



Noggin Safety and Security Platform Service Definition

G-Cloud 15

Commercial In Confidence
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1 Introduction

Noggin provides a comprehensive, cloud hosted, software platform for managing critical information to handle incidents, hazards and disruptions. Ultimately, this delivers enhanced Resilience across the agency.

Noggin's platform provides the tools necessary for complex collaboration between staff, management and external stakeholders to anticipate, plan, respond and recover from any sort of incident, big or small. Noggin eliminates the difficulties inherent of trying to manage complex processes with multiple, uncoordinated tools, by providing all the necessary features in one, easy to use application.

The result is a faster, better response – where plans are followed, nothing is missed, and everyone from front line workers to senior executives has visibility of the latest progress.

- Noggin is secure, bringing a proven track record in secure environments, and security accreditations.
- Noggin is reliable, hosted on triple-redundant systems managed by Amazon.
- Noggin is easy to use, with a simple web-based interface, and mobile applications for iOS and Android.
- Noggin is easy to install, with a Commercial, Off-The-Shelf (COTS) model removing the need for costly and time-consuming software installation and customisation.
- Noggin will have you working fast, with our pre-configured templates for common functions and roles.

Noggin is the best choice for managing complex and difficult tasks, smarter.

What is Noggin's Resilience Workspace?

Noggin Resilience is Noggin's full resilience workspace, released in 2023 as part of the Noggin 2.0 platform, which will provide customers with a platform that will exceed expectations in delivering a global solution for Business Resilience, Mass Notifications and Crisis Management.



The only truly integrated resilience workspace

- Integrated messaging, tasking, workflows, data analysis, and mapping.
- Manage any type of risk, hazard, or incident in a single integrated solution
- Risk, compliance, planning, and assurance tools



Best practices out-of-the-box

- Comprehensive library of solution templates, based on ISO standards.
- 12 solutions, over 300 modules and 25,000 items
- Years of consolidated customer knowledge, and aligned with best practices



Next-generation software

- Clean, easy-to-use user interface
- Flexible workflows, forms, wizards, and dashboards
- Responsive, mobile-first design



No-code customization

- Tailor Noggin solutions or build your own
- Drag-and-drop designers for data model, forms, screens and dashboards, workflows, charts, maps, and more.
- Powerful workflow engine for automation



Easy to integrate

- Easy to connect and synchronize data, and plug in systems
- Integrates with ERP, service management, cyber security, CRM, EHS, GIS and others

Noggin is different from traditional Continuity Management systems which use a document centric approach to recording data – an approach that too often leads to static data that becomes quickly outdated, and is poorly referenced, difficult to find and use, and ultimately, often results in little effectiveness for continuity and limited ability to respond to disruptions.

Instead, Noggin provides an online interface for continuity planning and disruption response. This approach unlocks key advantages:

- It automates and democratizes the BIA process, allowing authorised users to contribute to BIAs, get automatic reminders when reviews are due, and only requiring BC expert input to manage exceptions.
- Monitor the entire enterprise for anomalies, immediately highlighting discrepancies where an RTO of a dependency exceeds a MTPD/MAO
- End-to-end information sharing between Continuity planners and incident response teams, so everyone shares the same up to date data.

In the BAU phase establishing business impacts and developing continuity plans, Noggin provides a structured, familiar, browser-based interface designed to be easy to end users.

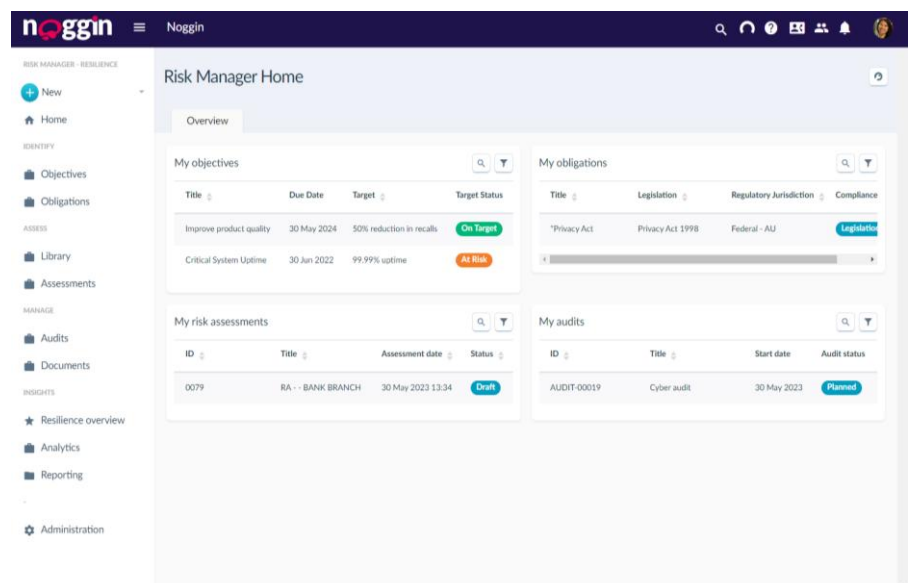
Noggin allows you to automate and lead people through your procedures, with fully-configurable workflows, including reminders of upcoming tasks such as BIA reviews and updates, including periodic reminders and escalations if due dates are missed.

And when a disruption occurs, response teams have access to the same system to manage the situation with all the necessary collaboration tools.

Anticipate risks

Noggin helps organisations proactively identify, assess, and mitigate potential risks that could cause operational failures or disruptions to their normal operations.

The centralised workspace provides a holistic view of risks, streamlines operational risk-related processes, and fosters effective stakeholder



collaboration and communication.

