











CQCommand Administrator Guide

Crisis Intelligence at Your Fingertips

August 2017



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What is CQCommand?

From IT outages and cyber-crime, to physical disasters and industrial action, product recalls, supply chain issues and health epidemics. No matter how large or small an incident, it has the potential to impact an organisation's people, brand and reputation, market share, regulatory compliance and financial stability.

Every organisation needs a smart, structured approach for managing crisis events, and more importantly the tools to execute a plan under pressure. Introducing CQCommand, the new online crisis management software that aims to empower leadership teams to make the right business decisions during a crisis.

CQCommand has been purpose built in direct answer to client requirements for an online crisis management software platform that helps management teams proactively manage crisis events, build situational awareness, collaborate and communicate.

 PROACTIVELY MANAGE CRISIS EVENTS Create, coordinate and track crisis activities across your organisation.	 DEVELOP SITUATIONAL AWARENESS Assess the severity & impacts of the event whilst monitoring social media & news.
 COLLABORATE AND COMMUNICATE Manage real time interaction with your teams, suppliers and customers.	 BUILD YOUR CRISIS READINESS Access and customise interactive tools and templates that are proven to work.

CQCommand was proudly launched by RiskLogic in May 2015 at the BCI summit and it has already proven to be a game changer with hundreds of subscribers from a range of industries such as finance, education, technology, manufacturing as well as government entities.



Homepage

Admin Portal

The admin portal can be accessed from the user login by users who have Administrator access as well.

- ❏ Two ways to log in to the Admin Portal:
 1. Click on the “here” under the welcome message
 2. Select the lock symbol from the menu at the top

Welcome Kate to CQCommand.
Please select an option below or log in to the admin portal [here](#). ?

Ability to login to portal from homepage

Click here to access the admin portal



Profile

The profile tab of the Admin Portal allows you to update your company details, package details, or maintain your company administrators.

Company Details

- ❏ Update your company details such as company name, physical and billing addresses, primary contact

Password Security

CQCommand offers the ability to set up complex or standard password security for your users.




- ❏ A complex password requires the following criteria:
 - Lowercase alphabetic letters
 - Uppercase alphabetic letters
 - Numeric characters
 - Special characters
 - 10 characters long
- ❏ If complex is selected, all users will need to adhere to this criteria when selecting passwords

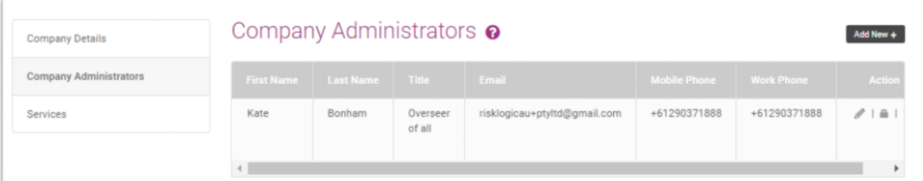
A screenshot of the CQCommand 'Client Profile' form. The form is divided into two main sections: 'Company Details' and 'Physical Address'. The 'Company Details' section includes fields for Organisation Name (RiskLogic Pty Ltd), Contact Number (+ (02) 9037 1888), Fax, Logo (No logo uploaded), and Organisation Logo (Choose file). The 'Physical Address' section includes fields for Physical Address 1 (Level 7), Physical Address 2 (74 Castlereagh Street), Suburb (Sydney), State / Postal Code (NSW 2000), and Country (Australia). There are also fields for Billing Address 1, Billing Address 2, Suburb 2, State / Postal Code, and Country. A checkbox labeled 'Same as Physical Address' is checked. A 'Notes' field is at the bottom.




Company Administrators

Due to an additional product, Activate, made available for clients, we've had to move CQCommand Users to the CQCommand tab.

Company Administrators is a new section for those who require access to the overall account. They will be able to update client profile information, package information, create additional administrators, access the admin portals for CQCommand and/or Activate.





