

Business Systems Project

Passenger Movements Requirements Pack

{A COMPANY} Document No. 1

Document Control

Owner	
Status	

Version No.	Description of Change	Date	Author
0.1	Original Draft		
1.0	Signed Version		

1. Sign-off sheet

Version	Business Transaction Name
1.0	Passenger Movements

Authorised By:

Name	Signature	Date

2. Contents

1. Sign-off sheet	2
Passenger Movements.....	2
2. Contents	3
3. Overview	4
3.1 SCOPE.....	4
3.2 INTERACTIONS WITH OTHER DEPARTMENTS & ORGANISATIONS	4
3.3 PRINCIPLES	5
3.4 FEATURES.....	5
3.5 MAIN PROCESSES SUPPORTED.....	5
4. Business Transactions	8
4.1 REQUEST TRANSPORTATION.....	8
4.2 MAINTAIN TRANSPORT PLAN.....	10
4.3 PASSENGERS OR CARGO CHECKS IN	12
4.4 VEHICLE READY TO LEAVE.....	14
4.5 VEHICLE ARRIVES	16
4.6 TRANSPORT PLAN COMPLETED	18
4.7 PRODUCE REPORTS.....	20
4.8 INCIDENT RESPONSE SUPPORT	22
5. Information Model	24
6. Entity Descriptions	25
7. Activity Descriptions	30
7.1 REQUEST TRANSPORTATION / RECORD TRANSPORTATION REQUIREMENTS	30
7.2 PREPARE TRANSPORT PLAN / MAINTAIN TRANSPORT PLAN.....	31
7.3 PASSENGERS OR CARGO CHECKS IN / CHECK IN MANIFEST ITEM.....	33
7.4 VEHICLE READY TO LEAVE / BUILD MANIFEST.....	34
7.5 VEHICLE ARRIVES / DISEMBARK PASSENGERS AND UNLOAD CARGO	35
7.6 TRANSPORT PLAN COMPLETED / TRANSPORT COMPLETED	36
7.7 PRODUCE REPORTS / PRODUCE REPORTS	37
7.8 INCIDENT RESPONSE SUPPORT / MAINTAIN INCIDENT INFORMATION.....	38
7.9 INCIDENT RESPONSE SUPPORT / FIND PERSONNEL RECORD	39
7.10 INCIDENT RESPONSE SUPPORT / RECORD CALLS	40

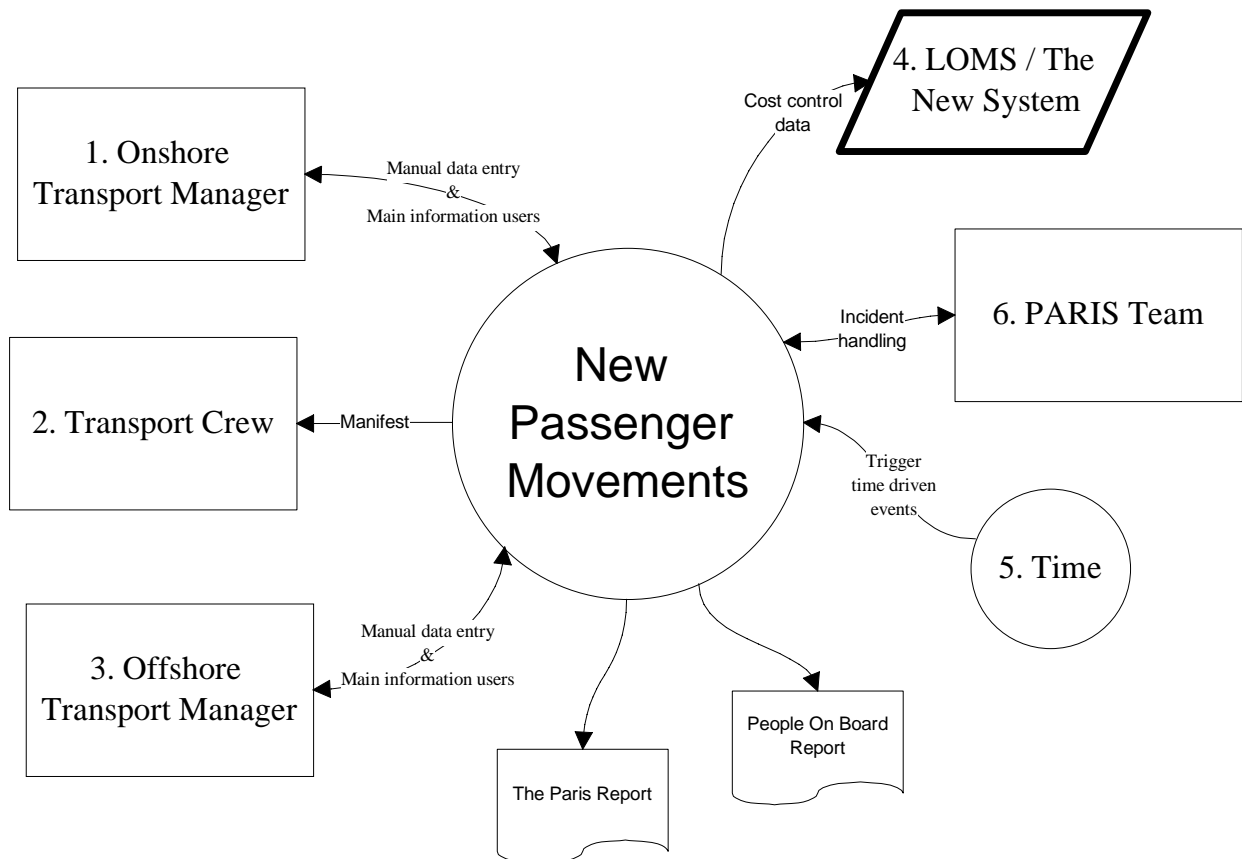
3. Overview

3.1 Scope

The Passenger Movements module manages the following for Vehicle transports between {a place} and the offshore platforms for {A COMPANY};

1. Request for transportation
2. Building a transport plan
3. Checking In Passengers & Cargo
4. Disembarking Passengers & Cargo
5. Amending a transport plan
6. Closing a transport plan
7. Producing the People on Board report on demand
8. Maintain Passengers allocations to seats, lifeboats, beds, constituencies and special duties
9. Incident communications

3.2 Interactions with other departments & organisations



3.3 Principles

Business unit wide underlying reasons for the processes and information requirements. In general, they are the reason why the processes and information requirements are as they are.

No	Principle
1	This will be a stand alone solution in order to minimise the risk of failure.
2	Minimising risk of failure is required because it is essential that the People On Board report can be produced at any time and it is up to date. The People On Board report is required for HSE reasons in the event of an incident.
3	Every effort is made to maximise the use of Vehicle transports for cost efficiency purposes.
4	Transport plans change dynamically during the course of a day in order to be able to react to changing circumstances.
5	Although the vast majority of passenger movements are by helicopter there are also a few by boat. The system should be able to cope with either.
6	The system is geared around providing People On Board (POB) information for offshore installations. It is not geared around onshore sites and cannot be used to provide POBs for these locations. This is also true for Paris – an incident response unit that would be used to co-ordinate communications with relatives etc in the event of an incident.
7	System must be able to demonstrate compliance with SI1019 legislation and safety case.
8	System must be able to demonstrate compliance with CAA regulations.

3.4 Features

Business unit wide features the candidate solution could possess. N.B: A feature scored at 10 is a ‘must-have’: if the proposed solution fails to satisfy them then the solution would be rejected. Any other scores are ‘nice-to-have’ ranging from 9 (very, very nice to have, almost but not quite essential) to 1 (this would be the icing on the cake).

No	Score	Description
1.	10	The ability to define reports to be run regularly to a schedule under control of users which reports using any information on the database that the Job Role is allowed to view.
2.	8	The ability to be able to view and update PARIS data on screen during an incident.
3.	10	The ability to define ad-hoc reports using any information on the database that the Job Role is allowed to view.

