

## *JOC Activation protocol*

- Incidents
  - End User Support is responsible for ensuring all incidents and requests are logged and worked during a Joint Operations Center (JOC) activation. Service Desk Technicians are required to submit all incidents to the service desk for ticket creation.
- JOC Laptops
  - 9 Laptops have been designated for JOC personnel. Service Desk Technicians are responsible for assigning the laptops and ensuring appropriate functionality per the request of JOC command staff. The Laptops are locked up and kept in the JOC.
- Procedure
  - At the kickoff of the JOC, Service Desk will procure the laptops from assigned JOC Operations Command Officer and assign as needed for the duration of the activation. Laptops will be tracked using the laptops Sign out form below.
  - End User Technician will ensure the hand off of Sign out sheet and locations to the next shift technician throughout the activation of the JOC at the start of each shift.
  - The closing Technician will collect all laptops and ensure they are secured with the JOC Operations Commander
- Contacts
  - Laptop POC – Major Schierbaum- 404-617-1915
  - JOC Commanding Officer – See the JOC Command Table
- Laptop Accounts
  - Local accounts have been created on the laptops for non-City of Atlanta employees.
    - Username – joc\_lap
    - Password – Atlanta1
  - City Employees can log into the laptops with their domain username and password after connecting to the network via Ethernet cable located at the phones within the JOC.
- Wireless Configuration - Multiple Wireless Networks are available in the JOC. For CoA network access the JOC laptops are configured to access the CoAEmployee network. Customers will be prompted for their network user name and password to gain access.
  - **JOC3** – This network is a Verizon network that is there for Agencies that do not want to connect to the city's network. Password = Police9090
  - **CoAEmployee-WIFI** – The City of Atlanta network provide by AIM. Employees must use their domain username and password to access the network when prompted.
  - **CoAGuest** – The City of Atlanta Guest network provided by AIM. There is no password for access to this network, however customers must open internet explorer browser and accept the access agreement.