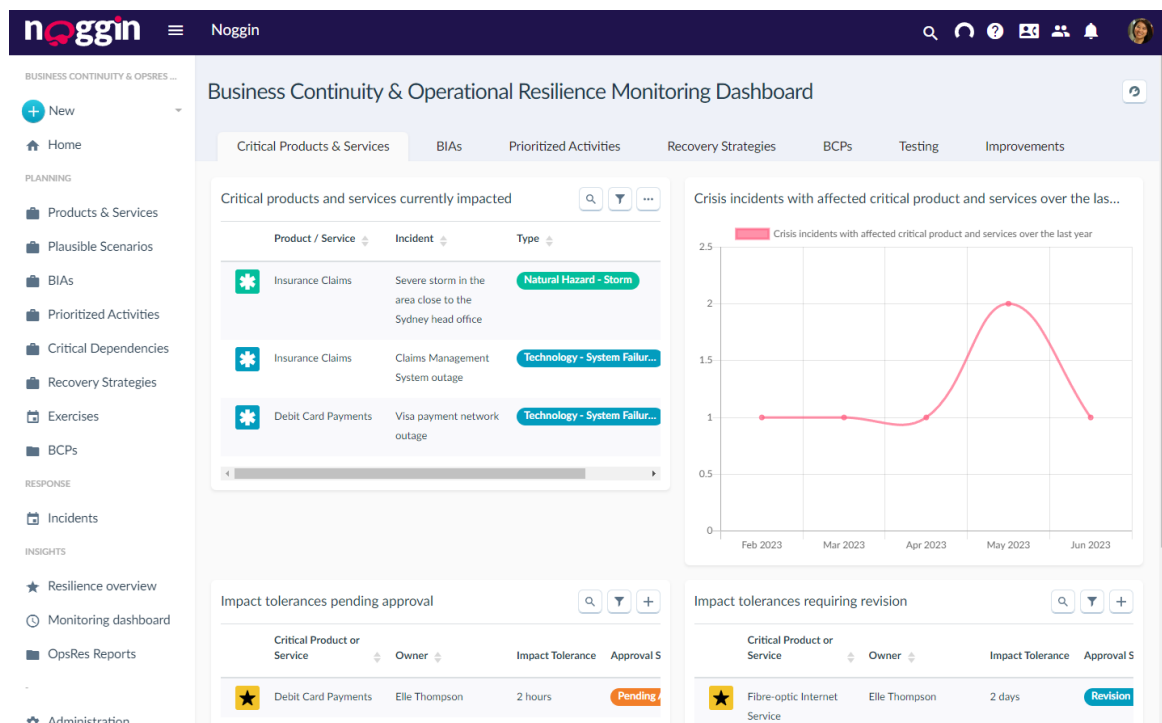
Understand the relationships and dependencies

Noggin connects the people, processes, and tools required for organisations to enhance their operational resilience, so they can minimise the impact of disruptions and still deliver critical products and services to meet their obligations to customers, stakeholders, and the wider economy.

Noggin enables you to be prepared for adverse events and disruptions and stay ahead of the curve, with streamlined, integrated, and automated business continuity management that facilitates engagement and collaboration across all stakeholders and ensures a unified approach to resilience.

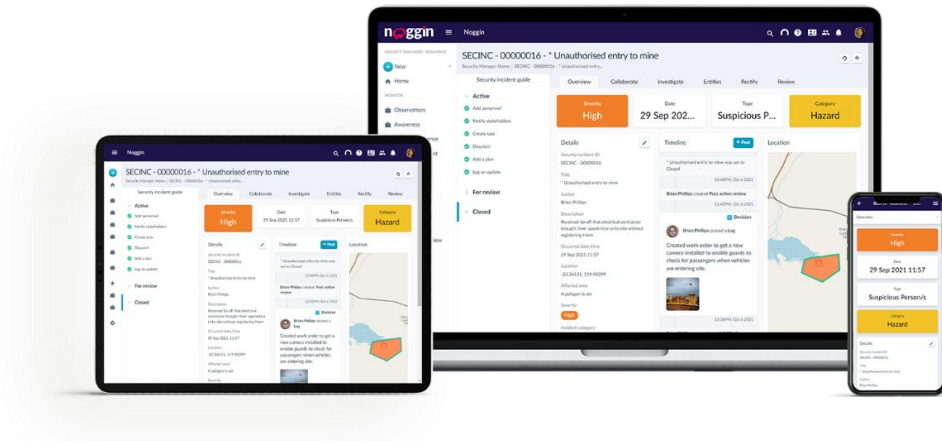
Key features:

- Business impact analysis (BIA)
- Dependency mapping
- Recovery strategies
- Exercise management
- Business continuity plans (BCP)
- Business continuity monitoring
- Analytics and reporting



Safeguard people and assets to maintain operations

Noggin's integrated resilience workspace helps organisations proactively safeguard their people, assets, and reputation with actionable threat intelligence, enhanced situational awareness, and robust incident reporting to restore normal operations quickly and strengthen their resilience when faced with adverse events.



Proactively safeguard people, assets, and reputation to restore normal operations quickly when faced with adverse events, incidents, and disruptions

Key features:

- Observations
- Situational awareness
- Threat intelligence
- Entities of interest
- Incident management
- Investigation and case management
- Action management
- Analytics and reporting

Boost resilience with effective crisis management

Noggin empowers organisations to plan, coordinate, and streamline their response efforts to minimise the negative consequences of an incident, crisis, or emergency and return operations to normal as quickly as possible with integrated threat intelligence, response plan activation, team collaboration, and post crisis reviews.

Plan, coordinate, and streamline response efforts to minimise the consequences of an incident, crisis, or emergency and return operations to normal as quickly as possible

