

SAP Situational Awareness rapid-deployment solution for public sector

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De Context

waarom is snelheid belangrijk?



Vertraging in informatie
Zorgt voor vertraging in noodhulp

Denk hierbij aan:

- brandweer;
- ambulance
- herstellen van de infrastructuur (wegen, gas, electra, etc.)
- evacuatie advies



Vertraging in noodhulp
Zorgt voor gewonden en nog meer ravage

Informatie bronnen



Dispatch Systemen (CAD; Incidents & resource availability)



GIS Systemen & kaarten (straten, ziekenhuizen, scholen, waterpunten, elektriciteit..)



GPS Data van devices (getuigen, eigen medewerkers, etc.)



Systemen van hulpdiensten (Brandweer, Politie, ambulance...)



(Live) Data Feeds (weer, GeoRSS, verkeer, luchtkwaliteit, satelliet, Nieuws, CCTV, Webcams)



Alert Notification Systemen (CommunicatorNxt, ERMS Advantage..)

Social Media (Twitter, Facebook, Flickr...) crowdsourcing crisis information



Simulatie Modellen (command&control...)

Demo: Incident Overview

The screenshot displays an iPad application interface for an incident overview. The top status bar shows 'iPad', signal strength, 'VNI', the time '3:18 PM', and a 100% battery level. The application title is 'Incident Overview' with a search bar on the left and a 'Filter' button on the right. The left sidebar contains a list of incident categories, each with a status and priority:

- BUILDING FIRE**: Status *GOING*, Priority *High Priority*
- HOUSE FIRE**: Status *GOING*, Priority *High Priority*
- GRASS FIRE**: Status *GOING*, Priority *High Priority*
- NON-STRUCUTRE FIRE**: Status *GOING*, Priority *High Priority*
- GRASS FIRE**: Status *GOING*, Priority *High Priority*
- HAZMAT**: Status *GOING*, Priority *High Priority*
- WILD FIRE**: Status *GOING*, Priority *High Priority*
- WILD FIRE**: Status *GOING*, Priority *High Priority*
- BRUSH FIRE**: Status *GOING*, Priority *High Priority*
- HOUSE FIRE**: Status *GOING*, Priority *High Priority*
- BUILDING FIRE**: Status *GOING*


The main map area shows a satellite view of Melbourne, Australia, with several orange warning icons (exclamation marks) placed over various locations. The map includes labels for numerous suburbs and landmarks. At the bottom of the map, there are three buttons: 'Timetravel', 'Map', and 'Satellite', and a 'Hybrid' button. A copyright notice at the bottom reads: '©2012 Google - Map data ©2012 Whereis(R), Sonics Pty Ltd, Imagery ©2012 Panoramio'.

Demo: Incident Insight



Demo: Incident Detail

The screenshot displays a mobile application interface for incident management. The top status bar shows 'iPad', signal strength, 'VFN', time '3:19 PM', and battery '100%'. The main header is split into 'GRASS FIRE' on the left and 'Incident Overview' on the right, with a 'Filter' button. Below the header, the incident details are presented in a table:

