NC4 Risk Center

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NC4 Inc.
100 N. Sepulveda Blvd., Suite 200
El Segundo, CA 90245

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Section 1 – Introduction

The purpose of this document is to provide Quick Start help for those who need to set-up NC4 Risk Center for their organization, and who create and maintain Alert Profiles within NC4 Risk Center. An NC4 subject matter expert is available to assist you in the initial set-up process, and the NC4 Support Center can provide on-going assistance with any questions you may have with regards to your organization's use of NC4 Risk Center.

NC4 Support Center

The Support Center is available to answer any questions regarding the NC4 Risk Center solution.

The Support Center is available 24 hours a day, 7 days a week.

Phone: 888-624-4411

Email: support@NC4.com

Support Website: https://supportcenter.nc4.com

Section 2 – Implementation

The following will assist NC4 organization administrators in getting their users up and running in the most efficient way possible. It assumes that sub-organizations will not be used. This will enable administrators to define their users, locations and alert profiles to get the information flowing to those that need it.

Configure the NC4 User Account

1. Click on *Users* in the **Administration** section of the Navigation Panel.
2. Select an open user position.
3. Enter user information:
   - First and last name
   - Email address
   - Time zone
   - User ID (should be email address for named user)
4. Click on *Change User's Password* tab, assign the user a password.

Add the Locations to be Monitored

1. Click on *Location Reports and Tools* in the **Location** section of the Navigation Panel.
2. Click on the *Location Maintenance* tab (this is an import tool).
3. Click on the Get Spreadsheet/Export button.
4. Add location information to the spreadsheet.
5. Save the spreadsheet to your desktop.
6. Click on the *Browse* button and select the file.
7. Click on the *Import* button.

Enter User's Device Profile Information

1. Click on *Device Profile* in the **Settings** section of the Navigation Panel.
2. Click on the Organization Devices tab.
3. Click on users last name (hyperlinked).
4. Enter email address in Device 1.

Configure Alert Profiles for your Users (if desired)

1. Click on *Alert Profiles* in the **Settings** section of the Navigation Panel.

2. Click on the *Create a Profile* tab.

3. Enter a Profile Name and Description (if desired).

4. Identify whether the profile is a Location or Region profile.

5. Assign member/user access – user customization level.

6. Select appropriate incident categories or types.

7. Click on the *Location/Region* tab.

8. If it is a Location Profile, define perimeter. If it is a Region Profile, select severity and region/country/state/county.

9. Click on the *User/Groups* tab.

10. Select Groups and/or Users to assign to the profile.

Section 3 – Alert Profiles

> ⓘ *Section 8 – Settings in the NC4 Risk Center User Guide provides detailed instructions on Alert Profiles.*

One of the key features of NC4 Risk Center is the ability to customize the delivery of intelligence so that it is relevant to you and your organization. The driving factors behind this capability are the Alert Profiles that you define and the methodology analysts employ to report incidents, categorize intel, and provide you with meaningful information. There are three basic profile types for which you can create specific Alert Profiles:

- Real-time Intel Alert Profiles
- Other Intel Alert Profiles
- ActivWeather™ Alert Profiles
- ActivTravel™ Alert Profiles – ActivTravel is an add-on travel risk management capability for NC4 Risk Center. For more information about adding ActivTravel to your NC4 Risk Center subscription, please speak with your NC4 account rep.

There are a number of other profile types within each of these basic types, as well as additional profile types available for Administrators and for users with access to optional modules.

The following table provides a general rule-of-thumb guide for getting started with Alert Profiles:

Separate Alert Profiles for Registered Locations						
Incident Category	Perimeter	Extreme	Severe	Moderate	Minor	Unknown
Fire	Tight	500	1.0	0.5	0.2	0.5
Geophysical: earthquakes, tsunamis, volcanos	Wide	500	200	100	25	100
Infrastructure: power outages	Wide	500	200	100	5	100
Meteorological: storms	Wide	500	300	300	300	300
Other	Medium	500	50	8	3	8
Fire: Wildfire	Wide	500	25	15	5	15
Transportation	Wide	500	15	5	0 (no alerts)	5

> ⓘ *NC4 recommends that you set much tighter perimeters for big city locations.*

Configuring Real-time Intel Alert Profiles

1. Click on *Alert Profiles* in the **Settings** section of the Navigation Panel.

2. Click on the *Create a Profile* tab.

3. Enter **Profile Name** and **Description** (if desired).

4. Select the Send Notifications for.

5. Identify whether the profile is a **Location** or **Region** profile.

6. Assign **Member Access** – user can customize the profile (admin only).

7. Select appropriate *incident categories* or *types*.

8. Click on the *Location/Region* tab.

9. Define **perimeter** and select locations if a **Location Profile** or Select severity and region/country/state/county if **Region Profile**.

