EULER

1st Euler end-user workshop
26 November 2009
Brussels

Report

Version 0.3

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## Document lifecycle

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<td>Raúl Dopico López</td>
<td>Evolution</td>
</tr>
</tbody>
</table>
Table of contents

1 INTRODUCTION ............................................................................................................ 4
2 AGENDA ........................................................................................................................ 4
3 PARTICIPANTS.............................................................................................................. 4
4 WP2: END-USER WORKSHOP ....................................................................................... 4
5 WP8: DISSEMINATION AND STANDARDIZATION ........................................................ 6
6 CONCLUSIONS .............................................................................................................. 7
1 Introduction

The first Euler end-user workshop was held in Brussels on 26th November 2009, Charlemagne EC building; Mansholt meeting room.

The workshop was organised to take place in connection to the 3rd Civil Protection Forum event organized by EC. The Euler workshop was a combined end-user workshop as defined by WP2 and dissemination event as defined by WP8 of Euler.

2 Objectives

Analysis of collected feedback at national level, identification of common requirements, consolidation and dissemination of results at European level.

3 Agenda

The agenda for the workshop was as follows:

15:30-15:45 Bruno Calvet: Registration & refreshments & Euler general presentation
15:45-16:15 Timo Bräysy: Euler dissemination & standardization activities
16:15-16:45 Dimitrios Symeonidis: End user involvement
16:45-18:00 Open discussion

4 Participants

Table of participant

End-users:
Jean-Philippe Delahaye, DGA/CELAR
Jose Ignazio Arnaiz, SIRDEE
Trevor Winterbottom, NPIA
Rene Spies, ENSOSP
Bob Siu, NPIA

EULER consortium members:
Bruno Calvet, TCF
Dimitrios Symeonidis, EC-JRC
Timo Bräysy, CWC/Univ. of Oulu
Marcel Van del Lee, TNO
Jean-Julien Sabiani, TCF
Johan Tofte, Saab
Aad Onderwater, TNO
Raul Dopico, INDRA
Taj Sturman, EADS Astrium

Guests
Egil Bovim, PSCE/KOKOM

5 WP2: end-user workshop
WP2 scenario and preliminary results

The selected scenario (Tsunami) invoked a lot of discussion. More “down-to-earth” and everyday scenarios were also proposed to be applied in Euler. For example message form police in Holland (through Aad) was that “scenario is too extreme”. In other words, something into which typical end-user can easily imagine his/herself is needed. Trevor Winterbottom (TW) commented that tsunami case is easy in a sense that it provides a “clean-slate” approach, but on the other hand it somewhat rules out other type of events. Key issue is that day-to-day operations of end-users are far more predictable than the case described by tsunami scenario.

Euler consortium reacted by stating that the tsunami case forms just a basis for thinking about crisis communication needs, tsunamis are not expected to take place in Europe (although recent floods in Europe are not dramatically different from tsunamis). If new scenario(s) are to be proposed, it was generally agreed that “water should have a role”. One proposal was to start from ordinary day and gradually worsen the situation (more and more infra become unusable).

The current scenario was chosen by EULER partners:

- as a real based event, to address interoperability at technical level and to highlight interaction between Public safety actors
- as a major event, involving all the Public safety actors (Fire men, Policemen, Civil protection, military personnel)
- as a sequence deployment event, to make a parallel with possible final demonstration scenario

The questionnaire approach in general:

Egil Bovim (EB) commented that the current format where consortium provides a list of questions may not be the best approach at all. One easily ends up with “useless user requirements” as well with contradictory ones. The Euler approach of also utilizing experiences from past projects in the field was a very positive aspect.

Jose Ignazio Arnaiz (JIA) commented that SIRDEE, as end-user, is not very used to be asked about Public Safety Communications needs by R&T Companies, and they trend to carry out ad-hoc solutions for their customers (Police, Firemen, ...) through direct feedback from them. SIRDEE is really happy to be asked about the direction that new communication systems and technologies should follow in the near future of Public Services, and also that the companies take end-users opinion as the basement for their research. A similar view was also expressed by TW. This was replied by Bruno Calvet (BC), by stating that use of national liaisons as a contact points between project consortium and end-users is partly meant to foster this approach.

