



# Incident Management: Information You Need to Keep Your Venue Secure on Event Day

Delivering consistent incident management at your venue and events is critical in today's world. Your organization and staff must be prepared when a severe incident occurs at your venue. Control rooms and incident responses always come under great scrutiny. That's why it's important to react calmly and instinctively in the moment, but your teams should be able to rely on earlier planning.

Let's examine what you need to know to ensure effective and efficient incident management, with oversight across your venue and event.



# 6 Key Things You Need to Keep Your Venue Secure on Event Day

## 1. Mapping

Overlaying your control room operations onto a map application such as Google Maps gives you great visibility over the status of your venue. Viewing your incidents on a map also enables you to understand areas where incidents occur more frequently, identifying trends and reacting to them in real time.

If your mapping has what3words functionality, even better. What3words have divided the entire world into a series of 3m x 3m squares, allowing you to pinpoint exactly where an incident has taken place — and arrive at the scene as quickly as possible when time is important.

## 2. An Event Log

It is also important to log items that aren't incidents. Logging expected events — such as opening gates to the public, a match starting, etc. — gives you a time-stamped record of everything that happened on your event day. This could be essential later on for analyzing timing so that you can modify schedules. Additionally, an event log is proof of what happened on an event day in case you need it.

## 3. An External Communication Plan

When various teams are surprised by an incident or emergency, communication is extremely important. It is always crucial to keep departments, contractors and other stakeholders in the loop with any information that they need. How will information be shared with these groups, and what is the back-up plan if your communication methods were to fail? The more that you can plan and share consistently with them, the easier the information flow will be.

## 4. Dashboards

It's always important to have the right information, but the hard part is making sure that you have that information readily available at the right time. Some of the headline information that you always need access to are:

- Newly created incidents.
- Open incidents.
- Recent changes to incidents, including comments.
- Most severe incidents.

## 5. Reports

For a venue that delivers several events each year, reports are an essential way of taking stock at the end of each event day and assessing your status ahead of the next one. As such, the information needs to be clear and concise, because you won't have the time or energy to digest a lot of information. Use a report to provide a status update for your command-and-control room at the end of each day — especially focusing on the most severe incidents closed on that day and any incidents that still remain live.

## 6. The Right Information

You should always consider permissions and confidentiality, particularly in incident management; certain incidents could damage your venue or event's reputation if they were public knowledge. Not every individual should or needs to know every piece of information. Poor control over your information flow leads to issues such as the wrong people knowing something that should be confidential or important incidents and details being lost in a sea of less useful information — both potentially very costly, in different ways.





## How to Gain a Solid Foundation for Incident Management

Thorough preparation, consistent incident response and post-event accountability will drive your event or venue's safety and security when the unexpected inevitably occurs. This information you need to keep your venue secure on event day is managed much more easily using event control room software for incident management.

WeTrack exclusively supports these incident management best practices and is now part of Momentus, a global provider of industry-leading venue and event management solutions. Learn more about our incident management software for venues and events.

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