Welcome to NC4 Training

Module: Critical Assets

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1 Module: Critical Assets

The Critical Assets form allows you to identify, locate, track and document the critical assets needed to plan, respond, and recover from incidents.

The Critical Assets form is most effective when the information is preloaded into the NC4 application before it is needed to support the incident or activity. This inventory of critical assets can be associated with their assigned location in a geo locatable format in the system, thus permitting more precise management of the allocation of the closest assets to support the incident or activity. The form also allows you to assign a priority; identify the requestor and responsible agency; and associate it with a vendor and a resource request.

Learning Objectives:

After completing this module, learners will be able to:

Create, view and update Critical Asset forms.

Explain key report elements.

1.1 What is a Critical Asset?

A critical asset is a type of resource that is important to incident planning, response, recovery and mitigation. The asset is categorized and typed, and may be used in operational support or supervisory capacities at an incident or activity.

Note: All person names and corresponding titles used in this document are fictitious. The names and titles are being used for the sole purpose of illustrating the systems' features and functionalities in an instructional environment.

ICON KEY
Valuable information
Test your knowledge
Keyboard exercise
Review

2 General Overview of Critical Assets

In this section of the module you will obtain a brief overview of the Critical Asset form. You will become familiar with the layout of the form and understand the type of information that it can contain.

2.1 Viewing Critical Assets Report Forms

Existing Critical Asset Reports are presented to you sorted by category when you select **Critical Assets** from the **Report** navigation drop down menu, as shown in Figure 1.

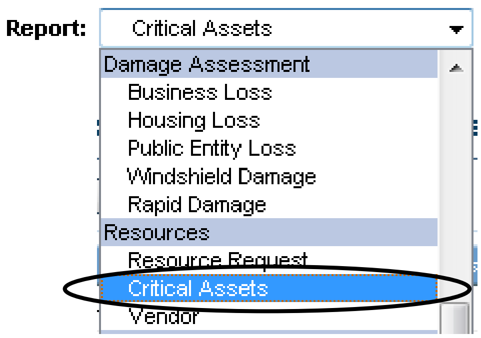


Figure 1 Selecting Existing Critical Assets Reports

The Critical Assets summary screen shows all Critical Assets by asset Category/Type alphabetically unless **Not Reported** as shown in Figure 2.

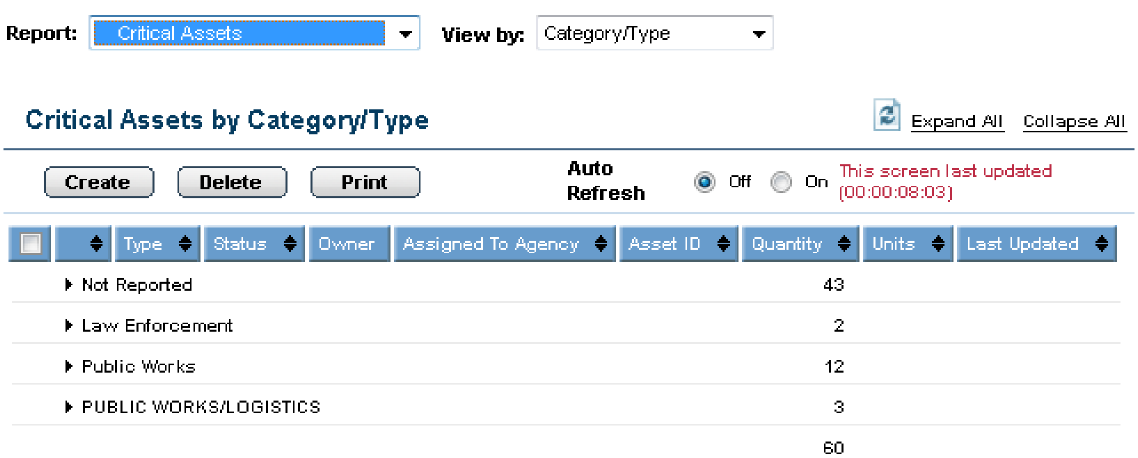


Figure 2 Critical Assets Summary Screen

2.1.1 Sorting Critical Assets

The **Critical Assets** summary screen can be sorted by Type, Status, Owner, Assigned to Agency, Asset ID, Quantity, Units, and Last Updated with a ⬍ or by selecting sort order in the **View by** drop down menu as shown in Figure 3.

> Click the arrows (⬍) in column headings to sort the list in ascending or descending order.

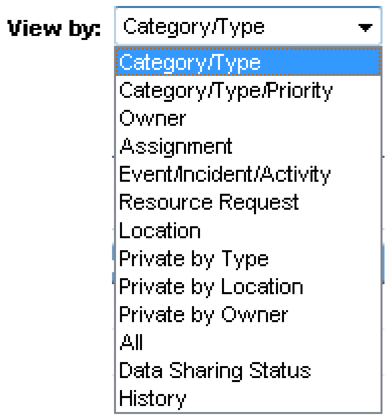


Figure 3 Critical Assets View by Drop Down Menu

2.1.2 Viewing Critical Assets

Expand a category/type in the Critical Assets summary screen by clicking the ▸ icon as shown in Figure 4.

To *View* the details associated with a given critical asset, click the **Owner** Name link in the owner column to open the Critical Asset report.

