

**CRISIS! Communicate digitally!!!**  
**... sirenes are not enough anymore**

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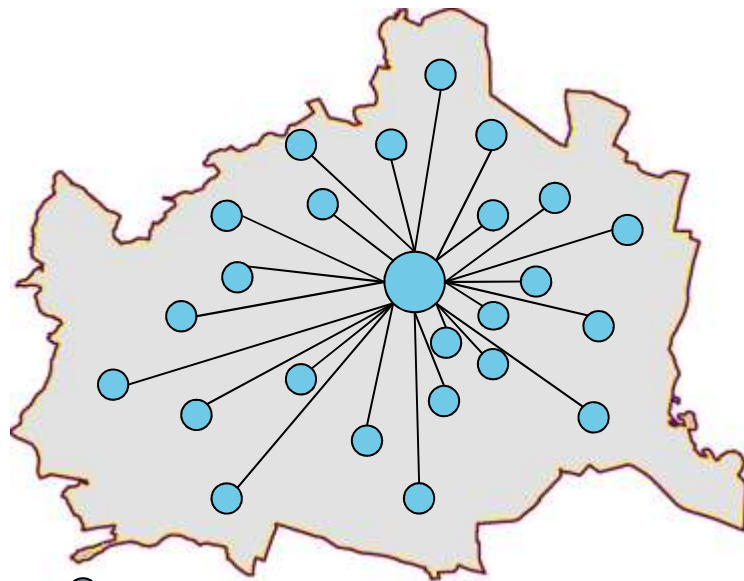
**DI Norbert Weidinger**

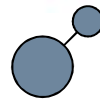

*Deputy CIO*

*City of Vienna*

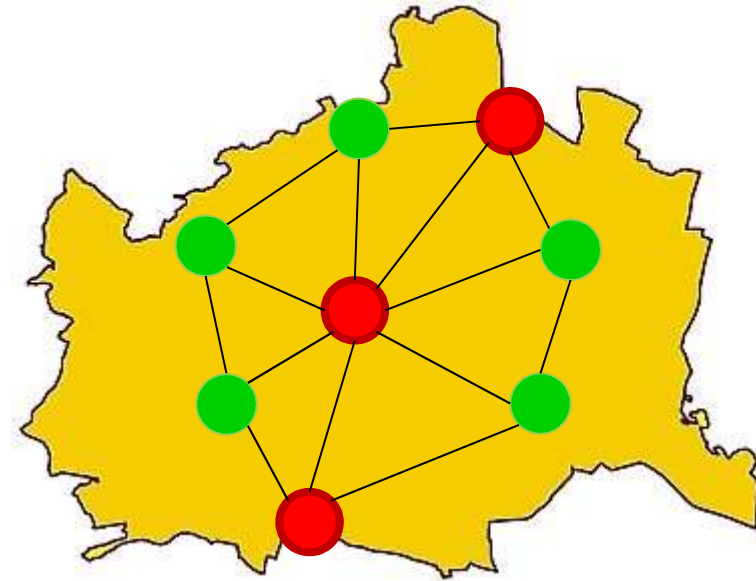
# Crisis! Communication government internal

PRESENT



-  Governmental communication-network (72h)
-  Radio network/BOS-Austria (nur 24h)

FUTURE



-  Emergency power supply ensures fully available IT for at least **72h** via datacentre of the City of Vienna
- 
-  Radio network/BOS-Austria(**72h+**)\*

\*72h autark, bei Wiederbefüllung der Diesellagregate länger

# Recommendations

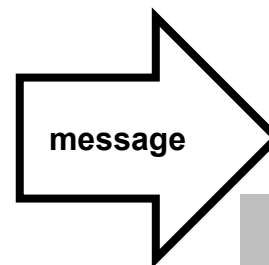
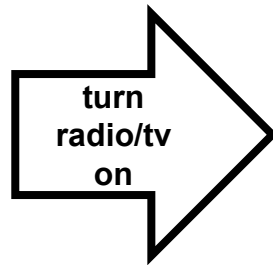
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- ❖ Equip nodes with
  - Emergency power supply (**72h+**)
  - Dark fibre connection
- ❖ Optimizing radio network/BOS Austria (**72h+**)

\*in Wien

# Crisis! Communication to the public

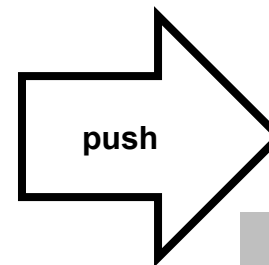
**PRESENT**



delayed



**IN ADDITION**



real time



**Sufficient?**

# Crisis! Communication to the public

## FUTURE

usage of entire municipality infrastructure as infopoints



real time + widely spread

# Crisis! Communication

- ❖ Communication government internal
  - Old channels will disappear
  - The future: Smartphone, radio network and 5G
  
- ❖ Communication to the public
  - The chain sirene-radio/tv-message will be expanded
  - Government Apps are part of crisis communication
  - The complete municipality infrastructure will potentially be part of crisis communication

**REALITY**

# Crisis! „Private“ Communication

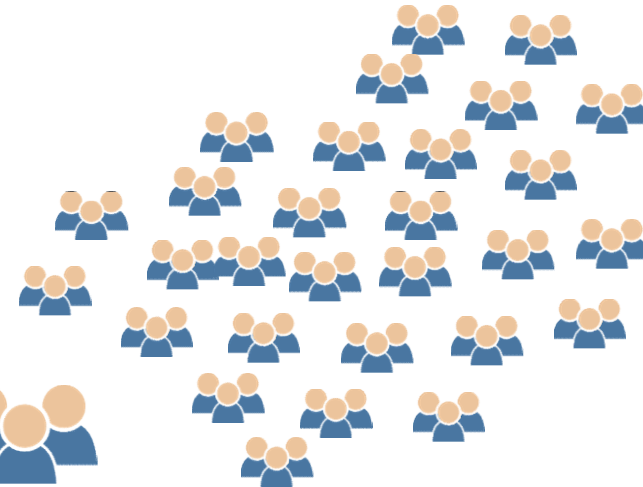
Faster than gov-communication

CAN SAVE LIVES

Community of peace + aid



Social Media



**BUT**

## Crisis! „Private“ Communication

- ❖ Content and timing is uncontrolled
- ❖ Wrong information possible
- ❖ Rumours possible
- ❖ Complex messages are instantly spread

**THEREFORE**

# Crisis! Communication

- ❖ Gov-Communication is important
- ❖ Leadership in Social Media a MUST
- ❖ Crisis staff NEEDS to be skilled

## Crisis! Masterplan City of Vienna

- ❖ Use technology to its maximum extent
- ❖ Integrate „private“ channels
- ❖ Take leadership over the whole crisis communication
- ❖ Skill staff
- ❖ Use the entire municipality infrastructure

# CRISIS! Master them digitally together ...

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