CQCommand Administrator Guide

Crisis Intelligence at Your Fingertips

August 2017

A Resilient Future

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.

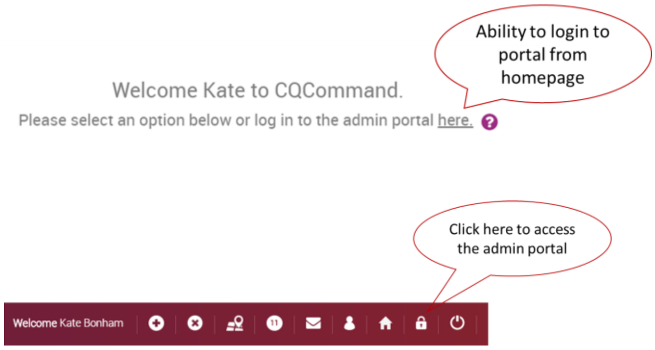
CQCommand was proudly launched by RiskLogic in May 2015 at the BCI summit and it has already proven to be a game changer with hundreds of subscribers from a range of industries such as finance, education, technology, manufacturing as well as government entities.

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



Profile

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

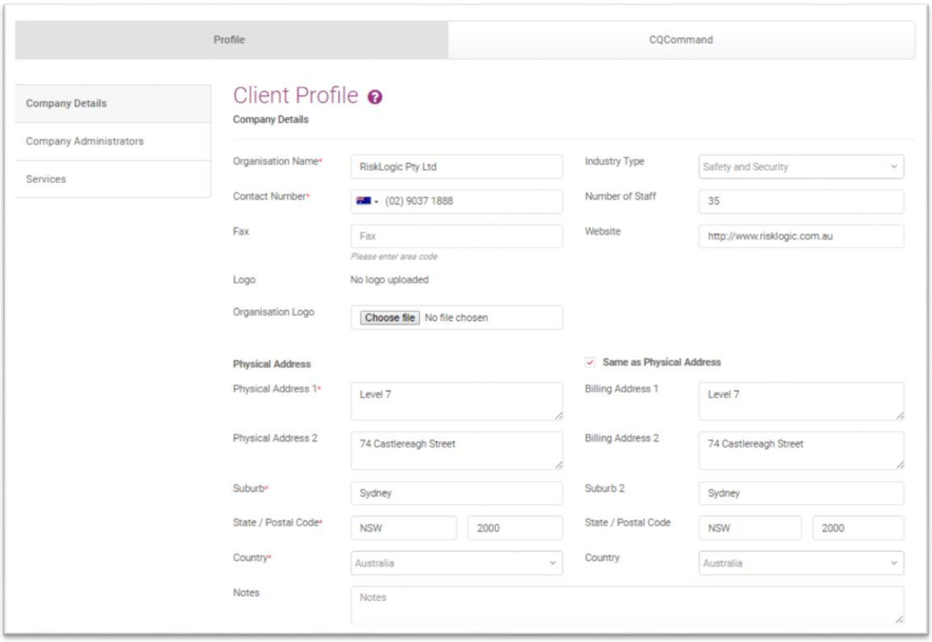
Company Details

- 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

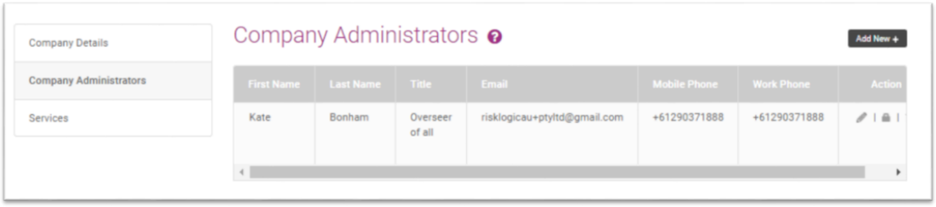


Company Administrators NEW

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.

