



DragonForce WEB & MOBILE

Reference Guide – Incidents

Table of Contents

DragonForce – Groups & Incidents	2
Incident Roles and Capabilities	2
Incident Structure	4
Incident Tools	6
Incident Symbology	7
Incident Creation	8
Incident Subgroups	19
Populate the Incident	9
Broadcast Text Message	10
Mapping Group Layers	12
Filtering DF group layers	13
Contacts & References	25

DragonForce – Groups & Incidents

DragonForce is a command and control, shared situational awareness software application that provides teams of mobile users a secure environment where they can create and share mission-critical information with a tightly integrated set of collaboration tools. Central to the DragonForce experience is the idea of group or team-based collaboration. A properly permissioned user can create a new group and populate it with additional users, data objects such as photos, whiteboards, or Situation Reports (SitReps). The group also provides a dedicated map for tracking and annotations as well as a secure communication space for text messaging and file sharing.

DragonForce groups are used in a wide range of operational scenarios ranging from day-to-day patrol activities to tactical operations to incident management, which can host a large number of users (25+). A new collaborative feature has been implemented into DragonForce, allowing team leaders to organize group members into sub-groups based on operational discipline (e.g. police, fire, EMS) or geography (e.g. north, south, east, west). Previously, users typically deployed multiple groups whereby key team leaders were made members of each group, thus allowing them to monitor and manage all aspects of the operation. To better accommodate the management of large-scale operations, Drakontas is introducing: Incidents.

At a basic level, a DragonForce Incident can be thought of as an integrated group of groups managed by a new cohort of Incident Commanders who are capable of creating as many sub-groups as needed. Newly created collaboration tools such as message broadcasting and object sharing have been introduced to expand the DragonForce collaborative experience. This user guide will introduce you to this new feature, clearly defining the new roles, permissions, and capabilities associated with DragonForce Incidents.

Incident Roles and Capabilities

An incident is comprised of multiple groups led by an Incident Commander (IC) and his deputies. They can create subgroups and populate them with users and data objects. Typically, a member added to a subgroup is promoted to Group Manager who is responsible for adding additional users and appointing assistant group managers. The Incident Commanders and Group Managers collectively make up the Incident Management Team (IMT).

Incident Commander

The Incident Commander (IC) designated by the gold star icon is the senior member of an incident. The IC can create an incident, appoint Deputy Incident Commanders, create subgroups, populate subgroups with users from any department to which he has access, and add data objects to the incident and its subgroups. The IC may promote members of a subgroup to the role of Group Manager (Gold Crown) or Assistant Group Manager (Silver Crown). The IC has the authority to delete or archive an incident. There can be only one IC per incident. The IC may transfer his command status “gold star” to a Deputy Incident Commander if needed.

Deputy Incident Commander

A Deputy Incident Commander (DIC) designated by the silver star icon assists the incident commander. The DICs have the same authority as the IC except for the ability to appropriate the position of Incident Commander. There can be multiple DIC's in an incident.

Group Manager

The Group Manager (GM) or gold crown user serves as the manager of their assigned subgroup within the incident. The GM has the authority to appoint, remove, and promote members in their subgroup as they see fit, as well as, transfer their managerial position. There can only be one Group Manager or gold crown user within each subgroup.

Assistant Group Manager

Assistant Group Managers (AGM) or silver crown users are capable of managing groups within the incident of which they are a member. The AGMs have all the authority of the GM, except the ability to usurp gold crown users. There can be more than 1 silver crown user in each subgroup.

The star and crown class members make up the Incident Management Team (IMT).

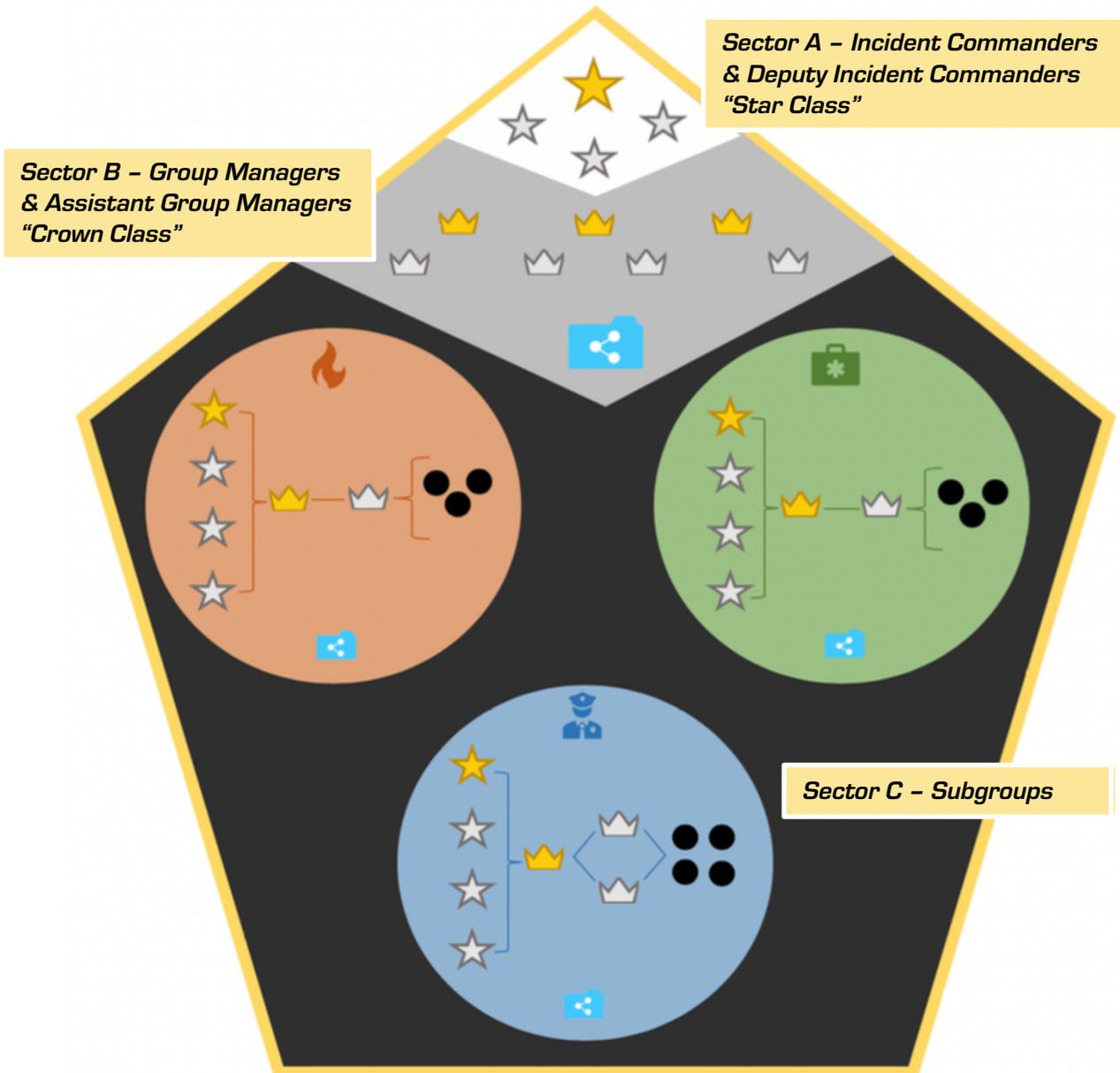
Group Members

The crown outline/no crown represents the group operative. A group operative can add and create files and contribute to the workspace within the incident subgroup.

Incident Structure

Figure 1 below provides a visual breakdown of the hierarchal relationship between Incident Commanders (stars), Group Managers (crowns), subgroups and basic subgroup members. Subsequently, the *Incident Diagram Legend* defines the icons inside the incident.

Figure 1



Sectors A and B are comprised of Incident Commanders, Deputy Incident Commanders, Group Managers, and Assistant Group Managers that make up the Incident Management Team (IMT).

Sector A - The Incident Commanders or star class members, are capable of managing any subgroup within an incident and can send a broadcast text message to all members of the incident.

Sector B - The Group Managers or crown class members, manage subgroups within the incident of which they are a member.

Sector C - The subgroups are the integrated groups within the incident led by the IMT.

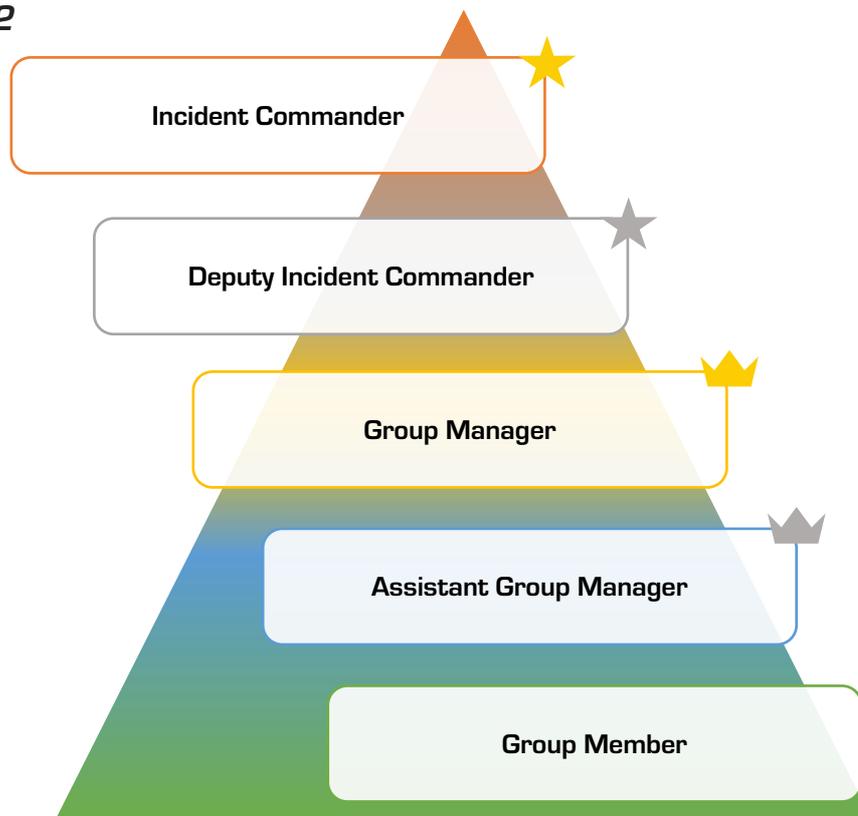
Table 2.1 lists all the characters within **Figure 1**.

