



Adobe

When continuity is critical to public safety, persistence is non-negotiable

When the mission is to save lives, protect infrastructure or maintain public safety, agencies need more than a video call. They need a virtual environment built for coordination, continuity and control.

GOVERNMENT AGENCIES are called on to manage fast-moving, high-pressure situations that require seamless coordination across teams, jurisdictions and even entire regions. From emergency management, military operations and public safety, the expectations are rising but the resources rarely follow. Leaders are expected to respond faster, coordinate seamlessly and deliver measurable results under intense scrutiny.

That's why the need for a common operational picture (COP) has never been greater.

At its core, a COP helps agencies carry out their mission with clarity, speed and accountability. It creates a single, verifiable view of operations that keeps everyone aligned from local responders to senior leadership aligned, enabling faster decision-making and more coordinated responses. In a landscape where public trust is fragile and misinformation moves fast, having one shared source of truth isn't just helpful — it's essential.

A modern COP helps agencies:

Empower their mission with clarity and speed

- Deliver real-time situational awareness across all teams and echelons.
- Enable faster, more confident decision-making during dynamic, high-pressure situations.
- Foster trust and transparency both within agencies and with external partners and the public.

Become stewards of resources

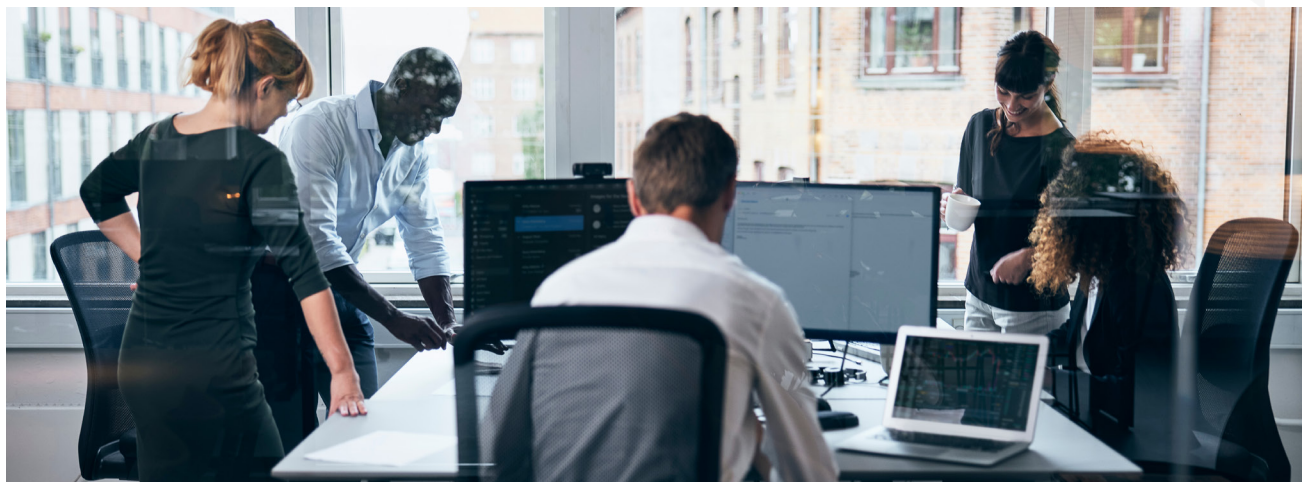
- Optimize allocation and reduce duplication of effort.
- Streamline workflows and free up personnel for higher-value tasks.
- Demonstrate tangible cost savings and modernization.

Stay adaptable, secure and future-ready

- Scale to meet unforeseen demands and integrate emerging technologies as missions evolve.
- Operate reliably in contested, low-bandwidth or remote environments.
- Meet stringent security and compliance standards, including FedRAMP Moderate and DISA IL4.

This level of agility is key to a government that's not just reactive, but proactive. It ensures that everyone, from the field to the command center, is working from the same playbook. Without it, operations become fragmented, communication breaks down and mission outcomes could be at risk.

But while the concept of a COP is simple, building and sustaining one is anything but.



The real barriers to building a common operational picture

Despite being fundamental to mission success, a fully realized COP remains elusive for many agencies. The core challenge? Fragmentation. Vital information is spread across disconnected systems and departments that were never designed to work together. In a large-scale event, this disconnect creates blind spots and delays that agencies can't afford in a crisis.

Mike Murtha, a senior solutions consultant at Adobe, described just how complex it can get: "The challenge is that [agencies] use multiple different tools to support the mission. If FEMA is responding to a big flooding incident or hurricane, that's not just one meeting. That might require several meetings with different FEMA teams who use different tools to gather, distribute and display information."

