

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

EXECUTIVE COMMITTEE

23RD May 2005

1. **REMOTE INTELLIGENT MANAGEMENT SUPPORT AND TRAINING (RIMSAT) PROJECT – FINAL REPORT**

Report of the Chief Fire Officer.

RECOMMENDED

THAT the Committee note the contents of this report.

2. **PURPOSE OF REPORT**

This report is submitted to inform the Committee of the successful conclusion of the Remote Intelligent Management Support and Training (RIMSAT) Project.

3. **BACKGROUND**

3.1 The RIMSAT Project began in September 2001 and ran for two and a half years. The project was part funded by the European Commission (EC) with a total budget of 4.1m Euro.

3.2 The aim of the knowledge management project was to research technology that could be used to present those tasked with managing critical incidents with relevant advice based upon the experience gained at previous similar incidents. This was supplemented with a tool that could prioritise risks that were evident at the incident ground.

4. **OUTCOMES**

4.1 The project has been successfully completed and the outcomes were presented to the European Commission at the final project review.

4.2 Specific outcomes for West Midlands Fire Service (WMFS) include:

4.2.1 Final project report that recognises the positive contribution made by WMFS to the project.

- 4.2.2 The Risk Assessment Relevance Network concept. This is now used in the RiskLab element of the Integrated Risk Management Information System (IRMIS) element of Coalesce.
- 4.2.3 The Unit of Experience (UOE) concept. This is used to capture experiential learning, and is used today within the Active Intervention Monitoring (AIM) process.
- 4.2.4 A database of UOEs on our Intranet that is used to support training and development. This will shortly migrate into the CP Intervention Intranet site with more user friendly presentation that will enable users to enter their own UOEs.
- 4.2.5 Articles have been published in 'Fire' magazine which raise the issue of Knowledge Management (KM) in the Fire Service, and the profile of WMFS.
- 4.2.6 Presentations of the outcomes have been given at the Institution of Fire Engineers Annual Conference, the Fire Service College Research Event, the International Conference on Case Based Reasoning (ICCBR) at Trondheim in Norway, the Swedish Rescue Services College in Rosersberg, Stockholm and a Critical Incident Management Special Interest Group (CIMSIG) workshop that was held in Brussels in November 2003.
- 4.2.7 A book, 'Learning from Critical Incidents' was written to summarise the project outcomes. Two Officers from West Midlands Fire Service are credited as authors.
- 4.2.8 A website, [http://www.knowledgeboard.com/cgi-bin/item.cgi?category cs=1375](http://www.knowledgeboard.com/cgi-bin/item.cgi?category%20cs=1375) is hosted by the European Knowledge Management Forum (EKMF) and remains a lively forum for discussion on the subject of Critical Incident Management. Recently, lessons learnt from tsunamis have been added to this site, underlining the international relevance of this type of work.
- 4.2.9 Forrester Research Analyst, John Ragsdale visited WMFS from California to investigate how an emergency service is using KM techniques.

4.2.10 Valuable experience has been gained in the European funding arena.

4.2.11 The opportunity for involvement with the Advanced Multi-modal Intelligence for Remote Assistance (AMIRA) project which aims to build on the technologies developed using RIMSAT into more useable tools that incorporate speech recognition techniques.

5. **NEXT STEPS**

- 5.1 The outcomes of the RIMSAT project are being developed further by the AMIRA project. This is an EC part funded project that will take the concepts and technologies developed in RIMSAT into a more useable platform. This will use multiple input methods, including speech recognition. A further report will be submitted to the Committee regarding potential involvement.
- 5.2 Other projects are underway in the field of Knowledge Management. These include the KM – Critical risk data and inter-operability project that has recently gained Office of the Deputy Prime Minister (ODPM) support, preliminary contact has been made with the Project Manager regarding potential involvement.

6. **EQUALITY AND DIVERSITY IMPLICATIONS**

RIMSAT has directly contributed to the development of information systems with WMFS. The development has supported the Authority in its aim of reducing risk across all groups.

7. **CORPORATE AIMS SUPPORTED**

The principal corporate aims supported by the information in this report are as follows.

1. Meeting the Fire Authority's statutory duties, standards and expectations.
5. Planning for and responding appropriately to all emergencies.
13. Maximising the benefits from the latest technology.

8. **LEGAL IMPLICATIONS**

The course of action recommended in this report does not raise issues which should be drawn to the attention of the Authority's Monitoring Officer.

9. **FINANCIAL IMPLICATIONS**

The Brigade's involvement in the RIMSAT project attracted total external funding of approximately £141k, which covered all direct costs incurred.

BACKGROUND PAPERS

Chair's Committee Reports 20th March 2001, 31st August 2001

RIMSAT (IST-2000 -28655) Fifth Project Review

F. J. E. SHEEHAN
CHIEF FIRE OFFICER