everbridge®

Critical Event Management

VCC Operator Training Workbook

May, 2018

Contents

Lab 1: Getting Started with Visual Command Center

Summary

Visual Command Center alerts you when your assets are threatened by a risk event and provides you with tools for assessing and responding to the threat. This lab will ensure that you are acquainted with the Visual Command Center user interface and able to access the key functionality needed to process Alerts most effectively.

Lab Objectives

By the end of this lab you will be able to:

- Demonstrate at least two ways to zoom out to the world view.
- List two ways to focus the map on your home state.
- Search VCC by airport code.
- Use the "Copy Lat/Long" feature.
- Identify how many assets are at risk in a given alert with just a glance.
- Adjust the TIMELINE to a specific period.
- Turn on RISK EVENTS feeds.
- List numbers of different types of assets affected by a given alert.
- Use the RESET VCC DEFAULT VIEW tool.
- Use the MEASURE DISTANCE, UNITS, ANNOTATION and the DAY AND NIGHT tools.
- Quickly find the current version number of VCC.
- Use the MAP FILTER and the NOTES tools.

Lab Tasks

1. Navigate the user interface
2. Use tools in Visual Command Center

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Task 1: Navigate the user interface

1. Click an active alert and notice how VCC will automatically zoom in to display the alert and any assets within the alert radius. How can you quickly zoom back out to the world view? _____
2. Now zoom and pan the map to focus on your home state. Name at least two ways you can do that:

   _____

   _____
3. Find the airport NRT. Where is it? _____
4. What's at latitude 38.8710 and longitude -77.0560 _____
5. Find the most recent alert. How many total assets are at risk? _____
6. View the timeline and adjust it so that you are viewing last week (Monday through Sunday). How many active alerts do you see? _____
7. Zoom out to a global view. Under **RISK EVENTS**, turn on the **AVIATION** Incidents. Click the checkbox to activate the **ITEMS** panel.
   a. How many aviation incidents were there in the last week? _____
   b. How many in the last day? _____

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Task 2: Use tools in Visual Command Center

1. What is your nearest major local airport?
   a. Search for it using the **SEARCH** field. Zoom in on the airport.
   b. Clear the search. Now find the **ANNOTATION** tool in the **MENU**.
   c. Add a label to the airport.
2. Now zoom out to a view of the continental US.
   a. Use the **MEASURE DISTANCE** tool to draw a line on the map at least 1000 miles in any direction from the airport you chose.
   b. Use the **WORLD AIRPORTS** feature in the **CONTEXT** menu to find the nearest large airport that is roughly 1000 miles away from your airport.
   c. What airport is it? Enter the airport IATA code here. _____
   d. What is the Latitude and Longitude of that airport? _____
3. Turn on the day/night shadow. Is it currently daylight in Rome? ____ in Beijing? ___
4. What is your current version of Visual Command Center? _____
5. Make sure you are viewing the continental United States. Turn on the **ASSETS** feed for buildings. Use the **MAP FILTER** tool to draw a rough shape around Colorado and Kansas. How many buildings are within the filtered area? _____
6. How do you quickly zoom out to the world view, and turn off all feeds and wipe all filters and measured distances off the map? _____

THIS LAB IS COMPLETE!

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Lab 2: Best Practices for a Hurricane Alert

Summary

Visual Command Center will alert you when your assets are being threatened by a risk event. Some events are unpredictable in nature, while others occur with some regularity. This lab will cover best practices for handling one kind of seasonal event, a hurricane, in Visual Command Center.

While this lab exercise covers many of the steps you might take within Visual Command Center, it is important that you have your own Standard Operating Procedure (SOP) to follow when a hurricane occurs. Sample SOPs for many potential threat events are available for you to download at our online help site: https://support.idvsolutions.com

Lab Objectives

By the end of this lab you will be able to:

- Identify assets likely to be affected by a hurricane alert
- Identify the hurricane direction and severity
- Assess the threat, using current and forecast weather, and traffic cameras and conditions
- Launch an Incident Communication
- Create and share a saved view
- Snooze the alert

Lab Tasks

1. View the hurricane alert
2. Identify the projected track of the hurricane
3. Check weather feeds
4. Check live traffic video and traffic conditions
5. Launch an incident
6. Create a saved view
7. Snooze the alert

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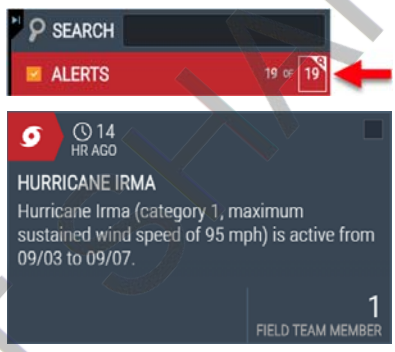
Note: It is unlikely that there is a naturally occurring hurricane to use in VCC, so before you begin this lab, your instructor will walk you through the process of creating a "User Created Risk."

Task 1: View the hurricane alert

1. Check the counter at the top of the **ALERTS PANEL**. How many active alerts are there? _____
2. Scroll the contents of the **ALERTS PANEL** to find a hurricane alert. (If you do not find a hurricane, please contact your instructor.) Do not click the alert yet. How many:

   Affected people: _____

   Affected buildings: _____



Note: The display of affected assets is independent of the feeds turned on in the feed control. When you select an alert, assets within the impact zone are visible regardless of whether that feed is turned on, and data from any currently enabled feed not within the impact zone are dimmed from the visualization.

3. A hurricane changes position over time, so the assets affected now might not be the total number of assets that will be affected in the future. Using the **MAP FILTER** tool, draw a shape around the area you think will be affected by the hurricane. Turn on the **ASSETS** feed group. Now how many assets are affected? _____

Note: In VCC, Assets will remain associated with the hurricane even if the hurricane moves outside of the asset's radius. In other words, once an asset is affected by a hurricane, that asset will always be listed as affected by that hurricane, even if the hurricane moves away.

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Task 2: Identify the projected track of the hurricane

Note: You will need real hurricane information for this task. If none is available in VCC, you can skip this task.

1. Now click the alert. VCC will zoom and pan the map to show you a closer view. Notice that the alert provides a summary of the event. What is the:

   Current maximum sustained wind speed? _____

   Current wind gusts? _____

   Current bearing? _____

2. Review the details about the event. If there are multiple segments for the risk event, click again on the desired segment to get details. In the case of a hurricane, there may also be additional instructions from the data provider.

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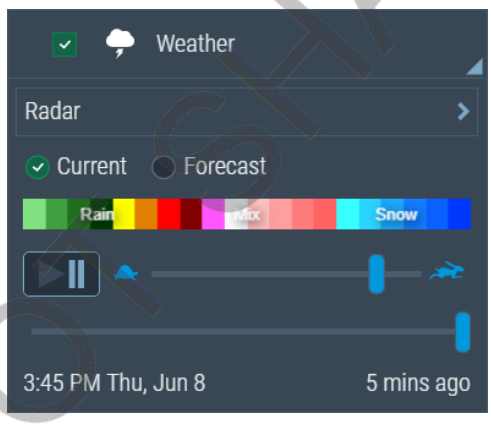
Task 3: Check weather feeds

When you are assessing a situation, using multiple sources of information can help paint a clearer picture. Two information sources that can add useful context when a hurricane is developing are the current weather options *Precipitation (24 Hour Total)* (which can show where the storm is producing rain now), *Wind Speed*, and *Satellite & Radar*. Current weather options cover a time period from two to eight hours into the past.

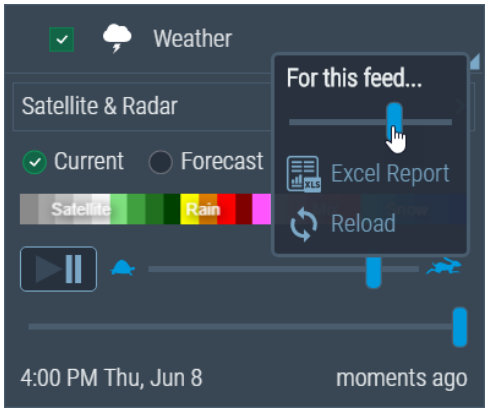
1. In the feed control, expand the **CONTEXT** feed group.
2. Click the checkbox to turn on the **WEATHER** feed, and expand it by clicking on the small triangle (◢) on the bottom-right of the feed.
3. Select the current weather type, which is usually *Radar*, to open the full list of weather types you can choose from.
4. From the weather list, select *Precipitation (24 Hour Total)*. The weather list will flip back to the **FEED CONTROL** panel. Click the **PLAY/PAUSE** button to play the animation.



Note: Even if the animation has not yet finished loading, you can press the play/pause button at any time and VCC will display the weather information.

The animation will loop through the weather data, moving from previous to the current time. This weather animation overlaid on the map with your assets turned on will give you a good idea if they are in the path of the storm.

5. Now, click the **FORECAST** radio button. This will switch the weather animation from the current view to a view that projects four hours to seven days into the future.
6. Next, select **SATELLITE & RADAR** from the weather list.
7. Are the clouds too dense to see the ground? Fix this by right-clicking on the **WEATHER** title bar in the **CONTEXT** feed and move the slider until you find an opacity you prefer.



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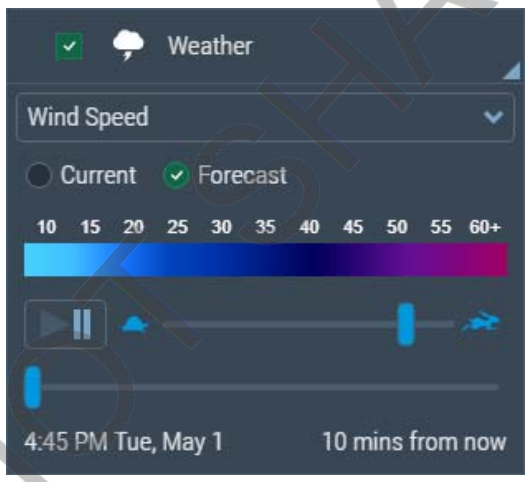
8. You may also wish to search the **ALERTS PANEL** for any Flash Flood watches or warnings related to the hurricane. If the storm makes landfall, you may want to watch for tornadoes spawned by the hurricane.

Note: Since we can't rely on severe weather to coincide with training, it is possible that you may be using one of our simulated hurricane events. If that is the case, the weather animation you see may not coincide with the alert.

9. Reopen the weather panel and choose *Wind Speed*.
10. Toggle between the **CURRENT** and **FORECAST** animations for *Wind Speed*. This will give you an idea of how much damage may be occurring now, and how much may occur in the future.
11. Click the **PLAY/PAUSE** button to play the animation. You can judge the speed by the colors of the animation on the msap.



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Task 4: Check live traffic video and traffic conditions

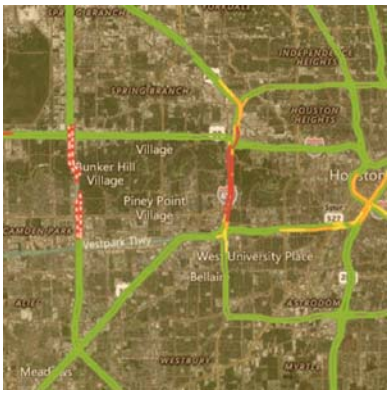
One of our data providers, TrafficLand, has live traffic cameras in most major U.S. cities. Using the traffic cameras, we may be able to get a sense of existing weather conditions as well as traffic conditions.

Traffic conditions are provided by Bing maps.

1. In the **Feed Control** panel, expand the **Context** feed group.
2. Within the **Context** section turn on the **Traffic Cameras** feed.

> Note: If you see the icon at right, then you will need to zoom in further on the map to get to the individual cameras. 

3. Hover your mouse over a camera icon to see the video feed, or click it for the camera feed to display in the **Items** panel at the bottom of the page.
4. Review the various camera feeds in the area to determine if the weather is affecting the traffic.
5. In addition to the **Traffic Cameras**, in the **Context** feed group click the checkbox to turn on **Traffic Conditions**. Green colors on the roads indicate that traffic is flowing smoothly. The full legend is below.



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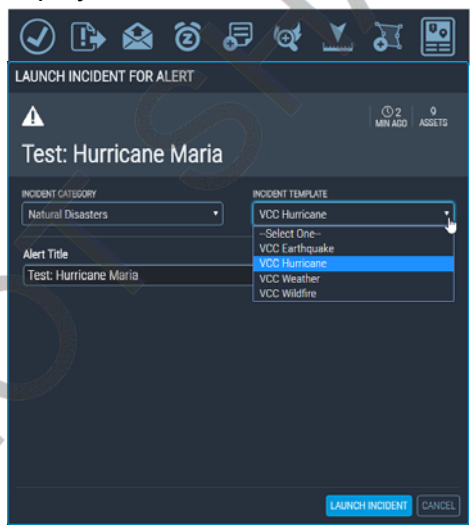
Task 5: Launch Incident Communication

Once you have assessed the situation, you may want to send out a notification regarding the threat. Visual Command Center makes it easy to notify the assets that are affected.

An "Incident" is a way of making use of the "Incident" feature in Everbridge, including the templates you have set up.

1. Click on your hurricane alert in the **ALERTS** feed to display the **DETAILS PANEL**. You should see the available alert actions.
2. Click the **LAUNCH INCIDENT** icon ( ). The **LAUNCH INCIDENT FOR ALERT** window will open.
3. From the **INCIDENT CATEGORY** drop-down, choose the incident type that makes the most sense to you.



> Note: What you see in your environment may not match the screenshot.

4. From the **INCIDENT TEMPLATE** drop-down, choose an appropriate template.
5. Once you select the template additional fields may become available. You may be able to modify those fields.
6. The **LAUNCH INCIDENT** button. Is now available as well. If you are ready, click the button to launch the incident.

> Note: Before launching the incident, as your instructor if you should take this step. Depending on your current configuration, it may actually send messages to employees.

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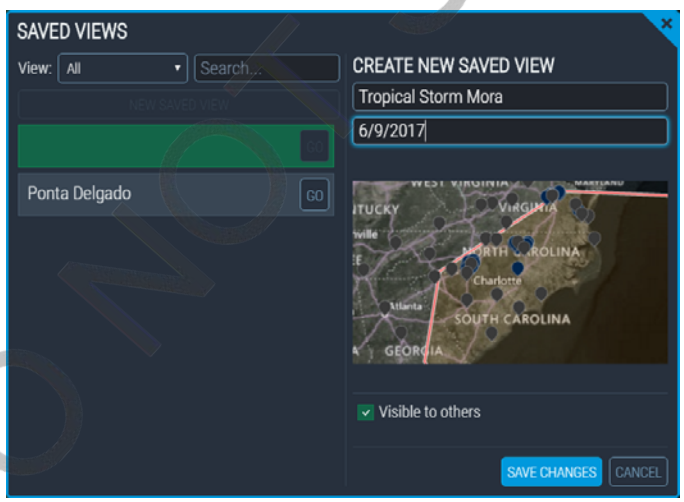
Task 6: Create a Saved View

Often, you will be alerted to a hurricane hours or even days before it makes landfall. Consequently, you may need to monitor this situation over an extended time. To make this easier, you can create a **SAVED VIEW**. This allows you to return to the view at any time and to share it with others.

A **SAVED VIEW** does not include any data—the data in your saved views is always live and may be different each time you reload the view. A **SAVED VIEW** saves your choices about the state of Visual Command Center: the map view, level of zoom, feeds turned on, filter values, active map queries, and labels. You can also share a **SAVED VIEW** with others, by sending a link to the view.



1. Make note of the current map view and the feeds that are on.
2. Remove the map filter you drew to export those additionally affected assets. In its place, draw a map annotation to indicate the area you thought would be affected. Label the annotation “Potentially affected area.”
3. Open the **MENU**.
4. Click the **SAVED VIEWS** tool. The **SAVED VIEWS** dialog will open.
5. Select **NEW SAVED VIEW**.
6. Give your view a name that will be unique from all the other views being created during training, perhaps using your name or initials to signify that the view was created by you.
7. In the **DESCRIPTION** field, enter *Training* and today’s date.
8. Click the **VISIBLE TO OTHERS** checkbox.
9. Click **SAVE CHANGES**. Close the **SAVED VIEWS** dialog.
10. Next, we’ll change the current view. Click the **RESTORE VCC DEFAULT VIEW** tool in the **MENU**.
11. Open the **MENU** and select the **SAVED VIEWS** tool.

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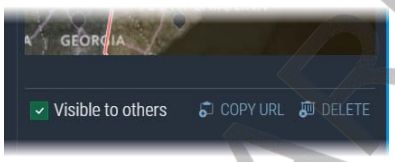
12. Use the **VIEW** dropdown and choose **MY SAVED VIEWS**, or use the **SEARCH** box to find the view you just created.
13. Before you click the **GO** button, click on the view itself to open the details. Note the **COPY URL** link. Using this link you can copy the link to the **SAVED VIEW** and send it to anyone else who has access to VCC. They will be able to use the link to see the alert and associated details.



14. Now click the **GO** button beside the view you just created.

Note: Each time you go back to a Saved View, it will display updated information for the area and any feeds you have turned on. If the alert is still active, it will show the updated position and information for the alert.

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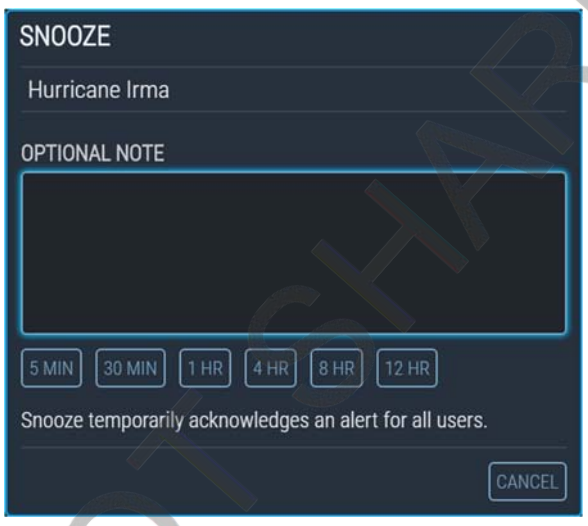
Task 7: Snooze the alert

1. Re-open the active alerts feed and click the hurricane alert to open the alert details.
2. At the toolbar of the alert details panel, find the **SNOOZE** icon ( ).
3. In the **OPTIONAL NOTE** section enter a note that this alert is being used in training.
4. Snooze the alert for four hours.



STOP *THIS LAB IS COMPLETE!*

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Lab 3: Best Practices for Civil Unrest

Summary

A civil unrest type of situation can take multiple forms, but usually end up as a protest or demonstration in your city, or possibly even outside a building's property line or entrance(s). This lab will focus on what to do in Visual Command Center in the event that there is a protest happening near your location, which may inhibit free movement through your city. *It does not cover* additional actions you may need to take outside of VCC.

Lab Objectives

By the end of this lab you will be able to:

- Determine if the alert is geographically placed accurately
- Identify assets truly affected by the event
- Create a civil unrest alert checklist
- Confirm the event and obtain information from outside sources
- Check on weather that may affect the event
- Assess traffic cameras and conditions
- Create a note regarding the alert
- Generate an alert details report
- Selectively notify affected assets
- Create a saved view and share that saved view with others
- Snooze an alert

Lab Tasks

1. View the alert
2. Determine if the alert is geographically placed accurately
3. Identify affected assets
4. Create a checklist
5. Confirm the event/obtain information from outside sources
6. Check weather feeds
7. Check traffic conditions and cameras
8. Generate an alert report
9. Create a note
10. Notify affected assets
11. Create a Saved View
12. Snooze the alert

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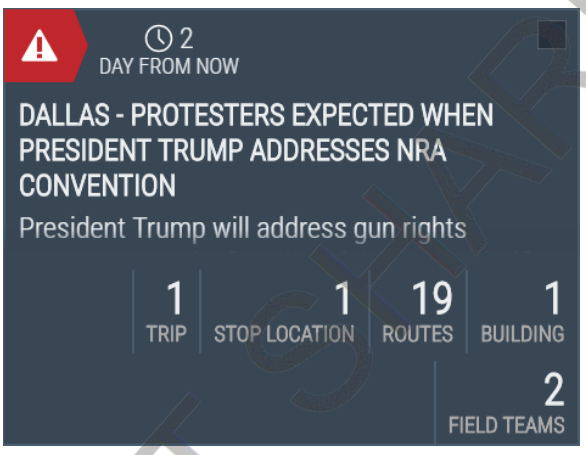
Task 1: View the alert

1. Scroll the contents of the **ALERTS PANEL** to find a civil unrest alert. **Do not click the alert yet**. VCC should provide a high-level overview of affected assets. What is the total number of affected assets (buildings and people) for this alert?

   Affected assets: _____

   Note: Your assets likely won't match the assets in this example, just add up the individual people and buildings affected by the alert.



