



indigo.

INDIGO v8.7

Indigo® and Shaded Solutions® are registered Trademarks of The Epic Team Pty Limited

Phone: +61 2 9281 0024

Fax: +61 2 9281 0284

Email: indigo@shadedolutions.com.au

Web: www.shadedolutions.com.au

Indigo® is a real-time issues tracking and management system for operation centres. It is designed for easy to use, open and transparent communication between people, departments and organisations during operations. It can be operated from anywhere on a network including remote locations via VPN and 4G.

When information is recorded in Indigo® it instantly becomes available to all other users who can read and contribute information. Whilst designed to be transparent, sensitive information can be restricted if required. Indigo® can also be used as a tasking tool, setting tasks to be actioned by yourself or others.

LOGGING IN




Please enter your email address

email



STEP 1

- Open Indigo®
- If prompted, enter your Email Address
- Click 

STEP 2

Indigo® will check to see if you've used it before.

- If you have, type your password and log in.
- If not, you will need to register as a new user (see below).

Note: (if you have used indigo before but you still get this message, click go back and try again as you may have typed your email address incorrectly)



Name:

Joe

Bloggs

Organisation:

NSW Police Force (NSWPF)



Mobile Number:

+61 (AUS)  0411222333

Email:

blog1joe@police.nsw.gov.au

blog1joe@police.nsw.gov.au

Create a password:

.....

.....




STEP 3: New User Creation / Confirmation:

- Fill in / confirm your registration details.

STEP 4: Log into an operation:

Check your details are correct and then choose an Operation and Role to log in to

Click  to open the Indigo® console.

Indigo Tip: Some lists (such as roles) are often very long. TO avoid scrolling, start typing your desired text in the list field and Indigo® will find a match for you.

THE INDIGO CONSOLE

The screenshot shows the Indigo Console interface. At the top, there's a header with the 'indigo.' logo and user information 'Ian Steigrad (NSWPF) IMT Planning'. Below this are several panels:

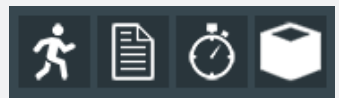
- Actionables:** Contains two items: '#27943 - Permission Request: Close Macq St' and '#27942 - Lost Child - Pablo'. A red circle '2' is placed over this panel.
- Log:** Contains 'PRESET LOGS' (Safety, Logistics, Planning) and 'RESOLVED ACTIONABLES' (#27944 - Water Required). A red circle '1' is placed over this panel.
- Tools:** Contains 'DECISIONS' with a date '2022-04-28 20:35' and a name 'Mr Smith - Police Commander'. It includes a 'Context' section, 'Options', and 'Rationale'. A red circle '4' is placed over this panel.
- Tasks (Requests, Instructions):** Contains two tasks: '#4199 - Please confirm with Cmdr Smith...' and '#4198 - Please complete sitrep...'. A red circle '3' is placed over this panel.

At the top right, there are visibility icons for Actionables, Log, and Tools. At the bottom right, there are icons for Map, New Console, and Logoff.

The Indigo Console is divided into the following panels:

- 1 Log** - Preset logs for capturing and sharing information that does not require action such as for situational awareness or record keeping. This is also the panel where actionables reside once they are closed off.
- 2 Actionables** - Current items that require action either by yourself or another person / organisation typically these are problems, concerns, issues or requests.
- 3 Tasks** - A list of tasks assigned to you or issued by you to other Indigo users in the operation.
- 4 Tools** - Various Tools for working in Indigo including the decisions log, collaborative tools and forms.

Panels can be toggled on or off depending on your preference. This is done by clicking the panel visibility buttons found in the top right corner of the screen.



Click the **Map** button to view all mapped actionables.



Click the **New Console** button to log into a second Operation concurrently.



Click the **Logoff** button - located at the top left of the screen - to logoff from the Operation.