Incident Diagram Legend		
	Incident Container	A collaborative container, comprised of multiple groups.
	Incident Commander	user is the leader of the incident. An incident can only have one Incident Commander.
	Deputy Incident Commander	is an assistant to the Incident Commander. An incident may have zero to many Deputy Incident Commanders.
	Group Manager	user is the manager of a group contained within an incident. User is a member of the Incident Management Team (IMT) of an incident.
	Assistant Group Manager	user is the assistant manager of a group contained within an incident. User is a member of the Incident Management Team (IMT) of an incident.
	Incident Share Folder	This folder exists in each Group comprising an Incident, including the IMT. Objects can only be placed and edited in this folder by a member of the Incident Management Team (IMT).
	Subgroup 1 - Fire	Integrated groups within an incident. In this example they represent several different operational disciplines.
	Subgroup 2 - EMS	
	Subgroup 3 - Police	
	Group Member	A member of the incident who is able to add and create files and contribute to the workspace within the incident subgroup.

Sub-group creation & management

Incidents feature the ability to create multiple subgroups to manage large scale events. Though the IC spearheads the incident, they can appoint members to co-equal and subordinate positions to assist in the operation. Incident commanders can designate Group Managers who in turn can appoint assistant group managers. **Figure 2** illustrates the hierarchical relationship of the various roles within the incident structure.

Figure 2



Share folder

The incident share folder is automatically created for the Incident Management Team (IMT) and each group that is part of the incident. Objects can only be placed and edited in this folder by a member of the IMT. Any member of an incident can view the objects inside this folder.

Message Broadcasting

The messaging tool has a new feature permitting Incident Commanders to broadcast a text message to all of the members inside an incident.

Map Layers

The map layers allow a DragonForce user that is a member of an incident, to overlay their location, annotations, and files from other subgroups into the map. Each subgroup inside an incident has a dedicated map. Group members are bound to view all edits made to the incident map by the Incident Commander (IC); however, the IC can select which subgroup map layer to filter into the incident map. The group members have the option to filter in map layers of other subgroups they have access to. The option to filter out items from the incident map for the group members will be grayed out or unavailable to the user. Review Unit 7 for more details

Mapping | Group Layers.

Incident Symbology

The shape and color of the “Container” indicates the container type: Incident; Group; and Mixed-Group. The symbol inside the container indicates the type of user and its relationship to the container: Commander; Deputy Commander; Group Manager; Assistant Manager; Member.

Table 4.0

Incident Symbology Table		
	General Incident Icon	
	Incident Commander	user is the leader of the incident An incident can only have one Incident Commander (Gold Star)
	Deputy Incident Commander (Silver Star)	is an assistant to the Incident Commander. An incident may have zero to many Deputy Incident Commanders (Silver Star)
	Group Manager (Gold Crown)	user is the manager of a group contained within an incident User is a member of the Incident Management Team (IMT) of an incident
	Assistant Group Manager (Silver Crown)	user is the assistant manager of a group contained within an incident User is a member of the Incident Management Team (IMT) of an incident
	Sub-Group	this group is a member of an incident
	Mixed Sub-Group	this mixed-group is a member of an incident. Mixed-Groups contain members from two or more different departments
	Incident Commander	user is the leader of a mixed-group inside of an incident
	Deputy Incident Commander	user is an assistant to the incident commander of a mixed-group inside an incident
	Incident Commander	user is the leader inside of a group

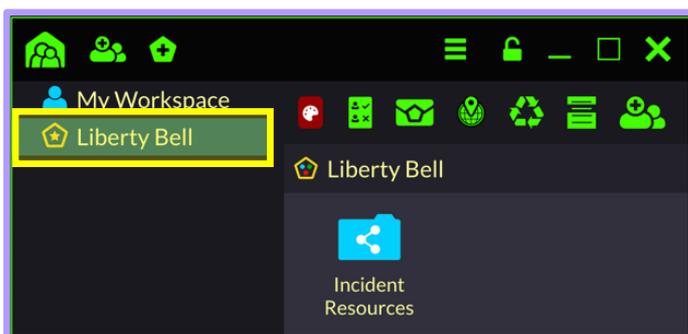
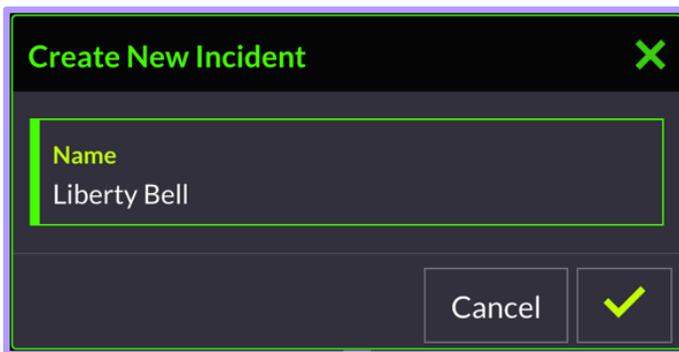
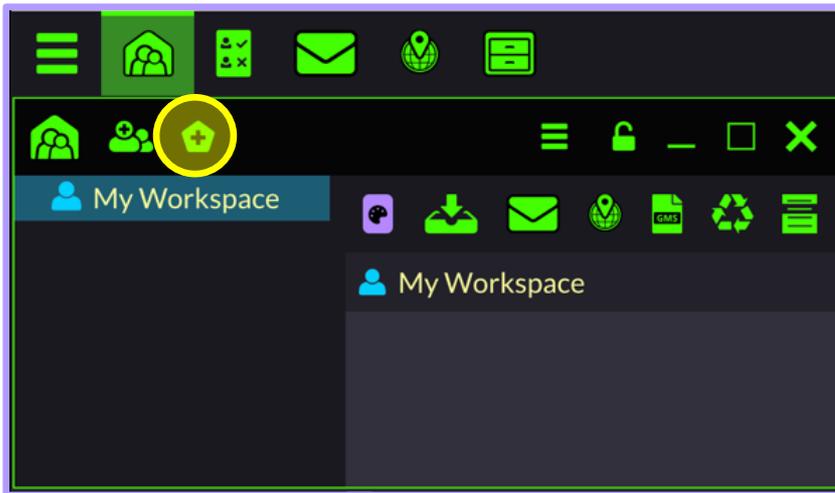
**Deputy Incident Commander**

user is an assistant to the incident commander inside of a group

Incident Creation

To create an incident from the web client:

1. **Open the Group/Incident manager tab**
2. **Select the Create New Incident icon** > **type the new incident name**
3. **Click the checkmark** to confirm



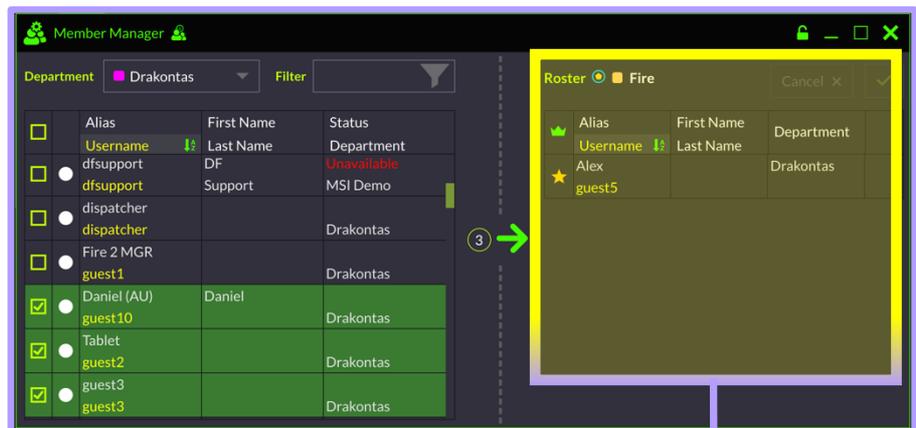
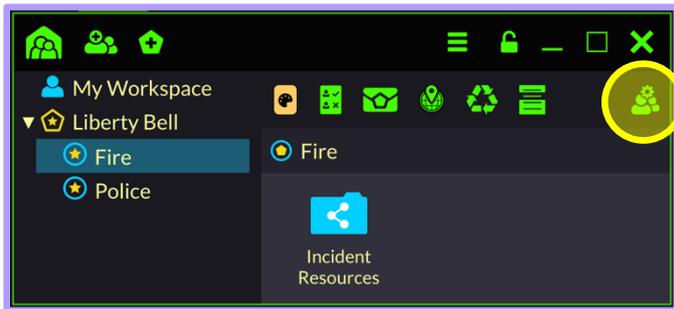
The new incident will appear in the workspace

Once the incident has been created an incident share folder will appear in the workspace.

