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Castilla-La Mancha



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BUENAS PRÁCTICAS Actuaciones Cofinanciadas

Technological renovation of the Castilla-La Mancha emergency management platform

**Programa Operativo
de Castilla la Mancha**

Año 2022

Fondo Europeo de Desarrollo Regional

TECHNOLOGICAL RENOVATION OF THE CASTILLA-LA MANCHA EMERGENCY MANAGEMENT PLATFORM

The technological renovation of the 112-emergency management platform in Castilla-La Mancha is presented as a Best Practice of the Directorate General for General Administration.

The project consists of the integral renovation of the 112 technological platform, the incorporation of improvements such as the technological infrastructure duplicated one hundred percent and the installation of hardware equipment (voice switchboard, computer servers, databases, cartography, etc.) in two Data Processing Centres (DPC).

In addition, contingency measures have been implemented in case of call overload, through the installation of a second call coordination room, which will also be used for the training of 112 service technicians. An additional Operational Coordination Centre has also been established, which is essential for handling extraordinary emergency situations in Castilla-La Mancha. This centre has an operational room equipped with multimedia tools and command and control systems, allowing efficient management of communication and coordination of the resources needed to deal with the emergency, with accurate information in real time. The objective is to guarantee the operation of the 112 emergency service in the event of a technical breakdown or degradation of the technological platform.



The contract for the technological renewal of the 112 platform has been awarded for 7.2 million euros, of which 6.6 million euros corresponds to the company Telefónica, for supply, installation, integration, training and maintenance. Approximately half a million euros has been awarded to Oesia Networks for the project office contract.

The operation has a total eligible cost of EUR 2.5 million, of which around EUR 2 million has been co-financed by the European Regional Development Fund.

It is considered a Good Project Practice as it meets the following criteria:

Criterion 1. The role of the ERDF in the action has been adequately disseminated to beneficiaries, potential beneficiaries and the general public.

The contribution of European funds to this project has been adequately disseminated to beneficiaries and potential beneficiaries as well as to the general public.

The website of 112 de Castilla-La Mancha includes this news in its press releases section, with the ERDF logo at the bottom of the page:
<https://112.castillalamancha.es/112/comunicacion/vehiculo-ligero-de-comunicaciones-renovacion-de-la-plataforma-tecnologica-y>



The screenshot shows the header of the 112 website for Castilla-La Mancha. It features the regional coat of arms, the 112 logo, and navigation links for 'Actividad del 112', 'Emergencias activas', '112 Accesible', 'Protección Civil', and 'Planes y Riesgos'. Below the header, a breadcrumb trail indicates the article's path: Inicio > Actividad del 112 > Comunicación > Notas de prensa > Vehículo ligero de comunicaciones, renovación de la plataforma tecnológica y construcción del centro de respaldo del 1-1-2, próximas mejoras en Protección Ciudadana. The main content area is dated 10/10/2018 and titled 'Acto de entrega de placas y medallas de Protección Civil'. The headline of the news article is 'Vehículo ligero de comunicaciones, renovación de la plataforma tecnológica y construcción del centro de respaldo del 1-1-2, próximas mejoras en Protección Ciudadana'. The article includes two bullet points detailing financial investments and personnel changes, followed by a photograph of a ceremony where several officials are standing and clapping.



The press release section of the castillalamancha.es website contains detailed information on this project disseminated through the first Steering Committee, with the presence of the Ministries of Development and Finance and Public Administrations and SESCAM in which reference is made to the co-financing of the action by ERDF in the framework of the Operational Programme 2014-2020. The link to the press release can be found below the image of the press release:



30/06/2018 Consejería de Fomento

Tras realizarse el primer Comité de Dirección, con presencia de las Consejerías de Fomento y de Hacienda y Administraciones Públicas y el SESCAM

Galería Multimedia

El Gobierno regional informa del comienzo del proyecto de renovación de la plataforma tecnológica del Servicio de Emergencias 112 de Castilla-La Mancha

El Gobierno de Castilla-La Mancha ha trasladado que en este proyecto "no sólo se abordará la renovación integral de la plataforma del 112, sino que se incorporarán mejoras como la infraestructura tecnológica duplicada cien por cien", ha indicado el director general de Telecomunicaciones y Nuevas Tecnologías, Alipio García.