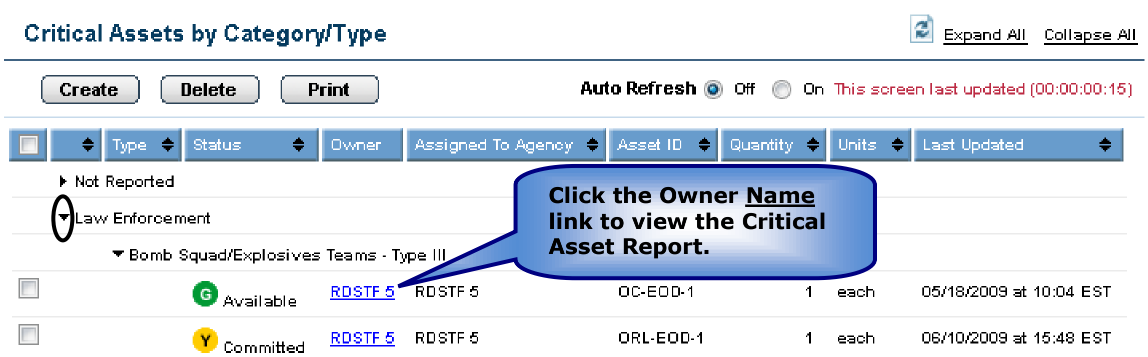
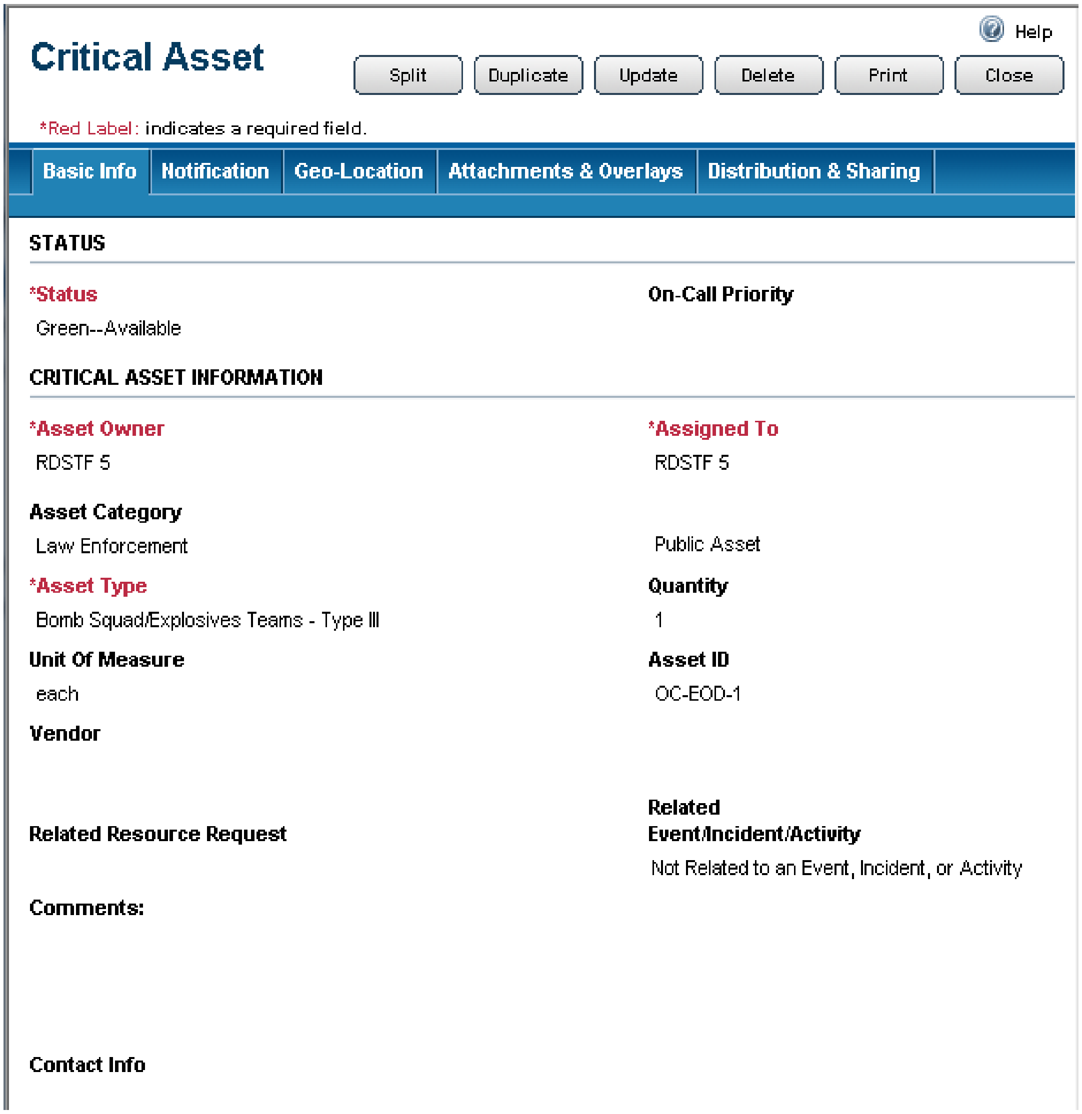


Figure 4 Locating a Critical Asset Report

This opens the Critical Assets in *View* mode as shown in Figure 5.



Critical Asset

Help

Split | Duplicate | Update | Delete | Print | Close

*Red Label: indicates a required field.

Basic Info | Notification | Geo-Location | Attachments & Overlays | Distribution & Sharing

STATUS

*Status	On-Call Priority
Green--Available	

CRITICAL ASSET INFORMATION

*Asset Owner	*Assigned To
RDSTF 5	RDSTF 5
Asset Category	
Law Enforcement	Public Asset
*Asset Type	Quantity
Bomb Squad/Explosives Teams - Type III	1
Unit Of Measure	Asset ID
each	OC-EOD-1
Vendor	
Related Resource Request	Related Event/Incident/Activity
	Not Related to an Event, Incident, or Activity

Comments:

Contact Info

Scroll down to view the entire form.

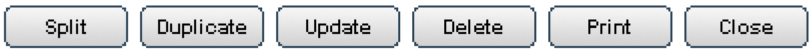
Figure 5 Critical Assets in *View* Mode

The Critical Assets Report form contains the following:

- Status
- Critical Asset Information

In addition, the Critical Assets Report form contains tabs with the system's common functions: Notification, Geo-Location, Attachments & Overlays, and Distribution & Sharing. These functions are described in detail in the Module: Common Functions.

Deleted reports are removed from active lists but are maintained in history.

You will see the 

buttons in the upper right corner of the Critical Assets screen in *View* mode depending on your system access level and the discretion of the System Administrator. Use the **Split** button to divide the Critical Asset report for like assets, the **Duplicate** button to open an editable copy of this report, the **Update** button to edit or add information to the report, the **Delete** button to delete the report, the **Print** button to print a copy of the report, and the **Close** button to close the report window.

3 Let's get Familiar with a Critical Asset Report

In this section of the module, you will follow a step-by-step walk through of creating a Critical Asset report. You will become familiar with the details of the Critical Asset form and gain practical experience with the type of information that it can contain.

3.1 Creating a Critical Asset Report

To create a new Critical Asset Report, perform the following steps:

1. Select Critical Assets from the Report navigation drop down menu.

2. Click the Create button from the Critical Assets summary screen.

A new Critical Asset Report opens as shown in Figure 6.

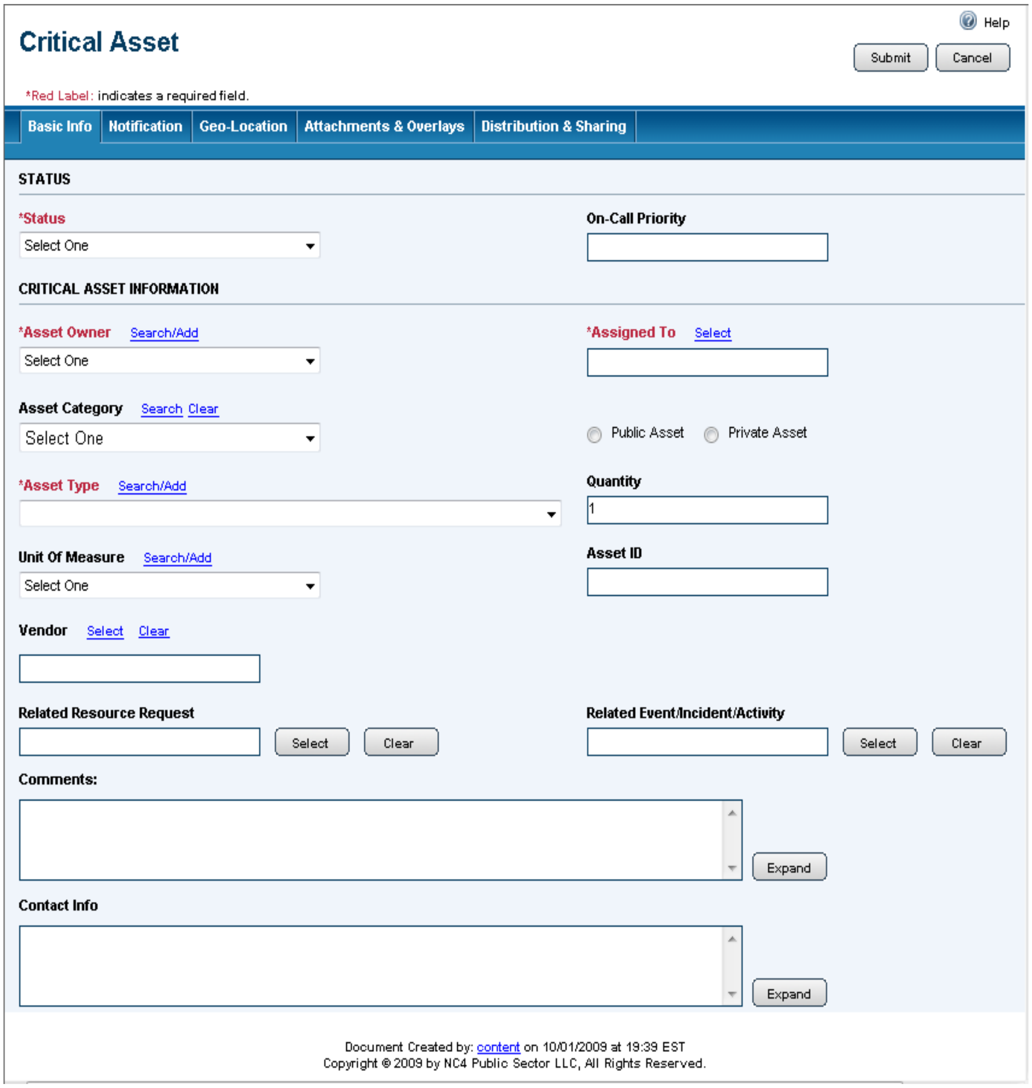


Figure 6 Locating a Critical Asset Report form

***Red Label** indicates a required field.

The form contains many fields, some of which you must scroll down in the window to view. Required fields are noted by a red asterisk (*).

