





CQCommand User 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.



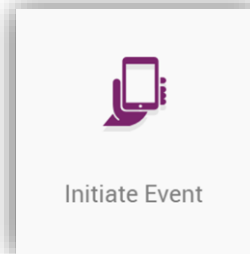
Homepage

The homepage gives a user the ability to initiate event, notify contacts, view current events and to update their user profile.

Initiate Event

- ❏ Click on 'Initiate Event' either by clicking on the Initiate Event button in the middle of the screen or by selecting the  icon in the banner
- ❏ Enter in Event details
 - Event Name
 - Description, if required
 - Impacted Site/s
 - Date/Time
- ❏ Select 'Create'

Note: depending on the user access permissions selected in the Role Sets (Administrator level), the homepage may or may not have some of these features.



New Event

Event Name:

Description:

Impacted Sites:

☐ All

☐ Brisbane Office

☐ Melbourne Office

☐ NZ Office

☐ Perth Office

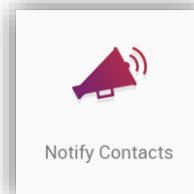
☐ Sydney Head Office

Date/Time: 20/07/2017 01 30 PM

Notify Contacts

User can elect to send a notification to contact groups without creating an event.

- ❏ Click on the 'Notify Contacts' button in the middle of the screen

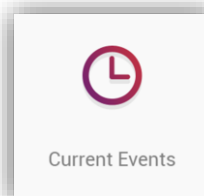


Current Events

Users can view all current events in CQCommand.

- ❏ Click on 'Current Events' to view a list of open events
- ❏ Select the Event Name to be taken to that event

💡 Best to search here before going through then initiation process



Current Events

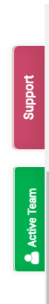
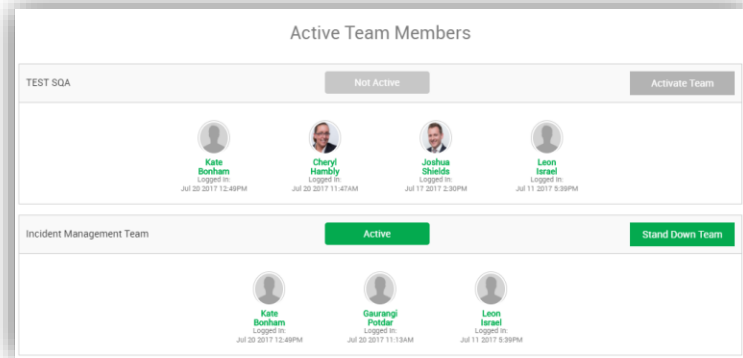
Event Name	Impacted Site	Date/Time	Created By
Fire in Brisbane Office	Brisbane Office	Fri, 14, Jul 2017, 12:34 PM	Simon Petie
Fire Rutven Street	Brisbane Office	Thu, 6, Jul 2017, 2:46 PM	Simon Petie
Armed Intruder	Perth Office	Wed, 21, Jun 2017, 1:38 PM	Kate Bonham
Test - Building Fire	Sydney Head Office	Thu, 8, Jun 2017, 12:11 PM	Trent Clouston
Brisbane Fire	Brisbane Office	Mon, 15, May 2017, 4:29 PM	Simon Petie



Active Team Members

Users can view Active Teams and users on their homepage or by clicking on the side bar.

- View active users on the homepage or on the side bar
- Click on the 'Stand Down Team' button to make that team inactive.



