



Manage Plans and Put Them Into Action

Business Continuity Plans are a fundamental method by which organizations prepare for crises. Updating these plans can be difficult, time-consuming and the domain of a few. Yet, in order to be successful, BC plans must be current and reflect how a response will actually proceed in the real world.

MissionMode's Situation Center™ accelerates the creation, management and use of BC plans through its unique incident management and communications solution. And, when a crisis occurs, the Situation Center is a virtual command center for communications and coordination of the incident.

Review and Change Plans

The review team can be notified that a review is required. Using the existing plan version, the reviewers can discuss and draft any changes. These can then be agreed or re-drafted as necessary. When the plan has been agreed, it can be uploaded into MissionMode and immediately viewed by the team. All comments and actions are audit logged for later analysis.

Turn Passive Documents Into Active Plans

Beyond simple plan storage, The Situation Center will take the principle elements of a typical, passive document and turn it into an active plan that can be used to manage an actual incident, providing a single solution to both planning and execution.

Using templates that you define, teams are equipped from the start with the right plans, documents, maps, images, links and any other type of resource needed for that specific type of incident. This ensures a swifter and more consistent response.

Testing and Exercising

The stored, active template can also be used to test and exercise the plan. Using the template, an exercise can be created which allows participants to use the Situation Center as if a real incident was in progress.

Users can work as if they are in the same room and able to conduct business as usual. This removes a lot of the organizational worries associated with an exercise, and provides a more realistic working environment.

Integration with Other Systems

The Situation Center can be easily integrated with other applications such HR or Business Continuity systems to create a full crisis management solution.

Turn Plans into Action

- Uncomplicated, , flexible and easy-to-use.
- Plans and documents can be stored in templates ready for action or review.
- Powerful team collaboration.
- Quick to deploy and operates anytime, anywhere.
- Multi-modal alerts to all voice and text devices: land-line, mobile phone, smartphone, Blackberry, SMS text, email, pagers and fax.
- Privacy controls ensure confidential information is secure and shared information is accessible.
- Automatic audit log: time stamped record of all communications and activities for legal and compliance accountability, and for post-response analysis.
- Hosted solution for low cost of entry and low total cost of ownership.

The Situation Center Interface

Demonstration - Emergency Operations Center

1 situation center | andrew reader

Go To Home : Create Sub-Situation : Create ENS Alert : Edit Situation : Close Situation : Logout : Help

Hurricane

You have 6 new alerts.

2

Contact Status

Create Alert : Reports : Summary

Baugh, Sammy Unacknowledged

Black, Jack On-Site

Blanda, George 30 Minutes

Dunn, Gabe On-Site

Edson, Robert No Devices

Faber, Jim On-Site

Fischer, Jeff On-Site

3

Task Status

Create Checklist : Create Task

Facility Closure SOP

Team Leader Checklist

4

Resource Library

Manage Resources

Expand All - Collapse All

ATOD IAP

Assignment of Responsibility

IAP

IMT User Guide

Incident Form

New Member External Mass User Import

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Repost from: Earl Kampbell (HR Rep. (LON)) in Situation: Protests/Riots

Everyone, the staff member has been found safe and well. He was actually working from home and did not respond to the alert because he was in a virtual meeting with a supplier and had all his devices shut off (also he did not report to staff RVP). Will deal with this post event but please get this to press as appropriate.

Repost from: Jack Black (Security Rep. (LON)) in Situation: Tactical Response

Violence, rioting, fires, complete gridlock within 3 blocks Southeast of HQ.

Staff Unaccounted for

Grant - *MissionMode* Schlosser (MissionMode Client Services)

Aug 31, 2010 01:28:11 PM CDT Last edited: Aug 25, 2010 09:19:30 AM CDT

Repost from: Earl Kampbell (HR Rep. (LON)) in Situation: Protests/Riots

We have one staff member unaccounted for. We are contacting relatives and friends to track them down. Be aware of any impact on this.

Corporate Communications

Grant - *MissionMode* Schlosser (MissionMode Client Services)

Aug 31, 2010 01:27:49 PM CDT

Repost from: Grant Schlosser in Situation: Hurricane Danny - Plant C

Repost from: Trevor Kolin (Media Rep. (LON)) in Situation: Protests/Riots

Team, the Corporate Communication response is organized and working in a Sub-Situation.