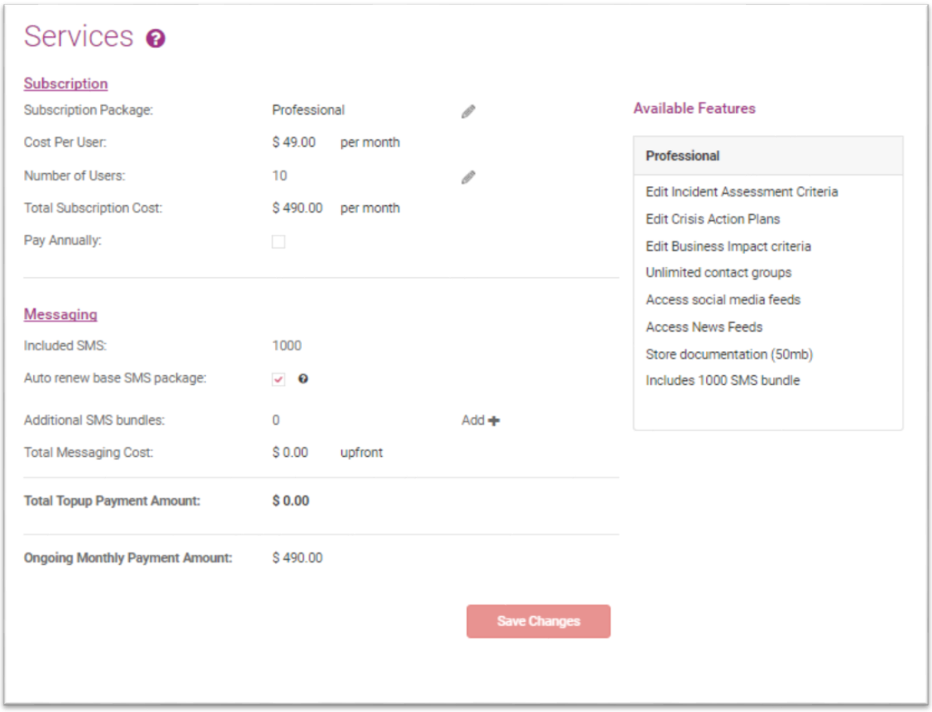
- Select 'Add New +' button to create a new administrator and fill in the information for that user
- Existing company administrators can be edited or deleted using the Action icons at the end of the row
- Selecting the lock icon will send a password reset email to that administrator



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



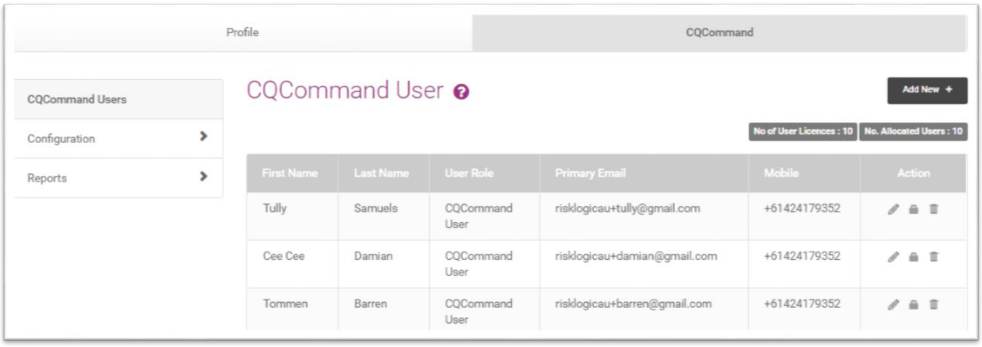
CQCommand

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.