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Task 2: Determine if the alert is geographically accurate

Geographical accuracy in Visual Command Center relies on the data being sent from information providers. It is possible that *even if* the associated news article has the correct location, the *data* sent to VCC might not have an accurate location. In this instance, the alert will be placed at city center. Therefore, it is *always* important to ensure that the alert is placed accurately on the map by checking outside sources.

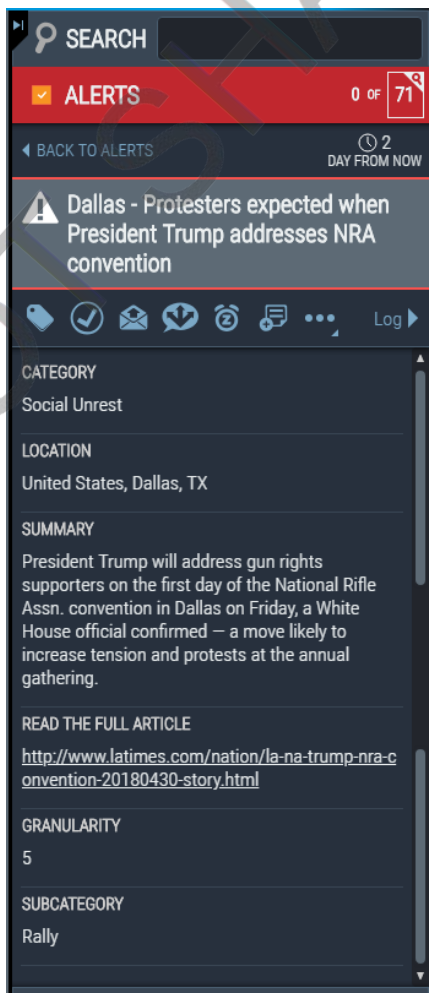
1. Click the alert. VCC will automatically fly in to the area indicated by the data coming in to VCC.
2. View the details for the alert. Is there information about where the event is/was?

   Note: Keep in mind that for civil unrest events, they may move through a city, either as protestors march, or as violence flares up and activists move to be part of, or to separate themselves from, the activity.

3. Whether or not the alert has information on the location of the event, it's wise to follow links in the alert, or to do an internet search for more information.

   Note: Some civil unrest events are planned – such as protests against certain political policies – and news outlets and other sources may get information about the protest in advance of it starting. Some are not planned – as may happen in the wake of police violence that is perceived as unwarranted. It is important to keep up with current information in both instances, and to continually check local trusted news sources. Even a planned, peaceful protest may turn violent.

4. If you determine that the alert is at city center, rather than the actual location of the event, place a pin on the map at the correct location.
   a. Open the **MENU**.
   b. Choose the **ANNOTATION** tool.
   c. Choose the **POINT** option and place the point on the map in the correct spot. Be sure to give it a label that indicates it is the correct location for the alert.



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Task 3: Identify affected assets

It's important to remember that the default radius for a "point" alert, such as a **Terrorism And Suspicious Activity** alert, is 10 miles.

1. Is this default radius the best/most reasonable alert radius for this event? _____
2. Assuming that you wish to "change" the radius around the alert, use the **MAP FILTER** to draw a circle or other shape on the map to filter out the assets that are likely not affected.

   Note: It is not possible to actually change an alert radius. You must use other tools to contact affected assets, if you wish to contact more or less individuals.

   a. Open the **MENU**.

   b. Click the **MAP FILTER** tool and choose the **RADIUS FILTER**.

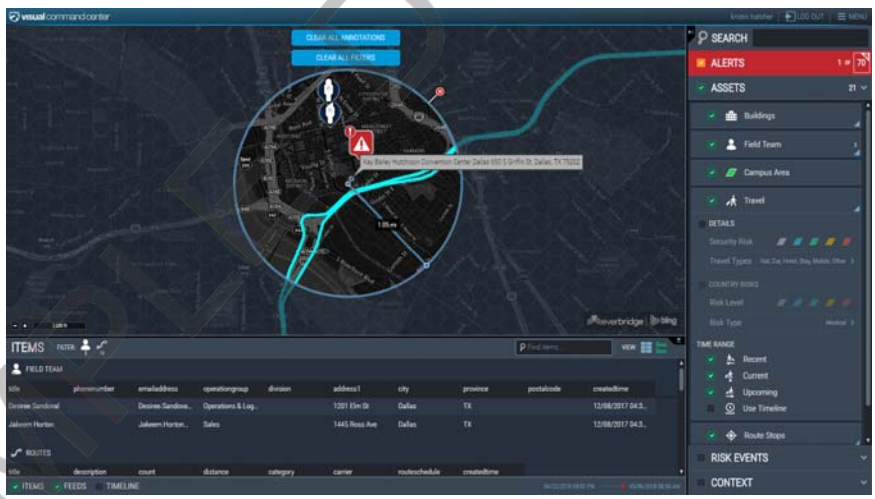
   c. Starting from the center of the actual event location, click and drag to draw a circle outward from the center. If the event moves from place to place, choose a center point or whatever you believe to be the best location.

   d. If the circle you drew is too far away from the alert to capture any of the affected assets, then turn on the **ASSETS** feed

3. List below how many employees and building are likely to be affected given your filter.

   # of people likely affected: _____

   # of Buildings likely affected: _____



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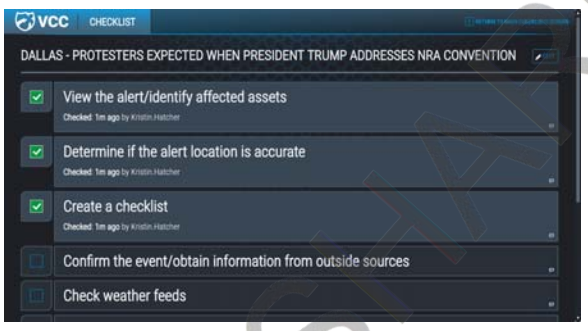
Task 4: Create a checklist



1. Open the **MENU**, using the button in the upper right corner of VCC.
2. In the **LAUNCH APPS** section, select **CHECKLISTS**.
3. Click the **NEW CHECKLIST** button.
4. In the **NAME** field enter your own name and a title for the checklist. Since everyone will be creating checklists with the same template, you need to be able to distinguish yours from others.
5. In the **DESCRIPTION** field enter “testing” or similar so you know that this is just for training purposes.
6. From the **CHOOSE CHECKLIST TEMPLATE** select the **CIVIL UNREST ALERT TEMPLATE**.

   Note: If you don’t see this template in your environment, let your instructor know.

7. Click the **CREATE** button.
8. The checklist will appear. Check off any steps you have completed already. Continue checking items off your list as you go through this lab.

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Task 5: Confirm the event/obtain information from outside sources

It is possible that news sources feeding into VCC have gotten some information about the civil unrest incident wrong, or even that they were given altogether wrong information. It's possible that a planned event may have been cancelled at the last minute. It is important, therefore, to confirm that the event is happening as it was reported to VCC.

1. Do an internet search for more information about the event. (Even if the event was generated just for this lab complete the list below).

   List some of the trusted sources you would use for such a search.

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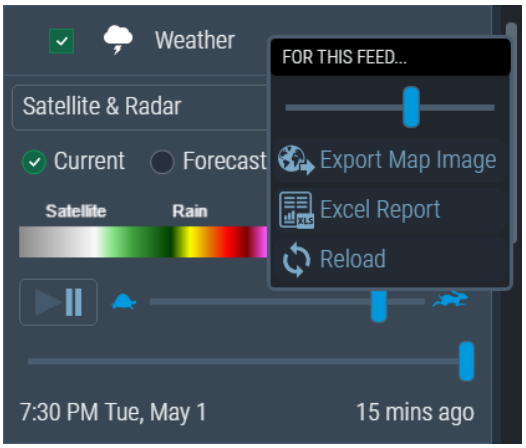
Task 6: Check weather feeds

When it comes to civil unrest, one of the things likely to break up the event or to prevent it from ever getting started is the weather. It's a good idea to get a sense of what is happening with the weather during the time of the protest or other civil unrest event.

1. In the feed control panel, expand the **CONTEXT** feed group by clicking on it.
2. Click the checkbox to turn on the **WEATHER** feed, and expand it by clicking on the triangle to the right of the feed.
3. Select the currently displaying weather type to open the full list of weather types you can choose from. In the example pictured here, the currently displayed weather type is **RADAR**.
4. In the weather list, select **PRECIPITATION (24 HOUR TOTAL)**. The weather list will flip back to the **FEED CONTROL** panel, and may take a moment to generate the weather animation. Click the **PLAY/PAUSE** button () to play the animation.

   The animation will loop through the weather data, moving from previous to the current time. This weather animation overlaid on the map with your assets turned on will give you a good idea if they are in the path of the storm.



5. Next, click the radio button to the **FORECAST** option, to get a future view of the storm.
6. Are the clouds too dense to see the ground? Fix this by right-clicking on the **WEATHER** title in the **CONTEXT** feed and move the slider under you find an opacity that you prefer.

Note: Since we can't rely on severe weather to coincide with training, it is possible that you may be using one of our simulated events. If that is the case, the weather animation may not coincide with the alert.

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LAB 3: BEST PRACTICES FOR CIVIL UNREST

7. What other weather do you think would interfere with civil unrest? Write your answers here.

_____

_____

_____

8. Now go check the weather you listed in #7. Do you think the weather will affect the "civil unrest" incident?

☐ Yes

☐ No

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Task 7: Check traffic cameras and conditions

One of our data providers, TrafficLand, has live traffic cameras in most major U.S. cities. Using the traffic cameras, we may be able to get a sense of existing weather conditions.

Traffic conditions are provided by Bing Maps.

1. In the **FEED CONTROL** panel, expand the **CONTEXT** section.
2. Within the **CONTEXT** section turn on the **TRAFFIC CAMERAS** feed.

   Note: If you see the icon at right, then you will need to zoom in further on the map to get to the actual cameras.

   

3. Hover your mouse over a camera icon to see the video feed, or click it for the camera feed to display in the **ITEMS** panel at the bottom of the screen.

   Tip: Maximize the **ITEMS** panel to see a larger view of the traffic camera feed.

4. Review the various camera feeds in the area to determine if the event is affecting the traffic.
5. In addition to the **TRAFFIC CAMERAS**, in the **CONTEXT** feed section click the checkbox to turn on **TRAFFIC CONDITIONS**. Green colors on the roads indicate that traffic is flowing smoothly. Yellow indicates some slowing, and red indicates stop and go traffic.

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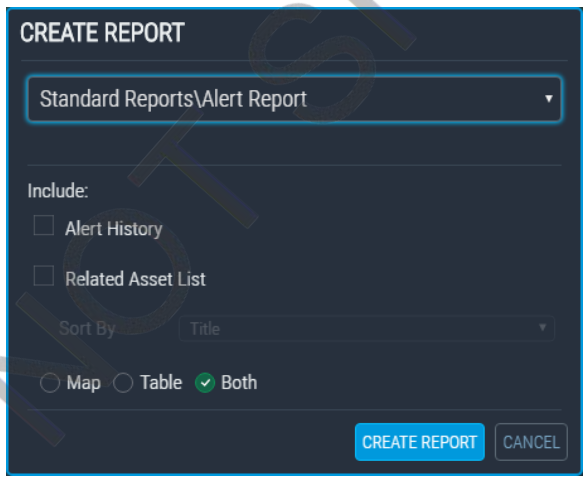
Task 8: Generate an alert report

You may need to share information about the alert with executives or others who have heard about the civil unrest event. There are several reports you can generate, depending on your specific needs, but for this task we are going to generate an **Alert Details** report.

1. Click the alert to open the ALERT DETAILS panel again.
2. Just below the title of the alert is the ACTIONS toolbar. Find and click the CREATE REPORT icon. The CREATE REPORT selection dialog will open.
3. From the drop-down menu, choose ALERT REPORT. The CREATE REPORT dialog will change to provide additional report options.
4. Click the checkboxes to include the ALERT HISTORY and the RELATED ASSET List. You can choose a sort option from the dropdown or accept the default option.
5. Click the CREATE REPORT button.
6. The report will take a moment to generate, and will then display a button for you to DOWNLOAD the report.



7. Review the information included in the report.

Note: There are multiple types of reports that can be run in VCC, and you can generate reports in PDF or Excel, depending on your needs. Learn more about reports in Lab 7: Reporting.

NOTES:

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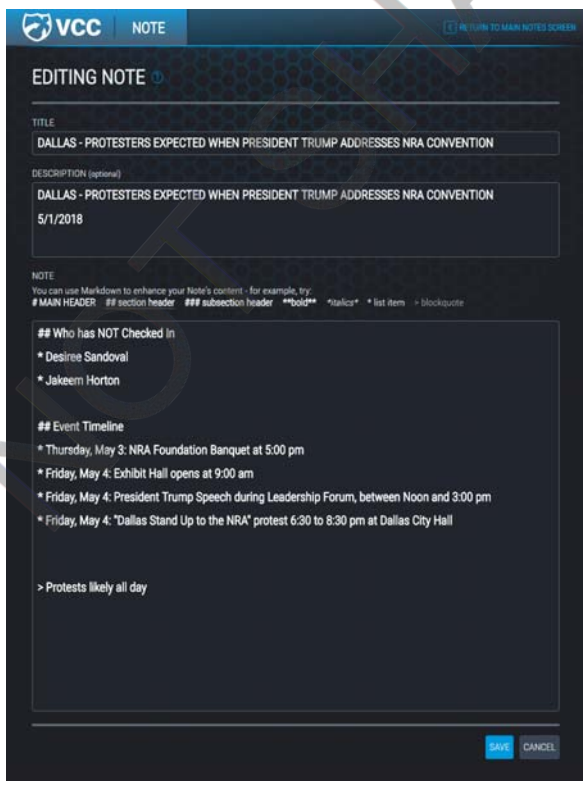
Task 9: Create a Note to display information

Notes are a great way to display information to everyone in the command center, and to everyone who has access to VCC. In this instance you will create a note to display information about who has checked in as "ok," and other important information about this incident. Not all civil unrest events will require employees to check in, but this task will help you practice creating a note in the event you need to.

1. Open the **MENU**, using the button in the upper right corner of VCC.
2. In the **LAUNCH APPS** section, select **NOTES**. The **NOTES** page will open in a new tab.
3. Click the **NEW NOTE** button.
4. In the **NAME** field enter your own name and a title for the note. Since everyone will be creating notes with the same template, you need to be able to distinguish yours from others.
5. In the **DESCRIPTION** field enter "testing" or similar so you know that this is just for training purposes.
6. Click the **CREATE** button.
7. You will create a section header style for who has not checked in, and a section header with any additional information you wish. Feel free to take this time to create something that mirrors what you might actually want to display in a note.



8. Once you've entered your data, click the **SAVE** button and see how the note appears on your screen.

NOTES:

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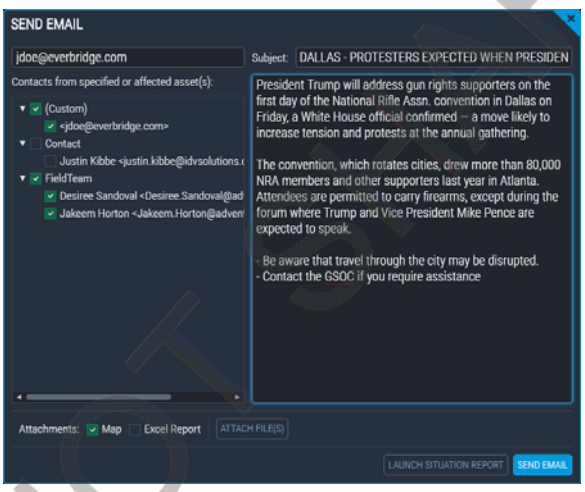
Task 10: Notify affected assets

Once your assessment of the situation leads you to believe that the threat/situation is real, you may want to send out a notification to those affected.

1. Back in the **ALERT DETAILS** panel, find the **ACTIONS** toolbar again. Click the **SEND MESSAGE** icon. The **SEND MESSAGE** window will open.
2. In the body of the email, add the text "This alert is for training purposes only."
3. Enter your own email address in the **ADDITIONAL EMAIL ADDRESSES (OPTIONAL)** field.
4. Click the checkboxes to attach the **MAP** and the **EXCEL REPORT** with the message.
5. Click the **SEND EMAIL** button.



Note: Ask your Account Manager about **SITUATION REPORTS** if you prefer VCC to send a customized email with your own branding.

NOTES:

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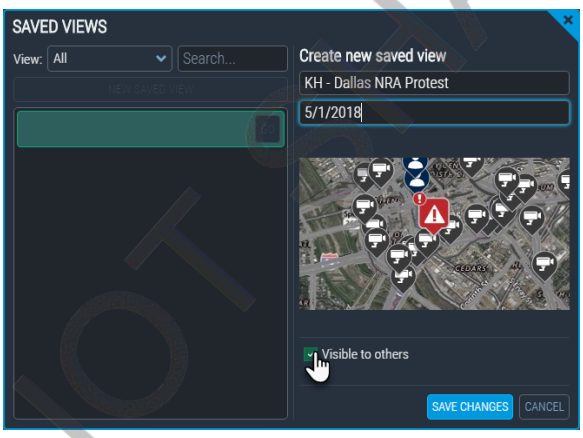
Task 11: Create a Saved View

A SAVED VIEW is not a snapshot—the data in your saved views is always live and may be different each time you reload the view. A SAVED VIEW saves your choices about the state of Visual Command Center: the map view, level of zoom, feeds turned on, filter values, active map queries, and labels. You can also share a SAVED VIEW with others, by sending a link to the view.



1. So far we've turned on weather feeds, TRAFFIC CAMERAS and TRAFFIC CONDITIONS feeds. These may still be on and can be saved in your new view.
2. Open the MENU.
3. Click on the SAVED VIEWS tool. The SAVED VIEWS dialog will open.
4. Select the NEW SAVED VIEW button.
5. Give your view a name that will be unique from all the other views being created during training.
6. In the DESCRIPTION FOR THIS VIEW (OPTIONAL)... field, enter "Training" and the date.
7. Click the VISIBLE TO OTHERS checkbox.
8. Click SAVE CHANGES. Close the SAVED VIEWS dialog by clicking the X in the upper-right corner.
9. Next, we'll change the current view. Click the RESTORE VCC DEFAULT VIEW tool in the MENU.
10. Open the MENU and select the SAVED VIEWS tool.
11. Use the VIEW dropdown and choose MY SAVED VIEWS, or use the SEARCH box to find the view you just created.
12. Click on the view itself to open the details. Note the COPY URL link.
13. Click the GO button.

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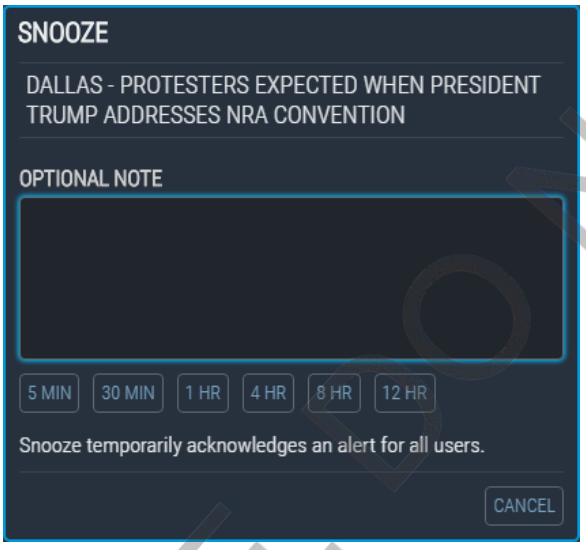
Task 12: Snooze the alert

The civil unrest event may last a few hours or even a few days or weeks (think of the Dakota Access Pipeline protests). Therefore, it's a good idea to snooze the alert until the event reaches a final conclusion.

Note: Eventually the alert will expire on its own, which could happen before the event is complete. You can always reinstate an alert if need be. See the documentation at support.visualcommandcenter.com for instructions.

1. Re-open the alert details for your alert.
2. In the alert actions toolbar, find the **SNOOZE** button.
3. In the **OPTIONAL NOTE** section enter a note that this alert is being used in training.
4. **SNOOZE** the alert for one hour.



STOP *THIS LAB IS COMPLETE!*

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Lab 4: Severe Winter Weather Scenario

Summary

Winter storms are a common risk event that may require organizations to close facilities, re-route shipments, or postpone events.

While this lab exercise will cover many of the steps you might take within Visual Command Center, it is important that you have your own Standard Operating Procedure (SOP) to follow for storms. Sample SOPs for many potential threat events are available for you to download at support.visualcommandcenter.com

Lab Objectives

By the end of this lab you will be able to:

- View the content of a storm alert
- Create a checklist
- Identify the assets likely to be affected
- Assess the threat, using applicable current and forecast weather feeds
- Check live traffic video and traffic conditions
- Notify contacts for the affected assets
- Set up and share a Saved View
- Snooze an alert

Lab Tasks

1. View the alert
2. Identify the threatened assets
3. Create a checklist for the incident
4. Use relevant weather feeds
5. Check traffic cameras and conditions
6. Notify affected assets through VCC email
7. Create a Saved View
8. Snooze the alerts

NOTES:

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Task 1: View the alert

The scenario: Snowmaggedon!