3.5 Main Processes Supported

1. Preparing a transport plan
2. Processing a journey
3. Handling an incident

Passenger Movements Requirements Pack

3.6 Essential Reports

People On Board (POB):

Alphabetic listing of POB by Name

No	Field	Comments
1.	Date/time	
2.	Location	
3.	Company	Name, address and contact number
4.	Name/id	Full fore, middle and surnames
5.	Job Title	
6.	Company and site totals	

People On Board (POB):

Alphabetic listing of POB by Company and then by Name

No	Field	Comments
1.	Date/time	
2.	Location	
3.	Company	Name, address and contact number
4.	Name/id	Full fore, middle and surnames
5.	Job Title	
6.	Company and site totals	

Paris:

Report produced for all personnel whose last known location was offshore

No	Field	Comments
1.	Date/time	
2.	Name/id	Full fore, middle and surnames
3.	Person's address and phone no	
4.	Date of birth	
5.	Marital status	
6.	Nationality	
7.	Passport no	
8.	Sex	
9.	Job title	
10.	Person certification details	Medical certificates, Survival type courses etc
11.	Contact address and phone no	
12.	Person's employer contact details	Name, address, phone
13.	Person's doctor contact details	Name, address, phone

Manifest:

No	Field	Comments
1.	Date/time	
2.	Manifest no	Transport Plan Stage on the information model
3.	Journey no	

Passenger Movements Requirements Pack

4.	Journey plan	A list of locations to be visited
5.	Stage Start location	
6.	Stage Destination location	
7.	Vehicle Type	
8.	Vehicle identifier	In the case of a helicopter it's call sign
9.	Person	Id, name, initials
10.	Person weight	
11.	Baggage weight	
12.	No of cargo packages	
13.	Weight of cargo	
14.	Total weight	

Manifest Summary:

No	Field	Comments
1.	Date/time	
2.	Manifest no	Transport Plan Stage on the information model
3.	Journey no	
4.	Journey plan	A list of locations to be visited
5.	Stage Start location	
6.	Stage Destination location	
7.	Vehicle Type	
8.	Vehicle identifier	In the case of a helicopter it's call sign
9.	Person	Id, name, initials
10.	Person weight	
11.	Person's Baggage weight	
12.	Person's destination	
13.	Person weight + baggage weight	
14.	No of cargo packages	
15.	Weight of cargo	
16.	Total body weight	
17.	Total baggage weight	
18.	Total payload weight	
19.	Vehicle payload capacity	Vehicle theoretical payload minus fuel requirement weight
20.	Over/under load weight	Vehicle payload capacity minus calculation of total payload weight

Boarding Card:

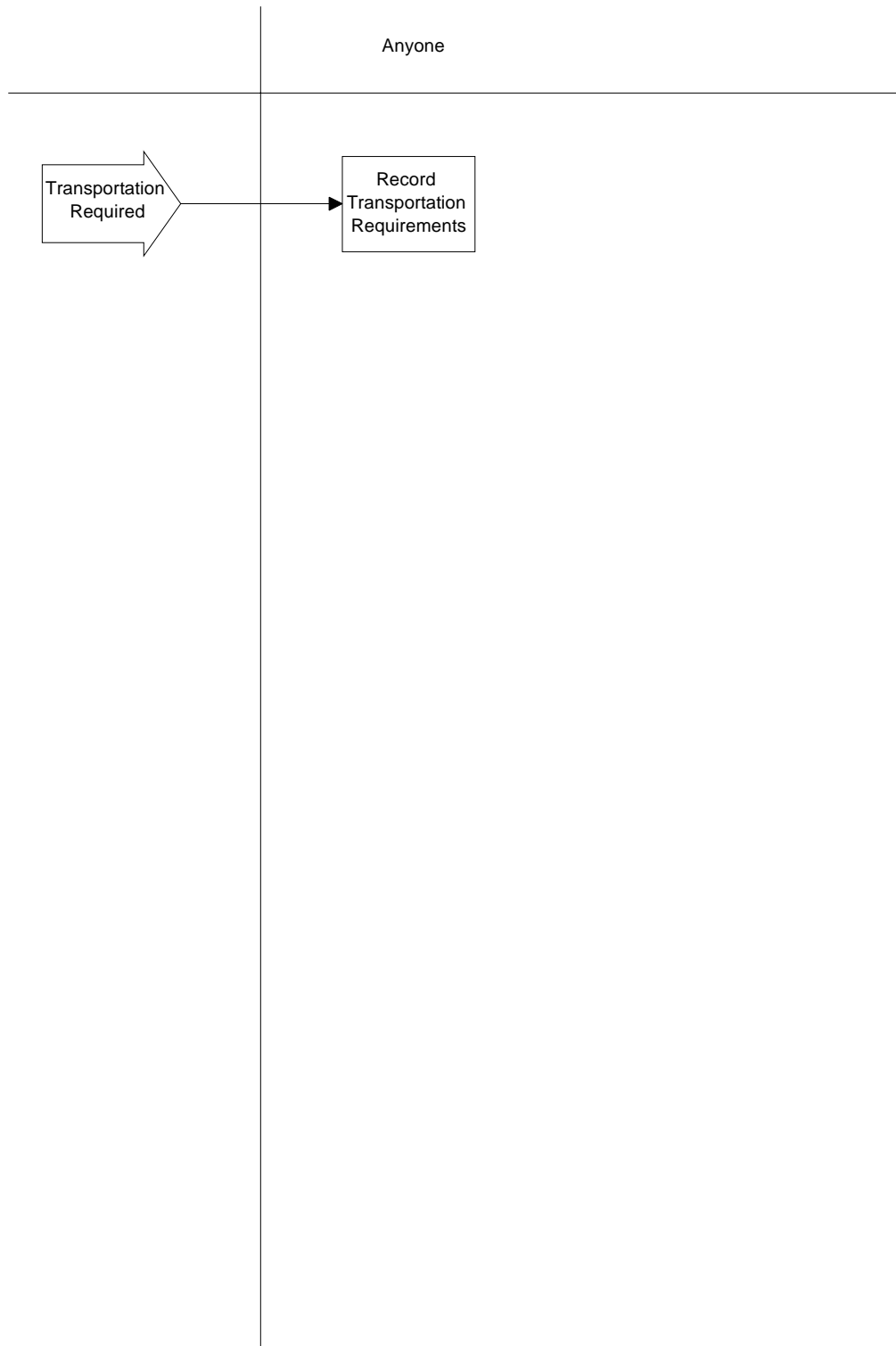
No	Field	Comments
1.	Standard Text	A series of standard texts such as Safety Notices and Forbidden Articles.
2.	Person id	
3.	Person (full) Name	
4.	Job Role	
5.	Medical Certificate Expiry Date	
6.	Survival Certificate Expiry Date	
7.	Company	
8.	Flight Details	Id, Date, From and To Location

4. Business Transactions

4.1 Request Transportation

Purpose:	To allow requests for transportation to be stored until included in a Transport Plan.
Frequency:	50 times per day.
Expected Growth:	In line with business growth.
Timing:	Best endeavours.
Key Benefits:	<ol style="list-style-type: none">1) Users specify initial request for transport requirements reducing work load on Transport Managers.2) Users now able to book more than 1 set of journeys within the same time period.3) Passengers will not have to be checked in twice when making more than 1 journey in the same transport run.

