



Designing an Open Architecture to Close the Gaps in Crisis Management

Assembling the Framework for Public Safety and Security

Public safety and security organizations worldwide are aware of their commitment to protect their citizenry from natural and manmade incidents in both everyday and emergency situations. Currently, there are many new approaches and strategies aimed at managing these incidents. Similarly, information and device technologies are continuously advancing. Applications supporting police, fire, and medical response units are transitioning from simple text and voice to rich multimedia applications. Real-time video, maps with satellite imagery, Global Positioning System (GPS) tracking, and global database searches are available in handheld devices that mobile responders carry with them in the field.

The Cisco® Open Platform for Safety and Security is an architectural framework that can help you proactively protect your workforce, citizens, and mission-critical assets. This secure and open architecture is standards-based, integrating best-in-class technology solutions with existing networking equipment to deliver a cost-effective, customizable platform that evolves with your needs.

How Do Crisis Management Solutions Fit Into the Architectural Approach?

Increasingly, technology is vital to the situational awareness, span of control, scalability, and efficiency of crisis management. However, incompatible communications technologies build barriers that complicate collaboration and run the risk of creating unsafe working conditions for employees. Personnel from different organizations must communicate using compatible technology and evolve toward one IP network of networks that offers an intelligent, converged environment. With a common infrastructure, the interoperability challenges of multiple devices can be eliminated, allowing all parties to communicate and collaborate in real time during an event.

Determining the Right Architectural Building Blocks

To optimize management during periods of calm and crisis, public safety and security organizations should focus on implementing foundational blocks—solutions in six technological areas:

- Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance (C4ISR) Operations Center—Provides a common operating picture for the crisis management team with up-to-date situational awareness, actionable intelligence, and decision support tools; also facilitates mission-critical communications with first responders, along with incident and unified command teams



- Emergency-Grade Network—Carries forth all emergency management activities on a scalable, resilient, secure, and intelligent network platform
- Unified collaboration—Improves collaboration within and between public safety and security organizations throughout the emergency management cycle: prevent, prepare, respond, and recover
- Surveillance—Supplements the reconnaissance and response teams, and provides the Operations Center with additional intelligence and automated capabilities—using video surveillance, sensors/actuators, and biometrics
- Empowered Mobile Workforce—Enables first responders to be as effective on the go as they would be in the office
- Citizen-authority interaction—Improves communication between citizens and authorities during emergencies by providing single-number dial service on one hand, and “reverse 911,” which sends outbound alerts to citizens about perceived public dangers on the other

Consider the Benefits

Crisis management solutions based on the Cisco Open Platform for Safety and Security enable you to:

- Prevent and eliminate public threats—By facilitating the rapid and comprehensive collection, analysis, assessment, and dissemination of information, you can increase awareness of potential threats and move to circumvent them.
- Prepare your resources—By integrating human, technological, and financial resource management with operational and back-office information, you can ensure that logistics, assets, training, communications, planning, and coordination operations are synchronized and ready for deployment.
- Respond appropriately to crises—By enabling real-time information access and collaboration, you can coordinate people, equipment, locations, and timing to effectively manage any dangerous situation.
- Recover from the consequences of an emergency—By incorporating a standards-based, modular, multivendor architectural design, you can take advantage of innovative technologies to plan, conduct, and evaluate recovery efforts.

Learn More

For additional information about the Cisco Open Platform for Safety and Security, the architectural approach that helps you derive maximum effectiveness from your safety and security resources, contact your Cisco representative or visit:

<http://www.cisco.com/go/fedcoe>



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