

KNOWLEDGE CENTER® CUSTOMER TESTIMONIAL

INTRODUCTION

Knowledge Center Enterprises, LLC is pleased to share this customer testimonial. Thank you to Allen Clark for his contribution to improve incident management and his support and confidence in the Incident Command Knowledge Center service!

“Recently promoted to EMA Director for Crawford County, I was quickly challenged to learn and use the Incident Command Knowledge Center (ICKC) system because our county fair was beginning. The Crawford County Fair is the largest county agricultural fair east of the Mississippi River!

With no previous or formal training, I began to use ICKC to track resources and manage the event. I found that once I was securely logged into ICKC, I had access to numerous entities from various levels of public safety, who actively coordinated together with live minute-to-minute real time information as data entered the system. Data was being entered from the scene with the Knowledge Center mobile app and various emergency operations centers analyzed the information and added the actions taken, as they occurred.

ICKC is the one place stop for all incident reporting, situational awareness, and alerting personnel simultaneously. The Knowledge Center system provides resource lists & management tools such as Damage Assessment and Grants Resource Tracking, and also manages every piece of information collected about any facility, which is correlated with contact information, plans, and maps. Let Knowledge Center auto populate all the ICS forms and reports for you! You simply select the data that is being entered by various entities.

Knowledge Center employees are a part of our public safety team, providing great training and assistance on the system. ICKC is easy to use, and just in time or on the job training turns any novice to a mega user.

In my career I’ve tried other systems. Knowledge Center is the best one for our profession. The first thing I do in the mornings before I make my coffee is log into Knowledge Center to be immediately connected to what is going on throughout the multi-state region.”

Allen W. Clark, BS
Deputy Director for EMA
Crawford County Department of Public Safety