Passenger Movements Requirements Pack



4.2 Maintain Transport Plan

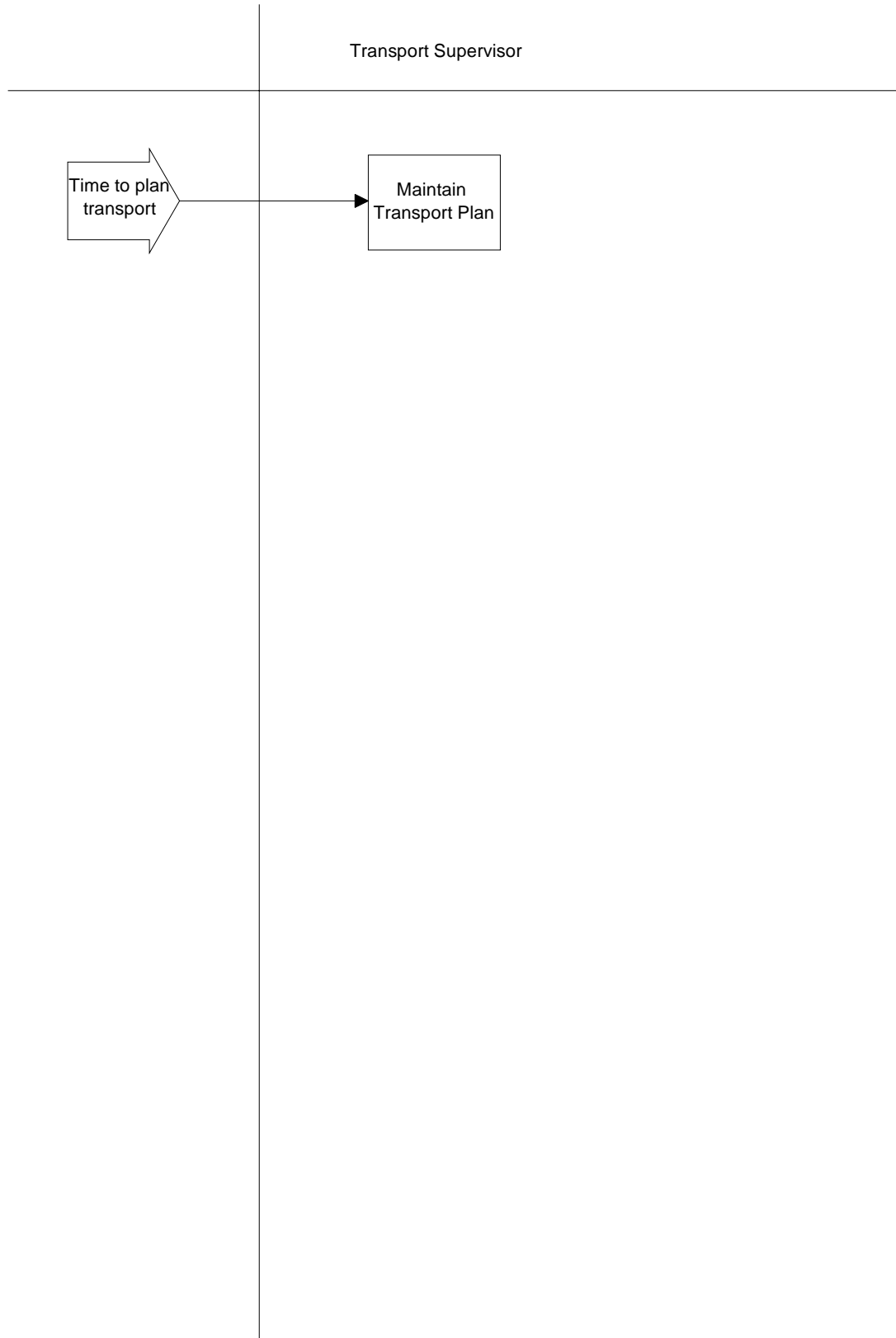
Purpose: To determine the destinations to be visited on a particular day and the initial manifest content.

Frequency: 5 times per day.

Expected Growth: In line with business growth.

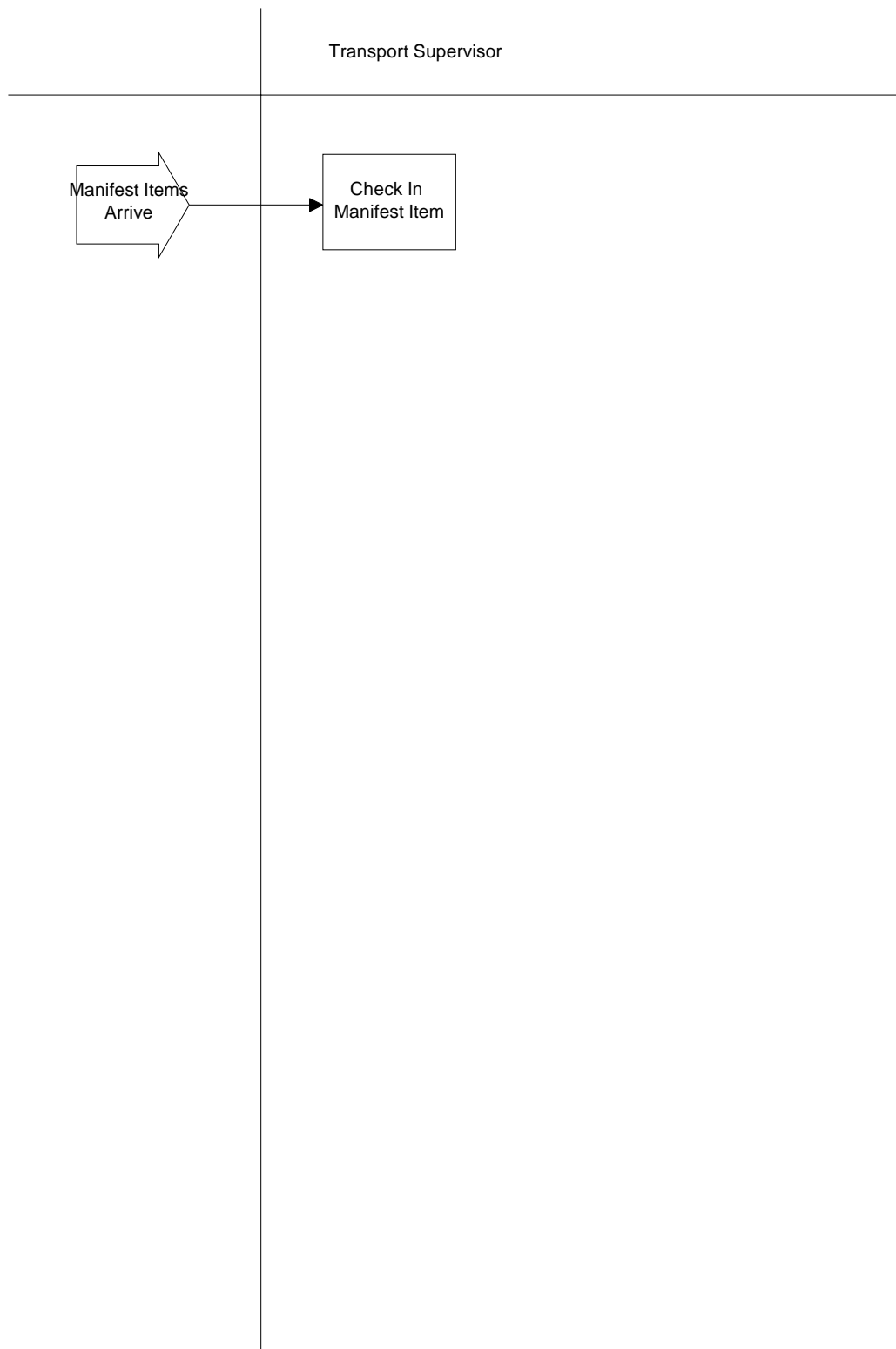
Timing: Best endeavours.

Key Benefits:



4.3 Passengers Or Cargo Checks In

Purpose:	Record arrival of passengers and cargo for inclusion on a flight plan.
Frequency:	50 times per day.
Expected Growth:	In line with business growth.
Timing:	Best endeavours.
Key Benefits:	<ol style="list-style-type: none">1) System will prompt users to request review and update of personal details2) System will prompt users to remind personnel of impending expiry of medical certificates



4.4 Vehicle Ready to Leave

Purpose: Provide transport crew with departure manifest.

