



## **DISASTER RELIEF MANAGEMENT WITH SAP FOR PUBLIC SECTOR**

**SAP® Solutions Help Organizations Manage Risk and Recover from Disaster Quickly and Efficiently**

The global potential for risk from natural disasters or terrorist attacks is increasing. To address this concern, public organizations around the world – police departments, government agencies, emergency services, aid groups – are focusing hard on disaster management. SAP can help, thanks to its extensive global experience in the public security sector. The SAP for Public Sector solution portfolio provides integrated solutions that can help relief agencies manage risk and handle emergencies efficiently.

In times of disaster or emergency, the primary goal of public agencies is to provide the right resources at the right time and place. That's why organizations such as police departments, government agencies, emergency services, and other nongovernmental groups are increasing their focus on disaster management – learning how they can prepare for disaster and respond to emergency conditions quickly and effectively. If, for example, water levels reach a crisis point, emergency teams need a sufficient supply of sandbags on hand. And they need the resources to lay the sandbags.

When disaster strikes, the organizational processes within the responsible agencies must be controlled effectively, and cooperation with other relief units must be channeled and goal oriented. People, processes, and information must be integrated rapidly in ways that best meet the emergency need – even if this approach differs from the traditional structures generally used in official situations, departments, and organizations.

The SAP for Public Sector solution portfolio is designed specifically to meet the needs of organizations responsible for ensuring public security. Its integrated solutions help public sector agencies achieve cross-organizational cooperation by creating a smooth flow of information to critical personnel. Unlike some heterogeneous business systems that prevent data exchange and inhibit effective communication, SAP for Public Sector links different systems and databases on an interoperable platform. This integration allows organizations within an emergency team to collaborate in real time and to share information without changing their existing infrastructures.

SAP for Public Sector – as well as the solutions it draws on from the SAP® Business Suite family of business solutions – is based on the open and integrated SAP NetWeaver® platform. By merging data from independently operating heterogeneous systems on a uniform platform, SAP NetWeaver ensures a comprehensive exchange of information and knowledge beyond system and organization limits. Thus all relief units can act as a networked team on the basis of information that is correct, reliable, and always up-to-date.

### **Comprehensive Information: The Foundation for Emergency Response**

With SAP for Public Sector, you and your team can make decisions rapidly, respond to emergency conditions, and recover from emergencies. The solutions help you depict and display personnel and material structures for all disaster management agencies throughout the emergency relief organization. Using one end-to-end platform, team members can make decisions based on the display of uniform, comparable information. Having this information readily available enables you to plan and support organizational structures for dedicated missions and lets your response teams manage resources easily and transparently in an integrated operation.

The solutions in the portfolio allow resources to be displayed in logical units called “force elements” – operational units that link equipment and material needs with appropriate personnel and resources. In addition, the SAP solutions enable you to form flexible operational teams according to the requirements of the situation – irrespective of the primary organizational assignments of the resources. And they let your central operations management team know which agency or organizational unit should take on which tasks, what time periods must be planned for these tasks, and what time frame is required to trigger alternative measures.

Force elements let you connect response teams in time-based and hierarchical structures for operational contingents. This flexible and highly visible approach to team-building ensures that the right resources are deployed to the right places when needed. (See Figure 1.) For example, using force elements helps you ensure that a water purification unit designed to produce potable water is staffed with the experts who know how to operate it.

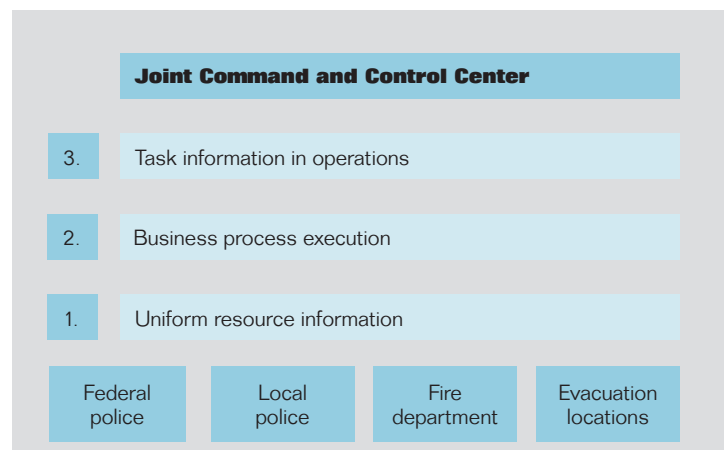


Figure 1: Meeting Emergencies with SAP for Public Sector

### **Geospatial Data**

To handle operational planning effectively, response teams require comprehensive geospatial information. They need to know the exact location of potential hot spots, relief units, or hospitals. To provide this information, which must be transparent at all times, SAP for Public Sector solutions integrate the data from geographical information systems such as the one offered by ESRI. This information enables users to query the current location of relevant resources in real time and visualize it graphically.

