

MANAGING EMERGENCIES WITH INFORMATION TECHNOLOGY
 A one day conference
 SEPTEMBER 10th 2008, SOAS, London

Coastal Management for Sustainability (CMS) in conjunction with a wide range of sponsoring organisations run a wide cross section of events that reflect and cater for stakeholder views across many sectors, helping to meet one of the major communication challenges of delivering sustainability. CMS have been running this type of event since 1993 supported by a wide range of organisations. The conference is currently sponsored by **Capita Symonds, The Flood Emergencies Capability Programme [Defra and Environment Agency], Serco, Ultra Electronics and Vector Command**

The Venue: The venue is the Brunei Gallery lecture theatre, The School of Oriental & African Studies (SOAS), Russell Square, London. This is a newly refurbished air-conditioned lecture theatre, with all the modern AV aids and professional projectionists.

Accommodation: There is a very wide range of accommodation available in the area and delegates will receive a hotel list when they book.

Conference Fee: £160 + VAT £28.00 = £188.00
Group Rate £140/delegate + VAT £24.50 = £164.50
Post-graduate Student rate (Full time) & Retired rate £ 45 + VAT £ 7.87 = £ 52.87

Group Rate: A group is 3 or more people booking together.

*Concession rate: Our aim is to make the conferences as inclusive as possible. The concession rate applies to individuals and organisations that clearly work from limited budgets in the academic or voluntary sector. We will review this on a case by case basis and place individuals and organisations on a register for future reference. Please contact us first, before booking by email to bob.earll@coastms.co.uk if you think you qualify.

- The fee includes food and refreshments and the conference papers
- Delegates with special needs should make this clear on booking

Conditions:

- Payment may be made by cheque, BACS, credit card **or online at www.coastms.co.uk**
- Cheques (to be made payable to 'CMS') should be sent to **CMS, Candle Cottage, Kempley, Glos GL18 2BU**
- For BACS payments please **return the booking form first** for an invoice to be raised.
- Invoices will be issued as the standard response.
- Confirmation of registration will be acknowledged on receipt of booking form.
- Receipts will be issued on payment.
- Payment should be completed **BEFORE** the event; otherwise entry may be refused.
- Refunds (less £20 administration charge) will only be issued for cancellation more than ten working days before the meeting; substitutes are permitted.

Further details from Bob Earll: Phone / Fax 01531 890415 **Joining details – maps, directions and hotels – programme are on the CMS website: www.coastms.co.uk or Email: bob.earll@coastms.co.uk**

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MANAGING EMERGENCIES WITH INFORMATION TECHNOLOGY

UNDERSTANDING AND REALISING THE POTENTIAL

SEPTEMBER 10th 2008 · SOAS, LONDON

CAPITA SYMONDS



Flood Emergencies Capability Programme



Organised by **CMS**

Please circulate to colleagues who may be interested

MANAGING EMERGENCIES WITH INFORMATION TECHNOLOGY - SEPTEMBER 10th 2008 BOOKING FORM

Name.....Organisation.....
[BLOCK CAPITALS PLEASE – THESE DETAILS GO IN THE DELEGATE LIST AND ON YOUR BADGE]

Address.....

.....Telephone / Fax.....

It is essential for pre and post-conference (outputs) communication to have delegates email address

Email address.....

I am/am not* content for my Email address to be included on the CMS Emailing System (*please circle)

Please register.....place / s Total amount..... Your ref. / order number.....

I wish to pay by BACS* / Credit Card* / Cheque* (please delete) Name on card.....

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 Or you can book online at www.coastms.co.uk

Please return the registration form and payment to 'CMS' at Candle Cottage, Kempley, Glos. GL18 2BU
 Cheques should be made payable to 'CMS': Tel/Fax 01531 890415 VAT no 742 4367 34

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Introduction

The recent convergence of information technology, involving wireless G3 hand-held devices, satellite navigation, GIS and high speed connectivity, has reached a point where rapid and live information exchange during an emergency is now a reality and not just an aspiration. Market availability of incident management support systems and software development, coupled with reducing costs of hand-held devices has led a number of organisations and authorities to significantly enhance their emergency response capability with real-time data and information exchange during an event.

This conference will bring together for the first time both IT experts and incident managers to explore the “art of the possible” in emergency management system support. It will give delegates the opportunity to view system demonstrations and to hear how these developments might be used to overcome some of the inherent communication problems that continue to undermine the response to emergencies.