"Snowmageddon" was a crippling blizzard that had major and widespread impact in the Northeastern United States.

By Feb. 10, 2010 the National Weather Service reported that three storms spanning from December to February in the winter of 2009-10 had dumped a whopping 54.9 inches of snow on the Baltimore-Washington area. The snowfall broke a seasonal record first set in 1899. The winter entered the history books as the snowiest winter on record for the U.S. East Coast.

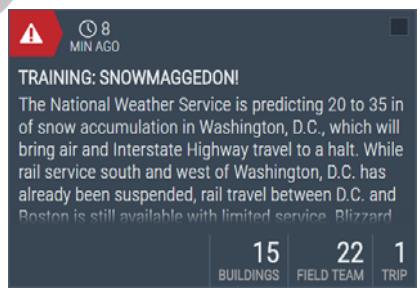
A blizzard is a storm with "considerable falling or blowing snow" and winds in excess of 35 mph and visibilities of less than 1/4 mile for at least 3 hours.

1. Check the counter at the top of the **ALERTS PANEL**. How many active alerts are there? _____

2. Scroll the contents of the **ALERTS PANEL** to find the "Snowmaggedon" alert. Do not click the alert yet. How many:

   Buildings: _____

   People: _____



Note: The display of affected assets is independent of the feeds turned on in the feed control. When you select an alert, assets within the impact zone are visible regardless of whether that feed is turned on, and data from any currently enabled feed not within the impact zone are dimmed from the visualization.

NOTES:

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Task 2: Create a checklist

You can use checklists to lead you through standard operating procedures for each alert. A checklist opens in its own browser window (separate from the map and timeline) and displays a list of steps that you can check off as they are taken. You can generate a checklist at any time from a template.

1. Open the **TOOLS** menu, using the button in the upper left corner of VCC.
2. From the **LAUNCH APPS** section of the menu, select **CHECKLISTS**.
3. The **CHECKLISTS** page will open in a new tab. Click the **NEW CHECKLIST** button.
4. In the **NAME** field enter your own name and a title for the checklist. Be sure to enter your own name or initials in the checklist title since everyone will be creating similar checklists.
5. In the **DESCRIPTION** field enter "testing" or similar so everyone knows that this is just for training purposes.
6. From the **CHOOSE CHECKLIST TEMPLATE** select the **SEVERE WINTER WEATHER** template.
7. Click the **CREATE** button.
8. The checklist will appear. You have completed the first two items on the list, so go ahead and check those off now. Continue checking items off your list as you go through this lab.

NOTES:

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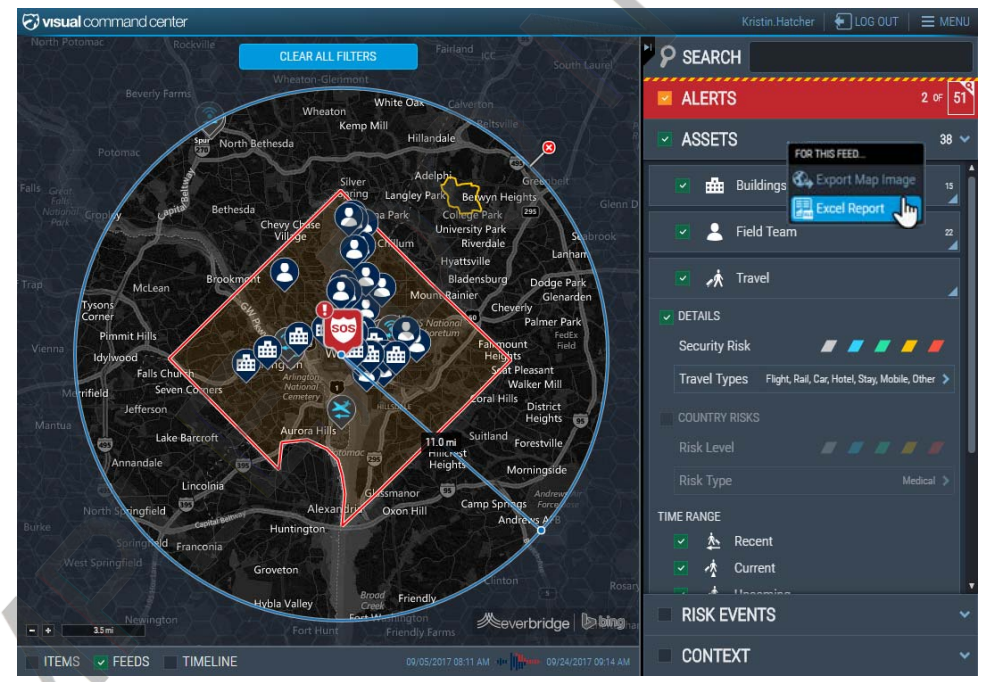
Task 3: Identify assets

In this task you will run an Excel report to get a list of contact names and email addresses for this alert.

1. Zoom in to the alert area. This alert is an area rather than a point, meaning that any assets that fall within that area will be listed as the affected assets. However, employees and assets outside the define impact zone could still be affected.
2. From the **MENU**, choose **MAP FILTER**, and choose any of the available filters. Draw the map filter on the map for the area you think should be define as the affected area.
3. Click to check the box to enable the **ASSETS** feed group and all of its sub-feeds and filters. This will display all assets in the new area you defined.
4. From the **MENU**, choose **EXCEL REPORT** to generate a list of assets and their contact information for the area you specified.

   Alternatively, right-click on the **ASSETS** feed group and choose **EXCEL REPORT**.
5. Once the report runs, download the report and open it up to take a look at the data that is provided. Save this data for later.



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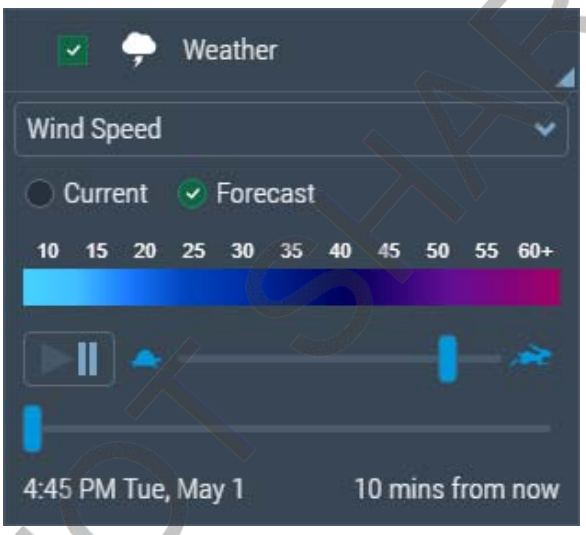
Task 4: Check local weather

Check the weather in the area to see what the current conditions are.



1. In the feed control panel, expand the **CONTEXT** feed group by clicking on it.
2. Click the checkbox to turn on the **WEATHER** feed, and expand it by clicking on the triangle to the right of the feed.
3. Select the currently displaying weather type to open the full list of weather types you can choose from. Choose **SNOW (24 HOUR TOTAL)**.
4. Click the **PLAY/PAUSE** button ( ) to see the weather patterns.
5. With Snow still displaying, click the **FORECAST** radio button. Click the **PLAY/PAUSE** button ( ) to see the animation for the predicted snowfall for the area.
6. Depending on the time of year in which this training takes place, we can't rely on bad weather to appear. Practice using the **WEATHER** feed by choosing all different types of weather and viewing the imagery. You may also want to zoom out to see if there is any weather to view in the larger area.

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Task 5: Check local traffic conditions and cameras

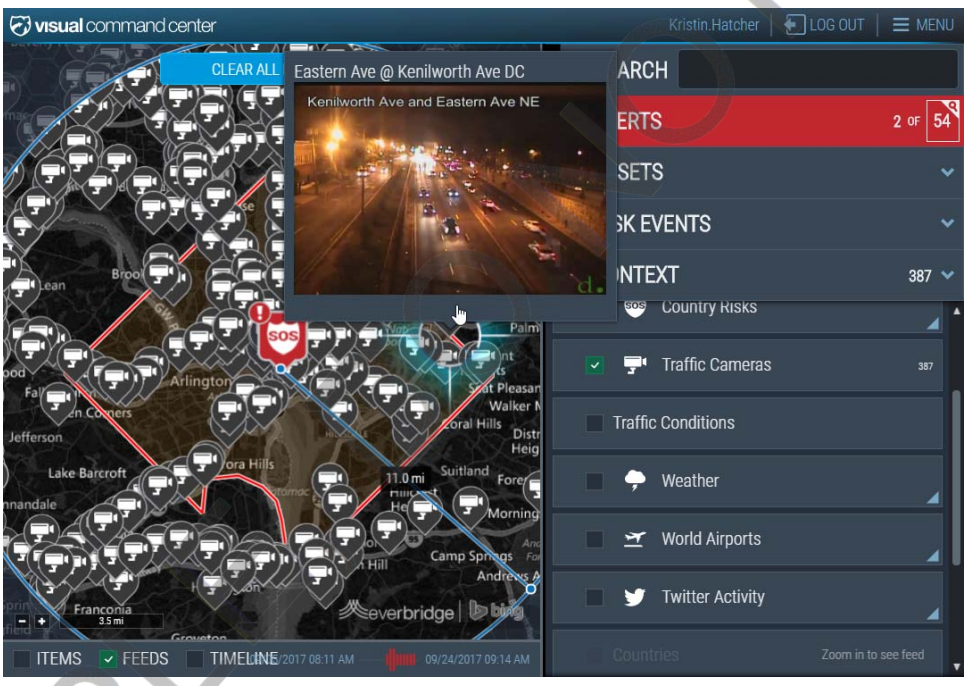
One of our data providers, TrafficLand, has live traffic cameras in most major U.S. cities. Using the traffic cameras, we may be able to get a sense of existing weather conditions as well as traffic conditions.

Traffic conditions are provided by Bing maps.

1. In the **Feed Control** panel, expand the **Context** feed group.
2. Within the **Context** section turn on the **Traffic Cameras** feed.

Note: If you see the icon shown here, then the cameras are "clustered." You will need to zoom in further on the map to get to the individual cameras.

3. Hover your mouse over a camera icon to see the video feed, or click it for the camera feed to display in the **Items** panel at the bottom of the page.



4. Review the various camera feeds in the area to determine if the weather is affecting the traffic.

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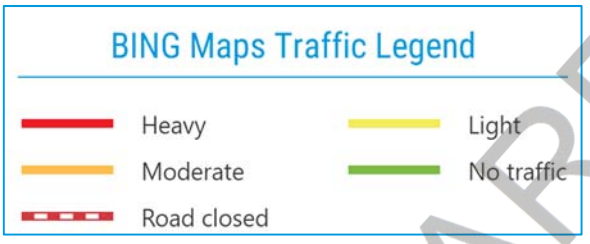
5. In addition to the **TRAFFIC CAMERAS**, in the **CONTEXT** feed group click the checkbox to turn on **TRAFFIC CONDITIONS**. Green colors on the roads indicate that traffic is flowing smoothly. The full legend is shown here.



LAB 4: SEVERE WINTER WEATHER SCENARIO

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Task 6: Notify affected assets and other contacts

Once you have assessed the situation, you may want to send out a notification regarding the weather. Visual Command Center makes it easy to notify the assets that are affected.

1. Click the Snowmaggedon! alert in the **ALERTS** feed to display the **DETAILS PANEL**. You should see the available alert actions.

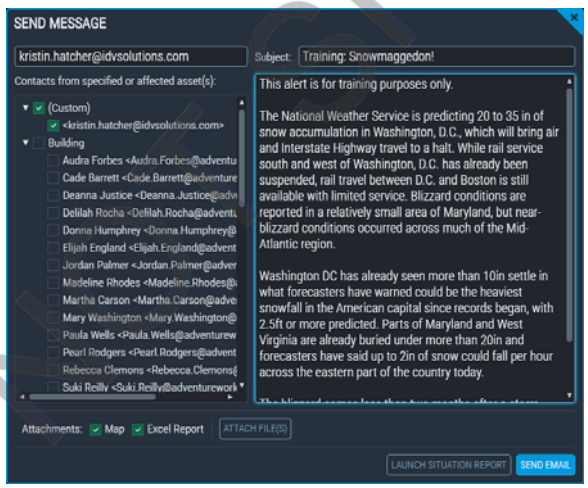
2. Click the **SEND MESSAGE** icon ( ). The **SEND MESSAGE** window will open.

   In the **ADDITIONAL EMAIL ADDRESSES (OPTIONAL)** window enter **your work email address**.

   Optionally also enter the email addresses of all of those assets from your Excel report. Separate email addresses with a semi-colon.

   Also check the boxes to include the **MAP** and the **EXCEL REPORT**.

   For the purposes of this task, only send the email to yourself.



3. In the body of the email, add the text "This alert is for training purposes only."
4. Enter any additional information to the message body that you feel would be relevant to those you are contacting, or any information that is mandated by your SOP.
5. Click the **SEND EMAIL** button.
6. Check your email for the information. This is exactly what employees will see when you send an alert from Visual Command Center.

Note: Ask your Customer Success Manager about Situation Reports if you prefer VCC to send a customized email with your own branding.

NOTES:

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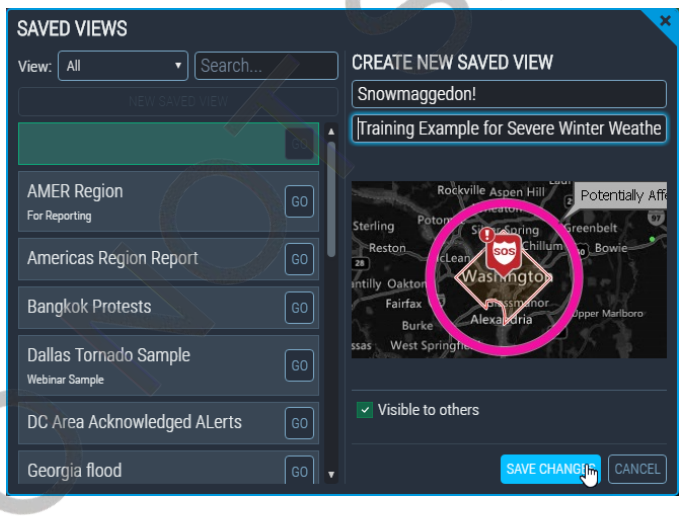
Task 7: Create a Saved View (Act)

Often, severe winter weather can last days. Consequently, you may need to monitor this situation over an extended time. To make this easier, you can create a **SAVED VIEW**. This allows you to return to the view at any time and to share it with others.

A **SAVED VIEW** is not a snapshot—the data in your saved views is always live and may be different each time you reload the view. A **SAVED VIEW** saves your choices about the state of Visual Command Center: the map view, level of zoom, feeds turned on, filter values, active map queries, and labels. You can also share a **SAVED VIEW** with others, by sending a link to the view.



1. Make note of the current map view and the feeds that are on.
2. Remove the map filter you drew to export those additionally affected assets. In its place, draw a map annotation to indicate the area you thought would be affected. Label the annotation "Potentially affected area."
3. Open the **MENU**.
4. Click the **SAVED VIEWS** tool. The **SAVED VIEWS** dialog will open.
5. Select **NEW SAVED VIEW**.
6. Give your view a name that will be unique from all the other views being created during training, perhaps using your name or initials to signify that the view was created by you.
7. In the **DESCRIPTION** field, enter *Training* and today's date.
8. Click the **VISIBLE TO OTHERS** checkbox.
9. Click **SAVE CHANGES**. Close the **SAVED VIEWS** dialog by clicking the blue x in the upper-right corner.
10. Next, we'll change the current view. Click the **RESTORE VCC DEFAULT VIEW** tool in the **MENU**.
11. Open the **MENU** and select the **SAVED VIEWS** tool.

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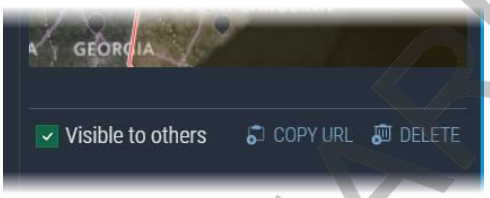
LAB 4: SEVERE WINTER WEATHER SCENARIO

12. Use the **VIEW** drop-down and choose **MY SAVED VIEWS**, or use the **SEARCH** box to find the view you just created.
13. Before you click the **GO** button, click on the view itself to open the details. Note the **COPY URL** link. Using this link you can copy the link to the **SAVED VIEW** and send it to anyone else who has access to VCC. They will be able to use the link to see the alert and associated details.



14. Now click the **GO** button beside the view you just created.

Note: Each time you go back to a Saved View, it will display updated information for the area and any feeds you have turned on. If the alert is still active, it will show the updated position and information for the alert.

NOTES:

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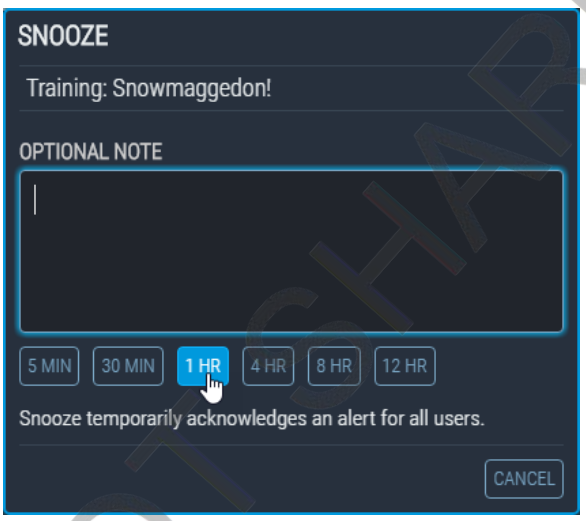
Task 8: Snooze the alert

1. Re-open the active alerts feed and click the alert to open the alert details.
2. At the toolbar of the alert details panel, find the **SNOOZE** icon ( ).
3. In the **OPTIONAL NOTE** section enter a note that this alert is being used in training.
4. Snooze the alert for four hours.



STOP *THIS LAB IS COMPLETE!*

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Lab 5: Active Assailant Scenario

Summary

With the rise of "combination attacks" - the use of cars, knives, bombs, and more in addition to guns, Everbridge has moved to "Active Assailant" vs. "Active Shooter" as a more comprehensive phrase that indicates any scenario in which the workplace is under attack by one or more persons with any weapon or no weapon at all.

Note: There are many additional steps that need to be taken in addition to those in this workbook. This lab focuses on steps to be taken in VCC, and additional any steps should be planned for now in the unlikely event that an active assailant scenario occurs in your building. Ready.gov offers excellent resources for planning for an active shooter.

Lab Objectives

By the end of this lab you will be able to:

- Create a custom risk event using the USER CREATED RISKS feed
- Create a checklist from a pre-defined template
- Send an Incident Communication to staff in the area
- Generate an Excel report of assets possibly affected
- Use the VCC email feature to notify important stakeholders of the situation
- Create a note with ongoing information to be displayed to stakeholders
- Assess emergency response conditions, using current weather and traffic cameras and conditions
- Acknowledge the alert

Lab Tasks

1. Create an alert
2. Create a checklist
3. Send Incident Communication (*If available*)
4. Notify stakeholders
5. Create a note
6. Check current weather and traffic conditions
7. Acknowledge the alert

NOTES:

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Task 1: Create the alert

On December 26, 2017 you are at work, and probably not thrilled to be there after such a nice holiday. About half of your co-workers are out, having taken an extra day or two off.

At 10:30 you get a cup of coffee and see one of your co-workers, a software coder named Michael McDermott, 42, is chatting about video games with a colleague.

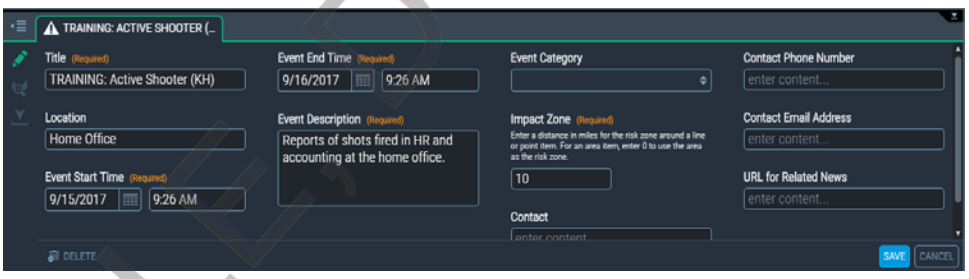
Just after 11 a.m., however, Mike strolls through the lobby with an AK-47 assault rifle, shotgun and semiautomatic pistol. When a co-worker asks, "Where are you going with that?" he responds, "Human resources." He then shoots to death two employees at reception, heads down the hall to the human-resources department, kills three people and proceeds to accounting, where three other workers are barricaded. McDermott blasts through the door and guns down two. The third employee survives by concealing herself beneath a desk. McDermott then returns to the lobby, sits in a chair within reach of a black tote bag packed with ammunition and waits.