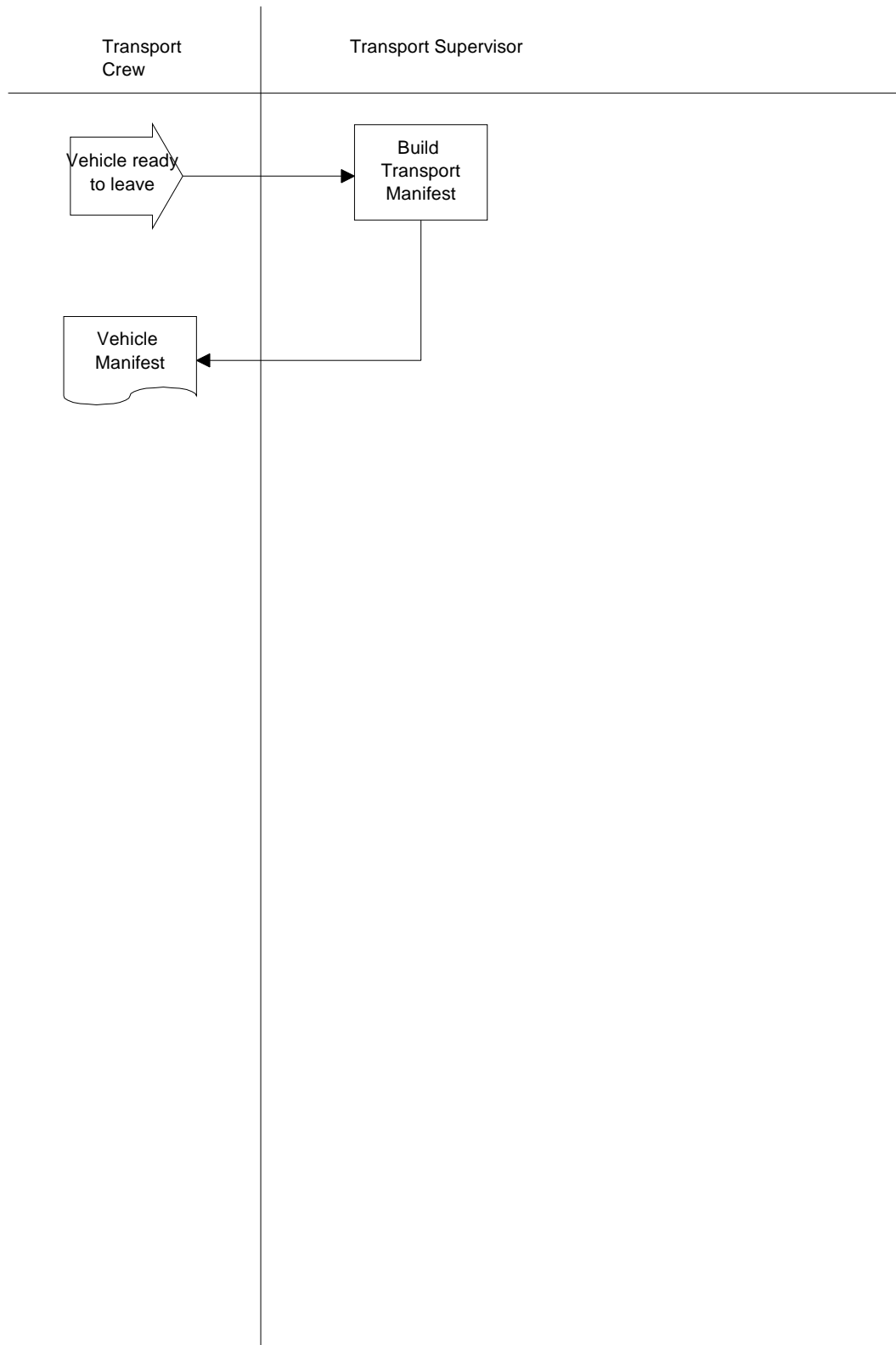
Frequency: 5 times per day.

Expected Growth: In line with business growth.

Timing: Best endeavours.

Key Benefits:

Passenger Movements Requirements Pack



4.5 Vehicle Arrives

Purpose: Record arrival of passengers and cargo at a destination.

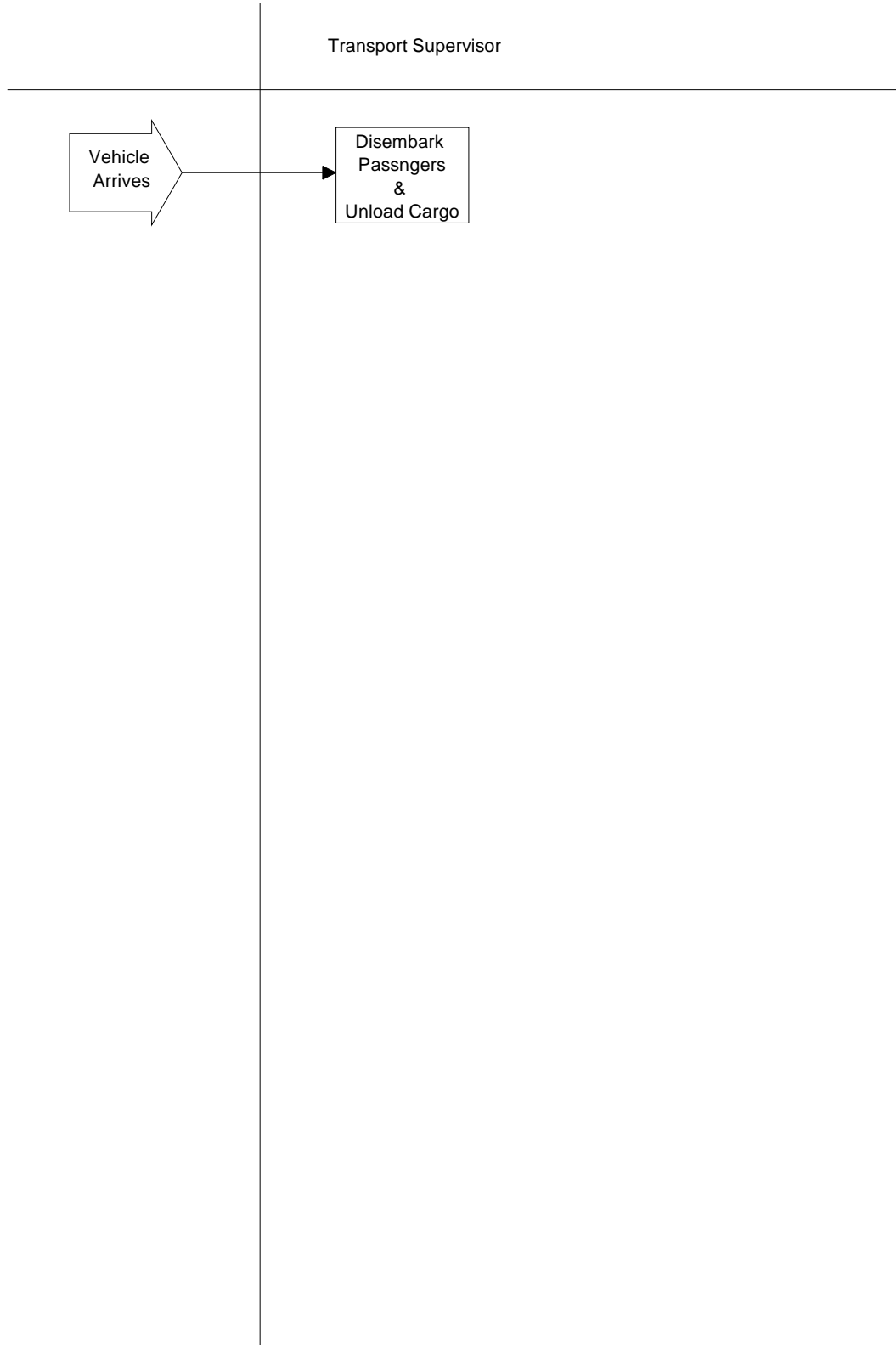
Frequency: 50 times per day.

