

Prepare with MissionMode

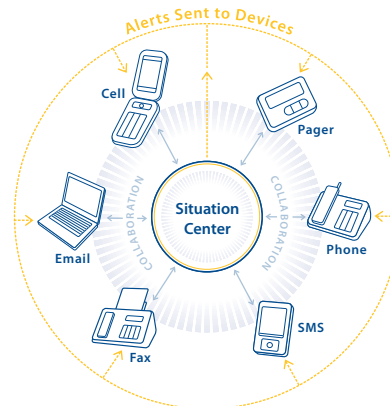
Increased power consumption, lower public tolerance for outages, and the increased costs associated with service restoration in the event of a disaster are putting utility companies under the gun. The need for an immediate mobilized response and coordination with host utilities is more important than ever in order to minimize expenditure and rapidly restore power. Relying on independent methods to keep everyone abreast of operational status is no longer a viable option. You need a powerful collaborative communication tool to mitigate through resolution and after-action to solve these problems. MissionMode's intuitive alert notification and crisis communication system helps utility companies effectively mobilize and coordinate a response to minimize disruption time.

Utility Operations Essentials

- Business continuity and security
 - Protect your people, property, and assets
- Enhance peak capacity solutions
- Curtailment notification
 - Avoid costly outages
- Satisfy PSC compliance requirements
- Staff and resource expediting
 - Improve responsiveness, save time and money
- Unobtrusive preparedness exercises
 - Easily test plans without disrupting everyday work

Key MissionMode Features

- Flexible and easy to use
- Online Command Center available anywhere via Web and mobile devices
- Enhanced alert notification with real-time acknowledgement
- Multi-modal alerts to all voice and text devices - phones, pagers, fax, e-mail, SMS, Blackberry, Treo, etc...
- Powerful team collaboration
- Auto-audit log: time stamped accountability
- Persistent, Secure Messaging
- Executable - anywhere – anytime
- Hosted solution for low cost of entry and total cost of ownership
- Live Assistant 24/7/365



MissionMode allows users to receive alerts via communications devices and to collaborate with team members on incident response.

The MissionMode Situation Center Interface

The screenshot displays the MissionMode Situation Center interface for Hurricane Katrina. The interface is organized into several key sections:

- 1. Situation Center:** Located at the top right, it includes the user name 'ted collins' and navigation links: 'Go To Home : Create Sub-Situation : Edit Situation : Close Situation : Logout : Help'. It also shows the page refresh time: 'Page Last Refreshed at 10:23:01 CDT'.
- 2. Contact Status:** A sidebar on the left showing a list of team members and their status. Members include Andrews, Latayah (Alert Sent), Aucoin, Rachel (Alert Sent), Bastable, Peter (OK - Acknowledged via Web), Blache, Mark (Alert Sent), Blocker, Linda (Alert Sent), Bourque, Paul (Alert Sent), and Bradley, Rick (Acknowledged via Web).
- 3. Task Status:** A sidebar on the left showing task progress. It includes a 'Sit. Aware (Ted Collins)' status for 'Jun 05, 2006 10:21:45 AM CDT' and an 'East Route' status.
- 4. Resource Library:** A sidebar on the left providing links to various resources: 'Family Disaster Plan', 'FEMA Website', 'Hurricane Preparedness Guide & Checklist', and 'Hurricane Tracking Chart'.
- 5. Situation Log:** The main content area showing a message from Rick Bradley (MissionMode Staff) dated 'Jan 25, 2006 10:31:02 AM CDT'. The message includes 'Hurricane Katrina Radar Images' and a 'Hurricane Katrina Projected Path' map.

- 1. The Situation Center** - a dashboard enabling users to take the initiative in a situation.
- 2. Contact Status** - monitor alert progression and the status of all the users in the situation.
- 3. Tasks and Checklists** - track progress on assigned tasks.
- 4. Resource Library** - provides links to the correct versions of plans and procedures.
- 5. Situation Log** - comprehensive messaging allows users to share information and come to informed decisions.