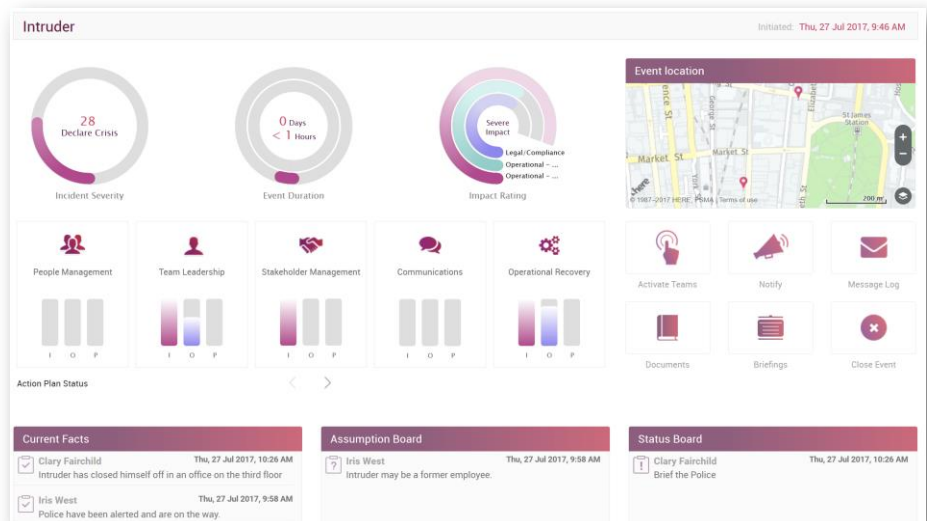
Dashboard NEW

The event dashboard will give you an overall view of what is currently happening with the incident.

The dashboard features include:

- Event Gauges:** easily view the state of the event using Incident Severity, Event Duration and Impact Rating gauges
- Map of Impacted Sites:** map showing impacted sites and command centres
- Action Plan Status:** an up-to-date status of the progress for Action Plans
- Easy use of action buttons:** Activate Teams, Notify Contacts, Message Log, Documents, Briefings and Close Event are all easily accessed from the dashboard
- Fact, Assumption and Status Boards:** Create facts, assumptions or statuses easily from the dashboard

Note: depending on your user access permissions, the Dashboard may or may not have some of these features.



Workflow

Once an event has been created, the user will be taken to the first screen of the workflow. Collapse the workflow to the side or pin to see the workflow menu at all times.

Incident Assessment

- ❏ Fill out the assessment details as per the Event's situation
- ❏ Elect impact ratings and impact time estimate, which will calculate a Total Score and provide an Incident Rating
- ❏ 'Activate Response Teams' or 'Notify Stakeholders' options are found at the bottom of the screen
- 💡 Assessment ratings can be edited by Administrators for the company's ideals

Welcome Joshua Shields

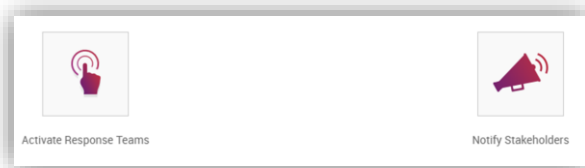
Gas Leak on Collins Street - Wed, 13 May 2015, 10:00 AM
All employees are accounted for safely - Anita Gover - Wed, 13 May 2015,

Incident Assessment ?

Description of Event	Impact Rating	Impact Time Estimate
Potential threat to the safety and well-being of employees.	Definite	24+ Hours
Potential impact on operational infrastructure.	Definite	N/A
Potential loss of IT and/or communication services.	Definite	N/A
Potential threat to the reputation or brand.	Definite	4-6 Hours
Situation that is outside the control of organisation.	Definite	6-24 Hours

Total Score: 58

Incident Rating	Description	Response
Score of 0-20	Watch and Wait	Monitor the situation until resolved. Take action to prevent escalation.
Score of 21-30	Stay Alert	Reassess on a regular basis. Take action to prevent escalation.
Score of 30+	Crisis	Declare a crisis, activate CMT.



Activate Teams

This section allows for an activation email and/or SMS to be sent to team. Ability to send an escalation message automatically.

- ❏ Select template for the notification or create a new message in text box provided
- ❏ Nominate the team/s to activate and the members required to receive the notification*
- ❏ Click on 'Activate' button

*Recipients can be edited. Simply uncheck the names of those who don't need to receive the notification

Escalation Option



By selecting the 'Escalate' or 'Burst' options above the Teams to activate, you are electing to send to the primary members of the roles within that team or to all.

- ❏ **Escalate:** message will be sent to the primary member of that role within the team you are activating. If that message is not responded to within a certain timeframe, a message is sent to the secondary member of that role
- ❏ **Burst:** message is sent to all – primary and secondary members

Activate Teams

Event Name: Intruder

Event Details: Intruder has been found in the building

Incident Severity: Rating - 20 Declares Crisis

Templates: --Select Template--

Message: An incident has been reported. Please follow your warden(s) instructions and evacuate the building in a calm and safe manner.

