

Command and Control Platform Ordering Guide

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SOFTWARE ORDERING GUIDE

Honeywell Command and Control Platform (CCP) enables cities to build a city-level digital platform that integrates data from various connected systems like, city surveillance, traffic management, street lighting, parking management, environmental sensors. It further aggregates, stores, and analyses the data to efficiently support city administrative services.

This document describes the licensable components of the Honeywell Command and Control Platform.

Scale of the solution in terms of number of IoT sensors, number of command center operators etc. will determine the number of licenses required for each of the components.

#	Component	Description
Common Digital Platform		
1	IoT Sensor Data Aggregation System	This is the IoT Hub that aggregates sensor data and includes protocol libraries for standardized M2M protocols like LWM2M, MQTT, AMQP etc. The IoT Hub scales horizontally and can be deployed as a cluster for load balancing and high availability.
2	Stream Analytics & Rule Engine System	The stream analytics engine normalizes data into a standard data model and cleanses the data. The integrated rule engine runs pre-configured rules on the data to detect anomalies or alarms. The stream analytics and rule engine system scales horizontally and can be deployed as a cluster for load balancing and high availability.
3	Big Data Storage & Pre-Integrated BI Analytics System	The big data and Business Intelligence (BI) system provide the storage and the engine to support pre-integrated analytics such as incident dashboards and reporting.
4	Mobile Enterprise Application Server Software	The Mobile Enterprise application centrally manages mobile application deployment and user management. It provides mobile enablement for all city services.
5	Integration & API System	The integration and API management gateway provides secure API lifecycle, identity management and monitoring for all integration APIs.
6	Mass Notification System covering Social Media, Email and SMS	The mass notification service enables city operators to notify citizen and other stakeholders.
7	Logging and Monitoring Application Software	The centralized logging and monitoring platform gives a detailed insight of platform infrastructure and audit trails.
8	API Services for Integration with Video Management Platform	The Video management API services provide the ability to integrate with video management systems.
Common Operations Center		
1	Command Center Database Server Software	The database server is the main storage engine for the command and control application. It supports multi tenancy and is deployed in a redundant configuration.

2	Command Center Application Server Software	The command and control application server hosts the applications for incident management and dispatch, dashboards and reports. This is deployed as a cluster for load balancing and high availability.
3	Command Center Administration Server Software	The administrator module manages onboarding of sensors, users and configuration of Standard Operating Procedures (SOPs).
4	Command Center Operator Client License	The operator client software provides applications like incident management and dispatch.
5	Mobile app for Workforce	The mobile app for field workforce gives them the ability to get complete visibility of incidents and update status and record evidence of the action taken.
Citizen Engagement Platform (Optional)		
1	Citizen Engagement Database Server Software	This is the data store for the citizen engagement application.
2	Citizen Engagement Application Server Software	The citizen engagement application integrates multiple citizen touch points and channels such as citizen mobile apps, city contact center, and social media and provides an integrated system for citizen grievance management.
3	Citizen Engagement Operator License	The operator license enables applications for call taking agents to gather information about citizen grievance requests and create call for service.
4	API Services for Integration with Social Media	The social media API interfaces provide integration with social media networks to gather and respond to citizen grievances.
5	API Services for Integration with Command Center	The citizen engagement API for integration with command center allows the command center operators to initiate service delivery and dispatch using SOPs.
6	Web Portal Application Server Software	The Web Portal provide a one view to the citizen for engaging with the city departments.
7	Citizen Mobile App	The citizen mobile app enables citizen to report grievances, trigger emergency SoS request, call Emergency in case of an emergency situation. The mobile app is integrated with the command center.
Pre Integrated Advanced Analytics (Optional)		
1	Machine Learning System for Advanced Analytics	Machine Learning System with Remote Visualization Software enables predictive reporting and help city authority improvise operational strategies.
2	Social Analytics Application Software	The social analytics module performs real time analysis on feeds from social websites and provides dashboards to visualise the analytics.
3	Disaster Management Application Software	The disaster management module collects, gathers, and analyses the critical data of the city and provides tools to handle probable disaster situations.
Standard GIS Engine		

1	GIS Database Server	The GIS database server hosts the spatial data for the base maps and operational map. Redundancy is supported.
2	GIS Application Server	The GIS application server provides spatial functions and tools for visualization, routing, fleet management, analytics and thematic Maps. The GIS platform is pre-integrated with map services such as Google Maps, ESRI, Bing, or Open Street. The GIS application server scales horizontally and can be deployed as a cluster for load balancing and high availability.
3	API Services for Integration with GIS Platform	The GIS API provides GIS API interfaces that can be consumed by city management applications.
Enterprise GIS Engine (Optional)		
1	Enterprise GIS Database Server	Main data store for the enterprise GIS application server
2	Enterprise GIS Application Server	The GIS application server provides spatial functions and tools for visualization, routing, fleet management, analytics, thematic Maps
3	API Services for Integration with GIS Platform	The GIS API provides GIS API interfaces that can be consumed by city management applications
4	Enterprise GIS Administrator Software module	Provides the tools for Enterprise GIS configuration
5	GIS Analyst Server Software	Provides tools for 2D/3D modelling