

The Future of CAD

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Abstract

Computer Aided Dispatch has developed to be the primary system operators use day by day working in Public Safety Control Rooms. Other systems in the control room have over time become subsystems to CAD. Will this be the “Status Quo” for the years to come or what is “next” for CAD in Public Safety? Is it a big thing, a revolution or is it series of evolutionary steps? What trends will drive the future of CAD?

Panta Rhei – Change is the only Constant – is relevant for Public Safety and Public Safety CAD. New ways of communication will complement and over time replace current ways to communicate. Applications will we complemented by Apps or maybe decomposed to Apps. The future currency of all of these elements will be data.

Today
5G LTE
Tetra U
Autonomous Driving U
Big Data
HTML5

**Technology is important, but user
experience matters!**

CAD is about Managing a Process

- ✓ The process is about receiving events and coordinate response
- ✓ Actors are the Public , Control Room Operators, Resources
- ✓ Communication Technologies enable interaction between those Actors
- ✓ Data helps making better decisions
- ✓ Goal of Effectiveness and Efficiency

Trends of Importance

- ✓ We are in the Net and always online
- ✓ The way we communicate changes
- ✓ Bandwidth limitations disappear
- ✓ Data volumes created will reach new dimensions
- ✓ Data is in the Cloud

What does this mean for CAD?

- ✓ CAD must seamless support all processes
- ✓ All Communication available “at your fingertips”
- ✓ The User Interface (GUI) follows the process,
Smart GUIs & Ambient User Experience
- ✓ Mobile Apps – for the public and for the agencies – will be core
- ✓ Uses data, “Big Data”

How to get there?

- ✓ Change is necessary as a series of steps
- ✓ Follow the mainstream ICT developments
- ✓ Agencies to rethink their future requirements
- ✓ Consultants to support with state of the art technology advice
- ✓ Public Safety Industry to become active in innovation

The future of CAD

- ✓ **Public Safety matters**
- ✓ **The process and the actors of the process have to get the focus**
- ✓ **CAD is and will be critical important**
- ✓ **Change by a series if innovative steps**
- ✓ **Information Security and Cybercrime and will new focus areas**



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About International Public Safety GmbH

International Public Safety is a boutique consulting firm in the Public Safety and Technology Sector. Our Clients are Governments, Public Safety agencies and companies providing technology for the Public Safety market. Our Team is comprised of senior executives and consultants each of them having extensive experience in the Public Safety and Technology Sector. We focus on providing expertise in strategy, operations and technology.

About Sebastian Stepfer

Sebastian Stepfer is Partner and Managing Director at International Public Safety GmbH. He is a recognized Senior Executive in the European Public Safety Industry. Under his leadership the current European Market Leader for Public Safety Computer Aided Dispatch was established. Sebastian works today as independent Consultant with the leading companies in the Public Safety Market in the areas of Business & Technology Strategy and M&A.