IAED Data Center App Quick Facts

What is Academy Data Center Software?

The Data Center software is an application ("App"), developed by Priority Dispatch Corp, Inc., Salt Lake City, UT, that provides a simple method to warehouse data to IAED. It saves time and resources when extracting and exporting ProQA data files. ProQA cases are transmitted in near real-time and seamlessly to the IAED data warehouse. Installing the app does not affect your regular dispatch operation in any way, it simply provides an easier means to move existing data files from one server to another.

How will the app be installed?

The app can be installed via an internet connection to the XLerator server (where ProQA files are stored) at your agency. Typically, it takes only seconds for the application to install. After that there are a few simple setup steps required: connection configuration to the IAED data warehouse, connection to XLerator and selection of aliases for downloading ProQA cases. Our Software Support group will be glad to assist with this process remotely.

What is needed for Installation?

A server that has access to both the internet and the XLerator server. 50 MB of drive space. You simply need to have your XLerator login ID/username and password. A user with basic PC/Windows skills as well as admin permissions to the server where it will be installed. A person with IT skills would be handy—but the Academy's Software Support team will work with you on this process—and beyond.

Other Pertinent Information

- The ProQA case data for each alias that is selected within the App's client configuration is transmitted to the Academy's data warehouse.
- The App's Client connects to XLerator to retrieve the ProQA call data, not to the actual database server (i.e. not to MS SQL Server).
- The data is encrypted using AES 256 encryption before transmission.
- When the App's client is first started it will transmit all ProQA cases that are already in the alias. It does this in small batches spaced over time, so as not to inundate the server or network.
- New ProQA cases that occur after the old data is downloaded are collected and transmitted in near real-time, typically within a few seconds of a case being closed in ProQA.
- The App's client service connects to the data warehouse Data Center server on TCP port 14450 (the port on the App's client is dynamically selected). Depending on your network security settings a firewall exception, allowing an outbound connection to this port, may be required.

What is in it for me?

By partnering with the IAED to promote dispatch research within our profession, the IAED will offer you free (ProQA) key performance indicator (KPI) analytics—on regular basis or as needed or as requested. Review the overall analytics dashboard at https://www.aedrjournal.org/analytics-dashboard-home/, based on deidentified, aggregated data from all participating agencies. These KPIs can be customized to help optimize dispatch processes at your agency. Your agency will also have the opportunity to co-author some of the scientific papers emanating from the research studies.