We will address each of the fields as they appear on the form.

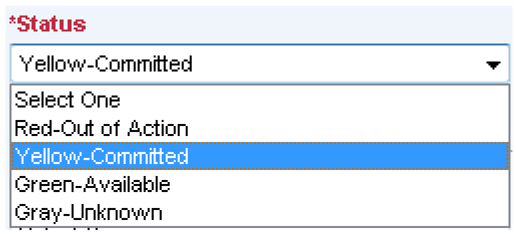
3.2 Basic Info

3.2.1 Status

The Status section of the form contains the **Status** and **On-Call Priority** fields.

3.2.1.1 STATUS

Select from the choices under the **Status** drop-down menu, as shown in Figure 7, such as Red-Out of Action, Yellow-Committed, Green-Available, and Gray-Unknown.



***Red Label** indicates a required field.

Figure 7 Status drop-down menu

3.2.1.2 ON-CALL PRIORITY

Key in a **numeric** value to establish the priority of the asset, as shown in Figure 8.

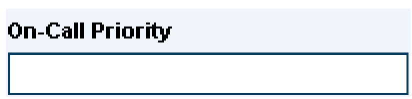


Figure 8 On-Call Priority field

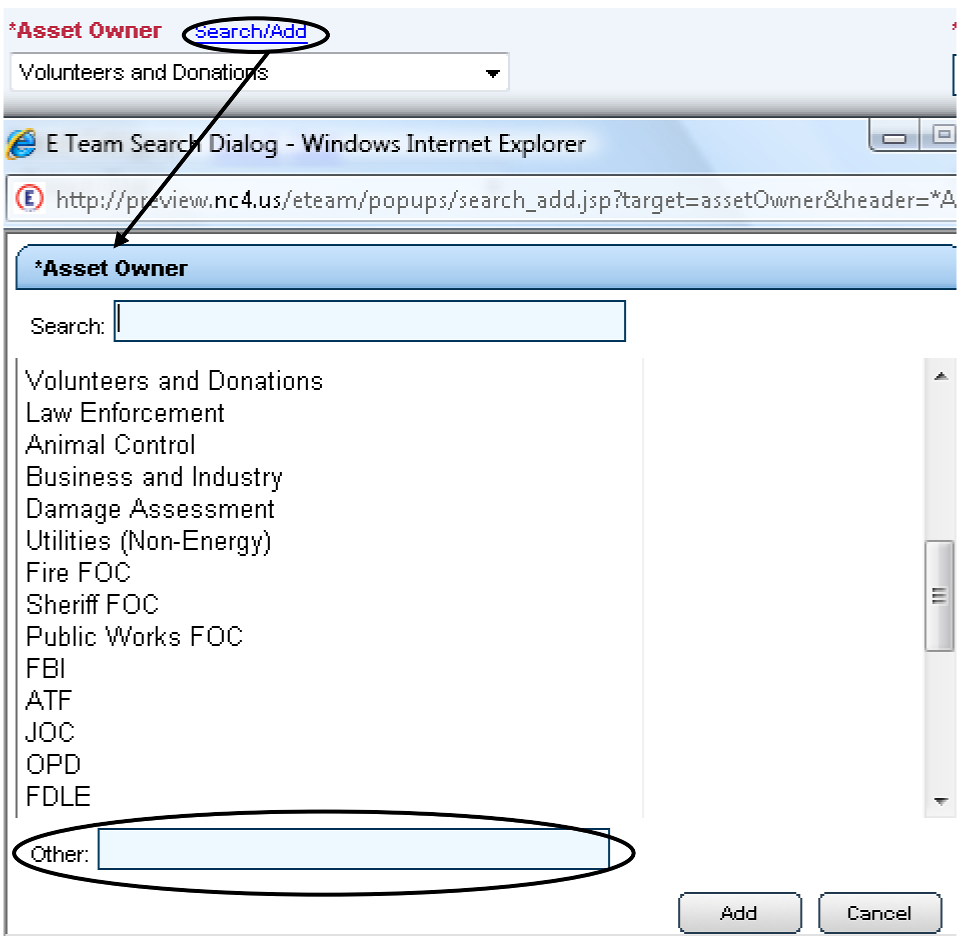
3.2.2 Critical Asset Information

This section of the form contains the detailed information associated with the Asset. We will address each one of the fields as they appear on the form.

3.2.2.1 ASSET OWNER

Select the asset owner by using the drop down menu or the **Search/Add** Name link above the **Asset Owner** field. Click an **Asset Owner** Name link to populate the **Asset Owner** field, as shown in Figure 9.

If the agency or incident that you require is not listed as one of the options, you can type in the name in the **Other** field, click the **Add** button, and your selection will populate the **Asset Owner** field.



***Red Label** indicates a required field.

Figure 9 Asset Owner Selection menu

3.2.2.2 ASSIGNED TO

The agency or command post selected in the **Assigned To** field assumes responsibility for that critical asset. Open a selection window by using the **Select** Name link above the **Assigned To** field. From the options lists in the selection window, click on an **Agency** Name link to populate the **Assigned To** field, as shown in Figure 10.

If the agency or incident command post that you require is not listed as one of the options, you can type in the name in the **Other** field, click the **Add** button, and your selection will populate the **Assigned To** field.

Figure 10 Assigned To Field

3.2.2.3 ASSET CATEGORY

Click the **Search** Name link as shown in Figure 11, or the drop down menu to access the information to complete the **Asset Category** field. If you use the Search feature, a window displaying the options for **Asset Category** will "pop-up" in a new window.