In the command center you begin receiving frantic calls, and emails about shooting sounds in the building, as well as information that it has been confirmed that someone is shooting your co-workers. It is almost certain that someone has already called the police as well, so they will likely arrive at the building soon.

Now what?

1. Open the **Risk Events** feed group in VCC and find the **User Created Risks** feed.

   It's unlikely that this news item will come through your news sources in a timely manner, so step one in VCC is to create your own risk event from which an alert will be generated.



Note: This is the first step in VCC. This is likely NOT the first step for the command center in the event of an Active Shooter.

   a. Place the word "TRAINING" and your initials in the title. This will indicate to other users in this environment that this is not a real event, and that this is the alert you created.

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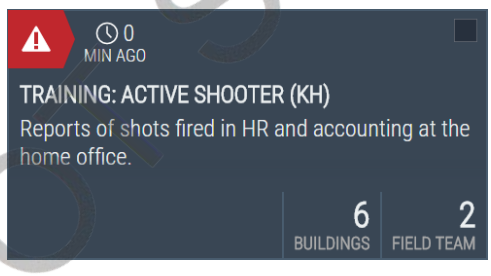
b. Ensure that the dates and times you enter are as accurate as possible. For the purposes of this training, use the current time and the information in the scenario above to fill out the information.

c. Ensure that the **EVENT END TIME** is AFTER the **EVENT START TIME**. 24 hours is a good period of time to use.

d. For **IMPACT ZONE** enter any distance that makes sense for this event, from .1 miles up to 10 miles. How far away do you want to indicate assets that are affected by this event?

Note: You can enter more than 10 miles for an impact zone, but in this scenario that would not make sense.

2. Once you click the **SAVE** button on your risk event, VCC will look to see if there are assets in the area, and will generate an alert. If your alert does not generate after two minutes, check the dates and times in your risk event, and let your instructor know.



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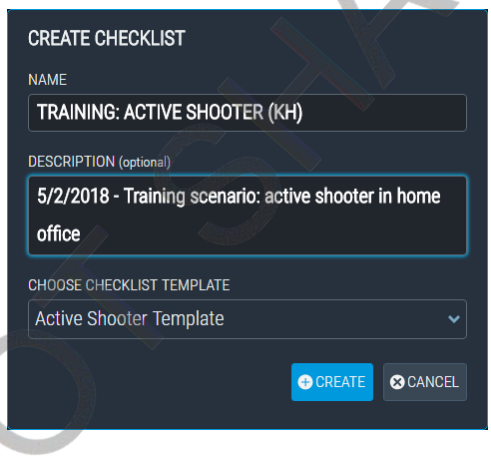
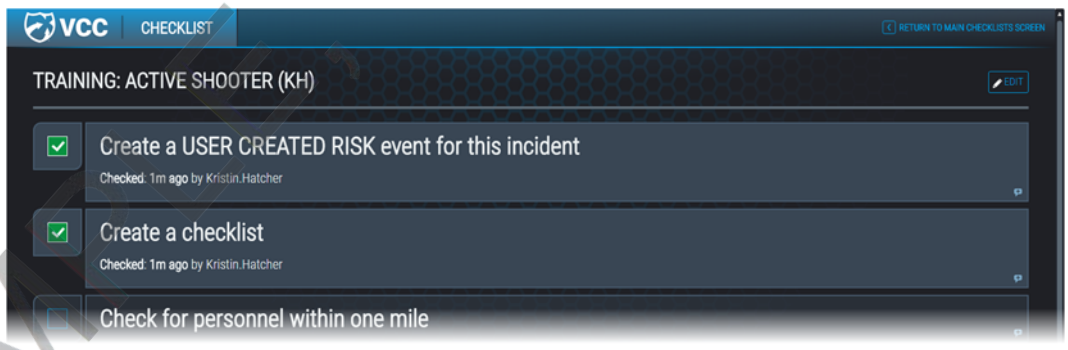
Task 2: Create a checklist

You can use checklists to lead you through standard operating procedures for each alert. A checklist opens in its own browser window (separate from the map and timeline) and displays a list of steps that you can check off as they are taken. You can generate a checklist at any time from a template.

1. Open the **TOOLS** menu, using the button in the upper left corner of VCC.
2. From the **LAUNCH APPS** section of the menu, select **CHECKLISTS**.
3. The **CHECKLISTS** page will open in a new tab. Click the **NEW CHECKLIST** button.
4. In the **NAME** field enter your own name and a title for the checklist. It's not a bad idea to copy and paste the actual title of your alert. Since everyone will be creating checklists with the same template, you need to be able to distinguish yours from others.



5. In the **DESCRIPTION** field enter "testing" or similar so you know that this is just for training purposes.
6. From the **CHOOSE CHECKLIST TEMPLATE** select the **ACTIVE SHOOTER** template.
7. Click the **CREATE** button.
8. The checklist will appear. You have completed the first two items on the list, so go ahead and check those off now. Continue checking items off your list as you go through this lab.



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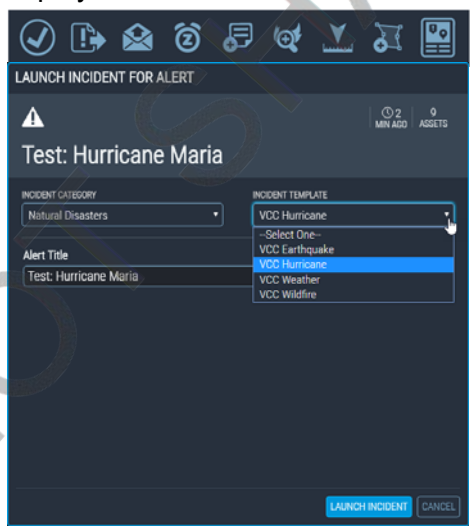
Task 3: Launch Incident Communication

Once you have assessed the situation, you may want to send out a notification regarding the threat. Visual Command Center makes it easy to notify the assets that are affected.

An "Incident" is a way of making use of the "Incident" feature in Everbridge, including the templates you have set up.

1. Click on your hurricane alert in the **ALERTS** feed to display the **DETAILS PANEL**. You should see the available alert actions.
2. Click the **LAUNCH INCIDENT** icon ( ). The **LAUNCH INCIDENT FOR ALERT** window will open.
3. From the **INCIDENT CATEGORY** drop-down, choose the incident type that makes the most sense to you.



> Note: What you see in your environment may not match the screenshot.

4. From the **INCIDENT TEMPLATE** drop-down, choose an appropriate template.
5. Once you select the template additional fields may become available. You may be able to modify those fields.
6. The **LAUNCH INCIDENT** button. Is now available as well. If you are ready, click the button to launch the incident.

> Note: Before launching the incident, as your instructor if you should take this step. Depending on your current configuration, it may actually send messages to employees.

NOTES:

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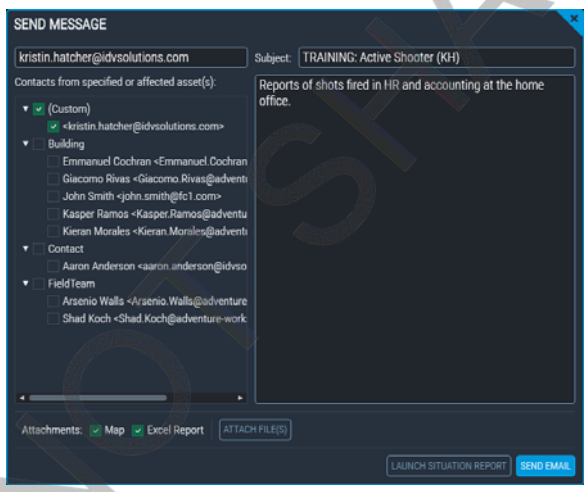
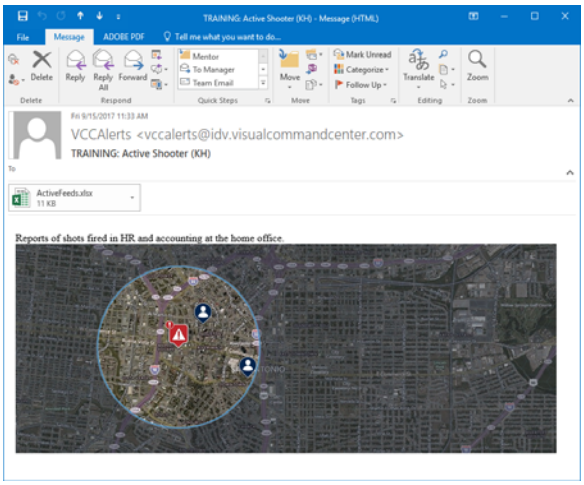
Task 4: Notify internal stakeholders

Once your assessment of the situation leads you to believe that the threat/situation is real, you may want to send out a notification to internal stakeholders, such as an executive team or safety team. However, for the purposes of this lab, just send the message to yourself.

1. Back in the **ALERT DETAILS** panel, find the **ACTIONS** toolbar again. Click the **SEND MESSAGE** icon ( ). The **SEND MESSAGE** window will open.
2. In the **ADDITIONAL EMAIL ADDRESSES (OPTIONAL)** field, enter your own work email address.
3. In the body of the email, add the text "This alert is for training purposes only."
4. Enter your own email address in the **ADDITIONAL EMAIL ADDRESSES (OPTIONAL)** field.



5. Click the checkboxes to attach the **MAP** and the **EXCEL REPORT** with the message.
6. Click the **SEND EMAIL** button
7. Check your company email to find the notification you just sent.



Note: Ask your Account Manager about **SITUATION REPORTS** if you prefer VCC to send a customized email with your own branding.

NOTES:

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Task 5: Create a note to detail information as updates come in

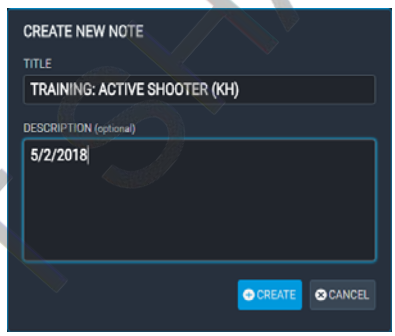
As part of keeping your stakeholders informed of updates, we will create a note that anyone can view, and that can be displayed as a channel. All updates to that note will be reflected in the channel in real-time.

Note: Note being viewed NOT as a channel will not immediately reflect updates until the user refreshes the page.

1. Open the **TOOLS** menu, using the button in the upper left corner of VCC.
2. From the **LAUNCH APPS** section of the menu, select **NOTES**.
3. Click the **NEW NOTE** button in the upper-right corner of the page.

   The **CREATE NEW NOTE** dialog will open.
4. Copy and paste the title of your alert into the note's **TITLE** field.
5. Enter a description that includes the date and the words "training exercise" so everyone knows this is a sample exercise.
6. Click the **CREATE** button.

   The **EDITING NOTE** page will open.
7. In the NOTE field, enter a brief description of the issue.
8. Using markup, enter a section header for actions the command center has already taken.
9. Using markup, enter a bulleted list of those action.
10. Again using the section header markup style, enter the title "Employees in danger/checked in."
11. Again using the markup style for bullets, enter a list of employees in danger. If VCC has no individuals in the area, list a few employees you work with as an exercise.



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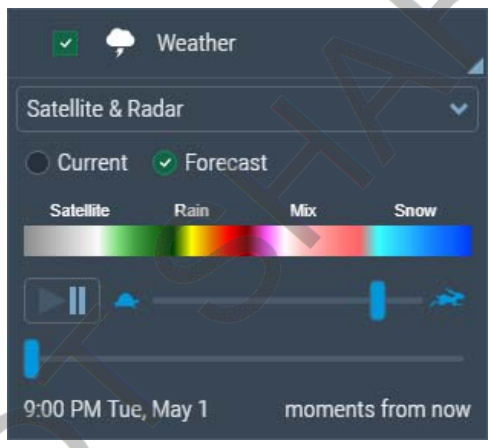
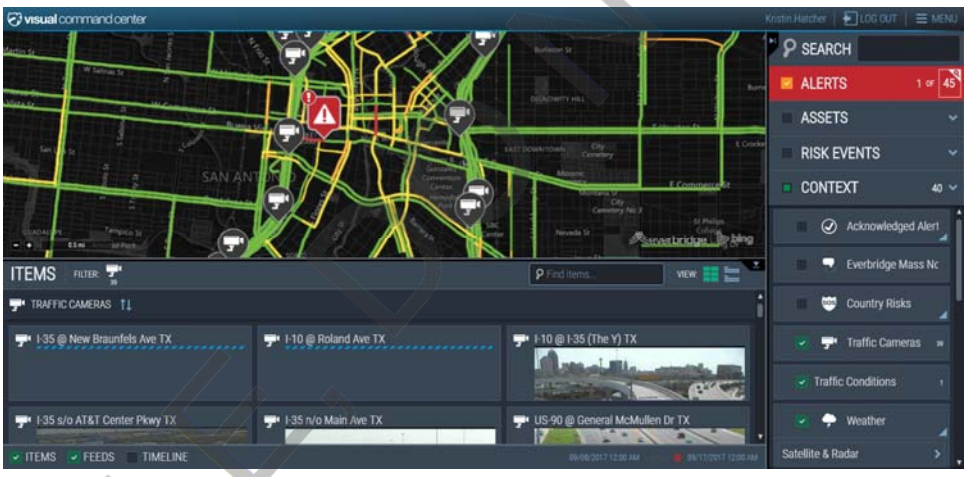
Task 6: Check local weather and traffic conditions

Will the emergency responders you've called have any delays in reaching your office? Check local weather and traffic to determine if there might be delays.

1. In the feed control panel, expand the **CONTEXT** feed group by clicking on it.
2. Click the checkbox to turn on the **WEATHER** feed, and expand it by clicking on the triangle to the right of the feed.
3. Select the currently displaying weather type to open the full list of weather types you can choose from. Choose **SATELLITE & RADAR** or whatever weather makes sense to you to check.
4. Now turn on the **TRAFFIC CONDITIONS** and **TRAFFIC CAMERAS** feeds. Check to see what the local traffic is like around the affected building and on the route from the police station (if you know it).





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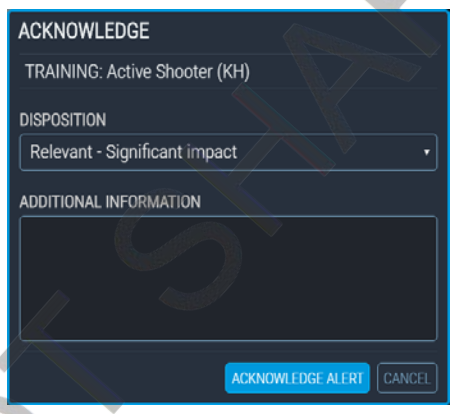
Task 7: Acknowledge alert

At some point the police will show up and the event will be resolved, hopefully with minimal loss of life. At that time you can acknowledge the alert.



1. Open the alert details panel if it is not already open.
2. From the action icons menu, click the **ACKNOWLEDGE ALERT** icon (). The **ACKNOWLEDGE** window will open.
3. From the **DISPOSITION** drop-down choose a disposition that best matches the alert and your SOPs.
4. In the **ADDITIONAL INFORMATION** box you can enter any information you think is relevant and that is required by your SOPs. Your name and the date and time will be logged in the system, you don't have to put that information here.
5. Click the **ACKNOWLEDGE ALERT** button.

Wrap Up

This scenario was taken from a real event called the Wakefield Massacre that happened on December 26, 2000. McDermott had been going through a divorce and his wages had been garnished – likely why he targeted HR and Accounting.

McDermott was found by police sitting calmly in the lobby and stated that he did not speak German. At trial, he stated that he was born without a soul and that God had allowed him to earn a soul by traveling back in time to kill Nazis.

He was found guilty of seven counts of first degree murder. He was sentenced to seven consecutive life sentences without the possibility of parole.

Note: This scenario covers the events of a workplace shooting, but not the aftermath. Employees will be traumatized, and business continuity threatened. Search for resources to help employees deal with trauma and add those options to your crisis plan, should an event occur.

STOP *THIS LAB IS COMPLETE!*

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Lab 6: Launching Channels

Summary

Visual Command Center provides several apps to enhance workflow and communication in the command center. Each of these apps can be opened in its own browser window as a “channel.”

Note: This lab is intended to be used with training environments where all attendees have their own environments and won’t override each other when displaying channels. If your training is not using separate environments, please ask your trainer for instruction.

Lab Objectives

By the end of this lab you will be able to:

- View the available command center "rooms."
- Choose a room and activate the monitors in your channel.
- Assign apps or other data to display through channels on your command center wall.
- Set up and display a montage channel.
- Set up and display a status channel.
- Set up, display and modify a channel favorite.
- Save a channel preset, and quickly change between different presets.

Lab Tasks

In this lab, you’ll perform the following tasks:

1. Set up screens
2. Select a channel to display
3. Create a montage channel
4. Create a status channel
5. Create favorites
6. Create a channel presets

NOTES:

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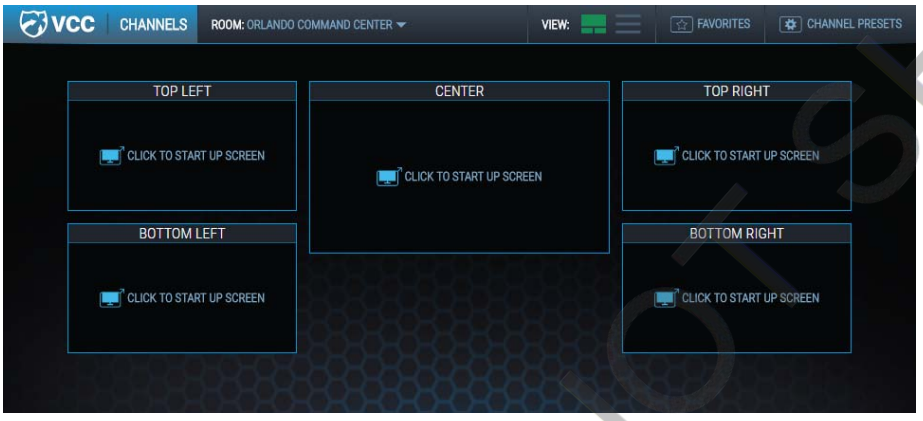
Task 1: Launch screens

1. Open the **MENU** and in the **LAUNCH APPS** section of the **MENU**, select **CHANNELS**. The **CHANNELS** app will open in a new tab, and will display a "room" with screens arranged as you might see on your Command Center wall.

   If you have multiple "rooms" set up, you can click the **ROOM** link at the upper left of the page and choose between different rooms.



2. All of the screens should say **CLICK TO START UP SCREEN**. Each one of the screens will need its own tab, and clicking a monitor will open a new tab that is ready to display VCC information. Click the **TOP LEFT** monitor to launch that tab.

   Your newly launched tab should look like the image above.

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3. Now repeat **step two** for all of the remaining monitors in your **ROOM** in the **CHANNELS** app.
4. If possible, drag a tab up to the screen on which you wish to display channel data.

Note: Often in a training room, additional wall monitors are not available. If not, skip this step and just click back and forth between tabs to view the changes you've made.

