Mission Manager Training
Part I

February 2015
WELCOME

- Housekeeping
- Introductions
- Agenda Review
- Packet Review
1. Create a Mission
2. Set up a Deployment Group
3. Create and send an Availability Request Message to Qualified Responders
4. Track Availability Request Responses
WHAT IS MISSION MANAGER?

Mission Manager is a module within the MA Responds system. It has its own tab on the MA Responds homepage. Mission Manager allows you to:

• Manage Missions
• Manage Deployments
• Manage Requests
• Manage Responders

from pre-deployment through demobilization
MISSIONS OVERVIEW

Create a Mission
→
Set up Deployment Groups
→
Request Availability
→
Assign Responders
→
Notify Responders
VIEWING CURRENT MISSIONS

• The Missions Homepage displays all Active Missions. The system’s **default** for Missions is for “Active Missions” only.

• Use Sort By option to control the order that missions appear on the page.

• Use Display Filter option to display only missions that meet certain criteria.
MISSION STATUSES

- **New Missions** do not have Deployment Groups yet.
- **Staffing Missions** have start dates in the future.
- **Deployed Missions** have at least one Deployment Group which has already begun.
- **Complete Missions** have all Deployment Groups ended, but not closed.
- **Closed Missions** have all Deployment Groups closed by an administrator.
- **Archived Missions** have been formally archived by an administrator.
CREATING A MISSION

• A mission can be created for an event of any scale for which responders need to be deployed

• A mission may be created for training purposes as well as for an exercise

• Any system administrator can create a mission
Learning Exercise 5: Creating a Mission
WHAT ARE DEPLOYMENT GROUPS?

- A Deployment Group is a set of responders serving in a common location for a common purpose.
- Must have at least 1 deployment group for a mission.
- May have several deployment groups for a mission.
- Set up a deployment group for each response location associated with a mission.

Examples of deployment groups:

- High School Shelter
- Point of Dispensing Site
POSITION LIBRARY

• Positions in the Position Library are helpful for “frequently used” Positions

• Only System Coordinators can create Positions in the Position Library

• Local Administrators can create Custom Positions within a specific Mission

• Custom Positions are stand-alone and will not appear on the Position List for other Missions
  ➢ Shelter Staff = Medical Assistant + RN + Data Entry Clerk
  ➢ Healthcare Worker = EMT + Nurse + Physician Assistant
Learning Exercise 6:
Setting up Deployment Groups
LUNCH BREAK
SENDING AN AVAILABILITY REQUEST MESSAGE

• Ask specified responders if they are available for the Deployment Group

• Multiple delivery method options include e-mail, phone, pager, fax and text message ***

• Can send normal or high priority message type

• Responders will not see deployment until a formal request is sent

• Can make changes to Deployment Group without sending repetitive messages to responders

• Easy for responders to indicate availability without a computer

*** associated fees incurred
Learning Exercise 7: Sending an Availability Request Message
MESSAGE SUMMARY

- Delivery Data
  - Message Status – Pending vs. Sent
  - Date/Time Message Sent

- Delivery Statistics
  - Messages Delivered
  - Response Recorded
  - No Response Recorded
  - Delivery Failed

- Recipient Data
  - Totals/Percentages for each Response Option
  - Date/Time and Response for each Recipient
HELP CENTER
RESOURCES
FOR ASSISTANCE

Welcome to Help Center
Use these resources to help you make the most of your system.

Online Help
The most comprehensive resource for your system. Includes step-by-step instructions, reference material, and a glossary.

Video Help
A library of short videos for the most essential tasks. Watch an expert use the system while you listen to helpful tips and explanations.

Quick Reference Guides
A set of concise guides with the essential tasks for frequently-used modules. Ready to print and include step-by-step instructions with tips and screenshots.

Product Announcements
An informative overview of changes in your system and new features. Ready to distribute so you can announce important updates to the people who need to know.
ONLINE HELP
VIDEO HELP

Video: Overview of Mission Manager
Quick Reference Guides

A set of concise guides with the essential tasks for frequently-used modules. Ready to print and include step-by-step instructions with tips and screenshots.

- Administration  Download PDF
- Accountability: Incident Management  Download PDF
- Messaging  Download PDF
- Navigation Restructure  Download PDF
- Mission Manager  Download PDF
- Organizations  Download PDF
- Schedule Manager  Download PDF
QUESTIONS

- Wrap-Up
- Evaluation
- Survey Monkey Link:
  https://www.surveymonkey.com/s/missionmanager