The meeting is especially timely in that work is shortly to commence on developing a National Resilience Extranet system that is seeking to incorporate some of these ideas.

Aim: The aim of the conference will be to explore current examples of innovative technology solutions and applications that are emerging and to give a wide cross section of stakeholders from systems developers to users the chance to discuss and decide what place such solutions have in the future of incident management.

Objectives:

- To understand the potential of IT systems to support incident management.
- To demonstrate a number of different systems and solutions in current use.
- To communicate the proposed functionality of the National Resilience Extranet and inform the development of that system.
- To consider the important elements of such systems and how they could influence the way we approach emergency planning, incident management, training and exercising.

There are a number of important generic and cross-cutting issues that will be explored during the day; these include:

- **Inter-operability** – how different systems interact and to exchange views on future collaboration in IT development to ensure interoperability with existing and varied systems.
- **Connectivity and visuals** – how response capability might be improved through high speed data feeds and image/video/GIS map exchange.
- **Intuitive and user friendly** – developing systems that enable users to access and assimilate information quickly with minimal technical training (simple system navigation and user-friendly).
- **Reliability and resilience of systems** and their users in a pressured environment.
- **Will IT help or hinder?** – what are the disadvantages of such systems e.g. information overload etc? Like many technical solutions, there is a limit on the extent to which people will want to rely on such systems in a crisis. Does the development of these support systems need to factor in the human desire to revert to a pen and flipchart within the control room when the pressure becomes too much?

The conference will demonstrate the capability of incident management systems to capture every aspect of the response in such a way that a timeline of the event can be rapidly assimilated and the process of identifying and learning the lessons from events can be significantly enhanced. There will be a chance to explore the extent to which IT solutions can support exercises and training in emergency response.

Who should attend? Emergency Planning Managers, Control Room Managers, resilience team members, IT organisations, GIS specialists

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PROGRAMME

09.00	Registration and refreshments
09.45	Session 1 Introduction to the day: Welcome, context and scene setting.
09.50	Incident management, going beyond convention Colin Berghouse , Flood Emergencies Capability Programme. Defra Looking ahead to the potential future of emergency management and the fusion of human command and control, and technical solutions.
10.00	BBC – The potential - Connecting in a Crisis Daniel Dodd Head of Interactive BBC An insight into interactive tools being developed by the BBC and Google – plugging into the ears and eyes of the public during incidents and putting information through a web-based format that anyone can browse.
10.20	South West Incident Management System (SWIM) Andy Elliott & Steve Spring Dorset County Council A look at a collaborative, bottom up approach to develop a needs based county-level incident management system, working in partnership between local agencies.
10.45	Incident Management – Towards a UK Open Standard for Interoperability Nick Beale CitySafe Developing an “Open Standard” data exchange language for systems and tools to support information management and strategic decision making during an incident with a focus on improving ‘visualisation and the Commonly Recognised Information Picture (CRIP)
11.10	Emergency Command System – system/product demonstration Rod Stafford Vector Command Ltd A look at a commercially developed system, used internationally for training and exercising, and managing major incidents.
11.35	Discussion with the speaker panel of
12.00	First Break: Sandwiches and refreshments – delegates visit exhibits
12.40	Session 2
12.40	Building competencies in emergency management - Emergency Planning College Rob MacFarlane Emergency Planning College Integrating GIS applications in emergency planning and management - the upside and downside to using IT in any organisation.
13.00	Building on experience: using IT and systems to enhance the exercising and training. Helen High & Ray Pickering JBA consulting
13.20	Making IT solutions a core business capability: Murray Milligan & Derek Smith Maritime and Coastguard Agency An insight into vessel separation systems used to manage the busiest shipping channel in the world
13.40	Break 2 Sweets and refreshments - delegates visit exhibits
14.20	Session 3
14.20	Geo-referencing for information in emergencies Marc Hobell Ordnance Survey
14.40	Overcoming the obstacles Paul Lawrence Serco Consulting A look at some of the challenges ahead and the generic issues that need to be managed to ensure we genuinely improve the UK's level of resilience.
15.00	Discussion to consider the important generic elements emerging during the day and how they could influence the way we approach emergency planning, incident management, and training. Facilitated debate to capture points around the objectives for the day.
16.00	Close and refreshments