EB proposed close cooperation between end-user organizations to interpret, discuss and harmonize the responses to the questionnaires. On the other hand TW was already now satisfied by the commonality of the received answers. In the report, he wished more details from end users. Also Taj Sturman (TS) wished to have access to detailed answers (to questionnaire) provided by end users.

JIA pointed several important issues related to user actions and needs from point of view of SIRDEE:

1. Number one requirement for communication system is that it has to be easily and immediately usable in the field (fast deployment).
2. It also needs to be easy to use.
3. Very importantly (from Euler perspective) he said that the interoperability must exist between people who are actually in charge of communication with each other. (Interoperability does not have to go to regular user level, only to some specified level in the chain of command).
4. Use of system must be educated to users.
5. Voice calls are more important than video.
The point three (3) was further commented and was considered as one of the key issues at least by TW and Rene Spies (RS). Although Euler aim is to provide technical solutions for interoperability, the actual end use must be taken into account realistically. Therefore, Euler needs to target the right level of/at end-user organizations. The need for interoperability may also depend on the scenario addressed. It was also stated that too much communication taking place between organizations and actors is also not good. TW highlighted the different views and needs by different crisis management organizations by stating that police officers talk a lot, while fire&rescue and emergency medical personnel talk less and give much higher importance to data (e.g. maps with real-time data for fire, patient data for medical).

RS pointed out some needs for high data rate applications and services from the point of view of ENSOSP. These include a need for data exchange during forest fires, crisis area mapping and remote monitoring of crisis area through satellite links.

Euler will of course not make the doctrines of how to use the technology. EULER is a collaborative R&D project, with a final demonstration (not a product) with up to date technologies to propose solutions & new applications with regards to interoperability between current and legacy networks deployed in a crisis area.

The questionnaire was perhaps too much technology oriented, not taking into account the preceding points.

6 WP8: Dissemination and Standardization

Euler Newsletter

The marketing and dissemination of Euler was slightly criticised. E.g. Bob Siu (BS) and JIA wanted more information about Euler and for that EB proposed a newsletter approach. The Euler newsletter can be distributed e.g. though PSCE forum or a specific Web page onto EULER Web site.

TW proposed BAPCO as a national contact point in UK. Similar key organization should be identified in each involved country.

Further actions in Dissemination

EB: PSCE is clearly interested in acting as a channel by which Euler can be disseminated. Also the idea of organizing Euler workshops in conjunction with PSCE events was accepted. But in the future more careful planning and detailed content (actual presentations) of the workshop needs to be available well in advance. PSCE is able to disseminate outside the current Euler end-users.

The idea of regular newsletter was generally held as a good idea. Two main targets for such a newsletter were identified: “Spread the word outside Euler community” and “selected end users”.

The possibility to provide comments through web-site was proposed (by JIA) and the possibility will be studied/added in the near future. Also the web page structure will be modified to allow easy access/download of presentation material from the site (e.g. separate “Events” sub-page).

A national approach for dissemination could be to write articles in papers and journals that are read day to day by End Users. Action for partners insuring the liaison with End Users : Establish a list of potential newspapers

A European approach for dissemination could be to organise EULER workshops in connection to other large event organized by End Users representatives (e.g. EULER dissemination during next annual BAPCO conference in London (April 2010) )
7 Conclusions

Action points:

AP1: TB: Modifications to web-page:
• Separate sub-page for European and national “events”,
• commenting-form possibility,
• Newsletter-section for better dissemination of up-to-date Euler information

AP2: All WP8 partners: Establish and up to date a list (available through the EULER Web site) of potential European and national events where Euler could be included.

AP3: All WP8 partners: National contact points, such as BAPCO in UK for Euler dissemination should be identified