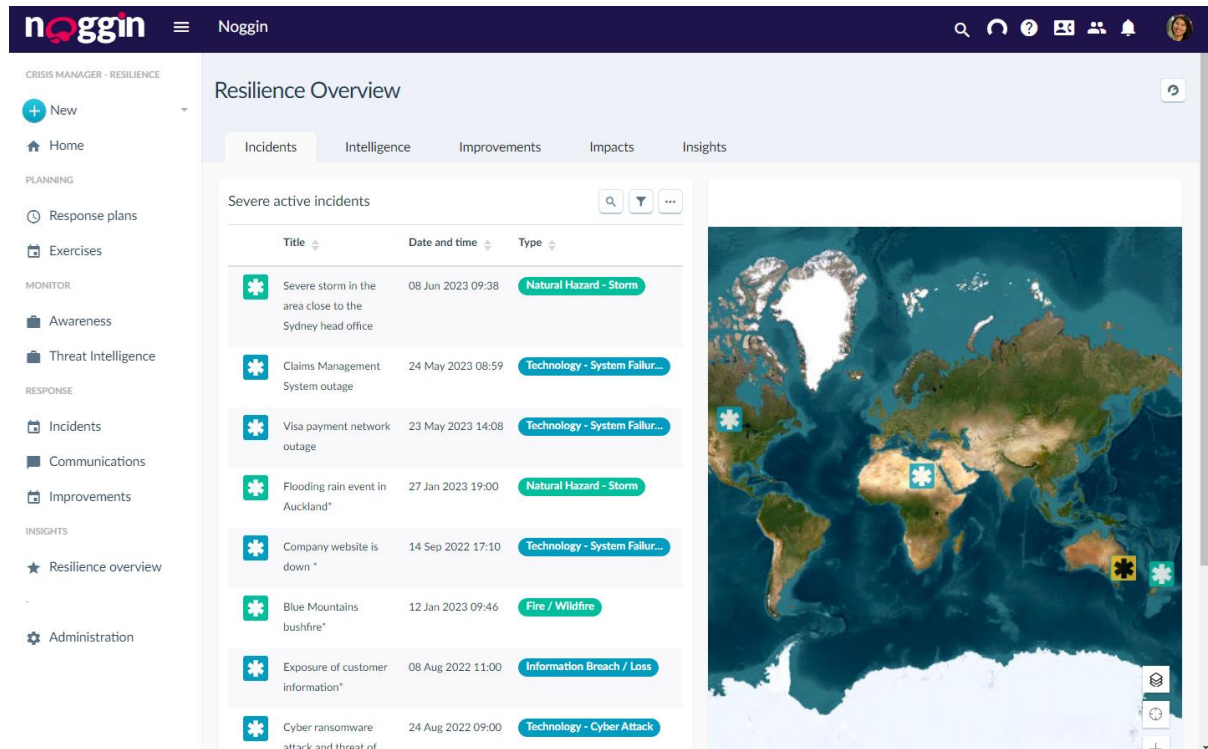
Key features:

- Incident management
- Situational awareness
- Team activation and collaboration
- Crisis communications
- Response plans and checklists
- Exercise management
- Post incident reviews
- Analytics and reporting



Continuous improvement strengthens resilience

Noggin's integrated resilience workspace empowers organisations to cultivate a culture of continuous improvement by consolidating lessons learned from planning and response processes, harnessing resilience data to derive valuable insights for informed decision-making, and taking proactive actions to strengthen resilience



1.1 Noggin can help you

1. **Plan.** It helps you proactively plan for incidents by allowing you to enter incident, emergency and business continuity plans via a workflow manager. Use a range of prepared workflows or customise your own workflow according to your business processes. Store all your key contacts, plans and procedures in one secure and easy to access place.
2. **Assess.** It helps you monitor incoming reports, operator logs, systems or other information feeds and issues in real time giving you a total picture of what is going on
3. **React.** When an incident occurs, users of Noggin know exactly what is happening, which plan to enact and who to communicate to. You can communicate instantly and reliably with any stakeholders over any medium and monitor the responses in real time.
4. **Share.** You can also share information with other relevant parties or agencies.

5. **Guarantee that it happens, securely.** Noggin is high-availability software, high-security with multi-node load balancing and disaster recovery.
6. **Report and improve.** When an incident or issue is finished you can generate a report of everything that has transpired during the course of that incident, at the press of a button. Analyse your activities to improve your responses next time.

1.2 Flexible, adaptable, cost-effective

Noggin is highly configurable by non-technical users, from the data model, types, forms and fields, to the workflows and processes, screen views and menus. The configurability and ease-of-use of Noggin makes it highly adaptable and means that it supports a number of different needs across many operations. It also includes all the tools that incident managers require in a single integrated solution. That is why Noggin is used across many sectors such as public safety, transport, healthcare, finance, retail, property, mining, oil & gas, utilities and education. Customers like Noggin because this configurability means that it can be easily fitted to their unique operations and it costs less to setup than other products: the product is adaptable over time, and does not require IT resources to set up, maintain and expand.

Because Noggin is offered as a fully hosted, high-availability and secure software service built on Amazon Web Services technology, it saves clients tens of thousands of dollars every year on hardware, hosting and software licences.

Noggin can be used to record and manage any kind of structured record. Noggin includes features for Events, Assets, Logs, Reports, Requests, Risks, Controls and Contacts, each for storing structured data records, and these can be linked for seamless information sharing. Records support attachments, map plotting, ability to relate to other records, and that their types, forms and fields can be defined and managed by any non-technical user via a visual drag-and-drop designer. This includes data validation, field labels, layout, default values and instructions.

There are also tools for communications, mapping, tasking, planning, document storage, data analysis and automation of processes or plans.

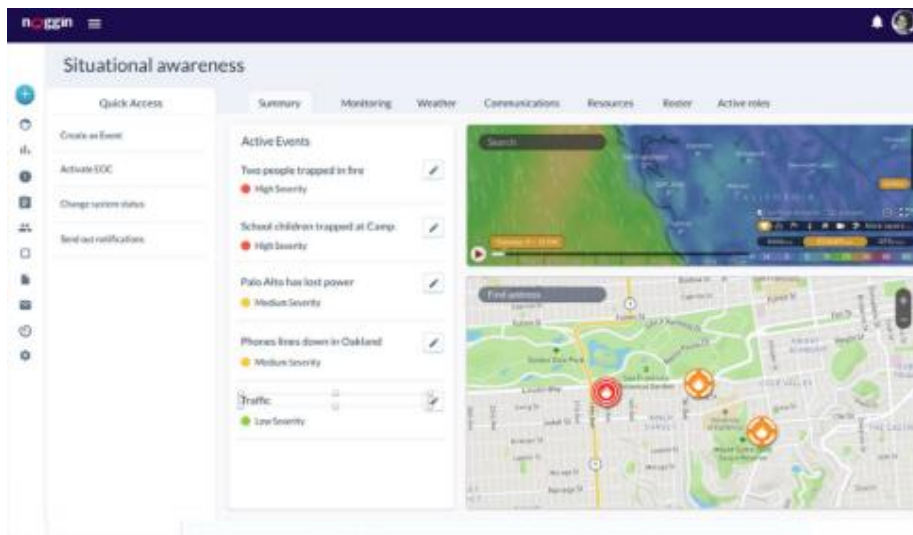
1.3 Built for mobile

Noggin is operated using desktops, tablets and smart-phone devices and includes dedicated mobile applications. The 'mobile first' responsive design means all end-user features are available on a mobile device, wherever you are located.

1.4 Benefits of Noggin

The Noggin platform has a wide range of easy-to-use features, designed to have you and your team members operating quickly and effectively.

