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Joint Research Centre - Ispra Site

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OM-13-860879 ( )  
OM-13-860843 ( )

## Mission Report

<i>Name</i>	<i>Institute/Unit/Action/Project</i>
	IPSC/ GlobeSec/Optima/OSINT

<b>Object of the mission</b>
05.12.2013: Workshop EU Institutional Users of EMM Applications ( ) ( )

06.12.2013: Meeting with DG HOME to review outgoing OSINT related AA and discuss collaboration going forward (6.12.2013 - )

<b>Place, date, organizations visited and contacted persons</b> (Please continue on a separate sheet, if necessary)
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DG Home, Rue du Luxembourg, Brussels. 5.12.2013, 6.12.2013	, DG Home , DG Home
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Other Participants		Distribution List
<i>Of the establishment</i>	<i>Other services of the Commission</i>	<i>Obligatory(*) + .</i>
, JRC , JRC , JRC , JRC	Workshop participants from ECDC, Europol, EU Cert, DG HOME	(*), JRC (*), JRC (*), JRC <a href="mailto:globesec-secretariat@jrc.ec.europa.eu">globesec-secretariat@jrc.ec.europa.eu</a> (*), JRC GlobeSec Unit, JRC <a href="mailto:globesec-ipsec@jrc.it">globesec-ipsec@jrc.it</a>
		For sensitive mission reports, distribution must only be only to persons indicated by (*) and relevant staff members of the GlobeSec Unit

<b>Main Results of the mission:</b> (Please attach as many separate sheets as necessary)
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## ***Mission Background and Scope***

As part of our collaboration with DG HOME we co-organised a workshop on the use of EMM applications. The participants and presenters were EU institutional users of EMM active in the area pf security. The workshop took place in the secure premises of DG HOME in Brussels.

The second part of the mission was to discuss with DG HOME the outgoing AA “Open Sources Capacity Support” and discuss further collaboration in the field of Open Source Intelligence. The

second part of the mission was performed by [REDACTED] meeting with [REDACTED] and [REDACTED].

## **Workshop EU Institutional Users of EMM**

The workshop contained a number of presentations by the JRC as well as the institutional users of EMM. In the annex of this mission report we include the workshop minutes with the following content:

- Annex I: Workshop Minutes with summaries of the different presentations and the conclusions and further actions.
- Annex II: Detailed participant list
- Annex III: List of EMM products in the area of security

## **Review AA “Open Sources Capacity Support” and future collaboration in the field of OSINT**

[REDACTED] gave an overview of the activities performed for the finished AA “Open Sources Capacity Support”. [REDACTED] highlighted the increasing number of participants taking part in the series of workshops the JRC has organised in collaboration with DG HOME. The AA also funded the development of the EMM OSINT Suite which is gaining momentum with law enforcement authorities in Europe. Currently, there are around 30 organisations which have a license for the software.

We discussed how a future collaboration could take shape. DG HOME wants to fund further OSINT related workshops but has not yet decided whether the software development will be supported. The reason is that a sizeable number of licensees are from the customs field which is outside the political mandate of DG HOME. In addition there are also budget constraints going forward. I explained that we are – after having developed a tool with solid base functionality- currently working on a number of advanced functions providing greater convergence between the EMM server applications and the EMM OSINT Suite as a frontline analyst’s tool kit.

We agreed to conduct an evaluation beginning next year with the participants of the workshops and of the software how the EU should continue most effectively the work in this field. Furthermore, DG HOME wants to have a detailed financial outline of the cost of a workshop.

## **Follow-up actions**

- Develop an evaluation form with DG HOME to assess the effectiveness of the past AA
- Send out the evaluation to the OSINT community
- Outline the cost of an OSINT Workshop
- Write up a technical annex for a future AA with DG HOME

## **Annex I**

### ***Minutes of Workshop “EU Institutional Users of EMM (European Media Monitor) Applications”***

**5 December 2013, DG HOME Secure Briefing Room**

The workshop, jointly organised by DG HOME and DG JRC, brought together EU Institutional users of the European Media Monitor Applications active in the area of security.

The main aims of the workshop were to:

- Establish synergies in the definition of categories of interest
- Share best practises on the dissemination of information
- Share users’ needs with a view to guide the further development of EMM

The workshop was organised into a series of presentations from users of the EMM applications, showing how EU institutions used the software, their needs and context, coupled with open discussion on ways to collaborate. The presentations are attached.

## **Introduction**

The workshop was opened by [REDACTED] ([REDACTED]), JRC and [REDACTED] ([REDACTED]), HOME. [REDACTED] outlined the objectives of the workshop and suggested that further workshops might be organised if this one were successful. [REDACTED] outlined the use of EMM in DG HOME:

- Risk analysis for policy development – EMM is used to support analyses provided by DG HOME to other services, with ad hoc categories used to provide timely, relevant information;
- Situational awareness for Crisis room;
- Weekly terrorist media report.

EMM is currently used mostly for the DG HOME A1 unit, with a plan to act as a service provider to most of the DG.

## **EMM Status Update**

[REDACTED] ([REDACTED]) gave a brief update on recent developments and current work in progress for the EMM system.

## **Social Media**

- Twitter – EMM is currently searching around 200 000 tweets per day for category keywords, and extracting media urls from the relevant tweets to gain access to further information sources before they appear in traditional media;
- Facebook – work ongoing to allow EMM to scrape public posts on Facebook;
- YouTube – work is ongoing to use the rich textual metadata associated with videos posted to YouTube (NB no actual video analysis or text to speech is done).
- Blogs – a blogs-only version of EMM was tried but was not much used and the current approach is to treat blogs as a standard feed; there is no blog discovery, the user has to identify and introduce blogs of interest.

