



BC Tools &gt; Crisis Commander

**BC Methods****BC Tools****Comparison**

## Crisis Commander

### Product identity card

#### General information

Basic information to identify the product

**Method or tool name** : Crisis Commander**Vendor name** : Svensk Krisledning AB**Country of origin** : Sweden

#### Level of reference of the product

Details about the type of initiator of the product

**World-wide (sector oriented)** : Yes**Has the development of the tool been sponsored by a professional or trade association?** : No

#### Brief description of the product

Crisis Commander is an Incident Management Program which can be used during an incident or crisis to monitor and control the logs, plans and decisions that are made. It can initiate the incident and notify the Incident Management team members and other required personnel via telephone e-mail, and mobile phone. The software can also be used outwith an incident as a general notification tool or as a training aid to submit and control documents. Meeting logs can also be kept for BC meetings and training.

#### Compare this tool with

[ choose tool ]

#### Solution Focus

What business continuity planning activities does the tool support? Does it provide support for a specific aspect of Business Continuity Planning or is it designed as a "full lifecycle" tool covering the following activities

Define BCM Framework: Yes  
 Business Impact Analysis: Yes  
 Design BCM Approach: No  
 Deliver BCP: Yes  
 Test BCP: Yes  
 Sustain BCM Programme: Yes  
 Automated Call Out and Notification: Yes

#### Supported functionality

##### Coverage of BCM Framework

Initiate BCM Programme: No  
 Identify the Organisation: No  
 Assign BCM and Incident responsibilities: Yes, any team can be created as long as the personnel profiles are contained within the database  
 Define BCM Policy: No

##### Coverage of Business Impact Analysis

Assess Risks and Impacts: Partially, any document can be attached so theoretically any risk document can be attached to the system  
 Analyse Results: No  
 Prioritise recovery and define critical resource requirements: Partially, it does not analyse and prioritise BIA data, but once an Incident Management/Response Plan is invoked resource requirements can be defined and prioritised

##### Coverage of BCM Approach

Determine Recovery Options: No  
 Agree Recovery Strategy: No  
 Design BCP: No

##### Coverage of Deliver BCP

Incident Response Plan: Partially, any document can be attached to the continuity invocation section so any or all of these plans can be delivered via the software. Crisis Commander also comes loaded with a range of templates  
 Incident Management Plan: Yes, any document can be attached to the continuity invocation section so any or all of these plans can be delivered via the software. Crisis Commander's strength is its call out facility and incident management and monitoring functionality  
 Business Recovery Plan: Partially, any document can be attached to the continuity invocation section so any or all of these plans can be delivered via the software

Recovery Support Plan :Partially, any document can be attached to the continuity invocation section so any or all of these plans can be delivered via the software  
 Communications & Media Plan:Partially, any document can be attached to the continuity invocation section so any or all of these plans can be delivered via the software  
 IT Service Continuity Plan:Partially, any document can be attached to the continuity invocation section so any or all of these plans can be delivered via the software  
 Business Resumption Plan:Partially, any document can be attached to the continuity invocation section so any or all of these plans can be delivered via the software

#### Coverage of Test BCP

Determine type of test: Partially, as an incident management tool, Crisis Commander can set an IM exercise and the parameters can be defined  
 Write Test Plan: No  
 Conduct Test: Yes, by its nature Crisis Commander can run a mock incident as well as a real incident  
 Deliver Debrief and Test Report: Partially, log files and documents can be extracted to allow them to be added to any report

#### Coverage of Sustain BCM Programme

Train Staff: Partially, any type of management plan can be create in Crisis Commander  
 Maintain and Review BCP: Yes, a maintenance schedule can be created within Crisis Commander. All scheduled update reminders are automatically emailed to the designated individual weekly until the files have been updated. The system also escalates reminders automatically to a designated admin if files are not updated within 3 weeks of the first reminder.  
 Develop Awareness: No

#### Other functionality

Mission Control Centre: Mission Control Centre for handling of crises across large organisations. The Mission Control Centre (MCC), along with a multi-system Crisis Commander configuration, allows large organisations to manage and coordinate crisis response to multiple crises simultaneously. The MCC provides a "Dashboard" to give upper level management an overview of all incidents at once, and allows admin users to check status or login to any system in the configuration.

Built in emergency web page: Each Crisis Commander system comes with a built-in crisis home page outside the client's IT-environment, enabling the CMT to inform and update staff and the public. These crisis home pages are typically used as a communications tool during an incident and require minimal computer literacy to update.

Advance Emergency Notification System: Crisis Commander Alert is an add-on module intended for the emergency notification of all CMT personnel, other Emergency Response and Recovery teams, employees, vendors and any other contact list. CC Alert distributes voice messages to any land line or mobile phone in the world. SMS messages, E-mail and fax messages are supplementary alert modes. SMS and E-mail are the Basic notification modes included in all Crisis Commander systems.