Select Team/s to Activate: ☒ Escalate ☐ Burst

☐ All ☒ Crisis Management Team

Select Member:


<input type="checkbox"/>	Name	Role	Primary
<input checked="" type="checkbox"/>	Clary Fairchild	Communications	Primary
<input checked="" type="checkbox"/>	Iris West	Crisis Team leader	Primary
<input type="checkbox"/>	Isabelle Lightwood	Operations	Secondary
<input checked="" type="checkbox"/>	Jace Wayland	Operations	Primary

Activate




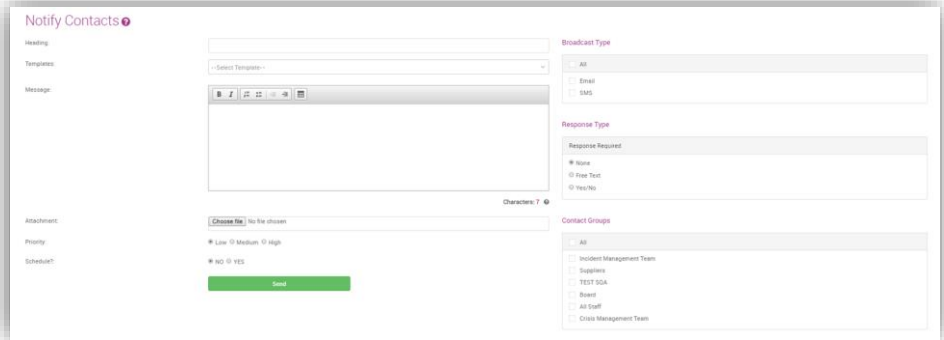
Notify Stakeholders

Send a message to Stakeholders by selecting the 'Notify' button from the dashboard or workflow or via the button underneath Incident Assessment.

 Select template to use or type in custom message to send:


- **Attachment:** optional
- **Priority**
- **Schedule:** option to schedule the notification
- **Broadcast Type:** Email and/or SMS
- **Response Type:** Elect for free text, no response or yes/no answer types
- **Contact Groups:** Elect which Contact Groups and/or individual contacts will receive the message

 Click on 'Send' button



Command Centre


Command Centres are set up in the admin portal. Users have the ability to modify the Command Centre location and send out revised details to the activated team.

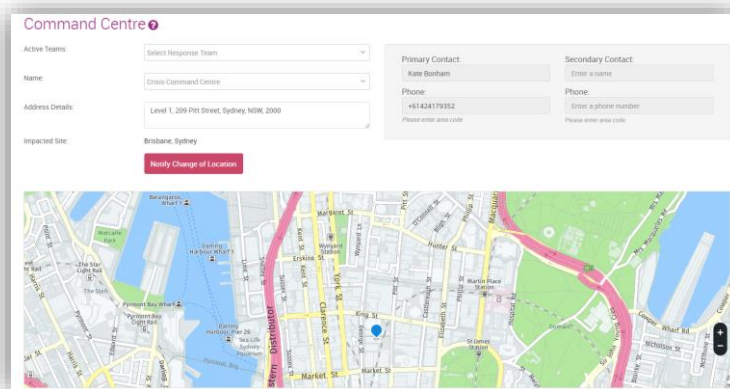
 Select from the 'Name' drop-down field

- Pre-populated Command Centre
- Custom Location

 For a Custom Location

- Enter Address Details
- Enter Location Contact Details

 Notify contacts to a change of location by clicking on the 'Notify Change of Location' button




Action Plans

Action Plans are set up in the admin portal. Event specific changes can be made by users by clicking into the Action Plan and adding tasks.

