Support to DG HOME in the field of Open Source Information
Final Report 05/2015

Administrative Arrangement
Between
DG Home Affairs (DG HOME)
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and
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## Document History

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1 OVERVIEW

This document reports the progress of the work performed under the Administrative Arrangement “Support to DG HOME in the field of Open Source Information”.

2 EXECUTIVE SUMMARY

Project work has proceeded according to plan.

Both the EMM and OSINT software have been installed at DG HOME, with training material made available as required. The customised EMM system is in operational use within the STAR facility, with regularly updated categories, and daily products from the system are in use by the DG HOME team.

An initial version of the crisis management portal has been developed and is hosted at the JRC. Further developments of the portal are awaiting DG HOME input.

The remaining tasks covered by the AA are optional, subject to a request from DG HOME which were made on 25th July 2013 (Ref. Ares(2013) 2755985). These tasks are: maintaining the operational status of MediSys; maintaining the operational status of the EAR platform; and updating the CBRN categories and sources included in MediSys.

3 WORK PACKAGES OVERVIEW

This chapter presents the work performed in each of the work packages. The full description of each work package is contained in the Technical Annex.

3.1 Work Package 1: Deployment of EMM Server

Completed in reporting period 1.

3.2 Work Package 3.2: Deployment of OSINT Suite

Completed in reporting period 1.

3.3 Work Package 3.3 EMM Technical System Support and Maintenance

This work package runs to the end of the AA.

The EMM system at DG HOME has been kept up to date with the latest releases of EMM NewsDesk, EMM NewsBrief and the EMM processing chain software including both enhancements and bugfixes. The configuration of the servers has been updated to cope with the increased load as more sources and categories have been added to the system. Further work envisaged includes investigating the possibility of deploying a local translation server.

3.4 Work Package 3.4 EMM Operations support

This work package runs to the end of the AA.
The EMM system at DG HOME is in operational use, with open source daily products supplied to the DG HOME team. The categories and sources have been regularly updated. Information products have been well received within DG HOME, including by the director general.

3.5 Work Package 3.5 DG HOME Crisis Management Portal

The DG Home portal is intended to be used primarily by duty officers and should support them in carrying out their duty tasks and in handing them over to the succeeding Duty Officer. The site must be available on the internet and should behave correctly when accessed from mobile devices such as smartphones and tablets.

Background

DG HOME Duty Function capacity was established in late 2008 and operates for both Crisis Management (Argus) and Business Continuity (BC). It consists of:

- a function of "first contact point" for both Argus and BC crises. The Duty Officer shall rapidly contact the responsible Senior Official (Argus Correspondent and/or BC correspondent) to ensure efficient communication flow, both internally and between DG HOME and other COM/EU Agencies and other actors. Duty Officer shall assist the Argus/BCP correspondent.

- Argus (Director A) and Business Continuity (Director SRD) correspondents holding overall responsibility for preparedness, implementation and management of the respective mechanisms.

The Function is performed by a Network of about 15 AD Officials, who alternate for 1 week shift.

DG HOME Crisis management platform should assist Duty Officers in their activities, which include:

- Monitoring: providing updated alert information to DG HOME Management (DG / Assistant / Argus Correspondent / BCP / Unit A1)

- Acting as first contact point in DG HOME for ANY type of crisis situation (ARGUS, BCP, IPCR)

- In case of ARGUS crisis (phase I): contribute to the exchange of information on the ARGUS platform (https://webgate.ec.europa.eu/argus)

- In case of IPCR / Solidarity Clause activation: contribute to the exchange of information (ISAA products) through the IPCR Web Platform (https://ipcr.consilium.europa.eu)

Expected services provided by Platform:

- Support for the monitoring of relevant security incidents/events (terrorism, external borders and migration crisis, etc.) = through EMM + other media / open sources products

  - EMM: the portal could include a section (like the ERCC portal) with a map and the main and updated info from EMM (section "Terrorist attacks" and possibly border/migration issues)?
- Other news reports: the portal could include various documents to be uploaded (directly by DG HOME officers?) such as the EMM newsletter (produced here in Brussels), or other relevant open source documents

- Repository of relevant information and guidelines (ARGUS + BCP handbook, IPCR guidelines, ISAA information) = documents to be uploaded