Configuration

Role Sets

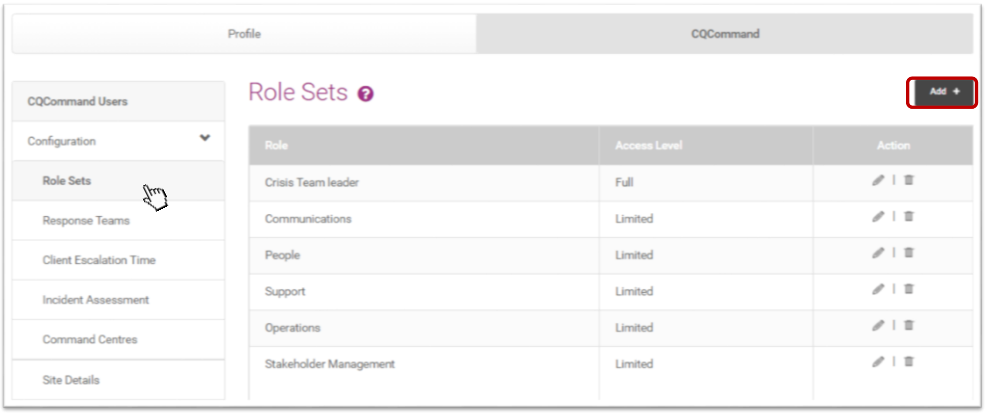
Role Sets allow Administrators to set up specific permissions for each role a User is assigned to.

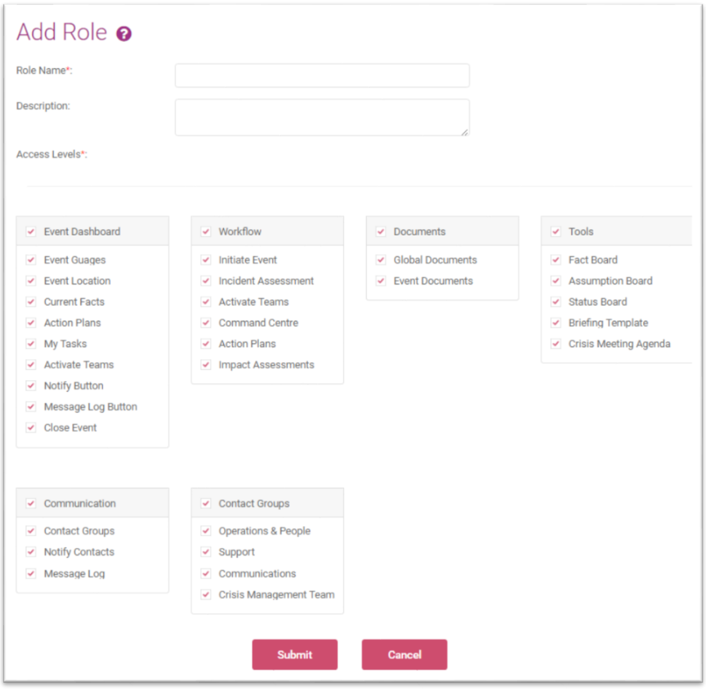
- Six default sets automatically appear. These can be changed by using the icon. Delete a role set by using the icon
- Add a new role set by clicking on the Add + button

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





Response Teams

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

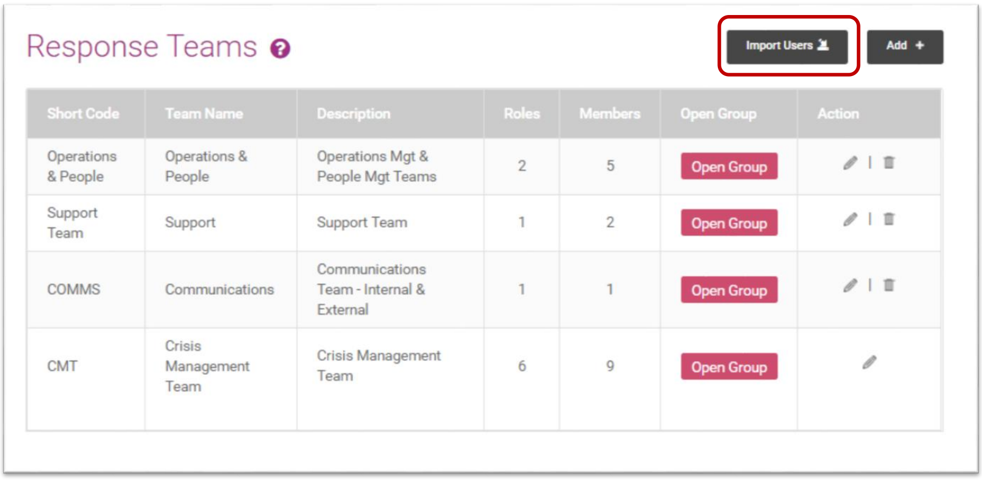
- Add new response teams by clicking on the Add + button
- Edit teams by using the icon
- Delete centres by using the icon

