## Integrated Command and Control Centre (ICCC) –Brief introduction

A smart city thrives on interconnectedness of various services and applications. These connected services generate huge volumes of data that needs to be stored and analysed in order to take the necessary decisions. It is here that the role of the ICCC becomes important as it enables a system to examine data from multiple correlated sources of information and take real-time decisions.

Bengaluru has various civic services providing varied utilities/ services to the citizens. With rising aspirations/ expectations of the citizens, and initiatives/ efforts being taken by the civic bodies to improve their service delivery to match the expectations, it is but necessary, for the various agencies to be able to collaborate, through a common platform, for better information sharing, for enabling enhanced analysis of each one’s data and using the analysis for decision making and better planning. This platform/ core that helps integrate the various systems of the various stakeholders would be the Integrated Command and Control Centre (ICCC).

There is a need to create a core or centre for;

* **Enhancing collaboration** across multiple departments within and outside urban local body and government bodies
* **Institutionalizing data driven** decision making
* for regular operations and during crisis situation across levels of city functionaries – right from operators to city administrators
* **Standardizing response protocol at city level**
* institutionalization of standard processes for recurring events, issues and exigency scenarios
* **Engaging with on field support staff**
* to address civic issues and citizen grievances
* **Effective Emergency Response & Incident Management**

In view of the above, it is envisaged to interact with each department to get relevant feeds for the ICCC.

Contact Details from Bengaluru Smart City Ltd are as below

**Contact Details of SPV** **Contact Details of PMC**

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## **Department Details**

**Name of the Department:**

**Nodal Officer Details:**

|  |  |  |
| --- | --- | --- |
| **Nodal Officer Name** | **Contact details** | **Email** |
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## **IT System Details**

1. What are the current IT Systems in the department?
2. Provide details of functionality of each system.
3. Are there any Control `Centres to monitor the existing systems?
4. If yes, provide details of location of the Control Centre, the operations being handled and number of operators.
5. In scenarios where edge components/ devices (cameras, sensors, etc) are involved, how many components are present and how is the data being transferred ?(network connectivity)
6. Provide technical details of the software system – programming language, database, operating system, API’s, etc
7. What are the current reports, dashboards available?
8. Provide Hosting details ; whether on-premise server or on-cloud
9. How are new changes/modifications being carried out? By in-house experts or is there any vendor engaged?
   1. If through vendor, what is the contract period and vendor details
10. Are there any plans for scaling up or upgrading the existing systems?
11. What are the other IT initiatives in pipeline?
12. What are the data feeds which can be shared with the ICCC?
13. Is there are any GIS layer used to map the assets, if yes what is the platform?
14. Provide details on the existing ERP and e-governance systems like Grievance Management, project monitoring, citizen services (online applications), etc