



Dundalk Institute of Technology

Making Better Crisis Management Decisions

Quick Facts

Customer:

Dundalk Institute of Technology

Core Operations:

Third Level College

Location:

Dundalk Town, Co. Louth

Formed:

One of the original network of Regional Technical Colleges set up in the 1970s.

Site Area:

90 Acre Site (360,000 m2)

Accommodation:

500+ Staff / 5,000+ Students

Crisis Management Team:

31 People in Core CMT

Schools:

School of Business and Humanities
School of Engineering
School of Informatics and Creative Arts
School of Health and Science

CHALLENGE NO. 1 - REAL TIME SITUATIONAL AWARENESS

Dundalk Institute of Technology (DKIT) felt that by having real time information during a crisis, delivered in a concise fashion that would be available regardless of the crisis management team's physical location would be a significant improvement to their traditional crisis management response process. Incidentcontrolroom.com™ enables this by putting information and actions to be taken in an app on your smart phone or tablet.

CHALLENGE NO. 2 - CRISIS MANAGEMENT TEAM COMMUNICATION

DKIT understood from the outset that traditional communication channels between all layers of their organisation could be vastly improved. In short, traditional methods of communicating within a large organisation through email, phone, SMS, Instant Messenger or otherwise was inefficient.

CHALLENGE NO. 3 - ACCESS TO CRISIS MANAGEMENT PLANS & PROCEDURES

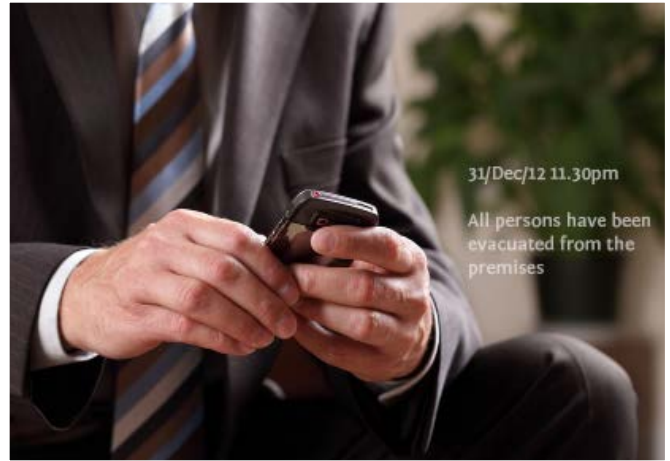
DKIT, whilst having a comprehensive, well thought out and drilled Crisis Management Plan, found access to plan in folders issued challenging in the event of a crisis. In particular, the process of enabling the Crisis Management Team to locate relevant plans & procedures quickly in order to make better decisions was vital. Incidentcontrolroom.com™ allows procedures, plans, exhaustive contact directories and documents to be stored on your device and be instantly accessible.

CHALLENGE NO. 4 - UPDATING & DISTRIBUTING INFORMATION

Traditional methods of updating plans & procedures and then distributing this information to the Crisis Management Team (Core & Extended) was largely very onerous, inefficient and resulted in a large effort of time, money & resources to keep critical information relevant & up to date.

Project Results

- Incidentcontrolroom.com™ now supports decision makers at all levels of the Crisis Management Team through mobile applications available on iPhones™ & iPads™.
- All members of the crisis management team have now got 24/7/365 access to Real Time Information during a crisis with which to make better decisions.
- Better communications during a crisis, in particular when assigning actions and ensuring close out.
- Increased both the reach & productivity of response teams with clear instructions and one touch access to critical data, such as procedures, contact numbers etc.
- Reduction in the risk of human error, and by doing so the organisation can safeguard assets, minimize damage & ensure quick recovery to full operations.
- Reduction in administration costs, most notably when updating and distributing up to date information was noted.



Customer Desired Outcomes

- Enable a real time crisis management solution providing clear information & communication during a crisis, delivered in a concise fashion that would be available regardless of the crisis management team's physical location
- Enable clear communication channels between all layers of their organisation during a crisis
- Enable one touch access to relevant procedures & plans during a crisis
- Provide an efficient means of updating and distributing information to members of Crisis Management Team

Why Incidentcontrolroom.com™?

Easy to Use Software

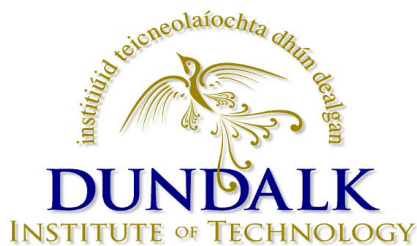
- Intuitive Easy to Use Software Application
- Available on iPhones, iPads, & Android
- Available on PC / Laptop
- High Level Security of Software
- Information Stored Locally on Device

Implementation Process

- Dedicated Project Management Team
- Proven Capabilities to Deliver Projects
- Minimal Client IT Dept Support
- Agreed Project Plan
- Clear Milestones & Targets
- Minimal Client Resource Required
- Quick implementation Process

Features of Software

- Central Planning & Info Distribution Tool
- Distribution to CMT's iPhones & iPads
- Configuration of Role Specific Decision Aids
- Distribution of up to date Contact Directories
- 360 degree view of Incidents in Real Time
- Seamless Communications between CMT
- Action Tracking in Real Time



"The most effective plan is the one used well in a crisis to minimise impact on people, property and reputation. With Incidentcontrolroom.com™ we feel we are better prepared to respond effectively and make better decisions which will contribute to minimising the damage & cost of any incident at Dundalk Institute of Technology."

James McCahill
Head of IT Department
Dundalk Institute of Technology

Project Highlights

Budget

Project met on Budget / on Time

Deployment

Staff iPhones™ & iPads™ ensured there was minimal capital expenditure on new hardware

Software Training (Persons)

50 (Core & Extended CMT) over 2 Days due to User Friendly Applications

Adaptability

Word for Word configuration of paper based system to Incidentcontrolroom.com™

Availability

CMT now have 24/7/365 access to Crisis Management Information & Communication Channels from their internet enabled devices

DKIT Internal IT Support (Hours)

Approximately 8 hours in Total