

User's Conference Agenda



NC4TM

READINESS '11

April 26-29, 2011 ~ Chicago, Illinois

Welcome



I invite you to join me at NC4's Sixth Annual Users Educational Conference, Readiness '11. The Readiness Conference gives us the opportunity to come together to share information about the most important issues facing the corporate risk management, emergency management and law enforcement fields today. We have prepared a robust agenda of educational training, product roadmaps, strategic direction, and peer-to-peer information sharing.

The Readiness Conference is a unique opportunity to interact with peers from other organizations, who share a similar mission to protect people and assets. This networking facet of our conference provides unmatched value, as it gives you the opportunity to learn from the problems and issues that your peers have faced and can help to uncover other possibilities in solving a similar problem.

Please join us in Chicago, April 26-29, and participate in a program that we are confident that you will find productive, informative and enjoyable. I am looking forward to seeing you there.

Jim Montagnino
President and CEO

The logo features the text "NC4" in a large, bold, white font with a horizontal line underneath, followed by "READINESS '11" in a similar bold, white font. The background is a solid orange color with a black silhouette of a city skyline at the bottom.

NC4™ READINESS '11

Conference Schedule at-a-Glance

Tuesday, April 26

- 6:00pm - 7:30pm
- Welcome Reception

Registration Desk Hours

Tuesday, April 26

5:00pm - 6:30pm

Wednesday, April 27

7:00am - 8:00am

Wednesday, April 27

- 7:00am - 8:00am
- Registration
- Breakfast buffet
- 8:00am - 8:45am
- Welcome & Opening Remarks
- 9:00am - 10:00am
- Using E Team to do Exercises
- Case Studies in Real-time Operations
- E•SPONDER Welcome
- 10:00am - 10:45am
- Birds of a Feather: to be announced
- E•SPONDER Express Overview & Demo
- 10:00am - 11:00am
- Getting Travelers the Information They Need, When They Need it
- 10:45am - 11:30am
- E Team Birds of a Feather: North Shore LIJ Health System
- E•SPONDER Alerts Demo & Training
- 11:00am - 11:30am
- User Presentation: D&B
- 11:30am - 5:30pm
- Cubs Game and lunch at Wrigley Field

Thursday, April 28

- 7:00am - 8:00am
- Breakfast buffet
- 8:00am - 8:45am
- Conference Speaker: Jon Mitchell
- 8:45am - 9:30am
- Conference Speaker: John Bennett
- 9:30am - 10:00am
- NC4 Solutions Directions
- 10:00am - 10:30am
- Break
- 10:30am - 11:30am
- NC4 Risk Center Product Roadmap
- E•SPONDER Intro to NC4 Situational Awareness Offerings
- 10:30am - noon
- E Team: Tips & Tricks

Thursday (continued)

- 11:30am - noon
- Using NC4 to do More with Less
- E•SPONDER Product Roadmap
- noon - 1:00pm
- Lunch
- 1:00pm - 2:00pm
- E Team Product Roadmap
- NC4 Risk Center: Basic Training
- NC4 Risk Center: Advanced Training
- E•SPONDER Express 2012
- 2:00pm - 2:45pm
- E•SPONDER Tips & Tricks
- 2:00pm - 3:00pm
- NC4 Risk Center: Regionally-Focused Risk Management
- 2:00pm - 3:30pm
- Introduction to ARE for E Team
- E Team System Administration
- 2:45pm - 3:30pm
- E•SPONDER MCDEM Case Study
- 3:00pm - 3:30pm
- NC4 Risk Center: Tips & Tricks
- 3:30pm - 4:00pm
- Break
- 4:00pm - 5:00pm
- Navigating & Leveraging NC4 Global Content
- E•SPONDER STARRS Case Study
- 4:00pm - 5:30pm
- Introduction to Custom Forms in E Team
- E Team System Administration (continued)
- 6:00pm - 9:00pm
- Group Dinner

Friday, April 29

- 7:00am - 8:00am
- Breakfast buffet
- 8:00am - 9:00am
- User Presentation: Cisco
- E Team System Administration (continued)
- E•SPONDER Express: End User Training
- 9:00am - 10:00am
- E•SPONDER Express: Administrator Training
- 9:00am - 10:30am
- How to Use Universal Console in E Team
- 9:15am - 10:00am
- Risk in Today's World
- 10:00am - 11:00am
- NC4 Special Event Coverage
- E•SPONDER Mapping Training
- 10:30am - 11:30am
- NIMC Incident Interface for E Team
- 11:00am - 11:30am
- Travel Tracking Administrator Training
- 11:30am
- Conference concludes



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- ☰ Opportunity to meet one-on-one with NC4 Executives
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- ☰ Birds of a feather sessions
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Conference Speaker



Jon (Mitch) Mitchell

**Regional Emergency Management Office Manager
Canterbury Civil Defence Emergency Management (CDEM) Group
Christchurch, New Zealand**

Thursday, 8:00am - 8:45am

Mitch has been employed within the Canterbury Regional Emergency Management Office (EMO) since October 2002 - initially as the Emergency Management Planner and as the EMO Manager since July 2008.

