

Abstract

Title: Unified standart of operational informational system management and upgrading technology for receiving emergency calls.

Objective: Operation description and modernizastion of information systems and the Emergency Call Centre and usability compared to other lines in the CR and a single line in the European Union

Method: Data search and collection about the operation and modernization of information systems from available sources and compared with previous technologies

Results: Presentation of research results and comparison with previous data at a national level and compare the current situation in the Czech Republic and the EU

Key words: Emergency Call Centre, Integrated Rescue System, information systems, the single European emergency number 112