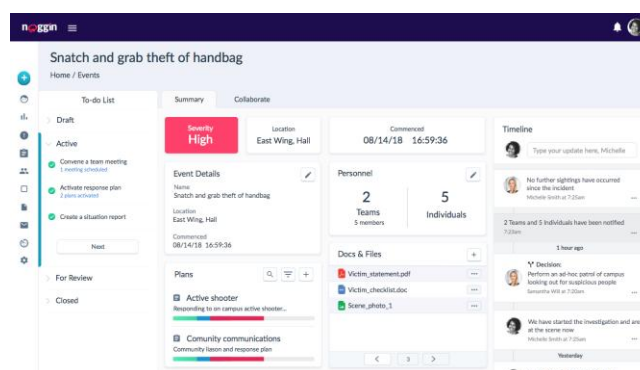
All the details at your fingertips - Record and share information about any event or exercise



Understand key information at a glance - Dashboards to summarise the situation, including impact, response status, actions, media and talking points. Tailored to each role, they show just what is needed.

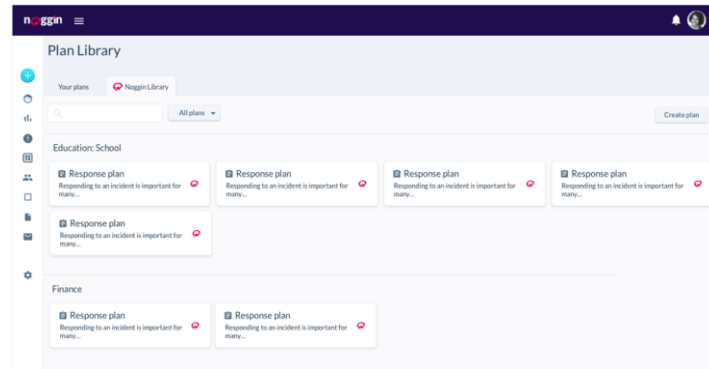
Connect with the team instantly - Secure chat to collaborate quickly about each event.

Keep everyone in the loop - Post updates to keep teams informed of events or decisions.

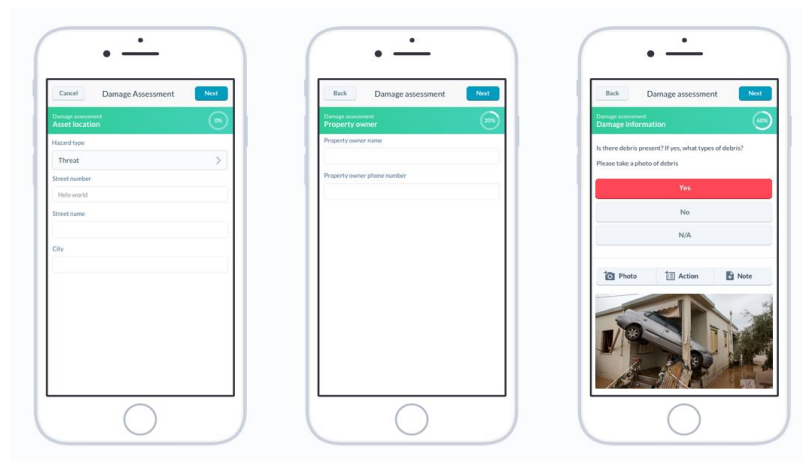


Easy to plan and fast to deploy – define strategies, roles, duties and checklists, activate in response to events, and track progress in real time

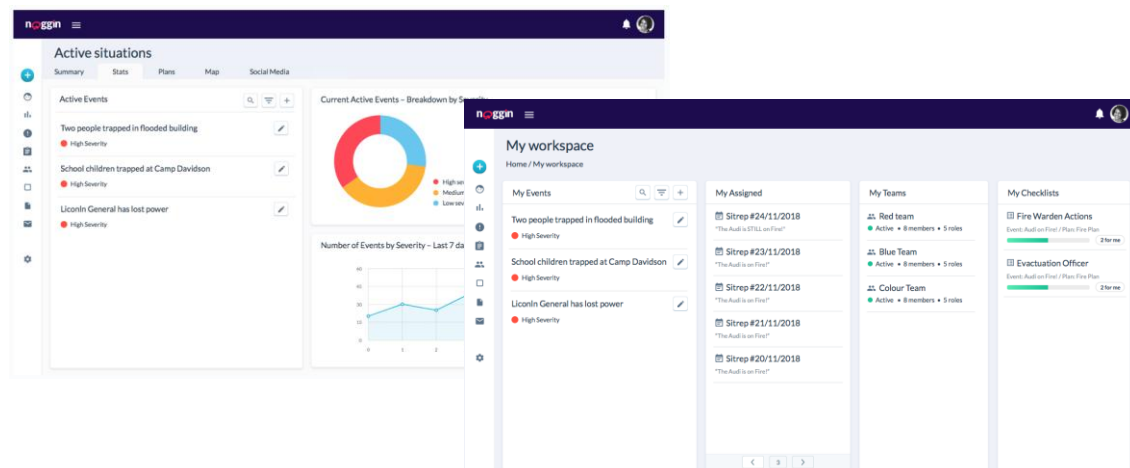
Learn from the world's best - Best-practice library of plans for safety, security, crisis and business continuity



Instantly ready to act - Actions and checklists

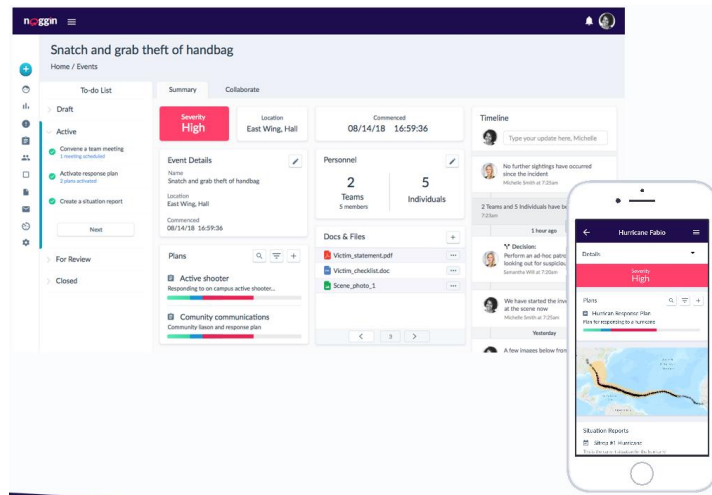


Monitor everything in one place - Impact and trend indicators, overall or by category



Keep your people focused on the right issues - Manage crisis team, business continuity, stakeholders or other contacts

Respond to emerging issues immediately - Set up teams and roles, and activate with automated notifications



A central place with easy to find key information - Upload and access key documents, plans, releases or other critical files, anytime you need them

Capture feedback for real time response - Integrated social media analytics to monitor reputational impact

Keep everyone involved, wherever they are - Apps for iOS and Android

2 Hosting

2.1 Noggin secure hosting

Hosting of your Noggin system is included with every Noggin package, so there's no need to purchase any software or hardware, arrange for your own data centre, or set up any servers yourself. In the UK/EU Noggin provides secure, highly available, **multi-tenanted** hosted at Amazon Web Services in Dublin.

