



# ICR: Campus Incident Control™

## CONTENTS

Your Priorities	2
ICR™ Introduction	3
Readiness	4
Response	6
Reports	10
Licencing Model	11
Data Security	12





## Health, Safety & Security

Security of people, property & services are a top priority for educational establishments. You have a duty of care to ensure a safe learning environment for all those associated with the establishment be that onsite or remotely.

# Educational Establishments Business Priorities

## Business Continuity

You need to maintain business operations 24/7 in order to deliver the level of service expected. Any downtime resulting from incidents can have a catastrophic impact both financially and operationally.



## Reputation Management

Establishments pride themselves on delivering excellent service to their students on global campuses. Your reputation as a successful learning establishment is the lifeblood of the organisation and maintaining standards is of paramount importance.

## Gold, Silver & Bronze Response

You need to coordinate the Gold (strategic), Silver (operational) or Bronze (tactical) teams to minimise business impact if an incident does occur, be it a minor incident or a major crisis. ICR™ can be tailored to your organisation.







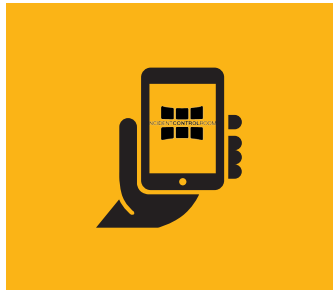
# INCIDENTCONTROLROOM.COM®

WE BUILD MOBILE APPLICATIONS THAT CAPTURE DATA AT THE SCENE OF INCIDENTS AND RELAYS THAT INFORMATION TO THOSE WHO NEED IT IN REAL TIME. OUR SOFTWARE TOOL AIDS THE READINESS, RESPONSE & REPORTING OF ORGANISATIONS IN MANAGING THEIR INCIDENTS.



## Readiness

ICR: Campus Incident Control™ from Incidentcontrolroom.com® (ICR™) is a crisis management software tool for tertiary, secondary, and primary education establishments. By using ICR™ we enhance the readiness of your organisation. ICR™ allows you to retain full control of your system through a sophisticated and highly flexible permission system, that can be modelled on your organisational structure. Build, maintain & deploy incident and crisis management plans across your organisation using our software.



## Response

ICR™ is a user friendly mobile application that ensures your crisis management team have everything they need when they are called to respond to a crisis. Action Cards™ ensure your crisis management team responds to each and every incident in a consistent & effective manner with minimal training. In addition, ICR's whiteboards connect teams online and quickly gets them up to speed with live incident data which is available on their mobile, pc or laptop.



## Reports

ICR™ automatically generates the Incident Report for you. The incident report is a date and time stamped audit trail of every action & decision made during the incident. Your incident reports are then available immediately following an incident.

Metrics / KPIs are also generated automatically providing you and your team with analysis of incidents & trends across the organisation.



BOMB  
THREAT



SECURITY  
INCIDENT



CAMPUS  
LOCKDOWN



HEALTH &  
SAFETY



STUDENT  
INCIDENT



BUILDING  
INCIDENT

# Readiness

Incidentcontrolroom.com® (ICR™) enhances the readiness of your organisation and allows you to retain full control of your system through a sophisticated and highly flexible permission controlled system that can be modelled on your organisational structure. Build, maintain & deploy incident management information across your organisation using our highly configurable & scalable feature set.

## Features

- 🔒 Model your global business permission policies in ICR™;
- 🌐 Software available in English, French, German & Spanish;
- 👤 Create & manage users across your organisation;
- ⚙️ Automate & maintain user data from 3rd party HR databases;
- 📞 Manage contact directories for suppliers, contractors or 3rd parties;
- 📁 Manage libraries of documentation and deploy across the company;
- 🎯 Customise incident types to your organisation's needs;
- 👥 Create teams to respond to certain incidents;
- 🛠️ Keep account of the resources & equipment of your company;
- 📄 Design Action Cards™ to respond to incident types;
- ✅ Design checklists for day to day activities;
- 📧 Create predefined SMS & email notifications;
- 🕒 Schedule training exercises, simulations & reviews etc.;
- 📱 Deploy to users using iPhone®, iPad® & Android™ mobile devices;

## Key Feature:

### Permission Policies

ICR™ allows you to retain full control of your system through a sophisticated and highly flexible permission policy that can be modelled on your organisational structure.

