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Plans Overview

Plans contain action steps (assigned tasks, status changes, decisions, and broadcast messages), response procedures, and critical information. They can be set up for Emergency Notification, Incident Management, Risk Management, Compliance Management, etc. and can be created and configured for each business unit.

Each plan contains the following components:

- Incident Management Workflow and Reporting
- Contact Database
- Document Database
- Resource Database

Plan Outlines

Just as with any process, planning your design is critical. You should layout the design of your plan before entering anything into the system. The first area you should focus on is the data structure of your plan. Think of your plan as a system rather than a static document. In doing so, consider the unique types of data that your plan will contain.

These data types should be separated into:

- Textual-based data (i.e. policies, descriptions, etc.)
- Contacts (roles, groups, teams, etc.)
- Resources (assets, applications, buildings, etc.)
- Processes (checklists, workflow, notification procedures, etc.)

For each of these areas, break down the individual types of data. For example, review your plan to assess the various groupings of contacts. Typically, you will use contact data in three core areas, 1) Roles, 2) Groups and 3) Assignments. Create an outline of your contact data like the outline below.

- Plan Contacts
    - Roles
        - Plan Owner
        - Function Manager
        - Alternate Function Manager
- Groups
    - Crisis Management Team
    - Department Employees
    - Contractors

In Global AlertLink, resources encompass a wide variety of data elements. Create an outline similar to the one below:

- Plan Resources
    - Applications
    - Buildings
    - Workstations
    - Critical Records

Next, for each data element, determine if the data will be stored locally within the plan or shared across multiple plans. Also, begin to build an outline for your plan layout. You may want to think about how you would want the plan to be viewed when exported to a word document. Build an outline based upon the sections that would be contained within the plan.

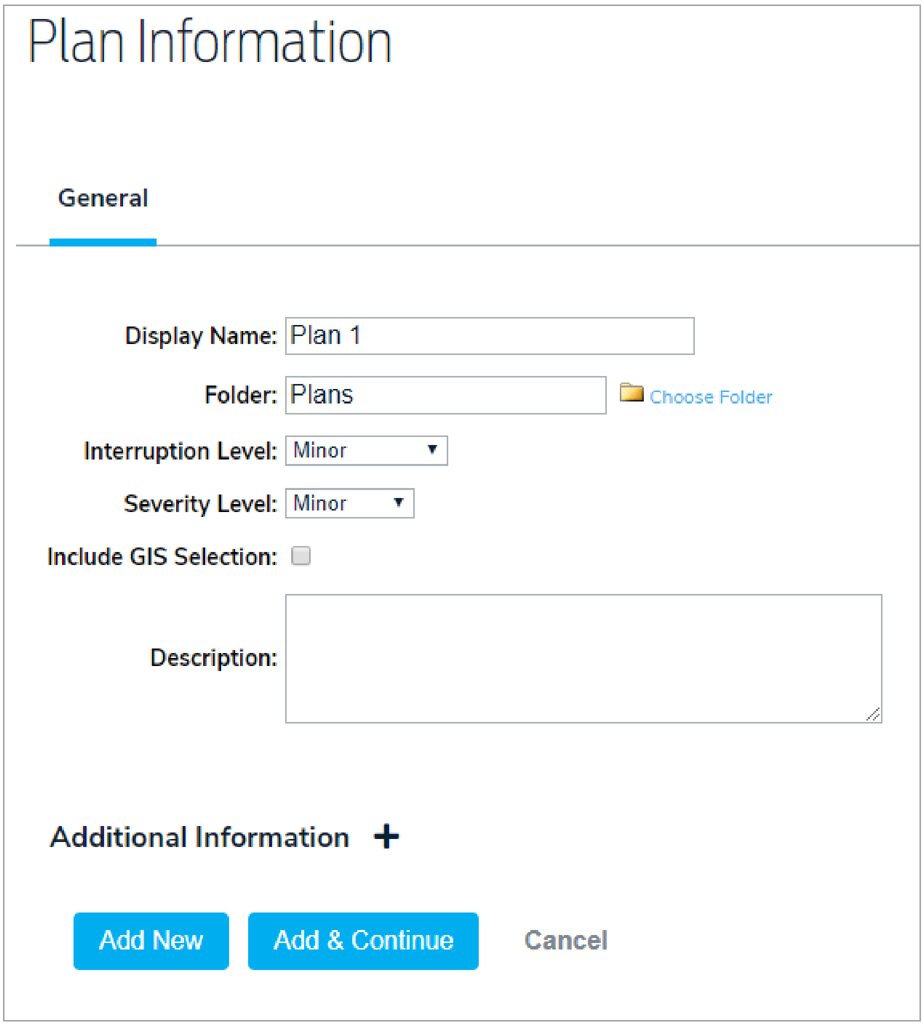
- Business Continuity Plan
    - Overview
    - Groups
        - Crisis Management Team
        - Department Staff
- Roles
    - Plan Owner
    - Incident Manager
    - Function Manager
    - Alternate Function Manager

- Critical Vendors
- Critical Records
- Application Dependencies
- Functional Dependencies
- Resources Required
- Checklists

Create a Plan

1. To create a new plan, click the Plans icon in the navigation bar.
2. Click Add.

3. Enter the plan's name, then select the folder, interruption and severity levels (which are configured in the Referential Data settings).
4. Select the Include GIS Selection checkbox if GIS Mapping will be used during activation.



5. Enter a description and complete any additional custom fields.
6. Click Add & Continue to display additional options.

Once a plan is created, you have the option of loading critical knowledge into the plan. When the plan is activated, all workflow, processes and knowledge loaded into the plan during this phase will be automatically available in the incident control area for the live event.

To load knowledge, click any of the areas along the left bar navigation and follow steps for adding records (News & Updates, Contacts, Documents, Resources & Messages).

Plan Views

Now you are ready to design the interface that your users will utilize to update their plans. Remember, Global AlertLink allows you to design as many views to the plan as needed. Again, think of a plan as a system. A view is simply a window into the data within the plan. You may have unique views for the following:

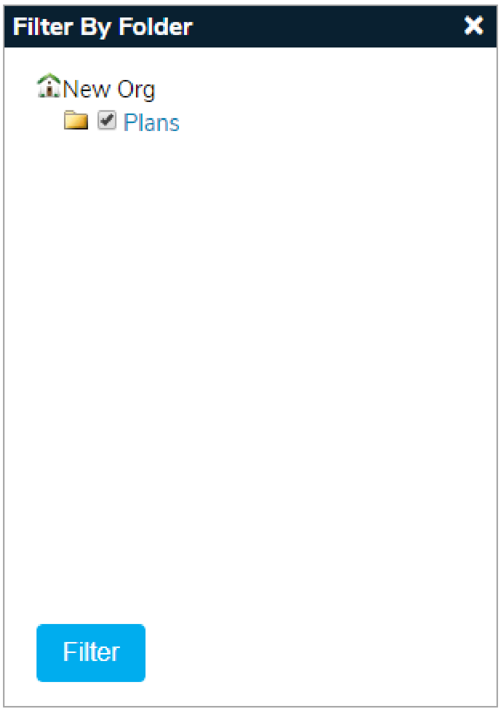
- Plan Edit View
- Print View
- Quick Plan View
- Business Impact Analysis

To create a custom view, create a new plan/editor form. See Create a Form for more information. Be sure to create a plan/editor form when creating a new plan.

View, Filter & Sort Plans

To view an existing plan, click the Plans icon in the navigation bar, then click the icon in the Actions column. To edit the record, click the icon.

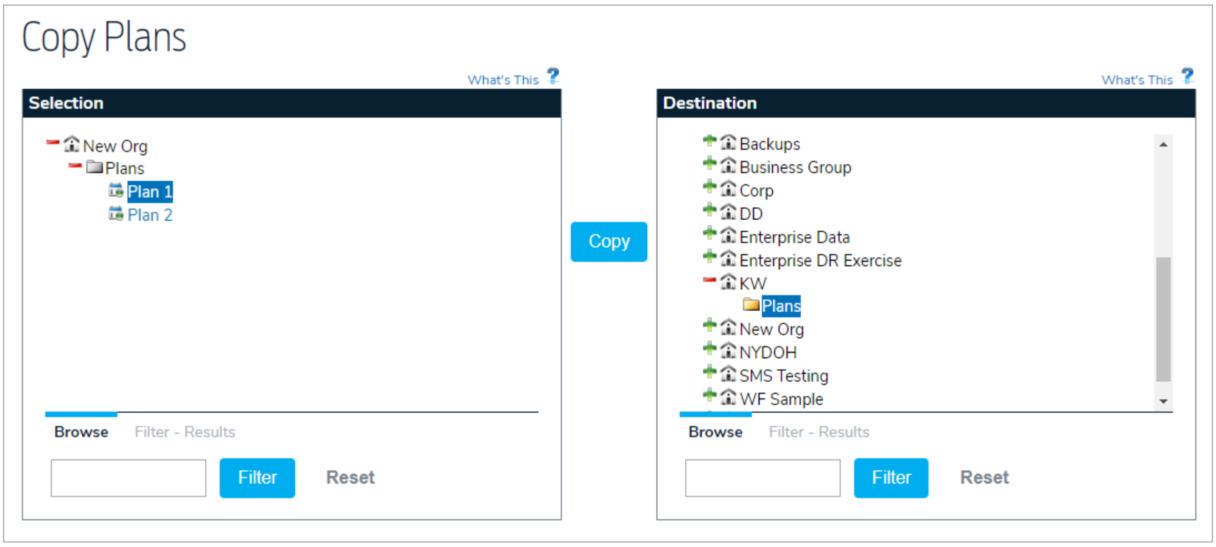
To filter the records by folder, click Filter, then select a folder.



To sort the records by header, click Plan Name, Interruption Level, or Severity Level.

Copy a Plan

1. To copy a plan, click Plans in the navigation bar, then click Copy.
2. In the Selection pane, navigate to the plan you wish to copy in the Selection pane, then click to select it.
3. In the Destination pane, select the folder(s) where the plan will be copied.