-  Select 'Add New +' button to create a new administrator and fill in the information for that user
-  Existing company administrators can be edited or deleted using the Action icons at the end of the row
-  Selecting the lock icon will send a password reset email to that administrator

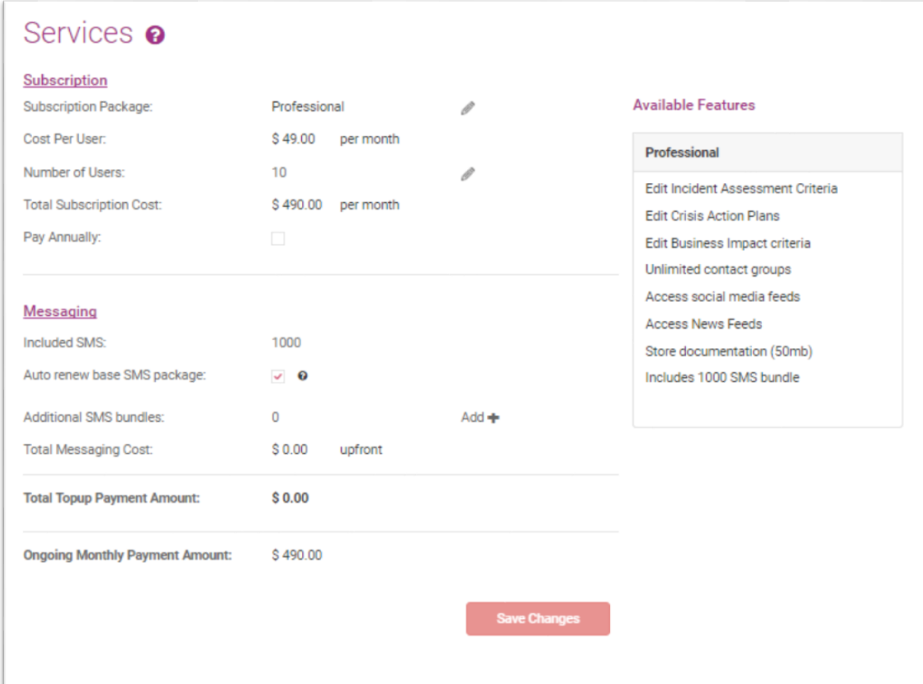


First Name	Last Name	Title	Email	Mobile Phone	Work Phone	Action
Kate	Bonham	Overseer of all	risklogicausptytd@gmail.com	+61290371888	+61290371888	  


Services

Company Administrators can update their package details at any time. The features include:


-  Upgrade your package: select the edit icon next to Subscription Package and select from the dropdown box
-  Update the number of users: select the edit icon next to the Number of Users and enter in your preferred number of user licences
-  Select Payment frequency: options are monthly or yearly
-  Add additional SMS bundles



Subscription

Subscription Package: Professional 

Cost Per User: \$49.00 per month


Number of Users: 10 


Total Subscription Cost: \$490.00 per month

Pay Annually: ☐

Messaging

Included SMS: 1000

Auto renew base SMS package: ☒ 

Additional SMS bundles: 0 

Total Messaging Cost: \$0.00 upfront

Total Topup Payment Amount: \$0.00

Ongoing Monthly Payment Amount: \$490.00

[Save Changes](#)

Available Features

Professional

- Edit Incident Assessment Criteria
- Edit Crisis Action Plans
- Edit Business Impact criteria
- Unlimited contact groups
- Access social media feeds
- Access News Feeds
- Store documentation (50mb)
- Includes 1000 SMS bundle



CQCommand

CQCommand Users

CQCommand Administrators and Company Administrators have access to add, edit and delete CQCommand users as required.

- ❏ Maintain users and administrators through the CQCommand Users tab on the left-hand menu
- ❏ Number of Licences* available to the company is displayed under the 'Add New +' button as well as how many licences are currently active

★ To increase your user licences, go to Profile > Services.

The screenshot displays the 'CQCommand Users' management interface. On the left is a sidebar with 'CQCommand Users', 'Configuration', and 'Reports'. The main content area is titled 'CQCommand User' and features a table of users. Above the table, it indicates 'No of User Licences : 10' and 'No. Allocated Users : 10'. An 'Add New +' button is located in the top right corner.






First Name	Last Name	User Role	Primary Email	Mobile	Action
Tully	Samuels	CQCommand User	risklogica+tully@gmail.com	+61424179352	
Cee Cee	Damian	CQCommand User	risklogica+damian@gmail.com	+61424179352	
Tommen	Barren	CQCommand User	risklogica+barren@gmail.com	+61424179352	



Configuration



Role Sets



Role Sets allow Administrators to set up specific permissions for each role a User is assigned to.