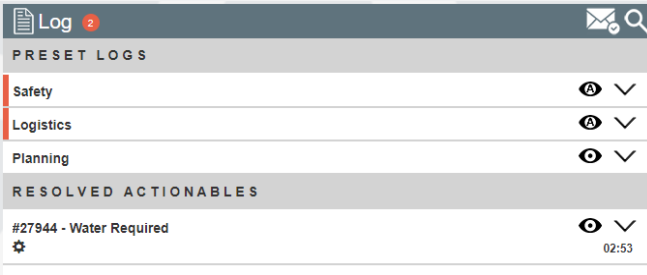


The Alert Bar will appear at the top of the screen to inform you when a new Task has been assigned to you or if a new Decision has been made.


New Task: check top of task list.

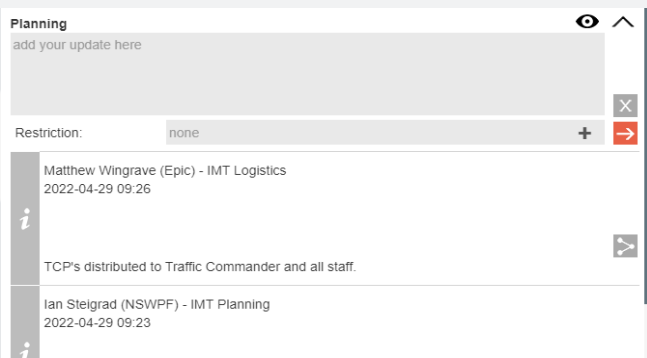


THE LOG

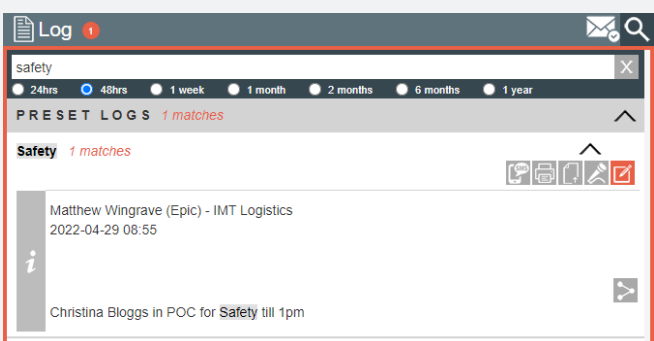
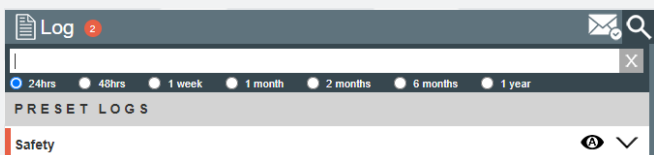



Once expanded, the two most recent updates associated with that log can be viewed.

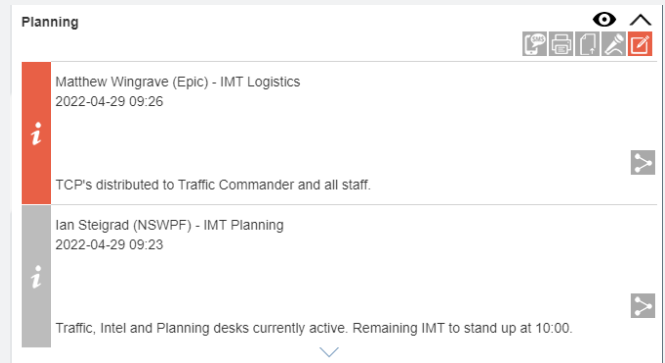
Click  to reveal more updates. The most recent update is at the top




Each Log Item's visibility can be changed depending on its relevance to you.




Each row represents a separate log. Clicking  expands the item so that the full text can be viewed (see below). A red bar to the left of the item denotes that the item is unread.







To add an update to the item click 

Enter your information into the update field. By default, your update will be seen by all users logged into the operation. To restrict the update to specific users, type a user or user group name into the restriction box.