Expected Growth: In line with business growth.

Timing: Best endeavours.

Key Benefits:

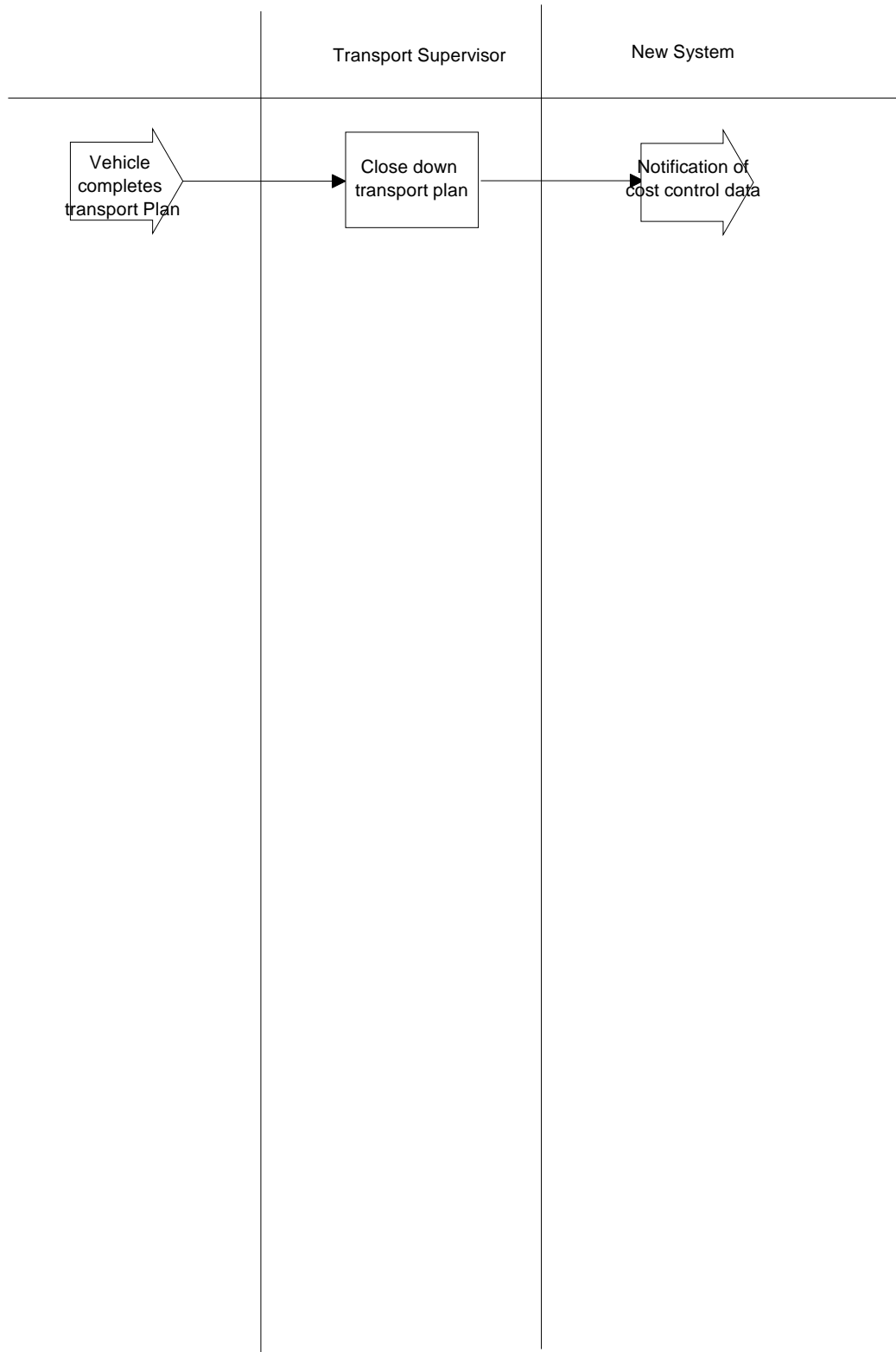
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4.6 Transport Plan Completed

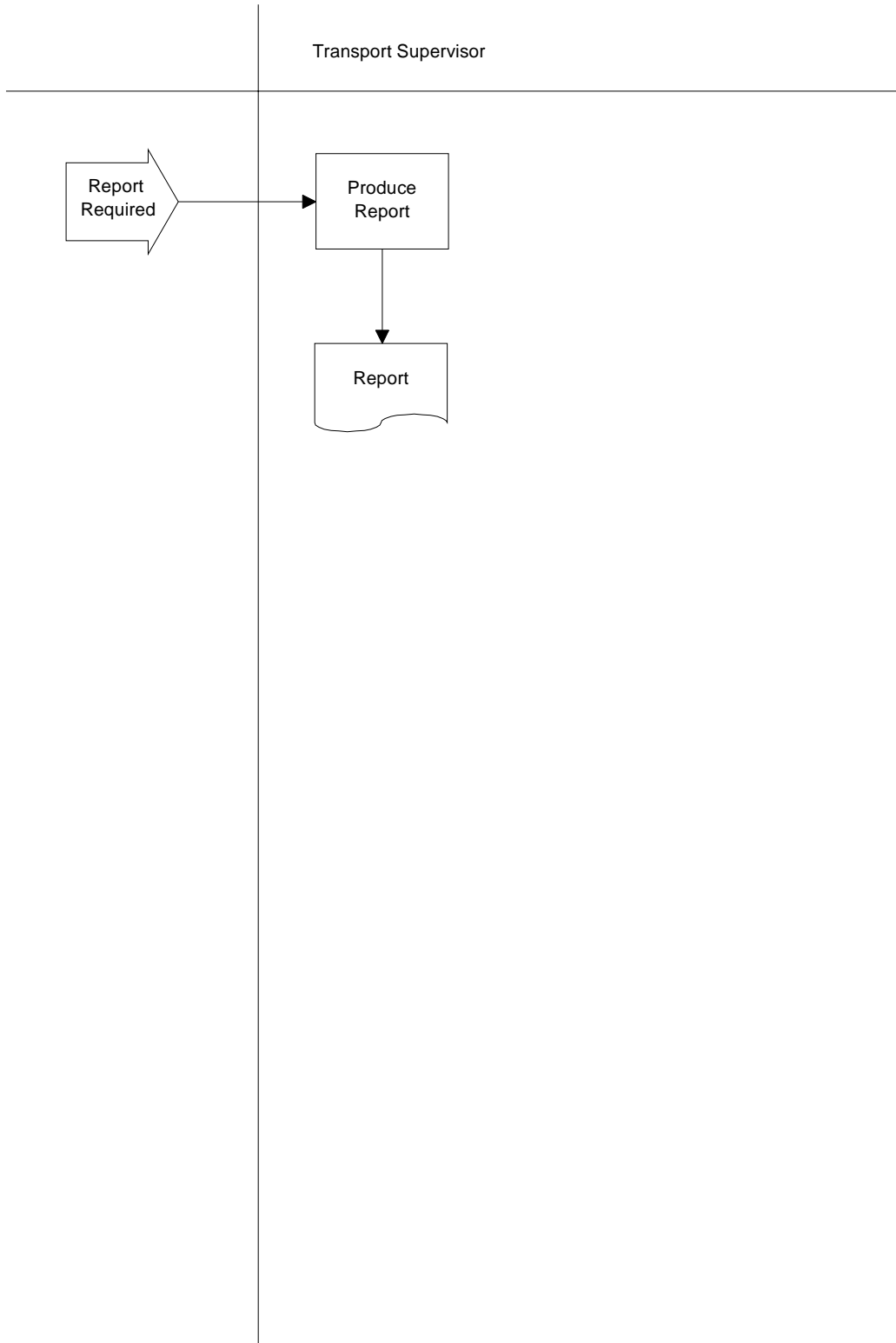
Purpose:	Complete a transport plan.
Frequency:	5 per day.
Expected Growth:	In line with business growth.
Timing:	Best endeavours.
Key Benefits:	