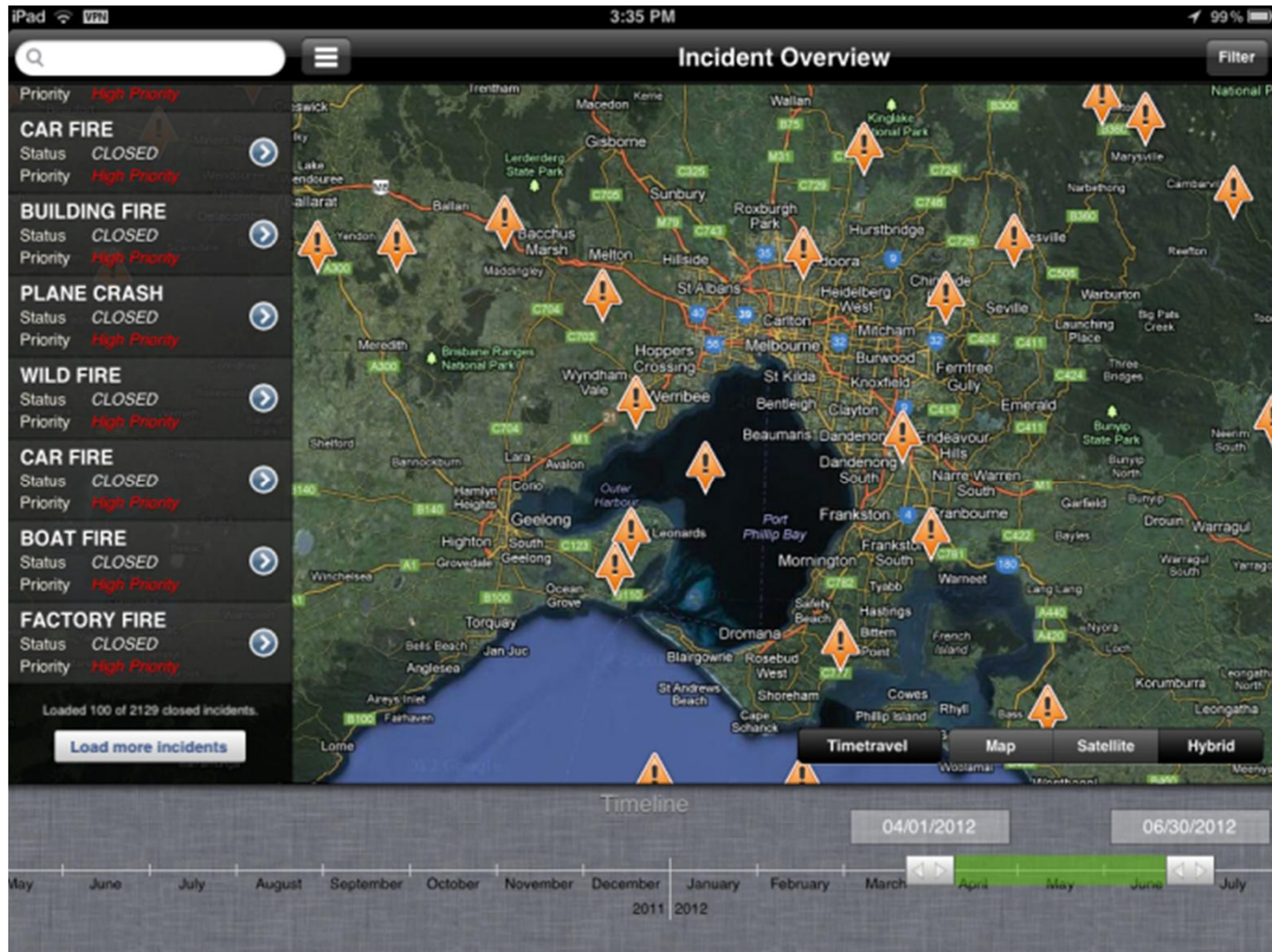
	20 Nelson Road Sample City ZZ 99999	District Type	District 19 FIRE
Priority	High Priority	Identification	A20
Status	GOING	Start Date	2012-06-30
		Organization	Warrambool Fire Brigade

Below the table are two buttons: 'Assign' and 'Change Status'. The interface is divided into two main sections: 'Feed' and 'Resources'. The 'Feed' section contains two entries:

- Fire Clear**
As at 2220 hrs, fire running in to Broadford between Broadford Rd and Wandong Rd and Hume Freeway. Also impacting in and around Mia Mia Rd.
06/24/2012, 5:17
- Send Police Sample Alert 73**
06/24/2012, 5:17

The 'Resources' section shows 'SC153' and '2 Officer Squad Car Deployed'. The right side of the screen features a map of the region around Melbourne, Australia, with numerous orange warning icons indicating incident locations. A blue location pin is visible near Broadford. At the bottom of the map, there are navigation options: 'Timetravel', 'Map', 'Satellite', and 'Hybrid'.