Add multiple users or user groups to the restriction by clicking . For log updates restriction cannot be changed once submitted.


Click  to submit


-  Pinned (remains visible at all times)
-  Hidden (remains hidden at all times)
-  Auto (remains hidden unless unread)

To find old or invisible items, use the search tool by clicking on  to enable search mode.

In search mode, all logs are displayed (regardless of visibility) and visibility can be changed.

Enter text to search for specific information and press Enter. A red border appears to indicate that you are viewing search results.

Log Tips: Click  on each log to close it when you've finished reading.

Click  to turn off search mode when you're finished using it.

ACTIONABLES

* add your information here

* add a title here

Status: open

Priority: 1 - low

Restriction: none

Allocation: none don't notify

Tags:

Location: search map

Map Satellite

opened 2022-05-02 14:12 responded responded closed closed

Click **+** to begin a new actionable.

Enter your key information into the text field and enter a title for the actionable.

Each actionable can also have the following properties set (not all properties may be available):

Status: open or responding (status becomes closed when the actionable is closed)

Priority: select from the priority list

Restriction: by default, your update will be seen by all users logged into the operation. To restrict the update to specific users, type a user or user group name into the restriction box. Add multiple users or user groups to the restriction by clicking **+**.

Allocation: type the names of Indigo users to whom this Actionable will be allocated and select notification options. Add multiple users to the allocation by clicking **+**.

Tags: type the name of any preset log to tag the Actionable for that topic. This is a reporting tool that allows export of information (logs and actionables) by topic.

Location: enter an address or landmark in the location field and select an option. Further refine this if necessary by clicking on the map to drop a location pin.

Times: by default, each actionable commences at the time you begin it. Use the time control to change this if necessary.

Click **→** to submit.

Each Actionable has a status bar showing time elapsed, status, priority, restriction and allocation. Click **⚙** to open (and update) the actionable properties.

When allocation notification is set, an alert appears for relevant users above the item requesting acknowledgement or response.

#27943 - Permission Request: Close Macq St
Macquarie Street, Sydney NSW, Australia: Permission requested to close Macquarie St at Bridge St due to high crowd levels.
HIGH 22:42

This item has been referred to you by Matthew Wingrave. Please acknowledge. ACKNOWLEDGE

#27942 - Lost Child - Pablo
George St, The Rocks NSW, Australia: Lost Child Answering to Pablo, 7 yrs old, red shirt. Parents at Rocks Police Station.
MINE RESTRICTED MODERATE RESPONDING 45:42

Audit Trail

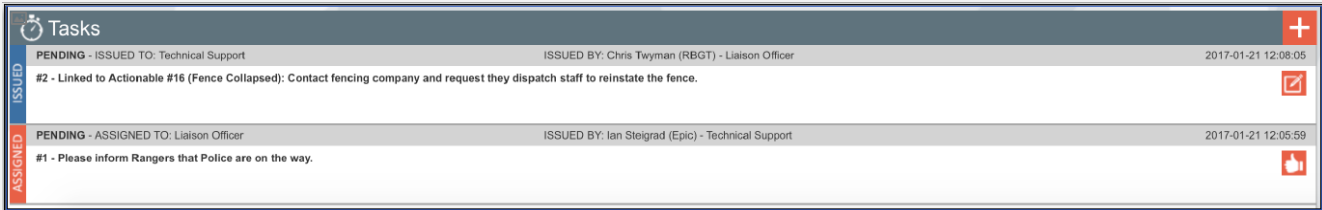
```
{\"utc\":\"2022-04-28T10:17:32.102Z\",\"user\":\"Ian Steigrad (NSWPF) IMT Planning\",\"type\":\"Item Created\",\"data\":{\"Status: open | Priority: 1 | Location: searchmap: Macquarie Street, Sydney NSW, Australia, lat: -33.86321436946135, lng: 151.21287417011953 | Timestamps: opened: 2022-04-28 18:46\"}}  
{\"utc\":\"2022-05-02T05:08:36.457Z\",\"user\":\"Matthew Wingrave (NSWPF) IMT Logistics\",\"type\":\"Item Update\",\"data\":{\"Priority changed to: 3\"}}
```


At the bottom of the actionable properties, click **☰** to display the audit trail for the actionable. Every change to actionable properties is recorded in the audit trail.

