

# Citizen Collaboration for Security



# NEC

## CITIZEN COLLABORATION FOR SECURITY (NEC-CCS) SOLUTIONS

The large number of events, alarms and incidents received daily by the Command and Control Centre for citizen security requires the implementation of specialized tools to organize and analyse the information promptly and efficiently.

The NEC-CCS expedites the decision-making process by providing reliable and registered information in real time to the Command and Control Centres that cover the national, regional or local areas.

Events generated by multiple sources, such as anti-panic buttons, social networks, mobile applications, sensors and video analytics, among others, are then managed by NEC-CCS and made available to the operators in an efficient way.

### NEC-CCS IS BASED ON THE FOLLOWING PILLARS:



#### **Criticality**

Each event is assigned a criticality level, which allows prioritizing its management. Said level is assigned automatically depending on its source or manually by a qualified operator.



#### **Follow-up**

Each event is assigned to a process, according the policies of the centre, which facilitates its follow-up.



#### **Inalterability**

The information in the system cannot be deleted or altered, which offers traceability of all the changes made. Also useful for court as evidences.



#### **Evolution**

The events evolve collaboratively where relations can be established among them and with the contribution of the system operators until their closure.



#### **Engagement**

It allows introduction of new technologies (event or alert) to the citizens, which promotes the citizens' engagement.



#### **Geo-Reference**

All system elements, events and actions can be geo-localized automatically via GPS devices or manually by operators.



#### **Standardization**

It is the key process that allows management of events from the most diverse sources or formats.



#### **Validation**

It includes mechanisms and procedures to verify that the event received comes from a valid and reliable source.



#### **Reliability**

The events are ranked with a reliability index, according to the source that generates it, regardless of whether it comes from a device or human.



#### **Usability**

It has a user-friendly and intuitive user interface, which includes SOPs, maps, visualization and search tools, among others.



#### **Inter-Agency Collaboration**

It expedites collaborative work among different agencies linked to the operation of the centre, from emergency services (police, fire and medical, etc.) to non-emergency services (city council, transport, etc.).



#### **Audit**

It allows identification of each operator and keeps a log of each of their activities during their interventions.



# STANDARD OPERATING PROCEDURES (SOPs)

The actions taken by the operators are not left to chance or the judgment of the operator itself, reducing the response time and minimizing the possibility of an operator's mistake.

By means of the Standard Operating Procedures or SOPs, the operator will have the action plan according to the incident under treatment. SOPs allow administrating and defining action plans to each type of event and incident, indicating the sectors that must intervene, protocols to run, communication plan, etc.

This powerful tool, plus the reviewing of the records of the actions taken and their results allow the continued evolution of the action plans and the work of the centre in general.



## SOURCES OF EVENTS

Received from different sources generated by autonomous devices or action of people

### External Sources



### NEC-CCS



#### Video & Audio

- Video analytics on facial, license plate recognition, suspicious behavior detection, etc.
- Audio analytics on gun shooting, crashes, etc.

#### Sensors

- Internet of Things (IoT) sensors on clogged sewers, temperature, pollution, river levels, etc.
- Alarms alerting authorities on fire, smoke, etc.

#### Manual Reporting

- Voice Calls from call centres, 911 calls, 311 calls or mobile apps, etc.
- Panic Buttons activation from banks, institutions, home or mobile devices

#### Social Networks

- Emerging threats, citizen issues, etc. monitoring on social media



# BENEFITS



## Efficient

Continuous enhancement of the performance of Command and Control Centres, and the operators' efficiency



## Faster

Significant reduction in response times and promotion of citizen's engagement



## Reliable

Reliable real-time information, reports and statistics and independent from event-generating sources



Global Safety Division | Transportation and City Infrastructure Division

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