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Capgemini's cloud solution, the information pool combined with ICAweb, helps my organization respond effectively to large-scale disasters or crises, thanks to accurate information sharing between all the relevant government bodies, at local, regional and national levels.”

Ruud de Krom

Crisis Coordinator for
The Dutch Ministry of Infrastructure



Dutch Ministry of Infrastructure and the Environment Leads the Way in Crisis Response

The Information Pool from Capgemini and Gemnet helps Dutch government agencies and the private sector share real-time information on emergencies

The Situation

In order to respond effectively to a large-scale disaster or crisis, public sector organizations must share accurate information seamlessly and securely with all the relevant parties who have a role to play in the response. This often includes government bodies at local, regional and national levels, police, emergency services, incident rooms, and private sector organizations.

In the Netherlands, cooperation between agencies involved in disaster response has been improving continuously, but challenges in sharing information across organizational boundaries remain. The current crisis management and incident room systems of the emergency services, authorities and private organizations who play a role in crisis control and disaster management are often not connected. Each party uses its own sources of information and conceptual framework, and shares only limited data. This can give rise to differences of interpretation, confusion and delays, which hamper the response to the crisis, potentially with serious consequences.



The Solution

Recognizing the pressing need for a solution to these issues, Capgemini and Gemnet, a Dutch communications services provider, worked together on a proactive initiative to develop the Information Pool, a nationwide facility for the exchange of information on disaster management and crisis control between all relevant parties.

Compliant with Diginet and Digikoppeling technological standards, and making use of national reference architectures such as NORA, the Information Pool works on the following principles:

- **a common language:** Ipool makes it possible for agencies to exchange data using a consistent semantic and technical language, based on Safety Sector Information Architecture
- **a single link:** participating organizations can link their information systems to the pool to share and receive the required information; there is no need for agencies to develop multiple interfaces to each other's systems, and the information is also accessible directly via a web interface
- **a messaging system:** Gemnet's messaging system routes the right information to the right people according to predefined logical rules
- **a secure network:** the pool provides a virtual bridge across separate applications and offers a 24/7, reliable and secure means of sharing potentially sensitive information.

The Result

The Information Pool has been running as a 24-hour operational facility supported by Capgemini and Gemnet since 2010. The Ministry of Infrastructure and the Environment (I&M) joined the pool when it launched, along with the Ministry of Public Health, Welfare and Sports (VWS), the Royal Netherlands Meteorological Institute (KNMI), the National Institute for Public Health and the Environment (RIVM), the Port of Rotterdam Authority and the Dutch Land Registry Office, Kadaster. By the end of 2011, ten organizations will be linked via the pool, and thereafter further local, regional and national bodies will continue to join.

Before the Information Pool, the process of exchanging information during a crisis often took several hours, which made it difficult for agencies to co-ordinate a rapid response. Now, information can be shared within seconds, empowering agencies to respond quickly and minimize damage.

How Ministry of Infrastructure and Environment and Capgemini Worked Together

The Ministry of Infrastructure and the Environment chose Capgemini because of its long-term partnership with the service provider. Capgemini helped optimize I&M's crisis advice processes and built a system to manage their crises efficiently.

Capgemini's in-depth knowledge of domain crisis management proved invaluable, as did its close working relationship. The team used this knowledge to design and build the Information Pool for the public's safety. Ipool was developed to comply with Diginet and Digikoppeling, Dutch government technological standards for the interoperability between information systems and networks.

How the Information Pool is used in the Dutch Public Sector and Beyond

When joining the system, organizations decide which aspects of their information they will publish to the pool, and what information from other organizations they wish to subscribe to in the event of a crisis. A subscribing party reaches an agreement with a publishing party over the exchange of information, which is itself registered in the pool and determines how information will automatically be relayed during an incident.

Once an organization has joined the pool and subscribed to the information relevant to them, that information becomes accessible in three ways: through existing applications, through the Ipool basic viewer which allows for read-only access, and through an enhanced viewer which allows for read-write access and information sharing.

The information currently available in the pool includes incident data and impact assessments, weather information, aerial photos, street maps and transport positions, location coordinates and risk charts. The value of the Information Pool will increase as more organizations join in future. The pool will soon include new types of content, such as real-time traffic reports, licensing information and victim profiling, as well as new functionality for decision making, response planning and announcements.

For more information on this project, please contact:
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About Capgemini

With 120,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services.

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Public Sector
Business Information Management

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In collaboration with



Rijksoverheid

The Ministry of Infrastructure and Environment (I&M) is one of eleven ministries which form the national government of the Netherlands. It was formed in 2010 through the merger of the former Ministry of Transport, Public Works and Water Management and Ministry of Housing, Spatial Planning and the Environment, and the current minister is Melanie Schultz Van Haegen.

I&M's policy, implementation and inspection sections and support agencies are committed to improving quality of life, access and mobility in a clean, safe and sustainable environment in the Netherlands. The Ministry strives to create an efficient network of roads, railways, waterways and airways, effective water management to protect against flooding, and improved air and water quality.

More information is available at:
www.rijksoverheid.nl/