His New Zealand operational emergency management experience includes local coordination of flood and wildfire responses at the turn of the century, and regional support to wildfire, snowstorm, flood and earthquake emergencies from 1998 to 2011. Mitch was a duty Regional CDEM Controller during the response to the September 2010 Canterbury earthquake, and Planning and Intelligence Chief of Staff in the National Response Coordination Centre during the response to the 22 February 2011 Christchurch earthquake.

His international experience includes involvement in the United Kingdom, from 2000 to 2002, within regional floods, national fuel refinery crisis, and Foot and Mouth Disease epidemic. He was also briefly involved in provincial regional-level coordination and support to the storm and flood events in British Columbia, Canada, in 2006.

Mitch had a lead role in planning for and responding to H1N1 in New Zealand from 2006 to 2009.

Emergency response coordination is a subject that Mitch is committed to finding practical solutions to, with the objective of enabling local, regional and national response organisations to maintain shared situational awareness and support responding agencies and impacted communities.

Mitch is the Local Government New Zealand representative to the National Coordinated Incident Management System (CIMS) Steering Committee, was “lead writer” in the development of the New Zealand Guide to Local Government Pandemic Planning, and is involved in numerous other national-level projects. Mitch is also the New Zealand representative to the International Association of Emergency Managers (IAEM) Oceania.

Mitch has a Bachelors degree in Geography and post-graduate diplomas in Geography-Planning and Emergency Management, emergency response coordination training from New Zealand, Australia and British Columbia, and training and experience in military security and law enforcement intelligence. He also has experience in policy management, economic development, community regeneration and adventure tourism.

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Conference Speaker



John A. Bennett
Assistant Chief of Operations
Tampa Police Department

Thursday, 8:45am - 9:30am

As the Assistant Chief of Operations, John Bennett oversees the patrol divisions and coordinates the department's crime reduction efforts citywide. He is an innovative commander who embraces the latest technology for fighting crime. Under his leadership, officers analyze crime trends, devise daily attack plans and then deploy resources to solve and prevent crime. This led to a 34% drop in part I crimes in 2009 while he was a Major overseeing District II.

Assistant Chief Bennett utilized this forward thinking approach with Super Bowl XLIII. He depended on tactical technologies to ensure more than two dozen local, state and federal agencies shared real-time information about planned events, unplanned incidents, risk assessments and resource deployment. To plan and execute such an enormous event, he relied on his seven-years of experience overseeing the Special Operations Division where he was heavily involved in Homeland Security for local law enforcement agencies.

Assistant Chief Bennett served as a member and commander of the Tactical Response Team, known as SWAT, for 15 years. The 26-year veteran has worked as a field-training officer and supervisor, served in Homicide and as the Executive Officer to the Chief of Police. He was promoted to Assistant Chief in 2009.

Assistant Chief Bennett holds a Bachelor of Arts in Criminology from St. Leo University. He has a post-graduate certificate from the University of Notre Dame's Mendoza College of Business in Executive Leadership and is a graduate of the prestigious FBI National Academy.

NC4™ READINESS '11

General Sessions

NC4 Welcome and Opening Remarks
Wednesday, 8:00am - 8:45am

NC4 president and CEO Jim Montagnino gets the Readiness Conference underway with a welcome and opening remarks.

Conference Speaker: *Jon (Mitch) Mitchell*
Regional Emergency Management Office Manager
Canterbury Civil Defence Emergency Management (CDEM) Group
Christchurch, New Zealand
Thursday, 8:00am - 8:45am

Conference Speaker: *John A. Bennett*
Assistant Chief of Operations, Tampa Police Department
Thursday, 8:45am - 9:30am

NC4 Solutions: Overall Strategy and Future Directions
Thursday, 9:30am - 10:00am

This session provides an overview of the portfolio of NC4 solutions and highlights of our product strategy with a glimpse into our future technology direction including the areas of mapping, mobile devices, secure collaboration, social media and global incident content integration.



