

Trial IVN-Ro

KPIs

(Presentation summary)

Type of Trial: table-top exercise

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Proposed KPIs templates

- Crisis management dimension
- Trial dimension
- Solution dimension

NOTE: We propose more KPIs from which we will select for the trial the most significant ones

Trial-Ro refers two crisis situations that appeared in a region of Romania:

an epidemic/pandemic crisis, followed few days later by an earthquake

Crisis management dimension KPIs

A) Epidemic/pandemic crisis

- **Operation related KPIs:** related to efficiency, accuracy and speed to response when are used solutions from project
- **Process related KPIs:** related to more efficient management of the human resource in hospitals

B) Earthquake crisis

- **Operation related KPIs:** related to crisis management performance (efficiency, accuracy and speed to response) when are used solutions from project in removing the damage caused by earthquake (human and material loss)
- **Process related KPIs:** related to more efficient management of the human resource in hospitals and real-time knowledge of the situation

Trial dimension KPIs

Result Indicators and KPIs

- Number of participants with a background in Crisis management
- Number of participants with a background in Technology
- Number of participants with a background in Rescue Services
- Years of experience in that area
- Level of participant involvement

Solution dimension KPIs

- Were defined KPIs for effectiveness and efficiency of the two solutions which are intended to be used in Trial-Ro and also for users satisfaction.
- Results will be presented in the Likert scale (-2 to +2)
- Depending on the available information and the needs required by the trial, the team will consider the use of other tools offered by the project.

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* Westfälische Wilhelms-Universität Münster – Competence Center for Crisis management at the European Research Center for Information Systems