Esta iniciativa, cofinanciada por el FEDER en el marco del Programa Operativo 2014-2020 de Castilla-La Mancha, tiene un importe de adjudicación de más de siete millones de euros (entre Lote 1 y 2) y una vigencia de contrato de seis años.

<https://www.castillalamancha.es/actualidad/notasdeprensa/el-gobierno-regional-informa-del-comienzo-del-proyecto-de-renovaci%C3%B3n-de-la-plataforma-tecnol%C3%B3gica>

The digital version of the ABC newspaper also reported on this contract, mentioning the co-financing of European funds. The link to the news item is included below the image:

Noticias agencias

Adjudicado por 7,2 millones la renovación tecnológica de la plataforma de 112

01-06-2018 / 11:00 h EFE

La Consejería de Fomento ha adjudicado por 7,2 millones de euros el contrato de renovación tecnológica de la Plataforma de Gestión de Emergencias 112 en Castilla-La Mancha, que está cofinanciado con fondos europeos Feder.

El Diario Oficial de Castilla-La Mancha ha publicado hoy la resolución del Ejecutivo regional con la adjudicación y la formalización del contrato de los dos lotes que salían a concurso.

Por un parte, se ha adjudicado a Telefónica por 6,6 millones de euros el suministro, instalación, integración, formación y mantenimiento de la plataforma 112 de Castilla-La Mancha.

Y por otro lado se ha formalizado con Oesia Networks el contrato para la oficina de proyecto de la plataforma 112 de Castilla-La Mancha, que ronda el medio millón de euros.

Tweet

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- ▶ La Rioja
- ▶ Madrid
- ▶ Melilla
- ▶ Murcia
- ▶ Navarra
- ▶ Sevilla
- ▶ Canarias

▶ Todas las

Junio 2018						
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01 ▾ 01 ▾ 2009 ▾ Ir al día ▶

<https://agencias.abc.es/noticia.asp?noticia=2832893>

The project was also made known through the event "IV Conference on trends in emergency services" which took place in Seville with the participation of the Head of the Information and Communications Technologies Area of this Directorate General and which was disseminated through the social network Twitter, as can be seen in the following image and link below:



Juan Pedro de Ruz @jruzo · 24 sept. 2019

...

La renovación integral de la plataforma tecnológica 112 de @gobjccm ha sido un proyecto **cofinanciado con fondos FEDER**, dentro del marco del Programa Operativo 2014-2020 de Castilla- La Mancha. "IV Jornadas de Tendencias en Emergencias" - Sevilla



<https://twitter.com/jruzo/status/1176557715214229504/photo/1>

Publicity of the action through social networks, including advertising and explanatory video of the project.



112 Castilla-La Mancha
@112clm

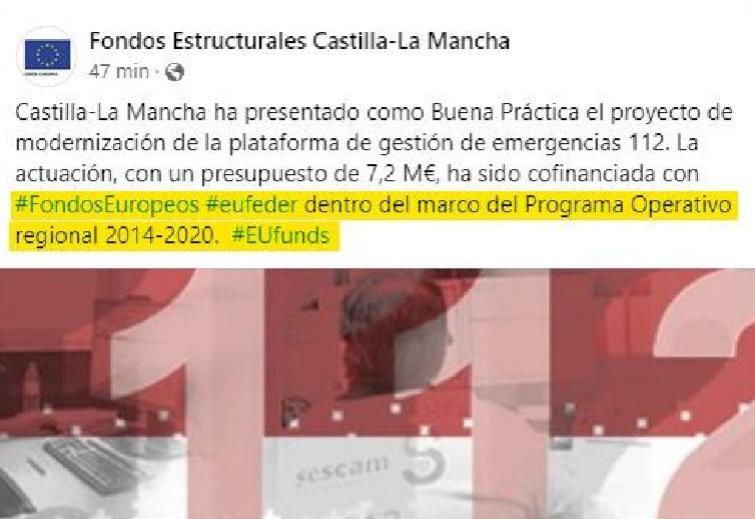
...

