Infra-web
Registration, communication and dispatch of incidents

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Program of presentation

• Introduction
• What is Infra-web
• History of Infra-web
• Who uses Infra-web
• The process
• Presentation of Infra-web
Wilfried van Gogh

• Ministry of Transport, Public Works and Water Management
• Institute of Inland Water Management and Waste Water Treatment (RIZA, Netherlands)
• Crisis manager
• Specialised on Nuclear, Biological and chemical incidents in relation to water
• Head of Information Centre for Inland Waters in the Netherlands
What is Infra-web

- Computer program on Internet
- Registration of incidents, standard forms
- Alert and communication system for incidents
- Storage of incidents in data base
- Logbook
- GIS system
- Management reports
- Various connected databases
- Multi languages
- Operational since January 2004
History of Infra-web

- First ideas in 1988 (Sandoz Incident)
- Operational in 1994 name = Aquabel
- GIS module in 1997
- Start web version, Aquaweb 1999
- Introduction of other users 2002 (road, air)
- New name = Infra-web
- 1 January 2003 pilot operational
- 1 January 2004 operational in the Netherlands
Who uses Infra-web

• Staff of information and traffic centres
• Staff responsible for dealing with the incidents
• Experts who advice the crisis managers

• There are now > 700 users
• Netherlands and Germany (Rhine)
• > 4000 incidents registered since the start in January 2004
The process (1)

Registration of new incident in standard form in Infra-web

Communication
Fax
E-mail
SMS, pager

Share incident with partners within Infra-web

Communication
Fax
E-mail
SMS, Pager

All partners can update and share new information within Infra-web

Closing the incident
The process (2)

• Infra-web thinks in processes
• The process is every time the same:
  • Registration, alarms, communication, review
  • It does not matter what type of incident accrue
• The user gets experience in the use of the system by using it also for smaller incidents
• Every type of incident has its own (shared) forms in the data base
The process (3)

BIG ADVANTAGE:
The users use one system for every type of incident
What does Infra-web cost?

For the Netherlands:
• A lot of money

For the UN/ECE:
• The Netherlands offers the use of the program for free to the UN/ECE
• So € 0,= for the use within UN/ECE

BUT:
• UN/ECE needs a server within the Internet
More information

Any Questions??

Wilfried van Gogh
w.vgogh@riza.rws.minvenw.nl

Demonstration Infra-web