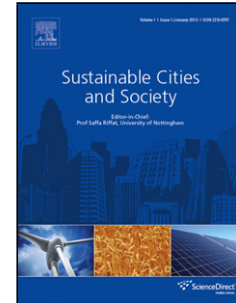


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Software Services for supporting Remote Crisis Management

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HIGHLIGHTS

- Software as a Service (SaaS) for collaborative services to solve complex problems.
- Interoperability of telemedicine applications using service-oriented architectures.
- Preventive actions in order to ensure the protection of people and the environment.
- Methodology for communication between the software services and operational levels.
- Case study is the modelling for improved management of a French crisis situation.

Abstract

Crisis management specifies a series of functions or processes for the identification, analysis and forecasting of crisis issues, and the statement of specific ways that would enable an organization to prevent or cope with a crisis. There are some existing techniques for crisis management. However, to our knowledge none of them is focused on the integration of telemedicine acts especially during transportation phase and also between health structures for saving more lives. Therefore, we propose a novel methodological framework for remote crisis management with three main phases: (1) Crisis definition (2) Crisis Analysis and (3) Crisis Management. The Crisis Management phase is based on the organized collaboration of various acts of telemedicine:

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