10. Click on the *User/Groups* tab (admin only).

11. Select **Groups** and/or **Users** to assign to the alert profile (admin only).

Examples

The following are examples of realistic settings you can make for your Alert Profiles, as well as the kinds of profiles you may wish to establish for your organization. Mix and match or create other meaningful profiles that meet your needs.

- Create an Alert Profile for all locations that you have registered.
- Create an Alert Profile for all domestic locations.
    - Group locations in urban areas (tight perimeters)
    - Group locations in rural areas (wide perimeters)
- Create an Alert Profile for all international locations-grouped together.
- Create an Alert Profile for similar functional locations – for example, data centers, distribution centers, suppliers, manufacturing centers and retail locations.
- Create an Alert Profile for operationally specific incident categories.

	Extreme	Severe	Moderate	Minor	Unknown
* Severity (miles):	500	250	100	25	100
Preset Values:	Tight Perimeter	Medium Perimeter	Wide Perimeter		

Figure 1 – Geophysical incidents (wide perimeters)

	Extreme	Severe	Moderate	Minor	Unknown
* Severity (miles):	100	2	1	0.30	1
Preset Values:	Tight Perimeter	Medium Perimeter	Wide Perimeter		

Figure 2 – Fire incidents (tight perimeters)

Figure 3 – Infrastructure incidents, particularly power outages, telecomm outages, rolling blackouts (Medium to Wide Perimeters)

Figure 4 – Security/Terrorism/Advisory/Hazmat (medium perimeters)

Figure 5 – Structural/Other/Health (medium perimeters)

> *When creating Alert Profiles for operationally similar incident categories, don't forget to create complementary profiles of the OTHER incident categories. Otherwise, you will not receive any alerts for these other categories.*

- Create a Regional profile for Regions/Countries/States/Counties
    - Select Extreme and Severe ONLY for the more significant incident categories
    - Select Moderate and Minor severities for the granular incident categories (notification volume may be high)

Configuring Other Intel Alert Profiles

1. Click on *Alert Profiles* in the **Settings** section of the Navigation Panel.

2. Click on the *Other Intel* tab.

3. Click on the *Create a Profile* tab.

4. Enter **Profile Name** and **Description** (if desired).

5. Assign **Member Access** – user can customize the profile (admin only).

6. Select the appropriate *incident categories*.

7. Click on the *Types/Regions* tab.

8. Select the *Intel Types*.

9. Select the desired *Impact* (severity) level.

10. Select the appropriate **Regions** and/or **Countries**.

11. Select the appropriate **Actors** (if desired).

> ⓘ *Selecting specific Actors will filter out and remove all alerts <u>except</u> the incidents related to the actors you select.*
>
> *If you want alerts of incidents where an Actor is mentioned, create a separate Other Intel Alert Profile. Do <u>NOT</u> add Actors to an Other Intel Alert Profile where you want alerts of other intelligence reports in addition to ones where desired Actors are involved.*

12. Click on the **User/Groups** tab (admin only).

13. Select **Groups** and/or **Users** to assign to the alert profile (admin only).

Configuring ActivWeather™ Alert Profiles

1. Click on **Alert Profiles** in the **Settings** section of the Navigation Panel.

2. Click on the **ActivWeather™** tab.

3. Click on the **Create a Profile** tab.

4. Enter **Profile Name** and **Description** (if desired).

5. Select the Send Notifications for.

6. Assign **Member Access** – user can customize the profile (admin only).

7. Select the appropriate **incident categories**.

> ⓘ *For some categories, there may be a high volume of alerts (e.g. flooding, flash flooding, all weather sensor types). If still desired, you have the option of setting the Send Notifications For to Initial Alerts Only.*

8. Click on the **Locations** tab.

9. Select the locations to be monitored in the ActivWeather™ profile (continental United States ONLY).

10. Click on the **User/Groups** tab (admin only).

11. Select **Group** and/or **Users** to assign to the alert profile (admin only).

Configuring Special Event Alert Profiles

ⓘ *Special Event Alert Profiles apply to Global Insights Package/Legacy customers only.*

1. Click on a *Special Event* in the **Analysis** section.
2. Click on the *Create a Profile* tab.
3. Enter **Profile Name** and **Description** (if desired).
4. Assign *Member Access* – user can customize the profile (admin only).
5. Select the desired *Severity* level.
6. Select the appropriate *incident categories*.
7. Click on the *User/Groups* tab (admin only).
8. Select *Group* and/or *Users* to assign to the alert profile (admin only).