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NC4 Risk Center Sessions

Case Studies for Real-time Operations: Lessons from the NC4 International Monitoring Center (NIMC)

Wednesday, 9:00am - 10:00am

In this unique presentation, two of NC4's seasoned real-time analysts will share their perspectives of working in the NC4 International Monitoring Center (NIMC). Using case studies of events they previously monitored on a 24x7 basis, the analysts will inform you of how they were able to provide near-immediate critical data to you and your organization by looking at events from your perspective. Beyond merely reacting to these events as they happened, the analysts will also explain how proactive thinking assisted them with anticipating the effects of ever-changing situations on area assets.

Introduction to NC4 Risk Center, Travel Management: Getting Travelers the Information They Need, When They Need it

Wednesday, 10:00am - 11:00am

Are you a new NC4 Risk Center Travel Management user, or perhaps a long-time TranSecur user who is now using the solution? Or, are you interested in how the Travel Management module can help you solve problems? Join this session to learn about NC4's travel tracking features and how to use them. These features will also be discussed in the context of overall enterprise risk management and interdepartmental cooperation.

NC4 Risk Center Product Roadmap

Thursday, 10:30am - 11:30am

NC4 Risk Center offers much more than its ESA roots. This session will review recent changes to the solution and will serve as a reminder of the wide range of functionality available as part of the solution. This session will also outline the direction we will be taking the solution and what new enhancements can be expected for 2011 and beyond.

Using NC4 to do More with Less

Thursday, 11:30am - noon

Today's savvy businesses turn to NC4 to leverage advancements in computer technology to improve decision making for mitigating risks to their organizations. The accuracy and speed of the information and analysis delivered by the NC4 International Monitoring Center brings organizations improved efficiencies, reliability, accuracy, and lower costs. In this session, learn how to better use NC4 Risk Center to maximize your resources to get the results you want without expending more time or hiring additional staff. Peer presenters will cover lessons learned and provide real-life examples of how they have used NC4 to efficiently achieve their goals.



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NC4 Risk Center Sessions (continued)

NC4 Risk Center: Basic Training Thursday, 1:00pm - 2:00pm

This session is oriented towards newer users of the solution or those who do not use it very often, providing hands-on training for the core functions of the system. Where do I go to register a location? How do I get alerts? How do I search for a traveler itinerary? Where can I access NC4 global intelligence or information? This session will review need-to-know functionality for basic administrator and non-administrator use of the system. Participants may suggest topics to be covered at the beginning of the session.

NC4 Risk Center: Advanced Training Thursday, 1:00pm - 2:00pm

If you already have a handle on the ins-and-outs of NC4 Risk Center, then join this session to get advice on using its advanced functions through a hands-on, exercise-based learning approach. Did you know you can create and search custom location lists based specifically on the needs of your organization? Do you need incident report generation tools to solve specific problems? This session will focus on detailed system functionality and problem solving, and will assume a strong familiarity with the solution. Participants may suggest topics to be covered at the beginning of the session.

NC4 Global Insights: Regionally-Focused Risk Management Thursday, 2:00pm - 3:00pm

In this session, NC4 Operations Management personnel will present an overview of the Global Insights product offering. The discussion will focus on the multi-faceted nature of the offering, how it specifically compliments the NC4 real-time alert service and how the Global Insights Regional Analyst team can be leveraged to help you successfully navigate around risk associated with travel issues, political instability and other factors of a country-specific or regional nature. The session will also preview exciting developments pertaining to this critical component of the NC4 Risk Center solution.

NC4 Risk Center: Tips and Tricks Thursday, 3:00pm - 3:30pm

This interactive session will explore numerous tips and tricks for using the NC4 Risk Center solution.



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NC4 Risk Center Sessions (continued)

Navigating and Leveraging NC4 Global Content Thursday, 4:00pm - 5:00pm

Real-time Incidents. Advisories. Analytical Briefs. Country Reports. The solution has grown significantly and these are only some of the global content available to NC4 Risk Center members. Join this session to review the kinds of intelligence available, how to access it, and how to use it. You may have access to something you were not aware of, or you may wish to upgrade your subscription to get access. This session will also review the various reporting tools available to help you search the storehouse of NC4 content.

Risk in Today's World: A Moderated Panel Discussing Various Global Security Issues Friday, 9:15am - 10:00am

NC4 realizes that the nature of risk differs immensely between countries and regions throughout the world. In this session, a panel of Global Insights Regional Analysts will facilitate a discussion of the most pressing region-specific issues presenting challenges to strategic organizational planning and security. Attendees of this discussion will be encouraged to interact with the Regional Analysts and share information, risk-management strategies and perspectives relating to these complex regional issues.

