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Prepare and Protect 2018

The Employee Safety
& Security Forum





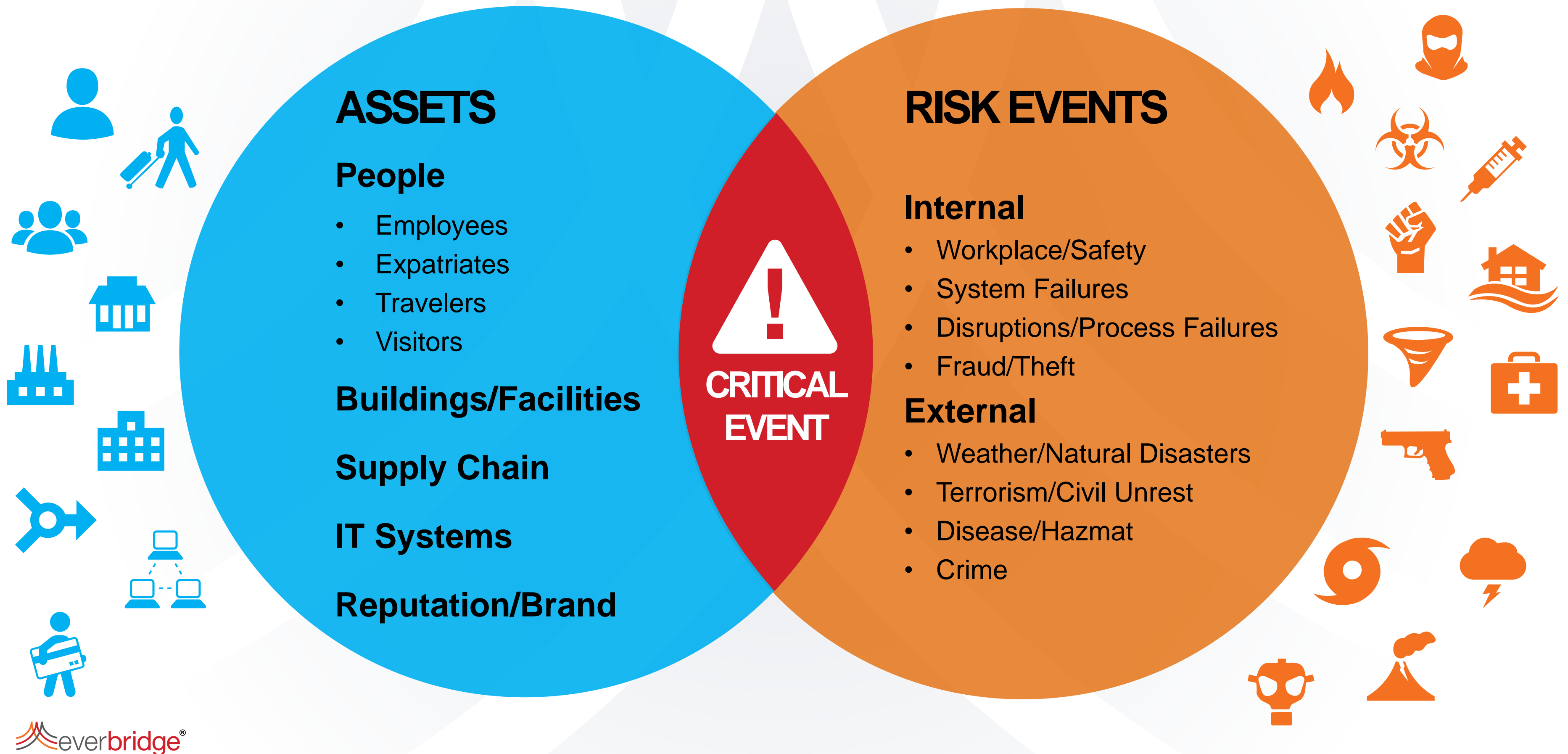
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Critical Event Management Maturity Model

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What Defines a Critical Event?