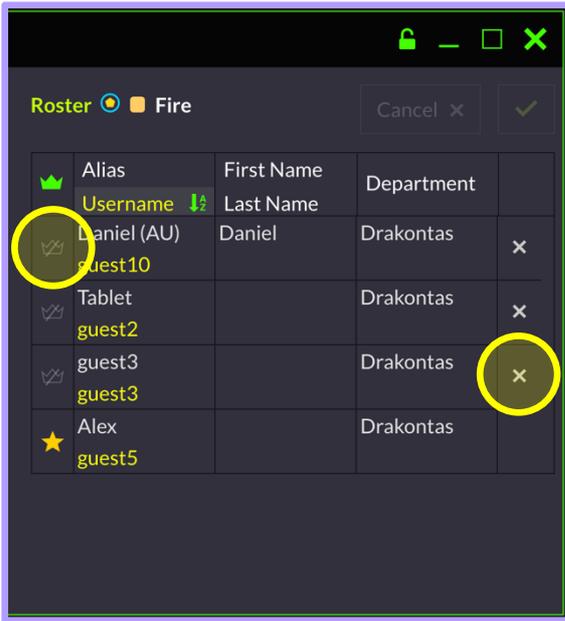
Populate the Incident

To add members to the incident:

1. **Select** the subgroup > **click** on the **Member Manager** tool 
2. **Tick** the **checkboxes** to select group members > **click** the green **arrow** to add the members to the roster
3. **Click** the **checkmark** to confirm



selected group members



Side Note

Promote/Remove Group Members

To Promote a group member

1. **Select** the **crown outline (A)** of the preferred member to promote to assistant group manager
2. **Click** the **checkmark** to confirm

To Remove a group member

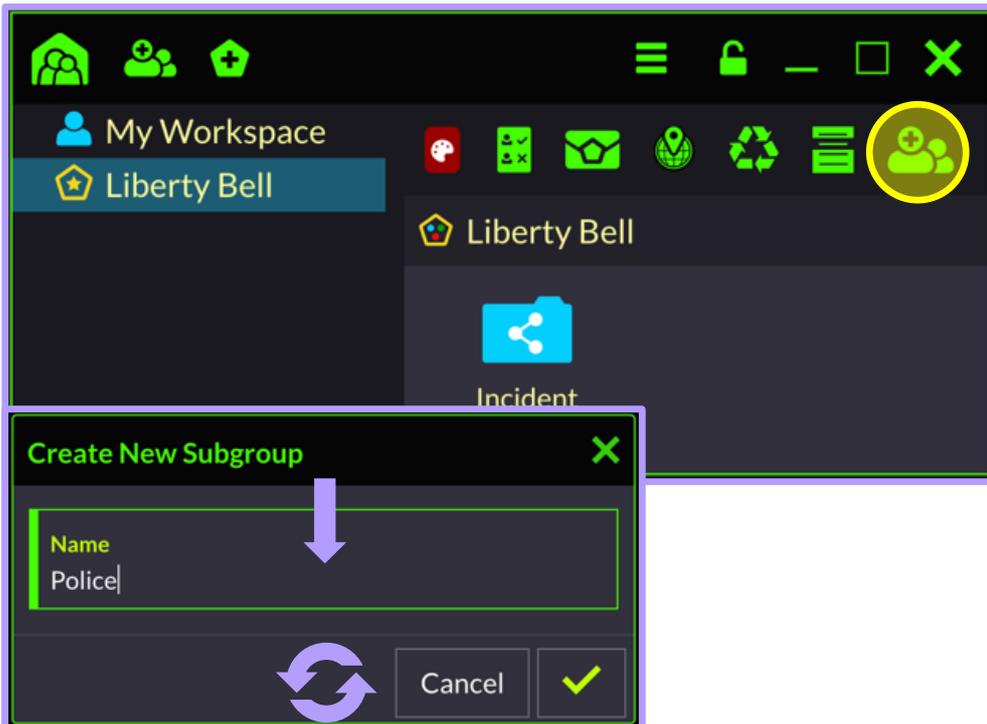
1. **Click** the **'x'** (B) to remove the group member
2. **Click** the **checkmark** to confirm

Incident Subgroups

To create a subgroup for the incident via the web client:

1. **Select** the **incident** to reveal the Create New Subgroup icon
2. **Click** the **Create New Subgroup** icon
3. **Type** in the new **subgroup name** > **click** the **checkmark** to confirm

Repeat to create multiple subgroups for the incident

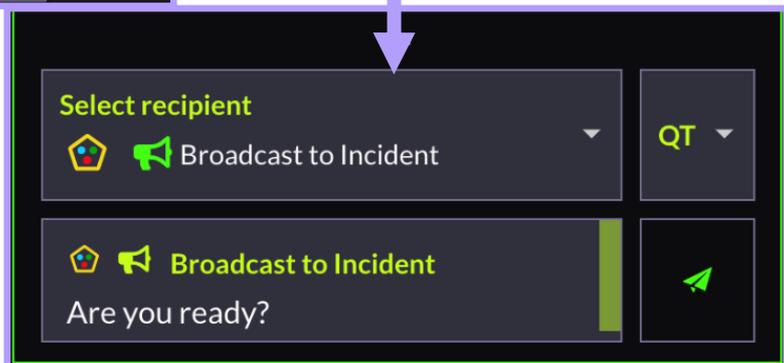
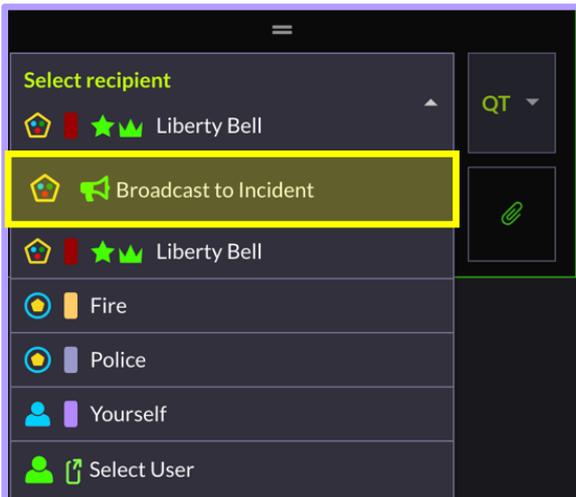
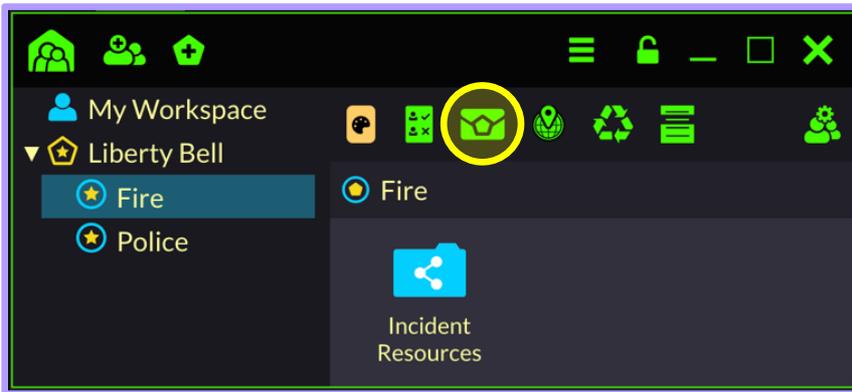


Repeat to create multiple subgroups for the incident.

Broadcast Text Message

To send a broadcast text message:

1. **Select** the **Incident Messaging** tool  within the incident
2. **Click** the **select recipient** container > **Broadcast to Incident**
3. **Type** the **message** inside the text box > **click send** 