2.2 Availability, back up and disaster recovery

The targeted availability SLA for the Noggin platform core services is 99.99%, and non-core services is 99.9%. This is combined with a 24 x 7 x 365 help desk as standard.

To keep the system current, Noggin is taking advantage of new cloud technology and best practices to deliver a superior product experience. Predominant of these new practices is a process called Continuous Delivery. This approach to delivering software aims at building, testing, and releasing software with greater speed and frequency. Continuous Delivery speeds up the software upgrade process delivered to our customers and opens up a range of benefits and opportunities that did not exist in the traditional enterprise delivery model.

The Continuous Delivery model promotes software changes to be performed in small batches, automatically and transparently to customers. Changes may be delivered to customers on an hourly or daily basis, depending on the speed of the development team. this pace means it is not practical for individual customers to delay updates.

Before delivery, our development team completes a comprehensive and rigorous testing process on all changes. This process ensures that all changes to the software are compatible with existing functionality and data, and that the integrity of existing customer functionality and data is maintained.

When the changes are delivered, the development team monitors the operation of the production software, looking for any early signs of problems that may arise. The operations team monitor performance and availability, scaling cloud computing resources to meet the customers' demands.

As we are able to deliver rapidly to the customer the turn-around time for defects is dramatically lowered. Instead of waiting months for defect rectification, defects can be turned around and rectifications delivered within hours of the defect being reported.

Changes delivered in small batches means that the software changes gradually, most often without the end user being aware or through notable but easily adaptable variations. This negates the need to retrain employees when the system is upgraded, minimising change management overhead.

The continuous delivery model gives a major benefit by automatically delivering system improvements and enhancements for the duration of the subscription period, at no incremental cost.

The approach to high availability at Noggin is to utilise multiple active Availability Zones. The Noggin platform has been architected and designed to run concurrently across three AWS Availability Zones. The platform runs in active mode in all three Availability Zones (that is, active-active-active mode). This means users accessing the application could be load balanced to any of the three Availability Zones. AWS Availability Zones (AZs) are logical data centres, made up of one or more physical data centres. Amazon builds the AZs for reliability and availability –they are completely separate buildings located kilometres apart for complete redundancy. They offer excellent resilience, even in the event of power outages, internet downtime, floods or other natural disasters. Should an availability zone become unavailable, the other availability zones will shoulder the load with no downtime.

3 Integration

3.1 Options

You may have a need to automatically import or export data regularly from an existing database or make parts of Noggin mirror another database. Noggin has been built with this in mind and there are a range of options to meet your integration needs.

The Noggin 2.0 platform has been designed to "play well with others" and offers three different types of integrations:

- Product integrations – These are built into the platform and are preconfigured and ready for use. Some examples include messaging via email, SMS and mobile device notifications, mapping, geo-coding and data import and export using CSV files.
- Integration centre solutions – These are also built into the platform and require the customer to provide the integration target (either application, system or account credentials). Some examples are Single Sign-On and ArcGIS integration.
- Bespoke integration – These are customised integrations with the Noggin platform, build and managed by either the customer or Noggin. The Noggin REST API is fully featured and would be an example of what would be used to build a bespoke integration

Product integrations are available as features within the service at no additional charge, although there is configuration necessary to make use of some elements.

Integration Centre Solutions are similarly included and typically require minor configuration to establish.

Bespoke integrations are more complex, usually real-time integrations. These usually use the Noggin REST API, which is a machine-to-machine interface, requiring technical expertise at a higher level than typical configuration. A usual pattern for these integration types is to leverage an integration platform to broker requests between Noggin and external applications (e.g. MuleSoft or similar). Alternatively, Noggin can provide a custom integration platform to provide this middleware (leveraging AWS Lambda processes), but this is a substantially more involved requirement that has not been included in the current proposal. A further consideration is that each third-party system requires individual work to scope, implement and test, so effort involved is dependent on the number of integrations desired.

Many Noggin customers stage integrations as part of the medium-term implementation work, as initial system functionality can often be delivered without complex integrations, with automated integrations to follow when the scope of what is necessary has been understood.

There is no cost for access to the Noggin API as part of the service, however Noggin notes the API interface may be rate limited where requests are very high to ensure no adverse system performance.

Because each organisation has different integration requirements, data models and technologies, Noggin will work with your technicians to integrate according to your preferences. The final solution will depend on a few factors including:

- The extent of data fields and number of records to be integrated
- Which system(s) will be the master system for records
- How often the data should be refreshed or transferred
- How you prefer Noggin to connect to your database(s) and the level of access it can have
- Whether changes flow between systems in one direction or both ways, and any need to synchronise changes.

3.2 Active Directory / SAML / Single sign on (SSO)

Noggin has an SAML/Active Directory integration module which can be installed to enable synchronisation of contacts with the directory, or authentication of users against the directory. This module supports single sign-on (shared sessions) via SAML. When creating a user account, administrators simply specify the authentication source – SSO or Noggin – to control whether users authenticate against an external directory or use Noggin's in-built authentication.

3.3 ESRI / ArcGIS

Noggin supports using ArcGIS for mapping. Noggin is configured to use ESRI's free ArcGIS online service, or to use an existing ArcGIS server that you may already have. Layers in your existing server can easily be made available in the Noggin interface, ensuring that the spatial views and data in Noggin share an authoritative source for both base maps and other data. Noggin can also edit or save new spatial data in your ArcGIS server.

