



STANDARD WORK

LEAN

Process Name: Command Center Support

Executive Sponsor: Incident Commander **Date: 3/20/20**

Revision Date:

| Step | Process Step Description | Person Responsible |
|------|---|------------------------|
| 1 | Open MSM Command Center laptop and go to issues tracker link | Command Center Support |
| 2 | Triage all incoming calls and escalate to appropriate section chief | Command Center Support |
| 3 | Triage and escalate all incoming MSMCommand emails | Command Center Support |
| 4 | Log all calls and emails in issues tracker | Command Center Support |
| 5 | Add all new policies, processes, standard work, broadcasts and other documents to Covid-19 Teams repository | Command Center Support |
| | | |
| | | |