-  Six default sets automatically appear. These can be changed by using the  icon. Delete a role set by using the  icon
-  Add a new role set by clicking on the  button

Adding a Role Set

Create a new role set by adding in a Role Name, Description and selecting the Access Levels.

-  Uncheck the items the particular role should not be able to see or do such as 'Close Event'
-  Select the 'Submit' button to save your changes

Profile		CQCommand	
CQCommand Users		Role Sets 	
Configuration			
Role Sets			
Response Teams			
Client Escalation Time			
Incident Assessment			
Command Centres			
Site Details			

Role	Access Level	Action
Crisis Team leader	Full	 
Communications	Limited	 
People	Limited	 
Support	Limited	 
Operations	Limited	 
Stakeholder Management	Limited	 

Add Role

Role Name*:

Description:

Access Levels*:

☒ Event Dashboard

- ☒ Event Guages
- ☒ Event Location
- ☒ Current Facts
- ☒ Action Plans
- ☒ My Tasks
- ☒ Activate Teams
- ☒ Notify Button
- ☒ Message Log Button
- ☒ Close Event

☒ Workflow

- ☒ Initiate Event
- ☒ Incident Assessment
- ☒ Activate Teams
- ☒ Command Centre
- ☒ Action Plans
- ☒ Impact Assessments

☒ Documents

- ☒ Global Documents
- ☒ Event Documents

☒ Tools

- ☒ Fact Board
- ☒ Assumption Board
- ☒ Status Board
- ☒ Briefing Template
- ☒ Crisis Meeting Agenda

☒ Communication

- ☒ Contact Groups
- ☒ Notify Contacts
- ☒ Message Log




☒ Contact Groups

- ☒ Operations & People
- ☒ Support
- ☒ Communications
- ☒ Crisis Management Team



Response Teams

Professional clients can have as many response teams as required. Standard licenses will have one response team called 'CMT'.

- Q Add new response teams by clicking on the  button
- Q Edit teams by using the  icon
- Q Delete centres by using the  icon


 Note: CMT cannot be deleted.

Import Users


Import users into response teams using the new import tool.

- Q Download the Import Template from the Import Users screen
- Q All columns in the template with a **bold** heading is a mandatory field
- Q Response Team, Role and Subset columns are drop downs for the teams and roles you have already set up in the system. Using these will place that user in the associated team
- Q Once the template has been filled in, go back to Import Users page, Choose File and locate the template from your desktop
- Q Select 'Import'
- Q A review screen will display before users import to ensure all is okay

Response Teams

Import Users 

Add 


Short Code	Team Name	Description	Roles	Members	Open Group	Action
Operations & People	Operations & People	Operations Mgt & People Mgt Teams	2	5	Open Group	 
Support Team	Support	Support Team	1	2	Open Group	 
COMMS	Communications	Communications Team - Internal & External	1	1	Open Group	 
CMT	Crisis Management Team	Crisis Management Team	6	9	Open Group	

Import Users

Select File*:

Choose file No file chosen

Download Import template :

 Import Template

Import

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	FirstName	LastName	Email	CountryName	MobilePhone	Location	OfficePhone	HomePhone	JobTitle	Description	CompanyName	SecondaryEmail	ResponseTeam	Role	Subset	
2													Communications			
3													Crisis Management Team			
4													Operations & People			
5													Support			



Client Escalation Time

New feature giving Administrators access to set up an escalation time limit. If the primary contact for that role/response team does not respond to the Activate Team message within that time period, the Activate Team message will be sent to the secondary contact.

- Click on Response Teams and edit a team by clicking on the edit icon
- Enter in an escalation time in the box provided
- Select Primary and Secondary contacts for that role and Submit

Add Response Team




Short Code*:

Team Name*:

Description:

Crisis Command Centre:

Please add roles to Response Team*: Escalation Time: minute(s) Add +

Role Name	Primary	Secondary	Remove
People 	Sansa Starkhall	Edgar Poe	
Operations	Melissandre Ravyn	Nathalie Rose	

Submit Cancel

Incident Assessment

- Edit details of the Incident Assessment by clicking into the text boxes and removing/editing
- These impact ratings will calculate the severity of the incident in CQ to ensure you can appropriately monitor the situation
- Make sure to save changes to ensure they carry across to CQ

Impact Rating

Ability to edit the impact measures rating when submitting an incident assessment.