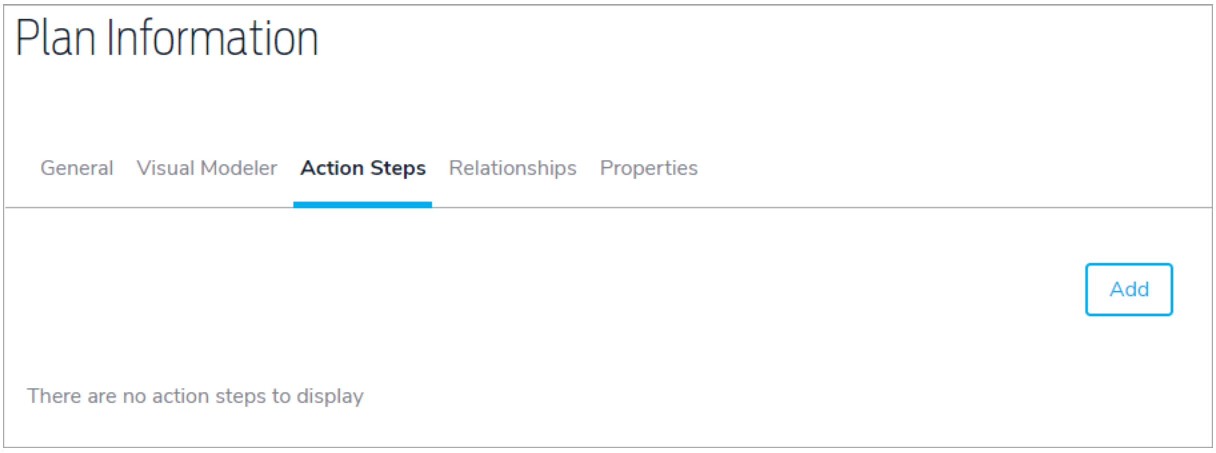


4. Click Copy.

Add Action Steps

Plans allow for actionable workflows as a response to any incident (action steps). Action steps are the key component of a plan and determine the workflow and responses for your incident. Each action step can be independent or dependent of other action steps. For example, in the Visual Modeler, the broadcast message is dependent on the completion of the task to Notify Authorities.

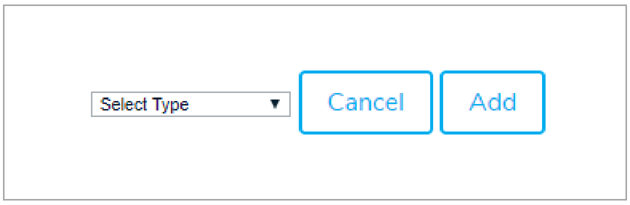
1. To create an action step, click the Plans icon in the navigation bar and open the plan record.
2. Click Action Steps tab, then click Add.



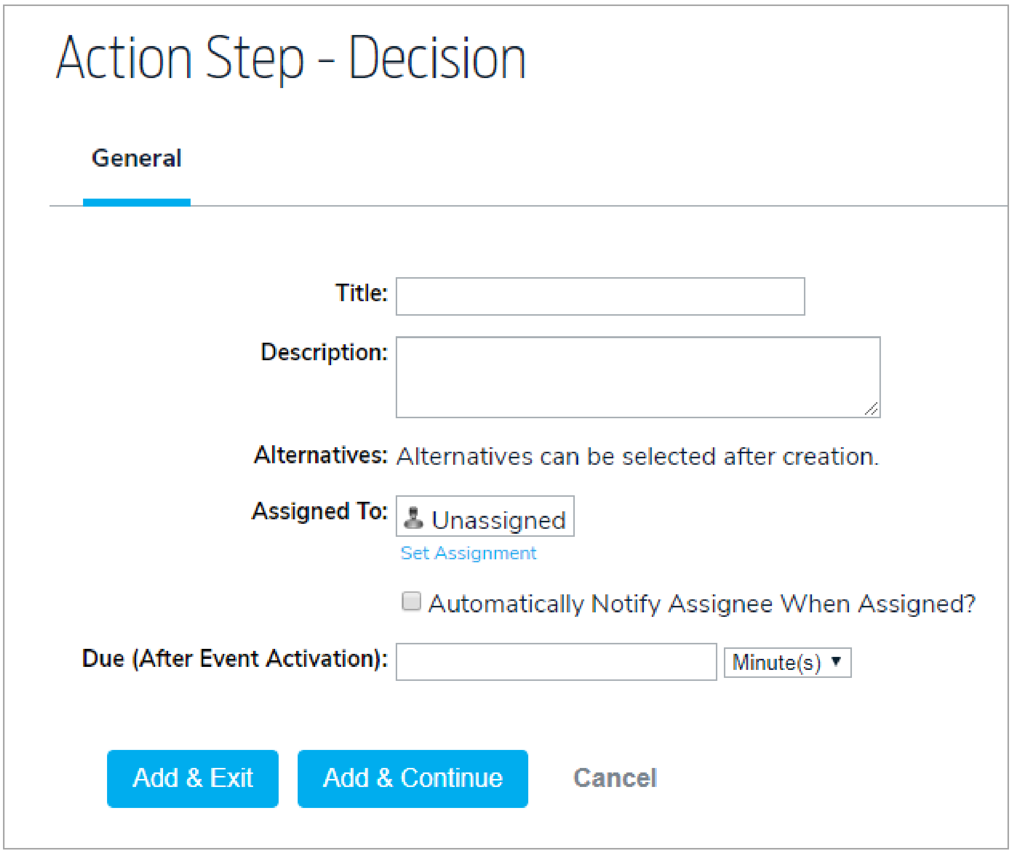
3. Select the type of action step you want to create. Options include:
   - **Assigned Task** - A task is an individual action item assigned to an individual or role. With a task, you may define the due date/time, as well as load in information that is needed to complete the task.
   - **Status Change** - A status change is a scheduled request for a status update. Status changes may be automatic or custom. With an automatic status change, you can pre-configure the exact status change and the system will automatically update the status when that particularly action step fires. With a custom status update, you are able to assign a status change to a specific individual or role. When the action step is activated, the individual will receive an alert notification (via SMS, email, or phone), request a status update from them. The individual may respond directly to the message with a custom status update. The system will automatically update the incident management area with the status from the field.
   - **Broadcast** - This allows you to create a pre-defined emergency notification within your plan. You may define the message, the recipients, response options and the delivery methods during the planning phase. Messages may be scheduled or dependent upon other action steps within the plan.
   - **Decision Point** - A decision point is assigned to an individual or a role and requests they make a decision. When the action step is activated, an alert notification (via SMS, email or phone) will be sent to the individual requesting that a decision be made. The system will provide all details associated with the decision. The individual may respond directly to the alert with the decision. Based on a decision, various paths within the plan may be followed. In the example included, at the beginning of the event, a decision is required from someone to determine if the plan should be launched. If they respond yes, we move to the next step which is Broadcast to Response Team. If they respond no, we move to the next step which is Complete False Report Form. The individual does not need to be at their computer to make decisions. By responding to the alert notifications on their phone or PDA, the system will automatically follow the correct path.
   - **Mini Plan** - A mini plan is another plan within the enterprise or within a partner organization that is also running Global AlertLink. This allows portions of the overall plan to be broken down into individual areas and responsibility for the maintenance of the plans is directed to the group responsible for those specific efforts, while linking all areas

together for a holistic response plan. Some examples of the uses for mini plans include:

- Compliance - Certain events require certain compliancy procedures for reporting and follow-up. These steps may be contained within a plan of themselves, yet linked to the master plan for easy update. The compliance department may be responsible for the management of this plan. If there is a change, there is no need to search for all areas where it is being used. The system will automatically update all linked plans.
- Corporate plans - Often, corporate headquarters is the last to know when an event occurs. With Global AlertLink, corporate may create a plan that is included at the beginning of all plans throughout the enterprise.
- Involve other groups - For example, linking to IT plans for a telecommunication outage when there is a fire or linking to public relations plans for events that involve the outside stakeholders.



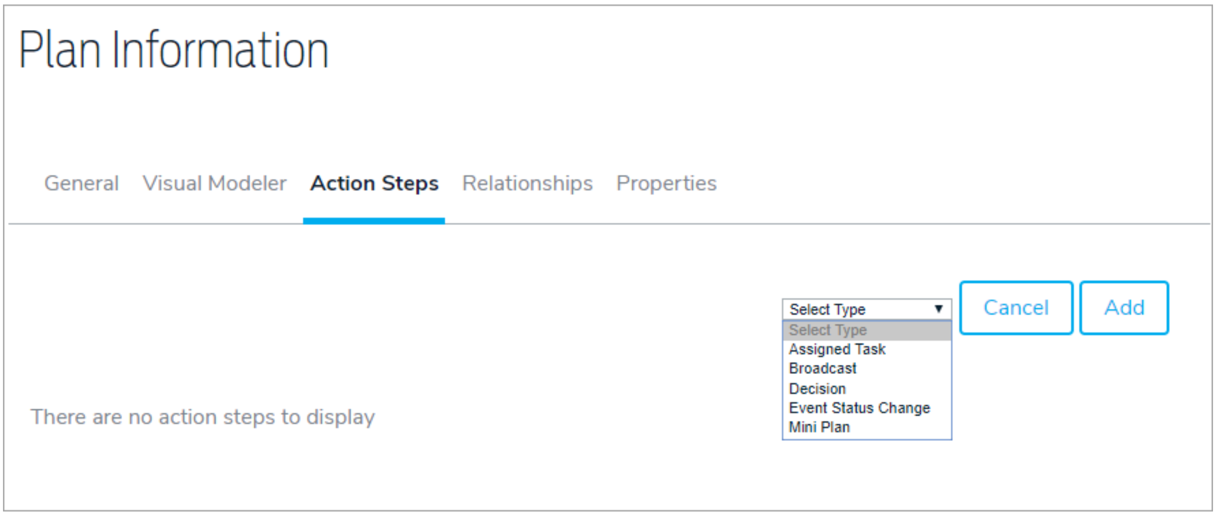
4. Enter the details of the action step, including title, description, assigned user or role, and due date.



5. Click Add & Continue to display additional options. To view the new action step and any additional steps in a workflow, open the plan record, then click the Visual Modeler tab.