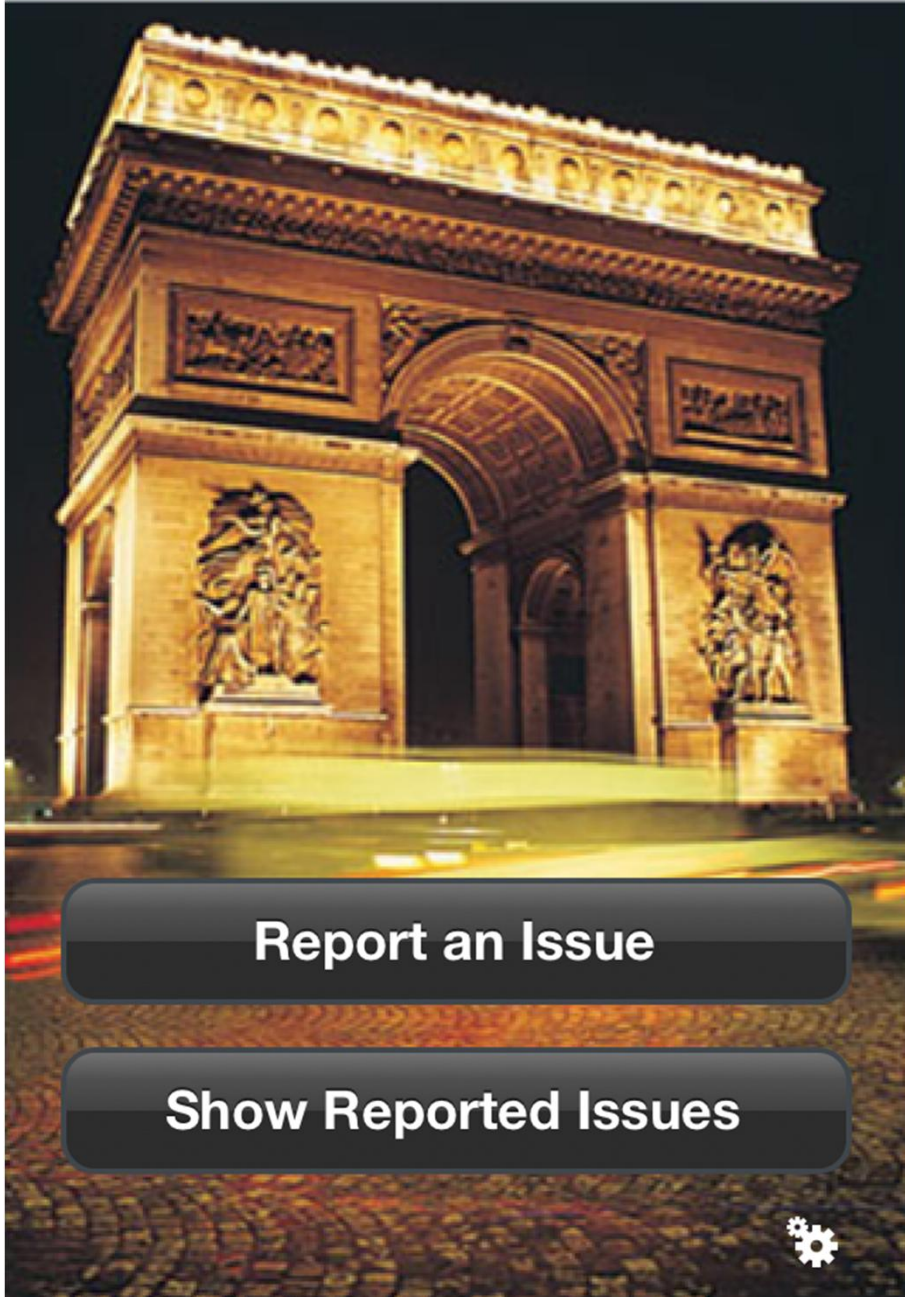
Demo: Incident History



SAP Citizen Connect

Een mobiele App





Report an Issue

Show Reported Issues



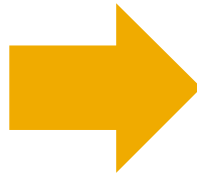
Thank You Done

Thank you for helping me run Paris better.