This will allow you to properly associate your ratings when activating a team during an incident.

- Change the rating limits and text to suit your company's wording
- Click 'Save' once all changes made

Incident Assessment

#	Description	Impact Rating			Impact Time Estimate			
		No	Possible	Definite	N/A/0-4 hrs	4-6 hrs	6-24 hrs	24+ hrs
1	Potential threat to the safety and well-being of employees.	0	4	8	1	2	3	4
2	Potential impact on operational infrastructure.	0	4	8	1	2	3	4
3	Potential loss of IT and/or communication services.	0	2	4	1	2	3	4
4	Potential threat to the reputation or brand.	0	2	4	1	2	3	4
5	Situation that is outside the control of organisation.	0	2	1	1	4	3	2

Rating	Description	Response
0 TO 20	Watch and Wait	Monitor the situation until resolved. Take action to prevent escalation.
21 TO 25	Stay Alert	Reassess on a regular basis. Take action to prevent escalation.
26 TO 30+	Declare Crisis	Declare a crisis, activate response team/s.

Save



Crisis Command Centres

Add crisis command centres for your company. These will show up in CQCommand when an event is active.

- Click on the **Add New +** button to add a new Crisis Centre
- Enter in details of the Command Centre and 'save'
- The address will automatically populate on the map
- Move the pin and drop if the address needs to be changed
- Edit, remove command centres as required using the action buttons on the left-hand side

Crisis Command Centres Details

Centre Name:

Choose Type:

Contact First Name:

Contact Last Name:

Contact Number:

Address:

City:

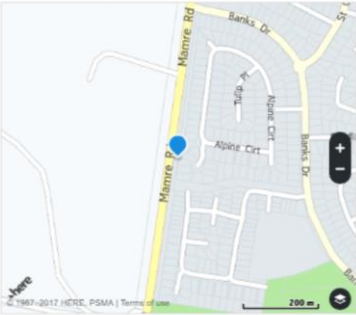
State:

Postal Code:

Country:



Other Details:

Save **Cancel**









Site Details

Add all sites into the Site Details section for use in CQCommand.

- Add new sites by clicking on the **Add New +** button
 - Edit existing sites by clicking on the  icon
 - Delete sites by clicking on the  icon
- These sites are used in the drop-down menus when creating an Event. Best practice is to enter all sites for your company for ease of use in the system



Sites Details ?

Add New +

Site Name	Address	City	State	Postal Code	Contact Name	Contact Phone	Action
Melbourne	1 Little Collins Street	Melbourne	VIC	3000	Gary Vogel	+61290371888	 
Brisbane	1 Queen Street	Brisbane	QLD	4000	Simon Petie	+61290371888	 
Sydney	Level 7, 74 Castlereagh Street	Sydney	NSW	2000	Josh Shields	+61400000000	 

Impact Assessment

Edit and create new impacts for your company's structure.

- Create categories for the impact assessment as required for your company
- Add a category by clicking on the **Add +** button
- Edit existing categories by clicking on the  icon
- Delete categories by clicking on the  icon

Impact Assessment ?


Add +


Category Name	Category Description	Low Impact	Moderate	Major	Severe	Action
Human	To what extent is the event likely to impact the health and safety of staff and visitors?	Potential for injury or illness resulting in medical attention and several days off work.	Potential for injury or illness resulting in short-term hospitalisation.	Potential serious long-term injury.	Potential for death, permanent disability or ill-health.	 
Financial	To what extent is the event likely to result in financial losses to the organisation?	Potential financial loss 1% to < 3% of EBITA.	Potential financial loss 3% to < 5% of EBITA.	Potential financial loss of 5% to < 10% of EBITA.	Potential financial loss > 10% of EBITA.	 




Communication Templates

Communication templates can be set up to be used in the event of an incident. These can be set up for team activations, and for general contact notifications.

Q Add a new template by clicking on the  button





Q Edit existing templates by clicking on the  icon

Q Delete templates by clicking on the  icon

💡 When creating templates, remember that SMS messages have a character limit of 160 characters per SMS

Communication Templates ?

