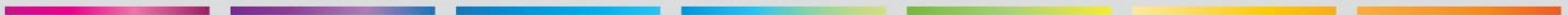


DFB NAS
Computer Aided Dispatch
(CAD)
Integration

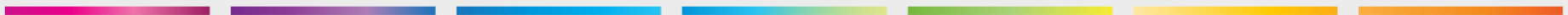
Presented by; Damien O'Rourke





CAPSTONE

Current Call Transfer Process



Current Key Challenge & Risk of Manual Call Transfer Request Process



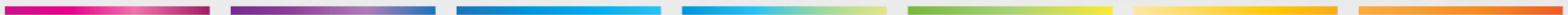
- DFB have no visibility of NAS resources prior to request
- NAS only has spare capacity to assist to 30% of requests
- DFB have no visibility of the status of requests after acceptance
- Status updates via telephone only (multiple update calls)
- Risk of request been misinterpreted or unassigned due to large volume and lack of resources DFB & NAS (**26,972** request and ability to action/support only **8,076** requests)
- No standardised reporting (reporting duplication)





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Computer Aided Dispatch (CAD) Integration



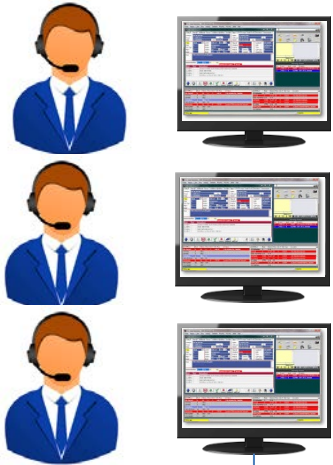
C&C System Integration



Inbound 999/112 Call



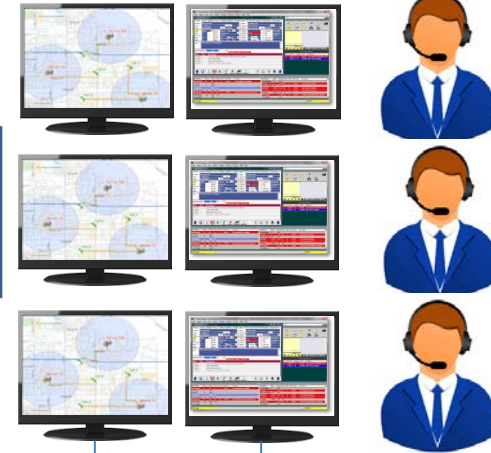
DFB Fire Based EMS
Command & Control Room



Numerous integration options
NAS MIS (SDK as example)



NAS EMS
Command & Control Room



No resources
available and
request for
assistance
escalated



DFB CAD (Steria/STORM)



DFB Supervisor

Automated Request to NAS

NAS CAD (MIS)



NAS Supervisor



Current Key Integration Challenge



➤ Platform Interoperability

DBF Legacy Platform (12y +) and New NAS Platform (1y)

➤ Time to deploy (Agreed operational integration requirements)

Procurement

Design

Build

Test

Deploy

➤ Platform Migration/Upgrade

DFB Current C&C to be replaced by new Fire Based EMS as part of C3 i.e. likely to be replaced before API going live

➤ Cost and cost Duplication

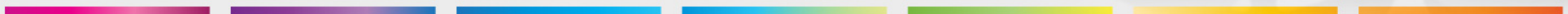
No retained value post C3 deployment/DBF C&C Upgrade





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Immediate Interim Technical Solution



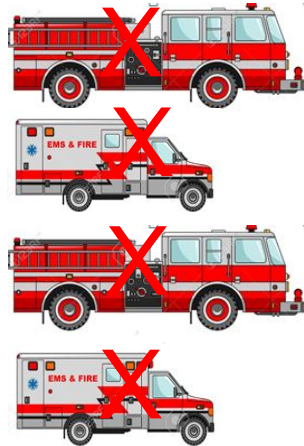
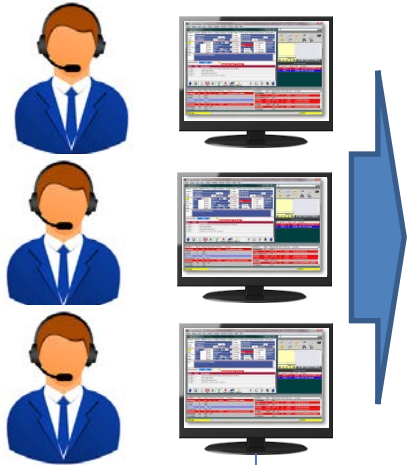
NAS User Licence (With Restricted Permission)



Inbound 999/112 Call



DFB Fire Based EMS
Command & Control Room



No resources available and
request for assistance
escalated

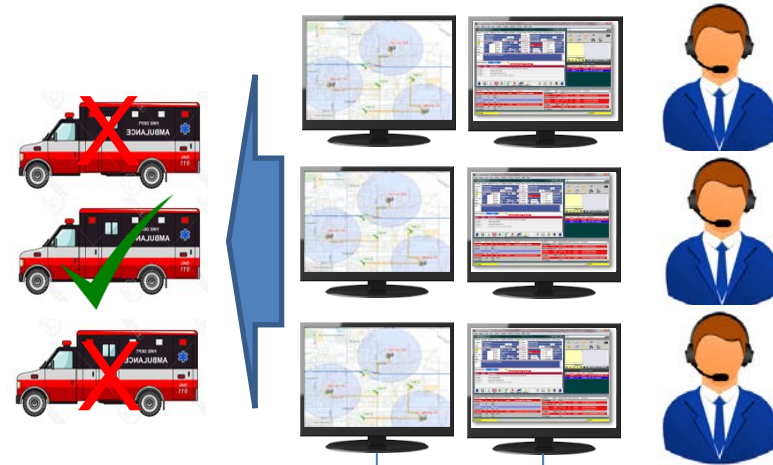
DFB look at NAS MIS Screens to
identify possible available resource
identified and requested

