



Questions and Answers

1. What is the Autodesk emergency response solution?

The Autodesk® solution for emergency response is a combination of technology and partner applications and services that help you prepare for, respond to, and manage disasters. By integrating design, physical asset, and emergency response information with location, Autodesk can help you make informed decisions quickly and confidently. Autodesk and partner products are designed and built to help in administrative, strategic, and tactical activities.

2. What are the three key emergency response activities?

These categories represent the primary activities that occur during most emergencies, regardless of type. While some industry professionals may have different versions of this model, most agree that these are the basic phases.

Administrative activity is what you do to prepare for an event. Training, information gathering, risk assessment, fire-attack preplanning, and establishing rules of engagement fall into this category. Training and preplanning are done during this phase. An emergency preplan contains tactical information on how to respond to an emergency such as a fire or explosion in a particular building. Computer-aided design (CAD) floor plans of these buildings are converted into digital or paper maps that are then stored on fire trucks. These digital floor plans can also be put into geographic information systems (GIS) maps that can be made available via an intranet or the Internet to emergency teams, government officials, or the public. Because of recent incidents involving workplace and schoolyard violence, police departments are also beginning to create emergency preplans.

Strategic activity refers to the command and control that occurs as an event unfolds. It is sometimes referred to as the remediation and recovery stage. Command and control often takes place in an emergency command center away from the actual incident site. People, medicine, equipment, information, and so forth, all get managed during the strategic phase. Because of the improved communication it provides, the web is being used increasingly for command and control.

Tactical activity is the most challenging of the three. This phase refers to the “first responder” activity that takes place on the scene of an emergency, typically in the time immediately following an event. This is where the most confusion and stress occur, where decisions that potentially affect lives must be made quickly. Information overload or a lack of information is the norm. People and equipment are all put to the test during this phase.

These categories are related, and information must be shared between them. Emergency response professionals find themselves engaged in one or more of these activities at any given time.

3. What is Autodesk Crisis Command 2?

Autodesk® Crisis Command 2 software provides both a tactical and strategic capability for first responders and emergency response officials. Autodesk Crisis Command 2 includes functionality for incident reporting and notification, administration, critical asset tracking,

work orders and time reports, landmark and resource information, fire attack preplanning, fire-flow and bomb-blast analysis, sniper/countersniper events, dynamic 3D visualization, and command and control. It extends the functionality of Autodesk MapGuide® software, Autodesk's web-enabling application. Autodesk Crisis Command 2 runs on the web and is intended for situations where users have web access. For more information see the features and benefits document.

4. Does a purchase of Autodesk Crisis Command 2 include Autodesk MapGuide software?

Autodesk Crisis Command 2 requires Autodesk MapGuide to run and provides additional functionality to the Autodesk MapGuide application, but Autodesk MapGuide software must be purchased separately.

5. What are the recommended system requirements for Autodesk Crisis Command 2?

Visit <http://usa.autodesk.com/adsk/servlet/item?siteID=123112&id=4411514> for system requirements.

6. Is Autodesk Crisis Command 2 a complete emergency response solution by itself?

This product represents a software component of an Autodesk emergency response solution. To effectively implement the Autodesk emergency response solution, some level of services is necessary. Autodesk Consulting and select Autodesk partners provide services such as product installation and configuration, data assessment and preparation, technical support, and administration training. Autodesk emergency response developer partners provide additional product capability to build a customized solution that fits your needs.

7. What is the Autodesk Quick Start?

The Emergency Response Quick Start product and services offering provides local government users with an initial emergency response bundle. It includes emergency response technology, preloaded user land-base data, and implementation services. A third-party data set is available if you do not have sufficient land-base data. You can then expand the data set and applications as needed.

The Quick Start comprises one processor license of Autodesk Crisis Command, four licenses of Autodesk® Mobile Command, and two licenses of Autodesk® Pre-Plan. Services implementation includes installation, configuration, administrator/end user training, and up to 12 hours of technical support during the three months after installation.

8. Does Autodesk Crisis Command 2 interface with Oracle?

Autodesk Crisis Command is based on Autodesk MapGuide software, which provides direct access to spatial data stored in Oracle9i™ Spatial and Oracle® 10g format. In addition, this configuration provides support for integrating and accessing most relational databases via OLE DB and ODBC, including SQL Server, Microsoft® Access, and dBase™ software.

9. What release of Autodesk MapGuide does Autodesk Crisis Command 2 require?

Autodesk Crisis Command 2 requires Autodesk MapGuide® 6.3 or 6.5.

10. Is Autodesk Crisis Command 2 available in languages besides English?

This product is available only in English for the U.S. market.

11. Does Autodesk have an Emergency 911 solution?

At this time Autodesk does not offer an Emergency 911 solution.

12. Where do I find more information on the Autodesk emergency response solution?

For more information about the Autodesk emergency response solution, visit www.autodesk.com/er.

13. Has Autodesk Mobile Command been updated to reflect this new functionality?

Autodesk Mobile Command remains unchanged.

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