- Links to Crisis platforms (ARGUS, NOAH, IPCR Webportal, ERCC Portal, SG IntraComm Crisis management page, DG Home Webpage, Commissioner Webpage) = URL links to be added

- Directory of key interlocutors: internal (DG HOME) and external (other Commission + SGC + EEAS + Europol + Frontex Situation Center) = list and contact details of key interlocutors (duty officers / managers)

- Templates for the production of reports (assistant to generate documents):
  1. "Internal reports": End-of-duty reports + "Alerts" to management = sent by email to a distribution list (DG HOME)
  2. ARGUS reports: creation of templates for "flash reports" or "situation reports" to be disseminated on the ARGUS platform (report could then be created in HTML / DOC / PDF format)

Design

The basic website has been created and a responsive skin is being developed to allow the site to be viewed correctly on different types of device. A menu structure is currently being worked on to follow the suggestions given in a concept document provided by DG-Home.

Development

A new document module is currently under development which will fit better into the structure of the DG Home portal as well as being faster, more flexible and better fitted for mobile devices.

The next phase will involve the incorporation of news items posted from the public EMM processing chain which will be made available in the portal. Also here, work will have to be done to present the data in a way which copes with different devices and screen sizes. It will be possible to pin the items for future reference and for hand over to the next duty analyst.

Finally, the various different reports will have to be designed and developed.

3.6 Work Package 3.6 Maintain operational status of MediSys

This work package was activated in support of the GHSAG EAR project. The public MedISys website (http://medisys.newsbrief.eu/) has been updated with a website design in line with the Europe Media Monitor Newsbrief site. The new design made the former restricted and Commission internal MedISys websites obsolete because all the menu items are now also accessible via the public website. The processing chain is fully operational, with approx. 1.3 Million news articles being processed per week. The second, internal processing chain of MedISys, which was formerly used for the internal Commission MedISys website, is now being used exclusively for the GHSAG EAR project. Here, several new categories and filters have been implemented for CBRN threats and monitoring of mass gathering events (e.g. EXPO 2015).
3.7 Work Package 3.7 Maintain operational status of the EAR platform

Since the previous report, a considerable amount of work has been done for the EAR project. A set of functionalities were agreed as tasks and these have been implemented throughout the course of 2014.

Strategic Direction

The EAR project has the support of the GHSI until the end of this year at least. Work is currently ongoing to access funding to further develop and maintain the system and there is goodwill from GHSI members to make that happen.

Development

Considerable work to add new functionality to the EAR project has been done.

- A new skin has been developed which follows the ‘responsive design’ philosophy, to better support different sized devices (PCs, tablets, smartphones)
- User profiles can be shared. This means that if a user sets up a profile focused on, for example, the Ebola outbreak in Guinea, it can be used by other users
- Profiles can now be selected directly from the monitoring page, allowing greater control and flexibility for the analyst.
- Performance has been improved through a major re-organisation of the database structure
- New system for import and translation of news reports
- Incoming news can be filtered and sorted by about country and from country
- News items can be exported to a report
- Instant email notifications sent when certain actions take place
- Daily Digest automatically circulated
- Geographic representation of reports
- Outlier based view of threats (i.e. identify those threats which are producing a higher amount of traffic
Future

The project will try to achieve the following goals:

- Segmentation to allow the information on the platform to be shared in such a way as to preserve the trusted network aspect. For example, discussions, comments and preliminary risk assessments by analysts from the GHSAG countries should be visible only to them, while the information on which they are based, and the reports which are produced, might be shared widely. Interpol should also have access to some parts exclusively and other parts not at all.
- Mobile app

3.8 Work Package 3.8 Maintain and update the CBRN categories and CBRN specific sources recently included in MediSys

This work package was activated. In MediSys, many categories for CBRN threats have been added upon request by Commission DGs, ECDG, EFSA, member states and GHSAG-EAR partners (chemical working group, nuclear working group). JRC expects to receive more input from these partners to extend the scope of the EAR platform to chemical and nuclear threats.
3.9 Work Package 3.9 Reporting

Reporting tasks have been completed in line with the AA.

3.10 Work Package 3.10 Project management

Management tasks have been completed in line with the AA.

4 DELIVERABLES SUMMARY

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| D9.4 | Final Report | Draft AA execution + 28 months  
Final 2 weeks after comments on draft | Draft |

### 4.0 Risks

None