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EVOLVING CHALLENGES AND COMPREHENSIVE RESPONSES



**ABSTRACT**

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**Development of a Risk Management System for Critical Infrastructure in Tyrolean Communities**

According to the Tyrolean Catastrophe Management Act, dealing with risks in a community is mandatory and thus poses one of the primary challenges to its leadership. In the course of the project introduced here a comprehensive risk management platform for alpine communities, companies and operators of critical infrastructure was developed. It has been tested and applied by a number of communities and companies in the Austrian province of Tyrol. Based on the three core processes, which are risk analysis, risk control and risk monitoring, the risk management process is composed of individual modules in a building block system. The risk analysis serves as a first step in the investigation. Thereby two main aspects are considered: Firstly, acquiring risk information and secondly, storing and illustrating it in the risk information system ORTIS (Organizational Risk Management Tool and Information System), a specialized software aimed at the specific needs required for conducting the risk management process. The identification and also socioeconomic assessment of the essential risks in a community is required for the risk control process, which is responsible for the development of appropriate and sustainable measures in terms of a risk reduction. In a continuous procedure risk monitoring supervises the developed measures according to their practicability and observes possible changes in risks.

This pragmatic approach aims at providing instruments for dealing with risks in a community on a regular basis. Thereby a special emphasis is placed upon synchronizing information on corporate and critical infrastructure (e.g. hospitals and nursing homes) with the community's leadership. Hence various risk communication methods are consciously adapted and applied. Some of the most important results comprise the systematic, risk identification as well as the acquisition and visualization of risk information also by means of a geographical information system. Moreover, due to the call for active participation, this work contributes to increased risk awareness, especially among those in positions of responsibility. The clear and concise procedure serves as an important guideline for the leadership to act upon. Additionally, the acquired risk information is meant to serve as the basis for contingency plans and disaster response, thus guaranteeing a holistic approach to security management. According to the motto "Acting instead of reacting", the preventive and strategic character of risk management encompasses a comprehensive investigation of the risks within a community and serves as a vital support in the decision-making process.