Note: CMT cannot be deleted.

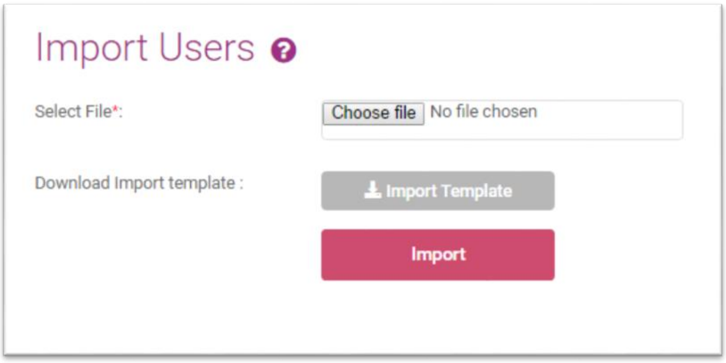
Import Users NEW

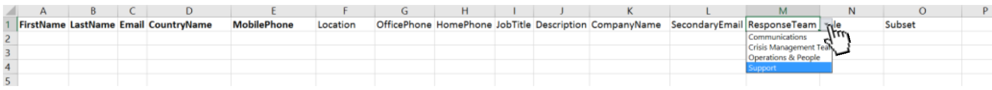
Import users into response teams using the new import tool.

- Download the Import Template from the Import Users screen
- All columns in the template with a bold heading is a mandatory field
- 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
- Once the template has been filled in, go back to Import Users page, Choose File and locate the template from your desktop
- Select 'Import'
- A review screen will display before users import to ensure all is okay



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	

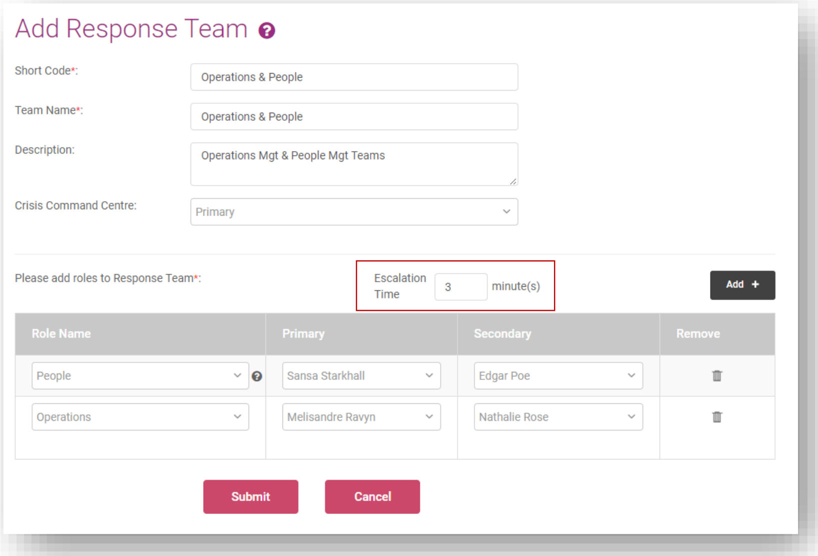




Client Escalation Time

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



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.