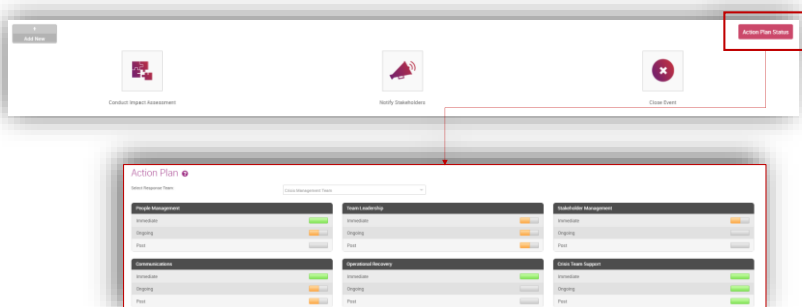
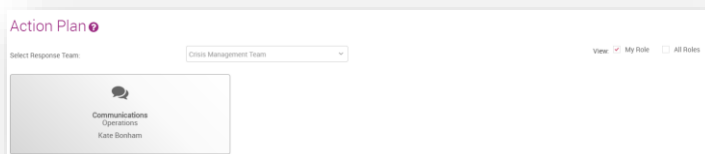
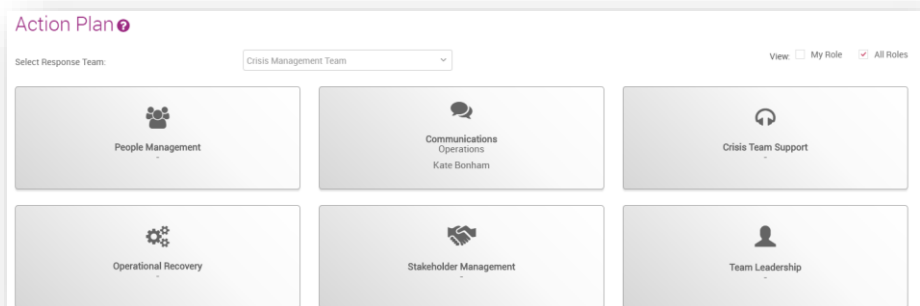
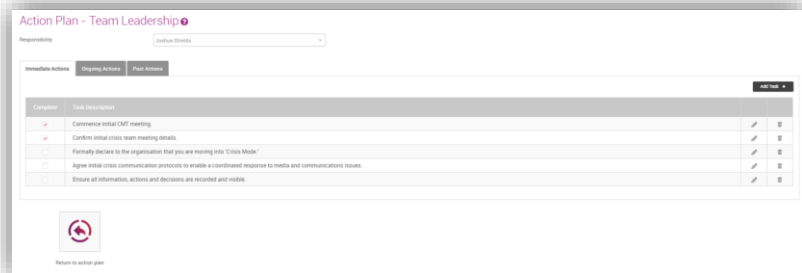
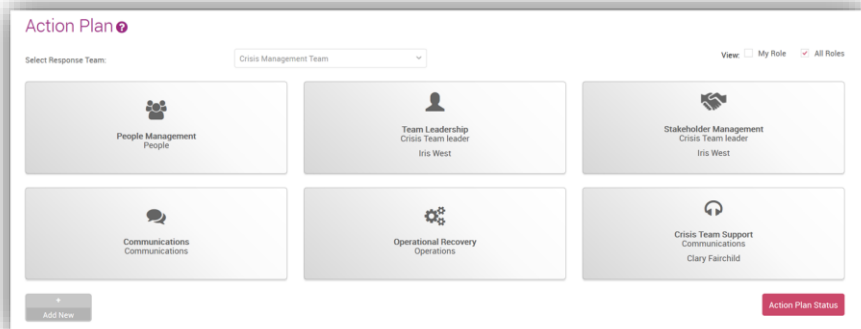
- ❏ Select Response Team using drop down menu
- ❏ Click on the plan you need to view
- ❏ Pick the Responsibility to see a list of actions for that user
- ❏ Click on 'Add Task +' button to add a new task
- ❏ Check the box under 'Complete' once the task has been completed
- ❏ Ability to edit or delete tasks using the icons to the right side

My Role vs All Roles NEW

Ability to filter Action Plans to view your role only by selecting the checkbox next to 'My Role'. This will only display the action plan for your role.

Action Plan Status

- ❏ Select the 'Action Plan Status' button to view the progress of all action plans
- ❏ Alternatively, you can view the status of Action Plans on the dashboard



Conduct Impact Assessment

- ❏ Click on the 'Conduct Impact Assessment' button
- ❏ Select the accurate ratings by clicking on the one that most suits your incident
- ❏ Click on 'Save'
- ❏ Completed Impact Assessment can be found at the bottom of the page



You can go back to Action Plans, Notify Stakeholders, Create Briefing or Close the event from this screen.

Impact Assessment Tool

1. Human		To what extent is the event likely to impact the health and safety of staff and visitors?	
Low Impact	Moderate Impact	High Impact	Severe Impact
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.
2. Financial		To what extent is the event likely to result in financial losses to the organisation?	
Low Impact	Moderate Impact	High Impact	Severe Impact
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.
3. Legal/Compliance		To what extent is the event likely to result in legal and compliance issues?	
Low Impact	Moderate Impact	High Impact	Severe Impact
Potential for compliance, contractual or regulatory breaches with external implications.	Confirmed compliance, contractual or regulatory breaches. Specific activities required to remedy situation.	Significant penalties and/or costs to remedy legal and/or compliance breaches.	Severe penalties to company and/or staff.
4. Operational - Functional		To what extent is the event likely to cause an interruption to operations and services?	
Low Impact	Moderate Impact	High Impact	Severe Impact
Short-term disruption to operational functions.	Significant disruption to operational functions.	Extended disruption to operational functions.	Collapse of operational functions.



