

Command & Control Centre

It's more than just multiple screens or video walls



A **command centre** or **command centre** (often called a **war room**) is any place that is used to provide centralized command. **When all the functions of a command centre are located in a single room this is often referred to as a control room.** It is a secure room or building that operates as the dispatch centre, surveillance monitoring centre, coordination office and alarm monitoring centre of the Organization.

A command centre enables an organization to perform day-to-day operations, regardless of what is happening around it. Besides it functions in a manner in which no one realizes it is there but everyone knows who is in charge when there is trouble. **It serves as a source of leadership and guidance, to ensure that service and order is maintained.** Its tasks are achieved by monitoring the environment and reacting to events, from the relatively harmless to major crises, using predefined procedures. **It helps security teams gather data, identify threats, and act on them before they result in business damage or loss.**

Typical components of a C&C centre

- Monitors, video wall
- C&C Software that integrates seamlessly with all the sub-systems.
- Well designed room
- People

Must have features

Control room

Tough demands are made on operators working in a 24/7 CCTV security control room environment. It is therefore important that the working environment is spacious and comfortable.

Monitors – Video Wall

A video wall is more than just a large, fancy display. It helps the control room operations run more smoothly and effectively. **The primary purpose of the video wall in a control room is to provide operators or control room users with true situational awareness and a common operating picture. This helps sharing and simultaneous viewing of information from real-time sources such as computers, video, networked applications, CCTV or security cameras, etc.** This enables and promotes informed decision making on a unified level which is always important for mission-critical operations. It is a platform for displaying multiple input sources. It allows operators to change

these input sources, or resize them as needed on a large bank of synchronized displays. Video walls do this by allowing administrators to display different sources simultaneously using zones or multi-windows. Without a video wall, each team member in the control room may be isolated in a silo.

C&C software

This is the upper layer of an integrated security system and **must seamlessly integrate with all the security subsystems to form one integrated whole**. It should provide a common view of all the operational systems. It must integrate with Security systems (Cameras, Fire, Access and Intrusion), Facility systems (Sensors, Lighting, HVAC, BMS, Energy and SNMP), Business systems (ERP and POS), Database systems (Visitor, Employee, and Customer databases) and Social media feeds. It should provide high situational awareness from context-sensitive visualization of data. Single window alert management of all operational systems enables improved awareness and responses. The software must integrate tightly with video to enable improved decision making. Integration with social media is desirable as it enables sentimental analysis and easy correlation with other exceptions.

People

People are the key as they gather information, **make decisions**, take action, communicate, and cooperate with one another in the accomplishment of a common goal. **Training and skilling of staff is therefore critical.**

Smart City Application

A Control and Command Centre in a 'smart city' is a place where information from various departments and various applications is collected and analyzed for better planning of the city. It has the 'intelligence' to process all the information and generate insights. These insights are helpful in managing incidents across the city and for better planning.

- Provides a "single source of information" for all civic functions.
- Acts as a City's emergency and disaster management platform.
- It is integrated with various IT systems of different stakeholders to enhance safety, security and to provide better public services in the city. Such integration helps achieve the following:
 - (i) Support police to maintain Law and Order
 - (ii) Disaster Management
 - (iii) Environmental Control/ Pollution Control
 - (iv) Efficient use of public resources like electricity and water
 - (v) Efficient and timely delivery of public services

Trends – enhanced capabilities

Alert Handling – Manage issues before they become problems.

Conventional systems use native or proprietary protocols for alert classification and profiling. Alarms are usually provided in textual format in a separate application with maps, if present, in disassociated module. Technology is moving towards providing multimedia alerts, with associated image, video, maps and other metadata such as zone, source and SOP information in a single window. Alerts are docked on a common operating view. This helps take proactive actions rather than reactive investigations of issues, problems and crises.

Incident Management - Store and Learn from the past by:

- a) providing a comprehensive repository of alerts with multimedia evidences (image, video, audio, text, PDF, etc.) and operator responses,
- b) providing an ability for operators to create incident reports and collaborate with each other through simple touch-drop functions, and

c) bundling all of this in one common operating view.

Operator Collaboration

This helps reduce reaction time to situations by sharing of contextual videos, images and other such multimedia between operators across locations, sites and functions.

Mobile Integration

Applications that provide situational awareness 'on the go' - not only enable mere view and playback of videos, but also to create and view alerts and incidents.
