

Course Outline

Genetec Mission Control Operator Training	
Code	MC-OPT-001
Duration	4 hours
Target audience	Technicians, Operators, and Security Personnel (Note: two-day Administrator training course available as well.)
Prerequisites	SC-OOT-001 OR SC-SOT-001 (Security Desk Operator Training)
Objectives	<p><u>Upon successful completion of this course, the participant will be able to:</u></p> <ul style="list-style-type: none">• View and monitor incidents• Change ownership and priority of incidents• Respond to standard operating procedure steps• Attach entities to incidents• Link related incidents together• Manually trigger an incident on a map or entity• Export incident information• Search for incidents and generate reports
Exam	A small practical knowledge quiz will be given at the end of the course.

Topic	Description
<p>Module 1: <i>Incident Monitoring in Security Desk</i> (2.5 hours)</p>	<ul style="list-style-type: none"> • What is Mission Control? • Automatic and manual incident triggering • Viewing incident information • Responding to SOPs (dynamic and static) • Changing states and priorities • Using related documents • Adding related entities • Linking incidents • Ownership, groups, and incident transfers • Interface options and settings • <i>Lab 1: Trigger and manage incidents</i>
<p>Module 2: <i>Incident Reporting & Exporting</i> (1 hours)</p>	<ul style="list-style-type: none"> • Searching for incidents • Filtering the incident list • Exporting incidents and related information • Viewing incident reports • Exporting and managing report information • <i>Lab 2: Export an incident and generate reports</i>
<p>MC-OPT-001 Exam (30 minutes)</p>	<ul style="list-style-type: none"> • Open book quiz • Practical application of information learned