NC4 Special Event Coverage: Collating NC4 Content for the Clearest Picture of Wide-Ranging Events Friday, 10:00am - 11:00am

NC4 Risk Center provides users with several distinct perspectives on ongoing events that taken together, comprise a holistic approach to managing risk. NC4 Real-time alerts provide users with highly-granular tactical-level information, while NC4 Global Insights offerings include a broader scope of analysis most useful at the strategic and planning levels. However, oftentimes, risk managers are in need of both of these types of information at the same time and available in the same place. NC4 Special Events provide this outlet. In this session, NC4 International Monitoring Center management personnel will explain the great advantages associated with NC4 Special Events and overview the types of events covered in this format, from historical, current and future perspectives. Developments in event tracking and analysis technology will also be included in the discussion.

NC4 Risk Center: Administrator Travel Training Friday, 11:00am - 11:30am

If you are tasked with administering NC4's travel management functionality, join this session to get hands-on experience using the tools available to you. This session will build upon the concepts discussed in the Introduction to NC4 Risk Center Travel Management session.



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E Team Sessions

Using E Team to do Exercises Wednesday, 9:00am - 10:00am

This action-packed session will look at how you can integrate NC4's solutions into your exercises. Focus will be how to have your control cell use E Team to send MSEL injects to your exercise attendees using various techniques. Additionally, utilizing the information in the system can be taken and easily placed into your AAR's.

E Team Birds of a Feather: North Shore LIJ Health System Wednesday, 10:45am - 11:30am

North Shore LIJ Health System will provide an overview of how they have incorporated and use Custom Forms, and how they are using the NC4 solution for daily use in their operations. This session will be a forum for open discussion and exchanging of ideas.

E Team: Tips and Tricks Thursday, 10:30am - noon

This interactive session will explore numerous tips and tricks for using the E Team system.

E Team Product Roadmap Thursday, 1:00pm - 2:00pm

As the industry evolves in the way it handles incident and resource management, the need for technology solutions to keep pace with the industry is critical. The E Team product roadmap session is intended to provide guidance on the current E Team Solution and the roadmap for future enhancements and feature requests provided by our customer base. This session is intended to provide attendees with a better understanding of the direction of the E Team solution for the coming year and beyond.

System Administration (including information on patches and maintenance) Thursday, 2:00pm - 5:30 and continued on Friday morning Friday, 8:00am - 9:00am

This session is intended for personnel who will be administering the E Team system. This lecture and hands-on session provides an overview of the processes and procedures for administering the system, including: general configuration; how to add users and create custom groups using roles and privileges; setting up notification and distribution access control; GIS mapping configuration; datasharing configuration; Data Replication Services (DRS) configuration.



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E Team Sessions (continued)

Introduction to Analysis and Reporting Engine (ARE)

Thursday, 2:00pm - 3:30pm

This session will provide an overview of the ARE capability in E Team. Users will be given hands-on instruction on how to generate common ARE reports.

Introduction to Custom Forms

Thursday, 4:00pm - 5:30pm

This session will provide an overview of the Custom Forms capability in E Team. Users will be given hands-on instruction on how to create and design custom forms with simple drag and drop controls from an easy to use GUI palette. The session will examine how to define and validate data elements such as text boxes, dropdown lists, and dates.

How to use Universal Console and Set-up Data Layers

Friday, 9:00am - 10:30am

This session will provide an overview on how to connect to various mapping services, and how to add the web-based mapping layers that are available.

NIMC Incident Interface for E Team

Friday, 10:30am - 11:30am

This session will examine the NIMC Incident interface for E Team and how it enhances operational awareness. This capability allows for monitoring a pre-defined perimeter around your jurisdiction (State or County), sending early warning alerts of incidents that could impact your operations. Depending on the thresholds you've specified, the alert triggers the creation of an incident report into E Team. Key incident information fed by the NC4 alert pre-populates an incident report in E Team and geo-locates the incident directly onto your system's map. As NC4 sends updates to the initial incident, these automatically update the pre-established incident report in E Team.



NC4™ READINESS '11

E•SPONDER Sessions

E•SPONDER Welcome

Wednesday, 9:00am - 10:00am

Rob Wolf, VP of Public Safety and Emergency Management and Jim Montagnino, CEO of NC4 will welcome E•SPONDER customers and discuss the merger with NC4 and what that means for our customers going forward.

E•SPONDER Express Overview and Demonstration

Wednesday, 10:00am - 10:45am

This lecture will give an overview of E•SPONDER Express and provide a demonstration on the Express solution.

E•SPONDER Alerts Demo and Training

Wednesday, 10:45am - 11:30am

This lecture and hands-on session will provide an overview of the processes and procedures of E•SPONDER Alerts. Attendees will be shown how to set up Alerts contacts as well as how to create a message and send that message out.

