

# Case study: Design and use of a Multi-Disciplinary Crisis Information Management Decision Support System for Belgian government

**Xavier Criel**  
FPC nv, Belgium  
xcriel@fpc.be

## ABSTRACT

The session describes the design of a system for Belgian governmental relief organisations. The system is an existing software used in private sector which was adapted to deal with multiple-disciplines.

The session describes the background of the relief organisation, the design requirements and the system architecture. It was important to design an open system that can integrate with existing ICT platforms and databases used by the different relief organisations. The system is a decision support system used in crisis centers by the commanding officers and government officials. After 3 years of development the system is now being used for training purposes around the harbour and city of Antwerp.

The session describes the pilot project and represents lessons learned on how a decision support system can improve the incident management organisation.