

[RESILIENCE]

The Critical Event Management Summit

EVERBRIDGE WORKSHOP AGENDA | Monday, Feb. 26, 2018

Attendees should arrive at 10:30 am to get coffee and to set up their laptops and connect to the internet. If you need to arrive late, that's ok. Just go to the track/session that you are interested in.

Agenda Overview

Session 1: Everbridge User Training – 11:00 am to 3:00 pm

Session 2: Collaborative Session – 3:15 pm to 5:00 pm

Session 1: Everbridge User Training

There are no pre-requisites for attending. Both new and experienced users will benefit.

Time

11:00 to 3:00 with breaks and lunch provided.

Session 1 Objectives

By the end of this training, you will be able to:

- Apply preparedness principles to assure success of your program
- Write alerts that influence action
- Deliver messages with optimal settings
- Review notification history and reports to review results of notifications

Session 2: Collaborative Session

Collaborative Session This session allows all VCC users to come back together to work through a scenario and provide information for all attendees on best practices, lessons learned, and suggestions for improvement.

Time 3:15 to 5:00 pm

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TRAINING AGENDA | Monday, Feb. 26, 2018

VCC Training

Attendees should arrive at 10:30 am to get coffee and to set up their laptops and connect to the internet. If you need to arrive late, that's ok. Just go to the track you are interested in (1 or 2).

Agenda Overview

Track 1: New Users – 11:00 am to 3:00 pm

Track 2: Advanced Users – 11:00 am to 3:00 pm

Collaborative Session – 3:15 pm to 5:00 pm

Track 1: New Users

Assumes no familiarity with VCC in any prior version. Introduces new users to VCC from the perspective of a new Operator in a command center.

Time

11:00 to 3:00 with breaks and lunch provided.

Track 1 Objectives

By the end of this training you will be able to:

- List the main interface elements of VCC
- Identify alerts versus risk events
- Describe and define feeds in the Feed Control panel
- Search for information using the Search field
- Create a checklist from a template
- Create a note using Markdown
- Assess an alert using items in the Context feed group
- Launch channels to the command center wall or other display

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Track 2: Advanced Users

Assumes experience with VCC in any version, what it is, how it's used. Attendees should also have had some prior exposure to version 5.5 and 6.0 of VCC, if only through webinars and presentations.

Time

11:00 to 3:00 with breaks and lunch provided.

Track 2 Objectives

By the end of this training you will be able to:

- List what is new in VCC v6.5
- Add KML data to VCC
- Use the new reports app to run reports
- Explain the new Incident Communication connection in VCC

Collaborative Session

Collaborative Session This session allows all VCC users to come back together to work through a scenario and provide information for all attendees on best practices, lessons learned, and suggestions for improvement.

Time 3:15 to 5:00 pm