Leveraging NC4 Incident Monitoring for Enhanced Situational Awareness

Thursday, 10:30am - 11:30am

This session will provide E•SPONDER users with an introduction to NC4's innovative solutions for incident monitoring including how NC4 uses a variety of sources including dispatch systems, local media and social media to report on all-hazards incidents on a 24x7 basis. Case studies will be presented that show how local agencies leverage the NC4 incident alerts in their law enforcement and emergency management operations.

E•SPONDER Roadmap – What's to Come

Thursday, 11:30am - noon

The E•SPONDER product roadmap session is intended to provide guidance on the current E•SPONDER solution and the roadmap for future enhancements and feature requests from our customer base. This session is intended to provide attendees with a better understanding of the direction of the E•SPONDER solution for the coming year and beyond.

E•SPONDER Express 2012

Thursday, 1:00pm - 1:00pm

Get a sneak-peek at the progress being made on the latest version of E•SPONDER -E•SPONDER Express 2012. Hear how E•SPONDER is coupling the latest technologies with customer experiences and feedback to develop the next generation of emergency management software. You will get an advanced look at the features and capabilities of the product and see how they can be used to help facilitate your response efforts.



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E•SPONDER Sessions (continued)

E•SPONDER Tips and Tricks

Thursday, 2:00pm - 2:45pm

This interactive session will explore numerous tips and tricks for using E•SPONDER.

Ministry of Civil Defence & Emergency Management Case Study

Thursday, 2:45pm - 3:30pm

This case study looks at MCDEM's thorough process for defining requirements including critical thinking about how to use E•SPONDER for their 3 layered emergency management structure - local, regional and national levels. E•SPONDER is already used by another New Zealand Ministry, and now MCDEM's considered lessons learned and detailed requirements development, combined with the flexibility of SharePoint, a very robust portal solution has been created.

STARRS Case Study – Winter Storm

Thursday, 4:00pm - 5:00pm

In this unique presentation, we will demonstrate how the East-West Gateway Council of Governments (STARRS) used E•SPONDER to manage emergency response during a major winter storm that hit the area in February.

E•SPONDER Express: End User Training

Friday, 8:00am - 9:00am

This session is oriented towards newer users of the solution or those who do not use it very often, providing hands-on training for the core functions of the system. Attendees will learn how to navigate through the Root Site; Create an Incident Site; Learn about Data Synchronization (ICS Forms); Resource Accountability and Resource Reporting.

E•SPONDER Express: Administrator Training

Friday, 9:00am - 10:00am

This hands-on session is oriented towards Administrative Users of Express. Attendees will learn about Server Set Up; User Set Up; Root Level Administrative Features; Global and Local Administrative Features; Incident Site Management; User Defined Lists & Libraries; Tracking Resources; Viewing Incident Information and Managing Operational Periods.

E•SPONDER Mapping Training

Friday, 10:00am - 11:00am

This lecture and hands-on session will provide an overview of the processes and procedures of E•SPONDER Mapping. Attendees will be shown how to visually display aerial and street maps using either Microsoft Bing or ESRI Map services; create and gather new data on the fly and see that new information displayed immediately within maps along with other existing layers; and import, file and display new information as a new map layer using industry-standard map formats.



NC4™ READINESS '11

Activities

Located on the shores of Lake Michigan in the heart of the Midwest, Chicago is a city of world-class status, renowned architecture and unsurpassed beauty. This year's conference is being held in the heart of downtown Chicago, close to many attractions. We hope you'll be able to sample a bit of what Chicago has to offer in your free time.

Welcome Reception

Tuesday, 6:00pm - 7:30pm

Join us for hors d'oeuvres and cocktails at the Tuesday evening Welcome Reception. This event is open to NC4 Readiness Conference attendees and their spouses.

Chicago Cubs vs. Rockies

Wrigley Field

Wednesday, 11:30am - 5:30pm

Whether you're a baseball fan or not, this outing is destined to be a hit! No trip to Chicago is complete without a visit to the famous Wrigley field. Join us for this exciting NC4-hosted activity, being held at Ivy League Baseball Club, a rooftop club house directly adjacent to Wrigley field and overlooking the center of right field.

This event is limited to NC4 Readiness Conference attendees. Transportation, lunch and beverages are provided.

Group Dinner

Thursday, 6:00pm - 9:00pm

Join us for the NC4 group dinner aboard a harbor cruise, and experience the Chicago skyline from Lake Michigan. This event is limited to NC4 Readiness Conference attendees.



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Contact Us

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