Plant B - Employee Evacuation

Grant - *MissionMode* Schlosser (MissionMode Client Services)

Aug 31, 2010 01:27:13 PM CDT Last edited: Aug 25, 2010 09:12:58 AM CDT

Repost from: Gabe Dunn (Crisis Management Team Lead (LON)) in Situation: Protests/Riots

Employees are now being notified to evacuate/leave work and remain at a safe location until further notice. They are instructed to initiate alternate/remote working capabilities, report to their supervisor, and follow the plan.

Monitoring Intelligence Feeds and Media

Grant - *MissionMode* Schlosser (MissionMode Client Services)

1. **The Situation Center** – a virtual command center available anywhere, anytime via Web and mobile devices.
2. **Contact Status** – monitor alert progression and the status of users.
3. **Tasks and Checklists** – ensure that essential tasks are being completed.
4. **Resource Library** – the correct versions of plans, procedures, and any other type of file or link.
5. **Situation Log** – comprehensive messaging allows users to share information and come to informed decisions.

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- HOME
- CHAT
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 - Devices
- MEMBERS
- SITUATIONS
 - Create
 - Search
- EXTENDED NOTIFICATIONS
 - Create
 - History
- ADMINISTRATION

Extended Notification Details

Organization: Demonstration
 Template: Building 3 Evacuation
 Extended Notification Name: Evacuate Building

Text Message: Please evacuate the main facility campus through the east wing exit

NOTE: Message length should be less than 160 characters.

Custom Phone Message:

Custom SMS / Pager Message:

Message Language: English

Alert Type: Text and Voice Text Only Voice Only

Response Set: Are you safe?

Recipients: Team Details

Possible Recipients	Assigned Recipients
Bid Task Group (13)	Building 3 Personnel (39)
Birth Nurses (12)	Business Continuity Tea
BP Demonstration (0)	
Business Continuity H	
Chemical Spill (3)	
Client Communication	
Clyde Fire Response	
Corp Hdqts-1st Floor	
Corp Hdqts-3rd Floor	
Corporate Comm (4)	

NOTE: To select more than one item, hold the Control or Apple key and click

Hunt Group:

Creating an alert is simple: just choose a template and click Create Alert.

The alert will contain the right message, recipients, rules and options for that type of situation—all defined by your processes and standards. This eliminates the guesswork of what to send, who to contact and how.

The templated message can be changed on the fly. Message text will be automatically converted to speech for phones. The alert can also be recorded in a person's voice.

Use custom acknowledgements to gather important information from recipients, such as "on-site in 30 minutes" or "need assistance".

Messages can be sent to any number of people through multiple text and voice devices.

Fire at Facility B

You have 3 new alerts.

ENS Alert Contact Summary

ENS Alert Name: Fire at Facility B
 Created Time: Oct 13, 2009 11:46:29 AM EDT
 Created By: Grant Schlosser
 Closed By: Grant Schlosser
 Closed Time: Oct 26, 2009 10:47:31 AM EDT
 Owners: Grant Schlosser

Message: Please evacuate the facility immediately. Please acknowledge this alert with your current evacuation status. Another notification will be sent to you shortly.

Phone Message Source: Text Message
 Text/Voice Options: Email, Fax, Pager, Phone, SMS
 Response Set: Evacuation
 Message Language: English
 Hunt Group: No
 Type: ENS Alert

Status	Count
Outside	15
Evacuating	11
Off-Site	9
Need Help	1
Unacknowledged	1

Show 50 items/page

Name	Date	Status
Blanda, George	Oct 13, 2009 11:54:51 AM EDT	Evacuating
Doolittle, Diane	Oct 13, 2009 11:54:58 AM EDT	Evacuating
Glanville, Jerry	Oct 13, 2009 11:55:21 AM EDT	Evacuating
Gonzalez, Luis	Oct 13, 2009 11:54:56 AM EDT	Evacuating

Alert Details

Member Name	Jerry Glanville
Event Name	Fire at Facility B
Alert Name	Fire at Facility B
Alert Status	Evacuating
Last Activity	Oct 13, 2009 11:55:21 AM EDT
Alert Content	Please evacuate the facility immediately. Please acknowledge this alert with your current evacuation status. Another notification will be sent to you shortly.

Start Time	Channel	Message
Oct 13, 2009 11:46:32 AM EDT	Email: Email	Acknowledged: Evacuating

Unacknowledged (3%)
 Need Help (3%)
 Off-Site (24%)
 Evacuating (30%)
 Outside (41%)

See the real-time progress of notification messages.

See the status of all recipients or specific people and send further alerts based on responses.