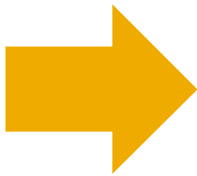
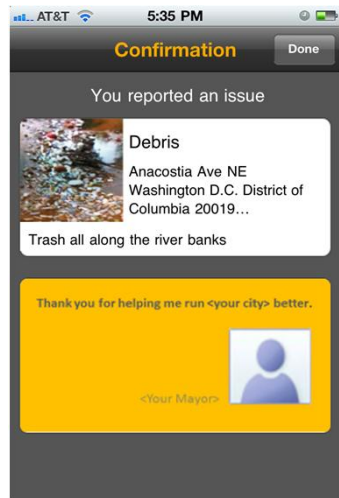
Mayor Bertrand Delanoë



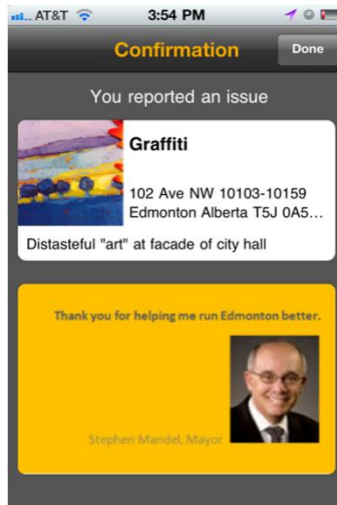
Configureerbaar – Seizoen categorieën (voorbeelden)



Demo



Live



Summer

Codes	
Code	Short text for code
1	Pothole
2	Graffiti
3	Debris
4	Street Light Defunct
5	Traffic Light Defunct
6	Parks and Green Areas
7	Pedestrian Safety
8	Cyclist Safety
9	Others

Winter

Codes	
Code	Short text for code
01	Snow Removal Needed
02	Icy Street, Pls Anti-Ice
03	Winter Damage
1	Pothole
10	Storm Damage
2	Graffiti
20	Overflowing Grate
3	Debris
30	Playgrounds
4	Street Light Defunct

- BIBLIOTHEEK
- Muziek
 - Films
 - Tv-programma's
 - Boeken
 - Apps
 - Radio
- STORE
- iTunes Store
 - iTunes Match
 - Ping
 - Aangeschaft
- GEDEELD
- Thuisdeling
- GENIUS
- Genius
 - Genius-mixen
- AFSPEELLIJSTEN
- iTunes DJ
 - 25 meest afgespeelde
 - Jaren 90
 - Mijn favorieten
 - Onlangs afgespeeld

App Store > Zakelijk > SAP AG



Gedownload

Categorie: Zakelijk
 Bijgewerkt: 29-05-2012
 Versie: 1.2.0
 Grootte: 1.4 MB
 Talen: Engels, Chinees, Frans, Duits, Japans, Portugees, Russisch, Spaans
 Ontwikkelaar: SAP AG
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Beoordeeld 4+

Vereisten: Compatibel met iPhone, iPod touch en iPad. Vereist iOS 4.3 of nieuwer.

Meer iPhone apps van SAP AG



SAP Business One
 SAP StreamWork
 SAP BusinessObjects Explorer
 SAP Commissions Check

SAP Citizen Connect

Omschrijving

With the SAP Citizen Connect mobile app for iPhone, you can report issues to your municipality, such as potholes, debris, graffiti, or suspicious activities. The app connects to SAP CRM or SAP ERP and enables municipalities to reduce their call center workload, accelerate service requests, and improve citizen satisfaction.

...Meer

[SAP AG website](#) > [SAP Citizen Connect Ondersteuning](#) > [Licentieovereenkomst programma](#) >

Wat is nieuw in versie 1.2.0

Usability Improvements

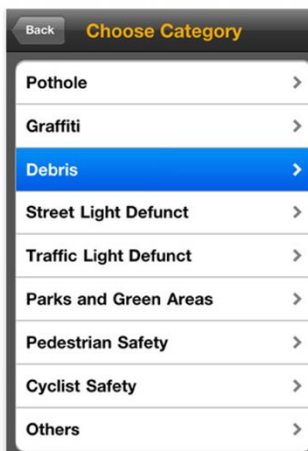
iPhone schermafdrukken



Report an Issue

Show Reported Issues

Powered by SAP



Retake

Preview

Use

http://eservices.joburg.org.za/joburg/eservices/lut/p/kcxml/0

City of Johannesburg - Electronic Serv...

1 Hyperlink

Citizen

Available in the App Store FOR iOS IPHONE, IPAD

3 Initialization Link

File Edit View Controls Store Advanced Help iTunes

LIBRARY

iPhone, iPod touch, and iPad Apps

2 Download App

Citizen Utilities

Joburg

a world class African city

Report an Issue

Show Reported Issues

Your City Shield Here

Report an Issue

Show Reported Issues