Add a Task Action Step

1. To add a task action step, click the Plans icon in the navigation bar, then click to open the plan you wish to edit.
2. Click the Action Steps tab.
3. Click Add.
4. Select Assigned Task in the Select Type dropdown menu.

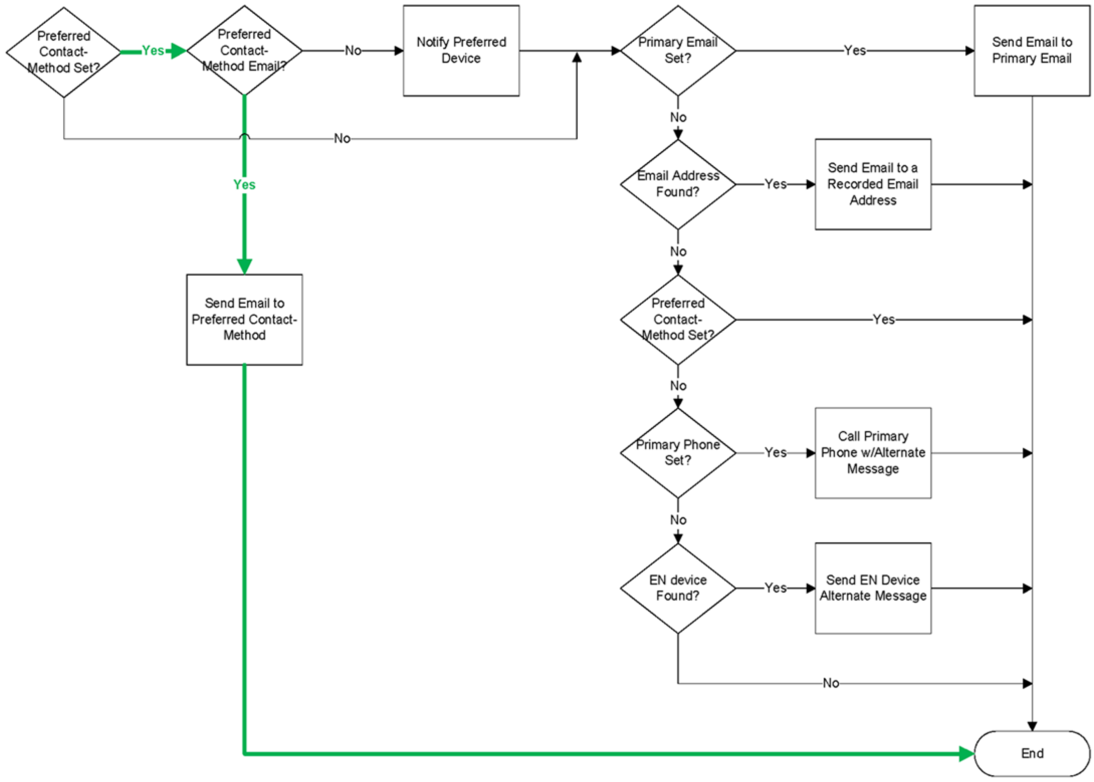


5. Enter the title and any descriptions.
6. Choose a user or role responsible for the task in the Assigned To field. If you wish to send a notification to the assigned user or role, select the Automatically Notify Assignee When Assigned? checkbox.
7. Enter a number in the Due (After Event Activation) field, then select a period of time from the dropdown menu.
8. Click Add & Exit or Add & Continue.

The flowchart below demonstrates how GAL notifies assignees of tasks when a plan is activated.

GlobalAlertLink

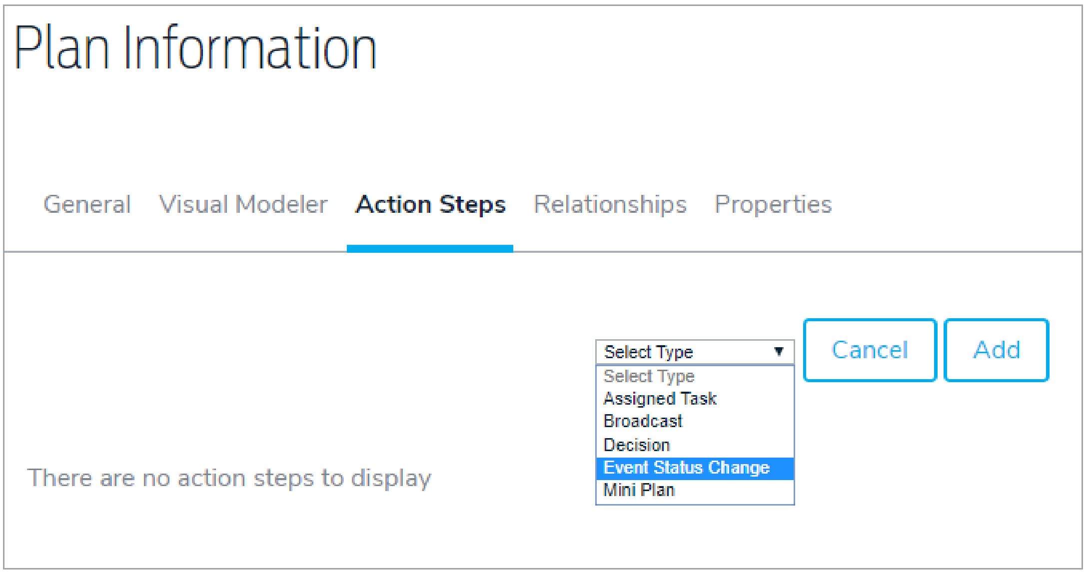
Global AlertLink Plan Component
Decision, Task, or Mini Plan Automatic Notification of Assignee



Asignee Notification Rev1G.vsd 1/27/2010

Add a Broadcast Message Action Step

1. To add a broadcast message action step, click the Plans icon in the navigation bar, then click to open the plan you wish to edit.
2. Click the Action Steps tab.
3. Click Add.
4. Select Broadcast in the Select Type dropdown menu.



5. Enter the title and any descriptions.
6. Enter a number in the Due (After Event Activation) field, then select a period of time from the dropdown menu.
7. Click Add & Continue.
8. Click the Messages tab to compose a message. See the Send a Message section for more information on composing messages. See the Broadcast Message Substitutions article for information on the SYSTEM, PROMPT, and FORM substitutions.

Broadcast Message Substitutions

Global AlertLink supports three types of substitutions that can be utilized in pre-planned broadcast messages: SYSTEM, PROMPT, and FORM. All substitution parameters follow the following syntax: ${PARAMTYPE:FIELDVALUE:DEFAULTVALUE}.

Global AlertLink supports substitutions that can be utilized in pre-planned broadcast messages:

System Parameters

A SYSTEM parameter type will be evaluated and replaced at the plan / event activation time. The user may add a SYSTEM parameter type within the Short Text or Full Text of a pre-planned message.

The following field values are valid for the SYSTEM parameter type:

Field Value	**Description**
${SYSTEM:EVENTDATE}	Event activation date
${SYSTEM:EVENTFULLDATE}	Event activation date in long date format
${SYSTEM:EVENTTIME}	Event activation date in long date format
${SYSTEM:EVENTOWNER}	Owner of Event
${SYSTEM:ACTIVATEDBY}	User that Activated the Event
${SYSTEM:EVENTTITLE}	Event Title
${SYSTEM:EVENTSEVERITY}	Event Severity
${SYSTEM:EVENTINTERRUPTION}	Event Interruption Level
${SYSTEM:EVENTORGANIZATION}	Organization of the Event
${SYSTEM:EVENTLINK}	URL for the Event

Prompt Parameters

A PROMPT parameter will be replaced by data collected from the activating user. When a plan is activated, the user who activates the plan will be presented with an additional form listing all the PROMPT parameter types. This form will only appear when a broadcast message contains a message substitution. The user will be able to supply values for each of these parameters at this time. The parameters in the messages will be replaced with the values collected in this step.

Form Parameters

All FORM parameter will be evaluated using one of two methods. The first method will collect values from the Incident Submission Form used to activate the event, and use those values to replace the matching message parameters. If the plan is activated from the main Global AlertLink interface, or the incident submission form does not contain the field value, each FORM parameters will then behave like a PROMPT parameter for the event activation.

Once the plan has been activated, the user who activates the plan will be presented with an additional form listing all the PROMPT parameter types. This form will only appear when a broadcast message contains a message substitution. The user will be able to supply values for each of these parameters at this time. The parameters in the messages will be replaced with the values collected in this step.

Once the plan has been activated and the message has been sent, the broadcast message will now become part of the event. Now the parameters can be viewed as they were sent to recipients via the message.

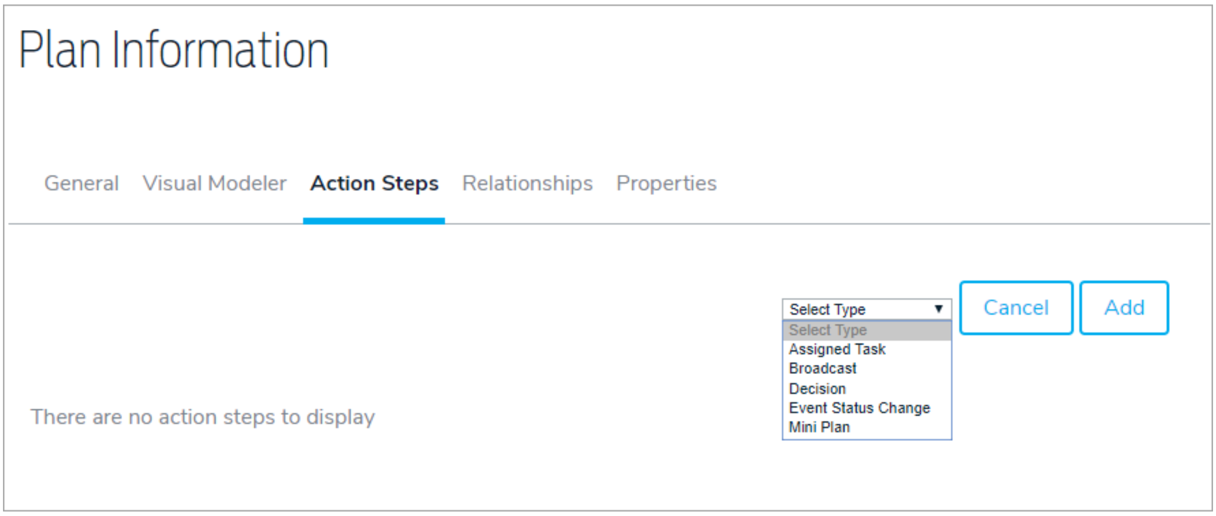
Below is an example using message substitution.

