

SESSIONS

DAY ONE - 03/12/2019

The International Critical Control Rooms Congress

3-5 December 2019

Crowne Plaza Hotel
Athens

**Registration Opens at the Crowne Plaza Lobby
- Site Visit to DESFA (Hellenic Gas
Transmission System Operator) Control Room**

13:00 - 13:15

All those registered for the site visit should meet in the Crowne Plaza lobby at 13:00, all set for a 13:15 departure.

Coaches depart for DESFA

13:15 - 14:15

Opening Presentation from DESFA

14:15 - 15:00

**Visit to DESFA (Hellenic Gas Transmission
System Operator) Control Room**

15:00 - 16:00

Networking Drinks

16:00 - 17:00

Coaches Depart for Crowne Plaza

17:00 - 18:00

Coaches Arrive at Crowne Plaza

18:00 - 18:05

SCHEDULE

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TIME	
13:00	13:00 - Registration Opens at the Crowne Plaza Lobby - Site Visit to DESFA (Hellenic Gas Transmission System Operator) Control Room 13:15 - Coaches depart for DESFA
14:00	14:15 - Opening Presentation from DESFA
15:00	15:00 - Visit to DESFA (Hellenic Gas Transmission System Operator) Control Room
16:00	16:00 - Networking Drinks
17:00	17:00 - Coaches Depart for Crowne Plaza
18:00	18:00 - Coaches Arrive at Crowne Plaza

ICCRA's Opening Remarks

09:00 - 09:10

Participants

Peter Prater - Founder and Chair, International Critical Control Rooms Alliance (ICCRA)

Mr Chris Dreyfus-Gibson - Vice Chairman, International Critical Control Rooms Alliance

Transportation Keynote: Optimising civil-military collaboration to ensure reliable and robust air traffic management

09:10 - 09:40

Participants

Christopher Jeeves - Head of Business Planning & Performance Management, Eurocontrol MUAC

Utilities Keynote: How the control room ensures health, safety, reliability and operational efficiency at DESFA

09:40 - 10:10

Participants

Theodoros Alexandridis - Control & Dispatching Section Head, DESFA

Public Safety Keynote: Ensuring operator welfare, motivation and effectiveness at your control room

10:10 - 10:40

Participants

Gerry O'Brien - Superintendent, An Garda Síochána

Networking and Exhibition Break

10:40 - 11:25

Technology: Addressing the challenges of location in emergency response using what3words

11:25 - 11:55

Participants

Geordie Palmer - Business Development Director, what3words

Technology: Why higher security requirements are becoming the new building block of control rooms?

11:55 - 12:25

Participants

Jan Petter Lie - President, Europe, Cyviz

Andrew Wilson - Technical Sales Engineer, Cyviz

Technology: Room 101 – Identifying the biggest obstacle to technological transformation across control rooms and operation centres

12:25 - 13:05

A new format in which emergency services' Chiefs are invited to discuss their biggest challenges to technology-adoption and persuade the host to consign those challenges to oblivion in Room 101, a location whose name is inspired by the torture room in George Orwell's novel Nineteen Eighty-Four which reputedly contained "the worst thing in the world."

Participants

Moderator: Peter Prater - Founder and Chair, International Critical Control Rooms Alliance (ICCRA)

Gerry O'Brien - Superintendent, An Garda Síochána

Theodoros Alexandridis - Control & Dispatching Section Head, DESFA

Christopher Jeeves - Head of Business Planning & Performance Management, Eurocontrol MUAC

Exhibition Lunch and Networking Break

13:05 - 14:20

Environment: The ergonomics in transforming your operations centre from a call-centre to fully operational command and control centre

14:20 - 14:50

Participants

Adrian Sherratt - Head of Control Room, National Crime Agency

Operations: Leveraging emerging technology to streamline processes, operations and optimise emergency response in Belgium

14:50 - 15:20

Participants

Philippe Delcol - Senior Customer Relations Manager, ASTRID

Networking and Exhibition Break

15:20 - 15:50

People: Harnessing the power of collaboration – 'getting on the same page'

15:50 - 16:20

Participants

David Hawkins - Chief Operating Officer & Knowledge Architect, Institute for Collaborative Working