DFB CAD



DFB Supervisor

NAS EMS
Command & Control Room



Request approved and
resource allocated

NAS CAD



NAS Supervisor

Full visibility of allocated
resource and status



Key Benefit of Extending Agent Licence to DFB (Restricted Permissions)



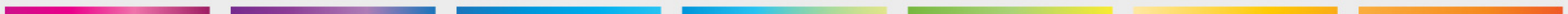
- Time to deploy (Weeks not Months or Years!)
- No legacy system/platform integration required
- Visibility of potential resources prior to request (only 1 in 3 requests currently approved)
- Approval and access level easily agreed and applied (i.e. resource visibility and NAS governance)
- Complete incident tracking and status monitoring (approval to closure)
- Request now automated auditable and standard reporting across DFB & NAS
- Minimal cost to deploy and maintain <€20,000
- Address's HIQA technical concerns and allows NAS and DFB to agree permanent integration and operational requirements post DBF/C3 CAD Upgrade



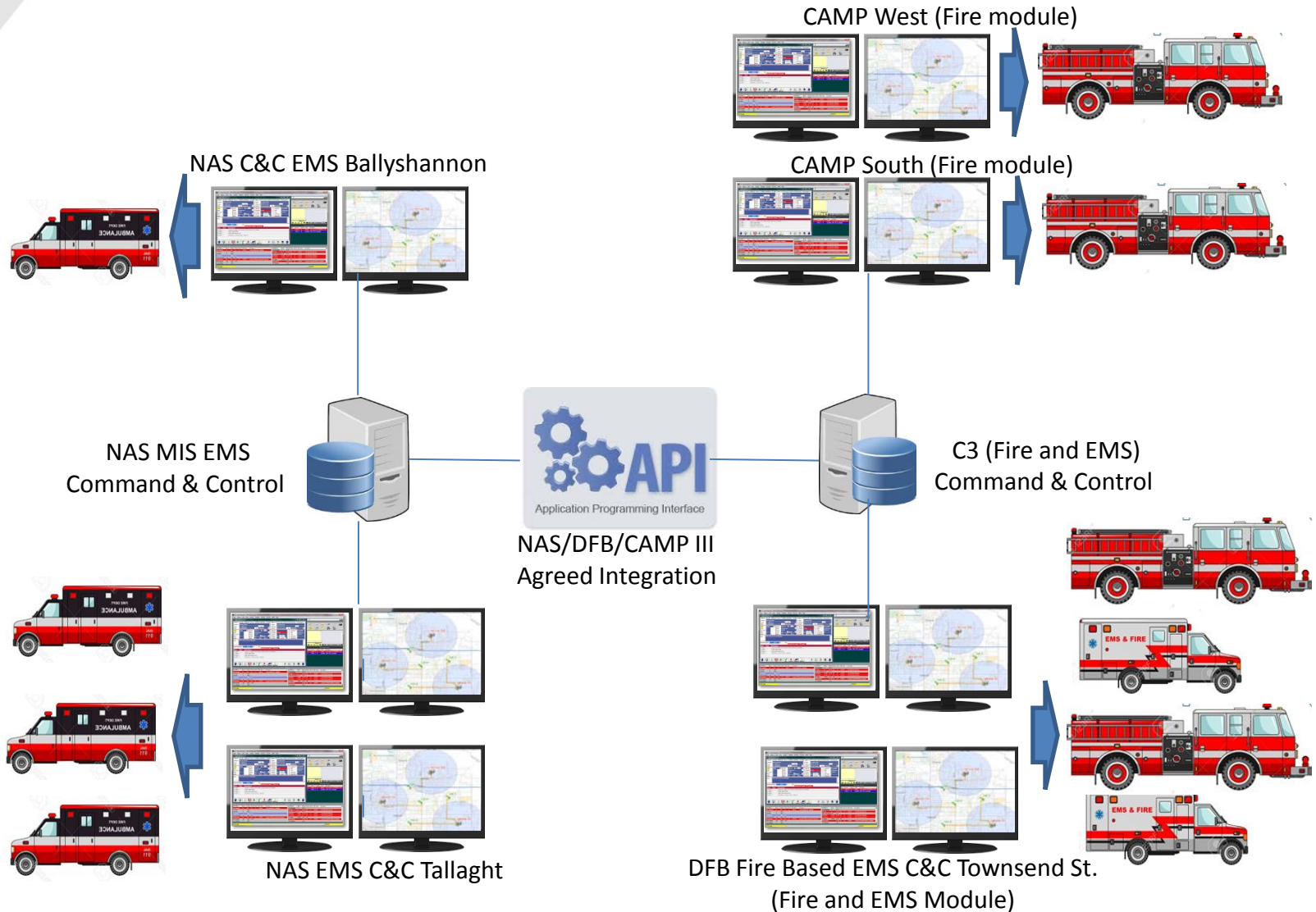


CAPSTONE

Immediate Interim Technical Solution



Future Topology (Post DFB/C III Upgrade)



Thank You