> *${SYSTEM: ACTIVATEDBY} has just reported a fire at the ${FORM:Location} facility. All response team personnel should stand by for further details. ${PROMPT:Coordinator:John Doe} will act as coordinator for the event.*

Message substitution can be placed in the Subject of a message.

Add a Decision to an Action Step

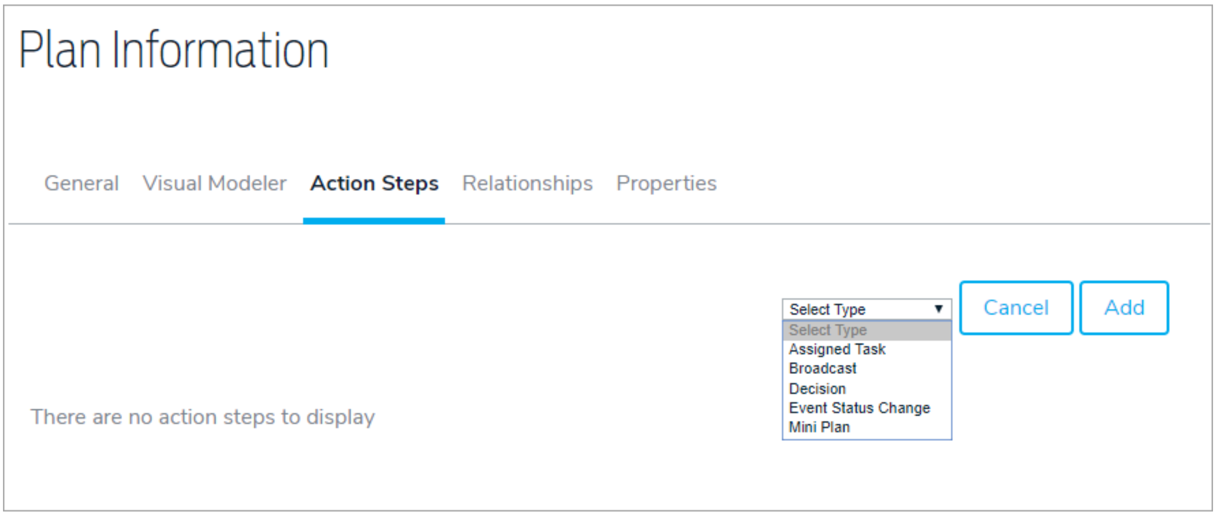
1. To add a decision action step, click the Plans icon in the navigation bar, then click to open the plan you wish to edit.
2. Click the Action Steps tab.
3. Click Add.
4. Select Decision in the Select Type dropdown menu.



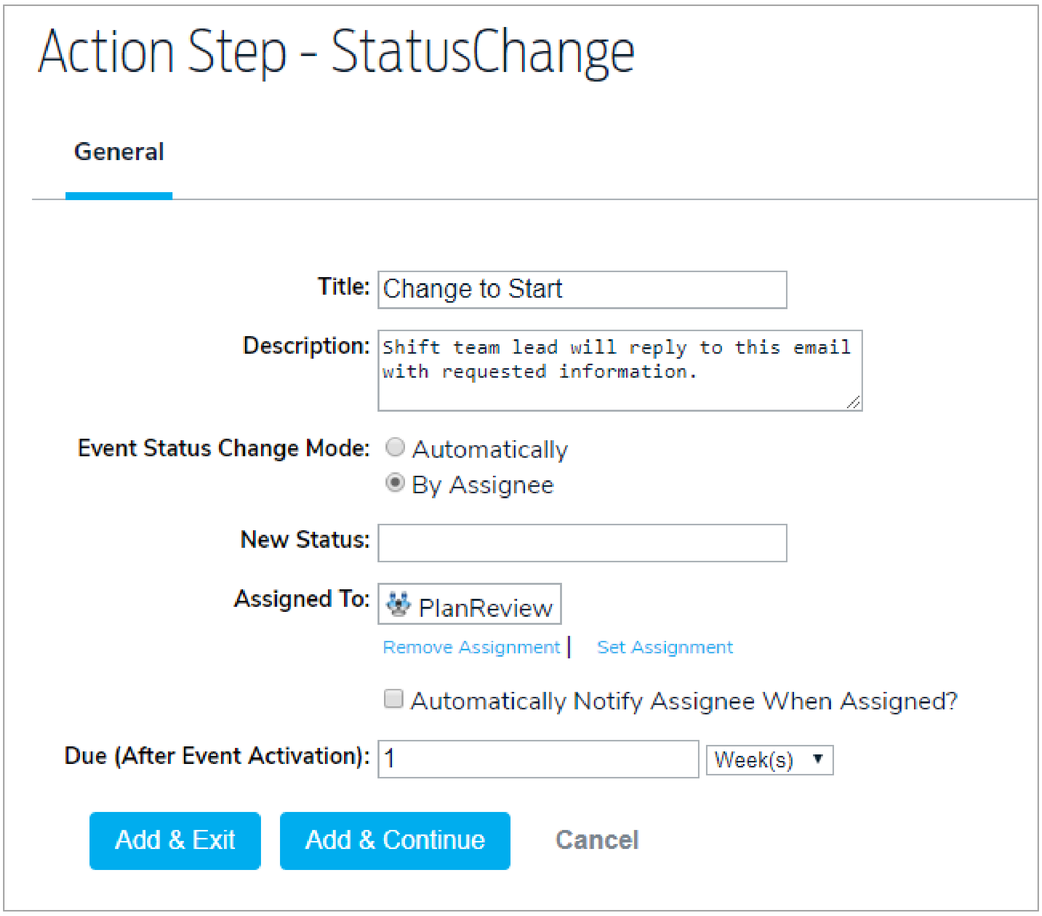
5. Enter the title and any descriptions.
6. Select an alternative task, which are follow-up tasks based on how the assignee replies. A task will become available as an alternative once the decision action step has been added as a dependency to the task. Once the action step is saved, you can view these tasks in the Alternatives tab.
7. Choose a user or role responsible for the decision in the Assigned To field. If you wish to send a notification to the assigned user or role, select the Automatically Notify Assignee When Assigned? checkbox.
8. Enter a number in the Due (After Event Activation) field, then select a period of time from the dropdown menu.
9. Click Add & Exit or Add & Continue.

Add an Event Status Action Step

1. To add a status update request, click the Plans icon in the navigation bar, then click to open the plan you wish to edit.
2. Click the Action Steps tab.
3. Click Add.
4. Select Event Status Change in the Select Type dropdown menu.



5. Enter the title and any descriptions.
6. Select either Automatically or By Assignee in the Event Status Change Mode.
7. If you selected By Assignee, choose a user or role responsible for providing the status update in the Assigned To field. If you wish to send a notification to the assigned user or role, select the Automatically Notify Assignee When Assigned? checkbox.
8. Enter a number in the Due (After Event Activation) field, then select a period of time from the dropdown menu.

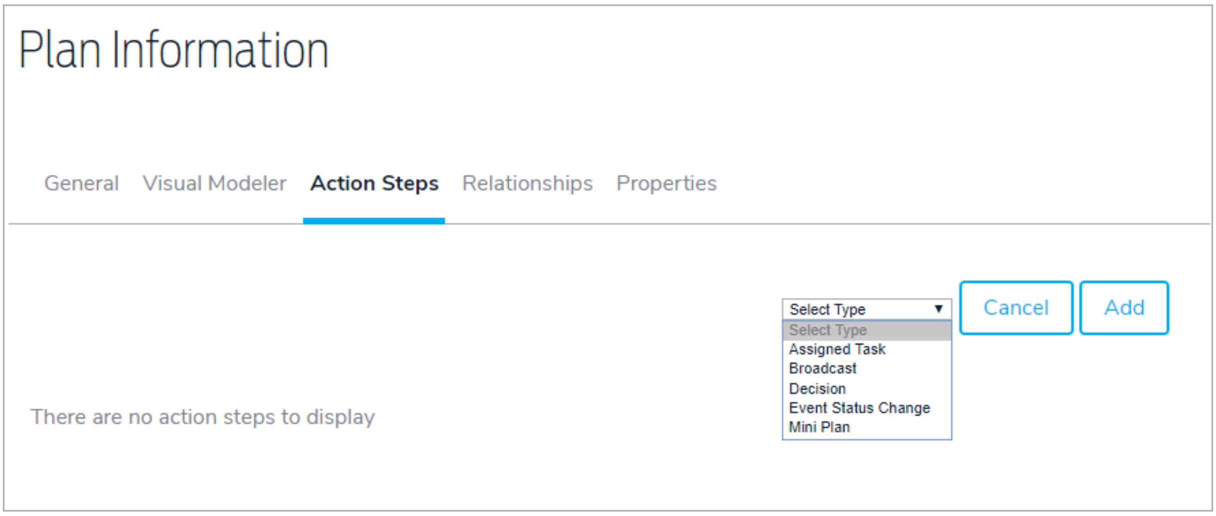


9. Click Add & Exit or Add & Continue.

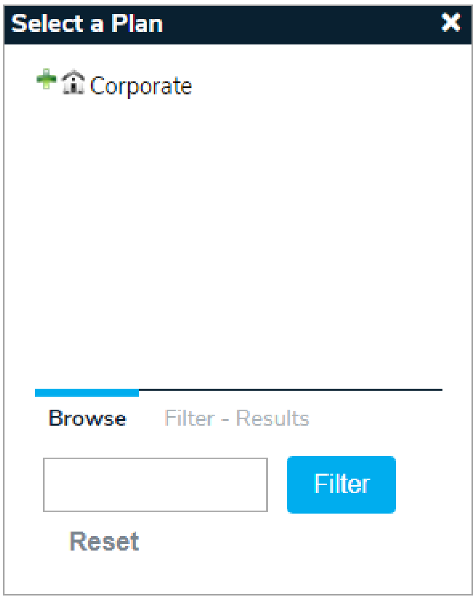
Add a Mini Plan Action Step

A mini plan is separate plan inside another plan. For example, you may create a mini plan to always send a broadcast message to Management every time a plan is activated with a Major severity and interruption level.

