



INCIDENT MANAGEMENT – VERSION 9.2

During critical incidents, public safety dispatchers must respond quickly and appropriately to coordinate response and allocate critical resources. Whether it's a medical emergency, fire, or other crisis, your dispatching system must meet the complex demands of an incident as it unfolds. Intergraph®'s Incident Management solution provides call-center and communications-center operators, as well as officers in the field, with the tools they need to answer all types of calls, create and update incident details, and manage multiple resources through real-time interaction of live incident data. For web-based operators, we provide occasional or remote access to the computer-aided dispatch (CAD) system, so first responders and security personnel have secure access to live data and the ability to search for urgently needed information.

Support for industry standards further enhances our Incident Management solution. Our Mobile Dispatch application is Microsoft® Bing- and Google Maps-ready, and features an elegant configuration for easy deployment and upgrade.

Intergraph's Incident Management solution version 9.2, continues our tradition of excellence with multiple enhancements that further increase usability and efficiency, while supporting the latest technology platforms. We ensure you have the right information for smarter decisions when lives are on the line.

FOCUS OF ENHANCEMENTS

Incident Management Version 9.2 adds features that enhance usability, leverage the latest technology platforms, and save your agency time and money. These include:

Map Maintenance Workflows

- **Support for I/Map Editor** – Integrates with I/Map Editor to support streamlined map workflows
- **Special Address Handling** – Enables easier management of special addresses across map rolls

- **Simplified Map Updates** – Provides simple tools for easier map updates

Next-Generation Communications

- **Support for SMS** – Allows PSAPs to receive emergency text messages and integrate them into the CAD workflow
- **Intelligent Notifications** – Automatically handles intelligent notifications to reliably share critical information on a variety of devices

I/NetViewer and I/NetDispatcher

- **Overall Refresh** – Improvements to interface increase workflow productivity, reduce training times, and facilitates smarter decision-making
- **Streamlined Processes** – Simplified logging and diagnostics; enhanced configurability, scalability, and performance; and support for live data monitors with automatic updates for the most current information
- **Browser and Device Independence** – Accessible from a wide variety of device types running on different platforms

Standards and Interoperability

- **Support for Security Standards** – Conforms to Department of Justice (DoJ) and Criminal Justice Information Services (CJIS) security standards, as well as National Information Exchange Model (NIEM) standards for CAD-to-CAD interoperability
- **Mutual Aid Enablement** – Support for standards improves multi-agency interoperability and simplifies connections with regional message hubs and other external data sources

Mobile Dispatch

- **New Fire Template** – Incorporates optimized screens and workflows, including closest route to hospital, change personnel, and removal of non-fire-related fields

- **Improved Dispatch Report** – Enhances reporting accuracy for downstream use
- **Usability Improvements** – Includes an easier-to-use, more intuitive user interface
- **Map Display on Mobile Responder** – Supports map display on smartphones and other handheld devices
- **Remote Content Management** – Simplifies remote update of mobile clients

Miscellaneous Enhancements

- **Perimeter Generation in CAD** – Version 9.2 allows you to identify an event and a distance to generate a list of intersections, which creates a perimeter for setting up road blocks in CAD. The intersections will be available to the mobile user as road restrictions, and as named intersections in the event remarks.
- **Supports Tenths of a Mile in Mileage Fields** – New U.S. federal MediCare rules require EMS agencies that bill the government for patient transport to report their mileage down to the tenth of a mile.
- **Redefine the Process for Distinguishing User and System Comments** – SQL statements have historically been used to distinguish user comments from system comments. Version 9.2 ensures user and system comments are clearly identified.

- **Refinements to Non-Emergency Scheduling, or Patient Transfer Workflows** – Version 9.2 improves the effectiveness and efficiency of workflows using Dispatch Assign and Resource Scheduler.
- **New ProQA Paramount Interface** – Version 9.2 supports more flexibility in configuring the information passed between ProQA and CAD.
- **Multiple Dispositions** – Version 9.2 enables more efficient handling of multiple or single disposition workflows.
- **Backup Alerting** – This enhancement supports customers who maintain a primary and a backup alerting controller for fire station alerting. The system can now first attempt to alert via a primary alerting method, and if unsuccessful, will alert via a defined backup method.
- **Video Integration in Mobile for Public Safety** – CAD 9.2 will support linking to existing video providers from the mobile map.

ABOUT INTERGRAPH

Intergraph is the leading global provider of engineering and geospatial software that enables customers to visualize complex data. Businesses and governments in more than 60 countries rely on Intergraph's industry-specific software to organize vast amounts of data to make processes and infrastructure better, safer and smarter. The company's software and services empower customers to build and operate more efficient plants and ships, create intelligent maps, and protect critical infrastructure and millions of people around the world.

Intergraph operates through two divisions: Process, Power & Marine (PP&M) and Security, Government & Infrastructure (SG&I). Intergraph PP&M provides enterprise engineering software for the design, construction, operation and data management of plants, ships and offshore

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