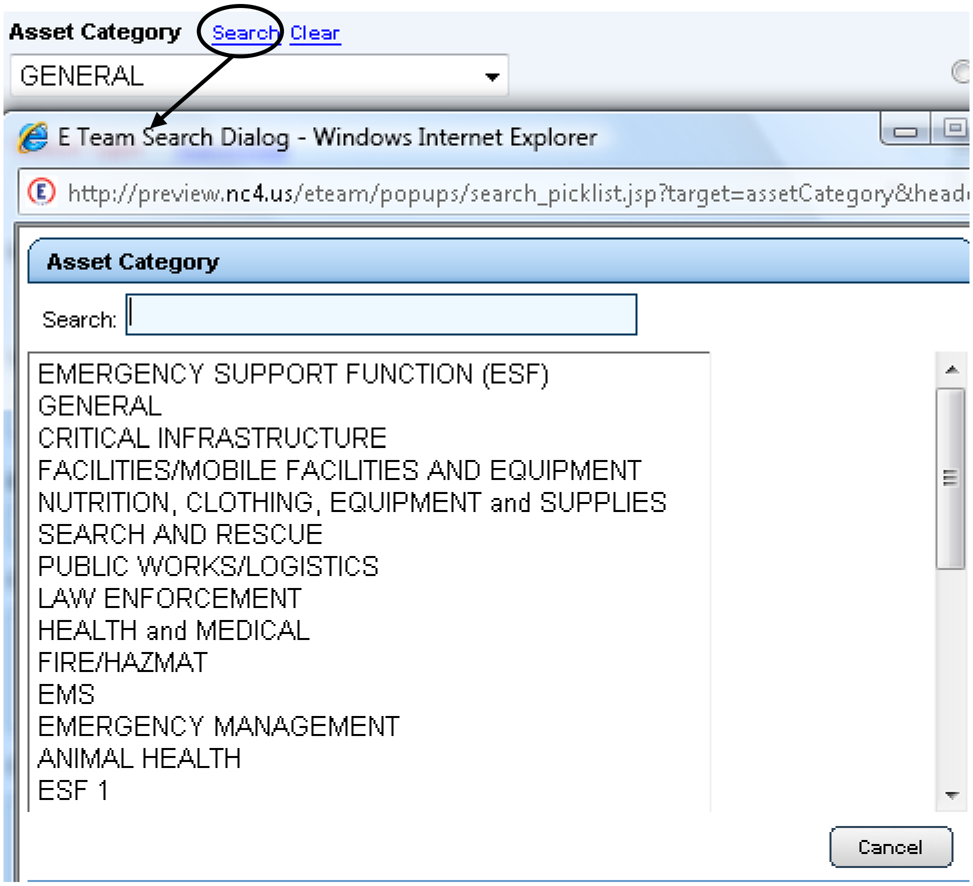


Figure 11 Critical Asset Category Selection

Click a **Category** link from the options listed. The option will display in the **Asset Category** field.

3.2.2.4 PUBLIC VERSUS PRIVATE ASSET

Click the appropriate radio button whether the asset is Public or Private, as shown in Figure 12.

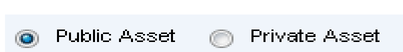


Figure 12 Public or Private Asset Selection

3.2.2.5 ASSET KIND/TYPE

Based on the selected **Asset Category**, the corresponding **Asset Category** information will be populated in the **Asset Type** drop down menu, as shown in Figure 13.

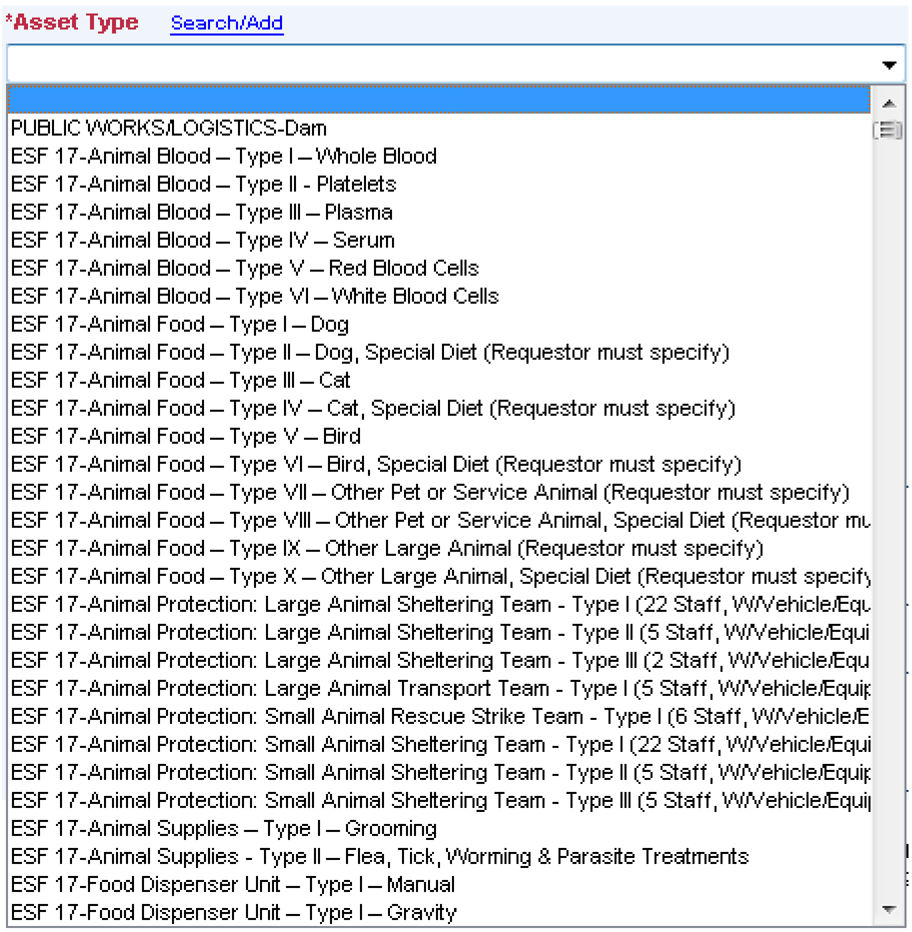


Figure 13 Critical Asset Kind/Type Selection

Using the drop down menu or the **Search/Add** link, click an **Asset Type** Name link to populate the **Asset Type** field. If the **Type** that you require is not provided in the list, type in your preferred Asset Type in the **Other** field and click the **Add** button. Click **OK** to close the dialog box and populate the information in this report.

3.2.2.6 QUANTITY

The **Quantity** field is populated with the value of 1 as shown in Figure 14 when the Critical Assets window opens. This value can be changed to reflect the number of critical assets.

Figure 14 Quantity Field

3.2.2.7 UNIT OF MEASURE

Identify the asset's unit of measure in this field by choosing from the options in the drop down menu or click the **Search/Add** Name link to open the **Select Unit of Measure** dialog box, as shown in Figure 15.

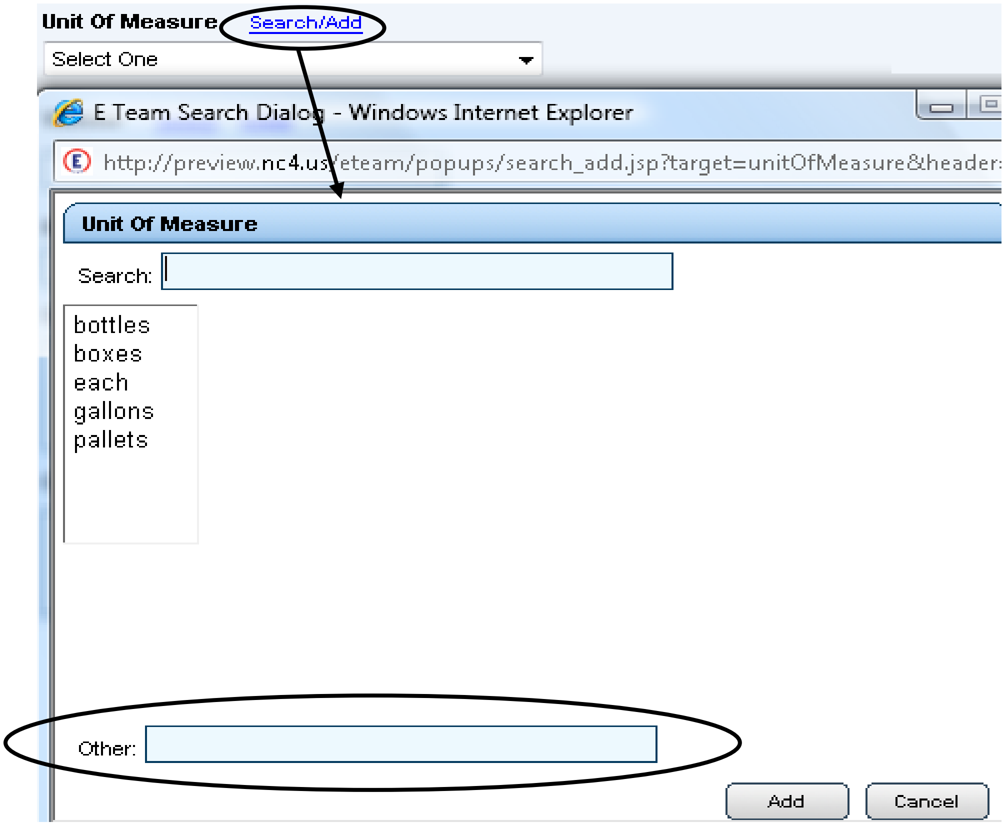


Figure 15 Select Unit Of Measure Dialog Box

If a unit is not listed, key in a unit of measure into the **Other** field, then click the **Add** button. The unit of measure you enter here will appear in the **Unit of Measure** field but will not be added to the drop down menu or search lists for other report forms.