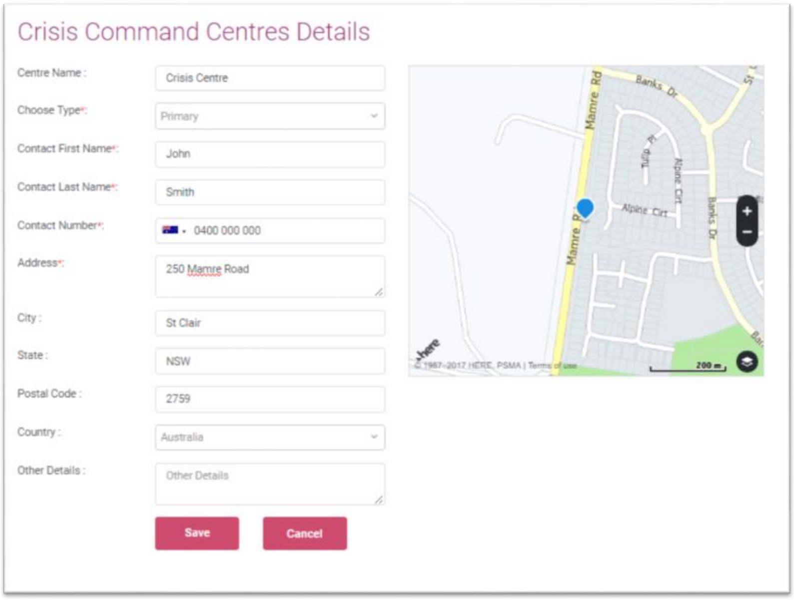
This will allow you to properly associate your ratings when activating a team during an incident.

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

Crisis Command Centres

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

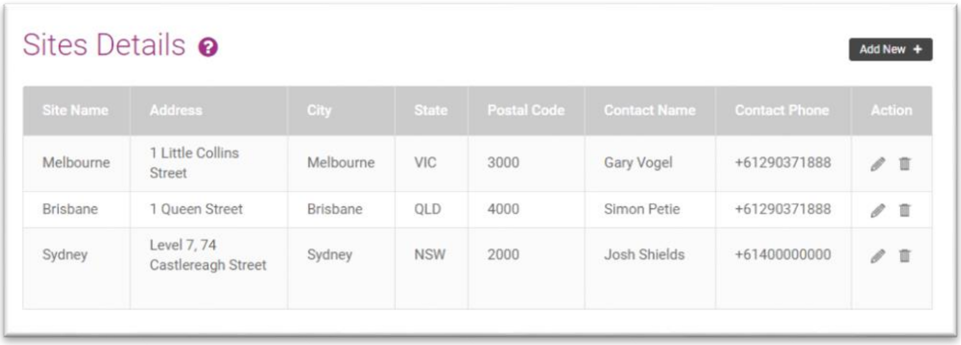
- Click on the Add New + button to add a new Crisis Centre
- Enter in details of the Command Centre and 'save'
- The address will automatically populate on the map
  - Move the pin and drop if the address needs to be changed
- Edit, remove command centres as required using the action buttons on the left-hand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