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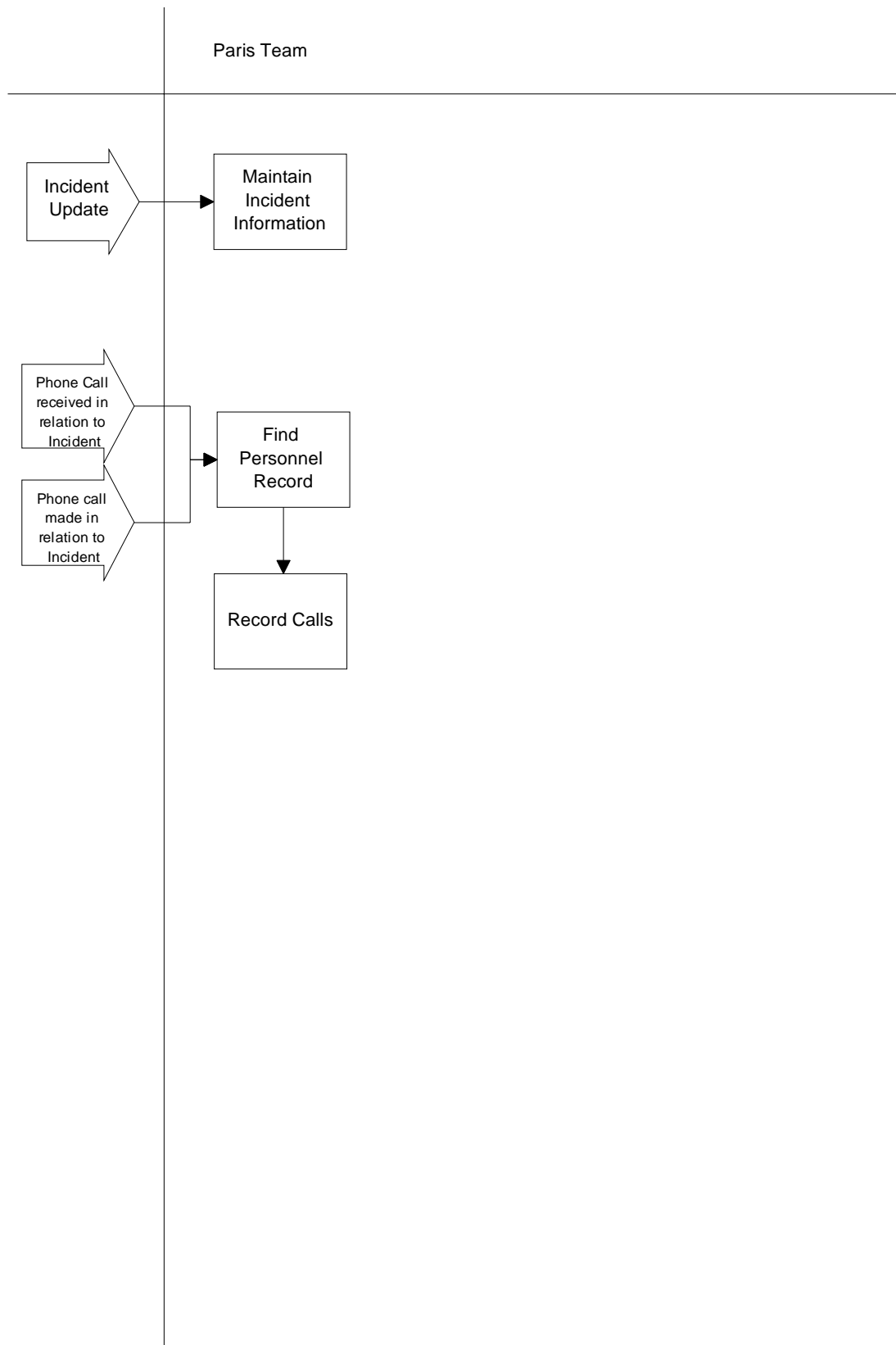
4.7 Produce Reports

Purpose:	Produce pre-defined reports on demand instantly.
Frequency:	25 per day.
Expected Growth:	In line with business growth.
Timing:	2 minutes max to make information available for viewing and printing.
Key Benefits:	<ol style="list-style-type: none">1) The system will automatically print a revised POB report after logging a Manifest Item Event of persons arriving or departing from an offshore location.2) System shall have the ability to auto fax / e-mail POB reports or excerpts from them to contractors and the police.3) POB reports will now meet legislative requirements.



4.8 Incident Response Support

Purpose:	Provide and record information on personnel for relative's support during an incident offshore.
Frequency:	5 times per annum, usually for incident response exercises.
Expected Growth:	In line with business growth.
Timing:	Best endeavours.
Key Benefits:	<ol style="list-style-type: none">1) PARIS team can read information and log calls on to the screen.2) Audit trail for review of incident management now more secure as more actions recorded on the system.



6. Entity Descriptions

Note: C|U|D columns are Create, Update & Delete. They should be marked Y or blank to indicate if this Business Area requires functionality to maintain these entities. All CUD functionality is to be restricted by Job Role within the Business Area.

Entity name	Description	Example	Information Source	Vols	C	U	D	Comments
Address	An identifier for a geographical location – this will usually be a postal address.	1 Sunnyside Meadows Wetherfield	Transport Supervisor	12,500	Y	Y		Vols based on Persons.
Allocation	A record of Offshore items that can be assigned to Persons (q.v.) while at the Offshore location.	Bed 101, Constituency 10, Lifeboat 19, First Aider	Transport Supervisor	5,000	Y			
Allocation Type	A list of the items that can be allocated to people on board offshore facilities.	Bed, constituency, lifeboat, special duties, muster point	Transport Supervisor	25	Y			
Cargo	A type of Manifest Item(q.v.). Goods of some sort to be transported.	Parcel 1234	Transport Supervisor	1,250	Y			Vols based on 10% of Persons
Certification Type	The types of certificates that people or Companies (q.v.) hold that are relevant to their offshore role.	First aider, survival, offshore insurance	Transport Supervisor	25	Y			
Communication History	A record of who has been talking to who in connection with an Incident (q.v.) and what has been said.	Paris Team Member Smith took call from Helen Rigby-Jones (fiancé) re B. Eastham. Told her he is safe and well.	Paris Team	5,000	C			
Company	An organisation that a Person (q.v.) is employed by or has been certified by.	{A COMPANY}, {another company }	Transport Supervisor	25	Y	Y		
Company Certification Type	A Company (q.v.) may have an offshore role that requires certification. This is a list of the Certification Types (q.v.) held by a Company (q.v.).	{another company } – Offshore Insurance	Transport Supervisor	25	Y	Y		

Passenger Movements Requirements Pack

Entity name	Description	Example	Information Source	Vols	C	U	D	Comments
Contact	A communication point for information regarding a Person (q.v.) to be contacted in the event of an incident.	Liz Hurley, Mr Brown	Transport Supervisor	12,500	Y	Y		Vols Based on Persons.
Contact Type	The role that a Contact (q.v.) has in relation to a Person (q.v.)	Girlfriend, Company rep	Transport Supervisor	25	Y			
Crew Member	An individual who is a Vehicle crew member	J.T.Kirk	Transport Supervisor	500	Y	Y		
Crew Member Role	The types of roles that are relevant to Transport Plan Crews (q.v.)	Captain, Pilot	Transport Supervisor	10	Y			
Dept	Sub-division of a Company (q.v.) that is responsible for the Person (q.v.)	Maintenance, Production	Transport Supervisor	25	Y			
Frequency	The cycle of time which Person Transportation Requests are to be implemented	Fortnightly, monthly, daily	Transport Supervisor	25	Y			
Incident	An accident that threatens life and property and declared to be an Incident by the Duty Manager	Incident 1 – ship collides with DP6.	Paris Team	10	Y			
Incident Information History	Information about incidents that needs to be communicated to the Incident Response Team and possibly the public.	A support vessel collided with DP6 on 2/11/00 at 16:35 GMT. No known casualties – not everyone accounted for yet.	Paris Team	1,000	C			
Job Title	Position within a Dept (q.v.) that can be held by a Person (q.v.)	Engineer, Electrician	Transport Supervisor	250	Y			
Location	A geographical location that features in a Transport Plan (q.v.)	{a place}, CPP.	Transport Supervisor	250	Y			
Location Incident	A record of which Locations (q.v.) have been affected by which Incidents(q.v.)	DP6 – Incident 1	Paris Team	100	Y			