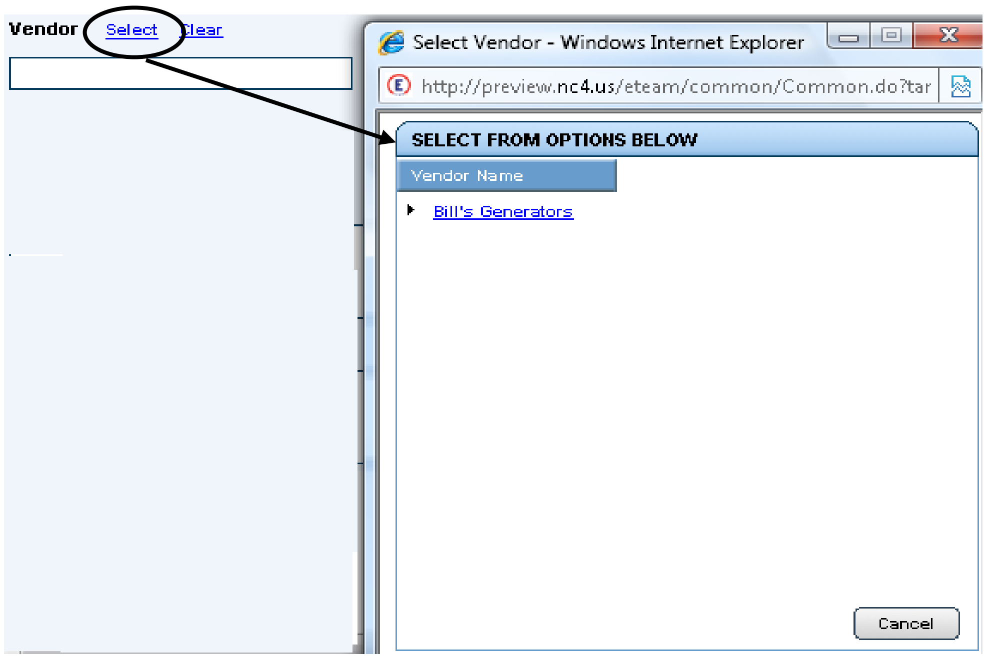
3.2.2.8 ASSET ID

An Asset ID is used to identify the asset in the inventory. It is an excellent tool for tracking the exact asset, therefore, minimizing asset duplication, as shown in Figure 16. Key in an **alpha numeric** value in this field.

Figure 16 Asset ID Field

3.2.2.9 VENDOR

If the critical asset is being supplied by a vendor, click the **Select** Name link to open the **Select Vendor** dialog box shown in Figure 17.



The list of vendors is specific to your jurisdiction and is maintained by your system administrator.

Figure 17 Select Vendor Dialog Box

Click the vendor's Name link or triangular icon "" in the list to add it to the **Vendor** field.

3.2.2.10 RELATED RESOURCE REQUEST

Click the **Select** button to the right of the **Related Resource Request** field to access other resource requests that have been associated with this critical asset, as shown in Figure 18. Click the triangular icon "▶" or the resource request number Name link to add the Resource Request number to the **Related Resource Request** field.

To *unlink* a report displayed in the **Related Resource Request** field, click the **Clear** button.

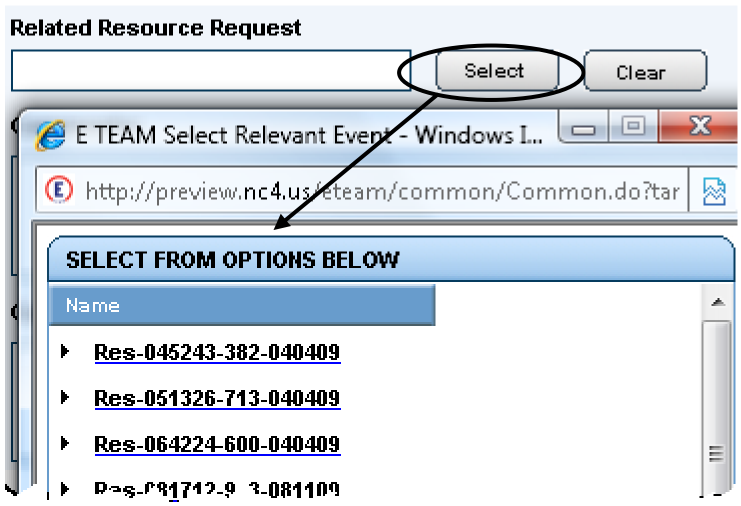


Figure 18 Related Resource Requests window

3.2.2.11 RELATED EVENT/INCIDENT/ACTIVITY

The **Related Event/Incident/Activity** field allows you to link your critical asset to an existing event, incident or planned activity. To *link* one of these reports to this Critical Asset, click the **Select** button to open the **Related Event/Incident/Activity** options window, as shown in Figure 19. Click the Name link to add the report to the **Related Event/Incident/Activity** field.

To *unlink* a report displayed in the **Related Event/Incident/Activity** field, click the **Clear** button.

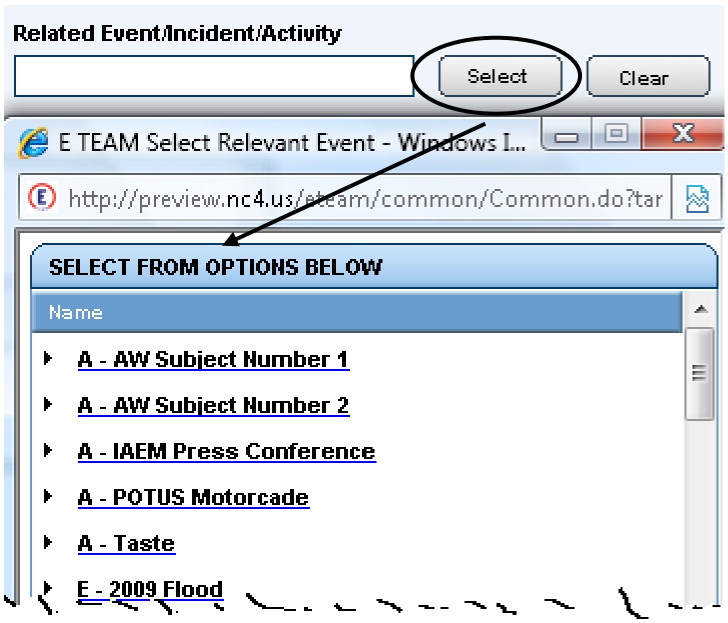


Figure 19 Select Related Event/Incident/Activity reports window

3.2.2.12 COMMENTS

In the **Comments** field, provide any necessary additional information, as shown in Figure 20.