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

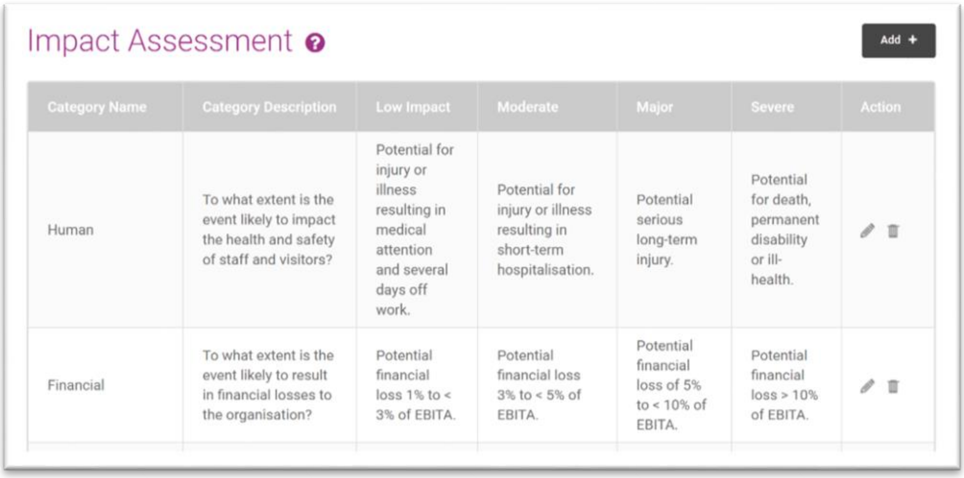
Add New +

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.

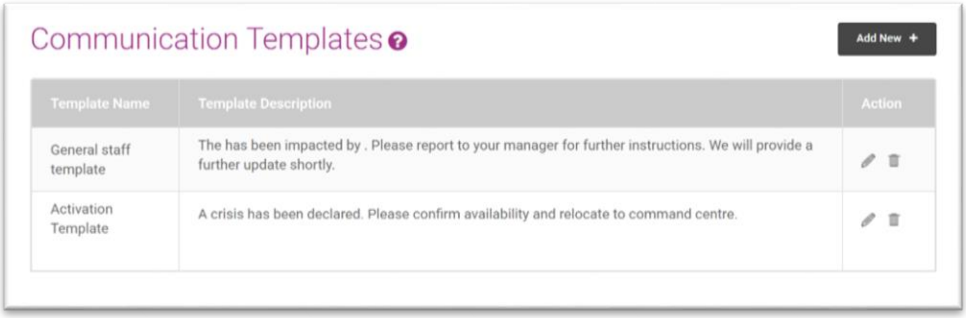
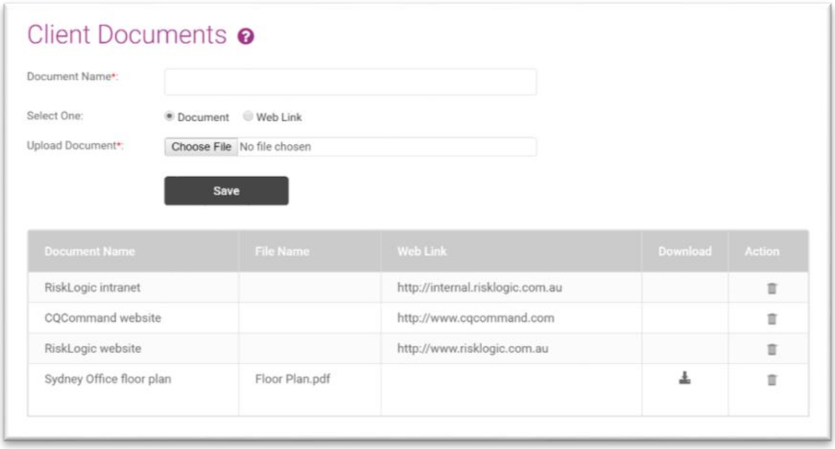
- Create categories for the impact assessment as required for your company
- Add a category by clicking on the Add + button
- Edit existing categories by clicking on the icon
- Delete categories by clicking on the icon



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. - Add a new template by clicking on the Add New + button - Edit existing templates by clicking on the icon - Delete templates by clicking on the icon When creating templates, remember that SMS messages have a character limit of 160 characters per SMS	
Client Documents Documents and weblinks can be saved in the admin portal for use an incident. - Upload a document for reference or which can be attached to notifications such as floor plans, etc. - 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'	