[Add New +](#)

Template Name	Template Description	Action
General staff template	The has been impacted by . Please report to your manager for further instructions. We will provide a further update shortly.	 
Activation Template	A crisis has been declared. Please confirm availability and relocate to command centre.	 

Client Documents

Documents and weblinks can be saved in the admin portal for use an incident.

Q Upload a document for reference or which can be attached to notifications such as floor plans, etc.

Q Ability to add weblinks

💡 These documents and weblinks can be sent out with notifications

💡 Any uploaded documents will count towards your document storage allowance. Review your storage usage under 'Reports'

Client Documents ?

Document Name*:

Select One: ☒ Document ☐ Web Link


Upload Document*: No file chosen

Document Name	File Name	Web Link	Download	Action
RiskLogic intranet		http://internal.risklogic.com.au		
CQCommand website		http://www.cqcommand.com		
RiskLogic website		http://www.risklogic.com.au		
Sydney Office floor plan	Floor Plan.pdf			



Action Plans

Action Plans can be added for each response team to be used during an incident.

- Click on the  icon to access and edit a Response Team's Action Plans
- Add specific Response Team roles using the **Add New +** button
- Once you add a role, you will be taken to the tasks page for the Action Plan to add, edit or remove initial, ongoing and post action tasks

Access Rights

Ability to select which response teams can view which teams' action plans.

- Select the Response Team you want to edit using the drop-down menu
- Select which other teams' Action Plans the selected team should have access to, using the check boxes to the right

Action Plans ?

Name	Response Team	# of Strategies	Action
Operations & People Action Plan	Operations & People	2	 
Crisis Management Team Action Plan	Crisis Management Team	6	 
Support Action Plan	Support	1	 
Communications Action Plan	Communications	1	 

Action Plan ?

Response Teams: Operations & People

Access Rights

☐ All





☐ Communications

☒ Crisis Management Team

☒ Operations & People

☐ Support

Add New +


Role	Plan Name	Add Task	Action
Operations	Operations & Recovery	Add Task +	 
People	People Management	Add Task +	 

Save

Meeting Agendas





Edit meeting agendas to fit your company's values and procedures.

- View or Edit agenda on this tab
- Click on Initial or Follow Up tab to view different templates
- Once changes have been made, click on 'Save'

 These templates can be used by users during an event

Crisis Meeting Agenda ?

Initial **FollowUp**

B I    





	Agenda Item	By Whom	Completed
1	Convene meeting and confirm welfare of all CMT members.	Crisis Leader	
2	Agree crisis team protocols: <ul style="list-style-type: none"> Purpose of meeting. Structure. Duration. 	Crisis Team Advisor	

Save




Contact Groups

Create contact groups for distribution of notifications in the event of an incident.

- ❏ Add new groups by clicking on the **Add New +** icon
- ❏ Edit a group by clicking on the  icon
- ❏ Delete a group by clicking on the  icon
- ❏ Open group to view the contacts by clicking on the **Open Group** icon
- ❏ Import contacts using an excel spreadsheet. Click on the **Import Contacts**  icon
- ❏ Export contacts from a particular group into excel format by clicking on the **Export Contacts**  icon








💡 Any Group linked to a Response Team cannot be deleted

Import Contacts

- ❏ Download the 'Import Template' using the **Import Template**  icon and enter in information as set out in the template. If any column is moved or renamed, the upload will not work
- ❏ Once you have filled in the template, 'Choose File' and select the relevant file from your desktop and click on the 'Import' button



Contact Groups ?

Add New +

Group Code	Group Name	Edit	Delete	Open Group	Import Contacts from excel	Export Contacts to excel
CUSTOM	TestCustom			Open Group	Import Contacts 	Export Contacts 
CMT	Crisis Management Team			Open Group	Import Contacts 	Export Contacts 

Contacts

List of all contacts in the account.


- ❏ Add new contact by clicking the **Add New +** button
- ❏ Edit existing contacts by clicking on the  icon
- ❏ Delete contacts by clicking on the  icon

Contacts ?