Environment: Driving Performance in Delhi's Control Rooms

16:20 - 16:50

Participants

Laxman Rana - Project Manager, Control Room, Centralised Accident & Trauma Services, Government of Delhi

ICCRA's Closing Remarks

16:50 - 17:00

Networking Drinks

17:00 - 18:00

SCHEDULE

DAY TWO - 04/12/2019

The International Critical Control Rooms Congress

3-5 December 2019
Crowne Plaza Hotel
Athens

TIME	
09:00	09:00 - ICCRA's Opening Remarks 09:10 - Transportation Keynote: Optimising civil-military collaboration to ensure reliable and robust air traffic management 09:40 - Utilities Keynote: How the control room ensures health, safety, reliability and operational efficiency at DESFA
10:00	10:10 - Public Safety Keynote: Ensuring operator welfare, motivation and effectiveness at your control room 10:40 - Networking and Exhibition Break
11:00	11:25 - Technology: Addressing the challenges of location in emergency response using what3words 11:55 - Technology: Why higher security requirements are becoming the new building block of control rooms?
12:00	12:25 - Technology: Room 101 – Identifying the biggest obstacle to technological transformation across control rooms and operation centres
13:00	13:05 - Exhibition Lunch and Networking Break
14:00	14:20 - Environment: The ergonomics in transforming your operations centre from a call-centre to fully operational command and control centre 14:50 - Operations: Leveraging emerging technology to streamline processes, operations and optimise emergency response in Belgium
15:00	15:20 - Networking and Exhibition Break 15:50 - People: Harnessing the power of collaboration – 'getting on the same page'
16:00	16:20 - Environment: Driving Performance in Delhi's Control Rooms 16:50 - ICCRA's Closing Remarks
17:00	17:00 - Networking Drinks

SESSIONS

DAY THREE - 05/12/2019

The International Critical Control Rooms Congress

3-5 December 2019

Crowne Plaza Hotel
Athens

ICCRA's Opening Remarks

09:30 - 09:40

Participants

Peter Prater - Founder and Chair, International Critical Control Rooms Alliance (ICCRA)

Mr Chris Dreyfus-Gibson - Vice Chairman, International Critical Control Rooms Alliance

Operations Keynote: A three-phase approach – how to centralise operations to improve control room performance at UK Airports

09:40 - 10:10

Participants

Gavin Williams - Lead Product Owner, Total Airport Management, Manchester Airports Group (MAG)

Industry Keynote: "Clippy" reimagined: a 21st century control room assistant with Artificial Intelligence & Machine Learning

10:10 - 10:40

Participants

Nick Chorley - Director, EMEA Public Safety and Security, Hexagon Safety & Infrastructure

Networking and Exhibition Break

10:40 - 11:10

Technology Keynote: Assessing railway control room performance: gaining insights through data-driven scientific research

11:10 - 11:40

Participants

Bart Roets - Chief Engineer, Traffic Management & Services Department, Infrabel

Operations: Cross-border multi-country alarm and response services - from multinationals to high-value theft targeted goods in transport

11:40 - 12:10

Participants

Mike Maltezas - Regional Director, Business Integration and Development, G4S EME

Panel Discussion: How to create the perfect control room environment for operator welfare and performance

12:10 - 12:50

Participants

Moderator: Mr Chris Dreyfus-Gibson - Vice Chairman, International Critical Control Rooms Alliance

Exhibition Lunch and Networking Break

12:50 - 13:50

Technology: Optimising training and accreditation for control room operators with the virtual reality control room

13:50 - 14:20

Participants

Nikolaos Kokkinos - Head of BSc in Petroleum Technology, International Hellenic University

People: How to optimise control room ergonomics to manage the water supply of East England with effective command and control

14:20 - 14:50

Participants

Tony Hubbard - Head of Tactical Operations, Anglian Water

ICCRA's Closing Remarks

14:50 - 15:00

Participants

Peter Prater - Founder and Chair, International Critical Control Rooms Alliance (ICCRA)

Mr Chris Dreyfus-Gibson - Vice Chairman, International Critical Control Rooms Alliance

Exhibition Break

15:00 - 15:30

End of ICCRA Congress 2019

15:30 - 15:35

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