Bulletin Board for the IMT: The Crisis Commander Forum is typically used as an IMT bulletin board. The Forum is also use to co-ordinate activities during large incidents and training exercises

Built in system for distributing plans within a group: The Mission Control Centre module enables BCPs, documents, contact lists and meeting agendas to be shared and sent between all systems within a group

Support Document Templates: • Damage and accident reports • Instructions for switchboard personnel and security guards • Primary and secondary Emergency Operations Centre equipment and locations • Crisis poster for the Emergency Operations Centre • Alarm routines • Mobilization routines • Credit card sized templates for alarm and mobilization instructions • Work descriptions for the Crisis Management Team • Insurance information • Press release • Alternative invoicing and salary methods • Anti virus resources • Backup and restore routines • Offsite storage and IT security archiving • How to inform next of kin and staff • Psychosocial first aid • Crisis support • Definitions of the content and storage location for an emergency box • Instructions and advice on handling the media during a crisis • Crisis Definitions

Continuity Plan Templates (examples): • Pandemic Outbreak • Serious Accident • Mobilisation • IT Disaster (internal and external hot site) • Loss of premises • Media Crisis • Virus Outbreak

#### Continuity Controls

Controls implemented by using this method

#### Control Reference

BCMFRR01: Can input contact details for various groups of people

BCMARS02: A template is provided for IT recovery at internal or external hot sites

BCMARS03: A template is provided for IT recovery at internal or external hot sites

BCMARS04: A template is provided for IT recovery at internal or external hot sites

BCPDCP01: A template is provided for IT recovery at internal or external hot sites

BCPDCP02: Supported through Crisis Commander support document templates

BCPDCP03: Can be supported through the development of action plans with appointed owners. Alternatively separate plans can be appended.

BCPDIM01: An Incident Response Plan could be appended and action plans and owners built within the system with automatic notification to the responsible person(s). A loss of premises template is provided

BCPDIM02: An Incident Management Plan can be appended and action plans and owners can be built within the system with automatic notification to the responsible person(s). A loss of premises template is provided

BCPDIM03: Crisis Commander is a communication tool for use by anyone involved in managing an incident.

BCPDIM04: Action logs and times are recorded against the tasks in the incident action plan

BCPDIM05: The action logs can be reported upon

BCPTC02: The whole incident management process can be run through as a test

BCPTR02: Via the action logs a report of the test can be generated

BCMST03: Can set up the system to train personnel via action plans, notifications,

BCMSM01: An update schedule can be added to all plans, contact lists, documents and other items. Automatic notifications are sent out

BCMSM02: Can check the progress of plan maintenance through the automatic notification system

#### Lifecycle

Date of the first edition, date and number of actual version

**Date of first release** : 2004

**Date and identification of the last version** : 2008

#### Useful links

Link for further information

**Official web site** : <http://www.crisiscommander.com>

**User group web site** :

**Relevant web site** : <http://www.crisiscommander.com>

#### Languages

List the available languages that the tool supports

**Availability in European languages** : English, Swedish, Norwegian, Danish and German

#### Price

Specify the price for the method

Not free: Variable subscription model

Maintenance fees: Part of subscription fee

Sectors with free availability or discounted price: Pricing based on platform services, user accounts and sector

#### Trial before purchase

Details regarding the evaluation period (if any) before purchase of the product.

**Availability** : <http://www.crisiscommander.com/> Hosting and Security – Download and Demo Room

**Identification required**: User name and password required for extended demo page

**Trial period(days)**: 48 hours (must complete the guided online live demo first)

#### Tool Architecture

Technical components, purpose & comments

Database: Hosted By Crisis Commander

Web Server: Hosted By Crisis Commander

Application Server: Hosted By Crisis Commander

Client: Deployed to client from our hosted environment

## Scope

#### Target organisations

Defines the most appropriate type of organisations the product aims at

Government, agencies

Large companies

SME

Commercial CIEs

Non commercial CIEs

Specific sector: Cross sector

**Specific sector** : N/A

#### Geographical spread

Information concerning the spread of this tool

**Used in EU member states** : UK, Scandinavia, Germany, Austria, Switzerland, Denmark

**Used in non-EU member states** : USA, Saudi Arabia

Provides Compliance with BC Standards

BS25999-1: Partial compliance, will assist in achieving the requirements for communicating in a crisis, setting up teams and implementation of a management system

HB 292: Partial compliance, will assist in achieving the requirements for communicating in a crisis, setting up teams and implementation of a management system

Tool helps towards a certification (relates to "BCM Lifecircle" tools only)

N/A

#### Training

Course: Online  
Duration: Variable  
Skills: Web Access  
Expenses: Part of Subscription

### Users viewpoint

#### Skills needed

Specify the level of skills needed to use and maintain the solution

To install : None – web based product, hosted by the supplier  
To use : None – web based product, hosted by the supplier  
To maintain : None – web based product, hosted by the supplier

#### Tool support

Support method and comments

**Email / telephone :** N/A

#### Organisation processes integration

Does the tool integrate or co-exist with change management systems?

N/A

#### Interoperability with other tools

will the tool exchange information with other systems and platforms for either integrated operation or to import and export of data for reporting purposes.

Systems and Infrastructure Management Tools: No  
Email Systems: Yes  
Office Applications (word processing, spreadsheets): Documents can be saved onto Crisis Commander  
Emergency Services alert and notification systems: Yes

#### Sector adapted knowledge databases supported

Does the tool include (either in it's own repository or via links to specialist information sources) specific guidance, templates, checklists or questionnaires that are specific to particular industry segments or types interruption risk?

**Database name:** N/A

#### Flexibility of tool's database

Is the underlying data dependent on a specific DBMS product or can it operate on a range of different DBMS software platforms?

**Database Name:** Hosted Solution. Not applicable.