



# Cal COP Newsletter

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## Important Links

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[Haystax Website](#)

## Contact Us

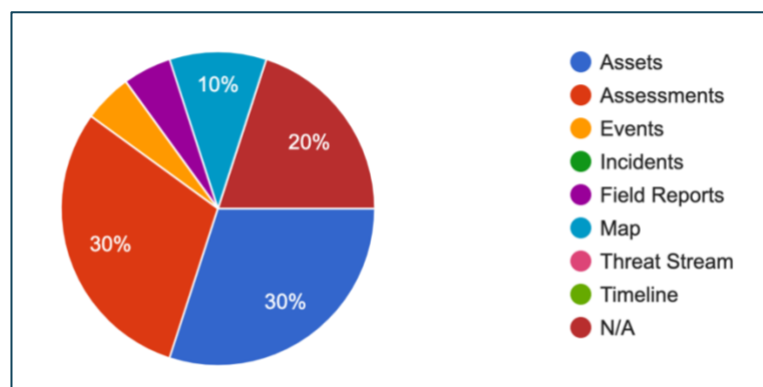
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## User Survey

Haystax recently launched a new Cal COP User and Risk Management Survey as part of our ongoing efforts to engage users through outreach and support efforts and to continue to build our products and services in a way that is responsive to user needs. This effort will be conducted annually to anonymously solicit user and program participant opinions on all aspects of the Cal COP program. The survey was sent out via email to all registered Cal COP users and active participants in risk management activities or related programmatic activities within each urban area, as well as posted as a notification within Cal COP sites and posted to the [calcop.org](http://calcop.org) website.

The survey responses provide valuable insight into program participant characteristics, activities, and needs. The pie chart below captures the system applications users access most. Users reported that situational awareness is one of the activities for which they use Cal COP most. Situational awareness users tend to rely more on the map, events, and field reports than the threat stream or timeline apps. Details like this are being used to inform our product roadmap, as well as help us define additional support services to offer, trainings to create, or blog posts to provide.



The next step in this user survey process is conducting one-on-one conversations with key program participants to obtain regional feedback to help prioritize efforts identified via the broader survey.



## Protected Critical Infrastructure Information Approval

After an extended and rigorous process involving multiple system updates, configurations, system demonstrations, in-depth technical conversations, and countless hours of engagement with the Protected Critical Infrastructure Information (PCII) Office at the Department of Homeland Security, Haystax is excited to share that our Haystax-based version of Cal COP meets the storage and sharing requirements for PCII.

This approval ensures that Haystax has developed Cal COP in a way that meets all security requirements needed to hold PCII data, including data restriction and sharing protocols, system and report labeling, and user activity logging. Users currently accessing PCII data via the Digital Sandbox 7 (DS7) based version of Cal COP can expect to see their PCII data available in the updated site in the coming months—your Haystax representative will be in touch with the details. Users who do not need to access PCII data will continue to be able to access the site with no changes needed.

## Recent System Updates

Since our last Cal COP Newsletter, the Haystax development team has been hard at work pushing out 19 system updates, including eight mobile updates. One of the most noteworthy changes was the addition of a template builder. The template builder allows our team members who are not developers to create and make available new assessment templates, letting us respond to customer needs quicker. This template builder has already been used to create short assessments for port security, election polling locations, and COVID-19 testing sites.

Another major update was addition of a Training section in the Help page (screenshot at right), to host embedded training videos. So far, we have made 11 training videos available that briefly explain how to do key tasks in the system. Training videos are based on frequently asked user questions and special requests. Work on the next set of videos is already underway.

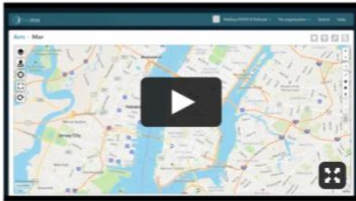
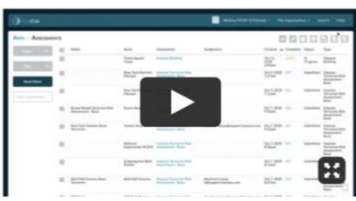

Recent system updates also included the creation of a table widget on the asset page. This flexible tool allows users to define their own table headings, enabling the collection a range of relevant data on an asset. This can include yearly insurance valuations, past and upcoming building modifications, scheduled closures, or anything else users may want to know with a quick glance at a table. This tabular data is also able to be made visible in the asset overview section of an assessment, to better inform assessors of high-level building information.

[Help Overview](#) [FAQ](#) [Notifications](#) [Training](#) [User Guide](#)

## Training

Below are links to various brief training videos on frequently completed tasks. More training videos on additional tasks are coming soon. Clicking the 'play' button will start each video. You can enlarge the screen using the 'enter fullscreen' icon in the lower right of your video player.