Passenger Movements Requirements Pack

Entity name	Description	Example	Information Source	Vols	C	U	D	Comments
Manifest Item	An item that can be manifested to be on a Transport Plan Stage (q.v.)	Passenger B. Eastham Cargo: Envelope from Heysham to CPP for Transport Supervisor	Transport Supervisor	13,750	Y			Vols based on Persons plus Cargo.
Manifest Item Event	The Manifest Item Event Types (q.v.) that befall a Manifest Item (q.v.)	Passenger B Eastham boarded at {a place} on 26/10/00 07:30	Transport Supervisor	30,000	Y			Vols based on Persons plus cargo multiplied by 2 Must be able to record who created entries for audit purposes especially for recording when a Person has seen a safety video.
Manifest Item Event Type	The types of events that can befall a Manifest Item (q.v.) in the course of being moved.	Arrived, boarded, disembarked.	Transport Supervisor	25	Y			
Manifest Item Special Instructions	The Special Instructions (q.v.) that apply to a Manifested Item (q.v.).	Hazardous – radioactive material in Smoke detectors.	Transport Supervisor	1,000	C	U		
Manifest Item Transport Plan Stage	A record of which Manifest Items (q.v.) are on which Transport Plan Stages (q.v.).	Passenger B. Eastham on Transport Plan 12345 Stage 1	Transport Supervisor	13,750	Y	Y		Full audit trail of updates required. Vols based on Persons plus Cargo.
Manifest Item Transport Requirement	A request for transportation between two Locations (q.v.) of a Manifest Item (q.v.)	B.Eastham From {a place} to CPP 6” valve from AP1 to DP6	Transport Supervisor	12,500	Y			
Manifest Item Weight History	Every time a Manifest Item(q.v.) is transported it should be weighed. This holds the result of the weighing.	110kg	Transport Supervisor	13,750	Y			
Nationality	The country that issues a Person’s (q.v.) passport.	U.K., U.S.A.	Transport Supervisor	250	Y			
Person	A type of Manifest Item (q.v.). A person to be transported.	B. Eastham.	Transport Supervisor	12,500	Y			Vol Per year. Based on around 500 people on board at any one time all requiring a complete changeover once every two weeks.

Passenger Movements Requirements Pack

Entity name	Description	Example	Information Source	Vols	C	U	D	Comments
Person Allocation	The Allocations (q.v.) that have been assigned to a Person (q.v.)	B.Eastham Bed 101	Transport Supervisor	30,000	Y			Vol assumes each Person has 2 or so allocations.
Person Certification	The Certification Types (q.v.) held by a Person (q.v.)	B.Eastham Survival Certificate	Transport Supervisor	12,500	Y			
Person Status History	The Person Status Types (q.v.) that actually are assigned to a Person (q.v.) in the event of an Incident (q.v.)	B. Eastham – unharmed	Paris Team	1,000	Y			
Person Status Type	For the purposes of managing communications in the event of an Incident (q.v.), the states that a Person (q.v.) can be in.	Unknown, unharmed, injured, critical, dead.	Paris Team	25	Y			
Special Instructions	A list of instructions that are relevant for Manifest Items (q.v.) being transported.	Hazardous, fragile, keep upright, protect from heat	Transport Supervisor	100	Y	Y		
Transport Plan	A plan produced for a Vehicle (q.v.) to define its movements between Locations (q.v.) for a day.	Vehicle 12345 on 26/10/00 starts at {a place}	Transport Supervisor	1,250 per year	Y			Holds the starting location.
Transport Plan Crew	The crew that have been assigned to a Transport Plan (q.v.)	Pilot J.T.Kirk for Transport Plan 1001	Transport Supervisor	2,500 per year	Y			Vols based on 2 crew per transport
Transport Plan Stage	The components of a Transport Plan (q.v.) in terms of scheduled movements between Locations (q.v.).	Vehicle 12345 on 26/10/00 Stage 1: to CPP	Transport Supervisor	5,000 per year	Y	Y		Full audit trail of updates required. Vols based on Transport Plan multiplied by 4 stages each.
Transport Plan Stage Status	The statuses that a Transport Plan Stage (q.v.) can have which will drive control of access to it.	Created, closed	Transport Supervisor	25	Y			
Transport Plan Stage Status History	The statuses that a Transport Plan Stage (q.v.) actually does have.	Vehicle 1345 on 26/10/00 starts at {a place} - Created	Transport Supervisor	10,000 per year	Y			

Passenger Movements Requirements Pack

Entity name	Description	Example	Information Source	Vols	C	U	D	Comments
Vehicle	A vehicle for the transportation of people and/or goods!	12345	Transport Supervisor	25	Y			
Vehicle Event	The Vehicle Event Types (q.v.) that do befall a Vehicle (q.v.).	Vehicle 12345 Left {a place} on 26/10/00 08:00	Transport Supervisor	10,000 per year	Y			Vols based on two events per Transport Plan Stage. This will be used to record times notified by Pilot via MSLS (Multi-Sector Load Sheet) report.
Vehicle Event Type	The events that can befall a Vehicle (q.v.) that are of interest to the system.	Arrive, Leave, Breakdown, Ditch.	Transport Supervisor	25	Y			
Vehicle Type	The type of Vehicle (q.v.) used for transportation.	Helicopter, Ship	Transport Supervisor	25	Y			

7. Activity Descriptions

7.1 Request Transportation / Record Transportation Requirements

Purpose:	Store single and multiple repeat requests for transportation.
Input:	Person details. Journey details
Output:	Manifest items Manifest Item Transport Requirements
Operational Method:	Details of the Manifest Item are selected (and created first if they do not already exist). The Location is selected and a date for travel assigned. If required, a frequency for repeat journeys can be specified at this point to commence with the date for travel already entered. An end date for repeat journeys can be declared if required.
Frequency:	25 per day.
Expected Growth:	In line with business growth.
Timing:	Best endeavours.
Quality:	High.
Exception Handling:	When a Manifest Item is first entered, it should be searched for and, if not found, creation via entering further details should be prompted. If a set of journeys are requested that run in the same time period as for another set of journeys for the same Manifest Item, the system should warn the user that this is the case but allow creation on confirmation.
Security/Access:	Restricted by Job Role.
Auditable:	Yes. Users who create Manifest Items and Manifest Item Transport Requirements.

7.2 Prepare Transport Plan / Maintain Transport Plan

Purpose:	Define a transport plan for a Vehicle.
Input:	Transport Plan Vehicle Starting Location Date Crews Manifest Items and their Manifest Item Transport Requirements
Output:	Transport Plan Transport Plan Stage Manifest Item Transport Plan Stage Transport Plan Crew
Operational Method:	<p>If the Transport Plan is being created then the user declares which Vehicle or Vehicle Type will be departing from which Location on which date/time and an estimate of the fuel weight required for each Transport Plan Stage.</p> <p>They can then define the crew members for the transport and the roles they will take for the Transport Plan.</p> <p>The system will inspect the waiting list of Manifest Items and display a list of those that have transport requirements that are current and not already assigned to another journey.</p> <p>The user can select Manifest Item Transport Requirements that have already been assigned for re-assignment if required.</p> <p>The user selects Manifest Items from the list for assignment to the current Transport Plan. The 'from' and 'to' locations and all other required information will already have been captured.</p> <p>The system will use the most recent Manifest Item Weight History and the fuel weight to total the weight of each Transport Plan Stage and warn the user if over the Vehicle Type's Max Load.</p>
Frequency:	Several times daily.
Expected Growth:	In line with Business growth.
Timing:	Best endeavours.
Quality:	Total.
Exception Handling:	A Transport Plan should not be regarded as complete and allowed to have a manifest printed until it has estimated fuel entered for each Transport Plan Stage and the Transport Plan has been assigned to a vehicle.

