ATC Crisis Management System – Executive Overview (1 Page)

What This System Is

The **ATC Crisis Management System** is a secure, mobile-first crisis response platform used by ATC staff to manage emergencies at company properties.

It provides **offline-capable guidance**, **secure incident reporting**, and **real-time leadership notification** during high-stress, time-critical events.

Primary Objectives

- Guide on-site staff through emergency procedures
- Ensure incidents are reported accurately and securely
- Notify leadership immediately when critical actions occur
- Function reliably even with limited or no connectivity

Who Uses It

- **Property & field staff** during emergencies
- **Executive & Operations leadership** for situational awareness
- **IT & Security** for oversight and reliability

Core Components

1. Mobile Crisis App (PWA)

- Runs on iOS, Android, and desktop browsers
- Installable like a native app
- Works offline and syncs automatically when online
- Authenticated using Microsoft Entra ID

2. Secure Automation Backend (Power Automate)

- Validates user identity and account status
- Stores incident data in SharePoint
- Sends notifications via Microsoft Teams
- Uses Microsoft Graph for security-sensitive operations

3. Microsoft 365 Ecosystem

- SharePoint for structured incident storage
- Teams for leadership alerts and collaboration
- Entra ID for identity and access control

End-to-End Flow (At a Glance)

1. User selects crisis type and follows checklist
2. Critical actions trigger leadership alerts
3. User submits incident report (photos included)
4. Backend validates identity and account status
5. Data stored securely in SharePoint
6. Teams notifications sent to channels and leadership

Security Posture

- No anonymous or unauthenticated access
- Active account verification on every submission
- Defense-in-depth validation
- Fail-closed behavior on any security uncertainty

Operational Characteristics

- Designed for emergencies, not daily use
- Graceful degradation under service disruption
- Redundancy for notification delivery
- Conservative change control

Why This Matters

This system exists to: - Reduce confusion during emergencies - Protect staff and residents - Ensure leadership has accurate, timely information

It is a **mission-critical safety platform**, not a standard business application.