Add New +

Contact Name :

Search



Cancel

First Name	Last Name	Job Title	Email	Office Phone	Mobile Phone	Group
Madeliene	Gin	Consultant	risklogica+107@gmail.com	+61290371888	+61407344286	Crisis Manag Team
Henry	Fisher		hfisher@telstra.co		+61294333333	Supplier
Trent	Clouston	Senior Consultant	tclouston@risklogic.com.au		+61414811783	Crisis Manag Team
Jeoff	Frish		jfrish@email.com		+61400000000	Supplier
Anita	Barter		niti_g@tpg.com.au		+61400560030	Supplier



Reports

SMS Usage

This report shows administrators how many SMS's have been sent, how many are have left and all the SMS activity for their account.

- View total of SMS's sent and how many remaining
- Report shows who the user was that received the SMS and the status of the message
- Filter via Event, User Name and dates

SMS Usage ?

01/12/2016 01/01/2017

User Name All Event

Search

Sent : 115676 Available : 9785

Date/Time	User Name	User Role	Mobile Number	Status	Event	Total Messages Sent
Fri, 30, Dec 2016, 2:34 PM	Kate Bonham	Client Admin User	+61424179352	Delivered	Bushfires	1
Fri, 30, Dec 2016, 10:31 AM	Kate Bonham	Client Admin User	+61424179352	Delivered	Bushfires	1
Tue, 13, Dec 2016, 2:52 PM	Kate Bonham	Client Admin User	+61424179352	Delivered	Bushfires	1

Incident Log

The Incident Log captures all data entered and saved for events.

- Filter by date and/or site
- Ability to generate a report (csv format)

01/01/2017 18/07/2017

All Sites Search

Event name: Fire in Brisbane Office Closed date and time: -

Description: Fire Closed comments: -

Created time and date: Fri, 14, Jul 2017, 12:34 PM Closed by who: -

Created by who: Simon Petre Status: Open

Expand All

Incident Assessment Log

Activate Response Teams Log

Ref#	Response Team	Command Centre	Action	Date/Time	By Who
1	Crisis Management Team	Crisis Command Centre	Activated	Fri, 14, Jul 2017, 12:35 PM	Simon Petre

Response Team Member Activation Log

Document Storage Usage

Document Storage Usage report gives administrators visibility of the storage used for their client and event documents.

- Report of the document storage used and how much is available
- Shows document names and size

Document Storage Usage ?

Total Used Storage : 0.28 MB Total Available Storage : 49.72 MB

File Name	Document Name	Document Size	Description
	CQCommand Website	0 MB	
Abstract_003.jpg	Floor Plan	0.2822 MB	

Generate CSV



User Activity Log

User Activity Log gives administrators visibility of login and logouts, login failures, and passwords changes.

- View activity log of all users
- Captures user name, date and login activity

User Activity Log ?

Date/Time	User Name	Email	Action
Wed, 19, Jul 2017, 4:14 PM	Kate Bonham	kbonham@risklogic.com.au	Logout
Wed, 19, Jul 2017, 3:31 PM	Kate Bonham	kbonham@risklogic.com.au	Login
Wed, 19, Jul 2017, 12:35 PM	Kate Bonham	kbonham@risklogic.com.au	Logout
Wed, 19, Jul 2017, 12:33 PM	Kate Bonham	kbonham@risklogic.com.au	Login
Wed, 19, Jul 2017, 8:48 AM	Kate Bonham	kbonham@risklogic.com.au	Login
Tue, 18, Jul 2017, 3:12 PM	Kate Bonham	kbonham@risklogic.com.au	Login



Global Support & Hosting

RiskLogic provides 24/7 online, phone and email support through well-established support protocols. The system is hosted onshore in Australian Tier 4 data centres ensuring 99.99% availability and full real time redundancy. CQCommand 'walks the talk' operating in a highly secure, highly available and highly redundant environment.

Awards

CQCommand was recognised by the BCI at the Australasian Awards with Continuity and Resilience Innovation Award for 2015.



For more information:

Contact
Anita Gover
Manager, Technology Solutions
agover@risklogic.com.au
T. 1300 731 138

Joshua Shields
Director
jshields@risklogic.com.au
T. 1300 731 138

Alternatively, you can view the customer portal on Freshdesk for FAQ's and News on CQCommand.

<https://risklogic.freshdesk.com/support/home>