Action Plans

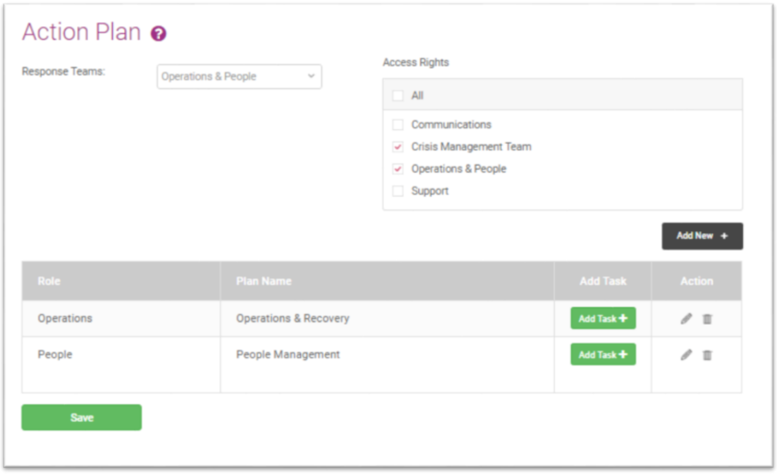
Action Plans can be added for each response team to be used during an incident.

- 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.

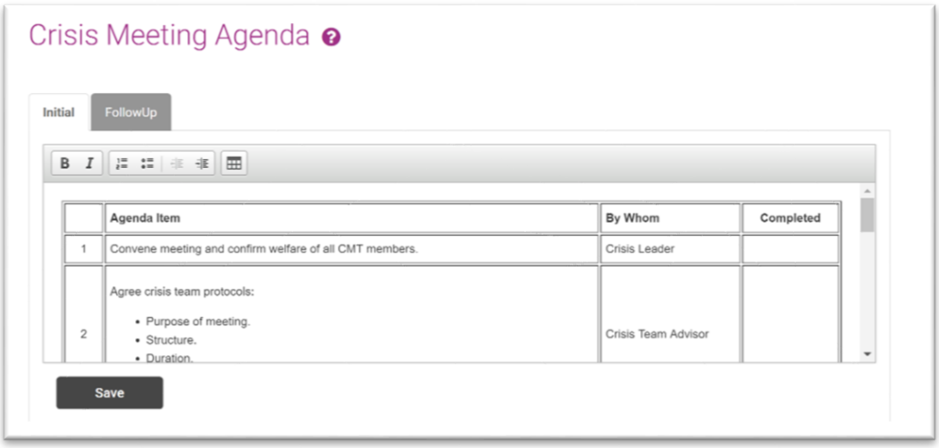
- Select the Response Team you want to edit using the drop-down menu
- Select which other teams' Action Plans the selected team should have access to, using the check boxes to the right



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'

