Real Solutions to Real Operational Problems

Leverage the Use Case Development Process

Problems. Every organization has them. Every organization wants to solve them.

But in many cases, the information, tools, processes, and partners that could solve your operational problems are outside your organization. But when disparate sets of stakeholders meet it is almost impossible to come to agreement on what the problem is, let alone how to solve it.

The All Hazards Consortium (AHC) has created an innovative "Use Case Development Process," that is consistently achieving success in enabling public and private sector stakeholders to overcome the operational challenges that hinder disaster response and recovery efforts.

Use Case Development Process

Leveraging a "use case" methodology and templates, Sensitive Information Sharing Environment (SISE) Working Groups of targeted stakeholders define specific operational issues and solution-oriented use cases to identify, discuss and evaluate short, mid-term and long-term solutions to the problems being addressed.

Planning Process

1. Problem
2. Impacts
3. People
4. Information
5. Sensitivity
6. Solutions

Cross-Segment Impacts

These workshops walk participants through a rigid planning process designed to focus discussions to:

1. *Define the problem.*
2. *Discuss the impacts across multiple sectors.*
3. *Determine the people and organizations that need to be involved.*
4. *Determine the data sets needed as part of the solution.*
5. *Establish the sensitivity levels of the information, identify the data owners and users as well as who will facilitate access to the information.*
6. *Explore short, middle, and long-term solutions to the problem.*

Understanding the cross-segment impacts of a problem is the key to developing a shared perspective that leads to solutions. These insights allow the stakeholders to create solutions that meet the needs of the operational partners.

Deadlines Drive Results

The working groups commit to developing and testing solutions to the use cases they identify within six months. If progress isn't made in that period, the use case is placed in a "parking lot" to be revisited at a later time. The group then switches its focus to another use case.

Among some of the use cases that have been addressed are:

- *Determining best lodging availability data.*
- *Determining best fuel availability data.*
- *Determining best commercial route availability data.*
- *Creating a regional network of pre-staging and mustering points for power restoration.*
- *Determining the best damage assessment data availability.*

Demonstrations

The workshops also serve as a forum to demonstrate progress of the use case development process and opportunities to demonstrate solutions in their current form.

In both workshops, participant feedback was very positive based on:

- *the progress they saw being made with existing use cases.*
- *the development of new used cases to be addressed in the future.*
- *and actual technology being tested for operational use in 2019 as a result of the use case discussions.*

This provides stakeholders the proof they need to see which increases their belief level in the process and their ultimate participation in the effort.

This also has a positive impact on long-term sustainability of the entire process with the private sector.

Participate in the Process

Join the Sensitive Information Sharing Environment today.
To register visit: ***www.siseusa.org***