Actionable Tips: Keep an eye on the timer for each actionable. The goal is to close actionables as quickly as possible.

Every Indigo user should read all actionables for situational awareness.


TASKS




Tasks can be Assigned to you by others or Issued by you. To create a Task  click at the top of the Task Panel.



Enter the Task details in the Task Description field



Select the Role that the Task is to be Assigned to. Note that if multiple users are logged into a role, all users will receive the task. First user to accept the task will 'own' it.


Click Submit 



If you receive a task, you will need to accept it before you can add an update. To accept the task, click . The status of the task will change to 'Active' on both the sender and receiver's screen.

To add information to the task click , complete your update and then click  to submit.

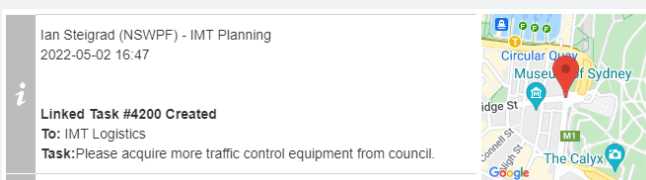
To close a task, click  to update, enter information explaining why the task is to be closed and then click  to close the task.

Once a task is closed, click  to delete the task. Tasks do not form part of the operation record unless linked to an actionable (see below).



LINKING TASKS TO ACTIONABLES

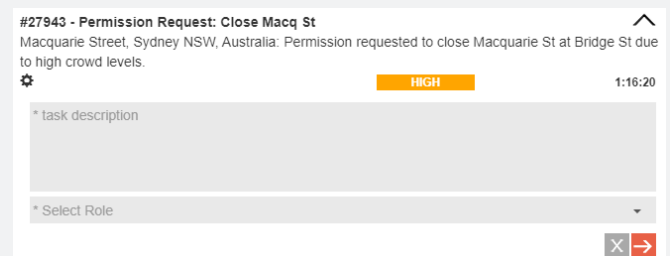


The task is then created from within the actionables panel. Once sent, the task shows in both sender's and receiver's task panel and all updates appear in the actionable as well as in the task.

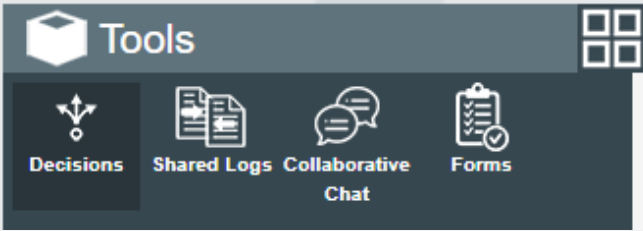



Linking a task to an actionable updates the actionable with every update of the relevant task. This means that all users in the operation can see the task and it forms a part of the formal operation record.


To link a task to an actionable, open the actionable by clicking  then click  from inside the actionable.



TOOLS




To view available tools, click  on the top right corner of the tools panel. Select the desired tool from the icons that appear. Please note, not all tools are available in every Indigo installation.


Not all roles are designated as decision recorders. If your role can record decisions you will see the  button at the top right or the decisions panel.

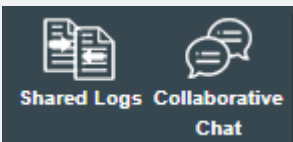
Click  to record a new decision.

Note that decision fields may vary to those pictured opposite.