3.4 REST API

Noggin has a REST API interface to provide yet another way to easily integrate Noggin with other data sources and systems or build custom user interfaces for specific functions. This API supports a range of functions to create, edit or view events, logs, reports, contacts, tasks and documents, as well as send and receive messages, and activate workflows

4 Other supporting features

4.1 Security

Noggin has undergone certification to the ISO 27001 standard and has been audited to the Australian Signals Directorate cloud security standard, IRAP.

Noggin comes with high-grade encryption security (256 bit) and provides management with comprehensive control over user permissions, including access permissions for every component of the user interface, as well as control over who can view, edit or send objects within the system, and full audit logging of user activity.

Other security configurations and optional features include:

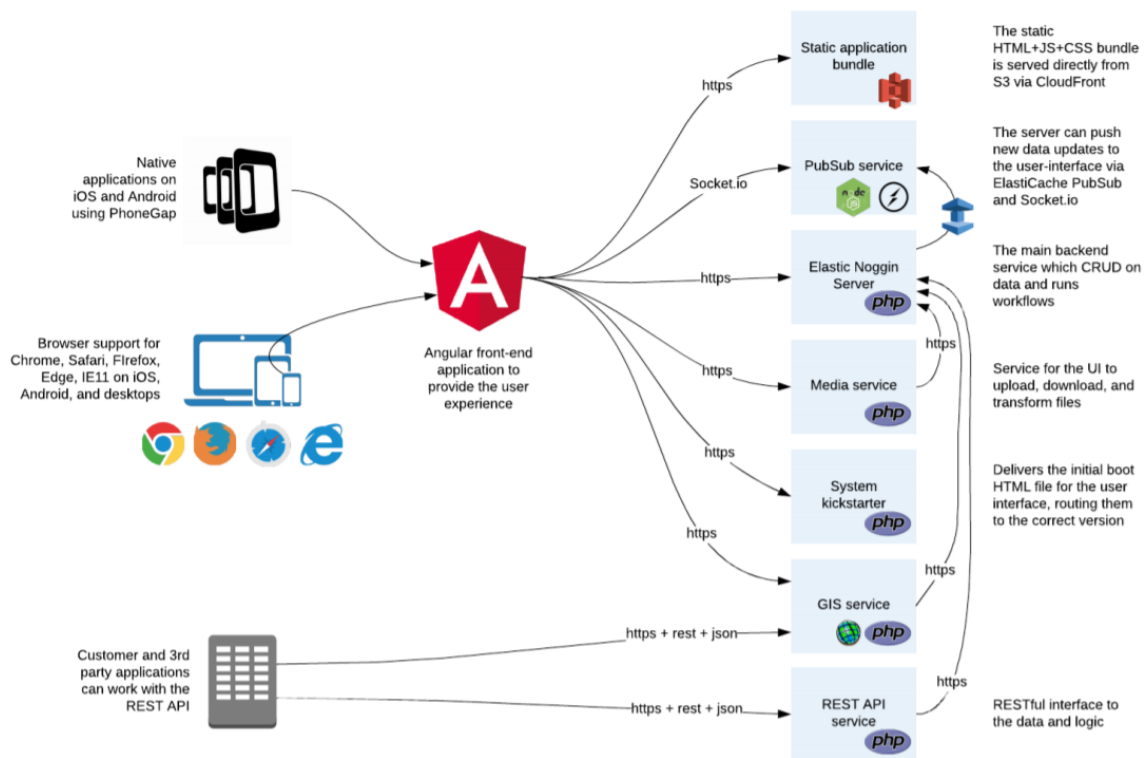
- Integration with 3rd party authentication services like SAML and Active Directory
- 2-factor authentication (SMS or hardware tokens via Single Sign On)
- Encrypted file system
- Role Based Access Control (RBAC)
- 'Need to know' access control for sensitive data

Also, we have strong expertise in all aspects of information and software security and a particular focus on security matters in our systems, and we have internal procedures in place for the handling of sensitive data.

5 Technical requirements

5.1 Technical platform

2 Noggin 2.0 Architecture



The Noggin 2.0 platform leverages a microservice architecture pattern that delivers the functionality as a collection of loosely coupled services.

Users can access the platform from either a web browser or a mobile application. The mobile application leverages the Apache Cordova framework and is developed using a combination of HTML, JavaScript and native code for iOS and Android platforms. Web browser access is via an Angular 7 single page application written in Typescript. AWS CloudFront's content delivery network serves the static pages of the application to ensure optimum performance.

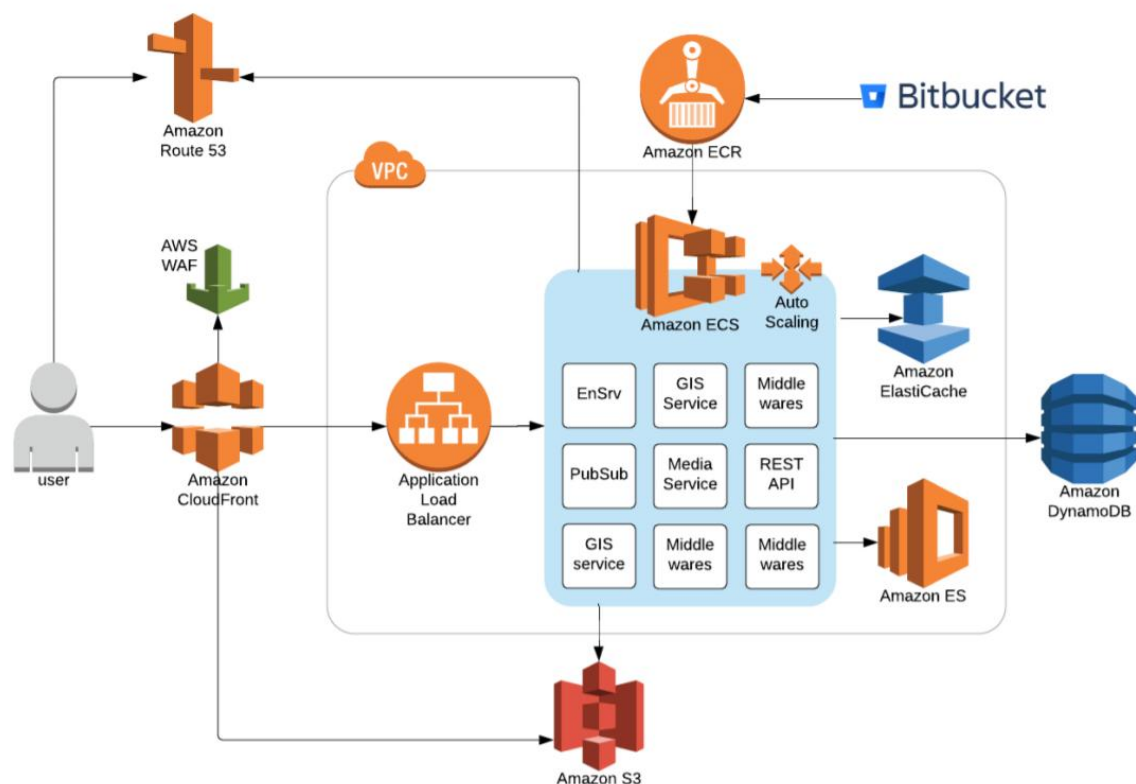
External applications can access the platform services through REST APIs.

