

Course Outline

Genetec Mission Control Administrator Certification Training	
Code	MC-ACT-001
Duration	2 days
Target audience	Technicians, Administrators, Supervisors, Consultants, Security Managers (Note: Operator training is available in a free online video series.)
Prerequisites	SC-OTC-001 or SC-STC-001
Objectives	<p><u>Upon successful completion of this course, the participant will be able to:</u></p> <ul style="list-style-type: none">• Understand and describe the Mission Control functionality• Install the Mission Control software package• Configure the Incident Manager role• Add incidents and configure incident properties• Configure different recipient settings and collaboration configurations• Create simple and dynamic Standard Operating Procedures (SOPs)• Configure incident triggers and conditions• Configure incident automation, including Security Center activities, incident activities, timing activities, parallel tasks, and conditional activities• Export and import incidents for backup and transportation purposes• Understand the use of profiles for incident distribution
Certification	A certification exam will be given at the end of the instructor-led class time; students have 24 hours to complete the exam on the virtual system.

Section 1: Online Self-Paced Prerequisites

Prior to attending class, students will have access to the Genetec University LMS website, and will have access to several short courses. They can view the “Getting Started with Technical Certification” course to learn how to connect to their Teams session, use the browser controls, and test their connection.

If students do not have any experience with Mission Control, it is highly recommended that they view the Mission Control Primer course, found in the Administrator Training course pre-requisites. These topics will not be covered in class and students must know how to navigate within the Incident Monitoring task prior to the classroom training. The primer should take around 30 minutes to complete.

Section 2: Instructor-Led Training

Topic	Description
Module 1: <i>Introduction</i> (1 hours)	<ul style="list-style-type: none">• What is a Collaborative Decision Management System?• How Mission Control fits into Security Center• Mission Control functionality & architecture• Introduction to incidents
Module 2: <i>Installation and Role Configuration</i> (1 hours)	<ul style="list-style-type: none">• Installation of the Mission Control package• Role sections and configuration• RabbitMQ use, configuration, and information flow• Rules engine functionality• Failover and use of expansion servers
Module 3: <i>Basic Incident Creation</i> (1 hours)	<ul style="list-style-type: none">• Incident Configuration task information• Identity and general incident properties• Setting incident recipients• Simple procedure lists (SOPs)• Incident status and copy config tool
Module 4: <i>Triggering Incidents Automatically</i> (1.5 hours)	<ul style="list-style-type: none">• Concept of automatic triggers and events• Trigger conditions and timing• Setting automatic trigger schedules and restrictions• Using payloads and event filtering• Setting up scheduled tasks to trigger incidents
Module 5: <i>Advanced Incident Settings</i> (1 hours)	<ul style="list-style-type: none">• Automatically closing an incident• Setting response and resolution timers• Using advanced recipient lists• Configuring documents for use in Mission Control

Module 6: <i>Dynamic User Procedures</i> (2 hours)	<ul style="list-style-type: none"> • Using the dynamic SOP interface • Adding DSOP steps and configuring basic settings • Incident monitoring using DSOPs • Auto-validating conditions for step responses • Advanced step settings and resolution timers
Module 7: <i>Automated Activities</i> (3.5 hours)	<ul style="list-style-type: none"> • Navigating the automation interface • Configuring simple automation activities • Wait activities and parameters • Ways to trigger actions outside of the incident • Conditional activities, sequences, and parallel tasks
Module 8: <i>Working Together</i> (1 hour)	<ul style="list-style-type: none"> • Concept of profiles • Setting up profiles for different user roles • Changing profiles and profile control • Setting up collaborative incidents and sub-incidents • Collaborative incident timing
Module 9: <i>Exports and Reports</i> (1 hour)	<ul style="list-style-type: none"> • Exporting incident types • Saving basic DSOP step configuration • Saving reporting tasks for automatic distribution • Viewing the audit trails
MC-ACT-001 Exam (~2 hours needed)	<ul style="list-style-type: none"> • Practical exam to be completed outside of classroom time • Passing grade: 80%

Section 3: Optional Self-Paced Advanced Topics

Once a student has the core knowledge from the instructor-led training, they can further their learning through a group of optional self-paced training videos on advanced topics.

This section will continue to evolve, and will include subjects such as the configuration and use of additional fields, configuring the Genetec Mobile app for use with Mission Control, and more.