

# 330.04 - CodeRed

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Description: Enabling disaster first response teams to act quickly through Salesforce

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## Scenario

Climate Change is real, and the United Nations have established the disaster relief organization “CodeRed” to support the 2nd and 3rd world’s communities urgently in need after a disaster has struck. Their focus is to restore the critical infrastructure needed for larger rescue organizations to operate.

“CodeRed” has selected Salesforce as their system of choice to support their operation’s highly agile nature. With approximately annually over 250 missions ranging from wildfires, floods, blizzards, earthquakes, they are employing a team of over 3000 permanent staff in 3 regional headquarters around the globe. Depending on the mission, they coordinate additional resources from other organizations such as Doctors Without Borders, rescue dog squads, and many others.

- **Mission Lead (ML)** - 300 mission leads are responsible for missions, 150 are working in the field, 150 coordinate from the regional headquarter.
- **Field Operative (FO)** - work in the field and report to mission leads.
- **Disaster Support Agent (DSA)** - A team of 750 DMAs is responsible for coordinating information from different agencies, systems, doing ad-hoc research, and relay information to field agents. DMA teams are working 24/7 in the HQs and are overseen by 75 DMA team leads.
- **Supply Chain Coordinator (SCC)** - 500 supply chain experts are responsible for getting field teams the necessary resources to operate - from helicopters to generators to food supplies.

CodeRed uses the following systems:

- **The Mule** - CargoNet is a SOAP-based system to organize large shipments through authorized carriers of the UN. From chartering entire planes to express delivery of critical equipment, agencies can arrange shipping at fixed rates. CargoNet also provides a tracking option for each shipment, including geoinformation and the expected delivery date.
- **The Rolodex** - The UN has recently switched from Siebel to Salesforce for their global database of vetted contractors and suppliers. It is operated by the UN Operations Services group and used to request and track proposals on behalf of UN agencies. The application UI is highly customized.
- **The Hound** - The UN has a global alert monitoring system their organizations can integrate with to receive alert messages from a multitude of sources, including weather observation, military, police, intelligence, etc. Critical information must flow to the field teams without overloading them. It provides a REST API for the agencies to query alerts. Previously CodeRed relied on manual briefs created twice a day to understand how it can be automated.
- **The Stash** - Each region has three warehouses to store and dispatch equipment and critical supplies within hours of a disaster. None of the inventory systems is integrated, which caused confusion when the field teams shipped equipment back to the wrong location. The systems are integrated with the Mule. For compliance reasons, the systems must remain in place.

## Business Requirements

### Mission Launch

When a disaster hits, CodeRed's regional headquarter gets informed, and following a specific protocol, the leadership team decides to initiate a new mission.

1. Missions should be tracked in Salesforce along with necessary information, including disaster category, critically, impact.
2. The system should automatically suggest the best available MLS based on previous experience within the region. They are working through the list by calling one by one and manually assign them to the mission ML.
3. Two DMAs are assigned to the mission based on their language skills and availability, along with a designated SCC.
  - a. They start collecting information and available data for a detailed brief of the situation. The brief includes text, rich media, and often links to social media posts. At the moment, they work in separate Word documents, which they consolidate manually.

- b. Depending on the situation, different alerts are relevant, DMAs need a simple way to configure which region and type of alert to retrieve from the Hound.
  - c. DMAs review every new alert coming in and decide if they are relevant or not to filter information. Relevant alerts need to be stored in the system and also be included in the briefing document.
4. Once MLS has gotten the briefing, they decide to put together the team of FOs for the mission. Missions can last for a prolonged period, CodeRed would like to track the assignment date and each FO's status.
5. The mission can have multiple sites such as the field HQ, outposts, or supply sites.

## Supplies Management

FOs are prepared for rapid deployment and have their essential gear and equipment ready. More equipment is needed depending on the mission and can be either dispatched from the warehouse or sourced otherwise.

1. Since none of the Warehouse Systems are integrated, CodeRed would like to use Salesforce to track each item's location and availability. Each warehouse contains up to 500.000 items. Items are either reusable or disposable.
  - a. The UN has a list of standardized equipment list with 50.000 entries and 5.000 categories to simplify procurement. Each item has a unique number, classifications, measures, and specifications.
2. CodeRed would like to define lists of commonly required equipment for different types of missions. In coordination with the ML SCCs select gear from the list and adds it to the mission along with the site, they intend to ship it to.
  - a. Items that are available in the regional Warehouse should be dispatched from there. A shipping request needs to be created in the inventory system for the Warehouse team to prepare.
  - b. Items must be sourced in another region's Warehouse must be approved by the Warehouse manager if it is flagged as a critical item.
  - c. Expensive items or quantities not available but flagged as "Source In Rolodex" should be requested via Rolodex.
  - d. SCCs must manually source uncommon or urgent equipment. Over the years, they have build up a network with those suppliers; their information is often maintained in individual spreadsheets. CodeRed would like to bring that into the system.
3. CodeRed is concerned about the amount of time required to enter and track requests in Rolodex manually. They would like to discuss integration options to streamline the process.
4. The shipment status and delivery date for each item should be visible. Code Red is reporting daily on the current status of equipment items.

## Field Operations

1. MLs and FOs can also request individual equipment from their Satellite mobile devices; a simple and intuitive interface is required.
2. FOs can request DMAs to source information. Information requests must be automatically assigned to the missions DMAs, who will handle the request. CodeRed is looking for an easy way for FOs to submit the requests without lengthy typing.
3. Critical alerts related to the mission must immediately send the entire team.
4. FOs should see the status of all the requests for equipment or information they had requested from their mobile device.
5. In social media, the communications department is asking FOs to upload stories, photos, and videos the department can share online. A designated Communications Manager is assigned to the project.
6. At the end of the mission, the field team needs an equipment packing list to figure out which warehouse to return the equipment to.

## Security

1. Only individuals assigned to the mission can see the mission and related information.
2. The Hounds intelligence alerts and associated files are sent encrypted must be securely stored.
3. Each UN agency has its own Active Directory. Login into Rolodex should happen seamlessly.

## Assignment

1. List all the user and feature licenses required.
2. Design and draw the data model.
3. Draw the System Architecture diagram.
4. Propose integration options for “The Rolodex.”
5. List all integrations and evaluate integrations options and impacts.
6. For each requirement list:
  1. Considerations
  2. Assumptions
  3. Solution Options