The Noggin 2.0 platform consists of micro-services and Noggin will be adding new services from time to time. Some of these services include

- PubSub Service – This service leverages socket.io to alert the user application about the change of data on the platform. This service powers the chat functionality, user notifications, and several other features of the Noggin 2.0 platform
- Elastic Noggin Server Service – This core service is responsible for storage, retrieval, and processing of data. It also runs workflows that interact with other external services
- Media Service – This service enables the file related functionality in the platform. It allows file upload, download, and transformation functionalities
- System Kickstarter Service – This service delivers the Angular 7 based static files required for the application. It also ensures version related dependencies
- GIS Service – This service powers the processing of Geospatial Information. It provides services like address lookup, geocoding of addresses and other spatial functionalities in the platform. It leverages information from external services like ESRI
- REST API Service – This enables external access to Noggin 2.0 platform functionalities. It is the preferred channel for integration with external third-party applications

All of these services are delivered in at least three availability zones in each of the provisioned Noggin regions

3 Technology Stack



5.2 Minimum browser requirements

The main desktop interfaces support use of the **three most recent versions** of the following web browsers:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome and Chrome for Mobile
- Apple Safari and Safari for Mobile

The mobile interface supports use of any HTML 5 compliant mobile device browser (e.g. iPhone, Android)

5.3 Access to the system

To access the system, it is only required to perform outbound HTTP (port 80) and HTTPS (port 443) requests from end-user machines.

It is recommended internet access providing <20ms ping time to the server. As an approximate, 128kbit/s should be allocated to each concurrent user. Therefore, for example, a 1Mbit/s link could cater for approximately 8 concurrent users.

6 Plans and options

6.1 License model and options

Noggin's licensing model for Noggin is software-as-a-service (SAAS), whereby you subscribe to one or more instances of Noggin hosted by us, on a fee-per-month basis. This approach has several advantages including:

- No need to purchase any software or hardware,
- Minimal up-front investment,
- No need to arrange for hosting,
- Costs are amortised over the life of the system rather than loaded up-front,
- Upgrades and new features provided at no additional cost, and software is always under warranty whilst the service subscription is current.

- Software license costs reflect actual use and value rather than projected,
- Greater flexibility to modify license scope as usage changes over time
- Minimal ICT resources required from you

These services are offered in packages covering messaging, storage, hosting and support. There upgrade options and excess charges, should you need to increase your usage in any area.

It is also possible to have more than one instance under a single SAAS subscription. Under all options Noggin will provide software upgrades, including new features, for free whilst the service subscription or software licence maintenance is current.

If you require more than one instance of Noggin this can be provided under a single SAAS subscription, Noggin simply charges an additional fee to cover the extra instance(s).

6.2 Named user model

Noggin offers its software on a named user basis. This provides clarity and transparency for customers, allowing license numbers to be unambiguously tallied and accurately budgeted.

By maintaining system accounts for all users, with predictable, easily budgeted pricing, Noggin supports frequent system use, exercises, training and other access that makes system users more effective when responding to incidents.

When setting licence charges, Noggin has aimed to offer generous user count tiers, so that Noggin's easy to understand and transparent pricing is on par, or offers better value, than competitors variable pricing options.

Where user numbers grow, Noggin can be upgraded to a higher user count tier.

6.3 On boarding options

Noggin uses an agile delivery methodology, tailored to support each customer's particular scope/requirements.

Noggin's platform is provided as Software-As-A-Service (SaaS). This means that system access is immediate, with a short onboarding process to familiarize stakeholders with system capabilities and features, and to demonstrate reports and tools.

This approach to delivery, where we conduct workshops, document and prioritise change registers, and produce changes in a series of sprints is called Noggin Flex.

The Noggin Flex approach is to deliver configuration services as part of pre-defined "packs" of professional services, developed to provide the minor adaptations and configuration customizations to reflect customer nomenclature, hierarchies etc.

These are prepaid blocks of professional services effort, delivered on a time and materials basis, with time sheets kept to validate effort. Should additional resources be required, additional packs are available for additional charge.

This approach comprises short duration "sprints" where work tasks are prioritized at the beginning of the sprint, completed, tested and documented at the sprint end. This approach removes cumbersome project governance processes that do not scale well to smaller projects.

The process commences with a Discovery workshop which will deliver a detailed list (called a "change register", organised by user story, of changes and configuration additions desired by customer stakeholders. Based on the change register, Noggin will prepare a build plan that will seek to prioritise the effort for implementation and provide a proposed schedule that divides tasks into a series of 'sprints' where items are specified, delivered and approved in discrete units.

This approach allows customers to evaluate the priorities of implementation work so the user stories scheduled for delivery are visible, and user stories that require a high effort and/or are lower priority are also revealed, allowing customers to select the optimum value balancing costs/effort versus 'nice to have' features.

This approach substantially de-risks implementation by highlighting any mismatch of expectations/requirements before delivery work commences.

For larger deployments, or where the customer requires formal project planning, Noggin offers a project management resource as an option. This comprises a senior project manager allocated the equivalent of 1 or 2 days per week for the project duration, and takes responsibility for documenting the initial project plan, schedule, and producing a weekly update report, including an update meeting.

This is not a replacement for Customer project resources but supplements this role.

Noggin is happy to provide further documentation around the Flex approach to provide a high-level outline of the Noggin delivery process.

6.4 Support

As we provide our software as a service, these services cover the full range: 24/7 service desk, incident management, problem management, SLA management, availability management, change management, release & deployment management, application management, ICT infrastructure management, security and identity management. However, these activities are performed as part of supporting an overall software-as-a-service as so are not always visible to clients, nor would clients necessarily participate in them. Below are the types of Support Requests that are in scope and out of scope.

