

Department of Homeland Security and Justice

Comprehensive Emergencies
Management System of
Andalucia (Spain)



an NTT DATA Company

112
Emergencias

ANDALUCIA

Department of Homeland Security and Justice

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Context



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Context

- Impacted population of 8.200.000 million.
- Geographical coverage of 87.597 km² and 771 municipalities.
- 10 Command and Control Centers (2 Centers at regional coverage and 8 Centers at provincial coverage).
- 123 agencies integrated into the system (national and local police, local fire services, regional health care service)
- 2 Datacenter with replicated infrastructure hardware.



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Objectives

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- Coverage all processes emergencies management.
- Provide an intelligent support for the decision making in case of major emergency or disaster.
- Facilitate aids to improve dispatching.
- Automate the process of emergencies management.
- Available data mining for monitoring emergencies (operational and management level)
- Improve remote access and mobility.
- Multi-channels platform (fax, SMS, Mail, ...)
- The Emergency Data Exchange Language (EDXL) standard for interoperability.
- Change Management is critical where the change affects so many people (500 internal users and 2000 external users).
- Use of Agile Methodology to develop technological platform to reduce resistance to change and begin training in the new platform.
- Potential future growth platform of 300%.

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