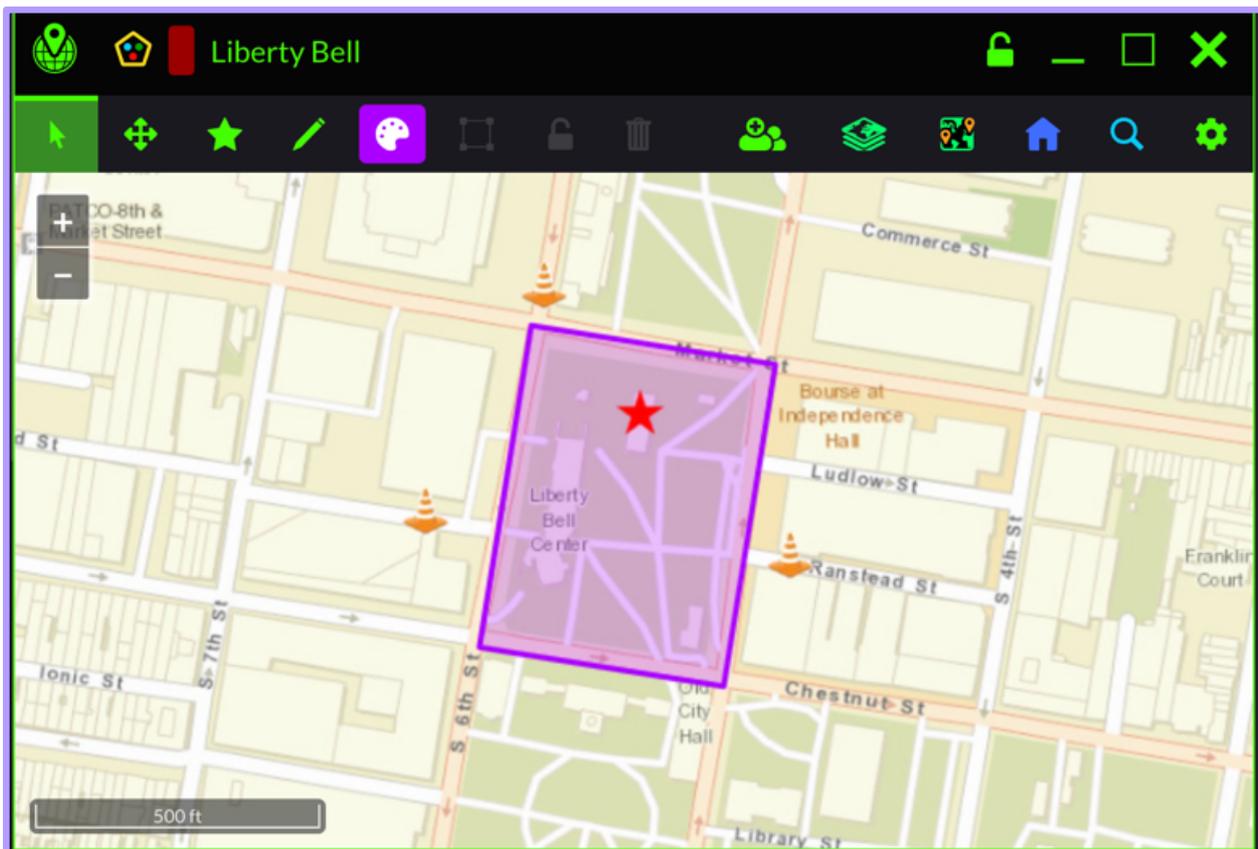


Text box

Mapping | Group Layers

The Liberty Bell incident created in [Unit 5](#) will be used as a reference for the maps and the process for filtering a DF group layer presented in this unit. The Liberty Bell incident, built and operated by the Incident Commander (IC), hosts two subgroups: Police and Fire. The annotated map provides a common operating picture to all members within the incident, allowing all groups to proceed in the operation accordingly. The Liberty Bell incident map is shown below, showcasing a containment perimeter, road blockages, and a star icon denoting the suspect. This map layer can only be edited by the IMT. Additionally, all subgroup maps are “forced” to see these annotations as they cannot be filtered out of view.

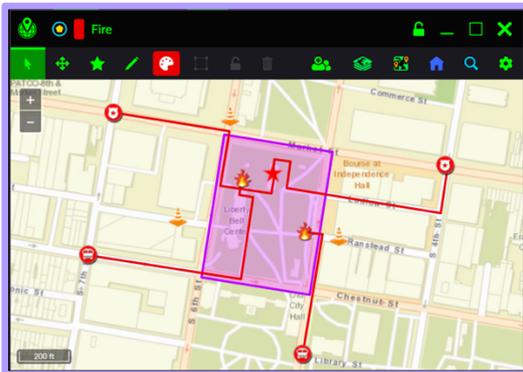
Incident Commander (IC) Map – Web



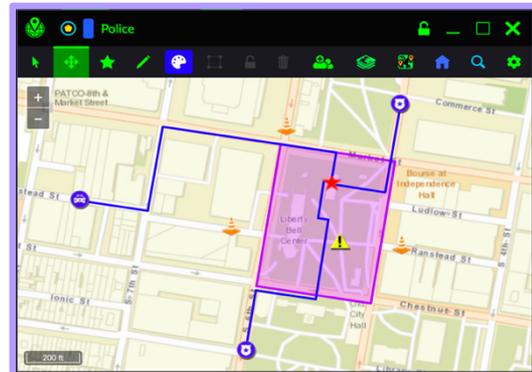
The annotations in the IC map were added by the Incident Commander.

The incident map has the ability and option to layer in all of the subgroup data. There are three channels of subgroup data; location, annotation, and geotagged objects data. The purple, red, and blue annotations are represented by the Incident Commander (IC), the fire and police subgroups respectively.

Fire Subgroup Map - Web



Police Subgroup Map - Web



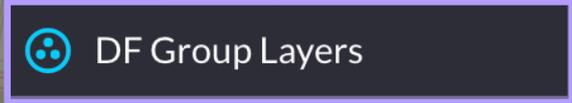
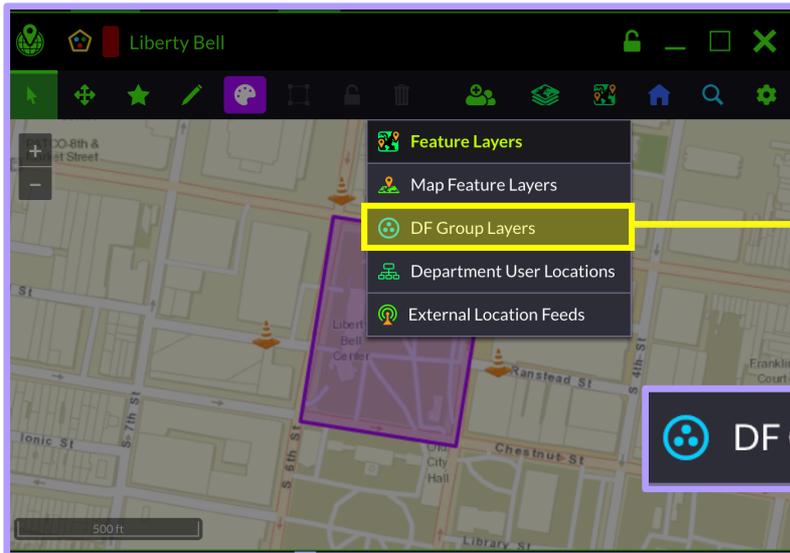
From the perspective of the Police and Fire subgroups, the members are forced to see anything the Incident Commander (IC) adds to the incident map. Once the Police and Fire subgroup members open the IC map, the members are presented with the incident data. The commanders of the subgroups can filter in the data of other subgroups of which they are a member; the option to filter in the incident data, governed by the incident commander, will be unavailable. Using the DF Group Layers tool, the IC can choose to filter in the annotation, location, or geotagged data of the subgroups.

Unit 8.1

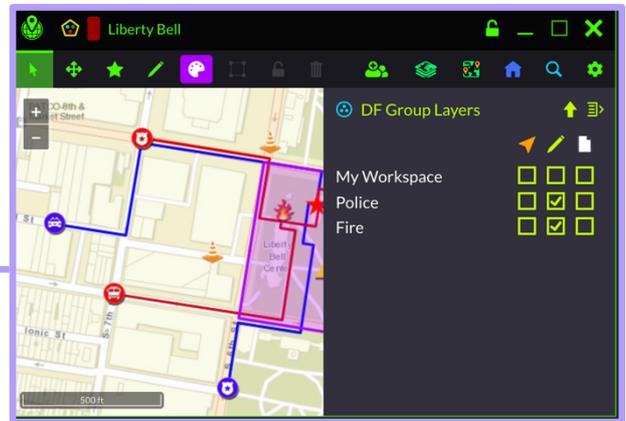
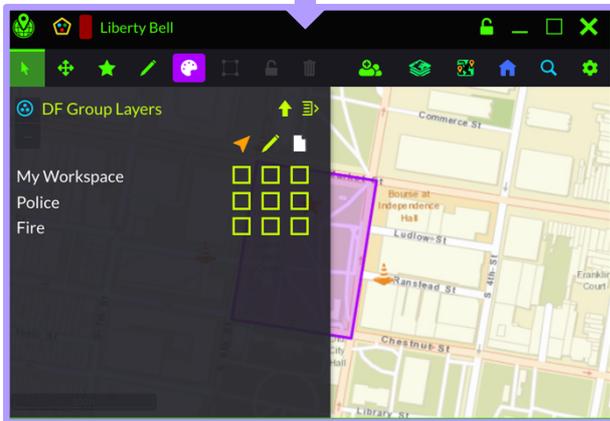
Filtering DF group layers - Web

To filter in the annotation data of a DF group layer:

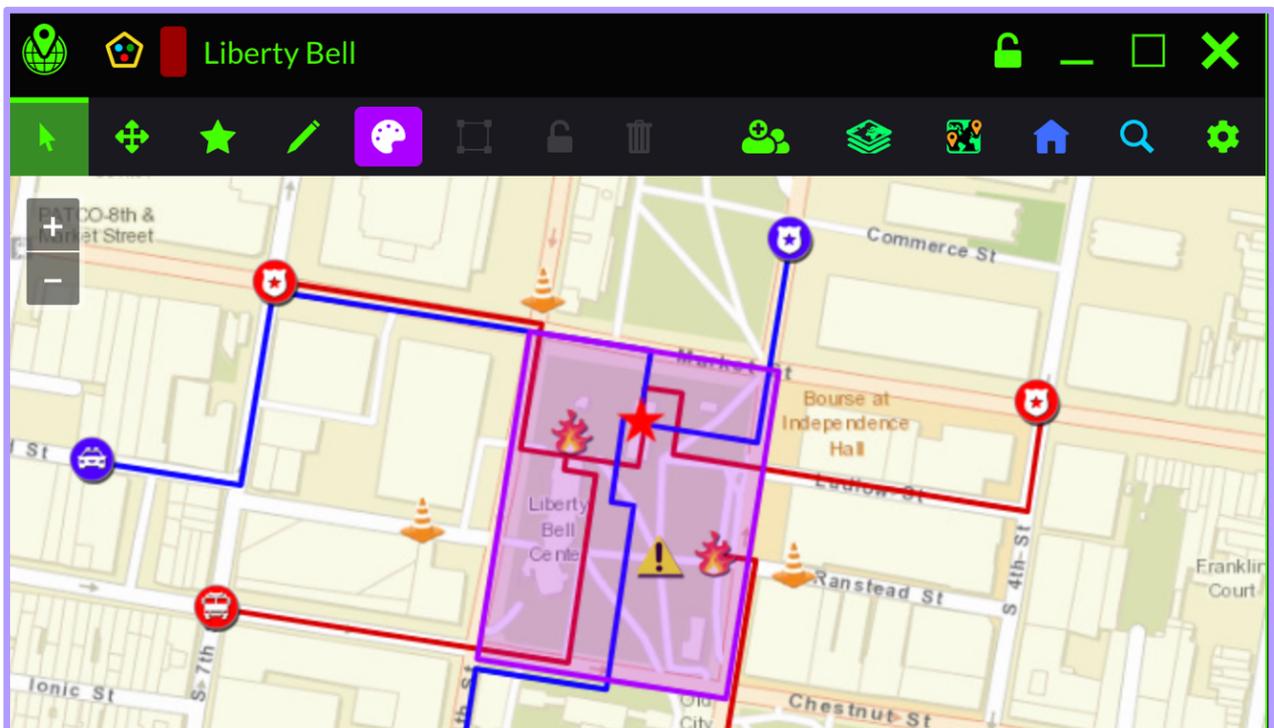
1. Under the Incident Map tab, **click the Feature Layers tool > DF Group Layers** 
2. Beneath the annotation symbol, **tick the box** corresponding to the preferred subgroup
3. **Click the upward arrow** to exit the DF Group Layers screen