En el **#112clm**, la gestión de los incidentes se lleva a cabo con un moderno sistema informático, que ha sido renovado recientemente. Este sistema ha sido posible con la **cofinanciación de los fondos FEDER**, en el marco del Programa Operativo de Castilla-La Mancha 2014-2020



10:42 a. m. · 30 mar. 2023 · 294 Reproducciones

<https://twitter.com/112clm/status/1641360150408622080>



<https://www.facebook.com/FondosEstructuralesJCCM/posts/pfbid0245qa2KkFpJLgUpfwJwtDp1CsEBNqz2TgD8J18S19Pxp1SF1NFAofHBjfSZUSoNYUI>

Criterion 2. The action incorporates innovative elements

The technological renovation project incorporates a key innovation, which consists of improving the communications infrastructure, the information system, the computer technology platform, the operating posts, the printing devices and the technological equipment of the coordination vehicle and the rooms of the 112 Emergency and Urgent Care and Coordination Service. In addition, a multi-point videoconferencing system has been implemented and other management systems have been integrated, such as the UME, SESCAM and the Fire Fighting Service. These measures aim to guarantee a high-quality platform, both technologically and functionally, and to ensure its sustainability in the future.

These actions are designed to make 112 Castilla-La Mancha the first emergency centre in Spain to obtain ISO 9001 Quality certification, ISO 27001 Information Security certification, as well as the certificate of compliance with the National Security Scheme.

Criterion 3. Adequacy of the results obtained in relation to the established objectives.

The most important general objectives to be achieved with this project are the definition of the project for the total renovation of the technological infrastructures that support the 112 Emergency and Urgent Care and Coordination Service; implementation of the new 112 technological platform and 24x7 support for the same; definition and operation of a Project Office that carries out the tasks of supervision, coordination, quality management and information security; evolution towards a complete integration of the competent

sectors in emergency and urgent situations in order to manage the attention of alerts in a unified manner.

Criterion 4. Contribution to the resolution of a problem or weakness identified in the area of implementation

The technological renovation of the 112-emergency management platform in Castilla-La Mancha has significantly improved the resolution of problems related to emergency response. Thanks to the implementation of state-of-the-art technologies, response times have been reduced and coordination between the different emergency services has been improved. In addition, the platform has also improved communication between citizens and emergency services, thanks to the implementation of better and more extensive communication channels, such as mobile applications and social networks. In short, the technological renovation of the 112-emergency management platform in Castilla-La Mancha has increased the effectiveness and efficiency of problem solving in emergency situations, which translates into greater safety and security for citizens.

Criterion 5. High degree of coverage of the target population

Although the scope of action is the entire territory of the Castilian-La Mancha region, the potential and direct beneficiaries are any type of general public in an emergency situation in the region.

This project highlights the collaboration of other public bodies and social agents such as Sescam, the Military Emergency Unit, the Fire Fighting Service and Civil Protection.

Criterion 6. Consideration of the horizontal criteria of equal opportunities and non-discrimination, as well as social responsibility and environmental sustainability.

All the measures and actions carried out through this project are aimed at the entire population affected at any given time by an emergency in the region's territory, without any kind of bias or discrimination.

The action is subject to the provisions of the Treaty on European Union and the acts established thereunder and is consistent with Community activities, policies and priorities for sustainable development and environmental improvement, promoting growth, competitiveness, employment and social inclusion, as well as equality between men and women, in accordance with the provisions of Community, national and regional legislation.

Criterion 7. Synergies with other public policies or instruments of public intervention

In this context, the project aims to reduce inequalities, democratising access to health services, preventive information and rapid, effective and efficient response to any type of emergency, thus reducing the burden on the emergency response system of 112 of

Castilla-La Mancha. The actions developed in this project are in line with programmes of a very diverse nature, such as:

1. Castilla-La Mancha Health Plan Horizon 2025: The project for the technological renewal of the Castilla-La Mancha emergency platform is aligned with the strategic objective of the Castilla-La Mancha Health Plan Horizon 2025 to improve the quality of health services in the region. The emergency platform is a fundamental component of the health system, and its modernisation can contribute to better patient care and greater efficiency in the management of health emergencies.
2. Public Administration Modernisation Plan: The technological renewal of the emergency platform is also related to the Castilla-La Mancha Public Administration Modernisation Plan, which seeks to improve the efficiency and quality of public services through digital transformation. The modernisation of the emergency platform can contribute to the improvement of emergency services and efficiency in the management of public resources.

