

Course Outline: MC-OPT-001

Mission Control Operator Training	
Code	MC-OPT-001
Duration	1.5 hours
Target audience	Security Operators, Investigators, Supervisors
Prerequisites	SC-OOT-001 or SC-SOT-001 (Security Desk Operator Training)
Objectives	<p>Upon successful completion of this course, the participant will be able to:</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

Topic	Description
<p>Module 1: Introduction (32 min) YouTube Playlist</p>	<ul style="list-style-type: none"> • What is Mission Control? • Logging on and Mission Control tasks • Interface tour • Setting up the Incident Monitoring task
<p>Module 2: Working with Incidents (28 min) YouTube Playlist</p>	<ul style="list-style-type: none"> • Incident triggering: automatic vs manual • Incident ownership • Incident states • Modifying overview information • Responding to procedure steps • Viewing and filtering the latest activities • Linking related incidents • Attaching entities to incidents • Viewing documents
<p>Module 3: Incident Management (16 min) YouTube Playlist</p>	<ul style="list-style-type: none"> • Setting and managing reminders • Monitoring task incident management • Grouping incidents and searching the incident list • Filtering the incident list • Response and resolution timers • Working with profiles
<p>Module 4: Reporting Tasks and Functions (12 min) YouTube Playlist</p>	<ul style="list-style-type: none"> • Viewing incident reports • Exporting lists of incidents • Exporting incident information • Report templates • Profile report functions