1. To add a mini plan action step, click the Plans icon in the navigation bar, then click to open the plan you wish to edit.
2. Click the Action Steps tab.
3. Click Add.
4. Select Mini Type in the Select Type dropdown menu.



5. Enter the title and any descriptions.
6. Click Choose Plan to select which plan the mini plan should be linked to.



7. Select Launch New Event or Merge Contents of Mini Plan into Plan from the Behavior dropdown menu.
8. Choose a user or role responsible for the task in the Assigned To field. If you wish to send a notification to the assigned user or role, select the Automatically Notify Assignee When Assigned? checkbox.

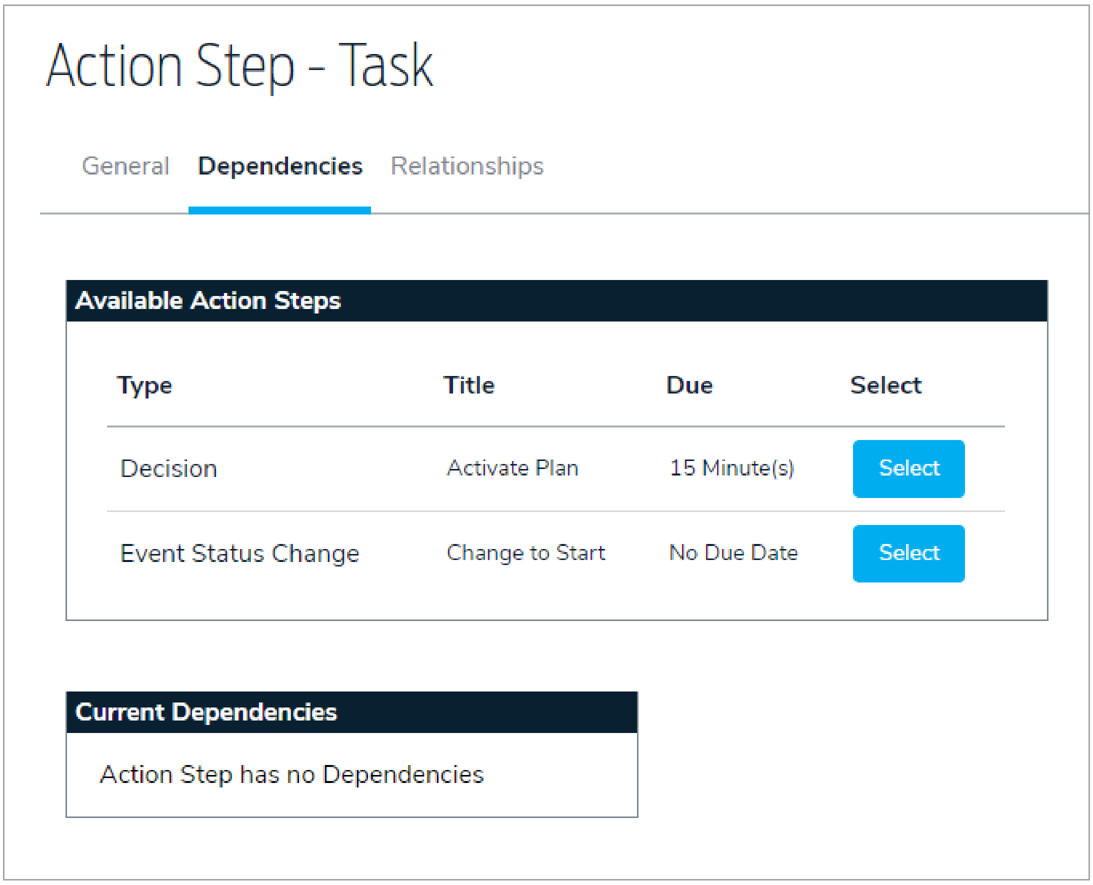
9. Enter a number in the Due (After Event Activation) field, then select a period of time from the dropdown menu.

10. Click Add & Exit or Add & Continue.

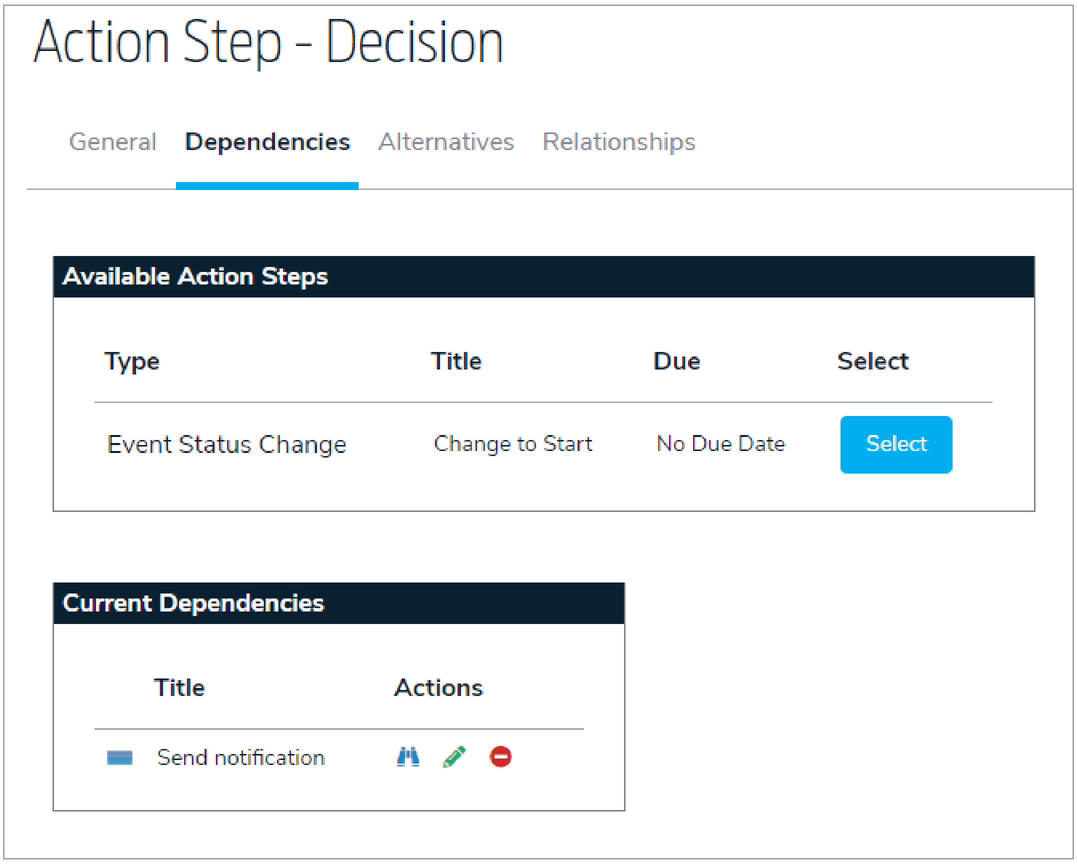
Add Dependencies

A dependency is a link created between action steps that create a workflow. When another action step is added as a dependency, the current action step will not be activated until the dependency step is completed.

1. To add dependencies to an action step, click Plans in the navigation bar, and open the Plan Information page for the applicable plan.
2. Click the Action Steps tab, then click the icon beside the action step you wish to edit.
3. Click the Dependencies tab.



4. Click Select beside the applicable action step to add it to the Current Dependencies section.

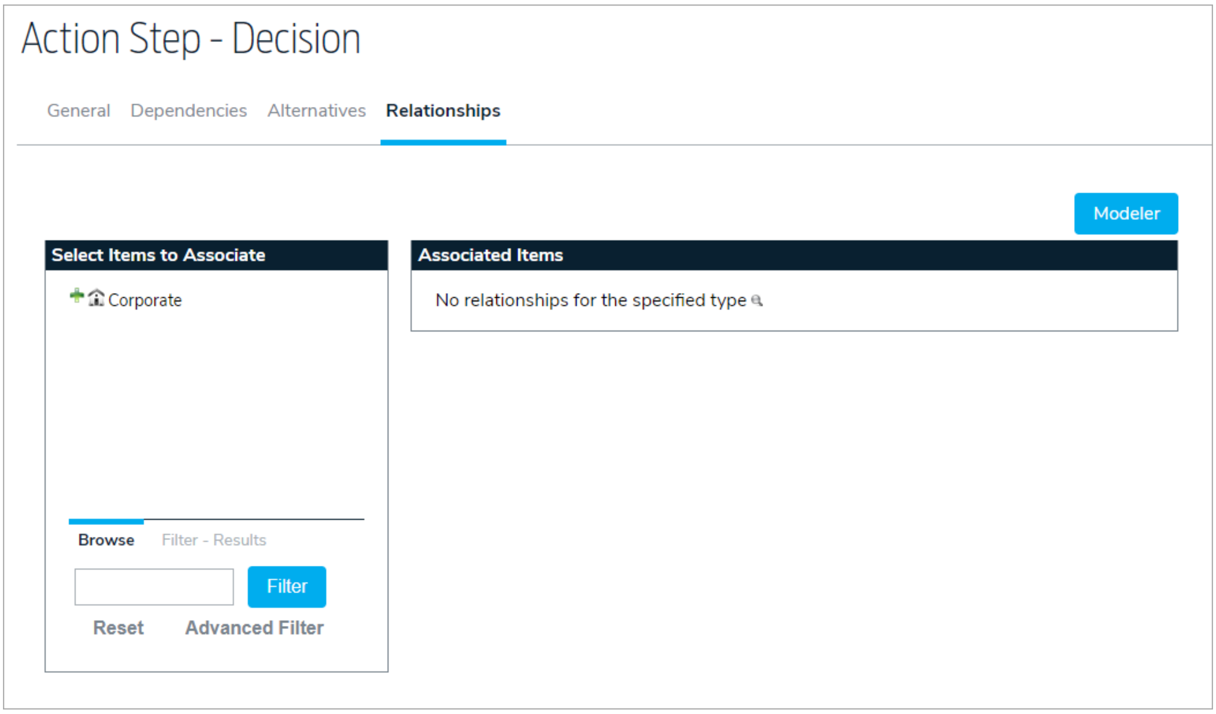


5. To view the dependency action step, click the icon. To edit it, click the .
6. To remove the action step as a dependency, click the icon.