In scope	Out of scope
<ul style="list-style-type: none"> • Advice and guidance on how to use or configure your Noggin software • Assistance with software configuration • User access provisioning or changing (if requested by an authorised administrator) • Any Incidents and Problems with Noggin software including service outages or software defects • All maintenance of Noggin software • Upgrades or snapshots of environments • Issues related to, or maintenance of, Noggin's software to integrate with your other systems. 	<ul style="list-style-type: none"> • Support of any client systems or infrastructure outside of Noggin's software, including your network connection or environment, desktop or server hardware or operating system, internet browser, or any other third-party application or system. • Feature requests or software changes – these are forwarded to product management for consideration • Change Requests (work performed on your Noggin system) that require more than 1 business day of effort. These are deal with via project change requests, or account management requests for minor services. • Data migration • Testing • Delivery of training or development of training materials • Business process analysis or consulting • Project or change management or communications • Participation in any client change management processes

Support is offered via Email, Phone or our dedicated Support Portal 24 x 7 x 365.

The below target Service Level Agreements (SLA's) apply to all new Support Requests submitted by trained users/administrators for projects that have gone live, transitioned from the project phase to production support, and are outside the one-month warranty period. The SLAs below are in line with industry best practice and ITIL standards.

Issue priority

Priority	Definition
1	A complete system failure or outage. Most or all users unable to access Noggin or many of its key functionalities, or there are immediate business critical impacts (e.g. financial loss, health/life risks, legal/compliance impacts, negative impact to Client's reputation or customers, etc.). No workaround is available.
2	Key system functionality unstable or unusable. Many users affected. A workaround may or may not be available.
3	An intermittent issue, or the issue has a workaround, or the issue has minimal impact to the clients BAU operations.
4	Minor cosmetic defects, or a Standard Service Request (request fulfilment), request for information, administrative task, feature requests, sales enquiry, or a question.

Service levels

Priority	Service Level		
	Acknowledgement time	Response time	Resolution target
1	15 minutes **	45 minutes	6 hours
2		2 hours	2 business days
3		1 business day	5 business days
4		2 business days	10 business days

** Via automated email alert (where a P1 has been reported on the phone, this will be captured as a Support Request against the Client's name during the phone conversation, resulting in an email acknowledgement to the customer). This usually occurs within a few minutes at most.

SLA Benchmarks

100% of Priority 1 incidents responded to within SLA targets

100% of Priority 1 incidents resolved within SLA targets

95% of Priority 2 incidents responded to within SLA targets

90% of Priority 2 incidents resolved within SLA targets

90% of Priority 3 incidents responded to within SLA targets

90% of Priority 3 incidents resolved within SLA targets

6.5 Training

It's important to us that every user gets the training they need, and that we deliver that training to a consistent and high level of quality, and via modern, practical, and cost-effective ways.

Fundamentally, Noggin provides an intuitive system with minimal training requirements for most users.

For implementations where Noggin is used with “out-of-the-box” templates, Noggin offers a familiarity training course delivered via webinar in an online classroom to take end-users through the various functions and features of the system.

Noggin offers a similar course, delivered over two days, for Administrator users who will be providing management and configuration of the system within the customer organisation. This course is also delivered via a webinar in an online classroom.

For organisations conducting internal training, Noggin offers a “train-the-trainer” course that provides the trainer with a resource kit and guidance on how to train the system to end-users in their organization.

These courses make use of the learn.noggin.io online reference materials as training documentation.

Where customers make substantial changes to the “out-of-the-box” configuration, including adding new functions or bespoke requirements for their business, training based on the generic system may be insufficient. In these cases, Noggin can offer training support and optional custom training materials as a professional services engagement for additional charge.

Self-Guided Learning. Have your users familiarise themselves with the content we’ve carefully developed in the freely accessible learn.noggin.io knowledge base including step-by-step “How To” articles, 25+ Getting Started videos, Release Notes, Feature of the Week announcements and our “Self-Guided Learning Tool” which provides users with some foundational material to help them get up and running on the system.

7 About Noggin IT

Noggin is an Australian software company, and since July 2024 as part of the **Motorola Solutions** group¹, that for over **15 years** has been making software for organisations dealing with difficult problems that threaten their resilience, including **Business Continuity, Emergency Management, Operational and 3rd Party Risk, Crises, Intelligence, Security and Safety**.

¹ Press release: [Motorola Solutions Acquires Global Software Provider Noggin](#)

At the heart of our services is a focus on resilience through better management of information, assured communication and coordinated action – delivering our customers better outcomes, improved consistency and enhanced predictability – along with tools to manage anomalies, issues and incidents.

Our customers include government agencies, utilities and complex enterprises with high levels of accountability and responsibilities where failure can have grave repercussions.

To support these customers, Noggin provides a platform that is **secure and reliable**, to be available when needed and to have assured integrity of information. We have a strong track record in providing innovative solutions that have been “battle tested” in responding to many emergencies and planned events.

Awards & Recognition

Noggin has extensive experience in software and related professional services for managing risks, disruptive events and emergency operations such as natural disasters and major incidents. We have developed online solutions for airline companies for over 15 years, providing crisis and incident management systems. We have a proven track record with developing highly usable and in understanding a diverse range of business contexts and requirements.

2022 Referenced in Verdantix's Smart Innovators: Critical Event Management report.

2023 Won the **BCM Planning Software of the Year** (CIR Magazine) and nominated for BCI Europe BCM Software of the Year.

2024 Recognised as the **top Operational Resilience Software Provider** in the Verdantix' Green Quadrant: Operational Resilience Software 2024 report.

2024 Recognised as the **top Operational Resilience Software provider** in the Verdantix Smart Innovators: Operational Resilience Software report.

2024 Recognised as a **Strong Performer in Forrester Wave™**

Customers

Noggin serves a diverse range of customers across industries that demand robust resilience, safety, and crisis management solutions. Our clients include retail, manufacturing, transportation, logistics, critical infrastructure, as well as those in aviation, government, financial services, education, and the energy sector.

EMEA Customers



We work with businesses and institutions of varying scales, from global enterprises to local operators, helping them streamline operations, enhance risk management, and achieve compliance in high-stakes environments.

Email: sales@noggin.io

Web: www.noggin.io