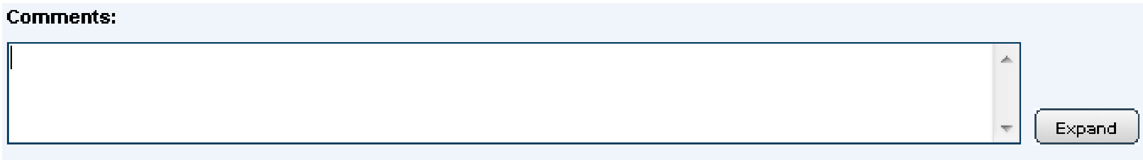


Figure 20 Comments window

If you need more space, you can click the **Expand** button to open the **Expanded Text Window**, as shown in Figure 21.

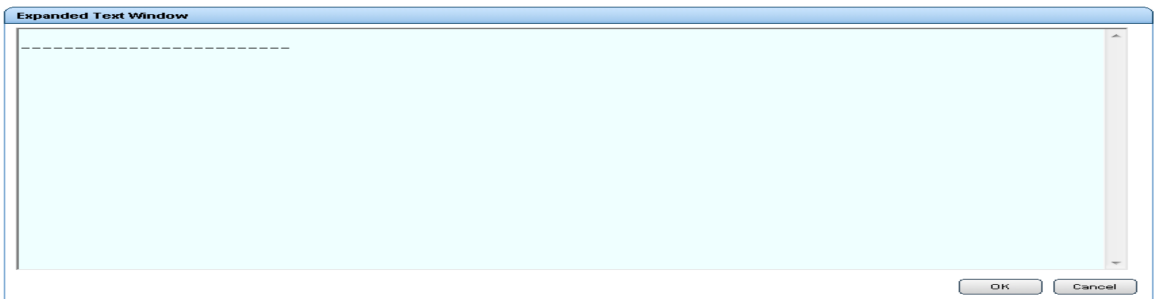


Figure 21 Expanded Text Window

Click the **OK** button to save information in the proper field.

3.2.2.13 CONTACT INFO

Key in the contact information, such as name, mobile phone number, or PDA accessory, as shown in Figure 22, in order to communicate with the contact at the activity location.

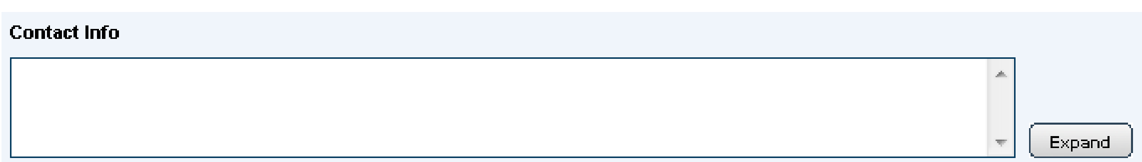


Figure 22 Contact Info field

If you need more space, you can click the **Expand** button to open the **Expanded Text Window**, as shown in Figure 21.

3.3 Notification

Notification is used to inform other users that they need to view or take action on a report, as shown in Figure 23. The Notification functionality can be accessed through the Notification tab, or in an embedded section in the form.

Use Notification to notify both users and non-users about a report in the system.

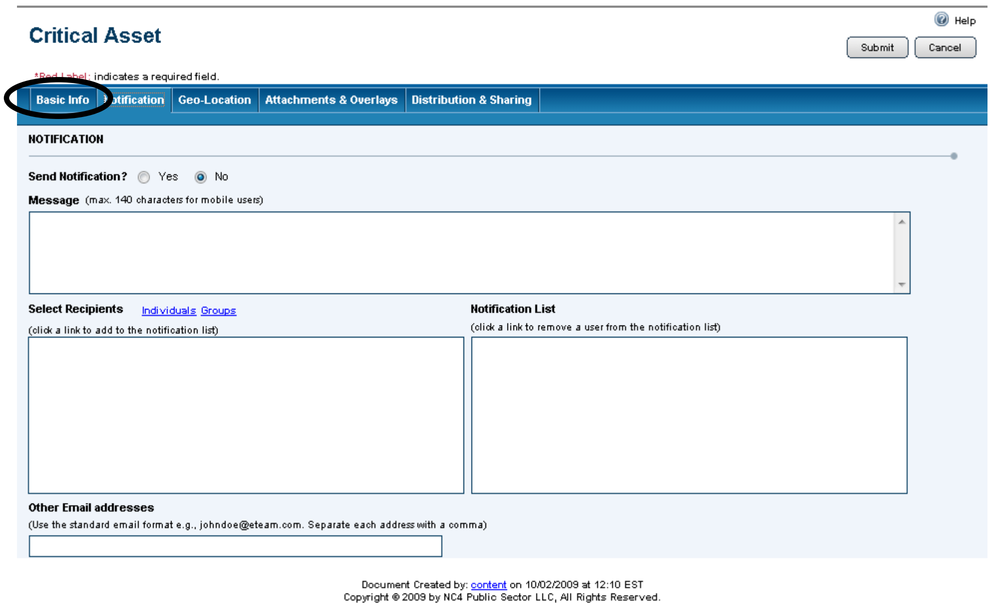


Figure 23 Notification Fields in Create Mode

To include the URL link in the email, an (E) must appear before the recipients email address. Without the (E), the recipient will receive the email message without the link.

This feature sends messages to an email account, pager, phone or Personal Digital Assistant (PDA). Email messages can contain either your keyed in message or the message with the URL link that, when clicked, will bring the recipient to the application’s login screen and open the report which you sent them. A short message without the URL link is sent to other devices.

3.3.1 Using Notification

The Notification feature is used if you elect to inform other individuals that they need to view or take action on a report. Click the **Notification** Tab or go to the **Notification** section within the report to complete the following sections.

3.3.1.1 SEND NOTIFICATION

To use notification, while in create or edit mode, enable the **Yes** radio button in the **Send Notification** field. The notification will appear in each of the categories selected in the Personal Profile form notification section.

If you choose **NOT** to use notification, while in create or edit mode, enable the No radio button in the Send Notification field. The message entered in the report will travel with the report and be maintained in the application, but no one will be specifically notified.

3.3.1.2 MESSAGE

Enter a short message of 140 characters or less in the Message field (for digital devices). You may copy and paste information from the report into the Message box.

3.3.1.3 SELECT RECIPIENTS

Next, select the recipients of the message by using the Individuals and/or Groups links above the **Select Recipients** field. Populate the Select Recipient's field by clicking the Individual or Group Name links next to the **Select Recipients** pane. The Select Recipient's pane will populate with the application users who have completed a Personal Profile form. Select recipients by clicking their Name link. The individual or group selected will appear in the **Notification List** pane. To avoid duplication, the application allows selecting a user once. You can deselect a user from the **Notification List** pane by double clicking the users Name link. The user will be returned to the **Select Recipients** pane. To validate message transport, check to ensure that the selection has tag lines such as a valid email address (E), or other notification information that resides in their Personal Profile form.

3.3.1.4 OTHER EMAIL ADDRESSES

You can add other addresses that are not already in the system via the **Other Email addresses** field. Validate that the email address is in the correct address format (e.g., "you@youragency.gov"). Recipients who do not have access to the application will receive your email message, but will not be able to access the application to view the report.

3.3.1.5 COMPLETED NOTIFICATION REPORT

A completed Notification report prior to clicking **Submit** is shown in Figure 24.