Add Relationships

Creating a relationship on an action step allows you to link it with other stored items in the GAL system.

1. To add dependencies to an action step, click Plans in the navigation bar, and open the Plan Information page for the applicable plan.
2. Click the Action Steps tab, then click the icon beside the action step you wish to edit.
3. Click the Relationships tab.



4. Select an item in the Select Items to Associate panel to the left, then click the item to add it to the Associated Items panel to the right.

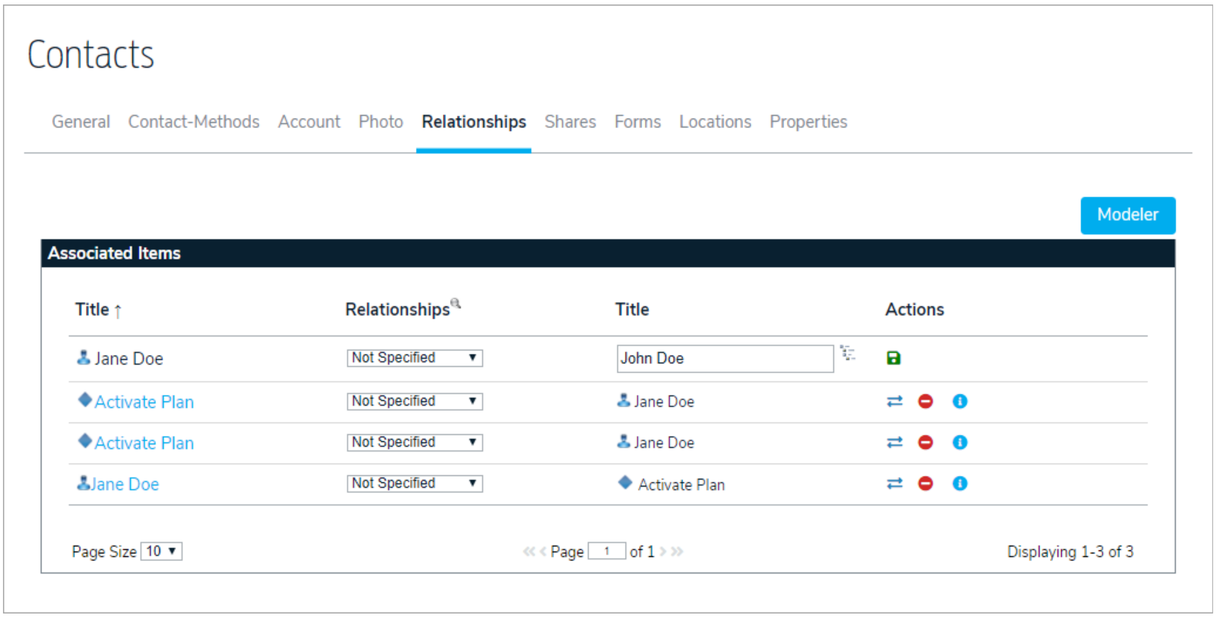
Plan Relationships

You can create relationships between items and any record type (except for News & Updates) through the **Relationships** tab of that record.

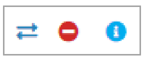
For more relationship features, see the Relationship Mapping tool in Administration, the Relationship Editor form type, or the relationship builder tool on custom forms.

To add a relationship from the Relationships tab of a record:

1. Navigate to the applicable organization and open the record.
2. Click the **Relationships** tab.
3. Select a relationship type from the dropdown menu in the **Relationships** column. Relationship types are configured in the Referential Data settings.
4. Click the textbox on the left of the top row and enter keywords to search for and select an object or click the  icon to the right of the text field to display the **Association Tree**, then select an object.

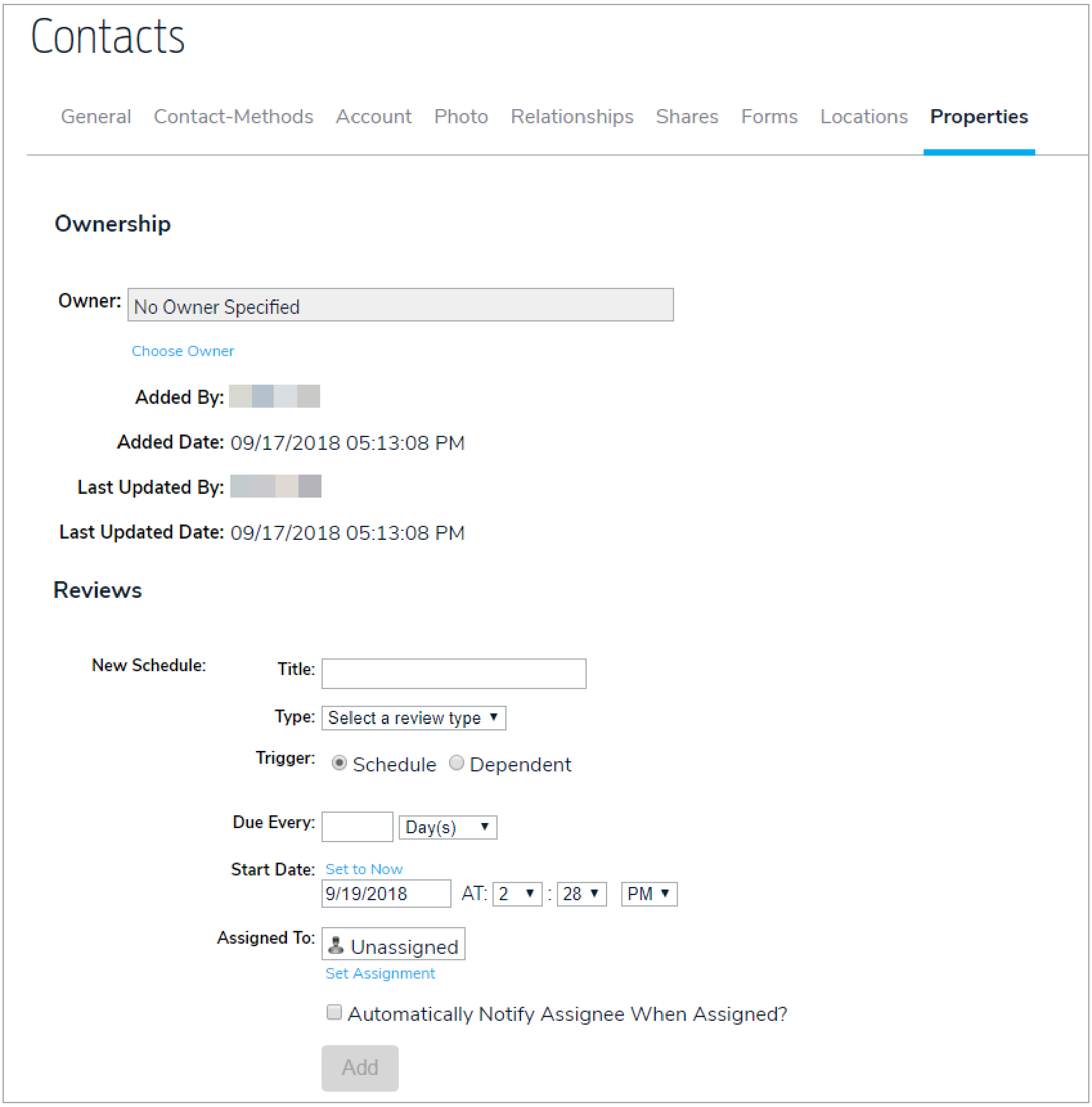


A new relationship in the relationships tab of an object.

5. Click the  icon to save the relationship.
6. Click the  icons to swap the objects in the relationship, delete the relationship, or view more information.

Plan Properties

The Properties tab of a record allows you to select an account or role as an owner of the record, review system information, schedule reviews, view existing schedules, pending reviews, and the record's history.

