Manage Plans and Put Them Into Action

Business Continuity Plans are a fundamental method by which organizations prepare for crises. Updating these plans can be difficult, time-consuming and the domain of a few. Yet, in order to be successful, BC plans must be current and reflect how a response will actually proceed in the real world.

MissionMode’s Situation Center™ accelerates the creation, management and use of BC plans through its unique incident management and communications solution. And, when a crisis occurs, the Situation Center is a virtual command center for communications and coordination of the incident.

Review and Change Plans

The review team can be notified that a review is required. Using the existing plan version, the reviewers can discuss and draft any changes. These can then be agreed or re-drafted as necessary. When the plan has been agreed, it can be uploaded into MissionMode and immediately viewed by the team. All comments and actions are audit logged for later analysis.

Turn Passive Documents Into Active Plans

Beyond simple plan storage, The Situation Center will take the principle elements of a typical, passive document and turn it into an active plan that can be used to manage an actual incident, providing a single solution to both planning and execution.

Using templates that you define, teams are equipped from the start with the right plans, documents, maps, images, links and any other type of resource needed for that specific type of incident. This ensures a swifter and more consistent response.

Testing and Exercising

The stored, active template can also be used to test and exercise the plan. Using the template, an exercise can be created which allows participants to use the Situation Center as if a real incident was in progress.

Users can work as if they are in the same room and able to conduct business as usual. This removes a lot of the organizational worries associated with an exercise, and provides a more realistic working environment.

Integration with Other Systems

The Situation Center can be easily integrated with other applications such HR or Business Continuity systems to create a full crisis management solution.

Turn Plans into Action

- Uncomplicated, flexible and easy-to-use.
- Plans and documents can be stored in templates ready for action or review.
- Powerful team collaboration.
- Quick to deploy and operates anytime, anywhere.
- Multi-modal alerts to all voice and text devices: land-line, mobile phone, smartphone, Blackberry, SMS, text, email, pagers and fax.
- Privacy controls ensure confidential information is secure and shared information is accessible.
- Automatic audit log: time stamped record of all communications and activities for legal and compliance accountability, and for post-response analysis.
- Hosted solution for low cost of entry and low total cost of ownership.
The Situation Center Interface

1. The Situation Center – a virtual command center available anywhere, anytime via Web and mobile devices.
2. Contact Status – monitor alert progression and the status of users.
3. Tasks and Checklists – ensure that essential tasks are being completed.
4. Resource Library – the correct versions of plans, procedures, and any other type of file or link.
5. Situation Log – comprehensive messaging allows users to share information and come to informed decisions.
Creating an alert is simple: just choose a template and click Create Alert. The alert will contain the right message, recipients, rules and options for that type of situation—all defined by your processes and standards. This eliminates the guesswork of what to send, who to contact and how.

The templated message can be changed on the fly. Message text will be automatically converted to speech for phones. The alert can also be recorded in a person’s voice.

Use custom acknowledgements to gather important information from recipients, such as “on-site in 30 minutes” or “need assistance”.

Messages can be sent to any number of people through multiple text and voice devices.

See the real-time progress of notification messages.

See the status of all recipients or specific people and send further alerts based on responses.