Traditional collaboration tools aren't built for this level of sustained coordination. Most treat meetings as isolated events. Files vanish, chat histories reset and visuals must be reloaded each time. In fast-moving situations like emergency management or joint military operations, that kind of friction can slow response times and erode trust between teams. Even when data is finally consolidated, there's another hurdle: usability. Under pressure, leaders need interfaces that are clear, intuitive and purpose-built for rapid understanding. Complex dashboards or cluttered visuals don't just frustrate users, they can stall critical thinking when every second counts.

This is why so few agencies have been able to stand up a COP that works as intended. It's not just about pulling data together; it's about making it actionable in real time, ensuring it adapts to different roles and maintaining performance even in low-bandwidth or remote field conditions. Without these capabilities, the "common picture" remains fragmented, leaving agencies reacting to events instead of anticipating them.

"The challenge is that [agencies] use multiple different tools to support the mission. If FEMA is responding to a big flooding incident or hurricane, that's not just one meeting. That might [require] [several] of meetings with different FEMA teams who use different tools to gather, distribute and display information."

Mike Murtha, Senior Solutions Consultant, Adobe



“For common operational picture, situational awareness and emergency management, Adobe Connect has unparalleled value to offer.”

Erik Rodriguez, Senior Account Executive, Adobe

What makes for an effective common operational picture?

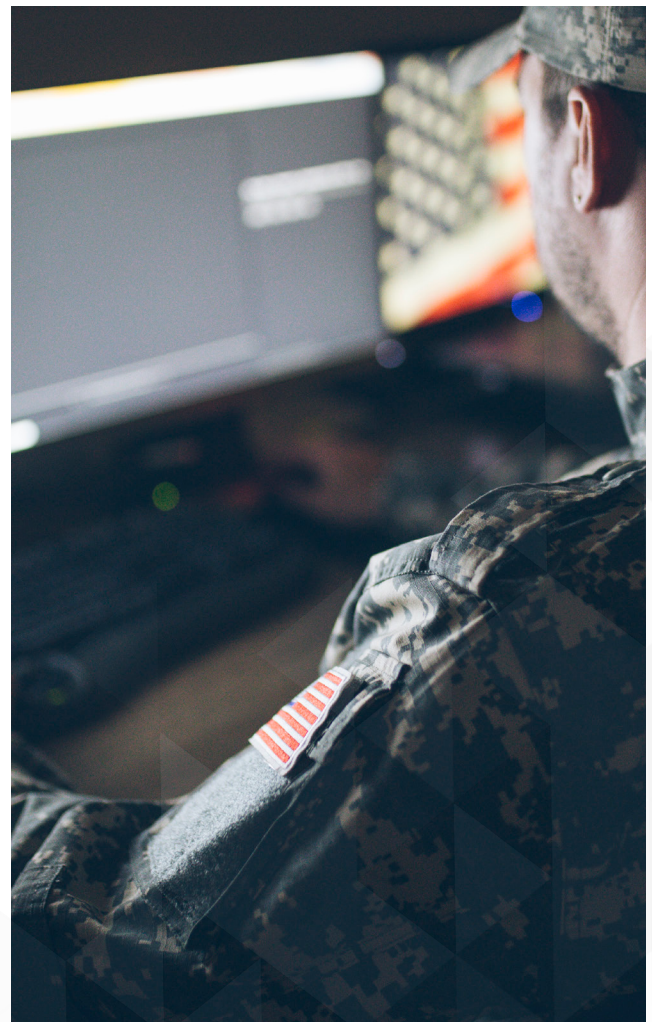
To be effective, a COP must include:

1. **Data integration:** A true COP brings together real-time inputs from a wide range of sources from sensor networks, logistics platforms, ISR feeds, GPS trackers, weather models and geospatial data, into one cohesive operational view.
2. **Visualization:** It translates dense, multi-source inputs into clear, intuitive visuals like layered maps, dashboards or activity timelines, so that decision-makers and field teams can quickly interpret the situation and act decisively.
3. **Real-time or near real-time:** In dynamic environments, information must reflect the now, not a past snapshot. A timely COP allows leaders to make fast, accurate decisions in the heat of the moment, with confidence and clarity.
4. **Tailored to user needs:** While the picture is “common,” the view shouldn’t be uniform. A command-level leader might require a strategic overview, while a field team needs granular, tactical updates. A flexible COP adapts to the user, delivering the right level of information to the right person at the right time.

But these capabilities only matter if they work under real-world constraints.

