

## Course Outline: MC-OPT-001 (2.13)

Mission Control 2.13 Operator Training	
<b>Code</b>	MC-OPT-001 (2.13)
<b>Duration</b>	1.5 hours
<b>Target audience</b>	Security Operators, Investigators, Supervisors
<b>Prerequisites</b>	SC-OOT-001 or SC-SOT-001 (Security Desk Operator Training)
<b>Objectives</b>	<p>Upon successful completion of this course, the participant will be able to:</p> <ul style="list-style-type: none"><li>• View and monitor incidents</li><li>• Change ownership and priority of incidents</li><li>• Respond to standard operating procedure steps</li><li>• Attach entities to incidents</li><li>• Link related incidents together</li><li>• Manually trigger an incident on a map or entity</li><li>• Export incident information</li><li>• Search for incidents and generate reports</li></ul>

Topic	Description
<p><b>Module 1: Introduction</b> (29 min) <a href="https://youtu.be/87_6t9MxavE">https://youtu.be/87_6t9MxavE</a></p>	<ul style="list-style-type: none"> <li>• What is Mission Control?</li> <li>• Logging on and Mission Control tasks</li> <li>• Interface tour</li> <li>• Setting up the Incident Monitoring task</li> </ul>
<p><b>Module 2: Working with Incidents</b> (25 min) <a href="https://youtu.be/1EPyM7xXEfA">https://youtu.be/1EPyM7xXEfA</a></p>	<ul style="list-style-type: none"> <li>• Incident triggering: automatic vs manual</li> <li>• Incident ownership</li> <li>• Incident states</li> <li>• Modifying overview information</li> <li>• Responding to procedure steps</li> <li>• Viewing and filtering the latest activities</li> <li>• Linking related incidents</li> <li>• Attaching entities to incidents</li> <li>• Viewing documents</li> </ul>
<p><b>Module 3: Incident Management</b> (15 min) <a href="https://youtu.be/xo2rIHHzqDk">https://youtu.be/xo2rIHHzqDk</a></p>	<ul style="list-style-type: none"> <li>• Setting and managing reminders</li> <li>• Monitoring task incident management</li> <li>• Grouping incidents and searching the incident list</li> <li>• Filtering the incident list</li> <li>• Response and resolution timers</li> <li>• Working with profiles</li> </ul>
<p><b>Module 4: Reporting Tasks and Functions</b> (12 min) <a href="https://youtu.be/1pGT60OiDUE">https://youtu.be/1pGT60OiDUE</a></p>	<ul style="list-style-type: none"> <li>• Viewing incident reports</li> <li>• Exporting lists of incidents</li> <li>• Exporting incident information</li> <li>• Report templates</li> <li>• Profile report functions</li> </ul>