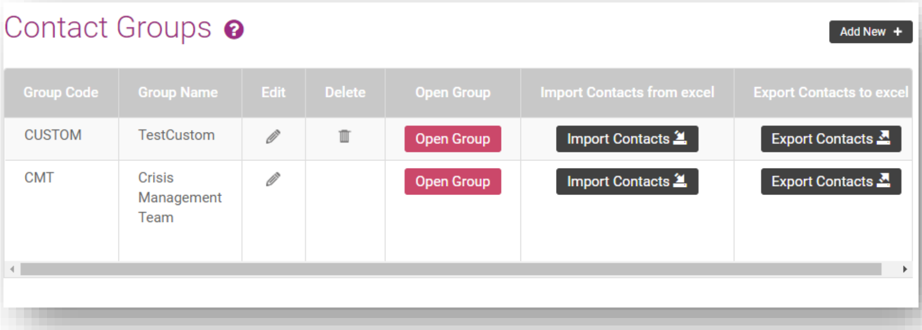


These templates can be used by users during an event

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



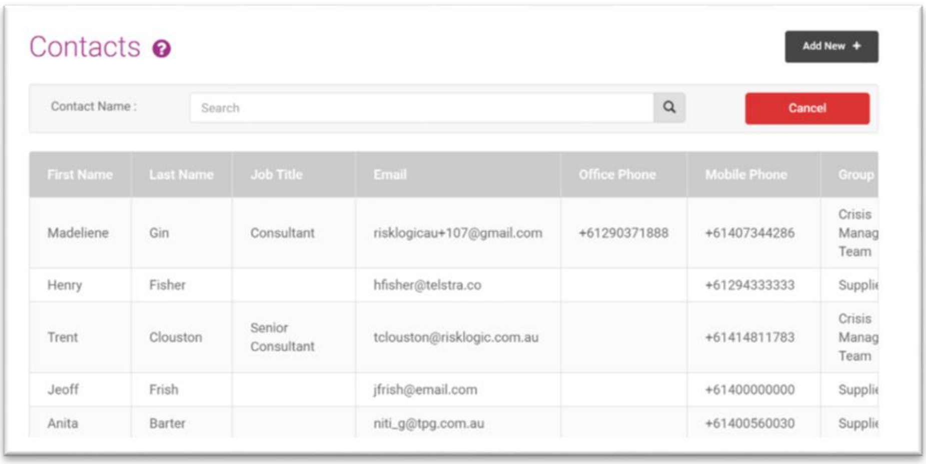
Import Contacts

- 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

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

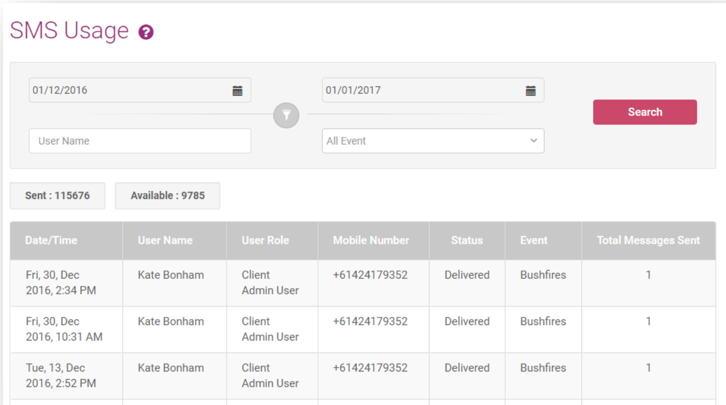


Reports

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.

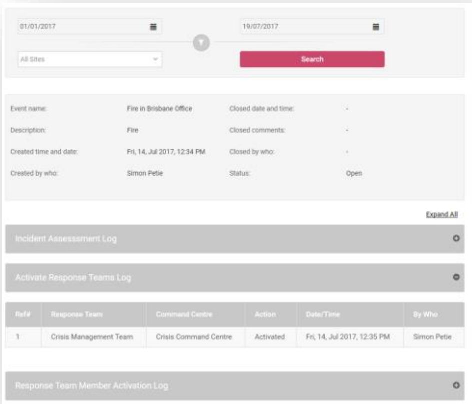
- View total of SMS's sent and how many remaining
- Report shows who the user was that received the SMS and the status of the message
- Filter via Event, User Name and dates



Incident Log

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

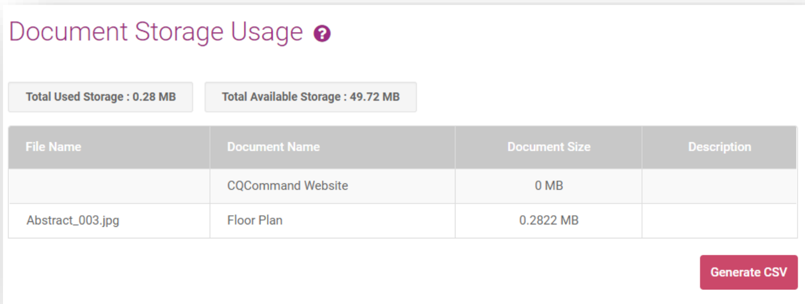
- Filter by date and/or site
- Ability to generate a report (csv format)



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



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:

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

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