

# TIC

## Technical Information Centre

## Example Event Management Structure from World Athletics rules

Competition Director	Meeting Manager	Technical Manager	Call Room Manager
Field Referee	Track Referee	Start Coordinator	TIC Manager
Chief Timekeeper	Chief Photo Finish	Competition Secretary	Head of Jury of Appeal
Event Presentation Manager	Video Referee	International Technical Officials	



Other personnel

Each discipline should have adequate officials to run the event

Volunteers and stewards

Local organisation staff

Catering and medical support

World Anti Doping Agency or  
similar (WADA)

## World Athletics Rule 25.5

A Technical Information Centre (TIC) will be established for competitions held under paragraphs 1. (a), (b), (c) and 2. (a), (b), (c) of the World Rankings Competition definition and is recommended for other competitions held over more than one day. It may be a virtual or physical operation, or a combination of both.

The main function of the TIC is to ensure smooth communication between each team delegation, the organisers, the Technical Delegates and the competition administration regarding technical and other matters relating to the competition.

The hours of operation of the TIC should reflect the hours of the competition plus some periods of time before and after when there will need to be interaction between the various parties, particularly between the team delegations and the Organisers. It is common, although not essential, for larger events to have “branches” of the TIC (sometimes called Sport Information Desks) in the main athlete accommodation locations. If this is the case, there must be excellent communication between the SID(s) and the TIC.

Because the hours of operation of the TIC and SID(s) may be long, it will be necessary for the TIC Manager to have several assistants and for them to work in shifts. Where a virtual TIC is fully or partially in operation, the hours of operation may more easily be extended, but it is important to make clear the hours during which the virtual operation will be monitored.

Whilst some duties of the TIC are covered in the Rules (see for example Rule 25 of the Competition Rules, and Rules 8.3 and 8.7 of the Technical Rules), others will be set out in the Regulations for each competition and in competition documents such as team handbooks etc.

## When Do Events Use a TIC

Major competitions such as

- Diamond League Meetings
- British Championships
- World and European Championships
- Commonwealth Games
- Olympic Games
- International Island Games

## Task:

You've been asked to create a Technical Information Centre by the local organising committee.

Break into small groups and brainstorm what questions will you need to find answers to specify the set up of TIC.

Give examples of what services TIC might need to offer.



Group break out



## Feedback from Workshop Attendees

### THE A TEAM

- What is the competition
- How long is the competition.
- Times/Dates. - Location of TIC.
- How many athletes - to determine amount of Volunteers/TIC.
- Do we need people who speak other languages.
- Paperwork - Start list etc.
- How much I.T equipment req.  
What is the back up.
- What level of officials required for TIC. How much experience.
- How much many registration Packs / Req.  
Replacement Bibs etc.
- Organising of Merchandise / Lost Property / Processing of appeals  
medal collection.  
etc

Feedback from Workshop  
Attendees

WHAT IS THE EVENT TIMETABLE

WHAT ARE THE EVENTS?

HOW MANY ATHLETES ARE ALLOWED  
TO ENTER EACH EVENT?

WHAT IS THE LEVEL OF THE COMPETITION?

HOW MANY & WHAT LEVEL OF OFFICIALS  
✓ DO WE NEED?

HOW MANY VOLUNTEER / ~~STP~~ SUPPORT  
TEAM INDIVIDUALS DO WE NEED?

WILL THERE BE PERSONAL EQUIPMENT  
TO CHECK IN?

WHO / HOW IS <sup>COMPETITION</sup> ~~CONTROL~~ ADMIN GOING  
TO BE SET UP?

HOW IS COMMUNICATION BETWEEN / DEC<sup>n</sup>  
CALL ROOM / EVENT / POST EVENT  
GOING TO BE HANDLED?

Feedback from  
Workshop  
Attendees

Re-establish participating countries / translation services

" events  
" timetable

List of officials req'd for each discipline / qualifications or languages

Identify venues of events and condition / location of each event

List of athletes per event / seedings per event / call room per event

Start lists / Field cards, LIST OF DOCUMENTATION REQ'D PER DISCIPLINE

Location of security / First Aid / Posted results / Equipment i.e IT / BIBS

LOCATION OF VIP AREA / HOSPITALITY

TV WITH STREAMED LIVE EVENTS

CONFISCATED ITEMS, PHONES, KNIVES.