Passenger Movements Requirements Pack

Security/Access: Controlled by Job Role.
Auditable: Yes. User who creates Transport Plan.

7.3 Passengers Or Cargo Checks In / Check In Manifest Item

Purpose:	Register arrival of Manifest Items for transportation.
Input:	Manifest Item
Output:	Manifest Item Event Manifest Item Weight History
Operational Method:	<p>The Manifest Item is confirmed as being expected for transportation. It is then weighed and, in the case of Cargo, tagged and loaded to the vehicle. Any association between items of cargo a person will be recorded.</p> <p>Persons are issued with boarding cards and appropriate transportation equipment (Thermal and Survival suits etc). System will identify to the user those if a persons medical certificate or company liability insurance certificate is due to expire within 3 months. System shall also prompt user to request passengers to review and update Person details if not done within the last 6 months. Manifest Items may be allocated a seat on the aircraft when entered.</p> <p>A record is made of the current location of the Manifest Item on Manifest Item Event.</p>
Frequency:	50 per day.
Expected Growth:	In line with business growth.
Timing:	5 minutes.
Quality:	Total.
Exception Handling:	If a Manifest Item will take the total known weight of the Manifest over the vehicle limit then advise the user.
Security/Access:	Restricted by Job Role.
Auditable:	Yes. User who registers arrival of Manifest Item.

7.4 Vehicle ready to leave / Build Manifest

Purpose:	Produce a manifest in order to enable a vehicle to commence it's journey.
Input:	Manifest Item Event Manifest Item Transport Plan Stage Vehicle Event
Output:	A manifest for the destination location Transport Supervisor A manifest summary for the Transport Crew
Operational Method:	The user 'closes' the flight by recording an appropriate Vehicle Event. This should trigger the production of two documents called Manifest and Manifest Summary (copies of which will be found in the section titled 'Essential Reports'). The reports are constructed from inspecting the Manifest Item Events for the Manifest Item Transport Plan Stage to ascertain which have arrived and checked in.
Frequency:	25 per day.
Expected Growth:	In line with Business growth.
Timing:	2 minutes.
Quality:	Total.
Exception Handling:	None identified.
Security/Access:	Restricted by Job Role.
Auditable:	Yes. User who 'closes' the flight.

7.5 Vehicle Arrives / Disembark Passengers and Unload Cargo

Purpose:	Accept Manifest Items in to a Location.
Input:	Manifest Items
Output:	Manifest Item Event Person Allocation
Operational Method:	<p>Passengers present themselves for admittance to the location. The user records their presence at the location by logging a Manifest Item Event.</p> <p>If appropriate to the location, the user assigns a bed, muster point, special duties and any other allocations required by creating Person Allocations. The system will automatically allocate a lifeboat in the Person Allocations based on the muster point. The system will display lifeboat capacity and availability. Users must be able to re-allocate any of the above if required.</p> <p>Cargo is recorded as received on the Manifest Item Event.</p>
Frequency:	50 per day.
Expected Growth:	In line with business growth.
Timing:	30 seconds at most.
Quality:	Total – no data entry, only data association and must be 100% correct to support POB and Paris.
Exception Handling:	If a Manifest Item is not expected at a location then the presence of a manifest item at a location can be logged even if it does not appear on a transport plan.
Security/Access:	Controlled by Job Role
Auditable:	Yes. User who creates Manifest Item Events and Person Allocations.

7.6 Transport Plan Completed / Transport Completed

Purpose:	Create export file of Cost Control information.
Input:	Person
Output:	Person Dept Journey details
Operational Method:	When a Transport Plan is recorded as complete, then the relevant cost control information is exported to the new system in order to facilitate cost control analysis of work. This information should be collated by transport plan.
Frequency:	5 per day.
Expected Growth:	In line with Business Growth
Timing:	Best endeavours.
Quality:	Total as no user input required.
Exception Handling:	None identified.
Security/Access:	Not applicable as system initiated and controlled.
Auditable:	Not applicable as system initiated and controlled

7.7 Produce Reports / Produce Reports

Purpose:	To produce critical reports on demand as fast as possible with total accuracy.
Input:	All information on the database
Output:	See sample report pages in 'Essential Reports' section.
Operational Method:	<p>In the event of an incident in particular or on demand in general, reports are requested by the user to support Incident Support Centre purposes (head-counts and communication).</p> <p>The system will automatically print a revised POB report after logging a Manifest Item Event of persons arriving or departing from an offshore location.</p> <p>System shall have the ability to auto fax / e-mail POB reports or excerpts from them to contractors and the police.</p>
Frequency:	5 times per day.
Expected Growth:	In line with Business growth.
Timing:	Report information should be produced and available for printing and viewing within 2 minutes.
Quality:	Total. Enquiry only of database held information.
Exception Handling:	None identified.
Security/Access:	None.
Auditable:	If user requested, user who requested report.

7.8 Incident Response Support / Maintain Incident Information

Purpose:	To provide information approved for release to outside callers and next of kin.
Input:	Approved incident related information
Output:	Information to the PARIS team for outside communication
Operational Method:	Statements as to the nature of the incident for issue to media and relatives of personnel offshore are written as and when information arrives and approved by the Incident Management Team and company Public Relations advisors. The statements are released to the PARIS team as and when they are approved for issue.
Frequency:	10 statements per incident.
Expected Growth:	In line with Business Growth
Timing:	Within 2 minutes
Quality:	Total.
Exception Handling:	None identified.
Security/Access:	All system users.
Auditable:	Record of all approved statements released for communication on the Incident Information History

7.9 Incident Response Support / Find Personnel Record

Purpose:	To enable the PARIS team to ensure correct identification of personnel and their status for communication to outside callers.
Input:	Personnel records Incoming calls Time to make outgoing calls
Output:	Information to the PARIS team for outside communication
Operational Method:	An incoming call is answered by a member of the PARIS team enquiring as to offshore personnel. The PARIS team member will interrogate the system to locate the person's record, and ask the caller a number of questions to ensure the correct record is found. The PARIS team member will then identify the caller and create a contact record in the system if not already in existence. If time permits during the exercise a member of the PARIS team may make outgoing calls to next of kin to inform of person's status. In each case the PARIS team member shall communicate information on the person and on the nature of the incident from the persons status and incident information.
Frequency:	Up to 1000 calls per hour per incident.
Expected Growth:	In line with Business Growth
Timing:	Immediate
Quality:	Identification of correct person's record must be high. System shall minimise possibility of human error.
Exception Handling:	None identified.
Security/Access:	Incident Response Team and PARIS team members.
Auditable:	n/a

7.10 Incident Response Support / Record Calls

Purpose:	To record information provided by PARIS team members to relatives and next of kin.
Input:	User recollection of call details Contact Person
Output:	Record of PARIS teams outside communications.
Operational Method:	Following completion of a call to a relative of next of kin the PARIS team member will record details of the call on the person's record including contact details, time of call, information given and any promises of call backs.
Frequency:	Up to 1000 calls per hour per incident
Expected Growth:	In line with Business Growth
Timing:	20 seconds
Quality:	User input of text. Total qualify for recording against correct person's record.
Exception Handling:	None identified.
Security/Access:	Incident Response Team and PARIS team members.
Auditable:	Record of all calls made on the Communication History.