

## Cascais COVID War Room

### Description of the initiative/action/policy/governance structure and process:

COVID War Room was designed to support cities and governments grappling with the challenges posed by the pandemic. It was rapidly implemented to provide decision-makers with control over the municipality's situation and access to real-time information essential for making urgent responses.

It aimed at:

Integrating the pandemic response by centralising requests and occurrences by citizens on services  
Monitoring COVID-19 suspicious cases using real-time monitoring and reporting of case developments  
Managing COVID-19 testing scheduling and results by consolidating tests scheduling and results in a single place  
Monitoring resources availability by supervising assets and equipment capacity and resources allocation

#### Type

Data collection, analysis, and reporting

#### Date of launch

2020

#### Impact

1. Provided a holistic overview and management of the entire COVID-19 process in a single platform
2. Enhanced confidence in the population while promoting citizen engagement by involving them in the battle against the pandemic
3. Facilitated the return of economic activities
4. Provided a national and international perception of security and confidence – key to restoring Cascais tourism-based economic activity

#### Issuing organisation

Câmara Municipal de Cascais

#### Relevance

Centralising real-time data and information within a single command centre is of paramount importance for any municipality. It allows for swift, well-informed decision-making and the coordination of immediate responses to a wide range of situations, from emergencies and public safety concerns to city operations and service delivery. This centralised approach ensures that key stakeholders have access to accurate, up-to-the-minute data, promoting efficient resource allocation, effective communication, and a more streamlined management of municipal affairs. Whether addressing crisis situations or daily urban challenges, a single command centre acts as the nerve centre, enhancing the municipality's ability to serve its residents and tourists effectively.

The information and perspectives presented in this document represent the findings and conclusions of the European Commission's project "Crisis Management and Governance in Tourism" funded under the SME Pillar of the Single Market Programme and developed by Deloitte. These findings are based on data and context available during the study period and are intended solely to provide insights on the project's objectives. The interpretations herein do not necessarily reflect the views of the involved organisations and should not be construed as definitive conclusions applicable to all contexts or as a commitment to implement the recommendations. Further, the European Commission and Deloitte are not liable for any consequence stemming from the reuse of this document.

For more detailed information on project's results and outputs, please visit the project webpage [Crisis Management and Governance in Tourism - European Commission](#).