



MEMORANDUM

TO: David McMillion, COG

FROM: Joshua Jack, HSEMA

DATE: December 13, 2010

SUBJECT: JAHOC/EOC Dashboard SOW

As identified in the BDR assessment report of the Joint All Hazards Operations Center (JAHOC) there is a need for a situational awareness dashboard display and desktop management system. For the JAHOC to respond to this issue, HSEMA is tasking BDR, teamed with the University of Maryland Center for Advanced Transportation Technology Laboratory (CATT Lab) to design appropriate dashboards that would 1) consolidate the relevant information, 2) be intelligent enough to alert operators and draw attention to important details in a timely manner without distracting or annoying, and 3) be capable of handing-off duties, alerts and information when shifts change. The resultant system will have both a desktop management portion and a video wall “overview” display portion.

HSEMA is looking for a contractor to conceptually design a system to enhance HSEMA operators’ abilities to comprehend massive amounts of data, prioritize the information, consolidate, disseminate, and report to the public, management, or government officials.

The purpose of this project is three-fold.

- 1) To iteratively design a visualization system that can be displayed on a large video wall that gives an overview of the "state of DC" drawing attention to more important events and/or trends.
- 2) To iteratively design a desktop information management system that can be used by operators to quickly and easily manage data overload, understand where information is coming from, how it should be triaged, how it should be aggregated, etc.
- 3) To allow JAHOC staff to quickly compile and disseminate situational reports, citizen pages, or other information to elected officials or decision makers, and to understand when and how they acted on or disseminated that information or what is “in the queue” to be disseminated or acted upon.

Some potential issues that will need to be addressed or accounted for within the design include the following:

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1. Room layout (including workstation placement, large-screen placements, visibility of key systems, and proximity to other systems)
2. Workstation capabilities (including processing speeds, graphics/resolution, screen size, number of monitors, etc.)
3. Operator responsibilities and shift handoff
4. Technical ability to fuse information and capabilities within a reasonable time-frame.
5. Development environment
6. Access to proprietary vendor systems/data
7. Security
8. BDR and CATT Lab can provide basic visual user interface design guidance, imagineering, and consulting services.

Deliverable: Design report providing a framework and design instruction detailed enough for a developer or development team to create proposed dashboard.