12th ICCRTS
"Adapting C2 to the 21st Century"

U.S. Coast Guard Sector Command Center-Joint Performance System Analysis

Topics:
Track 4: Cognitive and Social Issues
Track 5: Organizational Issues
Track 1: C2 Concepts, Theory, and Policy

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ABSTRACT

This paper discusses analysis work done for U.S. Coast Guard San Diego Sector Command Center – Joint (SCC-J) to improve watchstander performance and enhance overall mission execution through the application of human performance technology. As the lead agency for Homeland Security, the Coast Guard is a key organization in ensuring maritime security and therefore must have the appropriate ready forces, interoperable equipment, training, and doctrine to meet a multi-faceted security requirement.

The analysis project considered potential influences, both training and non-training to identify the factors effecting human performance and ultimately operational maritime domain awareness. We categorize these factors as follows.

- Skills & Knowledge - How behaviors are taught and other training type interventions that result in improved performance
- Environmental - Evaluating the SCC-J technology and space utilization.
- Personnel Selection - Characteristics of a performer influenced by or resulting from a specific career path.
- Motivation & Incentive – Aspects that encourage or discourage performers to work at the highest levels.

Through interviews, research, and performance analysis the project identified all major accomplishments and tasks performed by watch standers and the factors that support achievement of the SCC-J mission. The analysis will enhance operational support tools, create procedures, and develop a system that increases watchstander situational awareness.