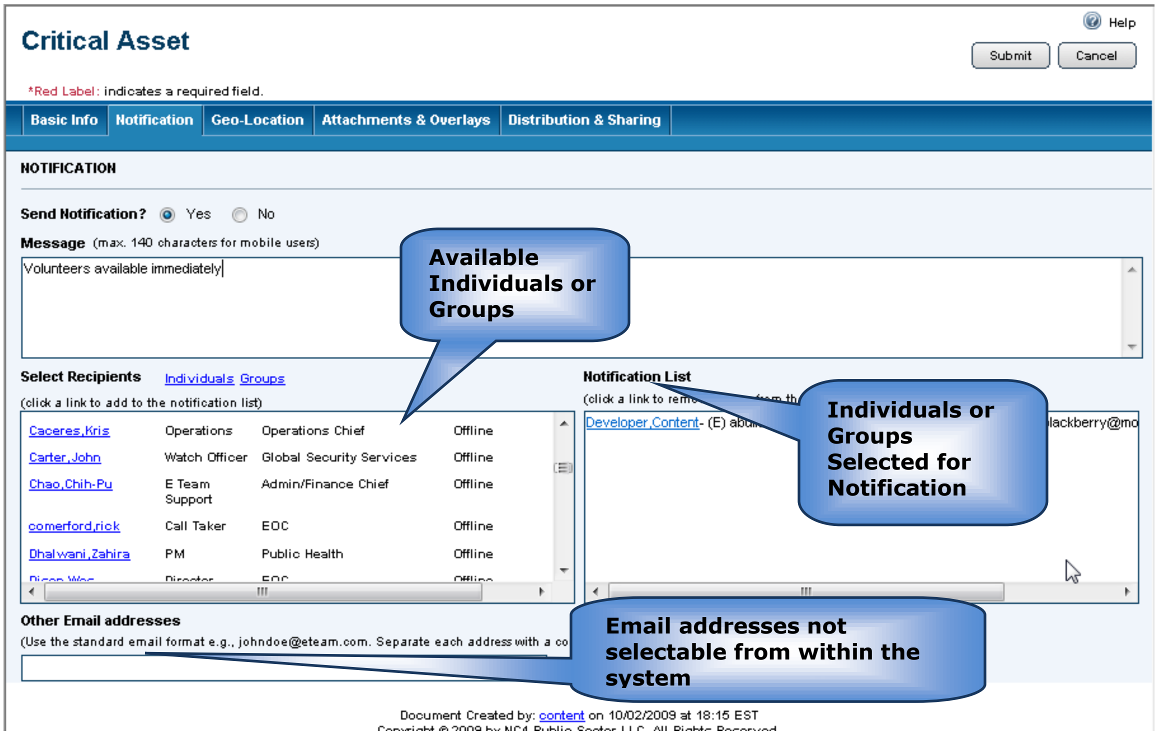


Figure 24 Completed Notification Report

Distribution groups are discussed in detail in the Power User class.

The email notification or targeted alert will be sent when you click the Submit button on the report you are creating or updating.

After clicking the Submit button, recipients will receive email alerts similar to the one in Figure 25. The email may also contain a link to the report.

From: ETeam.Pop3@nc4.us [mailto:ETeam.Pop3@nc4.us]
Sent: Tuesday, August 01, 2006 10:39 PM
To: XXXXXXXXXXXXXXXXXX
Subject: E Team Notification

You have a new Jurisdiction Situation Report

continue to monitor this situation

http://etr6pv.nc4.us:80/eteam/home/login.jsp?url=../report/jurisdiction.do%3Ftarget=read%26id=ETR6PV7142006094701-eteam-1154486253203069811 80&reportType=jurisdiction_sitrep

Sent by: Message Center

Figure 25 Sample E-Mail Alert

In addition to the email alert, users will receive "target alerts" when a user is selected as a notification recipient for a document AND has checked Alerts as a preferred method of notification on their Personal Profile form.

To followup on the status of your Notification, perform the following:

Open the Critical Assets report by clicking the Critical Assets Name link as shown in Figure 26.
Click the **Notification** Tab as shown in Figure 26.

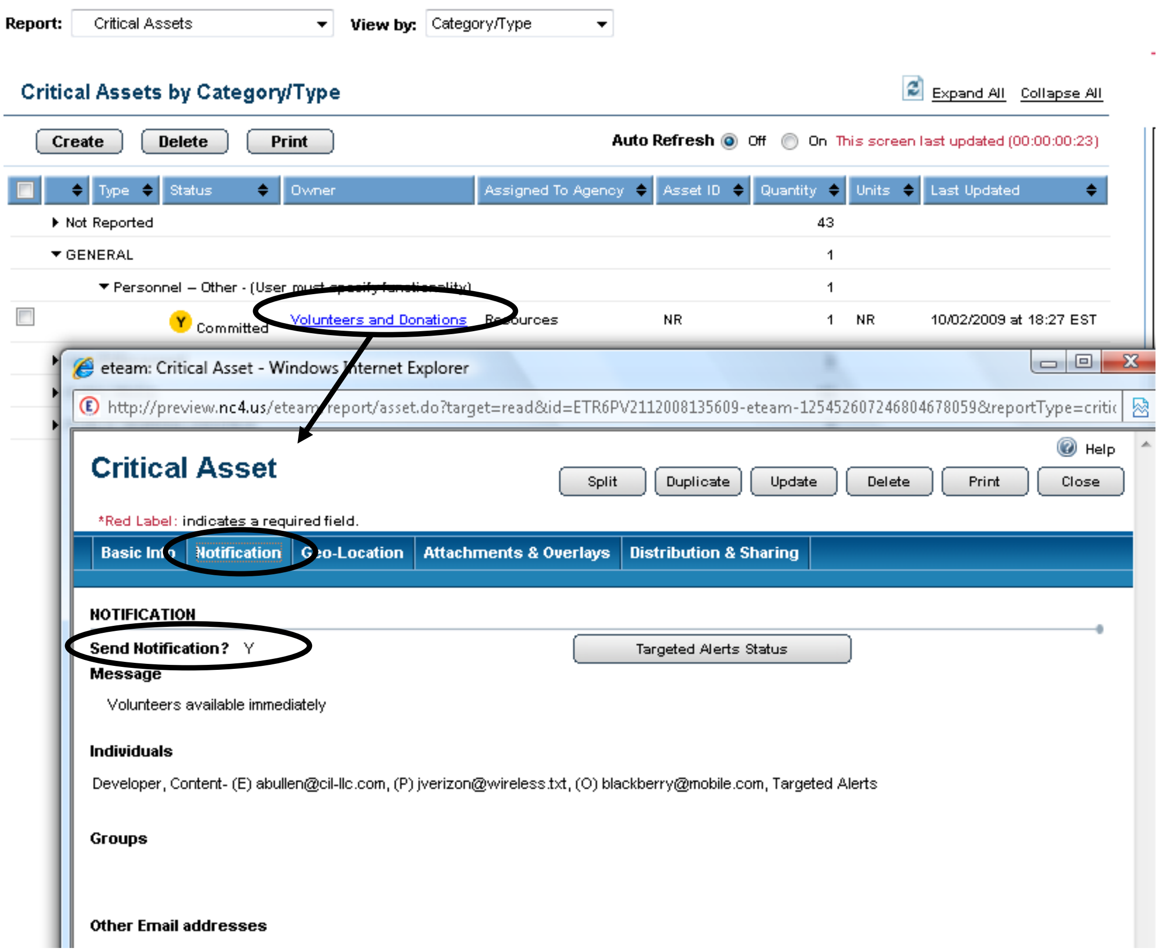


Figure 26 Checking the Notification Status

Check to view a "Y" that is in the **Send Notification** category a shown in Figure 26. If the **Send Notification** category displays an "N", the notification was not sent to any of the individuals. However, an individual opening the report will be able to read the notification message in the report.

Click the **Targeted Alerts Status** button and a pop up window will display the status as shown in Figure 27 and Figure 28.

