The Control Room in 2025
The Evolving Face of Emergency Services

The control room is the beating heart of emergency services agencies across North America, home to teams of dedicated experts that are tasked with delivering results under intense pressure. But control room leaders must prepare themselves for a massive transformation of the workplace environment in the next five years, in order to unlock the full potential of rapid advances in technology and to support the changing demands of a multi-generational workforce.

Flexible Working Models
By 2025, as much as 50% of the control room workforce will be working in a flexible way, in terms of location or working hours. Employees will need instant access to critical data and systems to help them tackle planned and unplanned events.

Omni-Channel Engagement
Voice will no longer dominate communication to the control room. Automated alerts from connected devices in vehicles, buildings and wearables will require systems capable of processing traffic from increasingly diverse sources.

The Intelligent Control Room
By 2025, artificial intelligence and machine learning technology will help to ease the burden on control room agents by automatically logging, transcribing and mapping alerts and then directing them to the best-placed responders.

Expanding Ecosystems
New data management and collaboration platforms will enable seamless, secure sharing of real-time information across multiple stakeholders, positioning the control room at the center of coordinating complex multiagency incidents.

Immersive Collaboration
Control rooms will utilize projection-based technology that can turn any surface into an interactive virtual screen. This will enable operatives to create a more collaborative and immersive experience, activated by voice assistance and gesture control technology.

Bridging Generation Gaps
In 2025, control rooms will see digital native Gen Zs work alongside experienced boomers, sharing their expertise beyond current retirement age. Technology such as augmented reality will transform approaches to training and knowledge sharing.

Wearables for Wellness
Technology such as smart glasses will help to manage employee workloads and stress levels by monitoring their levels of concentration. Once they assess that the individual is immersed in a particular task, they will automatically filter out non-critical communication.

A Smarter Workplace
The control room is a highpressure environment. The physical environment will evolve to incorporate spaces to support rest and recreation, and will leverage smart connectivity to automatically adapt lighting and heating to help workers stay healthy and productive.

teknowlogy GROUP

FUJITSU

Essential Building Blocks for the Future

What steps can control room strategy leaders take now in order to be prepared for the big changes that are just around the corner? Below is a checklist of actions that will lay the right foundations for future-readiness.

Delivering a control room experience that supports the changing needs of the workforce will require a major shakeup of management structures, HR processes and workplace technology. Strategy leaders need to build the appropriate HR structures and career maps to create more flexible roles that are designed around their employees' lifestyles and aspirations.

Control room technology planning needs to support a workforce that is changing in terms of size and location. With the need to support a growing body of freelance and remote workers, many are already embracing the "workplace-as-a-service" concept, and the focus will shift to ensuring that the workforce has the ability to access the necessary tools, systems and data that they require to be fully productive, regardless of location.

Control room leaders need to develop a vision of the roles they will employ in the longer-term, to lay the foundations in terms of office space, infrastructure, organizational structures that they will need to support a workforce that will be reshaped by artificial intelligence. Many of today's manual administrative processes will become redundant, freeing up agents to spend more time engaged in critical response activities.

Data will be the lifeblood of the successful control room. AI and machine learning will enable this to be analyzed and acted upon in an automated way, but organizational rather than technological aspects will have a bigger influence on the success of how this data is turned into an improved experience for citizens. It will also drive increased productivity for the workforce through greater personalization and an adaptive environment that responds to their individual needs. Control room leaders need to break down the silos in their organization in which data currently resides and create a central team of experts to ensure a holistic approach.

A more intuitive and less invasive approach to cyber security leveraging AI and biometric technology canenable dynamic identity management. This will become important in driving improved collaboration as working patterns become more fluid and data is increasingly shared across emergency services agencies and stakeholders. Are the processes in place to enable collaborative ecosystem while ensuring data security?

In a world where workers will be spending less time at a single employer, and control rooms will be working with more freelance or temporary agents, knowledge management needs to be automated to ensure that the company does not lose the expertise or experience the moment that someone walks out of the door. Data management tools and techniques can be used to automate knowledge extraction and categorization, and drive better knowledge sharing in more digestible forms such as video.

In an increasingly competitive labor market, there will be a growing need to track and assess the wider "employee experience". Look at how your current KPIs and performance tracking tools need to be adapted to support considerations such as health and wellness (which can be measured using wearable technology) as well as performance and career progression through a single pane of glass. How can technology such as augmented reality (AR) and virtual reality (VR) drive an improved, immersive workplace experience?

ABOUT FUJITSU

Fujitsu is the leading Japanese information and communication technology (ICT) company, offering a full range of technology products, solutions, and services. More than 140,000 people at Fujitsu support customers in more than 100 countries. We use our experience and the power of ICT to shape the future of society with our customers. Fujitsu Limited (TSE: 6702) reported consolidated revenues of 4.0 trillion yen (US $36 billion) for the fiscal year ended March 31, 2019:

- 5th largest ICT service provider in the world

- global provider of managed services centers (5 distribution centers serving 160 countries, 40 languages, 24-hour services)

- among the top 10 global server manufacturers

- global portfolio of over 257,000 patents

- R&D investments of more than $2 billion per year

- 80 years of innovation

For more information, please visit www.fujitsu.com.

ABOUT FUJITSU AMERICA, INC.

Fujitsu America, Inc. is the parent and/or the management company of a group of Fujitsu-owned companies operating in North, Central and South America and Caribbean, dedicated to delivering the full range of Fujitsu products, solutions and services in ICT to our customers in the Western Hemisphere. These companies are collectively referred to as Fujitsu Americas.

Fujitsu promotes a Human Centric Intelligent Society, in which innovation is driven by the integration of people, information and infrastructure.

As a world-leading IT services and solutions provider for the Public Sector, Fujitsu delivers efficient and reliable solutions that make the most of restricted government budgets and has experience transforming services for end-users while reducing operating costs within the areas of; healthcare, education, policing, social services, environment, public safety, defense, etc.

Fujitsu provides a complete portfolio of business technology services, computing platforms, and industry solutions based on scalable, reliable and high-performance server, storage, software, point-of-sale, and mobile technologies. Fujitsu also offers end-to-end digital transformation drawing on the right skills and technologies, whether that's consultancy, testing, infrastructure, delivery, security, or ongoing managed services.

For more information, please visit: https://www.fujitsu.com/us/

ABOUT TEKNOWLOGY GROUP

teknowlogy Group is a leading independent research and consulting firm in the fields of digital transformation, software, and IT services. It brings together the expertise of three research and advisory firms: Ardour Consulting Group, CXP and PAC (Pierre Audoin Consultants).

We are a content-based company with strong consulting DNA. We are the preferred partner for Global user companies to define IT strategy, govern teams and projects, and de-risk technology choices that drive successful business transformation.

We have a second-to-none understanding of market trends and IT users' expectations. We help software vendors and IT services companies better shape, execute and promote their own strategy in coherence with market needs and in anticipation of tomorrow's expectations.

Capitalizing on more than 40 years of experience, we operate out of seven countries with a network of 140 experts.

For more information, please visit www.teknowlogy.com and follow us on Twitter or LinkedIn.