

Course Outline

Genetec Mission Control Admin Certification Training	
Code	MC-ACT-001
Duration	2 days
Target audience	Technicians, Administrators, Supervisors, Consultants, Security Managers (Note: All aspects of operator training are included in the Admin training.)
Prerequisites	SC-OTC-001 OR SC-STC-001 (Depending on SC functionality)
Objectives	<p><u>Upon successful completion of this course, the participant will be able to:</u></p> <ul style="list-style-type: none">• Understand and describe Mission Control functionality• Understand capabilities of the Rules Engine• Install the Mission Control software package• Configure the Incident Manager role• Add incidents and configure incident properties• Configure static and dynamic Standard Operating Procedures (SOPs)• Configure incident triggers• Configure incident workflows• Perform incident monitoring in Security Desk• Work with associated maps and related entities (cameras, doors, etc.,)• Respond to incidents (trigger manually, change ownership & states, follow SOPs, attach related entities, link related incidents, export incidents)• Investigate incidents and export reports
Certification	A certification exam will be given at the end of this course.

Topic	Description
Module 1: <i>Introduction & Overview</i> (1.5 hours)	<ul style="list-style-type: none"> • What is a Collaborative Decision Management System? • How Mission Control fits into Security Center • Mission Control functionality & architecture • Introduction to incidents • <i>Lab/Demo 1: Demonstration of features</i>
Module 2: <i>Installation & Role Configuration</i> (1.5 hours)	<ul style="list-style-type: none"> • Installation of the Mission Control package • Role sections and configuration (priorities vs states) • RabbitMQ use, configuration, and information flow • Rules engine functionality • Failover and use of expansion servers • <i>Lab 2: Client Installation</i>
Module 3: <i>Basic Incident Setup</i> (2 hours)	<ul style="list-style-type: none"> • Basic incident properties, including TTR parameters • Setting incident recipients • Triggering an incident on events • Simple procedure lists (SOPs) • Incident monitoring task layout and basic incident handling • Monitor and tile layout configuration • <i>Lab 3: Creating & testing a basic incident</i>
Module 4: <i>Advanced Incident Configuration</i> (2 hours)	<ul style="list-style-type: none"> • Advanced recipient lists • Trigger conditions and timing • Examples of each condition and usage • Linking documents to incidents • Document storage and client usage • Setting up collaborative incidents • Advanced incident response and collaboration • <i>Lab 4: Creating & testing an advanced incident</i>

<p>Module 5: <i>Working with Workflows</i> (1.5 hours)</p>	<ul style="list-style-type: none"> • Workflow functionality overview • Navigating the workflow interface • Types of Mission Control and Security Center activities • Multi-function activities, uses and configuration • <i>Lab 5: Creating & testing an incident with a workflow</i>
<p>Module 6: <i>Configuring Dynamic SOPs</i> (1 hours)</p>	<ul style="list-style-type: none"> • Simple vs dynamic SOPs • Interface navigation • Conditions and procedure steps • Flow modifications and procedure step details • Monitoring incidents using dynamic SOPs • <i>Lab 6: Creating & testing an incident with dynamic SOPs</i>
<p>Module 7: <i>Incident Management</i> (1.5 hour)</p>	<ul style="list-style-type: none"> • Manual incident configuration and triggering • Importing and exporting incidents • Transferring incidents, using groups and supervision • Editing incidents in progress, priority changes • Incident Monitoring task options • Linking incidents and entities • Setting reminders for incidents • <i>Lab 7: Manually triggering and editing an incident</i>
<p>Module 8: <i>Reporting and Metrics</i> (1 hour)</p>	<ul style="list-style-type: none"> • Incident Report task filters • Tools available for supervisors • Incident modification capabilities from the report • Time details and statistics • Charts and visual reports • Practical information gained from the data • Profile Report task information • <i>Lab 8: Searching for incidents, reviewing & exporting</i>
<p>MC-ACT-001 Exam (2 hours)</p>	<ul style="list-style-type: none"> • Open book, theory and practical exam • Passing grade: 80%