



Qualitative VOC Plan for: Incident Commanders



Business Objective (what is to be decided or what is to be learned)				
Understanding specific use needs				
Research Objective (which potential sources will you investigate)				
Interview E.S. Director, Responders				
What information is needed? (What are the key measures? What relationships are you looking for with the measures)				
	Whom would you like to talk to?	Capable?	Willing?	Accurate?
What are the setup needs	Incident Commanders	Y	Y	Y
What would the camera view	Incident Commanders	Y	Y	Y
How large an object	Incident Commanders	Y	Y	Y
How small an object	Incident Commanders	Y	Y	Y
How would the camera be positioned	Incident Commanders	Y	Y	Y
Where would the camera be	Incident Commanders	Y	Y	Y
How would you use pan/tilt	Incident Commanders	Y	Y	Y
How might other sensors be used	Incident Commanders	Speculative	Y	Y
How will the subject be lighted	Incident Commanders	Y	Y	Y
What are other E.S. Agencies doing	Incident Commanders	Possibly	Y	Y
Data Collection Plan				
Chiefs meeting gets all responders save police				
Analysis Plan (What methods will you ultimately use to quantify the importance of stakeholder needs?)				
QFD				

Interview Guide for Stakeholder Needs Assessment

Interview Guide

Customer: Incident Commanders
 Date: 16-Jul-03
 Contact: McD/DeLong



Stakeholders' Requirements and Requests What product characteristics or stakeholder service capabilities are of greatest value to you in the live scene video segment? Primary Stakeholder Needs Clarifications, examples, illustrations	Importance Importance to you? Rate 1-5, 5 being highest	Competitors Rate performance, 1 to 5 relative to your need (5 is best) Best Agency Average Agency Midland	Targets What would be a measure of this attribute? What would constitute "Very Best" in this category?	Comments / B-P-E Whenever possible, capture exactly what the customer is saying, and ascertain whether basic, performance, or excitement quality is being described.
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Portable	areas not close to the scene					1/4 mile - view from safe area	zoom lense
Remote Control	Operator not at camera						
Not Economy							
Camera to target						1/2 mile	
Law Enforcement						1 mile	Baracade - a few gun hours
Helmet Cam							
Changeable Lense	Varying Distances from cam to target	5				Telephoto	
Elevated						10/12/20 feet	corn field
Growth							
Robotic	Remote Control, moveable						
Video	Night Shot	5					
Frequency	No interference to or from other radios	5					
Battery Capability	Capacity					4 hours	
Maximum Distance	Work in from there						
Recordability							
Manual Use	Could operator go with it						Brush fire
Audio Capabilities	Voice over						
Inside a structure	Steel structure / RF Problems						
Line of Sight	Can we get around line of sight.						
Encryption	No video availability to public						
Weather	Visibility						
Multiple Cameras	Diferent view of scene - overview						Wide shot split screen
Cable connection	Fall back if RF fails						
Intrinsicy Safe							
Infrared	Light Scene /	2				Generally not important	



Stakeholder Voice Table for: Incident Commanders

Stakeholder Voice Table	Ref #	Internal/External	Socio-Economic Group	Why Why do you need or want this product?	What What will it be used for?	Who Who will use it	When When will it be used	Where Where will it be used	How How will this be used	Customer Voice	
Customer Verbatims								Potentially some distance from the scene		Barricaded gunman, view from safe distance	
									Telephoto view		
								Elevated view, 10-12 feet		Above corn field	
								From C.V.		No interference to or from other radios	
							4 hours			Battery capacity 4 hours	
							Operator go with camera		Move around scene	Portable	
						Audio capability					Hear from scene as well as see
									Inside building		Steel structure, RF problems
										Beyond line of sight	Behind buildings, etc.
							Not available to public				Encrypted
						Multiple cameras					Different views of same scene, overview, closeup
					Fallback if RF fails	Cable Connection					