

## **Best Practice: Centralized Command Center**



**Category:** Electronic Surveillance

**Location:** Ningbo Port, China

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**POC:** Mr. Chen Liankang  
(86 574 2769 5633)

**WWW:** N/A

**Description:** Centralized command center that monitors and coordinates emergency response operations for the entire port complex.

**Discussion:** The centralized command center is a state of the art facility that receives video feeds from an array of Close Circuit Television (CCTV) cameras positioned throughout the port. All calls into the command center are recorded and the phone system's capabilities include the ability to identify the location, date, and time any emergency call it receives. Additionally, the command center is linked into the port's secure Local Area Network, which forms a public security information intranet where various port agencies can log onto the system and view, in real time, the CCTV feeds as well as other port security information.

**Potential Down-side:** Although very unlikely, there still exist the potential hackers to gain access to the CCTV system from the angle of technology.

**Conclusion:** The command center effectively monitors terminal activities as well as provides a location to coordinate and direct incident management and response operations. Also, allowing other port agencies access to video feeds and other port security information provides an additional layer of security for the facility by increasing the number of personnel that may be watching the facility at any one time.

**Cost:** The costs would vary depending on the number of video monitors, CCTVs, and communications equipment installed.