GATHER PERSONAL EQUIPMENT, KEEP THEM OR PASS TO TECHNIQUE FOR CHECKING

Gather detail of protest protocol / GATHER ENQUIRY FORMS

Maintain status of each event

Gather Results

Liase with results team

DOPING TESTING / RESULTS

CONFISCATION OF ILLEGAL CLOTHING, SHOES

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MAXIMUM DETAILS OF RECORDS, INTERNATIONAL + NATIONAL

ESTIMATION OF TEAM SIZE + MIX - OFFICIALS / VOLUNTEERS

HOW MANY INDIVIDUALS / OFFICIALS / OFFICIALS REQUIRED  
FOR TIC TEAM,

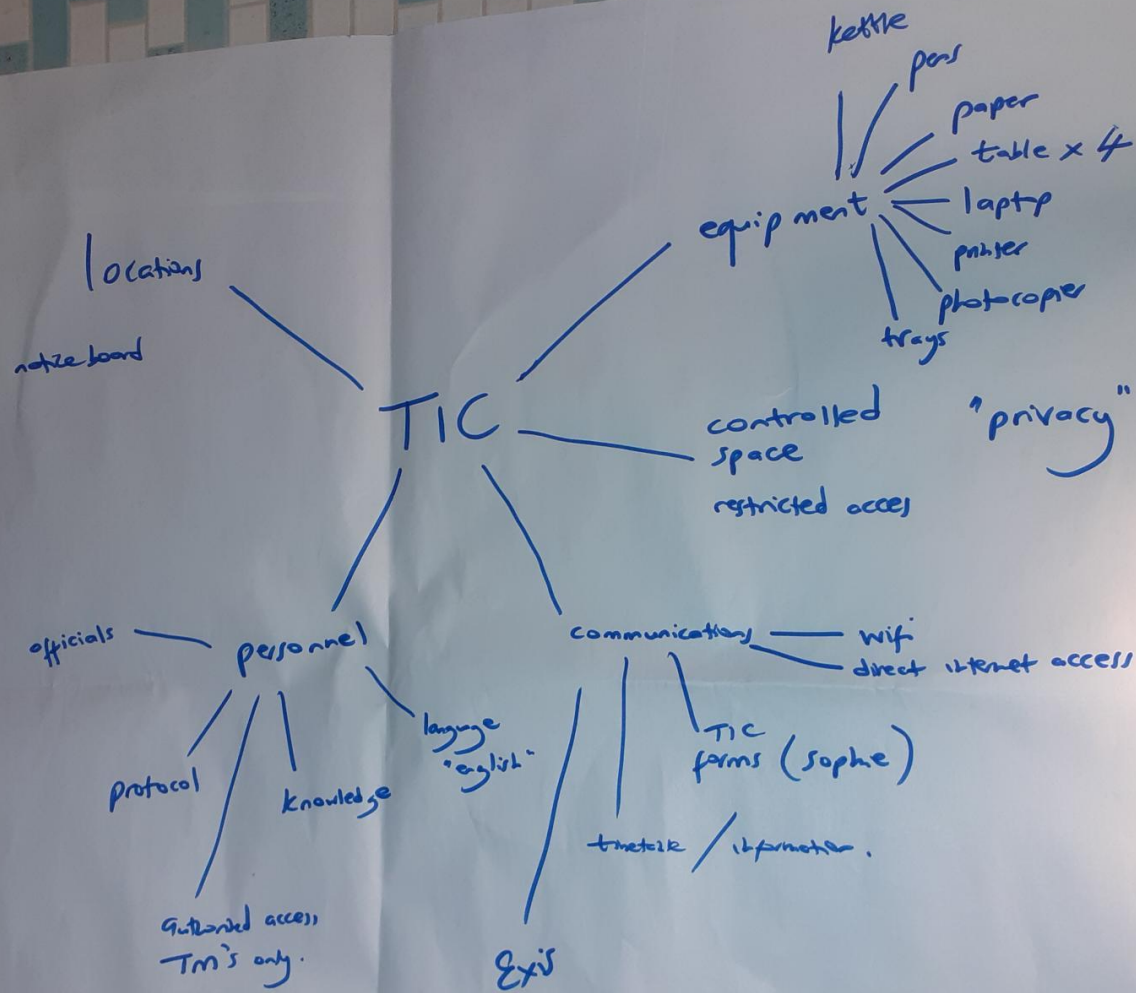
REQUESTS FOR REPLACEMENT BIBS, NUMBERS ETC

PHOTO COPIER,

CHANGES OR CHANGE REQUESTS VIA TIC.