## **Development**

Ongoing development work is aiming to:

- Simplify the addition of sources, both by providing a GUI front end to the sources definition file and also by removing the need to write xslt files for each source;
- Provide mobile apps – the iPhone version is in test and should be released in the new year; a Windows 8 version (EEAS interest) would require specific development which is not currently foreseen;

## Open discussion session

### *How to do radio monitoring?*

One successful approach is to use BBC Monitoring, a commercial service covering Asia, the Middle East and Africa which monitors and transcribes into English around 1000 sources. This has been integrated as a feed into EMM at the African Union and Council.

### *Could EMM results be used to discover new, relevant sources through internet search engines?*

This relates to EMM work on Twitter where links from categorised tweets are used to discover new Twitter feeds, and it would be interesting to look at doing it for regular sources.

### *What is the current state and availability of EMM language translation?*

EMM currently translates 9 languages into English using an in-house approach and can use a commercial service for Arabic and Chinese translation. The quality of the results varies with the language, but it is good enough to get the sense of the news. The translation software is available, but further hardware is necessary (roughly one extra server for every 3 languages).

### *Why have many EMM installations, why not work together on one?*

Much of the added value comes from the ability to add custom categories, sources of interest and the need by some users to monitor specific sites anonymously.

## Presentations

The main part of the workshop was the following series of presentations from users of EMM.

### **DG HOME Affairs – STAR – Customised Categories**

██████████ and ██████████ presented the use of EMM within DG HOME A1. The system has been customised through the introduction of specific sources, including fora and video channels for which RSS feeds are available, and through the creation of categories such as Terrorism Mali, CBRNE and Foreign Fighters. The added value for DG HOME is the ability to create ad hoc categories, the use of the newsletter as an input for analysts and the use of the open sources pre-analysis to support the duty officers' weekly reports.

### **ECDC – “Epidemic Intelligence at the ECDC”**

██████████ presented the use of EMM at ECDC, where it is one of the media monitoring solutions in use. A daily report from NewsDesk is used in a daily threat assessment meeting. For over 50% of disease outbreaks the first reports come from non-official sources such as MediSys. For example, MediSys beat EWRS for the outbreak of Dengue in Madeira in 2012.

### **Europol – “Use of OS information and media monitoring at Europol – tools and processes”**

██████████ described how EMM fits into the Europol OSInt and media monitoring strategy. The Europol categories provide a good example of collaboration, being based on categories originally defined by Frontex and by CERT-EU. A daily newsletter is sent to all staff at the agency, with positive feedback, and may be sent to a wider audience of police services from the MS. Main challenges are the small 2 person team responsible for OS information and media monitoring.

## **CERT-EU - “Use of EMM in CERT-EU”**

██████████ presented the use of EMM in CERT-EU: a public customised EMM installation has been available since September 2011 and a private customised one since January 2012. Both sites serve as a basis for cooperation between CERT-EU and the CERTs in the MSs who regularly contribute new sources and help to improve categories and keywords. The private site attracts about 1900 visitors per day. ██████████ expressed needs such as the ability to add new sources in EMM more easily and to monitor specific sites anonymously.

## **Collaboration on categories**

██████████ raised a number of points to consider for future collaboration on categories:

- Each category needs to have an owner, with domain knowledge and able to maintain the category over time;
- A collaboration mechanism should be established so that others can benefit from and contribute to the category definitions;
- Should users accept category updates automatically, or do they need to review changes?
- Do users share the same needs for confidentiality for their category definitions?

## **Conclusions and Actions**

The main conclusions and actions of the workshop were:

- There is a common interest to explore synergies especially on categories through the organisation of workshops at suitable intervals. The next workshop could be organised at ECDC.
- It was agreed to explore the idea of a common repository through a dedicated technical meeting in 2014.
- It would be useful to know the currently available products from EMM, as examples of best practice and to identify commonalities and areas for collaboration;
- The JRC shall provide regular updates on EMM developments, work in progress and what is in the pipeline through a newsletter it shall send out 3 times per year.
- DG HOME and JRC shall include in an annex to the minutes of the workshop a list of newsletters and reports produced by EMM EU institutional users.

## Annex II

### List of Attendees

Person	Organisation	Email
	HR	@ec.europa.eu
	JRC-ISPRA	@ec.europa.eu
	EUROPOL	( @europol.europa.eu
	EEAS	@eeas.europa.eu
	ECDC	@ecdc.europa.eu
	EEAS	@eeas.europa.eu
	CERT-EU	@ec.europa.eu
	JRC-ISPRA	@jrc.ec.europa.eu
	HOME	@ec.europa.eu
	ENV	@ec.europa.eu
	HOME	@ec.europa.eu
	Europol	@europol.europa.eu
	HOME-EXT	.ec.europa.eu
	EEAS	@eeas.europa.eu
	SANCO	@ec.europa.eu
	JRC-ISPRA	@jrc.ec.europa.eu
	FRONTEx	@frontex.europa.eu
	JRC-ISPRA	@jrc.ec.europa.eu
	ENV	S @ec.europa.eu
	JRC-ISPRA	@ec.europa.eu
	HOME-EXT	@ext.ec.europa.eu

## Annex III

### *List of EMM products in the area of Security*

Organisation	Product	Notes
DG HOME	Daily newsletter	Daily news
DG HOME	Weekly newsletter	Weekly summary of media coverage of terrorism sent to the unit and added to the DO's weekly report.
CERT-EU	Top stories 24 hours	Current top stories used to quickly assess ongoing threats
Europol	Daily newsletter	Daily summary of key news sent to all staff
ECDC	Daily report	
Frontex	Daily newsletter	