

IAF EARTH OBSERVATION SYMPOSIUM (B1)
21st Anniversary of the Disaster Charter: History, Status and Future of this Powerful and Productive
International Cooperation (6)

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CHARTER TOOLS TO SUPPORT CALL MANAGEMENT AND INFORMATION DELIVERY

Abstract

The International Charter of Major Disasters, or simply "Charter", started in the far year 2000, very far in terms of informatics technology. At the time being, with very few people involved and few satellites, interactions were very simple and no dedicated IT infrastructure was needed. Currently Charter members (17 agencies), and partners (project managers, value adders and end users - around 400) are more numerous and user base is growing, so there is a need to support operations and decision making with on-line tools that must be rapid and fit for purpose. Also the number of available satellites dramatically increased with a data volume to manage really impressive in respect to the past. Hopefully the availability of new IT tools and techniques come in our help. A set of new systems, custom designed, unify the different functions of the end-to-end Charter operations (from user request to satellite tasking and Value Adding Product delivery), monitored and managed by the Charter Executive Secretariat, having the role to supervise the Charter operations. This results in much shorter resource planning, data and information delivery to the disaster management authorities and rescue teams involved in the disaster. In most of the Charter activations, the first information is provided to the end user within one day. Satellite imagery transfer is also an issue, with hundred GB of data per activation. Recently the Charter started the implementation of on-line processing services to ease the use of imagery and assist the Charter PM during activations, further improving the information timeliness. The goal is that operating the Charter system is seamless and user friendly with the help of tools.