



TOP CONSIDERATIONS WHEN SELECTING A CAMPUS CRISIS MANAGEMENT SYSTEM

1 SIMPLICITY IS BETTER

Complex user interfaces are VERY difficult to use during an emergency. They are especially hard to read and navigate on smaller (screen size) computers which are often deployed in emergency vehicles. Prepared Response has worked with first responders across the country to present clear and actionable information in the most demanding environments.

2 BE WARY OF “BELLS AND WHISTLES”

Many solutions with great features rely heavily on downloadable third party applications such as Adobe®, Apple QuickTime®, or special JAVA™ plug-ins. Most first responder agencies will not allow them on staff computers (for security), downloads take too long in emergencies, plus these plug-ins are not licensed for use in life safety emergencies. Thus, these features are often inoperable during an emergency.

3 AVOID INTERNET-ONLY SOLUTIONS

Most first responder agencies DO NOT have reliable Internet access in the field. So ensure that crisis management systems are available both live on the internet and also fully functional without an internet connection via a secure USB thumb drive or remote system.

4 SECURITY AND RELIABILITY ARE ESSENTIAL

Remote systems and USB thumb drive-usable systems should be encrypted and have an automatic data update feature. Also ensure that a provider has multiple (redundant) geographically separate data centers to make certain your data is available at all times.

5 ENSURE YOU CAN UPDATE THE INFORMATION YOURSELF

Features such as 360° views, scalable CAD floor plans, and layered maps cannot be updated without the necessary photo equipment, software and training. Even static images with embedded text require special technical skills and software. For ease of updating, all text should be separate from images, and no photo editing program should be required to update your data.

6 ENSURE YOU GET LIABILITY PROTECTION

Be certain that your provider, their partners, and their subcontractors have adequate insurance and liability protection, since this is mission critical technology. Ensure that any subcontractors (especially technology) have adequate coverage and warranties. Most third party software warranties often WILL NOT cover use in life safety emergencies creating additional liability for your district.

7 CLOSE COOPERATION WITH FIRST RESPONDERS IS ESSENTIAL

One of the key ingredients to mitigating a large scale emergency is the time spent before the emergency to create pre-plans and practice a coordinated response with facility managers, fire, police and other first responders. Make sure your choice isn't a software-only solution, but contains a large collaborative element to ensure that all stakeholders can work together seamlessly in a crisis.