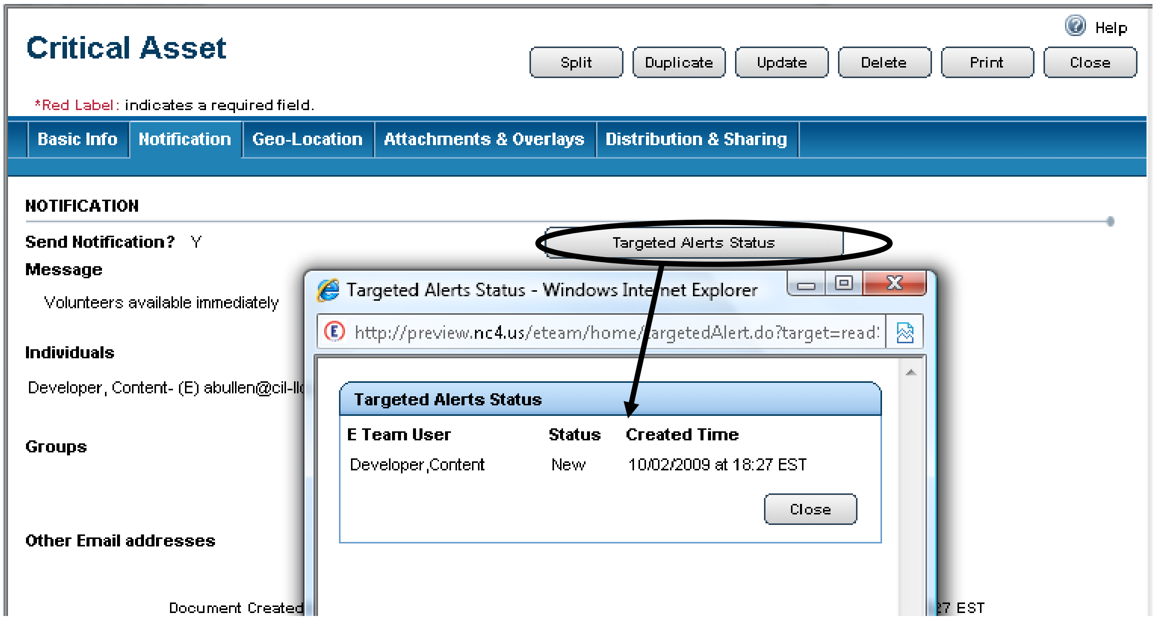


Figure 27 Locating Targeted Alerts Status

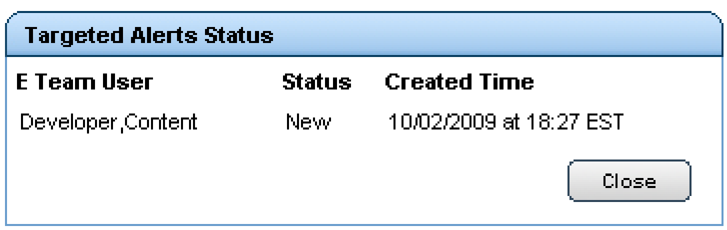


Figure 28 Targeted Alerts Status

4 Completing a Critical Asset Report

The other tabs Geo-Location, Attachments & Overlays and Distribution & Sharing in the Critical Asset Report are covered in the Module: Common Functions:

When you have completed the Critical Asset Report with the information you have available, click the Submit button in the upper right to save it. The report is then available in *View/Update* mode.

In addition, on the Critical Asset report, you will see the following buttons after you have saved your report.

- Split – Click the **Split** button to split the report for action by multiple responsible parties.
- Duplicate – Click the **Duplicate** button to create a duplicate of the report to be saved as a new document.

Review Exercise

This exercise allows learners to login and create a Critical Asset report.

In this Critical Asset form exercise you will login to the NC4 Application, and navigate to create a new Critical Asset Report.

Remember, all red label fields are required. To complete the Critical Asset Report form, please follow the steps below:

A Personal Profile exercise form is located in the Module: Personal Profile.

1. **Login** to the NC4 Application. After you login to the system, your **Personal Profil**e form appears.

2. Click the **Submit** button in the upper right of the Personal Profile form to the system.

3. Your **Alert Bulletin**(**s**) (if any Alert Bulletins exist in the system) appears along with your **Duties Checklist**.

4. Read the **Alert Bulletin** to become familiar with the situation awareness.

5. Click the **Close** button in the lower right to close the Alert Bulletin.

6. Review your **Duties Checklist** to gain a better understanding of the duties assigned to your role.

7. Click the **Close** button in the lower right to close the Duties Checklist form.

8. Select **Critical Assets** from the **Report** navigation drop down menu.

9. Click the **Create** button from the Critical Assets summary screen.

10. Go to the **Status** fields, which are in the first section of the Critical Asset form:

    a. For **Status**, select one of the available choices from the Status drop down menu.

    b. Key in a numeric value in the **On-Call Priority** field.

11. Go to the **Critical Asset Information** section located below the Status section.

    a. Click the Search/Add link above the **Asset Owner** field to open the Asset Owner selection window.

b. Click the Name link of the agency that is the asset owner.

Remember that you can include information in the **Other** field and add it to the Asset Owner field by clicking the **Add** button.

12. Go to the **Assigned To** field located next to the Asset Owner field.

    a. Click the **Select** link above the Assigned To field to open the Agency window.

    b. Click the Name link of the agency that is being assigned the critical asset.

Remember that you can include information in the **Other** field and add it to the Assigned To field by clicking the **Add** button.

13. Go to the **Asset Category** field located under the Asset Owner field.

    a. Click the **Search** link above the **Asset Category** field to open the Category dialog box.

    b. Click the Name link of the category to post it in the **Asset Category** field.

14. Go to the **Public Asset** and **Private Asset** radio buttons and click the one most applicable.

15. Go to the **Asset Type** field located under the Asset Category field:

    a. Click the Search/Add link located above the Asset Type field to open the Asset Type selection window.

    b. Click the Name link of the type that is being assigned the critical asset.

Remember that you can include information in the **Other** field and add it to the Asset Type field by clicking the **Add** button.

16. Go to the **Quantity** field located below the Public Asset and Private Asset radio buttons:

    a. Key in the number of critical assets being requested.

17. Go to the **Unit of Measure** field located under the Asset Type field.

    a. Click the Search/Add link located above the Unit of Measure field to open the Unit of Measure selection window.

    b. Click the unit of measure that is being assigned the critical asset.

Remember that you can include information in the **Other** field and add it to the Unit of Measure field by clicking the **Add** button.

18. Go to the **Asset ID** field located below the Quantity field.
    a. Key in the Asset ID information
19. Go to the **Vendor** field located below the Unit of Measure field.
    a. Click Select link to obtain a list of vendors.
    b. Click the Name link of the selected vendor.
20. Go to the **Related Resource Request** field:
    a. Click the **Select** button to the right of the **Related Resource Request** field
    b. Select a Name link from the Related Resource Request selection window.
21. Go to the **Related Event/Incident/Activity** field to the right of the Related Resource Request field:
    a. Click the **Select** button to the right of the **Related Event/Incident/Activity** field.
    b. Select a Related Event/Incident/Activity by clicking the Name link.
22. Go to the **Comments** field and supply additional useful information.
23. Go to the **Contact Info** field located below the Comments field:
    a. Key in your name, phone number, etc.
24. Click the **Submit** button in the upper right to save the report in the system.
25. Click the **Update** button in the upper right to transition to the other tabs
26. Go to the **Notification** tab.
    a. Complete the information and select yourself in addition to other learners.
27. Click the **Submit** button in the upper right to save the report in the system.

Well done! Remember to log off the NC4 Application using the Logout button.