Typical Processes are Disjointed



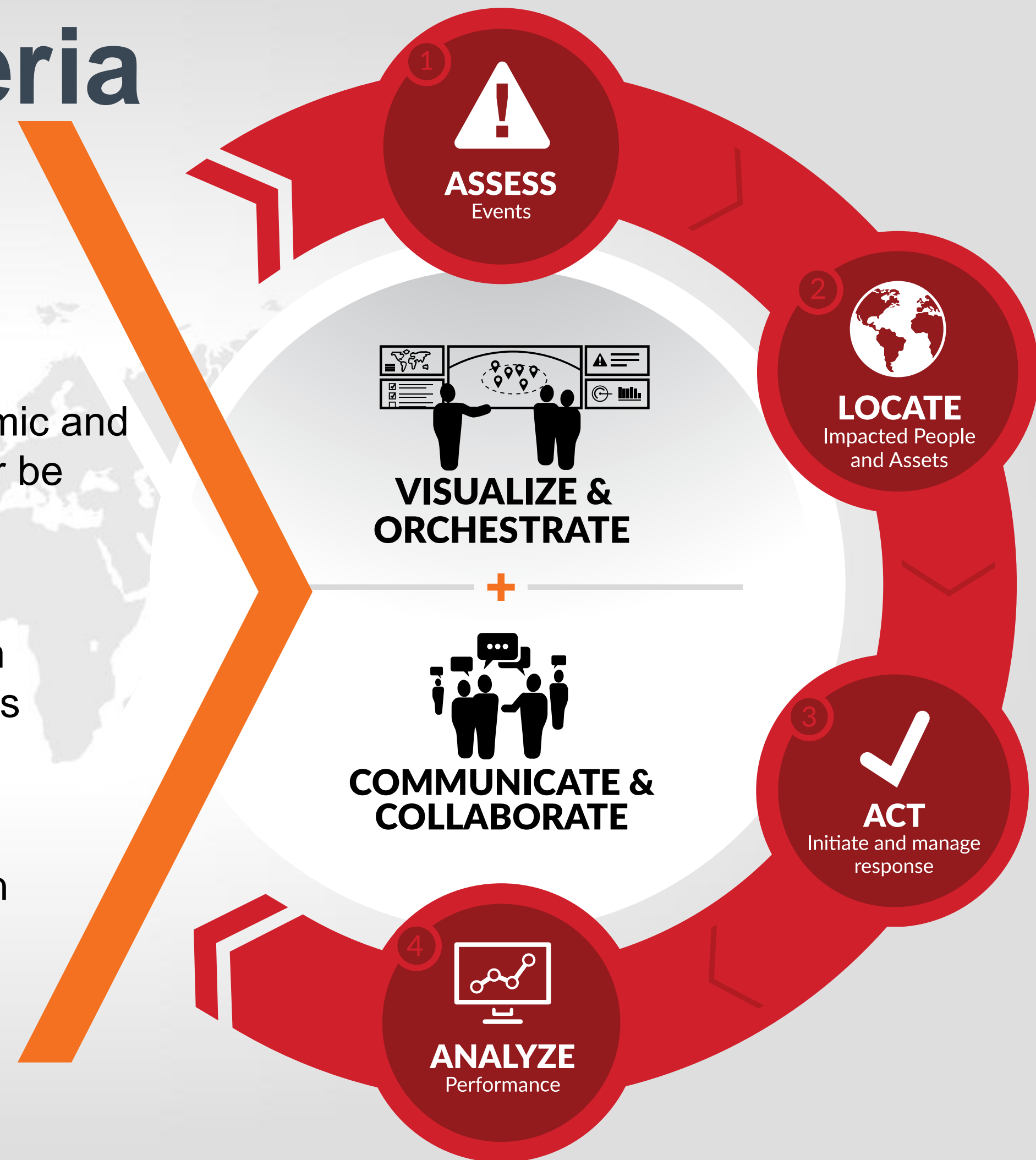
Maturity Model Criteria

Assess – An organization’s ability to monitor events and identify what will impact critical assets such as people, places and systems.

Locate - An organization’s ability to locate fixed, dynamic and skill-based assets with high certainty to respond, act or be kept informed during an event.

Act - An organization’s ability to automate SOPs, team activations and situational reporting to key stakeholders during an event.

Analyze - An organization’s ability to make data-driven decisions, before, during and after an event to drive continuous improvements.