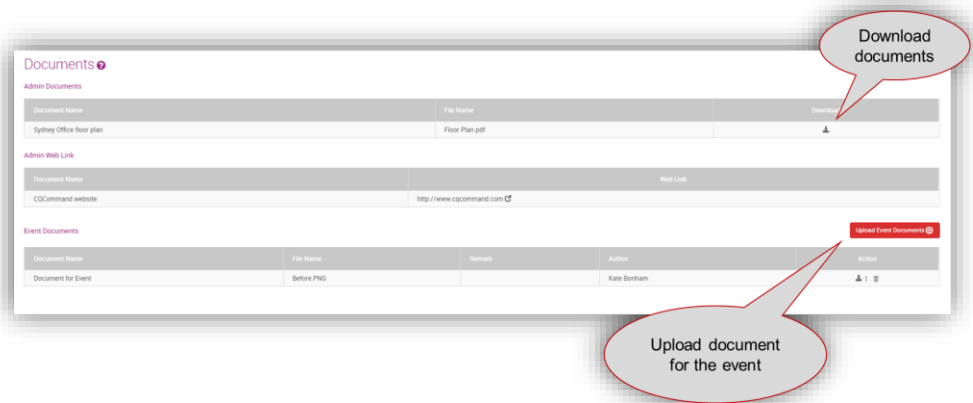
Documents

This page is a dedicated place for documents and web links to be saved by users.

Download documents, open web links or upload a document for the event on this page.

Uploading Event Documents

- ❶ Click on the 'Upload Event Documents' button
- ❷ Select 'Choose File' to search for the document you wish to upload from your desktop
- ❸ Add in the Document Name and a remark, if required
- ❹ Click 'Upload'



The 'Upload Event Documents' modal form contains the following fields and buttons:

- Select Document: Choose file | No file chosen
- Document Name: [Text input field]
- Remark: [Text input field]
- Upload: [Red button]



Tools

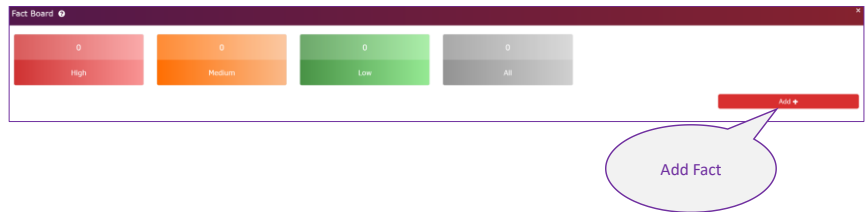
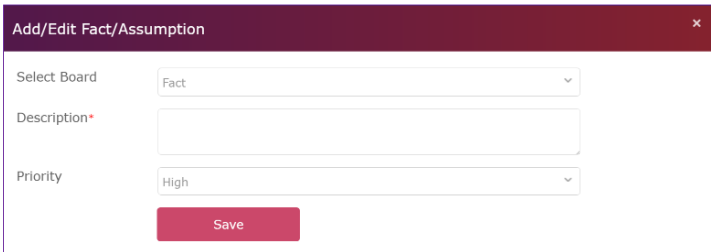
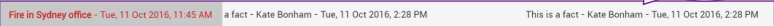
Users can utilise functionality such as interactive whiteboards, action tasks sent via SMS and Email, briefing templates and meeting agendas to print out.

Fact/Assumption Board

- Q Click on Fact or Assumption Board in the side menu
- Q Add Fact by selecting the 'Add +' button on the right-hand side
- Q Select either Fact or Assumption
- Q Description is mandatory
- Q Set a priority by clicking on the dropdown menu
- Q Save your changes

Fact Ticker

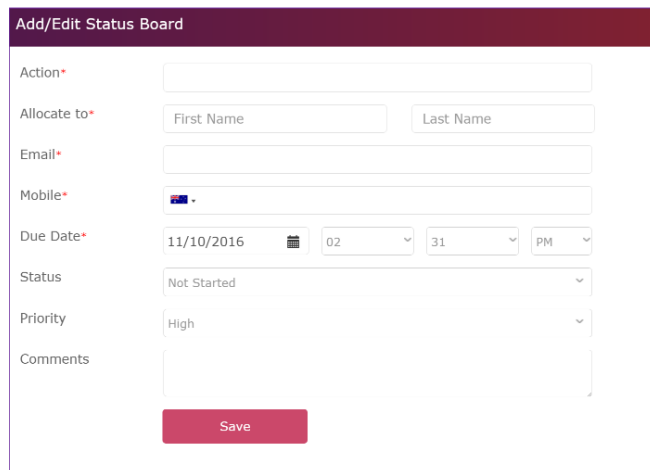
The latest high priority facts which have been added to the event will display across the top of the screen.

