

**INFOCOM.**  
Shaping digitization securely.



**Control centres and  
situation centres**  
Future-proof innovative solution

## Control centres and situation centres for police and fire departments

In emergencies, people dial emergency numbers and receive help immediately. Every second counts and every delay is immediately noticed by the person concerned and possibly endangers his health. Whether integrated or cooperative, the technical information processes must optimally support mission recording, dispatching, alerting, and control.

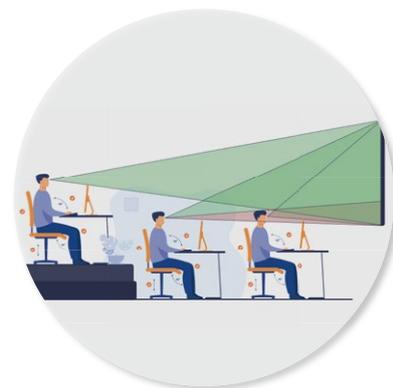
Immediate situations can develop quickly, and in situation centres, participants such as PSO, hospitals, utilities, transport companies, etc., must work together effectively and securely on a common information basis.

## Security centres

Security centres focus on protecting buildings, the people working in them, and a company's tangible and intangible assets. They monitor various systems and sensors and must react quickly and purposefully to alarms. Depending on the event, measures may have to be initiated with multiple organizations.

## Model-based design and planning

- Our experts provide an overall view of systems and complex structures and promote the consistency of technical solutions.
- For this purpose, we offer a new view on the overall system control centre and situation centre with the help of a model-supported conception and planning, which unites different perspectives, such as business architecture, system architecture, and technical architecture, in a comprehensive architecture model.
- We help to define the technical requirements for control centre workstations, the IT equipment of the control centre rooms, and visualization areas.
- We offer a fast and quality-assured procedure based on our IABG reference model, at the end of which there is a consistent technical specification generated from the model
- We have a particular eye on the ergonomics in the control centre room and support the planning of building services
- We accompany and support our clients through complex tendering procedures



# Shaping digitization securely.

## Traffic control centres

Safe and fast transport of goods and people is paramount for the economy and citizens. Control centres of transport companies and route network operators constantly face new challenges. Disruptions must be resolved quickly, and alternative routes and resources must be available. Communication between stakeholders, staff, and customers is essential. Control centres of transport companies and route network operators face new challenges in using new technologies and new media sources efficiently and safely.



Cooperation between control centres is becoming increasingly important every day. The continuous accessibility and reliability of control centres is a top priority for everyone. Control centres must be equipped with suitable and secure IT systems. The challenge is that a control centre is not a self-contained system but maintains communication links and interfaces with others centres from different organizations. In addition, the employees in the control centres, who have a considerable workload in the event of an incident, must be optimally supported. This places high demands on the operability of the IT systems and the technical and ergonomic equipment of the control centre rooms.

## IT and cyber security • ISO 27001 certification

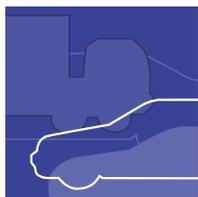
- As a BSI-certified IT security service provider, we accompany our partners on the way to a secure control centre
- We help to define building security requirements and consider structural peculiarities according to relevant DIN/EN standards
- We plan secure communication infrastructures of security and situation centres as well as their interconnectivity
- We plan measures for IT security and cyber security of networked systems
- We advise you for certification according to ISO 27001 based on BSI basic IT security
- We audit according to ISO 27001 based on BSI basic IT security

## The future of the control centre • Big Data and AI

Worldwide, the amount of data is growing exponentially. Digitalization and new technologies are driving this trend massively. Control centres are processing and storing various data from different sources on an ever-increasing scale. Social media, new emergency call apps, media technology, and surveillance cameras ensure that further information is integrated and processed. The knowledge generated from this data offers excellent added value to control centres. The use of artificial intelligence (AI) recognizes patterns in operational data.

Future deployment volumes are predicted. Dispatchers are supported by AI when making decisions. The use of body and dash cams by emergency responders and public cameras in the city or transport companies provide a well-rounded and optimized situation picture. AI-based algorithms support decision-makers from call taking until the completion of the mission. We find suitable innovative solutions for our customers.





#### AUTOMOTIVE

## About IABG

IABG offers integrated, ground-breaking solutions in the sectors Automotive • InfoCom • Mobility, Energy & Environment • Aeronautics • Space • Defence & Security. We provide independent and competent consulting. We implement with future viability and target orientation. We operate reliably and sustainably. Our success is based on an understanding of market trends and requirements, on our staff's technological excellence and a fair relationship with our customers and business partners.



#### INFOCOM

For more information please contact:

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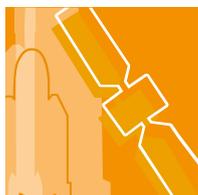
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Further information on control centres and situation centres



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