LAB 6: LAUNCHING CHANNELS

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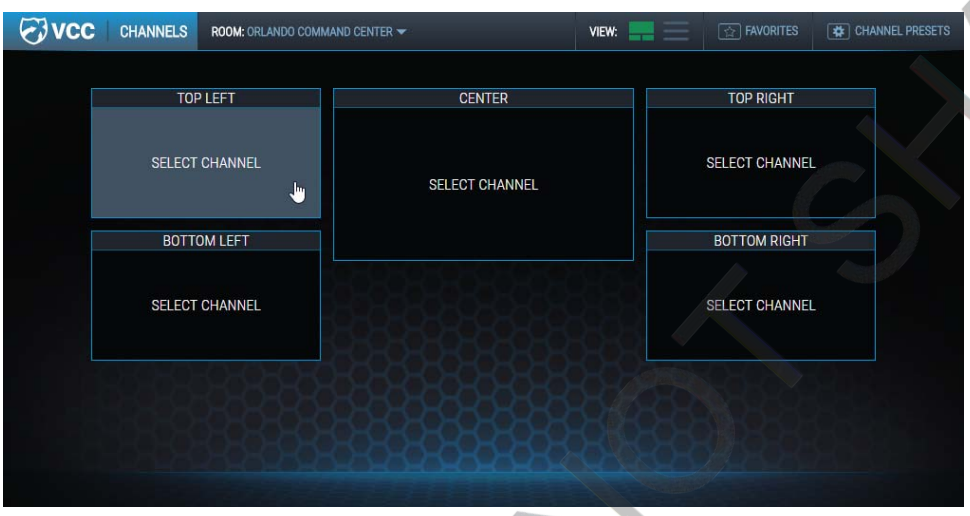
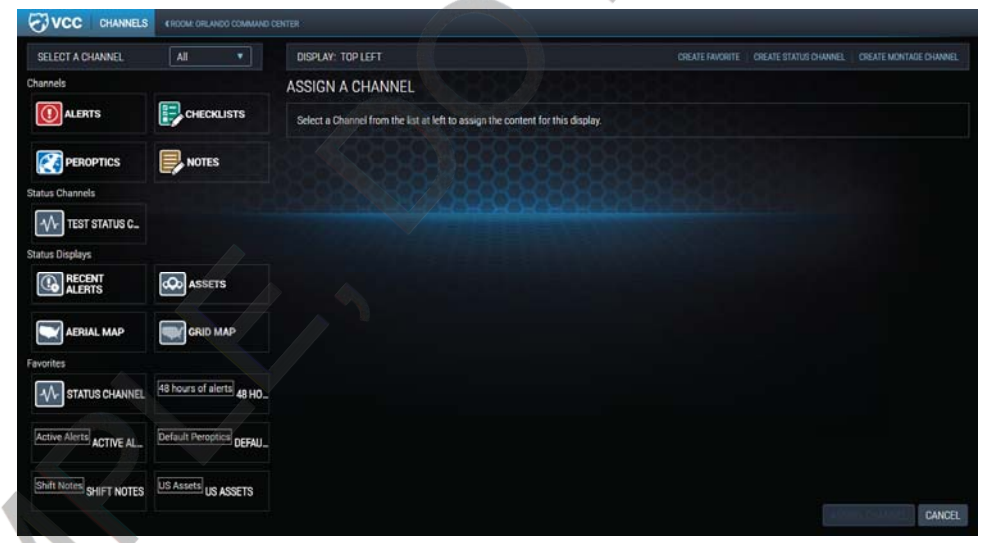
Task 2: Select a channel to display

You have now set up your wall monitor screens to display different channels. The next step is to tell each channel what information you want to display.

1. Go back to the **CHANNELS ROOM** tab. Each channel should now be clickable.



2. Click one of the channels to assign something to display. The **SELECT A CHANNEL** page will open.



On the left is a list of all available **CHANNELS**, existing **STATUS CHANNELS**, **STATUS DISPLAYS**, and **FAVORITES**.

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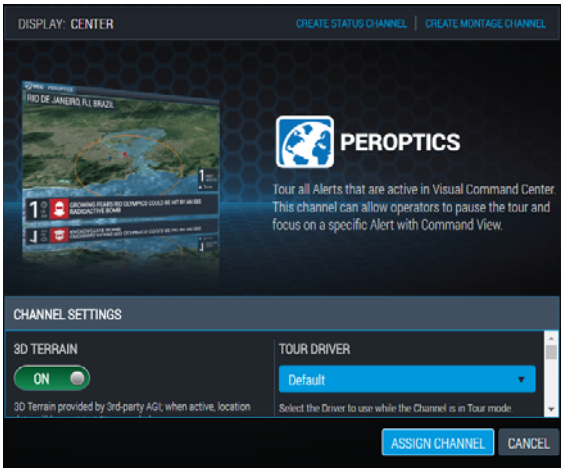
3. There are four **CHANNELS** listed at the top of the page, **ALERTS**, **CHECKLISTS**, **NOTES**, and **PEROPTICS**.
   a. Click on **NOTES**.
   b. Choose a note to display from the drop down menu.
   c. Decide whether you want the note to autoscroll. By default, the note will autoscroll.
   d. Click the **ASSIGN CHANNEL** button.

   e. The **CHANNELS ROOM** will again appear, and the tab corresponding to the monitor you chose will display the note.

4. On another screen, follow the same steps as above, but assign Peroptics. Leave the **TOUR DRIVER** in Default (assuming you have an option).

   Having a screen display Peroptics in Default mode will allow operators in your command center to use that monitor as "command view." Then, when operators are working alerts, they can send the alert to command view for all to see.



5. Assign other channels as you wish, but leave two monitors unassigned for now. We'll use those in when we discuss Montages and Status Channels.

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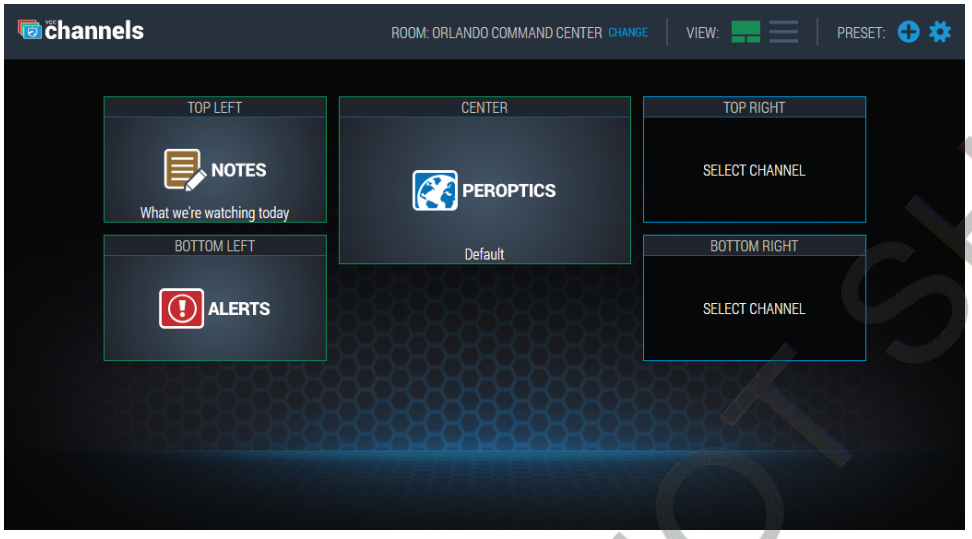
Task 3: Create a montage channel

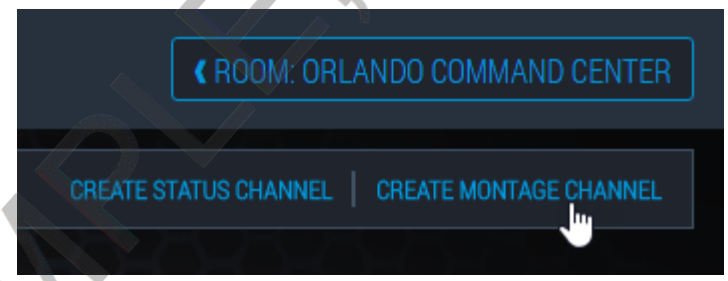
So far our sample command center setup looks like this:



Now we'll work on setting up a montage channel. A montage is a channel that displays a rotating sequence of other channels in a selected order. Using a montage, you can share a single screen among multiple channels. In the Channels app, any existing montages are listed on the left side of the screen.

1. Go back to the **CHANNELS** tab.
2. Click one of the available channels. In the example room we are using, we'll choose the Top Right channel.

   The **SELECT A CHANNEL** page will open.
3. To create a Montage, click the **CREATE MONTAGE CHANNEL** link in the top right of the **SELECT A CHANNEL** screen.



The **MONTAGE** page will open.

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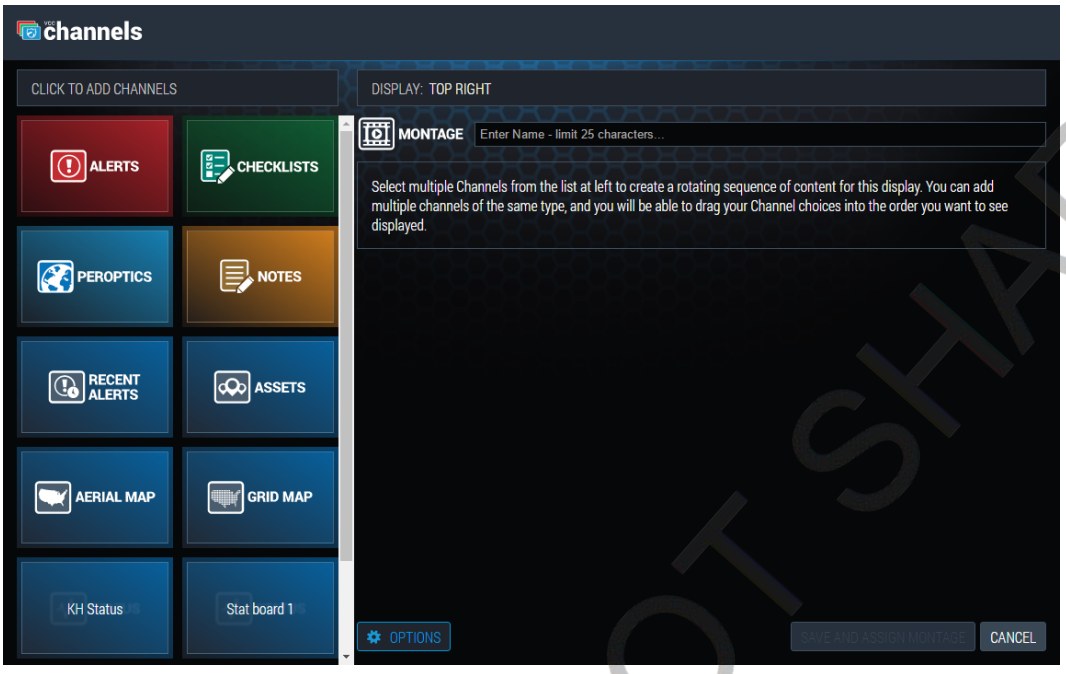
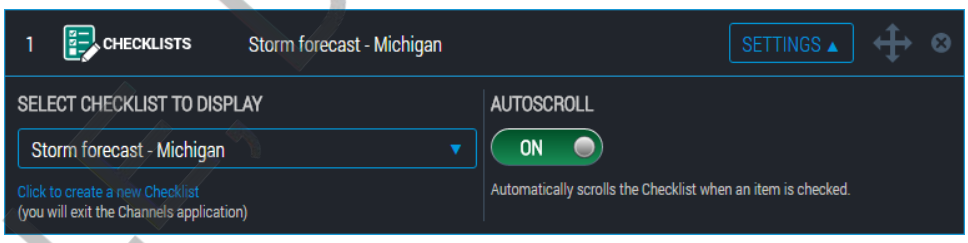
LAB 6: LAUNCHING CHANNELS



4. Enter a name for the Montage in the text box provided. We'll call ours "Sample Montage." (You can delete this montage later, if you wish).
5. Add different channels that you wish to have displayed in the montage. We've already used Alerts, Peroptics, and Notes in other channels, so let's choose the following:
   a. Checklists
      i. From the dropdown choose a checklist to display.
      ii. Click to turn **AUTOSCROLL** on or off.



   b. Recent Alerts – Displays the number of active alerts, acknowledged alerts, and risk events for a selected period of time.
      i. From the dropdown choose an **ASSET GROUP** to display. **ASSET GROUPS** must be set up in Manager.
      ii. Use the slider to set the **REPORTING WINDOW SIZE**. The reporting window defaults to 24 hours.

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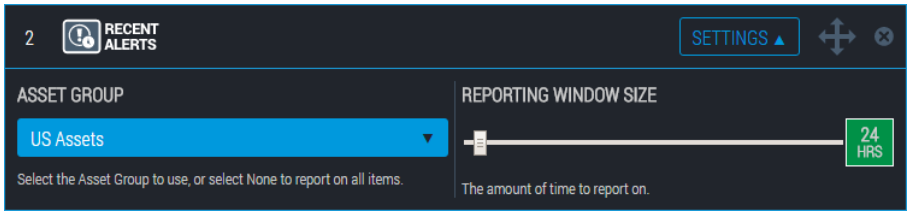
LAB 6: LAUNCHING CHANNELS



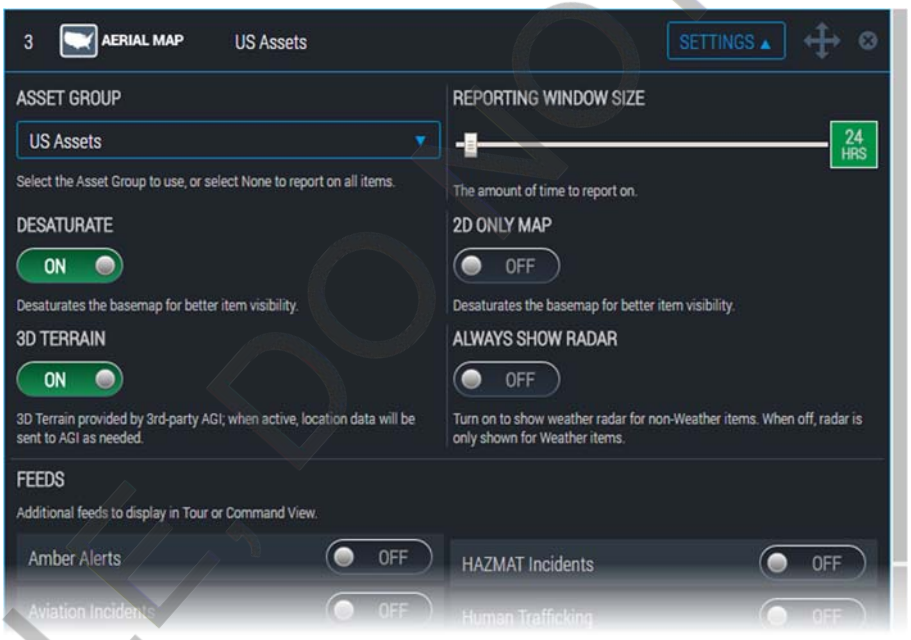
c. Aerial Map - Displays a map showing the locations of active and recently acknowledged alerts.

   i. From the dropdown choose an **ASSET GROUP** to display. **ASSET GROUPS** must be set up in Manager.

   ii. Use the slider to set the **REPORTING WINDOW SIZE**. The reporting window defaults to 24 hours.

   iii. Leave the **DESATURATE**, **3D TERRAIN**, **2D ONLY MAP** and **ALWAYS SHOW RADAR** options on their default settings.

   iv. Turn on any additional **FEEDS** you wish to see on the map.



6. Now use the button to move Aerial Map to the top of the list of items to display in your montage. Do this by simply clicking the button on the Aerial Map and drag it to the top of the list.

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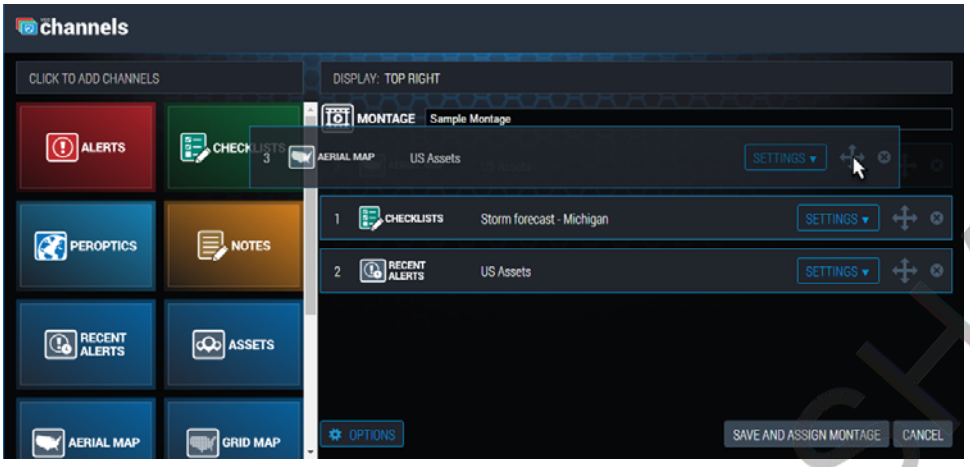
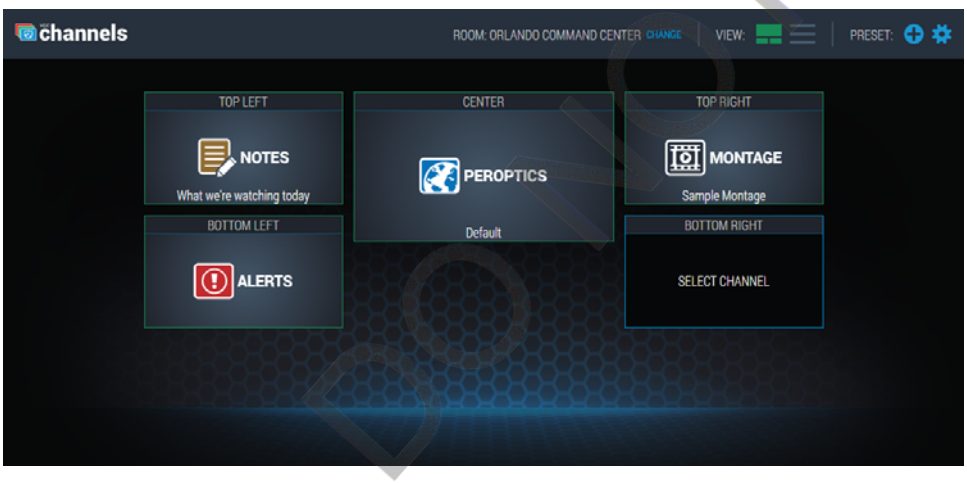
LAB 6: LAUNCHING CHANNELS



7. Now click the **SAVE AND ASSIGN MONTAGE** button. The Command Center room will appear with your new montage assigned to the appropriate monitor.



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Task 4: Create a status channel

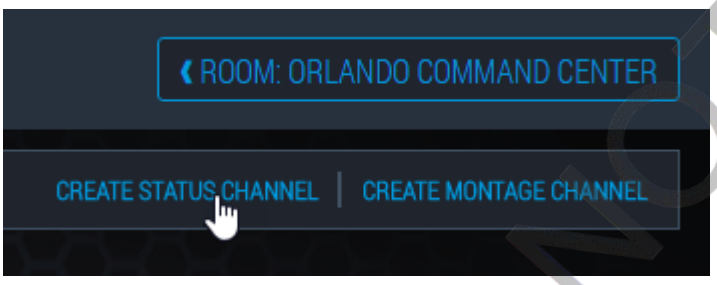
On our last available monitor, we'll assign a Status Channel.

A Status Channel combines multiple other channels on one screen, dividing the screen area among them. It allows you to make efficient use of a wall screen.

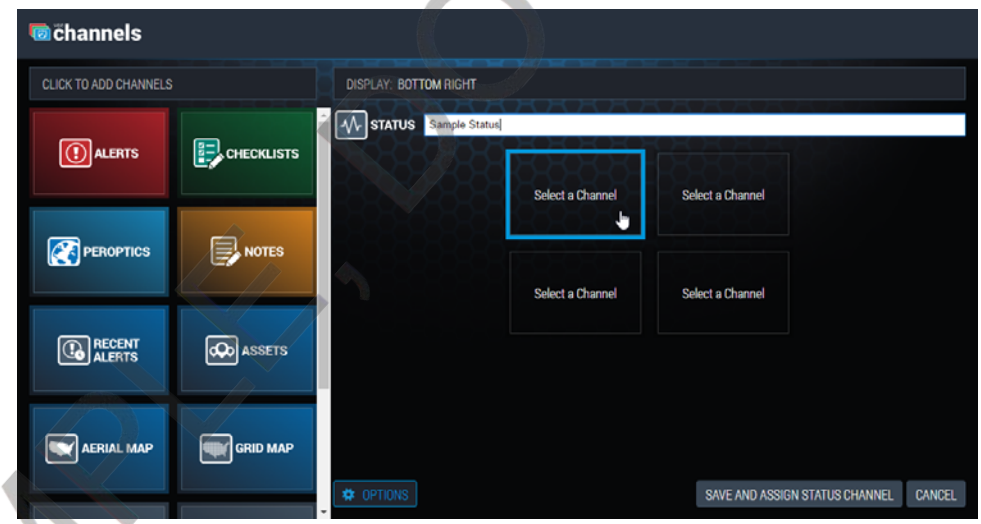
1. Go back to the **CHANNELS** tab.
2. Click one of the available channels. In the example room we are using, we'll choose the Bottom Right monitor.

   The **SELECT A CHANNEL** page will open.

3. To create a Status Channel, click the **CREATE STATUS CHANNEL** link in the top right of the **SELECT A CHANNEL** screen.



The **STATUS** page will open.