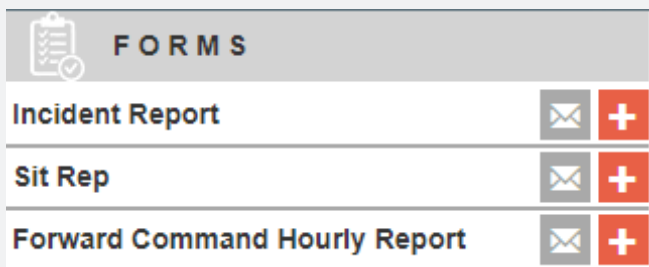
By default, the decision will be seen by all users logged into the operation. To restrict the update to specific users, type a user or user group name into the restriction box.

Add multiple users or user groups to the restriction by clicking . For decisions, restriction cannot be changed once submitted.


Click  to submit




The Shared Logs and Collaborative chat tools are covered under the Collaboration page of this guide.

A screenshot of the 'DECISIONS' form interface. The header is grey with the word 'DECISIONS' and a red plus icon on the right. Below the header, there are several sections: 'Context: What is known? What is unknown?' (a text input field), 'Options: With Pros and Cons for Each' (a text input field), 'Rationale: Considerations & Deductions' (a text input field), '* add decision here' (a text input field), 'Decision made by:' (a text input field with '* who was the decision made by?' below it), 'Date & Time of decision:' (a text input field with '2022-05-03 09:13' and a calendar icon), 'Restriction:' (a text input field with 'none' and a red plus icon), and a bottom row with three icons: a magnifying glass, a close 'X' icon, and a submit arrow icon.

Use the Forms tool to access pre-defined forms.


Click  next to the appropriate form to start a new form


Click  next to a form to email a link to that form to another person for completion.


Forms can be saved or submitted. Upon being submitted, forms will be converted to a PDF and filed under the Forms preset log.


OTHER FEATURES


The following features are available throughout Indigo® to facilitate information capture and situational awareness


 Use the device microphone to record voice notes or other audio material and submit to Indigo®. You can review the audio file before submission.

 Request information by SMS. Send a text message to anyone with a link allowing them to update Indigo® from a mobile device. Updates appear instantly in Indigo®.

 Upload documents or images from the device to Indigo®. Once information is uploaded to Indigo® it cannot be deleted or edited.


 Link a task to the current actionable. See the Tasks section of this guide for more information.


 Print the current Indigo content to a new browser tab. The new tab may then be printed or saved. **Tip:** Use this function to review very long logs or actionables more easily.


 Share information with a collaborating operation (usually in a different operations centre). See the Collaboration section of this guide for more information.


CLOSING AN ACTIONABLE

Regularly closing completed actionables in Indigo is essential to managing a smooth Operation because it focuses all users on the active tasks at hand.

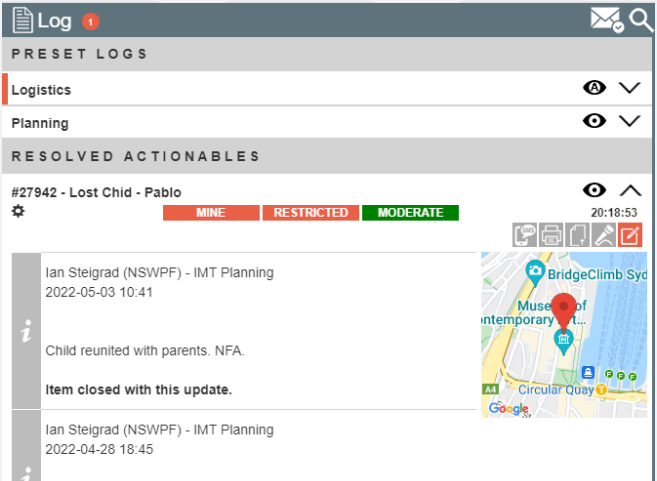


Click  to expand the desired actionable.

Click  to add a final update to the actionable describing the reason for closing it.

Click  close the actionable.