Assign user access to folders of documents, drawings, Action Cards™, whiteboards, reports & metrics at the click of a button.

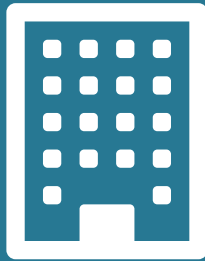
Allow users to update local plans & information, and by doing so consolidate your entire incident management system within ICR™.





## Keep plans up to date throughout your organisation

Centrally build, maintain & deploy plans across your organisation using ICR™. Ensure teams have up to date plans on their mobile devices to deal with incidents.



## Ensure compliance across each campus

ICR™ can be easily configured to manage all types of crises and incidents, in every type of organisation. The power of ICR™ ensures your team's compliance with Plans, Procedures & Work Instructions.

## Keep contact information up to date

ICR™ Integrates with 3rd Party HR systems, and ensures that contact information is kept up to date across your campuses.



Ensure your team are ready



# Response - Mobile Application

ICR™'s user friendly mobile applications ensures your team have everything they need, when they are called to respond to an incident. Documents, Contact Information & Action Cards™ ensure your team responds to each and every incident in an effective & consistent manner.

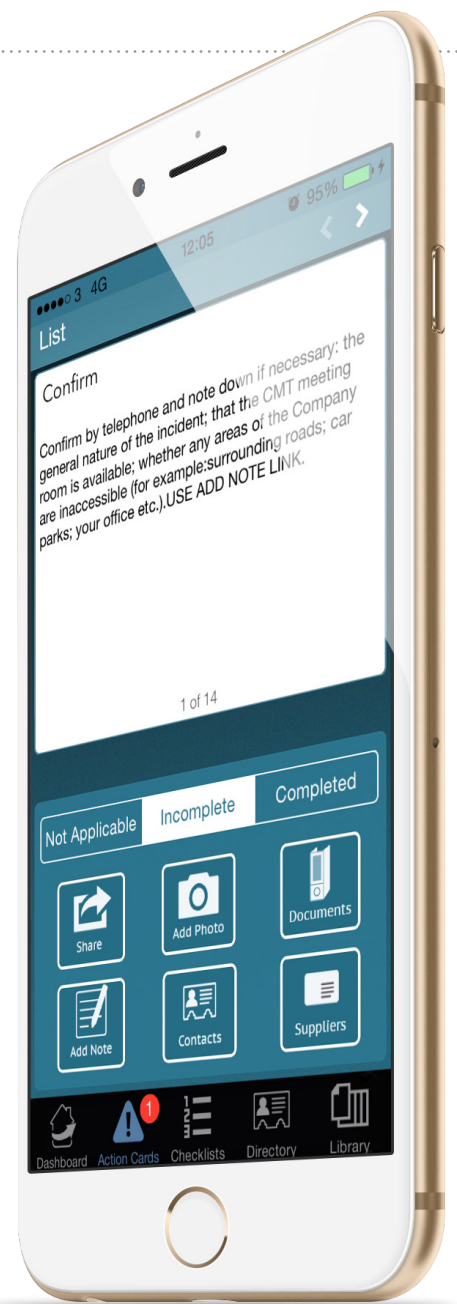
## Features

- 🔒 Password protected login;
- 🌐 Multi-lingual interface (supports English, French, German & Spanish);
- ✅ Use Action Cards™ to manage incidents & capture key information;
- 🕒 Date & time stamp actions completed;
- 👥 Supports multiple contributors to an Action Card™;
- 🔗 Access hyperlinked documents & contacts within the Action Card™;
- ☎️ Touch to dial contact information (mobile phones only);
- 💬 Send short predefined SMS & email to groups quickly;
- 📷 Capture photographs from the incident;
- 📝 Take notes (supports voice to text);
- 📶 Access information, and execute Action Cards™ when offline;
- 📶 Send Action Card™ logs to the whiteboard when connected;
- 🖥️ View whiteboards on the mobile applications in real time;

## Key Feature: Action Card™

An Action Card™ is a configurable checklist that guides you and your team from start to finish through their specific responsibilities during an incident. Action cards are deployed to members of your team on their mobile device, and when needed most they are available.