4. Enter a name for the Status channel.

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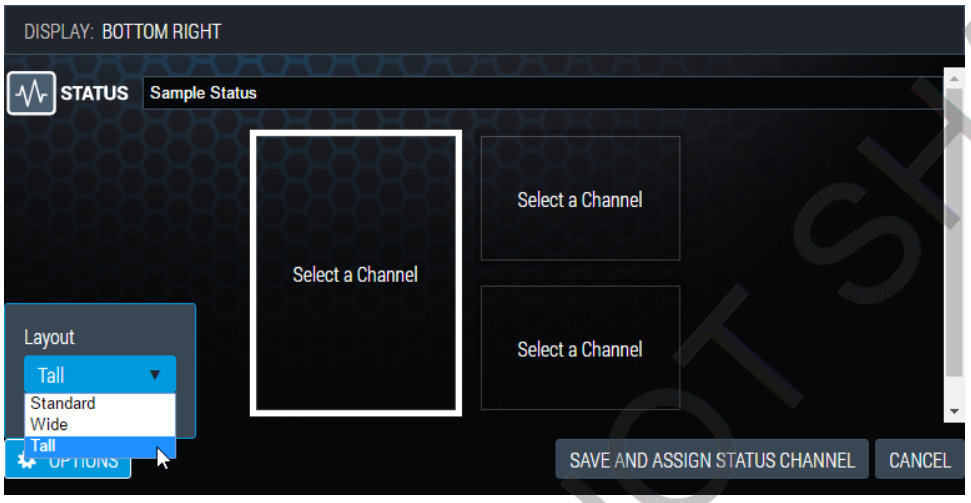
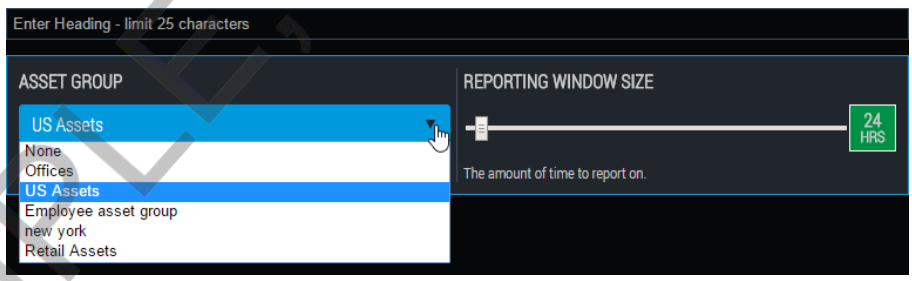
5. Your status channel may have been set up in a variety of ways. One common setup is the “quad,” called the “standard” setup, which would divide the monitor into four sections and display something new in each section.

   Let’s choose the **TALL** setup. The **TALL** option will give us one longer section on the left, and two smaller sections on the right.



6. Click the tall channel on the left to activate it, then choose a channel from those on the left. We haven’t used the **RECENT ALERT** option yet, so let’s assign that by clicking it. The settings will appear.
   a. Enter a header above the settings to display the name of this status section. In our example, we’ll call it US Assets Alerts.
   b. From the dropdown choose an **ASSET GROUP** to display. **ASSET GROUPS** must be set up in Manager.
   c. Use the slider to set the **REPORTING WINDOW SIZE**. The reporting window defaults to 24 hours.



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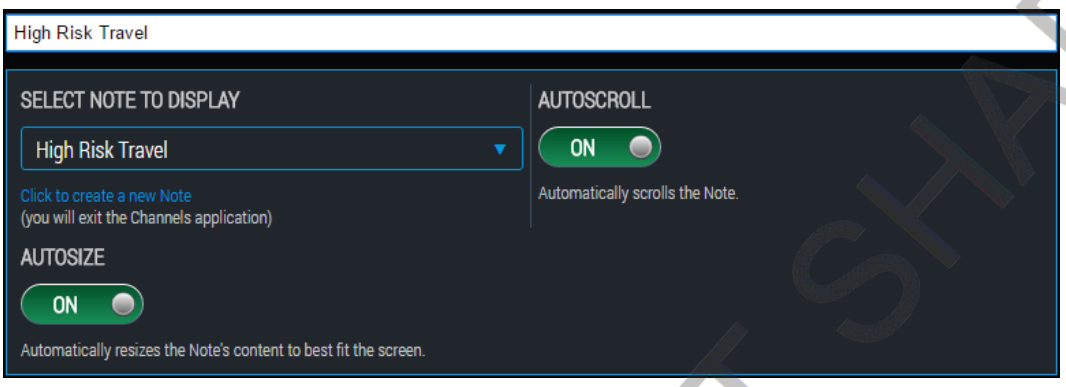
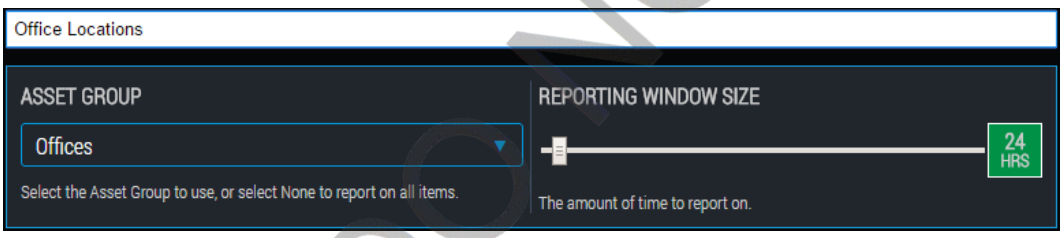
LAB 6: LAUNCHING CHANNELS

7. Next, in the upper-right quadrant of the channel we'll assign Notes, but this time we'll choose a different note. In this example I've chosen our notes on High Risk Travel, and I've called the section High Risk Travel.

   Also click to turn **AUTOSIZE** and **AUTOSCROLL** off or on.



8. Select the final quadrant in the bottom-right of the channel. Here we'll assign a Grid Map. From the dropdown we'll choose the **ASSET GROUP** "Offices" and leave the **REPORTING WINDOW SIZE** on its default 24 hours. We'll title this Office Locations.



Note: If you go to the options button and change your layout, your currently assigned channels will remain assigned.

9. Click the **SAVE AND ASSIGN STATUS CHANNEL** button to save and apply your changes.

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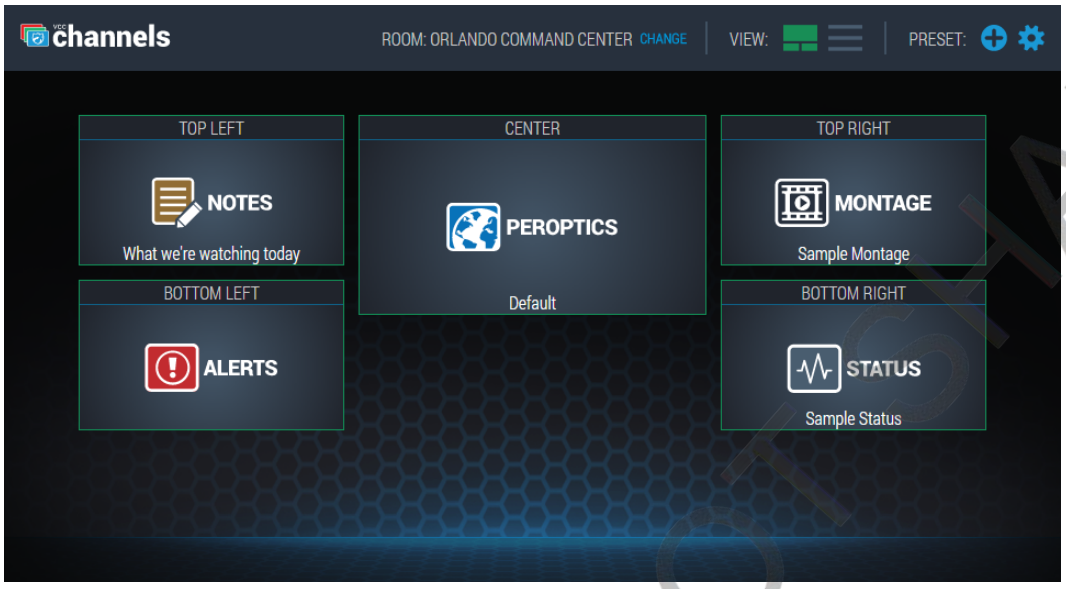
LAB 6: LAUNCHING CHANNELS

SET UP SCREENS | ASSIGN CHANNELS | MONTAGES | STATUS CHANNELS | FAVORITES | CHANNEL PRESETS

Our monitors are now all set up and running different channels. You can make changes to these at any time by clicking the channel you wish to modify.



Go on to the next task to learn how to save the room you just created as a "preset."

NOTES:

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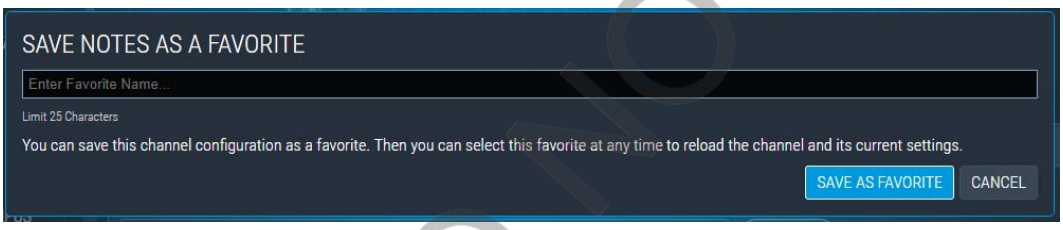
Task 5: Create a channel favorite

Save a channel with all of its configuration settings as a favorite, and launch it on a screen or tablet with one click

Save a Favorite Channel

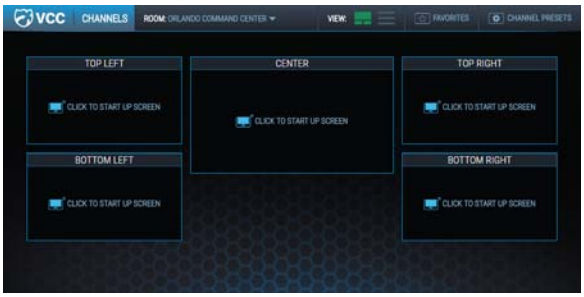
1. Go back to the **CHANNELS** tab. Ensure that at least one monitor is activated and ready to display data.
2. Click an active monitor to access the **SELECT A CHANNEL** page.
3. Choose a channel you wish to set as your favorite, including any options such as autoscroll or duration.
4. Click the **CREATE FAVORITE** link in the upper-right corner. A pop-up window will ask you to name the favorite. The name is limited to 25 characters. *For the purposes of this lab, give the favorite your name (i.e., Dave's Fave)*.



5. Click the **SAVE AS FAVORITE** button.
6. The page will refresh and you will be able to change the **FAVORITE NAME** in the **CHANNEL SETTINGS** section if you wish. Click the **ASSIGN CHANNEL** button.
7. Now check that your new channel is displaying on the tab you activated.

Launch a favorite channel

1. Close any active channel tabs you may have, so that your room has no active monitors.
2. In the upper-right corner of the page, find the **FAVORITES** link and click it.



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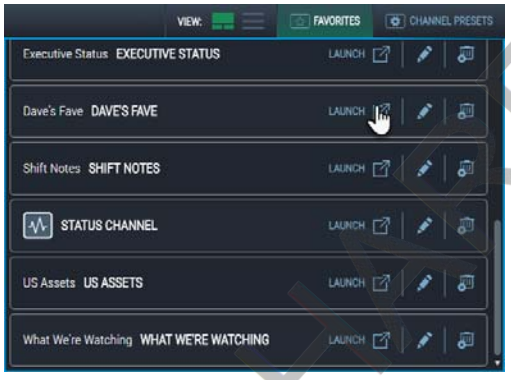
3. Choose the favorite you just created by clicking on the **LAUNCH** link.
4. Note that after you launch your favorite, the monitors in your room are still not "activated. Launching a channel does not activate a monitor.



Modify the name of a favorite channel

1. Close the tab for the favorite that you just launched.
2. Click the **FAVORITES** link in the upper-right corner of the **CHANNELS** page.
3. Click the pencil icon (✎) next to the favorite you created. The **EDIT FAVORITE** window will open.
4. Change the name of your favorite in some way, then click the **SAVE FAVORITE** button.

Modify the content of a favorites channel

1. Click a monitor to activate a tab. On the **CHANNELS** page, click the monitor you just activated to access the **SELECT A CHANNEL** page.
2. Find your Favorite and click to display its **CHANNEL SETTINGS** window.
3. Make any necessary adjustments to the favorite. For example, if your favorite channel is a note, choose a new note. If your favorite is the asset status display, choose a new reporting window size.
4. Click the **SAVE AND ASSIGN CHANNEL** button.
5. Check the active tab to see that your channel has been updated.

Delete a favorites channel

1. Close any active channel tabs you may have, so that your room has no active monitors.
2. In the upper-right corner of the page, find the **FAVORITES** link and click it.

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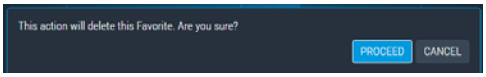
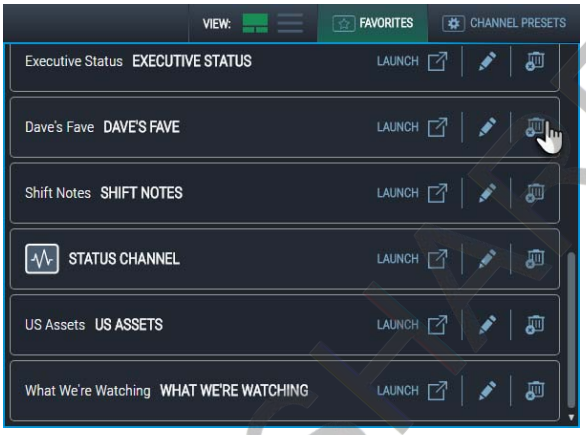
LAB 6: LAUNCHING CHANNELS

3. Find your favorite in the list, and click the trash can icon ( ) to delete the favorite.
4. You will be asked to confirm your choice. Click the **PROCEED** button.



5. The favorite will be removed from the list.



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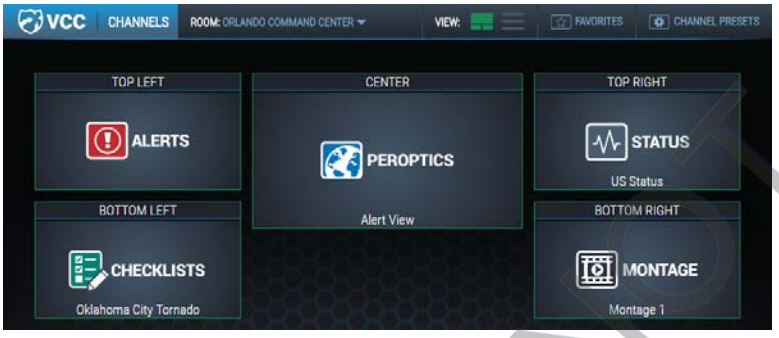
Task 6: Create channel presets

"Presets" provide a way to save the settings from all of the screens in a room, and restore that state with a couple of clicks.

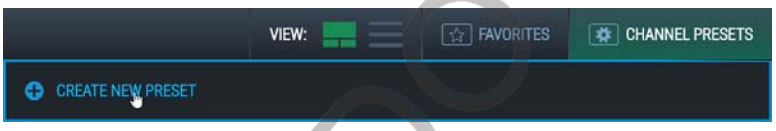
Create a preset

In the four previous tasks we've set up our screens with one view of channels that we might like to view again. Let's save those channels as a preset.

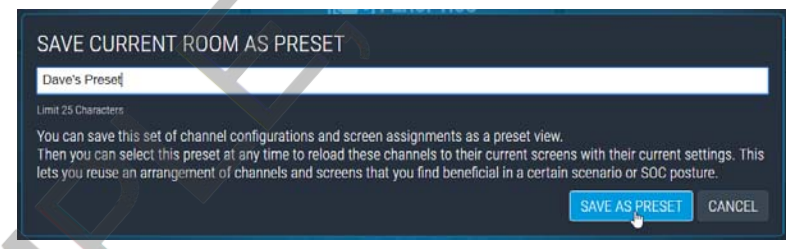
1. Set up your screens with a view of channels to save.



2. In the upper right corner of the **CHANNELS** page, click the **CHANNEL PRESETS** link. An option will appear to **CREATE NEW PRESET**. Click this link.



3. The **SAVE CURRENT ROOM AS PRESET** window will display. Enter a name for the preset. Note that your will be limited to 25 characters. For the purposes of this lab, use your own name to name the preset, i.e., Dave's Preset.



4. Once you have entered a name you can click the **SAVE AS PRESET** button. A message will appear letting you know that your preset has been saved. Click the **OK** button.

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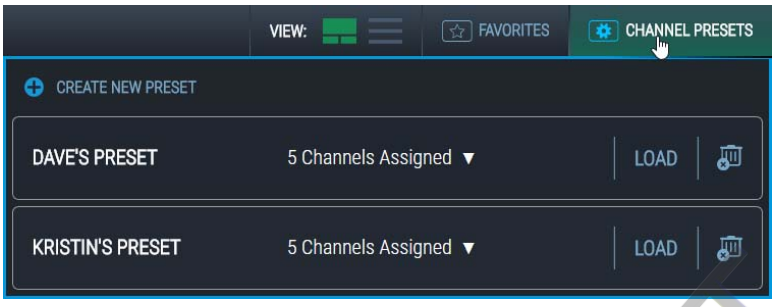
LAB 6: LAUNCHING CHANNELS

Access and load presets

Now that we have a preset saved, let's learn how to load it.

1. Click the **CHANNEL PRESETS** link.
2. On the presets menu you will see the preset you just saved, as well as those everyone else in the training has saved.



3. Choose any other preset in the list, and click the **LOAD** button to load that preset.
4. Note how the monitors change the display of information based on the new preset.
5. Keep trying out new presets until you have the hang of it.

STOP *THIS LAB IS COMPLETE!*

NOTES:

Lab 7: Reporting

Summary

Reports allow you to summarize details about events and your operations and communicate them to others. Using the report features in the Visual Command Center, you can create reports containing information about assets, risk events, or alerts, for specific event types, geographic areas, or time periods.

Lab Objectives

By the end of this lab, you will be able to:

- Generate a report of details about one alert in PDF or Excel
- Generate a report on assets in an area in PDF or Excel
- Add states or countries to a query using the COUNTRIES OR US STATES feature
- Run a report including acknowledged alerts for a specific time period in PDF or Excel
- Set a time range on the timeline
- Generate a report of risk events of a certain type for a given time period
- Schedule a report to run at a specified time and be emailed to a given list of people

Lab Tasks

1. Report on the details of one alert
2. Report on assets in an area
3. Create a shift report
4. Create a risk report
5. Schedule a report

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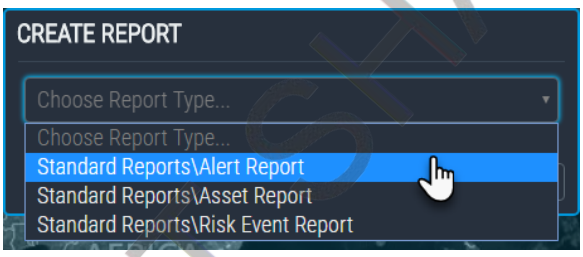
Task 1: Create an alert report

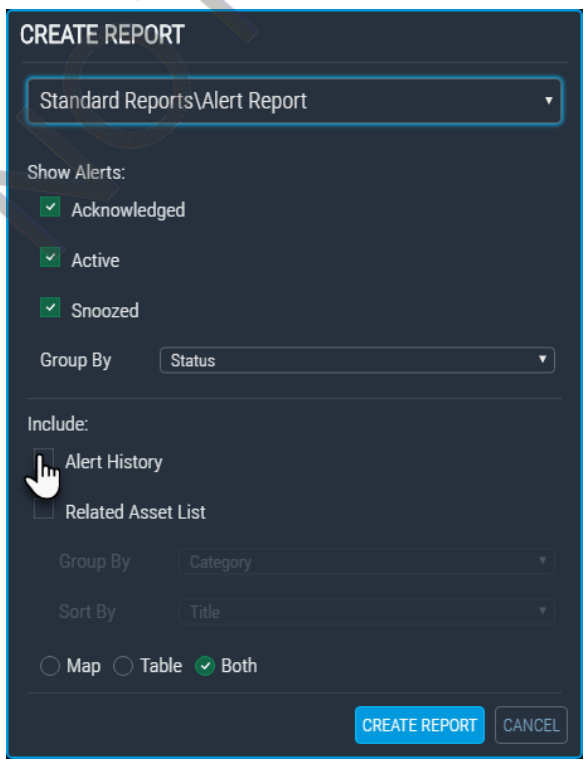
For any alert, you can easily generate a report that lists the details, location, and assets affected. There are two ways to do this; and one report generates a PDF, and the other generates an Excel report.