The actionable closes and moves across to the Log under "Resolved Actionables". Visibility is set as "Auto" for all users except the closing user for whom it is pinned.




COLLABORATION

An Indigo® Collaboration is similar to a teleconference in which the participants are Indigo® Operations (often in different operation centres). Collaboration makes it simple to share information from one Indigo® Operation to another.

An Indigo® Collaboration needs to be established by Indigo® Administrators in each operations centre. Once established, the collaborative options are enabled in the console.

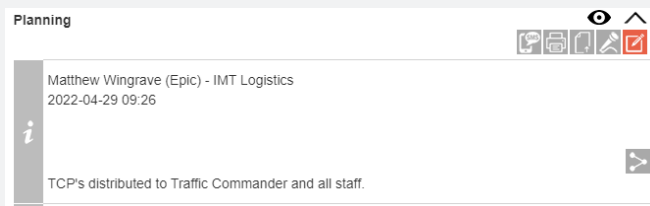
 To share an actionable with a collaborating operation, click the sharing icon

Select the centre and operation with which you wish to share the actionable. Add any message you wish to add to the share.

Click  to initiate the share.


Note that for some operations, share initiations is restricted to administrators. Note also that you cannot share restricted information.

Once shared, all non-restricted updates, uploads, voice recordings and other input for the actionable will be shared with the other operation. Likewise, any input in the other operation will be shared back.





To share an log update with a collaborating operation, click the sharing icon in the update.

In this instance, Indigo® will create a new shared log in the tools panel. You will need to create a title for the shared log.

Click  to submit and create the shared log in the tools panel.

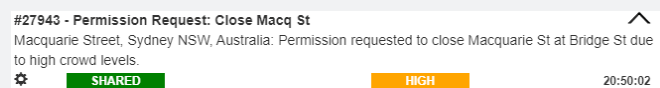
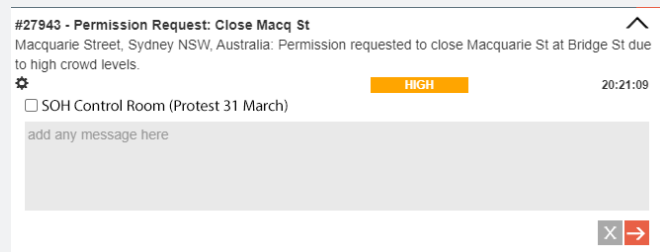
When a collaboration is active, collaborative chat can be used to send messages instantly between all indigo users in all operations. Chat items can also be drag-and-dropped into preset logs.


 **COLLABORATIVE CHAT** 

Information entered in this section will be shared with all other operations collaborating with this operation. To view collaborating operations [click here](#)

POC (Covid-19 Maintain Public Order) - Ian Steigrad (Epic) - AFP Liaison
2022-05-03 17:43

Please be aware that Macquarie St is closed to all traffic and pedestrians.

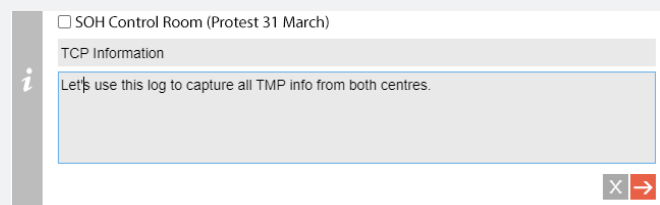



The status bar then displays 


Click the shared indicator to see the sharing info for the actionable.

To share a log update with a collaborating operation, click the sharing icon in the update.


In this instance, Indigo® will create a new shared log in the tools panel. You will need to create a title for the shared log.



 **SHARED LOGS**

#27944 - TCP Information 

Ian Steigrad (Epic) - AFP Liaison
2022-05-03 15:52

 **Sharing Update from POC (31 Mar Protest)**
This item was shared with the following operations:

- Protest 31 March (SOH)

Lets use this log to capture all TMP info from both centres