The Action Card™ ensures compliance with your organisation's plans & procedures by ensuring that each action within the card is date & time stamped to a incident log for real time & post incident reporting purposes.



# Respond Better

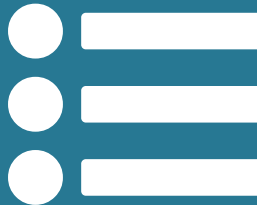
Tailored to your education establishment

ICR™ can be easily configured to manage all types of incidents in across your campuses. The power of ICR™ ensures your team's compliance with your organisation's Plans, processes & work instructions.



Standardise responses using Action Cards™

Standardise the response efforts of your team using Action Cards™. Minimize human error and increase effectiveness of teams when responding to incidents.



Date & Time Stamp Actions Taken

ICR™ ensures that accurate, date & time stamped information flows quickly to the right people for real time reporting. So you and the team can make better decisions.





# Response - Whiteboards

Keep your leadership team up to date with real time incident information logs available on your mobile, pc or laptop. Online white boards centralise information gathering & communications during an incident.



## Features

- ⚠ View & manage multiple incidents from the ICR™ web application;
- ✓ Presents date & time stamped logs from Action Cards™ in real time;
- 📋 Creates permission based whiteboards and provide access to relevant persons;
- ⊕ Creates parent tasks within individual whiteboards and invites discussion from the team;
- ✔ Marks parent tasks as complete and close out for reporting purposes;
- 📅 Dates & time stamp all parent tasks and sub comments;
- 👥 Collaborates in real time with your on mobile, laptop, PC or Smart TV;



## Keep up to date with Incidents

### Live updates, better decisions

ICR™ provides a live incident log, available on mobile, pc or laptop. This ensures the leadership team can be kept up to date with the latest developments regardless of their physical location. It also provides more efficient communication channels for teams to work with.



### Defensible decisions

With real time information feeds from the ICR™ Apps, make better decisions that will withstand second-guessing, cross examination, testimonies, hearings, media-spin, and follow up investigations.



### Connect your teams

ICR™ connects teams during incidents through the ICR™ mobile & web apps, which act as a common platform for discussion, task tracking and instant messaging.



### With You Always

ICR™ Mobile Applications brings the team up to speed on the latest developments wherever they may be in the world on their mobile devices. Keep informed and collaborate with colleagues as if you were in the room yourself.



## Reports - Archive

Incidentcontrolroom.com® automatically compiles a complete audit trail of every action & decision made during an incident and then presents collated information in a set of reports for your team.

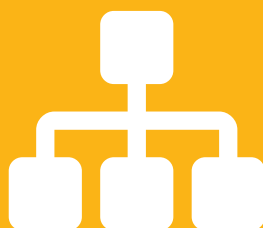
### Features

-  Automatically generates & archives reports;
-  Append supporting documentation to report post incident;
-  Generate metrics & KPI's automatically;
-  Filter & present data by organisational structure;

### Benefits

#### Automatic incident report generation

Save hours, days and even months compiling reports & audit trails using ICR™ reports. View trending incidents, and analyse rich data easier than ever.



#### Need to Know Basis

Reports are presented to users based on their permission level ensuring your local teams can access reports locally on a need to know basis.



# Reports - Metrics

Incidentcontrolroom.com® provides you with an immediate snapshot of the overall performance of your organisation as well as that of individual sites or sectors. Metric dashboards are kept up to date automatically thus reducing the administration costs.

## Days Since Last Incident

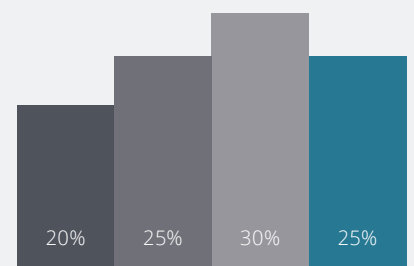
\*example metric

5

Days

## Incident Types

\*example metric



## Day v Night Time Incidents

\*example metric



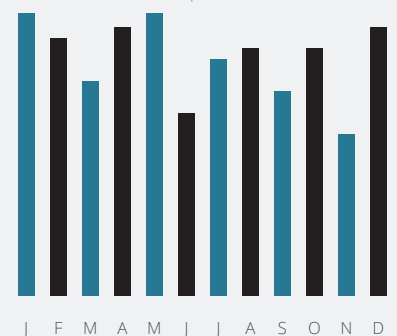
Day Night

## Metrics

Key Metrics & Performance Indicators are automatically generated by ICR™, providing at your team with up to the minute key statistical information that will inform your planning processes.