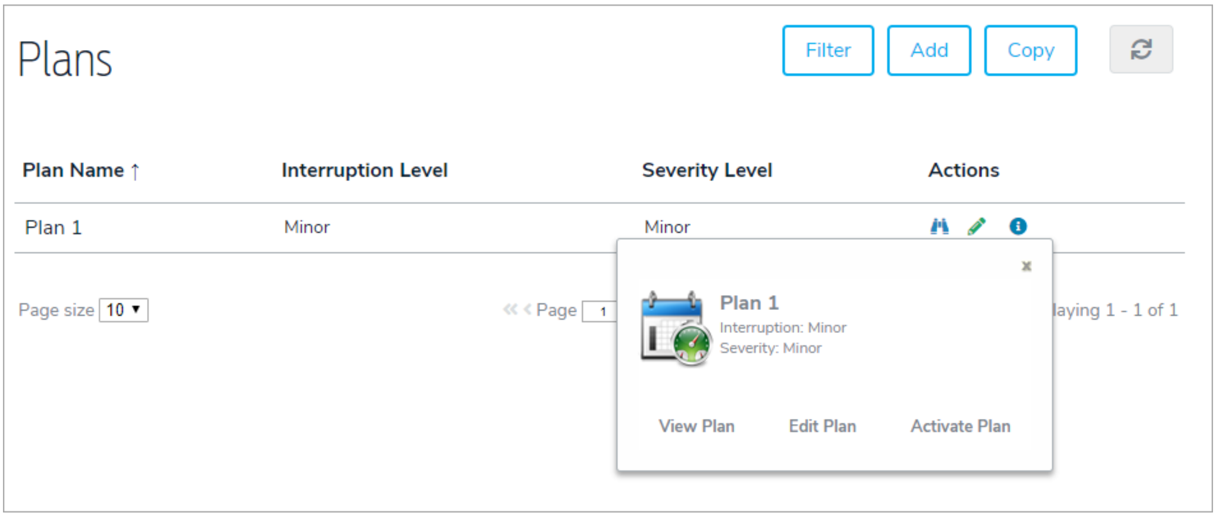


Activate a Plan

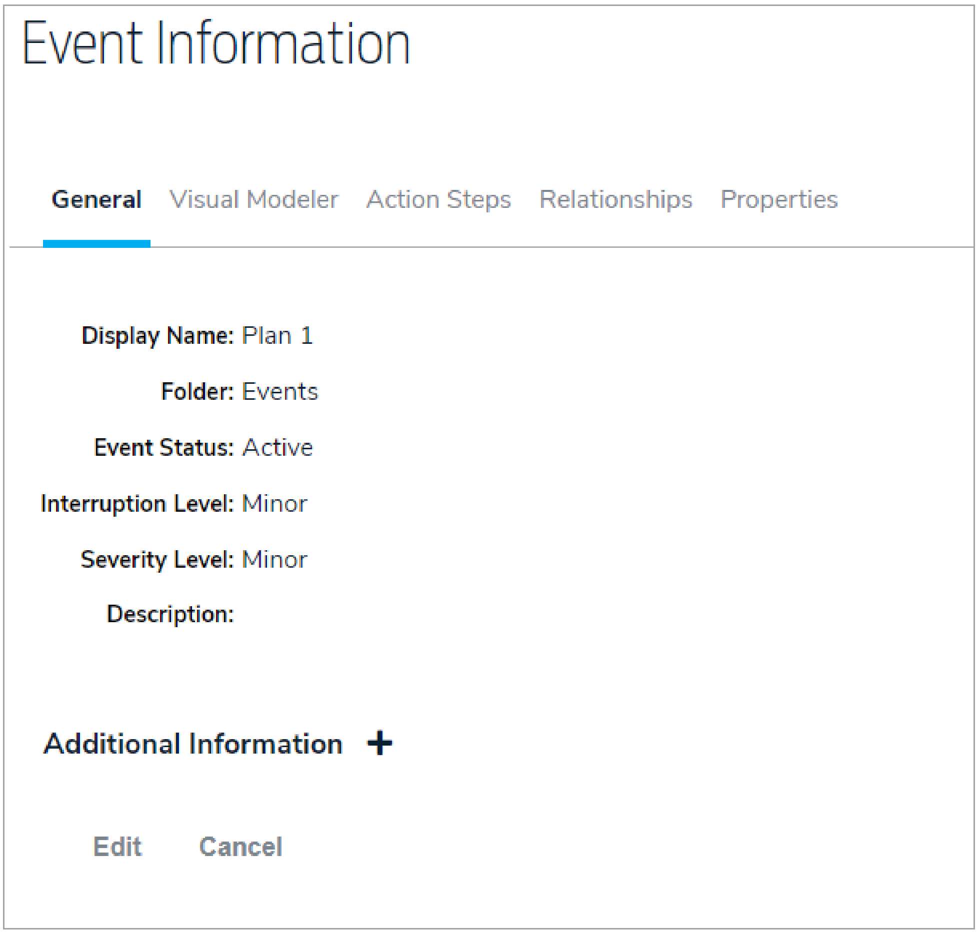
Once a plan is activated, it becomes a series of events.

1. To activate a plan, click the Plans icon in the navigation bar.

2. Hover your cursor over beside the plan you want to activate, then click Activate Plan. Note that you may also activate a plan by clicking the icon, then clicking Activate at the bottom of the page.



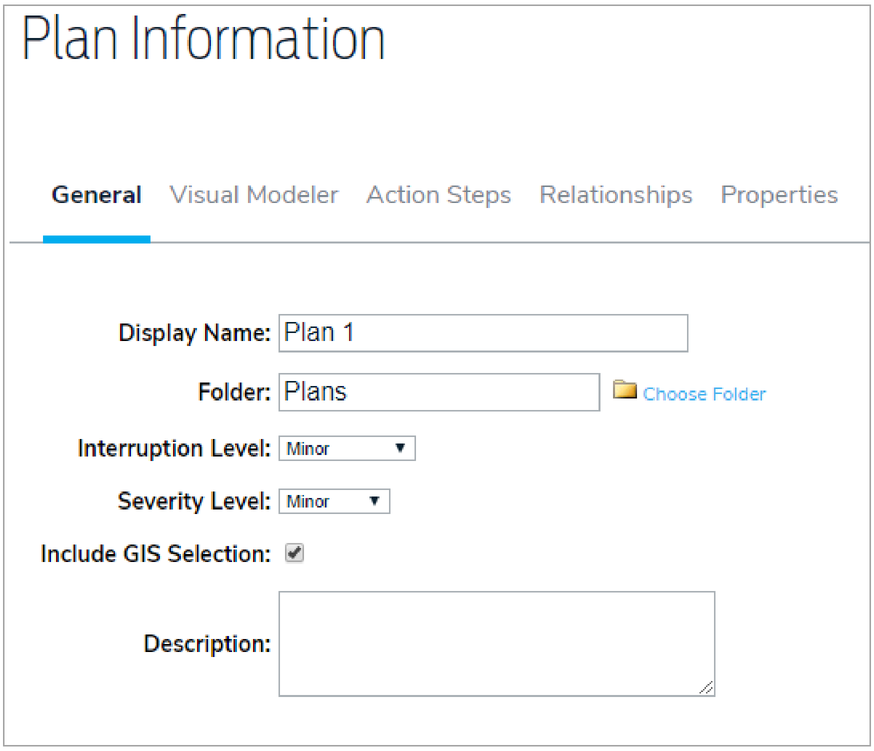
3. Click Confirm to display the plan's details in the Event Editor. From here, you can access the Visual Modeler, Action Steps, Relationships, and Properties.



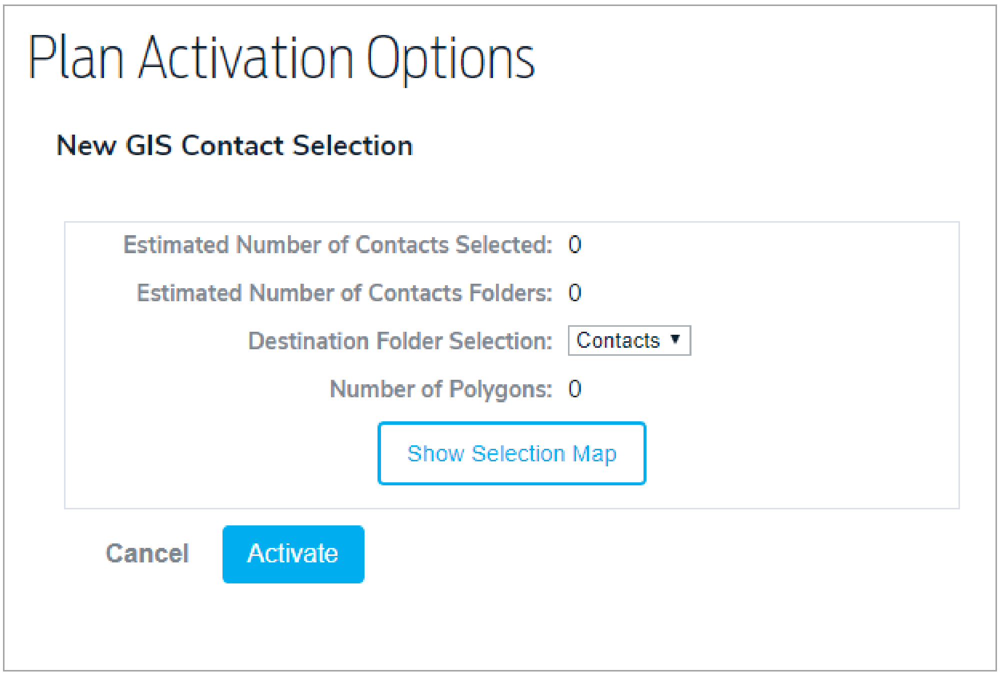
Activate a Plan with GIS Mapping

If the Include GIS Selection checkbox is selected on a plan, upon activation, users can search the map using circles and polygons to determine which contacts and contact folders will be included. Note that Standard Mapping Services does not include the Search Bar (Geo Coder), Query Select Tool, or the ability to deselect the Drawing Layer.

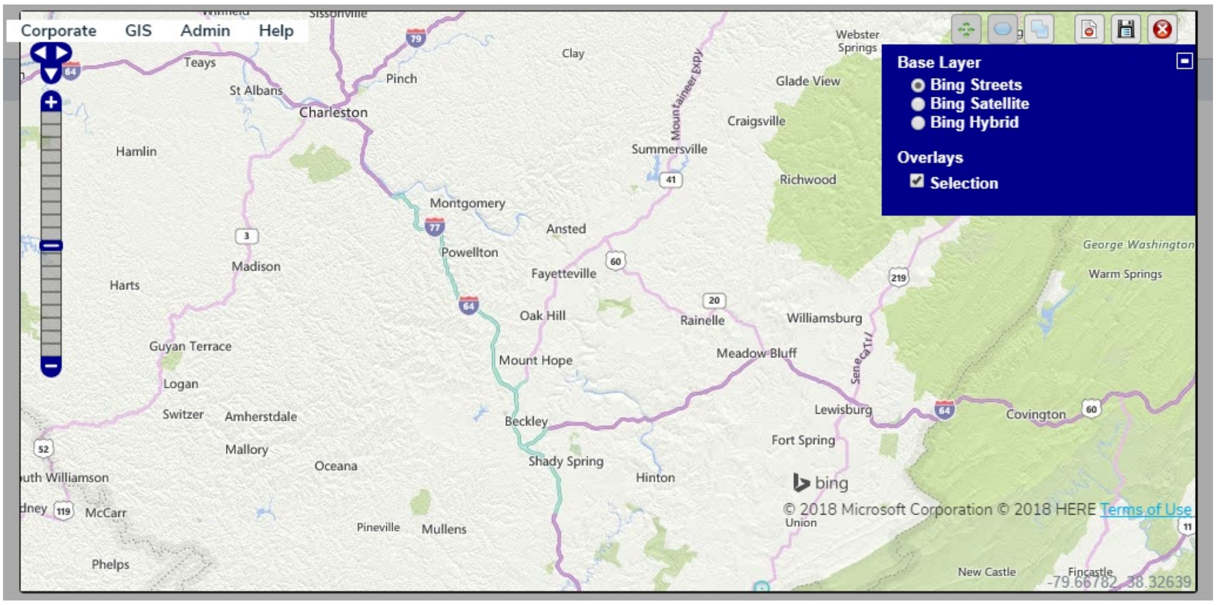
1. To make a GIS contact selection on a plan, ensure the Include GIS Select checkbox is selected on the plan.