Unit
8.1

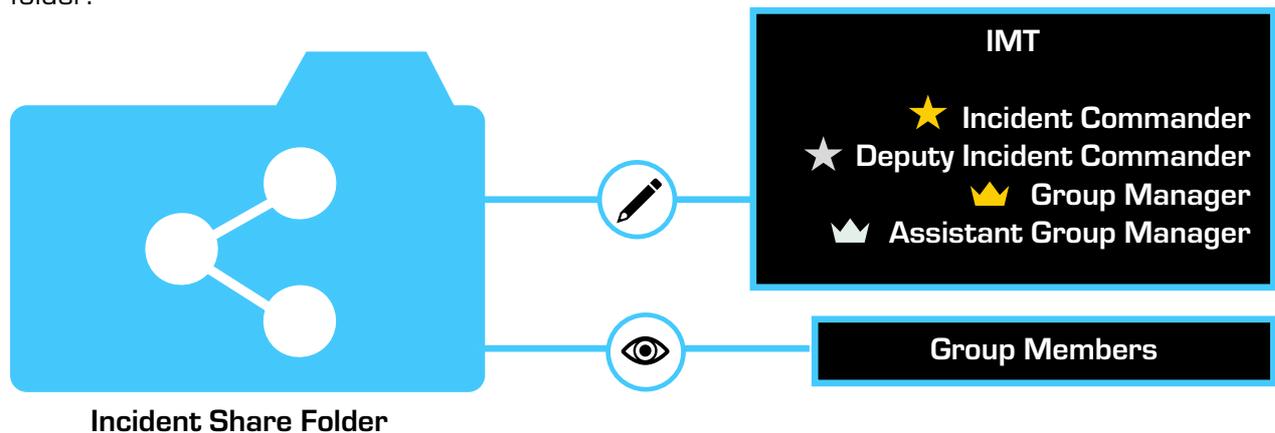


The image below is the complete operating picture, which includes the annotations from all three divisions: the Incident Commander's annotations to the incident map in purple, the Police subgroup annotations in blue, and the Fire subgroup annotations in red.



Incident Share Folder

The Incident Share Folder exists in each Group comprising an Incident, including the IMT. Objects can only be placed and edited in this folder by a member of the Incident Management Team (IMT). Any member of an incident can view the objects inside this folder.



Adding Objects to Incident Folder

To add objects into the Incident Share Folder:

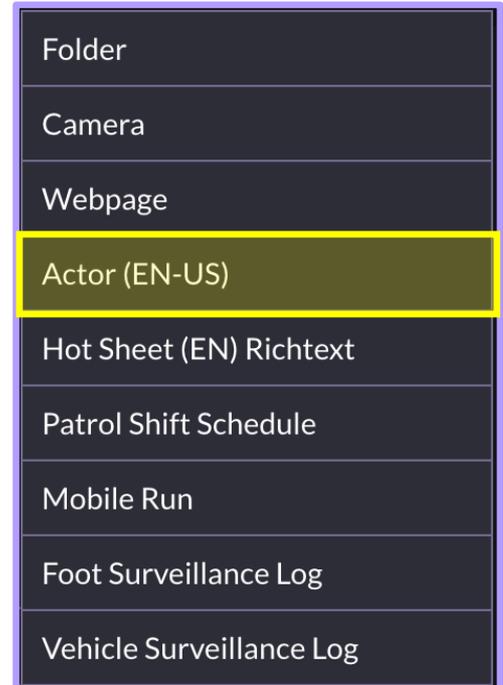
1. Under the Group Manager tab, **select** the **Incident** or subgroup > **click** the **Incident Resources** folder
2. **Right-click** to open the Incident Resources options menu
3. **Make** your **selection** from the provided list > **fill** out the **fields** as needed
4. **Click Save** if applicable

Sample Object: Actor SitRep



4 Actor SitRep

The form is titled 'Create New "Actor (EN-US)"' and includes an 'Attach Photo' button. Below is a yellow bar. The form contains several fields: 'Name' (text input), 'Status' (dropdown menu with 'Unknown' selected), 'Gender' (dropdown menu with 'Unknown' selected), 'Race' (dropdown menu with 'Unknown' selected), 'Age' (text input), 'Height' (two dropdown menus for 'Feet' and 'Inches'), and 'Weight (Lbs)' (text input). At the bottom are 'Cancel' and 'Save' buttons.

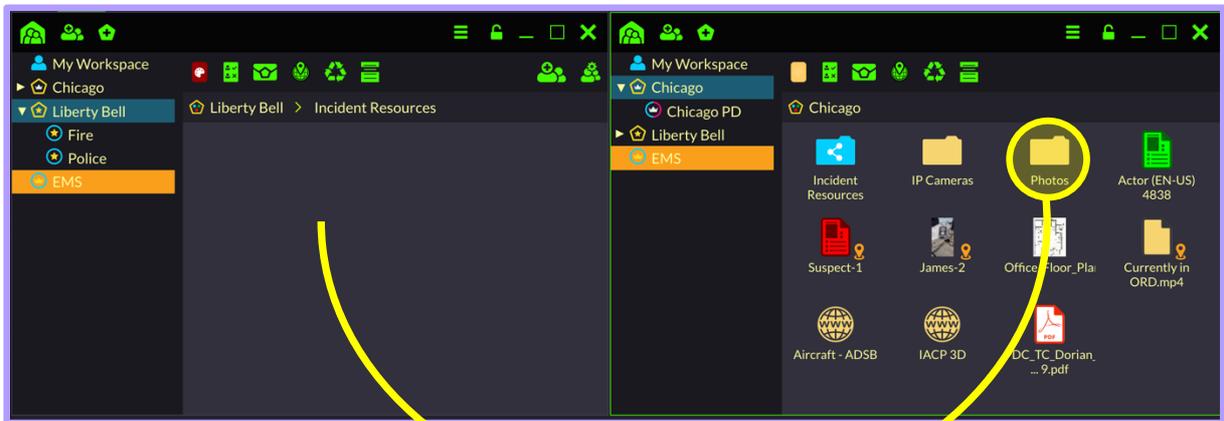


Adding Objects (Alternative)

To add objects from another Incident or Group:

1. Click the **Group Manager** tab > **Create New Window**

2. **Select the incident** or group from which to import files
3. **Click and Drag** the file into the Incident Resources folder of the initial Incident



Incidents User Guide – Mobile

Incident Creation – Mobile

To create an incident from the mobile client:

1. From the Group/Incident manager tab, **tap the create new icon** 
2. **Select the Incident icon**  > **type the new incident name**
3. **Tap the checkmark** to confirm



The new incident will appear in the workspace

Once the incident has been created an incident share folder will appear in the resources tab and the user will be prompted to add members to the new incident.