ActivTravel™ – Travelers Alert Profile

Configuring Real-time Intel Member Alert Profiles: Notifications for NC4 users

1. Click on *Alert Profiles* in the **Settings** section of the Navigation Panel.
2. Click on the *Travelers* tab.
3. Click on the *Create Member Profile* tab.
4. Enter a Profile Name and Description (if desired).
5. Select the *Send Notifications for* radio button.
6. Identify whether the profile is a Location or Region profile.
7. Assign Member Access – user can customize the profile (ActivTravel/Org admin only).
8. Select appropriate incident categories or types.
9. Click on the *Perimeters* tab.
10. If it is a Location Profile, define Active and Pending perimeters. If it is a Region Profile, select severity and region/country/state.
11. Define Time Window (days) for both Location and Region profile.
12. Click on the *User/Groups* tab.
13. Select Groups and/or Users to assign to the alert profile (ActivTravel admins or Org admins only).

Real-time Intel Member Alert Profile Strategies and Perimeter Examples

- Create an alert profile for operationally similar incident categories.

Figure 6 – Geophysical and Meteorological incidents (wide perimeters)

Figure 7 – Fire and Transportation incidents (tight perimeters)

Figure 8 – Labor and Infrastructure incidents (medium/wide perimeters)

Figure 9 – Security/Terrorism/Advisory/Hazmat (medium perimeters)

Figure 10 – Structural/Other/Health (tight/medium perimeters)

> ⓘ *When creating profiles for operationally similar incident categories, don't forget to create complementary profiles of the other incident categories. Otherwise, you will not receive any alerts for these other categories.*

Configuring Real-time Intel Traveler Alert Profiles: Notifications for Travelers

> ⓘ *Real-time intel traveler alert profiles that will send notifications to the travelers can only be configured by Activtravel or Organization admin.*

1. Click on *Alert Profiles* in the **Settings** section of the Navigation Panel.
2. Click on the *Travelers* tab.
3. Click on the *Create Traveler Profile* tab
4. Enter a Profile Name and Description (if desired).
5. Select the *Send Notifications for* radio button.
6. Identify whether the profile is a Location or Region profile.
7. Select appropriate incident categories or types.
8. Click on the *Perimeters* tab.

9. If it is a Location Profile, define Active and Pending perimeters. If it is a Region Profile, select severity and region/country/state.

10. Define Time Window (days) for both Location or Region profile.

11. Click on the *Travelers* tab.

12. Define how to handle new travelers.

13. Select all or some travelers.

Real-time Intel Traveler Alert Profile Strategies and Perimeter Examples

Create an alert profile for operationally similar incident categories.

Figure 11 – Geophysical and Meteorological incidents (wide perimeters)

Figure 12 – Fire and Transportation incidents (tight perimeters)

Figure 13 – Labor and Infrastructure incidents (tight/medium perimeters)

Figure 14 – Security/Terrorism/Advisory/Hazmat (medium perimeters)

Figure 15 – Structural/Other/Health (medium perimeters)

> ℹ️ *When creating profiles for operationally similar incident categories, don't forget to create complementary profiles of the other incident categories. Otherwise, you will not receive any alerts for these other categories.*

Configuring Other Intel Traveler Profiles: Notifications for Travelers

> ⓘ *Other intel traveler alert profiles that will send notifications to the travelers can only be configured by Activtravel or Organization admin.*

1. Click on *Alert Profiles* in the **Settings** section of the Navigation Panel.
2. Click on the *Other Intel* tab.
3. Click on the *Travelers* tab.
4. Click on the *Create Traveler Profile* tab.
5. Enter a Profile Name and Description (if desired).
6. Select the appropriate incident categories.
7. Click on the *Types/Regions* tab.
8. Select the Intel types.
9. Select the desired Impact (severity) level.
10. Select the appropriate regions and/or countries.
11. Select the appropriate actors (if desired).

> ⓘ *Selecting actors filters out all but the incidents related to the actors you select.*

12. Click on the *Travelers* tab.
13. Identify the Time Window (days).
14. Define how to handle new travelers.
15. Select all or some travelers.