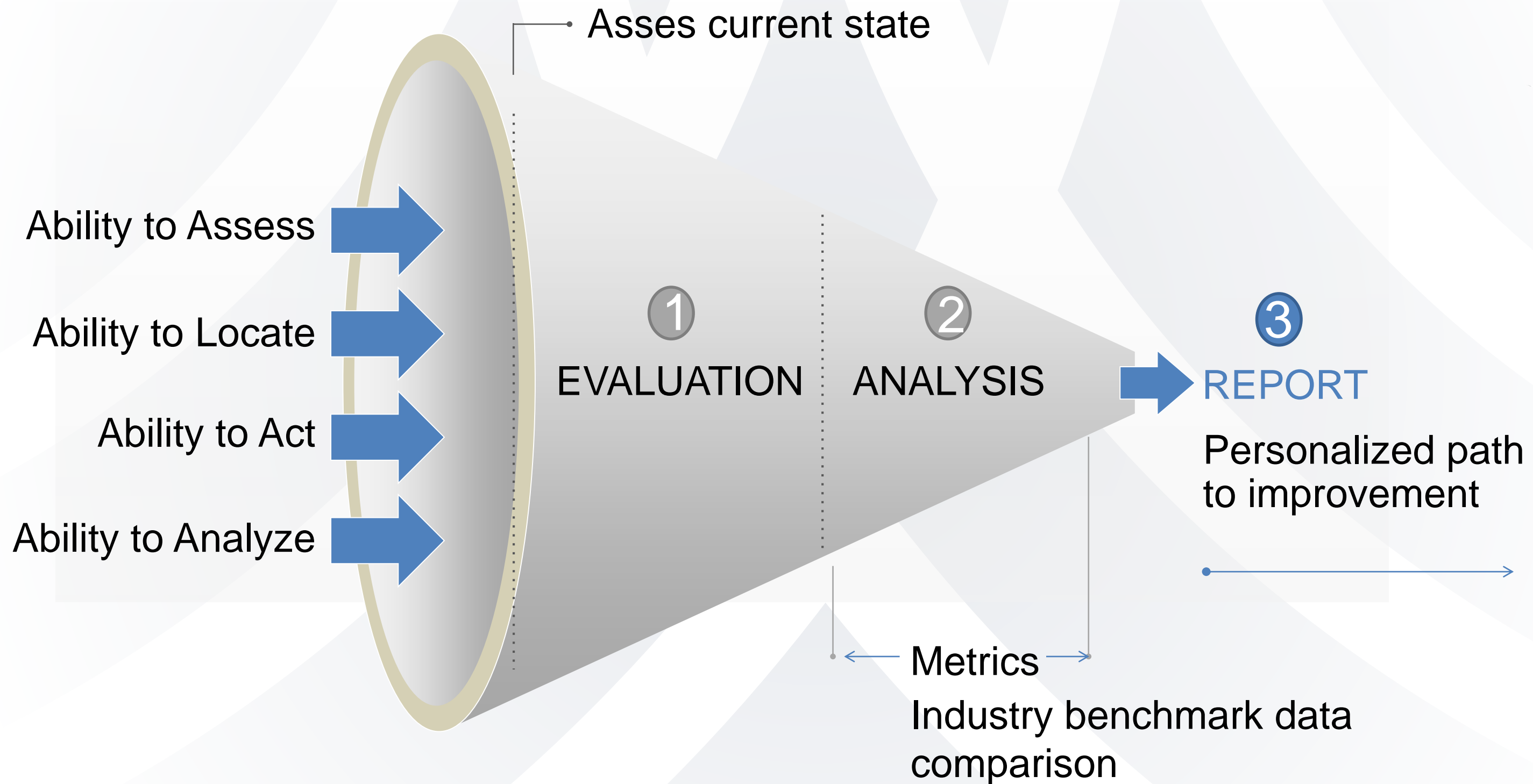


Everbridge CEM Maturity Model

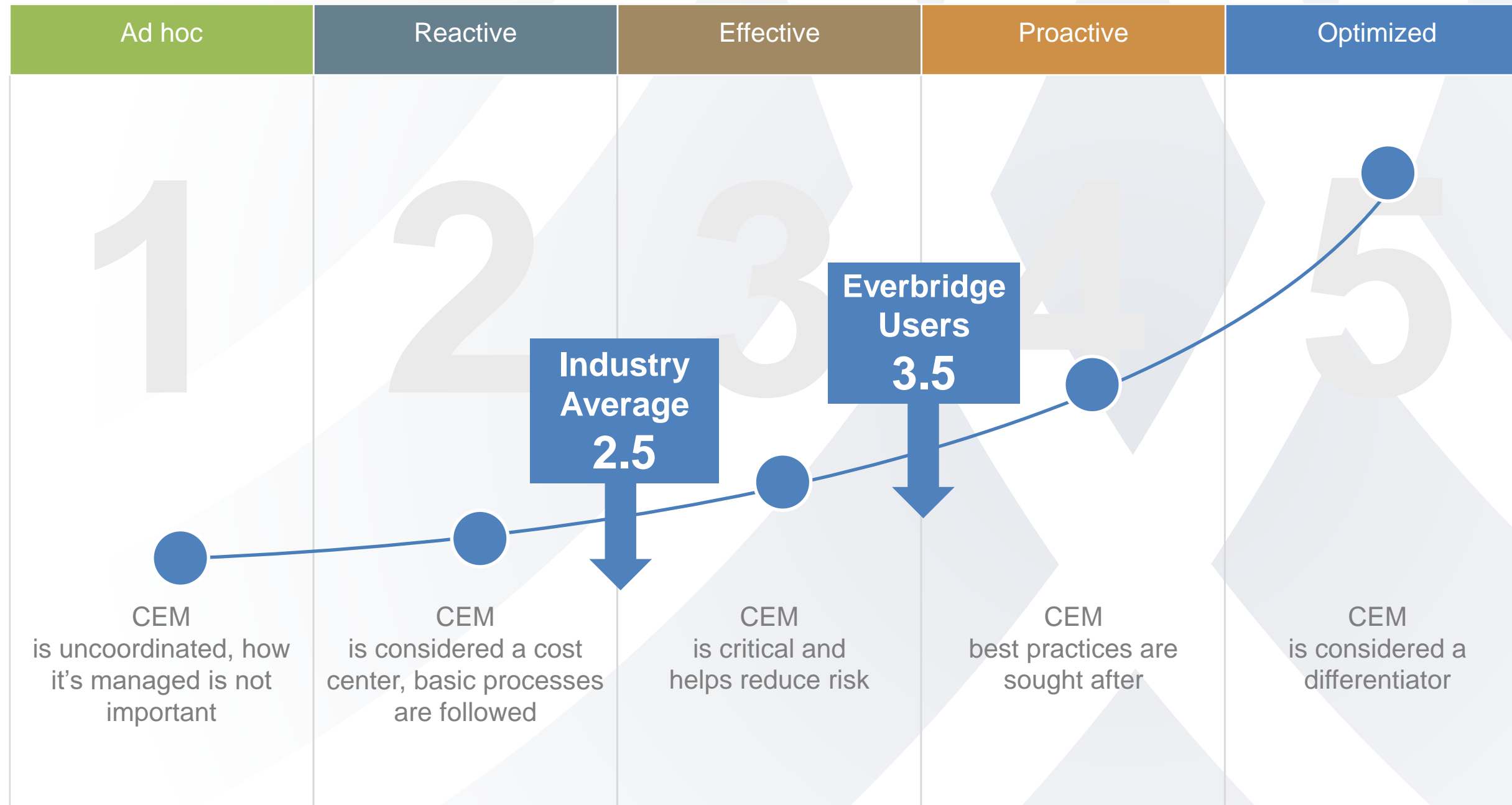


- ### Key Benefits
- + Improved organizational resilience
 - + Faster response and resolution to critical events = 'Lower MTTR'
 - + Common operating environment for improved responder and stakeholder transparency
 - + SaaS delivery and unified platform lower admin costs
 - + Reduced vendor costs through vendor consolidation

Evaluation Process



What we know so far



Key Benefits

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Maturity Model Benefits to Organization

- Improved situational awareness
- Business case development
- Defined roadmap to improvement

Available later this year

Example - Locate

Locate	Ad hoc	Reactive	Managed	Proactive	Optimized
Physical asset location	Paper documentation of presumed location of asset	Digital documentation available from other departments and gatekeepers on request	Triggered information alerts based on events	Alerts based on geography	Locate assets based on threshold and rules-based triggering through automated data feeds and preconfigured triggers
Response / field team location	Manual and iterative process to reach response team using contact information on file	Process to review and update contact information regularly	Identifying those who are likely to be in transit	Shared central repository of information that is updated regularly	Automated outreach based on predetermined teams and/or on-call schedules for response and field team members
Traveling employees / executives location	Manual and iterative process reliant upon traveler proactively checking in with organization	Agency that books or coordinates travel can be requested to provide information	Point of contact 'hotline' for travelers to check-in with surrounding policy	Outbound touchpoint to key executives	Automated identification of traveler location based on multiple sources of location data including: mobile application 'check-in'; travel itinerary and or access control data
Local employee location	Manual and iterative process to reach employees using contact information on file	Request information from HR to provide assembled information	Opt-in system for employees to volunteer information and participation	Centralizing data managed by HR in a common centralized location for contact	Automated identification of local employees location based on multiple sources of location data including: mobile application 'check-in'; geo-fencing and or access control data
Stakeholder identification	Manual and iterative process to identify stakeholders based on event type	Operational structure of responsibility and action plans established and updated	Regular review of SOP and information		Automated identification of stakeholders and their preferred communication paths



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TRAVEL RISK MANAGEMENT



PHYSICAL ACCESS CONTROL



3RD PARTY RISK INTELLIGENCE



EMERGENCY MASS NOTIFICATION SYSTEMS

BUSINESS CONTINUITY MANAGEMENT



IT OPERATIONS



CYBER SECURITY



CRISIS/INCIDENT MANAGEMENT

