes:

1. The change is legitimately required and will be completed at the time requested
2. The change is legitimately required and will be completed during the next scheduled change/upgrade (date and time will be supplied)
3. The change may be deemed non urgent or “like to have” and will be added to a post response update list
4. The change may be deemed not legitimately required and an alternate or correct existing method will be given

Where deemed appropriate or change has a significant impact on the response, the Planning Officer will discuss changes with the Incident Controller prior to approval of the change being made.

Scheduled Changes

During each response, the MAX Technical Specialist will establish a timetable for regular MAX maintenance or changes, and this will be communicated with all functions. Any changes will generally occur outside of peak usage times.

Changes that are deemed urgent and immediate can be scheduled outside of the regular timetable but will require further approval from the SCC Incident Controller.

Safety

Any scheduled change will be tested in the MAX development environment before being deployed into MAX production. Regression testing must be conducted after each scheduled change, undertaken by SCC Intelligence with guidance from the MAX Technical Specialist.

Communication

Following a change and successful regression testing, the change, its effects on MAX and any process changes will be communicated across the response via each function lead.