

Remote Support Personnel Requirements - DRAFT

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The purpose of this document is to describe the required capabilities for each level of remote support training.

1. On-Scene Liaison

The role of the On-scene Liaison (OSL) is to act as the liaison between the On-Scene and Off-Scene personnel, ensuring that the off-scene personnel have the information needed to complete tasks, and relaying the deliverables from the remote personnel to the appropriate on-scene personnel. They need to be able to work with the Incident commander/Search Manager to determine how the Remote Support Unit can best serve the search effort without over-promising results, which requires that they have a working knowledge of the breadth of services that the RS organization is able to offer. This person needs to have the technical know-how required to set up on-scene access to all the required services, including printers, general internet access, accessing specific services used to share documents, various communication channels, .Once the search has moved into the general operations phase, the OSL needs to be able to effectively communicate with the Remote Support Unit Leader to achieve the specified goals. Any person in the role of OSL should be familiar with ASRC command post procedures and operations, and have very strong communication skills.

1.1 Training and Certifications

An OSL must have completed the following training

1. ICS-100
2. ICS-200
3. ICS-700
4. ICS-800
5. Managing Search Operations or equivalent
6. Approved for operation within the incident command post.

1.2 Equipment

An OSL must have the following equipment available for use at a search:

1. Cellular Phone
2. Computer (personal or group-provided)
3. USB storage device

1.3 Accounts

An OSL must have access to, accounts for, and be able to use all services listed in the [Remote Support Recommended Services](#) document.

1.4 Search Management

1. Accurately define all of the following:
 - a. IPP
 - b. LKP
 - c. LPQ
 - d. Map Datum
2. Use UTM and Lat/Lon coordinates to accurately complete all of the following:
 - a. read coordinates from a map
 - b. plot coordinates on a map
 - c. communicate coordinates via email
 - d. communicate coordinates via voice
3. Demonstrate effective communication of the following via email and voice.

1.5 Technical

1. Send and receive emails with attachments, and to compress and decompress data using common utilities.
2. Demonstrate good data hygiene when:
 - a. Connecting a computer to the internet
 - b. Accessing data on the network
 - c. Sending or receiving data via email
 - d. Transferring data between devices
3. Demonstrate connecting a laptop to an existing network using both wired and wireless connections.
4. Demonstrate how to download GPS track files from various modern GPS units.
5. Using an internet-connected computer, must be able to demonstrate the ability to identify, download, and install the correct printer driver for an unfamiliar printer, then successfully print an arbitrary document.
6. Demonstrate how to transfer data between multiple computers that are:
 - a. On the same network
 - b. Not on the same network
7. Can use existing on-scene network and other digital resources to work with remote team
 - a. Computer network
 - b. Incident Dropbox
 - c. Incident email thread
 - d. Print and distribute documentation

- e. Transfer data between GPS devices and computer
8. Identify and communicate information needed by the remote planning unit
9. Communicate geospatial information effectively given various paper maps

1.6 Remote Support

1. Demonstrate a working knowledge of the remote support products currently offered by the ASRC
2. Describe the process for requesting remote support.
3. Demonstrate a working knowledge of the responsibilities of the On-Scene Liaison, the Remote Support Unit Leader, and the Remote Support Unit.
4. Use the Remote Support Communications Plan to reestablish the Remote Support Chain of command in the event of a communications disruption with the RSL

2 Remote Support Unit Member

The role of the Remote Support Unit Member (RSM) is to produce deliverable relevant to the search effort under the direction of the Remote Support Unit Leader. These personnel need to be self-sufficient in terms of accessing and using any equipment, software, or online services that are defined in the remote support process. They should be competent, experienced searchers who are familiar with ASRC procedures and operations, and are comfortable taking direction and working with minimal oversight.

2.1 Training and Certifications

A RSM must have completed the following training

1. ICS-100
2. ICS-700
3. Managing Search Operations or equivalent

2.2 Equipment

A RSM must have the following equipment available for use while participating in Remote Support activities:

1. Working phone line
2. Computer with internet access
3. Software appropriate to complete remote support tasks

2.3 Accounts

A RSM must have access to, accounts for, and be able to use all services listed in the [Remote Support Recommended Services](#) document.

2.4 Search Management

1. Accurately define all of the following:
 - a. IPP
 - b. LKP
 - c. LPQ
 - d. Map Datum
2. Use UTM and Lat/Lon coordinates to accurately complete all of the following:
 - a. read coordinates from a map
 - b. plot coordinates on a map
 - c. communicate coordinates via email
 - d. communicate coordinates via voice

3. Demonstrate effective communication of the following via email and voice.

2.5 Technical

1. Configure all personal equipment as needed to support RS efforts
2. Send and receive emails with attachments.
3. Produce PDF documents from other document types, including:
 - a. Word processor documents
 - b. Spreadsheets
 - c. Web pages
 - d. Photographs
 - e. Mapping program output.
4. Demonstrate good data hygiene when:
 - a. Connecting a computer to the internet
 - b. Accessing data on the network
 - c. Sending or receiving data via email
5. Demonstrate how to upload and download data from all relevant services listed in the [Remote Support Recommended Services](#) document
6. Demonstrate use of all communication channels listed in the [Remote Support Recommended Services](#) document
7. Effectively communicate geospatial information in the context of:
 - a. Discussing assignments with the Remote Support Unit Leader
 - b. Working with other Remote Support Unit Members
 - c. Developing Search Tasks.

2.6 Remote Support

1. Demonstrate a working knowledge of the remote support products currently offered by the ASRC
2. Have working knowledge of the [Remote Support Workflow](#), and be able to demonstrate proper use of the forms referenced in that document.
3. Produce basic maps of an arbitrary area, suitable for use in a search
4. Write tasks when given appropriate map segments
5. Produce basic maps of an arbitrary area that meets requirements defined by Search Management, suitable for use in the command post or as task maps.
6. Able to use the Remote Support Communications Plan to reestablish the Remote Support Chain of command in the event of a communications disruption with the RSL
7. Must be able read, manipulate, and display GPS tracks when provided in their native form or in interchange file formats.

3 Remote Support Unit Leader

Reserved. This section will be developed in future work.