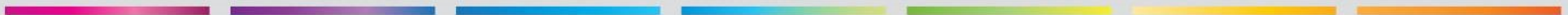


DFB NAS
Computer Aided Dispatch
(CAD)
Integration

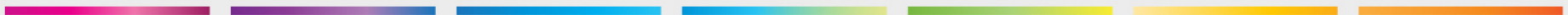
Presented by; Damien O'Rourke





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Current Call Transfer Process



Current Key Challenge & Risk of Manual Call Transfer Request Process



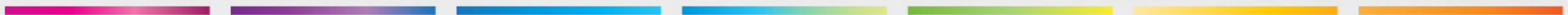
- DFB have no visibility of NAS resources prior to request
- NAS only has spare capacity to assist to 30% of requests
- DFB have no visibility of the status of requests after acceptance
- Status updates via telephone only (multiple update calls)
- Risk of request been misinterpreted or unassigned due 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



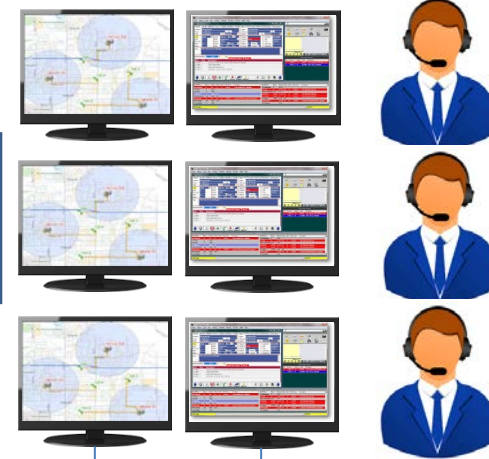
DFB Fire Based EMS
Command & Control Room



Numerous integration options
NAS MIS (SDK as example)



NAS EMS
Command & Control Room



No resources available and request for assistance escalated

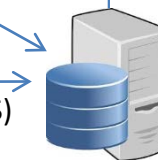
DFB CAD (Steria/STORM)



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

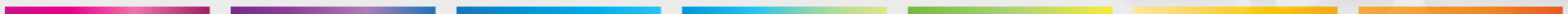
No retained value post C3 deployment/DBF C&C Upgrade





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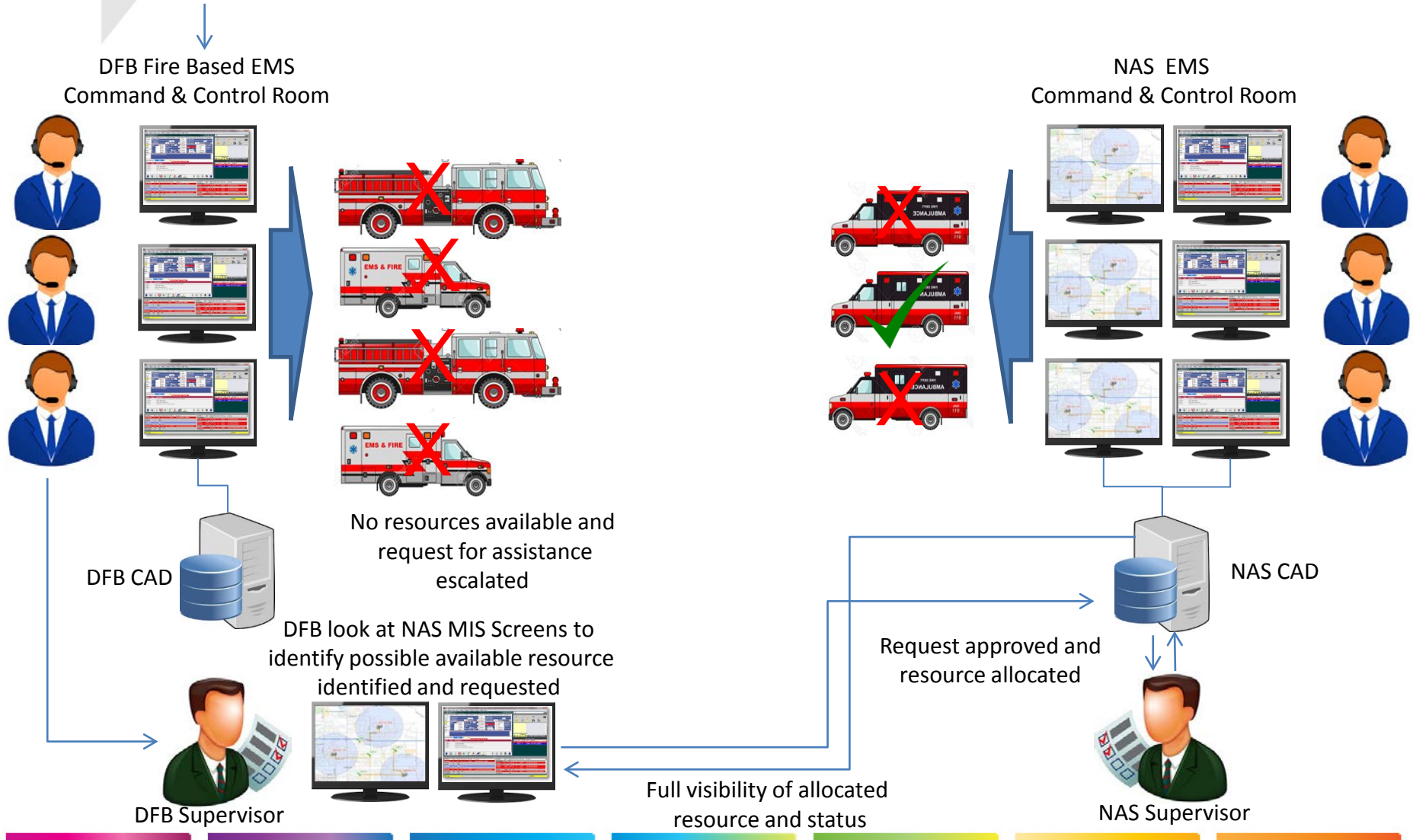
Immediate Interim Technical Solution



