Mission Control Portal
Refined navigation, an even better usability and a contemporary look

mission control™
security services

As a Mission Control user, you expect our portal to be fast, easy to use, reliable and transparent. That's why we continually optimized its functionality and features over time. Now we took a slightly bigger step: We are very proud to introduce release 13.4 of the Mission Control Portal.

Mission Control Portal offers the following features:
- Overview of services for all the sites of an organization in real time
- Ticketing application to share technical information with Mission Control regarding issues, upgrades and maintenance
- Management of users, permissions and company contacts
- Access to configuration, documentation, statistics and tools
- Audit trail: who did what, where and when

For questions or feedback contact
mc-feedback@open.ch

Simplified information structure
Emphasis is placed on displaying the most important data clearly and ensuring shorter paths to get to it. There are fewer levels of navigation, which means that users can access information even more quickly.
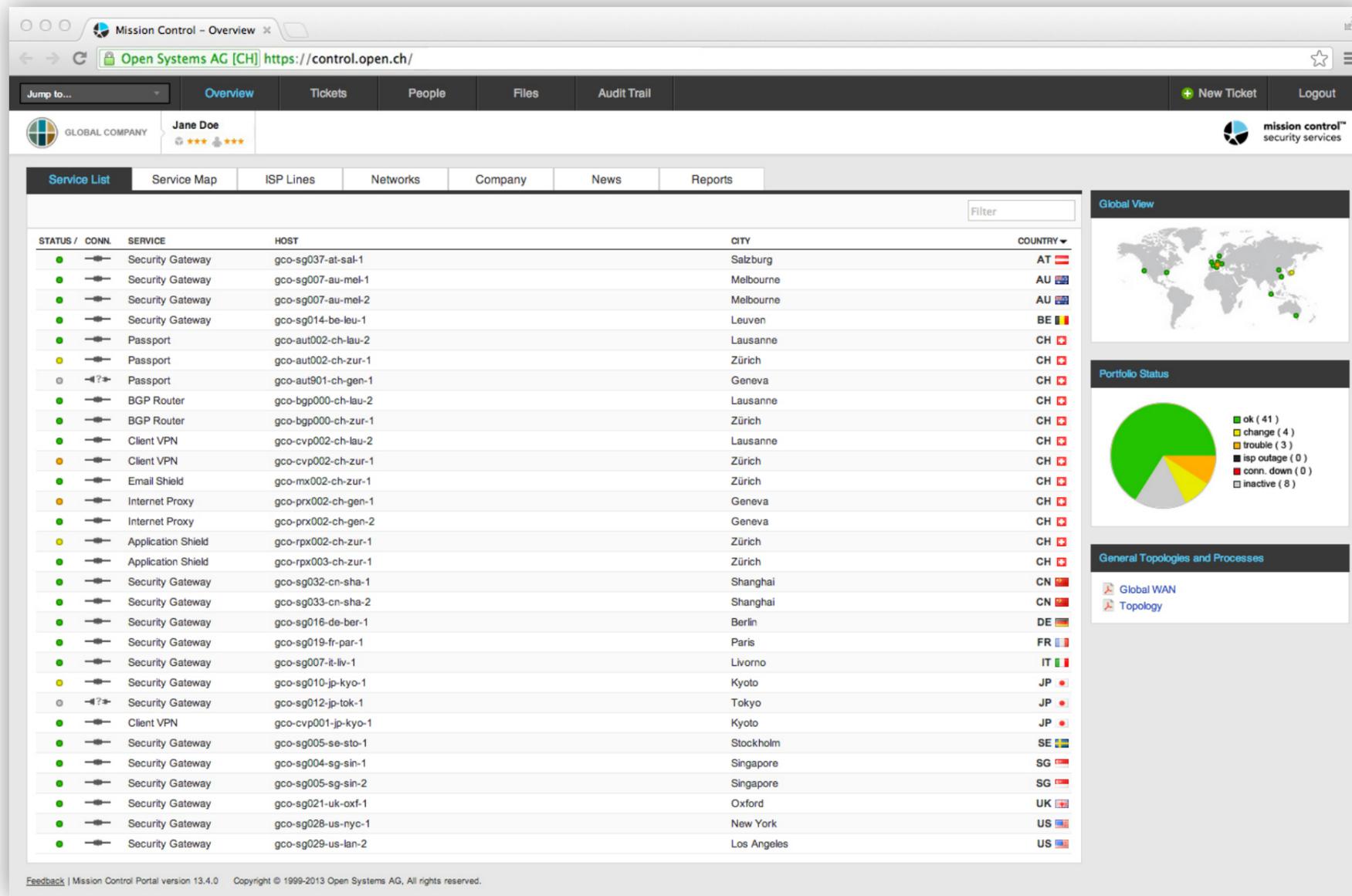
Improved usability
Using the portal has become easier, faster and more intuitive. Also various new features, such as comfortable inline editing and straightforward token management, add to a positive user experience.

Quicker navigation and search
The «Jump to» box in the menu bar is a powerful navigation tool that is capable of timesaving searches according to various criteria, such as host name, administrator name or ticket ID.

New look and feel
The portal presents itself in a minimalistic design. New icons for user permissions make it easy to determine the status of a user quickly and to identify how powerful the user's permissions are. We also redesigned the status icons to make them clearer in meaning, but also more beautiful.

Faster access to ticketing
A «New Ticket» button is available in the menu bar so that new tickets can be created from anywhere in the portal.

Improvements in ticketing
In our 13.3 release, we enhanced the ticketing application with a Steps section in the ticket viewer. These steps indicate the progress of the ticket and let users know where the ticket currently stands. The new progress bar shows the progress of a ticket graphically.

Starting page of the Mission Control Portal
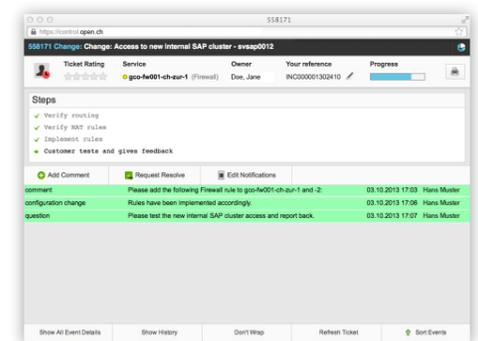
Improved menu structure
Information in the menu is consolidated into the following main sections:

Overview
The first section gives an overview of the services for all the sites of an organization, including information about the setup and current status. A set of handy tools is available for monitoring and troubleshooting, while monthly reports give a fast insight into the implemented policies, violation attempts and trends.

Tickets
The ticketing application makes it easy for organizations to share technical information with Mission Control regarding issues, and to manage upgrades and maintenance effectively. All applicable data is readily accessible in tickets and comfortable to work with. The tickets remain in the portal for auditing purposes.

People
Authorized IT personnel can edit user credentials, define group permissions and set usernames and passwords. Lost and broken tokens can be replaced and new tokens can be ordered. In addition, the portal can synchronize users with an Active Directory environment.

Files
All files relevant to the IT infrastructure are available in the portal, including network topologies for specific sites, escalation definitions, checklists and extra software. This ensures that the various network documentation is easily accessible, auditable and stored in one place.

Audit Trail
Already implemented in release 13.3, the audit trail is prominent and easy to reach. It displays who did what, where and when, and makes it possible to follow each change. Only users with auditor access rights can see the audit trail.