

# D38.4 - TRAINING PROGRAMMES FOR OPERATORS IN CONTROL CENTRES

## PUBLIC SUMMARY ONLY (PS) Reference SCR-WP38-T-NIC-098-PS

**Note:** this document reports only the Public Summary of a non-public document. The full document identification is noted here below for information.

Full document identification			
<b>Related SP / WP</b>	SP3 / WP38	<b>Reference</b>	SCR-WP38-T-NIC-098
<b>Related Deliverable</b>	D38.4 (OT001) D38.4 (OT002)	<b>Dissemination Level</b>	CO
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This document is issued in the frame and for the purpose of SECUR-ED project. This project has received funding from the European Union's Seventh Framework Programme (FP7/2007-2013) under grant agreement n° 261605.

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<b>Reference:</b>	SCR-WP38-T-NIC-098-PS	<b>Dissemination:</b>	PU	<b>Version :</b>	4.0
		<b>Status :</b>	Issued		



# 1 Public Summary

The purpose of this deliverable is to present a detailed programme for the delivery of training courses to operators in control centres. Therefore, this document describes the target group of CCTV operators and physical security information management (PSIM) systems in security and operation control centres.

The first part of this deliverable highlights competence needs, and references different lesson plans that together comprise the training course for operators in control centres (OT001).

The training content includes 6 major topics:

- Risk management;
- Security operation planning and management;
- Security operations, preventive actions and immediate response;
- Communication with law enforcement authorities, first responders and security service providers employed by the PTOs / PTAs;
- Operating security systems; and
- Emergency and crisis management.

The second part details the procedures required to verify the functionality of a PSIM based training platform (OT002). The Training Platform provides a generic training experience, regardless of the actual security management and security incident management solutions currently in use by the SCC.

**- End of Document -**

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