NAS User Licence (With Restricted Permission)



Inbound 999/112 Call



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



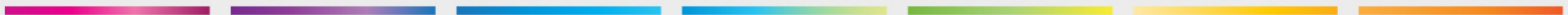
- Time to deploy (Weeks not Months or Years!)
- No legacy system/platform integration required
- Visibility of potential resources prior to request (only 1 in 3 requests currently approved)
- Approval and access level easily agreed and applied (i.e. resource visibility and NAS governance)
- Complete 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



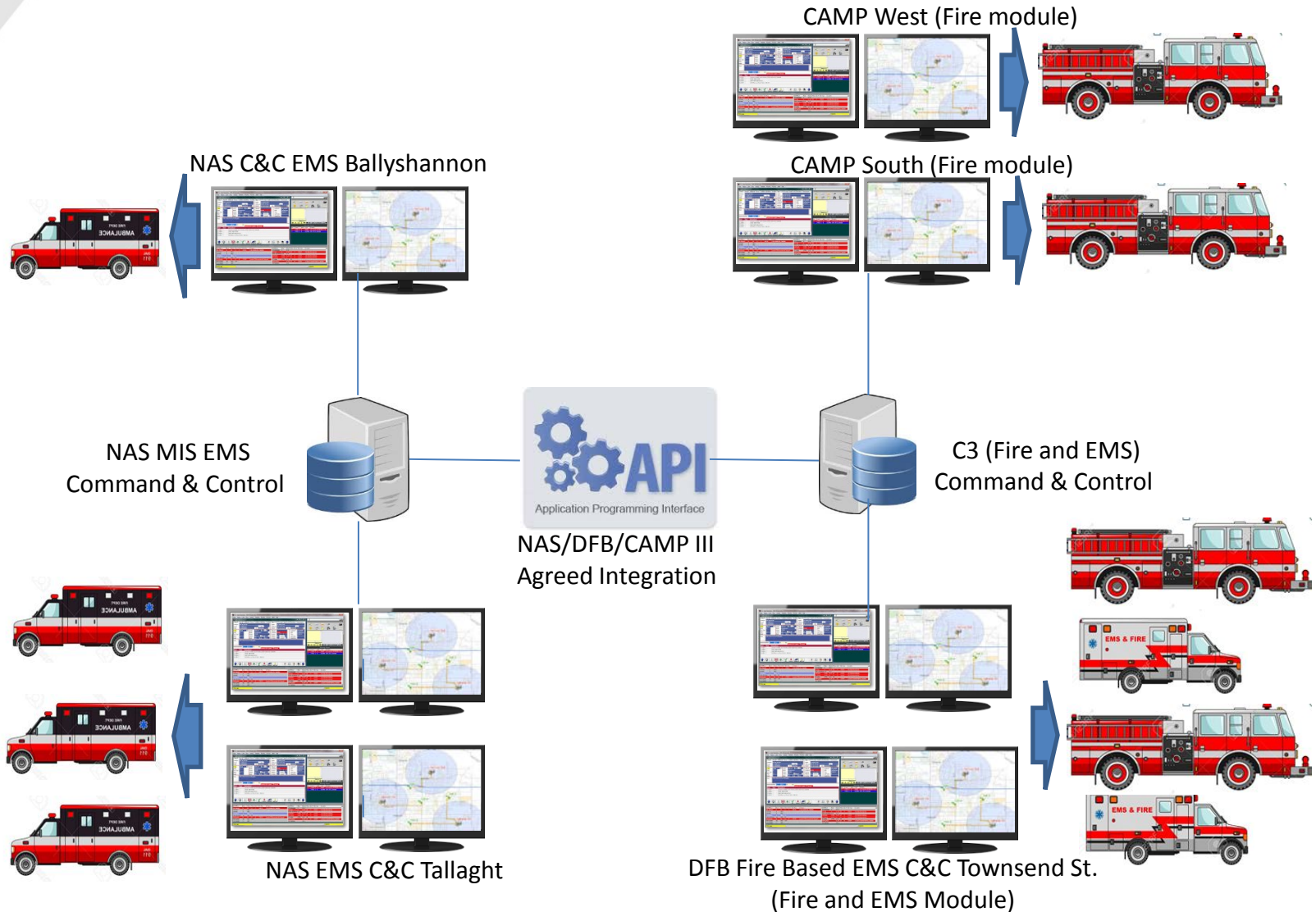


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Immediate Interim Technical Solution



Future Topology (Post DFB/C III Upgrade)



Thank You