### **Role-Based Information**

Disaster managers also require a view of management data related to their level of operations – a view that helps them conduct fast and location-dependent planning procedures. Staff and organizational units at local, federal, and sometimes

even supranational levels must be able to assess the overall situation in a crisis or emergency. Personnel at each individual control center, however, may only require an overview of their individual areas.

The solution portfolio allows users at every level to rapidly display relevant, role-specific information about the processes needed to manage the disaster. This data can be accessed via stationary and mobile technology systems such as an ad hoc radio network. (See Figure 2.) The uniform and user-friendly interface of the SAP software allows workers with various levels of technical expertise to understand and use the solutions easily.

Views of the situation are tailored to specific roles so that users can better estimate the current risk potential and quickly organize the most effective response measures. In the case of a fire, for example, the role-based controlled information flow displays not only the number of people injured, but also how many beds in special clinics are available to treat burn victims and other relevant data. Thus emergency workers can use the SAP solutions to control how the injured are distributed among the different hospitals.

SAP solutions also facilitate major communication improvements between emergency response and aid units. During an operation, all activities can be documented chronologically in an electronic record. Disaster management teams can perform follow-up evaluations of this data to pinpoint weaknesses, avoid error repetition, and continuously improve processes.

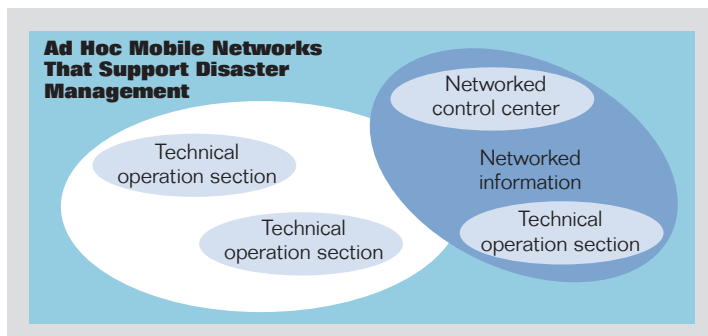


Figure 2: Providing Rapid and Efficient Support for Ad Hoc Networks

### Simulation and Analysis Data

Effective disaster management preparation is enhanced through simulation and analysis. With SAP for Public Sector solutions, public security organizations can simulate disaster conditions and analyze processes, information flow, and results. Because the SAP solutions allow organizations to merge real-time data into simulations, they help emergency managers determine a forecast for future actions and possible events. With this information, agencies such as yours can improve their preparation for emergencies, saving lives and protecting the public.

### The Value of Preparedness

A comprehensive disaster and emergency management solution provides the common operating picture you need to rapidly assess conditions, make decisions, deploy relief and resources, and respond effectively to crises. The SAP for Public Sector solution portfolio meets these criteria by providing the following overall benefits:

- Real-time situational awareness about available resources
- Compressed decision cycle times, achieved through rapid availability of a complete information view
- Increased responsiveness to emergency conditions through efficient resource deployment
- Fast creation of effective guided procedures for disaster or emergency relief operations

### Rapid Response to Tomorrow's Disasters Begins Today

You can never be too prepared to address emergencies. To learn more about how SAP can help you handle emergency situations effectively and construct an optimal plan for disaster management, call your SAP representative today or visit us on the Web at [www.sap.com/industries/publicsector](http://www.sap.com/industries/publicsector).

### **Powered by SAP NetWeaver**

SAP for Public Sector is powered by the SAP NetWeaver platform. SAP NetWeaver unifies technology components into a single platform, allowing organizations to reduce IT complexity and obtain more business value from their IT investments. It provides the best way to integrate all systems running SAP or non-SAP software.

SAP NetWeaver also helps organizations align IT with their business. With SAP NetWeaver, organizations can compose and enhance business applications rapidly using enterprise services. As the foundation for enterprise service-oriented architecture (enterprise SOA), SAP NetWeaver allows organizations to evolve their current IT landscapes into a strategic environment that drives business change.