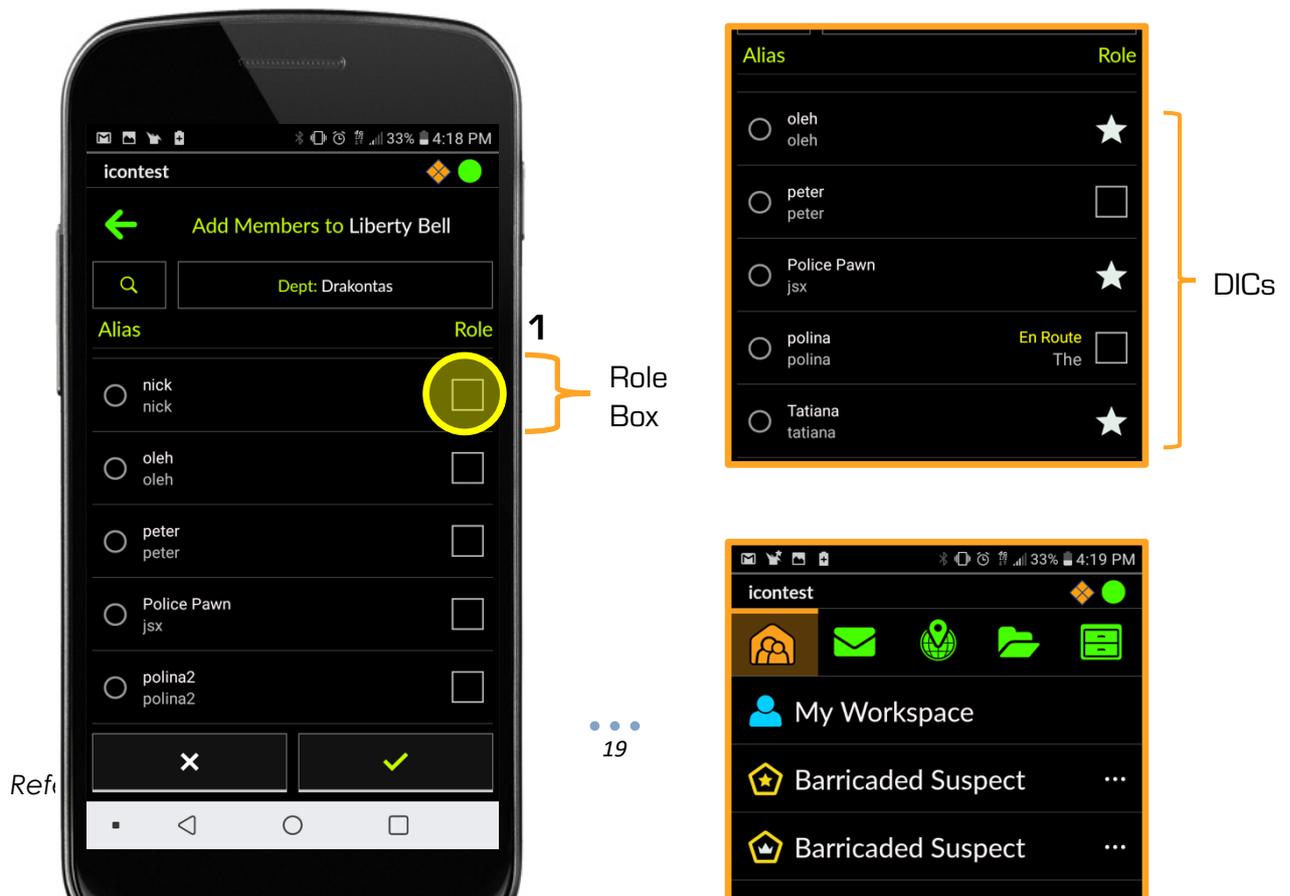
Unit
10.1

Populate the Incident - Mobile

To add members to the incident:

1. From the member manager screen, **tick the boxes** to select your group members
A silver star will appear once you tap the Role box, which indicates the user is selected as a Deputy Incident Commander (DIC)
2. Once the members have been selected, **Tap the checkmark** to confirm

The new incident will appear in the DragonForce workspace.





2

New Incident

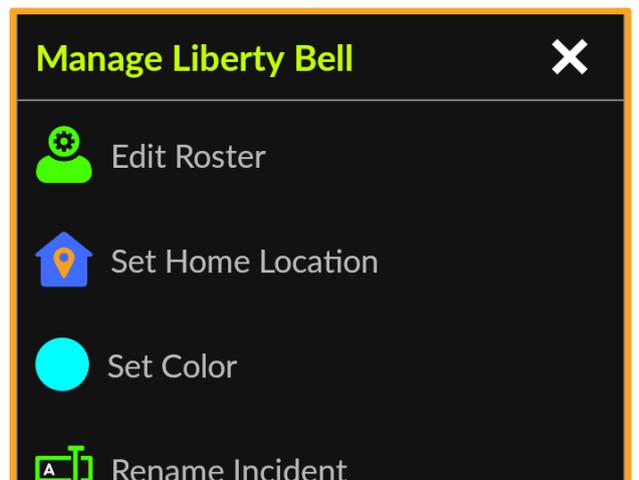
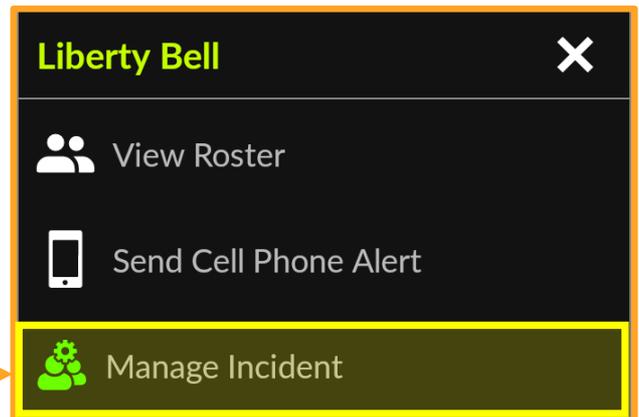
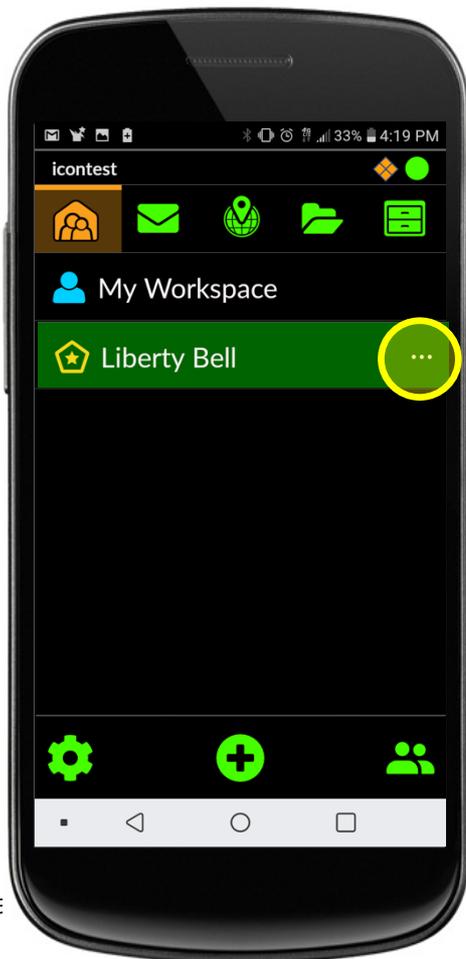


Unit 10.2

Incident Subgroups - Mobile

To create a subgroup for the incident via the mobile client:

1. Under the Group Manager tab, **tap** the incident **options menu** (...)
2. **Select Manage Incident** > **Create Subgroup**
3. **Type** the incident subgroup **name** in the text box
4. **Tap** the **greater than symbol** to confirm



Refer



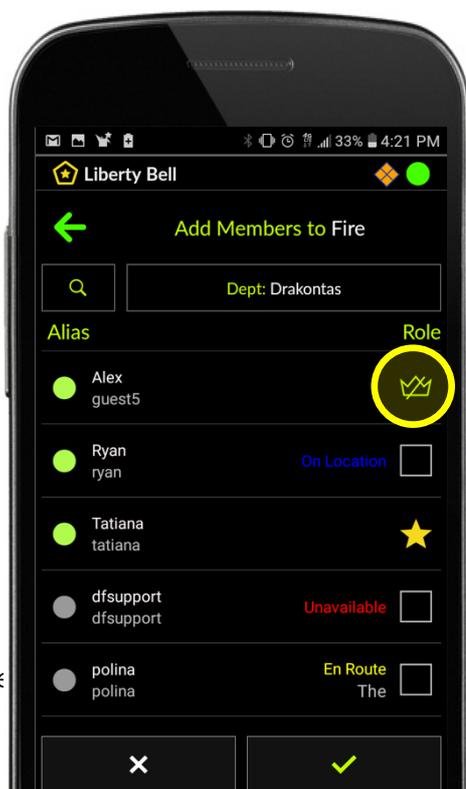
Parallel to the incident creation process, the application will prompt the user to add members to the new subgroup. Check Unit 5.2 **Populate the Incident – Mobile** to view the step by step guide for adding group members to your team.

Repeat to create multiple subgroups for the incident.

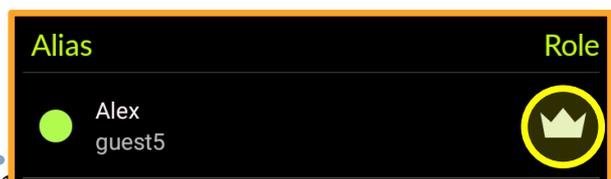
Promoting Group Members – Mobile

To Promote a group member:

1. From the member manager screen, **tap the crown outline (A)** of the preferred member to promote to assistant group manager or silver crown (B)
2. **Tap the checkmark** to confirm your selection