## Incidents by Month

\*example metric



## Available Instantly On ICR™



## Incidents by Business Unit

YTD

\*example metric

25

## Training Metrics

Training incidents are kept separate from actual incidents for reporting purposes. Capture & Record your training exercises using the ICR™ system ensuring that your team are well drilled throughout the year and ready to deal with an incident should it arise.



# Licencing Model

We build mobile applications that captures data at the scene of incidents and relays that information to those who need it in real time. Our software tools aid the readiness, response & reporting of organisations in managing their incidents.



## SOFTWARE AS A SERVICE

Short Term Licencing Agreement between you & Incidentcontrolroom.com® usually 12 months.



## PER USER BAND PER MONTH

Scale up or scale down depending on your organisation's needs. Licencing subject to minimum order value.



## HOSTED CLOUD SERVICE

ICR™ is a hosted service, meaning we host it, make sure it's available 24/7/365, and that it's secure, so you don't have to.



## TECH SUPPORT

Got a problem? Give us a call during business hours and we'll be happy to help.



## FREE UPGRADES

Get free general release upgrades to both web & mobile applications throughout your licencing agreement.



## NO HIDDEN FEES

Includes cloud storage costs, security, mobile apps etc.



## NO ADDITIONAL HARDWARE

Remember we have iPhone®, iPad® & Android™ apps that will work on your own handsets.



## IT'S YOUR DATA

It's your data, now and forever.



## FUTURE PROOFED

We're continuously investing in our products to keep pace with the latest technologies.

Licencing model accurate as of 1st January 2016 subject to change. Subject to Taxes where applicable. Please contact us for more information.

**CONTACT US TODAY FOR A DEMO:**  
**E: [JANETTE@INCIDENTCONTROLROOM.COM](mailto:JANETTE@INCIDENTCONTROLROOM.COM)**  
**T: UK: +44 (0) 1925 205 975 | IRE: +353 (0) 21 437 0337**



# Data Security

The security, protection and integrity of our customer's data is our highest concern. From the very beginning, we have partnered with Microsoft, a worldclass cloud infrastructure partner to safely store your organisation's data.

## ISO 27001 Certification:

Each Worldwide Microsoft® Data Center are ISO 27001 certified. ISO 27001 Certification - Each Worldwide Microsoft® Data Center are ISO 27001 certified. ISO 27001 defines how to implement, monitor, maintain, and continually improve the Information Security Management System (ISMS).

## Data Protection

We take the privacy of users and organizations very seriously and therefore comply with data protection laws.

## Encryption at Rest:

We encrypt your data using AES-128 bit encryption, the same standard used by banks to secure customer's data.

## Encryption in Transit:

We utilise Secure Socket Layer (SSL) for data transfer, which establishes a secure tunnel protected by AES-128 bit encryption.

## Communication

All communications with the ICR™ during an incident is performed over HTTPS, thus safeguarding the communication of your organisation.

## Password Protection:

Each user is required to have a username & unique password to access data on the applications. Mobile applications "time out" after 12 hours requiring the user to log in once again.

## Data Integrity & Availability

We maintain a minimum of 99.99% uptime & availability of your system, across 2 data centres in two different geographical areas.

## Redundancy

Your ICR™ instance is replicated across two data centres to provide our customers with further redundancy and to allow for staggered updates and maintenance windows.

## Backups

Your data is backed up nightly to the second data center, and if requested can be supplied at intervals to our customers at an additional cost.

## User Management

Add and remove users as your team changes, or when mobile devices are lost /stolen.

## Mobile Applications (iOS)

All data stored in CoreData or on the FileSystem is protected by the iOS encryption system.





# ICR: Campus Incident Control™



FOR MORE INFORMATION

[www.incidentcontrolroom.com](http://www.incidentcontrolroom.com)

[info@incidentcontrolroom.com](mailto:info@incidentcontrolroom.com)