For government agencies operating in low-bandwidth or remote environments, performance and access must be reliable no matter the conditions. Moreover, it should meet rigorous security and compliance standards. For defense and civilian agencies alike, tools must align with frameworks like FedRAMP Moderate and DISA IL4, enabling secure deployment inside government enclaves and across classified or controlled systems.

When these elements align, a COP becomes more than a collaboration tool. It becomes the foundation for confident, informed decision-making under pressure.



Adobe Connect: A virtual command center to empower mission success

Adobe Connect was purpose-built for high-stakes government environments where situational awareness, speed and coordination are non-negotiable. Unlike traditional meeting tools, it delivers persistent virtual rooms: customizable, always-on spaces that preserve their content, structure and context long after a session ends. Teams can return days, weeks, or even years later and pick up exactly where they left off. Visuals don't need to be re-uploaded. Chat logs don't vanish. Critical operational context stays intact.

"The single most important thing that sets us apart from other tools is that our rooms are persistent and they live through time," said Erik Rodriguez, senior account executive at Adobe. "You're not recreating something every time you start a meeting. That's the power."

This persistence supports seamless data integration by bringing together feeds from maps, SOPs, live video, activity logs and shared documents all within the same environment. Adobe Connect's modular "pods" allow this information to be organized and displayed simultaneously in mission-specific layouts, enabling agencies to quickly

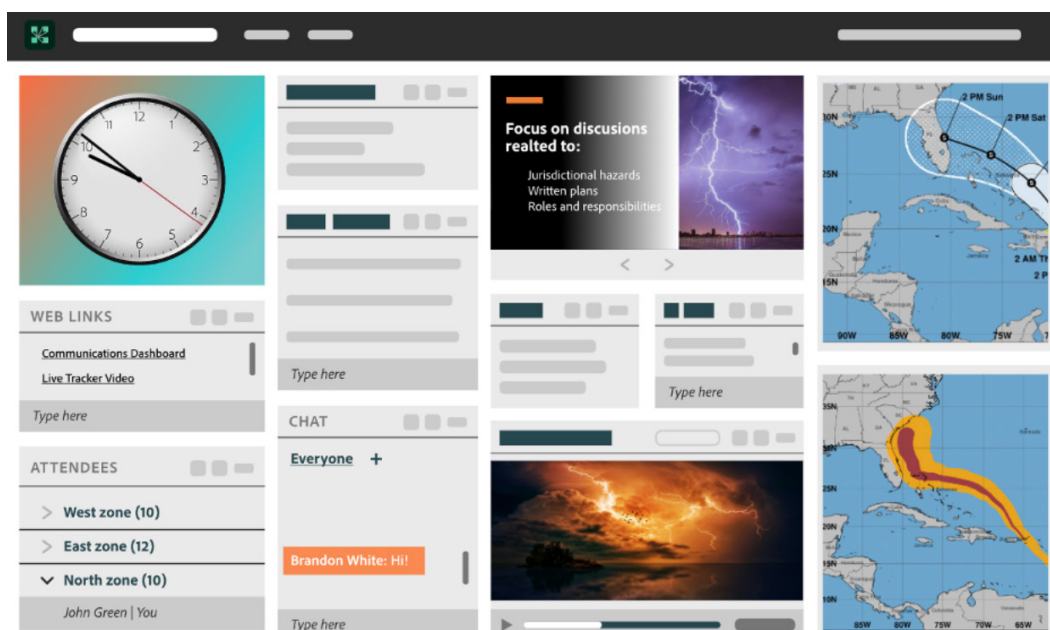
visualize complex situations and maintain a real-time understanding of events as they unfold.

"You can bring everything together in a very cohesive, user-friendly environment," added Murtha.

But not every user needs the same view. With built-in access controls, Adobe Connect allows users to tailor rooms based on agency, role or clearance level to keep sensitive data secure while coordination remains seamless across functions.

Equally important, Adobe Connect is built for government-grade performance. It meets FedRAMP Moderate and DISA IL4 requirements, ensuring compliance for defense and civilian agencies. And it performs reliably even in low-bandwidth or remote environments — supporting uninterrupted collaboration from headquarters to the field.

"Connect has been a key communication platform for almost every disaster or event the government has to manage, including active shooter situations, bomb threats, hurricanes and marathons" said Rodriguez. "For common operational picture, situational awareness and emergency management, Adobe Connect has unparalleled value to offer."



This is a representation of how a Common Operational Picture can look on Adobe Connect.

The Adobe logo, consisting of the word "Adobe" in a white, sans-serif font, is centered on a red background. The background features a pattern of overlapping, semi-transparent red triangles of various sizes, creating a geometric, low-poly effect.

Build a live COP environment on Adobe Connect

Free Trial