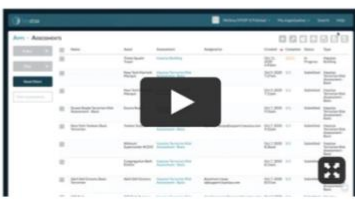
### How-To Videos



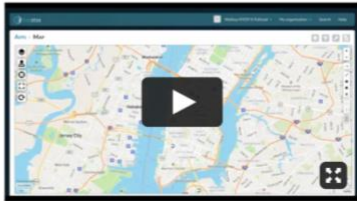
[1. Adding Assets](#) [2. Assessments Training](#) [3. Creating Events](#)



1. Adding Assets



2. Assessments Training

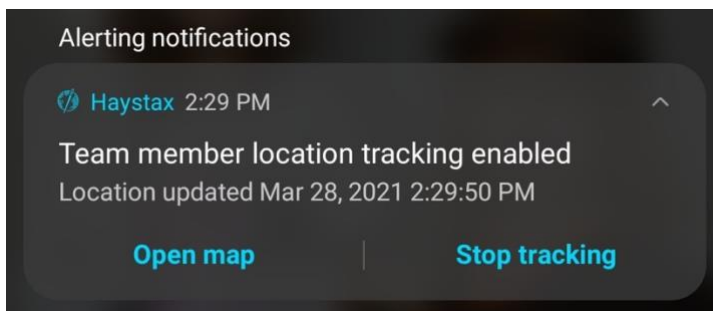


3. Creating Events

## Recent Updates, continued

New releases on the mobile application included visibility of user-added map layers, biometric support, and support of Protected Critical Infrastructure Information.

The most significant change to the mobile apps was the addition of background blue force tracking capabilities. Now when users share their locations via the Team Members section of the Settings menu in the app, they can continue sharing while the app is closed—location data will continue to be shared in the background until the user turns it off.

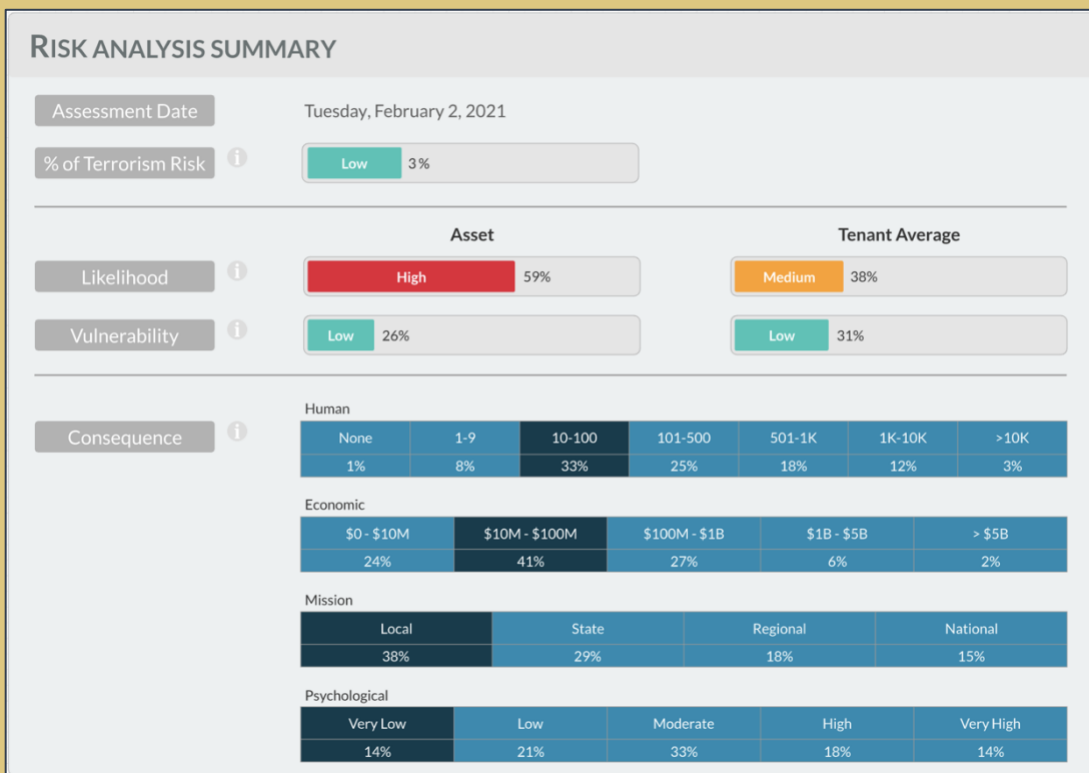


For security, an always-on notification is displayed while the app is sharing a location and visible in the phone's notifications menu (see above image).

For more detail about recent system updates, please see [calcop.org](https://calcop.org). To request an assessment template or training video, please reach out to your Haystax representative.

## A Look Ahead at Risk Analysis

After much research and development, our team is readying the deployment of our new risk model. This highly anticipated feature builds on the work we did with Digital Sandbox 7 (DS7) risk analysis and calculates terrorism risk to an asset in a specific tenant based on an Asset Risk Assessment completed by local subject matter experts or based on the asset's priority and NAICS code, and the associated expected metrics for likelihood, vulnerability, and consequence. Risk will be viewable for an asset, as in the summary to the side, or in various groupings, such as jurisdictional.



Related features also coming soon are the Asset Priority Assessment and the natural hazards risk model.

## We're Looking Forward to Seeing You in 2021!

With in-person special events, activities, and conferences starting to be optimistically scheduled towards the end of the year, our Haystax California team is looking forward to seeing many of you again! We are tentatively planning to attend the National Homeland Security Conference in Las Vegas from August 30 to September 2. Keep an eye on the Cal COP blog for more information on our expected activities!