

INTERNATIONAL CRISIS MANAGEMENT, HOW TO EVALUATE THE QUALITY OF INTEROPERABILITY? DEFINITION OF A METHODOLOGY, STUDY CASES AT NATIONAL AND INTERNATIONAL LEVEL

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Abstract

Climate change and terrorist threats render an increasingly complexity in safety operations. In this way, appointed first responders have to manage a wide stakeholders community and have to be more efficient in this changing world. The different services and agencies have to work together and to be effective to deal with the large incidents, trying to reproduce the level of interoperability they have reached during the daily routine operations.

As incidents become more and more complex, technology develops in an increasing pace and the wish for standardisation holds higher standards for the civilian first responders, cooperation between Police, Fire Service and Ambulance services becomes even more a pressing issue.

In this context, interoperability goes even one step further: interoperable organizations are able to communicate with each other, understand each other, are able to work together and build on each

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other to reach common goals. The proposed tool is a simple matrix evaluation, inspired by US Safecom, and redesigned in a scoring device.

In the EU, where, for quite 20 years, an international civil protection cooperation framework has been established (“EU civil protection mechanism”), this tool is valuable. Now presented to EU authorities, it can be employed both between the member states -to rank the interoperability for international help- and in the member states themselves -to give a score to the domestic interagency interoperability-. This questionnaire assesses the degree of cooperation between the various first responders organizations on several layers of preparedness and response. The aim is to introduce the concept of interoperability evaluation to provide a score to the actual state of operations, in order to implement all necessary improvements to build a safer world for citizens.

Keywords: command & control, interoperability, interagency, evaluation, matrix, incident, incident management