Crisis management systems in Germany

A status report about the current functions and developments of private and public crisis management systems in Germany
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Overview

1. Project SiKomm and its goals

2. Our Analysis of crisis management systems in Germany
   a) Aims & Goals
   b) Method of analysis
   c) Findings/Results
   d) Next steps & Further questions

3. Your questions
The SiKomm Project

• Main Goal:

- Analysis of communication as a strategic factor in crisis management with the aim to develop new strategies to protect citizens and responders in crisis situations.

Research areas:
- Crisis-Communication in time and space "Zeitgeographie"
- Crisis-Communication ethics
- Crisis-Communication training for first responders
- Crisis communication and crisis management systems
Crisis management solutions play a vital role in federal and private crisis management efforts in Germany, yet:

- no general acceptable definition/rules/norms exist
- not many quantitative studies exist, which analyze these systems according to their functions, users, area of deployment, etc.
- there are no large scale ‘status-reports’ or ‘best practice’ analysis of today's CMS

Our Goals:

- give an overview about the available systems and their functions
- based on these results develop a handbook for building and buying CMS
Method of analysis

- Literature Review
- Conferences
- Vendor meetings & fairs
- Expert Interviews with developers and users
- Extensive Internet search
Method of analysis

What Data did we collect:

- Name/Address
- Country of Origin (Germany, Austria & Switzerland)
- Area of deployment
- User Group
- Target group
- Expert/Amateur System
- Functions
- System specifications & requirements
- References /Prices
Findings/Results

We analyzed and documented over 200 different solutions from over 90 companies as well as around 30 systems which are currently in development in security research related projects:

- Germany: 21%
- Switzerland: 51%
- Austria: 28%

**Type of solution**

- Webplattform: 18.97%
- Software: 26.68%
- Hardwarelösung: 26.09%
- Kommunikation: 3.16%
- Alarmierung: 18.97%
- Information: 26.09%
- Übung: 25.10%
- Koordination: 26.68%
Findings/Results

General Trends:

• market is very intransparent
• the market for CMS solutions is expanding

• the shift from military/police solutions to private/industrial solutions is progressing (convergence of markets)
• shift from single technology solutions to hybrid technology solutions
• shift from hardware- to software- to web-solution
• Shift from expert to amateur systems
• rising needs for inter-organizational solutions:
Next Steps/Open Questions

Next Steps

• Collection of data is still ongoing
• Usability Tests with field personnel/practitioners
• Handbook for development and buying

Other Projects:
  – Infostrom (www.infostrom.org)
  – BaSIGo (no website yet)

or visit:

www.uni-siegen.de/ifm
Thank you

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Your Questions ...