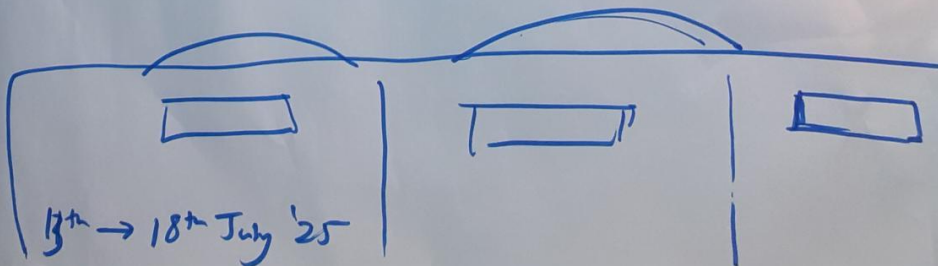
POSTING OF RESULTS ON WALL.





lost id?

Op Track.



Pat

## Feedback from Workshop Attendees

CONFIRM FOLLOWING REQ:

- ✓ - COMPETITOR NOS
- START LISTS
- FIELD CARDS
- QUALIFICATION/PROG. TRACK
- STARTING HEIGHTS/PROGRESSION (HJ/PV)
- STANDARDS - QUALIFYING FINALS
- RECORD FORMS
- ✓ - RESULTS - FORMAL POSTING
- ✓ - PROTEST FORMS (FEE ARRANGEMENTS)
- ✓ - LIAISON WITH JURY OF APPEAL
- ✓ - TIMETABLE
- MEDICAL FORMS/ACCIDENT FORMS.
- RELAY TEAMS CONFIRMATION
- ✓ - SPACE/LOCATION/WEB ACCESS/PRINTERS/PIGEON HOLES/ KETTLE/BIBS
- ↳ FIRST CALL (TEAMS)

- Clarify the timetable and when TIC would be expected to run
  1. Major championship with morning and evening session
  2. UK champs over two or three days
  3. One day international
- What activities is TIC expected to support
  1. Declarations by team management of athletes for events and/ or relays
  2. Printing and distribution of start lists, results, updated results
  3. Receiving personal implements for checking
  4. Confiscations from call room and field of play
  5. Enquiries and Protests
  6. Records
  7. Doping testing requests
  8. Coaching access pass to seating
- Estimations of team size and mix – officials / volunteers
- Facilities
- Location of TIC

## Key Paperwork

TIC Enquiry Forms – date and time stamp enquires

Timetables

Record forms

Personal implement forms and identification labels

Doping Request forms

Contact details for all teams as appropriate

Major Championships will have an event handbook containing key information

## Key contacts

- Referees
- Competition Director
- Competition Secretary
- Doping Control
- Technical Manager
- Print Room
- Transport
- Security
- Stadium staff

## Typical Requests

How do I get a vaulting pole from the training site to the competition site.

I've lost my bib number can I get some new ones printed.

Can I borrow some pins / spike key.

My athlete has broken our nations warmup can I request a doping test.

I spoke to the referee and not satisfied with the result. I'd like to make a formal protest to the Jury of Appeal.

I'd like to withdraw from the 100m final, can I still do the 200m heats tomorrow?  
(Answer would be no without a medical reason confirmed by event doctor)

I'm the team long jump coach, I'd like a pass to the seating to watch our athletes

I've been sick in the warmup area, can you arrange for someone to clean it up



# Electronic versus paper trail

Typically, teams enter their athletes in advance and confirm them a time period before their event (day before or 2 hours before?)

Withdrawals process – logged via TIC?

Confirm number of copies of start lists to key officials

- Display board in warm up
- Technical Team
- Call Room
- Field Team
- Start Team
- Track Team
- Photo Finish
- Time Keeping
- Competition Secretary
- Competition Director
- Meeting Manager

Confirmation of results sheets

- To warm up area
- Post Event Control
- Presentations
- Field Referee
- Track Referee
- Start Referee
- Photo Finish Chief
- Chief Timekeeper
- Competition Secretary
- Competition Director
- Meeting Manager



Main TIC  
next to  
warm up  
and call  
room





Warm up area (Birmingham)



World Indoors had an additional Sports Information desk up on the public concourse where coaches and team managers could watch a race and make a quick protest to stay within the 30 minute window after the result has been published

**BELIEVE, BELONG, ACHIEVE TOGETHER**





Results posted by TIC for athletes, coaches and team managers in the warm-up area

Any withdrawals and changes  
needs to be communicated  
asap to the call room





## World Outdoor Championships 2017 - London



**BELIEVE, BELONG, ACHIEVE TOGETHER**





**BELIEVE, BELONG, ACHIEVE TOGETHER**





# Olympics 2012 - London









Warm up track London 2012



Sports Information Desk in the athlete village including multi-lingual volunteers to help with communications







# Questions ?