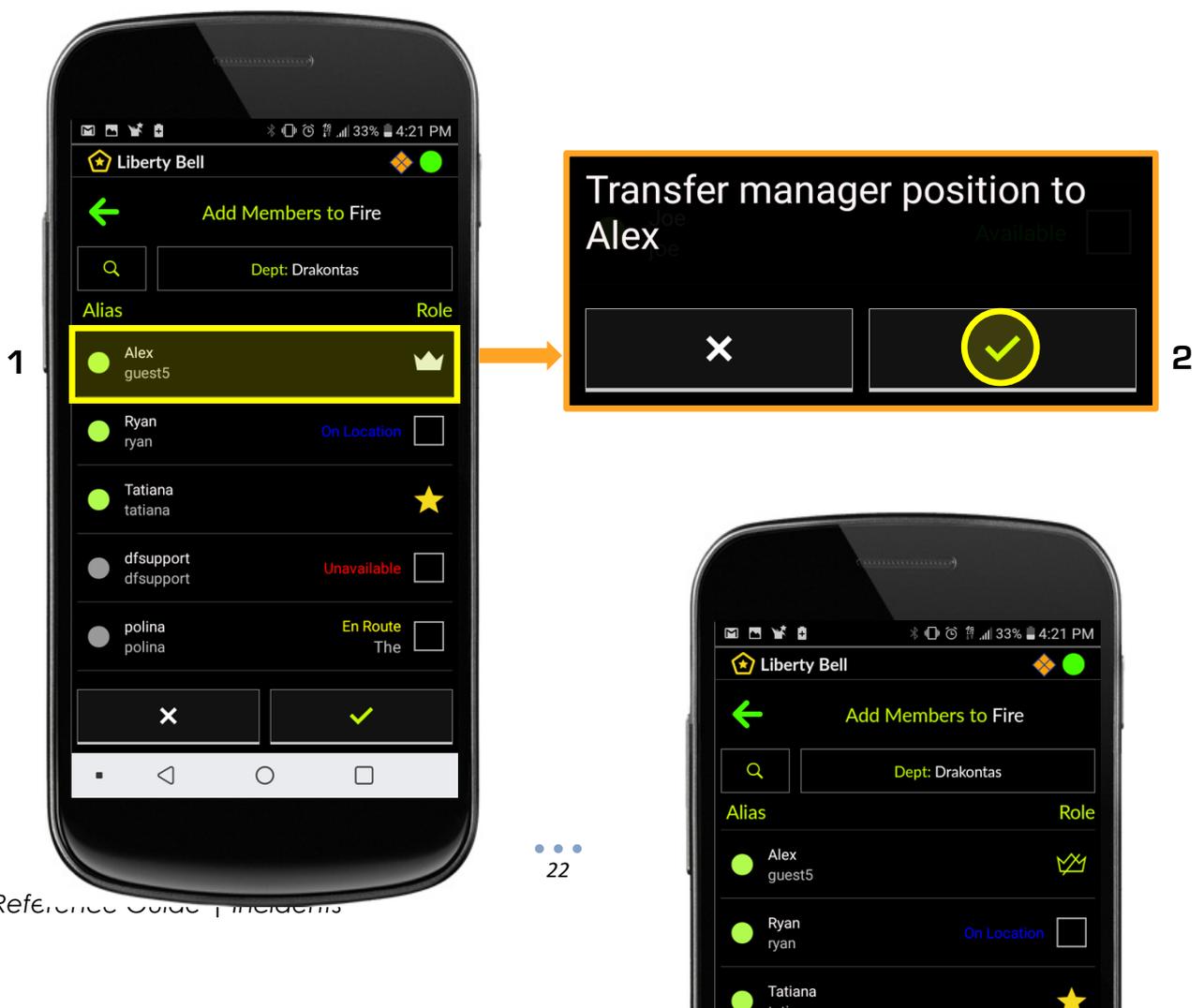
A: Crown outline/group member



Transferring Group Members – Mobile

To Transfer the Managerial Position:

1. From the member manager screen, **tap and hold** the silver star or crown class **member's box** to reveal the option to transfer the manager position
2. **Tap the checkmark** to confirm the transfer
3. **Hit the checkmark** to confirm changes



The user, previously assigned Assistant Group Manager, is now the Group Manager/Gold Crown



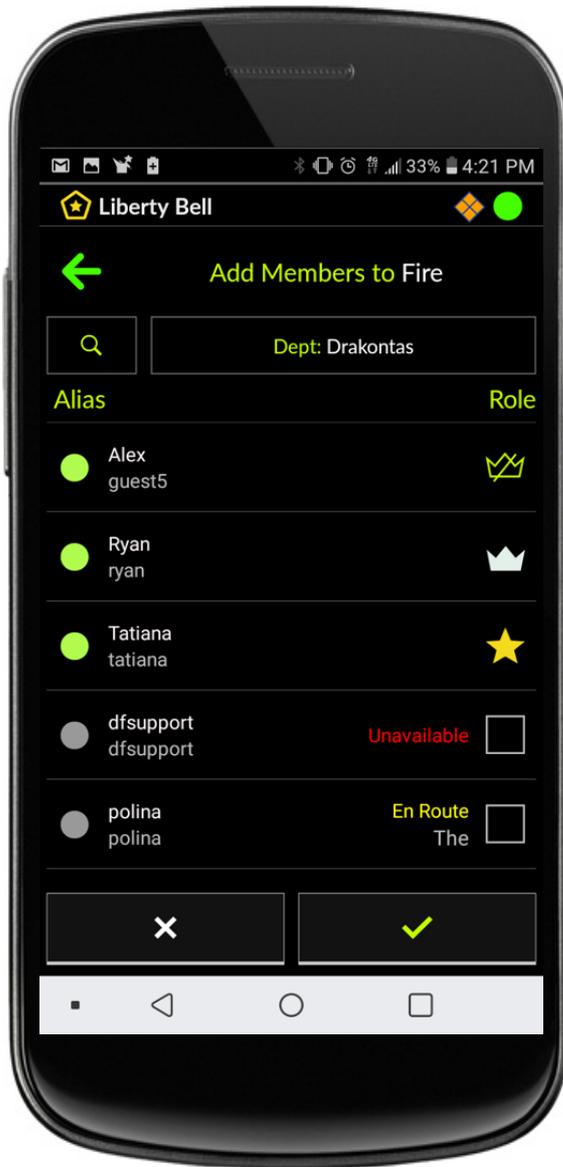
3

Remove Group Member – Mobile

To Remove a group member:

1. From the member manager screen, **tap** the **Role** of the member you want removed until you see the non-member role

2. Tap the **checkmark** to confirm your selection



Member Roles

pertaining to the group:

= non-member

 = member

 = Assistant Group Manager

 = Group Manager

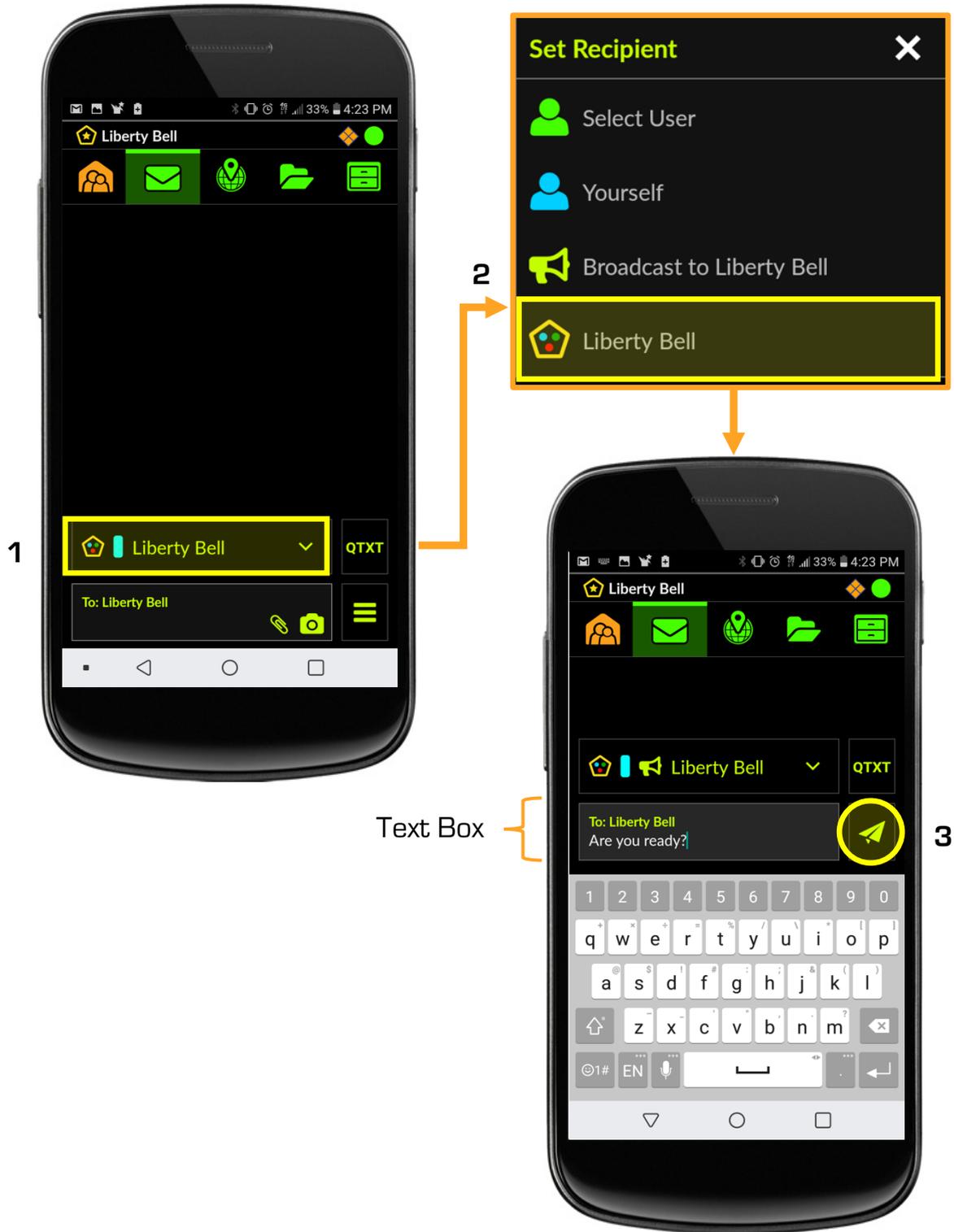
Broadcast Text Message – Mobile

To send a broadcast text message:

1. Confirm the incident is selected, then **tap** the 
2. **Tap** the **recipient selector** > **select Broadcast to Incident** (Liberty Bell)