Status Board

- Q Select Status Board from the side menu
- Q Select the 'Add +' button
 - Add in an Action and allocate to a user or external party
 - Email, mobile and due date are all mandatory
 - If mobile is not Australian, change the flag to whichever country the number is from
 - Add in Status, Priority and Comments, if applicable
- Q Save

💡 If the allocated person has been uploaded as a user or contact in the admin portal by the administrator, the name and contact details will automatically pre-fill




Briefing Template

- ❏ Select Briefing Template from the side menu
- ❏ Click on 'Add +' to add a new template to the system
- ❏ Enter in the information required from the following options
 - Give your template a name
 - Add in a situation
 - Attach latest impact assessment, if applicable
 - Mission
 - Execution
 - Admin & Logistics
 - Control, Command and Communications
- ❏ Save or Print

Meeting Agendas

Initial & Follow Up

- ❏ Templates can be printed from this screen
- ❏ These templates are able to be edited by Administrators in the admin portal

Meeting Agendas - Initial ?			
	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. Communications. 	Crisis Team Advisor	
	Share information with CMT: <ul style="list-style-type: none"> Summary of events. Confirmation of employee safety & follow on welfare. 		



Communication

Contact Groups

- ❏ Show Contacts in each group you have set up
- ❏ Selecting 'Show Contacts' will allow you to search for particular contacts in that group

View Contacts

- ❏ View all contacts details

Note: this is to view only, if you need to edit a contact, go through the Admin Portal

Contact Groups ?

Select Group

- ☐ All
- ☐ Tech Team
- ☐ Technology DR Team
- ☐ Suppliers
- ☒ Crisis Management Team

Show Contacts

Notify Contacts

Send notifications to your contacts and groups using this page.

- ❏ Notifications can be sent via SMS and/or email
- ❏ Template can be used or free text can be entered here
- ❏ Optional: add an attachment
- ❏ Select 'Notify' when you wish to send out the message

CQCOMMAND Welcome Joshua Shields

Gas Leak on Collins Street - Wed, 13 May 2015, 10:00 AM | accounted for safely - Anita Gover - Wed, 13 May 2015, 11:33 AM | Emergency Services onsite - Anita Gover - Wed, 13 May 2015, 10:35

Notify Contacts ?

Heading:

Templates:

Message:

B I | **U** | **Link** | **Image** | **Video** | **Audio** | **File**

To all staff:

A <insert event> has impacted our melbourne office. The office will be closed for <insert timeframe> until the situation is resolved. Please remain at home until notified by your manager.

A further update will be provided by close of business.

Attachment: No file chosen

Broadcast Type

- ☒ All
- ☒ Email
- ☒ SMS

Contact Groups

- ☐ All
- ☒ Suppliers
- ☐ Crisis Management Team
- ☐ Employees

Contacts

- ☒ All
- ☒ Jimmy Smith
- ☒ Henry Fisher

Notify



Message Log

The message log displays a summary of the messages being sent out, responses received, and delivery status.

- Filter by Subject, Groups, Dates, Priority, Sender etc
- Log will display status of message, time sent, to who, response and a reply if one was sent
- Ability to create another message from this screen
- Messages can be resent, new messages can be constructed and replies can be sent from this screen
- Report can be run using the Report button at the bottom of the screen and exported to xls.

Message Log

Create Another Message Filters

Jan 19, 2017 11:18 AM
Message ID : NID-01664
Subject : Message to KB-[NID-01664]
Priority : Low
Contact Groups : Crisis Management Team
No. of Contacts : 1
Sender : Kate Bonham

Message Body

The #Office has been impacted by #incident. Report to your manager for further instructions. An update will be provided shortly.

-Select- Search Clear

#	ID	Recipient	Number	Email	Status	Time	Response	Reply
1	NID-01664	Kate Bonham	+61290371888	risklogicaau+kb17@gmail.com	Pending	19/01/2017 11:18:00 AM	-	View

Resend Reply New Message Report



Australasian 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.



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Alternatively, you can view our customer portal on Freshdesk for FAQs and News on CQCommand.

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