These are some examples of how the technological renovation project of the Castilla-La Mancha emergency platform relates to other projects, instruments or public policies in the region.



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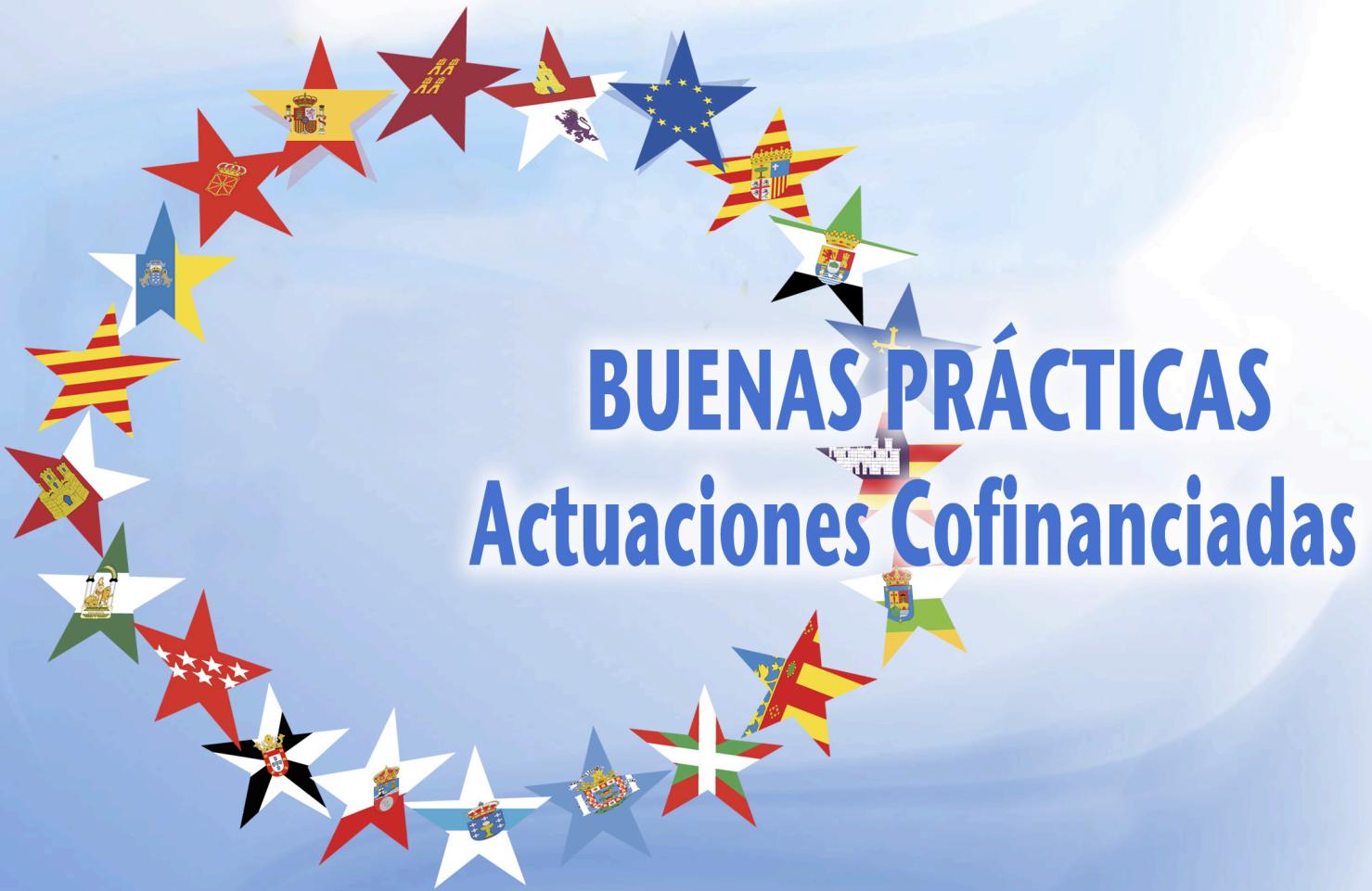


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