3. Type the message inside the text box > click send



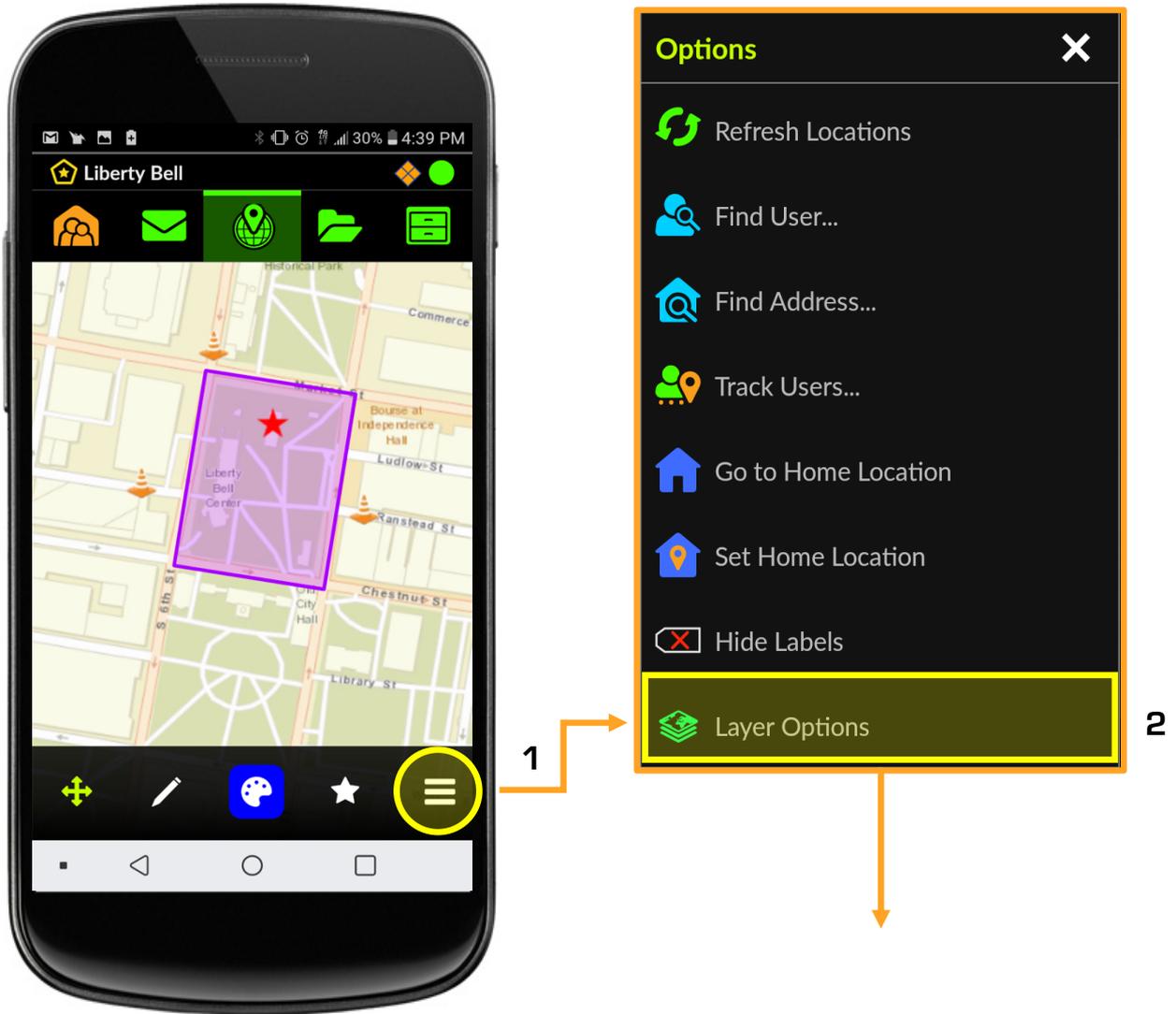
Filtering Group Layers – Mobile

To filter in the annotation data of a DF group layer via mobile client:

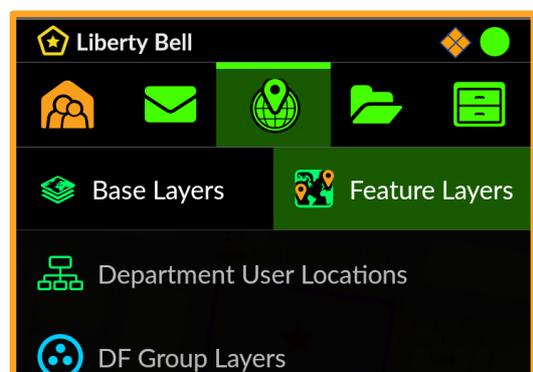
1. Under the Incident Map tab, tap the options menu > Layer options



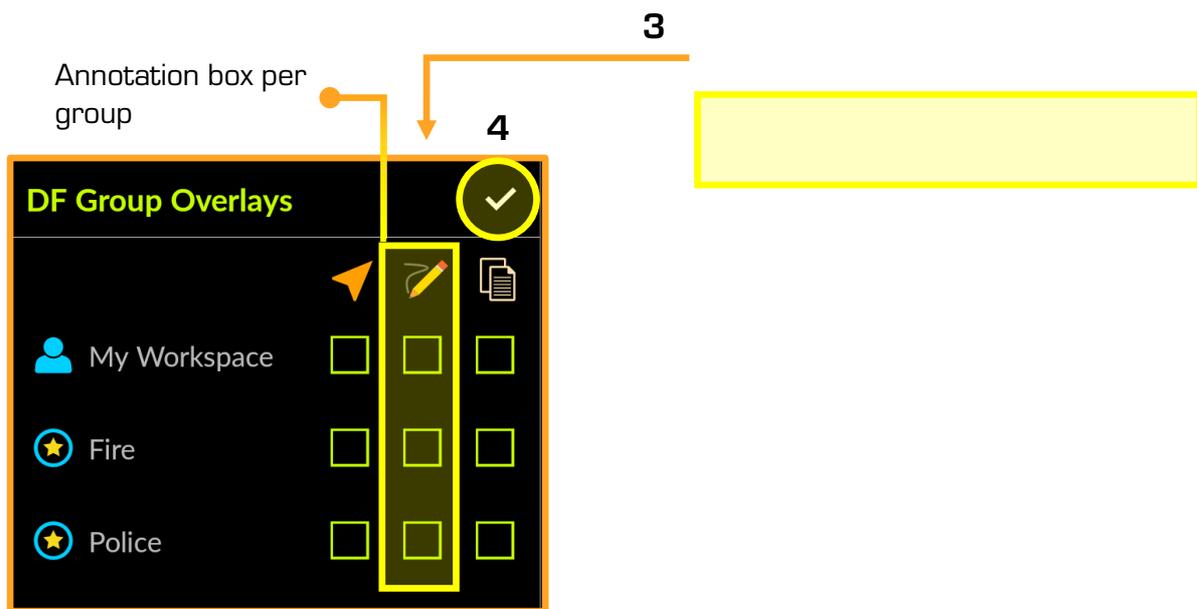
2. **Select Feature Layers > DF Group Layers**
3. Beneath the annotation symbol, **tick the annotation box** corresponding to the preferred subgroup
4. **Tap the checkmark** to confirm



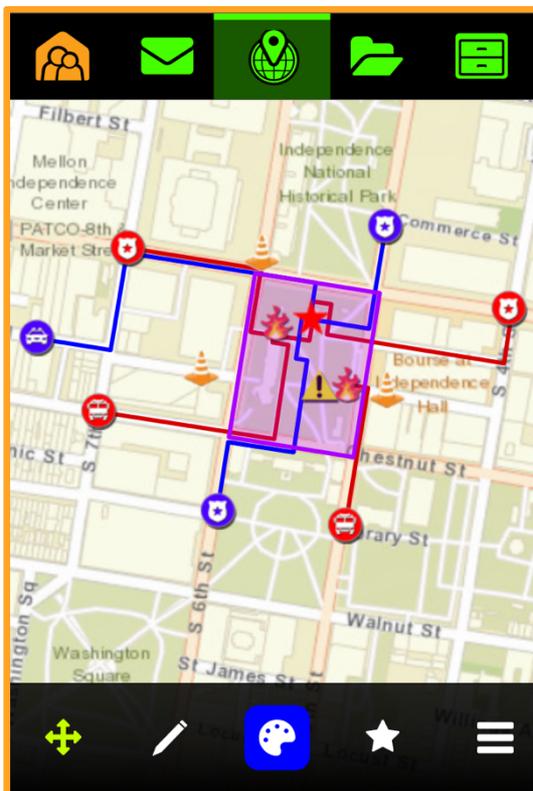
Note: This procedure applies to both



the location and geotagged objects data.



The image below is the complete operating picture, which includes the annotations from all three divisions: the Incident Commander's annotations to the incident map in purple, the Police subgroup annotations in blue, and the Fire subgroup annotations in red.



Add Objects to Incident Folder

To add objects to the incident share folder:

1. Tap the files tab > select Incident Resources

2. Hit the add icon to create an object > make your selection
- 3.

Unit
15

Contacts & References

For more information visit our website www.drakontas.com.

To arrange a trial or evaluation of DragonForce for your organization, please contact us.

Contact Us: <https://www.drakontas.com/contact/>

General Email: info@drakontas.com

Tech Support: dfsupport@drakontas.com

Address

1777 Sentry Parkway West Building 14 – Suite 302 Blue Bell, PA 19422 USA

Phone: + 1. 215.887.5570