Option 1: Generate an alert report as a PDF

1. Pick any active alert in the alert panel. (For the purposes of this exercise, select one that affects multiple assets if possible.) Click it to fly in to the alert.
2. Click the **MENU** button at the top-right of VCC.
3. Click the **CREATE REPORT** button ( ).
4. The **CREATE REPORT** dialog will open. Choose **STANDARD REPORTS\ALERT REPORT** from the dropdown.
5. The **CREATE REPORT** dialog will change to display the options for Alert reports. You may change any of the **OPTIONS** for the report, but for now we'll simply click the checkboxes to **INCLUDE HISTORY** and **INCLUDE DETAILS**.
6. Click the **CREATE REPORT** button.

   The report will take a moment to generate, and then a message and **DOWNLOAD** button will appear.
7. Click the button to download the report and review the results.





Note: If you run this report for multiple alerts, the report will include all of the same information for each alert. I.e., the most recent alert will be listed first, along with any related assets. The next most recent alert will be listed next, along with any related assets, etc.

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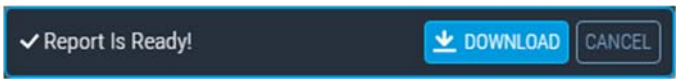
Option 2: Generate an alert report as an Excel file

1. Ensure that the alert you previously selected is still selected and displayed on the map.
2. Open the **MENU**, and select **EXCEL REPORT**. The report will take a moment to generate, and then a message and **DOWNLOAD** button will appear.



3. Open the report and note what is included.

   The first tab shows the alert title, number of affected assets, and a map. Note how the report's map corresponds to your current map display.

   The next tab lists the active alert and description.

   The last tabs list the buildings and employees – with contact information – affected by the alert.

Note: If you run this type of report for multiple alerts, the Excel report will include a tab for all alerts, but will not return information about the related assets.

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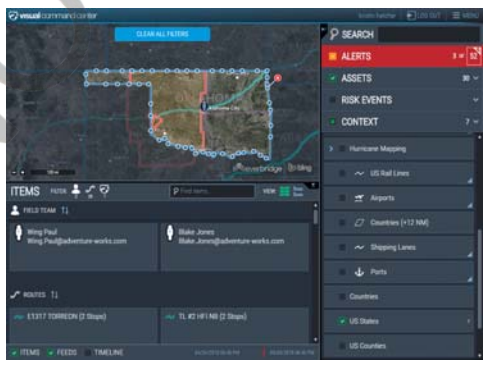
Task 2: Report on assets in an area

At times, you may need to report on your assets. In this example, we'll imagine that a manger has come to you with a question: **"I just heard on the news about a tornado in Oklahoma. Who do we have in that state today?"** To answer the question, we'll use a boundary shape and a map query.

1. In the **MENU**, click the button to **RESTORE VCC DEFAULT VIEW**.
2. Turn on all of the feed items in the **ASSETS** feed. Under **TRAVELERS** (if you are tracking travelers), use the filter to select **CURRENT TRAVEL**. How many of each type of asset do you see listed in the **ITEMS** panel?

   _____
3. Pan and zoom the map until Oklahoma is as large as possible on your screen. Keep in mind that Oklahoma is actually in two separate pieces on the map.
4. In the **FEED CONTROL** panel, under **CONTEXT**, select **US STATES**.
5. Click on Oklahoma. The **STATE DETAILS** panel will open from the bottom of the screen.
6. On the left of the **STATE** panel, click the **ADD AS AREA FILTER** icon ( ).
7. Oklahoma is now selected, and VCC wants to know if you want to add any additional states. You do not wish to add states, so uncheck the **US STATES** option in the **CONTEXT** feed group.
8. How many buildings, employees, and travelers are in the **FEED CONTROL** now?



   _____
9. Open the **MENU**, and select **EXCEL REPORT**.
10. The report will generate, and when complete you can click the **DOWNLOAD** button. This will send the report to your **DOWNLOADS** folder, or wherever you have your system set to store downloads.

11. Open the report and note what is included. There should be a summary tab with a screenshot of the VCC map, and tabs for each asset type you had turned on and displayed.

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Task 3: Create a shift report

You can create a report that covers a specific time period. In this example, you'll use the timeline with the report tools to create a report of alerts issued and handled during an eight-hour shift. Creating a shift report is a great way to communicate to the next shift, as well as keep track of the alerts you've handled over time.

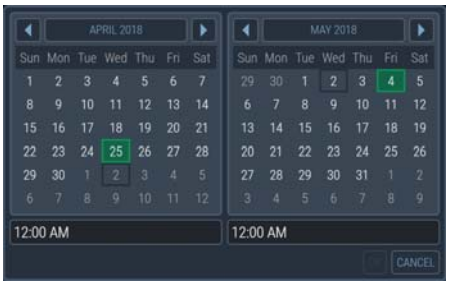
There are two ways to do this; and one report generates a PDF, and the other generates an Excel report.

Option 1: Generate a shift report as a PDF

1. From the **MENU**, click the **RESTORE VCC DEFAULT VIEW** button.
2. Change the base map, if desired; if you include a map in your report, it will use the current map style.
3. Pan and zoom so the alerts you want to include are within the current map view. If your area of interest is the whole world, zoom out to view the whole world.
4. At the bottom-right of the **TIMELINE**, click the **SET RANGE** control.

   The calendar options will appear, allowing you to choose a start and end date for your report. Set the timeline for a range starting 8 hours ago, and ending on the current day and time.

5. Click the **OK** button. The calendar controls will disappear and the timeline will be set for the previous 8 hours.
6. In the **CONTEXT** feed group, turn on the **ACKNOWLEDGED ALERTS** feed. Only the feed(s) you have on are included in the report.
7. Since we only want acknowledged alerts in this report and not any active alerts, click the checkbox for the **ALERTS** feed group. This will hide all active alerts from the map.
8. Click the **MENU** button in the upper right of the map.
9. The **CREATE REPORT** dialog will open. Choose **STANDARD REPORTS\ALERT REPORT** from the dropdown.

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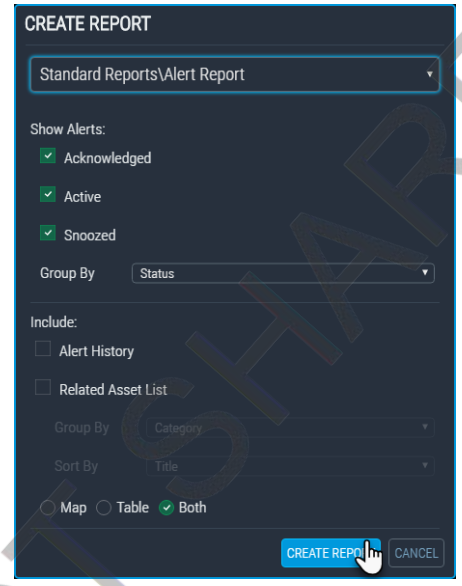
LAB 7: REPORTING

10. The **CREATE REPORT** dialog will change to display the options for Alert reports. You may change any of the **OPTIONS** for the report, but for now we'll simply click the checkboxes to **INCLUDE HISTORY** and **RELATED ASSET LIST**.
11. Click the **CREATE REPORT** button.
12. The report will take a moment to generate, and then a message and **DOWNLOAD** button will appear.
13. Click the button to download the report. The report will be saved in your Downloads folder, or wherever you have your system set to save downloaded files. Review the results.



Option 2: Generate a shift report as an Excel file

1. With your map and Timeline still set for 8 hours, and acknowledged reports still turned on, open the **MENU**, and select **EXCEL REPORT**.
2. The report will take a moment to generate, and then a message and **DOWNLOAD** button will appear.

3. Open the report and note what is included.

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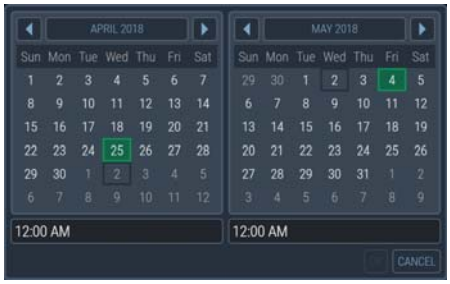
Task 4: Create a risk report

In the previous exercises, you practiced filtering report content by time and by geographic area. In this task, you'll combine those activities to create a report of terrorism events for the past 5 days in the U.S.

Option 1: Generate a Risk Event report as a PDF

1. From the **MENU**, click the **RESTORE VCC DEFAULT VIEW** button.
2. In the **RISK EVENTS** feed group, turn on the **TERRORISM AND SUSPICIOUS ACTIVITY** feed. Remember, only the feed(s) you have on are included in the report.
3. Pan and zoom the map so you have the United States roughly in view, including Alaska and Hawaii.
4. In the **FEED CONTROL** panel, under **CONTEXT**, select **COUNTRIES**.
5. Click on the United States. The **COUNTRY DETAILS** panel will open from the bottom of the screen.
6. On the left of the details panel, click the **ADD AS AREA FILTER** icon ( ).
7. The United States, including Alaska, Hawaii and the Midway Islands, is now selected. Note that US territories are not selected, but you may add them if you wish. Once you are done adding countries, uncheck the **COUNTRIES** option in the **CONTEXT** feed group.
8. At the bottom-right of the **TIMELINE**, click the **SET RANGE** control.

9. The calendar options will appear, allowing you to choose a start and end date for your report. Set the timeline for a range starting 5 days ago, and ending on the current day and time.



10. Click the **OK** button. The calendar controls will disappear and the timeline will be set for the previous 5 days.
11. Click the **MENU** button at the top-right of VCC.
12. Click the **CREATE REPORT** button ( ).
13. The **CREATE REPORT** dialog will open. Choose **STANDARD REPORTS\RISK EVENT REPORT** from the dropdown.

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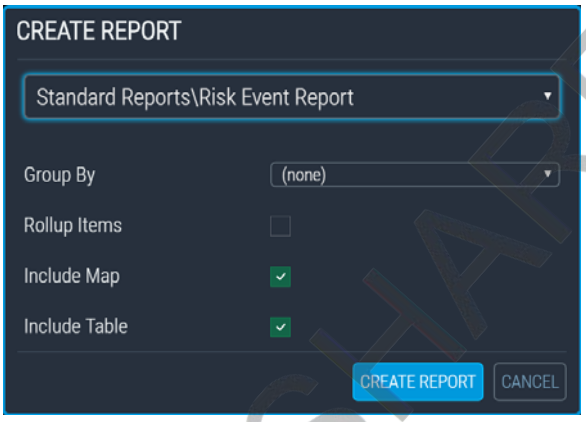
14. The **CREATE REPORT** dialog will change to display the options for Risk Event reports. From the dropdown choose a **GROUP BY** option. Check the boxes to **INCLUDE MAP** and **INCLUDE TABLE**, and if item rollups (ask your instructor if you don't know what this is) are set up in your environment, click the **ROLLUP ITEMS** option as well.



15. Click the **CREATE REPORT** button. The report will begin to generate, and when finished click the **DOWNLOAD** button. Open the report and note what information is included.

Option 2: Generate a Risk Event as a PDF

1. With the Map and Timeline still set for the previous report, open the **MENU** and select **EXCEL REPORT**.
2. The report will take a moment to generate, and then a message and **DOWNLOAD** button will appear.

3. Click the button to download the report and review the results.

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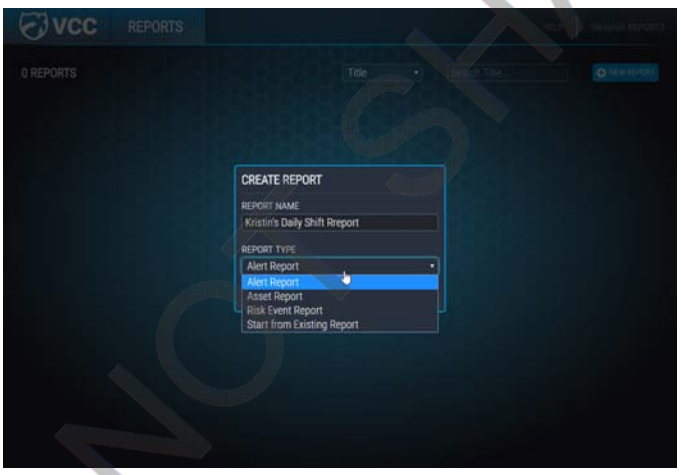
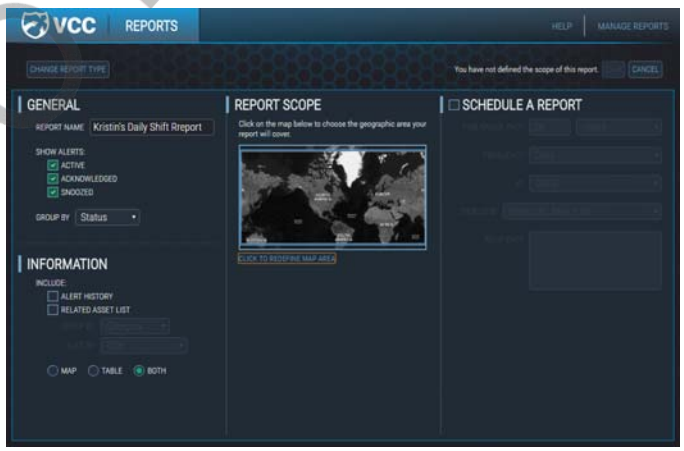
Task 5: Schedule a Report

You may wish to schedule VCC to email certain stakeholders an automatically generated report about the alerts your team has processed in the last 24 hours. Or perhaps you want to have the system email you a report of all items that came in overnight. VCC now allows you to schedule such reports.

1. From the **MENU** choose **REPORTS**. The **REPORTS** app will open in a new tab.
2. In the upper-right corner of the page, click the **NEW REPORT** button. The **CREATE REPORT** dialog will open.



3. In the **REPORT NAME** field, enter *<your name> Daily Alert Report*, or whatever you might name a report of the alerts your team has handled in the last 24 hours.
4. From the **REPORT TYPE** drop-down, choose the type of report you wish to generate. In this case, choose **ALERT REPORT**. New information will appear on the screen.



5. Starting on the left side of the screen in the **GENERAL** section, you can modify the report name if you wish. Also, you can choose which type of alerts to include in the report. By default, all active, acknowledged and snoozed alerts will be included. In this report, we don't want to see active alerts, we only want alerts that have been worked on. Uncheck the **ACTIVE** checkbox under **SHOW ALERTS**.
6. In the **GROUP** BY field, you can choose to group the alerts by their status (active, acknowledged or snoozed) or you can choose to group them by disposition. Since these alerts are all acknowledged or snoozed, let's choose to group by disposition.

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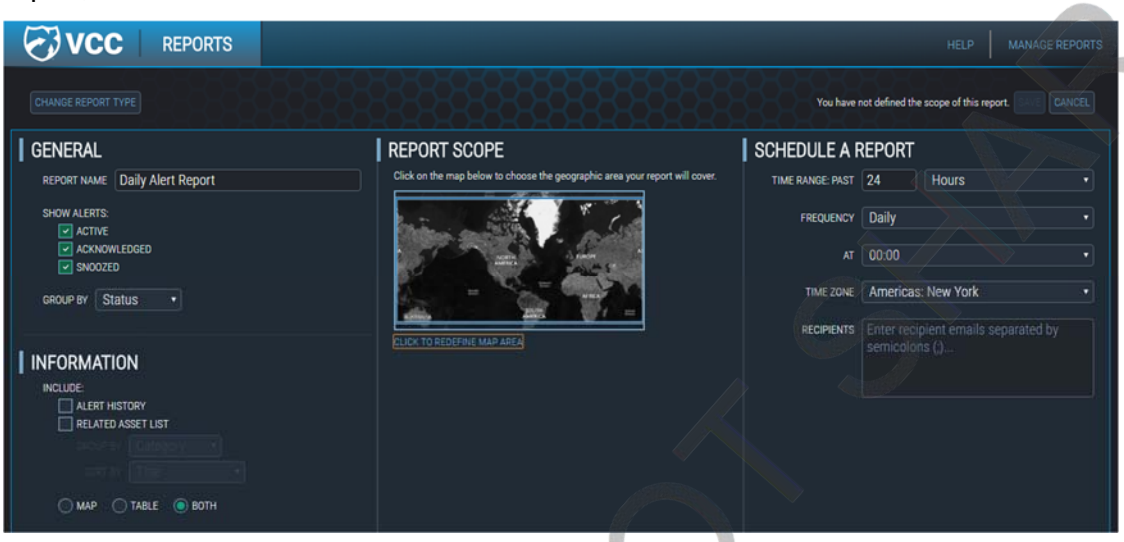
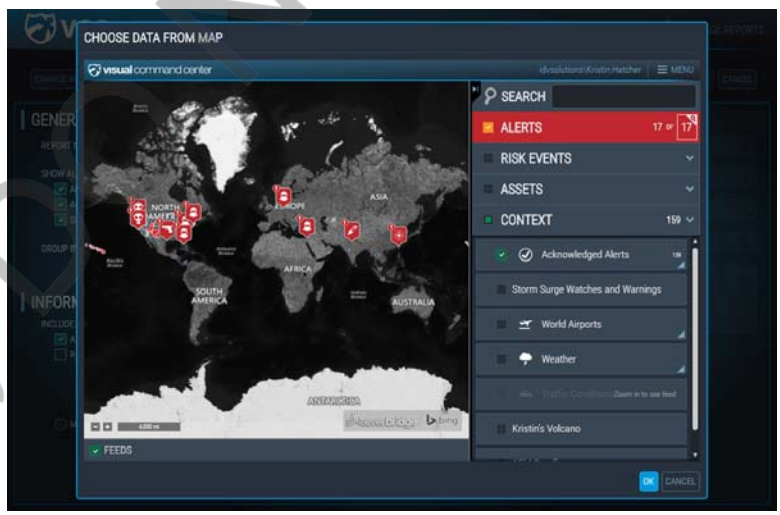
7. In the **INFORMATION** section we can choose to include alert history (the alert **LOG**) and/or the related asset list (the assets affected by the alert). For the purposes of this report, let's choose to include the **ALERT HISTORY** but not the assets.



8. You will want to include both the **MAP** and the **TABLE** (the report data) in your report, so leave those options as-is.

9. In the center of the page is the REPORT SCOPE section. This is where you can tell VCC which areas of the world you want the report to include, and where you can turn on/off feeds and filters for the data to be included in your report. Click the **CLICK HERE TO REDEFINE MAP AREA** link under the picture of the VCC map. This will bring up the VCC Operator view in a window, and you can choose what to include.



   a. Since we don't want to include currently active alerts, uncheck the checkbox in the **ALERTS** feed group.

   b. Since we want to include acknowledged alerts, open the **CONTEXT** feed group and turn on the **ACKNOWLEDGED ALERTS** feed.

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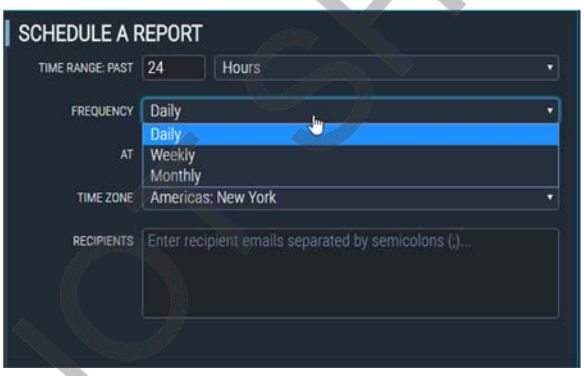
NOTE: The **TIMELINE** is missing in this view. That's because you'll select the times for your report in future steps.

c. Because we are using training environments that are not as robust as your production environments are, it is best to limit the scope of the reports. Let's focus the map on the east coast of the United States, or a similarly limited area.

d. Click the **OK** button to return to the **REPORTS** page.

10. In the **SCHEDULE A REPORT** section, you will set the report frequency and will be able to indicate to whom you wish the report sent.



a. **TIME RANGE PAST**: Leave this set to 24 hours.

b. **FREQUENCY**: Leave this set to Daily.

c. **AT**: Choose the time of day you wish this report to be emailed.

d. **TIME ZONE**: Choose either your own, or perhaps your recipients are in a different time zone. Set the report to run and send based on any time zone you like.

e. **RECIPIENTS**: Enter recipient email addresses separated by semicolons. Enter your own email address if you want a copy of this report sent to you as well.

You have now completed setting up the report. Click the **SAVE** button in the upper-right corner of the page to save this report. If this were a production environment, VCC would now begin sending reports by email based on what you scheduled here.

THIS LAB IS COMPLETE!

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Lab 8: Working with KML Files

Summary

KML (Keyhole Markup Language) is commonly used standard for sharing geographic data. A wide variety of information is available on the web in KML files, including data about geology, climate, demographics, and public infrastructure like roads, railways, and bridges. A KMZ file is a zipped version of a KML.

Version 6.5 KML limitations:

- Does not support 3D or animated KML files.
- Files should be under 1MB in total size (you can override file size limitations)

Note: Although this lab will direct you to certain KML files on the internet that you can work with, Everbridge does not supply KML files for use, nor do we support troubleshooting or correcting KML files found on the internet or other sources.