2. Click Activate, then Confirm.
3. Click Show Selection Map.



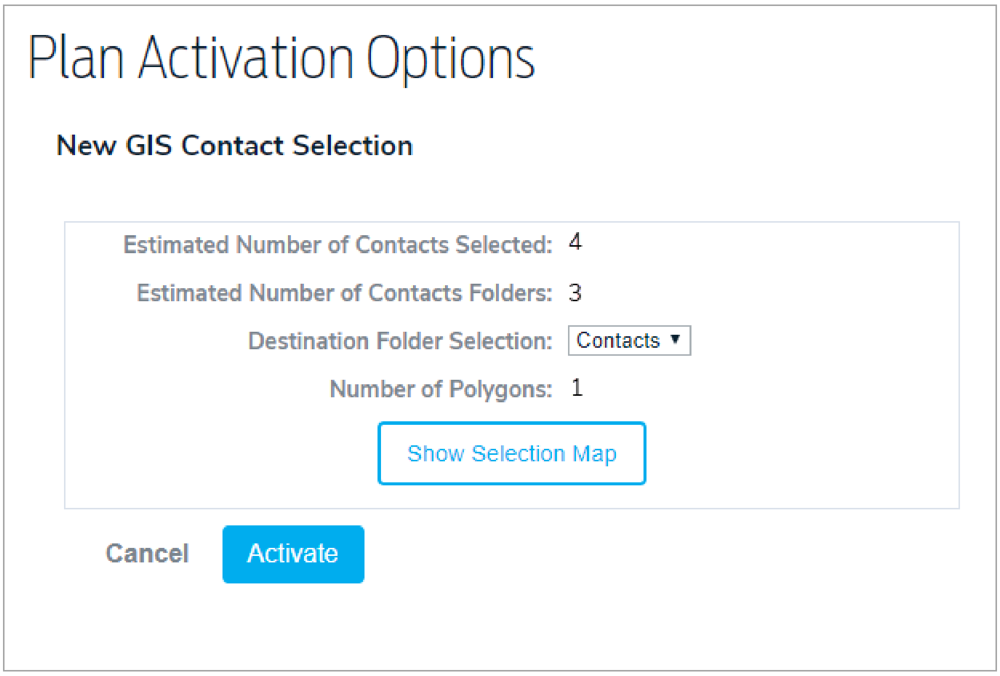
4. Click the icon to display the Base Layer options and make a new selection is needed.



5. Click one of the following icons in the top-right corner of the map to make a selection:

-  Navigate. Click this icon to click and drag the map to a new location.
-  Draw a circle to select items.
-  Draw a polygon to select items.

6. Click the  icon to save your selection and return to the Plan Activation Options page. To clear the selections, click the  icon. To clear the selections and close the map, click the  icon.
7. Click Activate, then Confirm.



Load Knowledge into a Plan

You can load critical knowledge into a plan. Once a plan is activated, all workflow, processes, and knowledge added to it will be available in the incident control area for the live event.

Knowledge is loaded into a plan by first open the Plan Information, then clicking on the components (News, Contacts, Documents, Resources, Forms, Messages, or Reports) in the navigation panel to the left.

Edit a Plan in Event Editor

To edit a plan with a form, you must first have a Plan Event Editor to pull into the plan, and you must first be in the Plans section. You must share the Plan Event Editor to the corresponding plan.

A Plan Event Editor or form allows the user to edit plan Information during activation, add knowledge to the plan during activation, or view the action plan steps, and information during the event like a dashboard. You can have multiple forms for each plan.

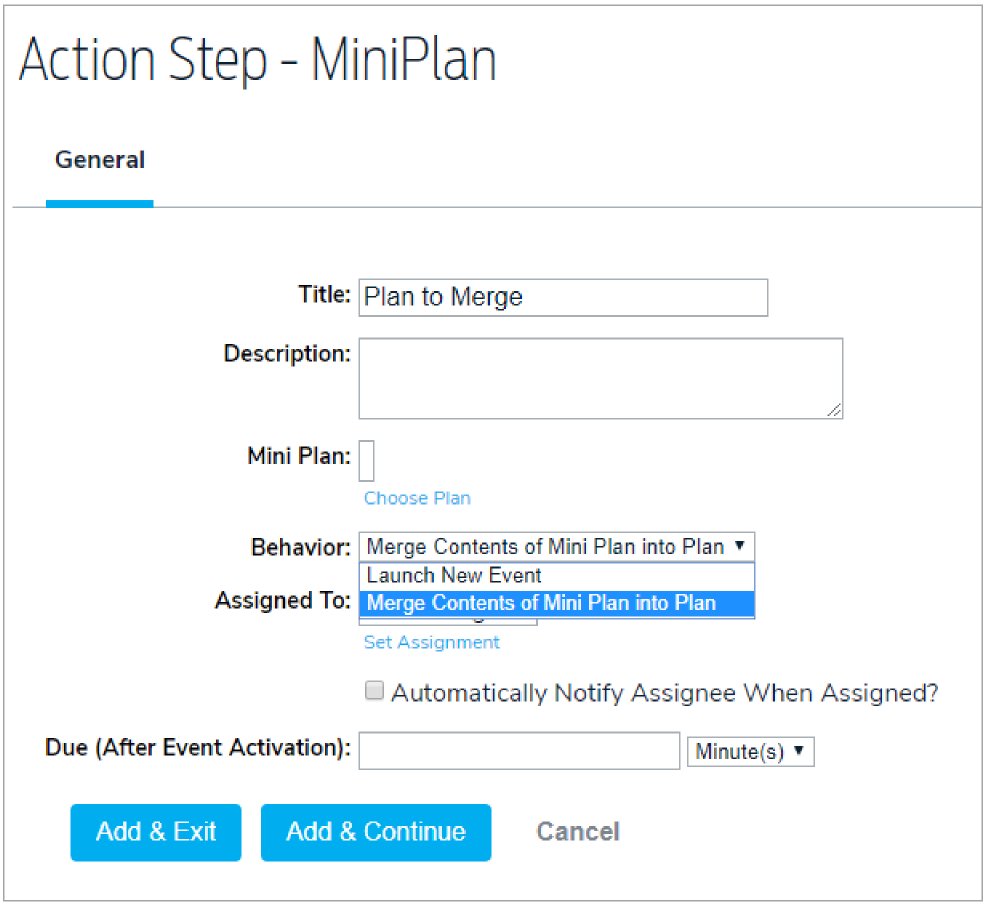
To see which forms are available for the plan, hover over the icon. Click the link that corresponds with the form you want to use.

Merging Overview

A unique feature in Global AlertLink is the ability to merge plans upon activation. This feature provides users with significant flexibility and can get quite advanced. This article discusses the basic concepts of merging plans.

Merging a plan will merge the plan into the original event upon activation time. When a plan is merged, several rules and procedures apply. To set a plan to merge, change the behavior setting as outlined in the screen below. You may change this setting when adding to the original plan or adding during an incident.

Upon merging, all action steps in the merged plan will be expanded into the original event. The flow, which was within the plan to be merged, is now expanded into the original event and activated based upon the flow.



Merged Data

Upon merging, any data in the plan will be integrated with the incident. This includes contacts, documents, news and updates, resources, reports, dashboards and forms, along with any folders associated with this data. Please note, that the merge process does not actually occur until the plan to be merge is activated. As you can see, any new items were created (e.g. Group C) and any common items were merged (i.e. Group A). A common use of this feature is during escalations. You may create a common group, such as notification recipients, in both the initial activation as well as the merged plans. As you escalate by activating the merged plan, the notification recipient group could grow to include additional contacts or sub groups.

Merging a plan may occur in a variety of ways. Some examples include:

- A linked plan set to merge
- Adding a plan to an existing event
- Incident Submission Form Event Updates

Plan Merging Examples

Below is a list of common scenarios that would benefit from plan merging:

- **Escalation** – Imagine that you have an initial activation plan and separate plans for each escalation level. Once the initial activation occurs, all initial activity is activated. As you escalate, you activate the details associated with the escalation stage. All of this is managed in a single event. It also makes it easier to manage individual procedures for the initial activation along with each escalation stage. You do not have to maintain huge plans with every possible scenario or procedure.

- **Notification Template** – Some clients want to maintain the same notification procedures for their organization units but do not want to have multiple copies of the plan. In this case, we recommend that you create the main notification plan, which could contain the notification template. Within the notification, you select a group called Notification Recipients as part of the recipient list. Within the main notification plan, the Notification Recipients group will be blank. Next, you create a plan that has two elements: 1) the flow contains a linked plan to the main notification plan set to merge behavior and 2) a group called notification recipients. You then copy this plan to all of the organization units where you wish to offer the template. Finally, all you need to do is share in the individuals or other groups into each organization unit’s plan notification recipient folder.

- **Activating Sub Plans** – If your response planning is based on location or some logical grouping, you may alter your plans to activate sub units. For example, let’s say that you have a building outage plan. Within that plan you have the steps required for the initial activation of a building outage. At some point within the workflow, you determine the need to activate the business continuity plans of each department within that building.

- **Reusable Procedures** – Our clients are using plans to create reusable procedures. Reusable procedures may be any activity that is used over and over again. Instead of duplicating the procedures in every plan, you can simply maintain in a single plan and link the plans with a merge behavior. A good example of this is compliance procedures. Most compliance procedures are the same for common types of events. Instead of duplicating these procedures in every plan, create a plan that contains only the compliance procedures, then link the plan and set the behavior to merge. Upon activation, the most up-to-date compliance procedures will be merged into the original event.