Lab Objectives

By the end of this lab you will be able to:

- Add a KML to VCC
- List three ways to add KML data
- View KML data on the map
- Test a KML feed and recognize associated error messages

Lab Tasks

In this lab, you'll perform the following tasks:

1. Add KML via ADD FEED tool
2. Add KML via drag-and-drop

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Task 1: Add KML via Add Feed tool

Before you can add any KML data to Visual Command Center, you must first have KML data to work with. In this lab you may be asked to download KML files to your computer. If you can't download files due to your company's security policy, let the instructor know.

1. Navigate to the website https://water.weather.gov/ahps/download.php.

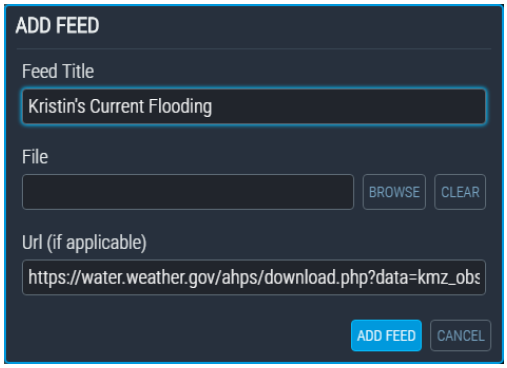
> Note: Advanced Hydrologic Prediction Service (AHPS) is a web-based suite of accurate and information-rich forecast products. They display the magnitude and uncertainty of occurrence of floods or droughts, from hours to days and months, in advance.

2. Note the *KMZ (Observed)* link. Right-click on that link and choose **COPY LINK ADDRESS** from the options.

> Note: A KMZ is a compressed KML file, and both KMZ and KML files are supported in VCC.

3. In VCC, click the **MENU** in the upper-right corner.
4. Find the **ADD FEED** button and click it. The **ADD FEED** dialog will appear.
5. In the **FEED TITLE** field, enter a name for your KML file. For the purposes of this task, add you name to the title. Example: *Kristin's Current Flooding KMZ.*
6. You can add a KML/KMZ by uploading a file kept on your computer, or by entering the URL of the file.

   Enter the URL of the KMZ file in the **URL (IF APPLICABLE)** field.



> Note: This feature is especially useful if you company security policies prevent you from downloading files.

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Note: If you enter the URL for the file, if the file is automatically updated (as this one from the weather.gov is) then your KML/KMZ feed in VCC will always have the most updated information.

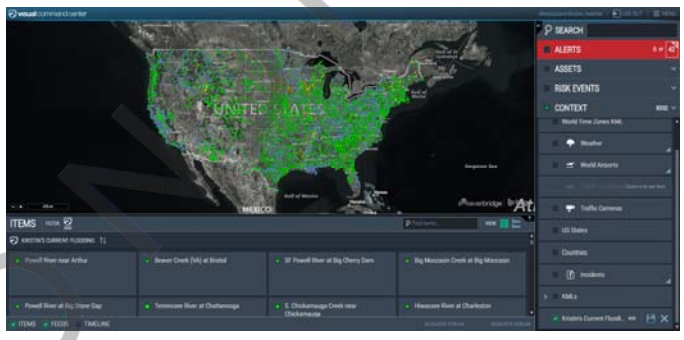
7. The **ADD FEED** button will now be available. Click it to add the data to VCC.
8. The feed appears in the **CONTEXT** feed group, and VCC will try to load it. Open the **CONTEXT** feed group and find your newly created feed.
9. Note that there is a save icon and a delete icon next to the feed. If the feed works as you would like it to, you can click the save icon to save it. If the feed has an error or does not display the information you wish, you may click the X to delete it.

Note: It's possible that your security setting will prevent you from saving the file. In that case, if the KML/KMZ you are testing seems useful, forward the information on to your manager to be permanently added to VCC.

10. Spend a moment examining the data returned in this feed. Is this useful to you?

    Note that the legend does not come through in the KMZ, so you will have to learn what each of the shapes and colors mean, or refer back to the weather.gov website for information.

    Note also that this website offers many forecast feeds on the same page which you might like to try.

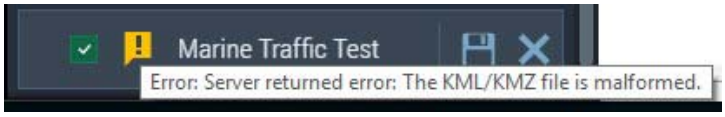


What if there is an error?

If there is an error you will see the yellow error icon on the feed, as in the example below.

If you hover your mouse over the yellow error icon, VCC will display a message with information about the error.

Note: Everbridge is unable to assist with correcting KML files that don't work in VCC



Appendix C: KML Troubleshooting starting on page 103 covers additional error messages you may see in VCC when working with KML files.

NOTES:

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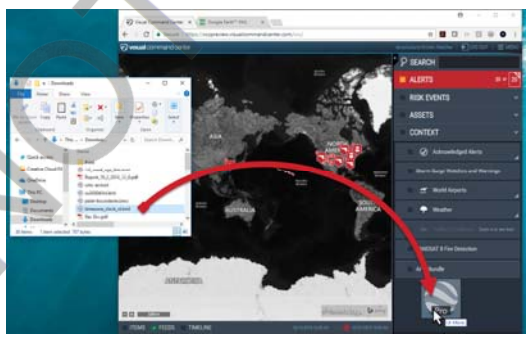
Task 2: Add KML via drag-and-drop

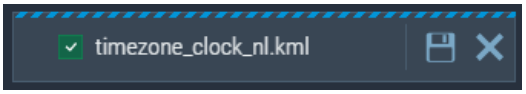
In this task, we will find and download a "world time zone clock" KML file for use.

1. Find the *World Time Zone Clock* KML by navigating to: http://www.barnabu.co.uk/.
   a. In the menu on the right side of the website, find the *KML Add-ons* section.
   b. Find the link for the *World Time Zone Clock* item. This is a direct link to a KML file.
   c. Click the link and the KML file will immediately begin to download.
      i. The file is called *timezone_clock_nl.kml*.
      ii. The file is 1KB in size.
   d. Keep the *barnabu.co.uk* website open.
2. Find the file in your **DOWNLOADS** folder or wherever you have downloads set to save on your computer.
3. Drag the newly downloaded KML file to VCC. You can drag the file anywhere in VCC, and the **CONTEXT** feed group does not have to be open.
4. The KML will be added to the **CONTEXT** feed group, and will automatically be selected. If the **CONTEXT** feed group is not currently open, open it now.
5. VCC will work to display the KML information. You can tell it's working by the blue and gray slashed line at the top of the feed.

   The feed will be named whatever the KML file is named.
6. Our world clock information should display on the VCC map.

   Save the KML file unless you experience an error.





NOTES:

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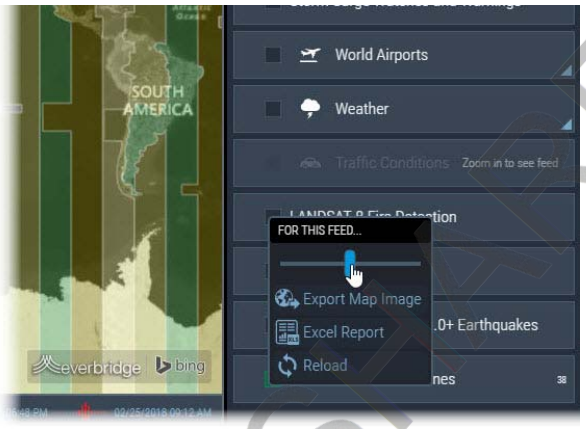
LAB 8: WORKING WITH KML FILES

ADD VIA ADD FEED TOOL | ADD VIA DRAG-AND-DROP

7. Note that the coloration of the time zones is fairly "solid," making it difficult to see the shapes of the continents. Adjust the opacity by right-clicking on the KML feed and moving the slider to the left. You may adjust the opacity of any feed in VCC.
8. Now that the data is added to VCC, mouse over the different time zones and see what data this KML file provides.



9. Open the **ITEMS** panel at the bottom of VCC and click the information displayed. Is there much information? VCC can only display the information brought in with the KML file, so if it seems data is missing, it is probably not in the KML file.

STOP *THIS LAB IS COMPLETE!*

NOTES:

NOTES:

Lab 9: The Incident Communication Connection

Summary

Visual Command Center connects to the Incident Communication feature in the Everbridge Suite (EB Suite).

Incident Communication in the EB suite is a method by which you can send mass notifications based on templates set up by your organization. VCC and the EB Suite can now be configured to use those templates in VCC, and responses to those communications are brought back into VCC (if applicable).

Lab Objectives

By the end of this lab, you will be able to:

- Create the incident from an alert
- Choose a predefined incident category and template
- Choose a team to notify
- View the incident details and responses in VCC
- Update an incident
- Create a report of incident details and responses
- Close the incident

Lab Tasks

In this lab, you'll perform the following tasks:

1. Create an incident from an alert
2. View the incident details and responses
3. Export a report of incident information
4. Update the incident
5. Close the incident

NOTES:

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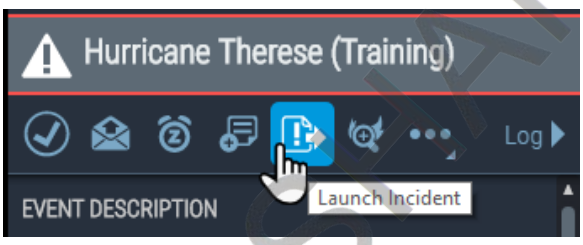
Task 1: Create an incident from an alert

The trainer will identify an alert or have you create an alert to use during this lab.

1. Click the identified alert to open the details.
2. In the alert details, find the **LAUNCH INCIDENT** icon and click it. The **LAUNCH INCIDENT FOR ALERT** dialog will open.



3. From the **INCIDENT CATEGORY** dropdown, choose one. In this case, choose *Natural Disasters*. Note that you can't choose an **INCIDENT TEMPLATE** until you've chosen a category.
4. From the **INCIDENT TEMPLATE** dropdown, choose VCC Hurricane or VCC Earthquake, depending on the type of incident you are working with. Once you've chosen a template, the incident fields will appear.
5. The information from the alert's title and description are automatically pulled in to the notification, but you can edit those fields if you wish. In the **NOTIFY TEAMS** field, choose the *Crisis Team*.

NOTE: These training environments do not send email. HOWEVER, they do connect to an Everbridge suite environment which DOES send email to the group defined in the template. Therefore, before you launch the incident be sure that everything in your incident is "safe for work!"

6. Click the **LAUNCH INCIDENT** button.

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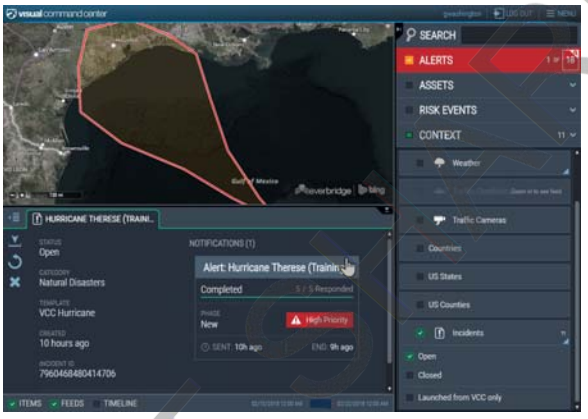
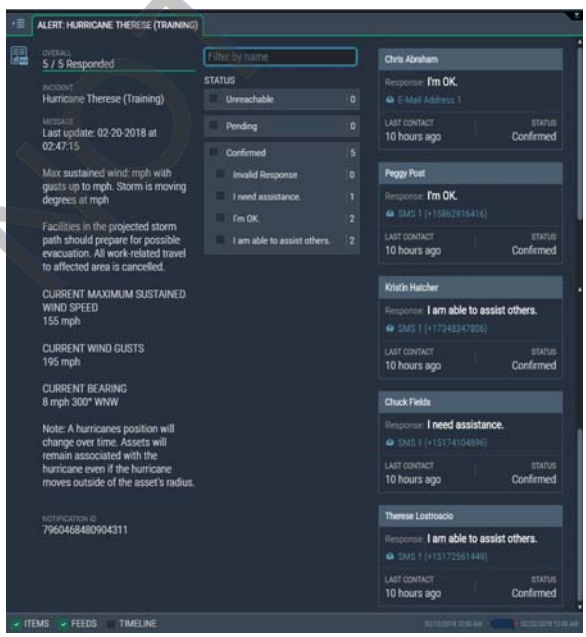
Task 2: View the incident details and responses

1. Deselect the alert by clicking the **BACK TO ALERTS** link.
2. Open the **CONTEXT** feed group and click the **INCIDENTS** feed.
3. Click the **ITEMS** checkbox in the lower-left corner to open the **ITEMS** panel and view all sent incident communications.
4. Find the communication you sent in the previous task and click to view the incident overview. You can see at a glance to how many people the communication was sent, and how many have responded.
5. Click the notification title to view the details of the notification. The details appear in the same panel.
6. At the top-center of the panel search for "Post" to filter the responses to a specific person (in this case, Peggy Post). What was her response to the notification? _____
7. Did anyone respond that they needed assistance? _____
8. Did anyone receive the notification and responded via email? _____





NOTES:

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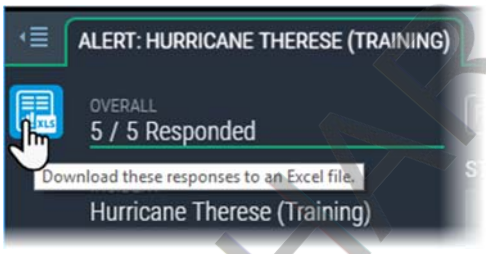
Task 3: Export a report of responses

1. In the upper-left corner of the items panel is an icon to export the responses to an Excel file.
2. The report will immediately generate. When it's finished, click the **DOWNLOAD** button to save the file to your Downloads folder.
3. Find and open the report. Almost everyone in the list has two contact methods listed for delivery of notifications. Who only has one method?



_____

NOTES:

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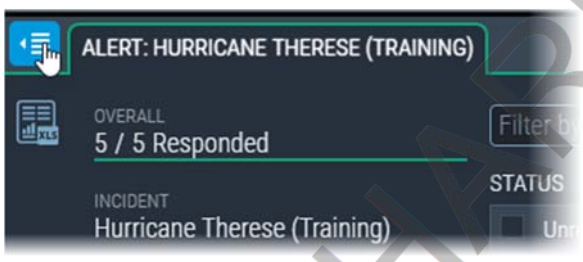
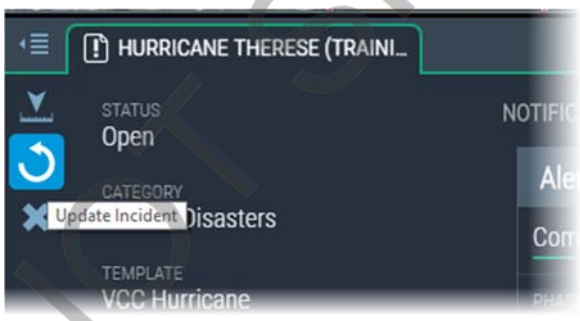
Task 4: Update the incident

1. Occasionally with events like a hurricane or an earthquake, you will receive more information as the situation changes. In these cases you may want to update the notification and re-send it. Return to the incident overview by clicking the “back” button in the upper-left corner of the **ITEMS** panel.
2. Click the **UPDATE INCIDENT** icon. The **UPDATE INCIDENT** dialog will appear. Make any changes you wish. To the title or details, or even choose a different team to notify.

   Note: all of the teams in this environment have the same team members.

3. Click the **UPDATE INCIDENT** button.





NOTES:

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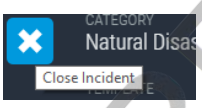
Task 5: Close the incident



1. Click the **CLOSE INCIDENT** icon. The **CLOSE INCIDENT** dialog will open.
2. You may update the incident one additional time as you close it. If you decide to update the incident, you can then click the **CLOSE INCIDENT** button.

   If you choose not to update the incident any further, you can click the **CLOSE W/OUT NOTIFICATION** button.

Note: The incident status may take several moments to change from Open to Closed.

THIS LAB IS COMPLETE!

NOTES:

Appendix A: Markdown Cheat Sheet

Type this:	To get:
# main header	MAIN HEADER
## section header	section header
### subsection header	subsection header
bold	bold
italics	*italics*
* list item * list item 2	• list item • list item 2
1. Numbered list 1 2. Numbered list 2	1. Numbered list 1 2. Numbered list 2
```preformatted```	preformatted
> blockquote	blockquote
[this is a link](www.link.com) with additional text	this is a link with additional text
![alt text](link "image title text")	everbridge®

Appendix B: HTML Cheat Sheet

Type this:	To get:
Heading 1	HEADING 1
Heading 2	Heading 2
Heading 3	Heading 3
bold Text	bold Text
<u>Underline Text</u>	Underline Text
<strike>Strikethrough text</strike>	Strikethrough text
<pre>Pre-formatted text</pre>	Pre-formatted text
<blockquote>Text Block Quote</blockquote>	Text Block Quote
1. Ordered List 2. Ordered List	1. Ordered List 2. Ordered List
- List Item (within ordered or unordered) - Another list item	• List Item (within ordered or unordered) • Another list item
Colored text in yellow	Colored text in yellow
  Defines a single line break	

APPENDIX B: HTML CHEAT SHEET

Try some of these color names in your notes:

AntiqueWhite	Lime	Purple
Aqua	Magenta	Red
Blue	Orange	Silver
sCyan	PaleGreen	SkyBlue
Fuchsia	PaleTurquoise	Violet
Green	Pink	
Khaki	Plum	

Note: Do an Internet search for "HTML Color Names" to get a very long list of colors that are supported.

Appendix C: KML Troubleshooting

Everbridge does not supply KML files for use, nor does it troubleshoot or correct KML files from the internet or other sources. The troubleshooting information provided here is meant to assist in understanding the possible KML file error messages you may see in VCC and suggest possible solutions. Ultimately, VCC users may need to contact the KML creators to fix files that are not working.

MESSAGE	EXPLANATION	SOLUTION
The file does not conform to KML standards. 'gx' is an undeclared prefix. Line {X}, position {Y}.	The KML file utilizes a prefix namespace that it doesn't declare. The KML file is malformed.	Manually modify the file and declare the namespace via the xmlns attribute.
The file does not conform to KML standards. Invalid character in the given encoding. Line {X}, position {Y}.	All KML files must be encoded with UTF-8. This error states that there is a character that is not valid in UTF-8 encoding in an XML file. The KML file is malformed.	Remove the erroneous character(s). Alternatively, ensure that the file's declared encoding matches what is in the file.
The file does not conform to KML standards. Data at the root level is invalid. Line {X}, position {Y}.	The KML file is malformed in some way (missing characters, incomplete elements, not a KML file at all, etc.).	Verify that the file is actually a KML file. Afterward, verify that all elements in the file are complete.
The system could not download the file specified at {url}.	The KML/KMZ doesn't exist at the given URL. This error could also occur if the original KML/KMZ does exist, but a dependency defined within it does not.	The system will attempt to load the KML/KMZ based on what it *can* retrieve. This may have mixed results; may require the user to manually fix the KML.
The file is too large for the system to process. Please limit your files to 1 megabyte in size.	The KML/KMZ is significantly large enough that it crashed the thread that was processing it or took too long to process. This error can also be seen while parsing KML/KMZ files that are referred to within the original KML/KMZ. Note: Even if the KMZ is small enough, KMZ files are ZIP archives with varying levels of compression. This error may appear during decompression of the archive.	The recommendation is to keep the KML/KMZ at a file size limit of 1 megabyte. Double check that any references to other KML/KMZ files within the original aren't larger than 1 megabyte.
The KML/KMZ file is missing or empty.	An empty KMZ or a KML without content was uploaded to the system.	Double-check that the KML/KMZ is not actually empty.
There was an error while processing the KML/KMZ file. Reason: {Message}	A catch-all for any undefined errors.	The file will require a technical resource to review it.

APPENDIX C: KML TROUBLESHOOTING

MESSAGE	EXPLANATION	SOLUTION
KML/KMZ File '{file}' cannot be found.	A file uploaded via **FEED ORGANIZER** has been moved or deleted from its expected spot.	Restore the file to its expected spot on the file system. Alternatively, delete the feed and recreate it.

FIND ANSWERS

Use our online help to answer your questions about using or configuring Visual Command Center, and to download our best practices guides for handling all types of alerts.

SUBMIT A SUPPORT TICKET

Need some additional help?

Open a ticket with our customer support experts by emailing:

support@idvsolutions.com

MANAGE RECENT SUPPORT TICKETS

Review open or recently closed support tickets, add a comment or question to an open ticket, or self-close a ticket for an issue that has been resolved.

support.visualcommandcenter.com