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Directorate G - Institute for the Protection and Security of the Citizen

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# Support to Open Sources User Community

Enclosure: First Interim Report

c.c.:

DG HOME

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JRC

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# **Support to Open Sources User Community**

## **First Interim Report**

Administrative Arrangement

Between

DG Home Affairs (DG HOME)

No. HOME/2014/ISFP/AA/001-A1

and

Joint Research Centre (JRC)

JRC Contract No. 33362-2014 NFP

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## 1. INTRODUCTION

The goals of the new Administrative Arrangement (AA) are as follows:

- (1) Improve the capabilities of Member States law enforcement authorities in the use of open source information to combat crime and terrorism.
- (2) Support DG HOME's strategic analysis and response capability with EMM tools and accompanying services.

This new arrangement is a continuation of the work of previous collaborations which started around seven years ago with the goal to increase the use of open source information for law enforcement purposes.

The Joint Research Centre (JRC) has been involved in scientific research to improve multilingual tools and applications for Open Source Intelligence. With the mandate of DG HOME the JRC was able to transfer these research results into operational tools to be used by Member State law enforcement authorities and EU institutions for the purpose of gathering information from the Internet.

This interim report revisits the project plan, then outlines the delivered work packages and finally gives an outlook of the project going forward.

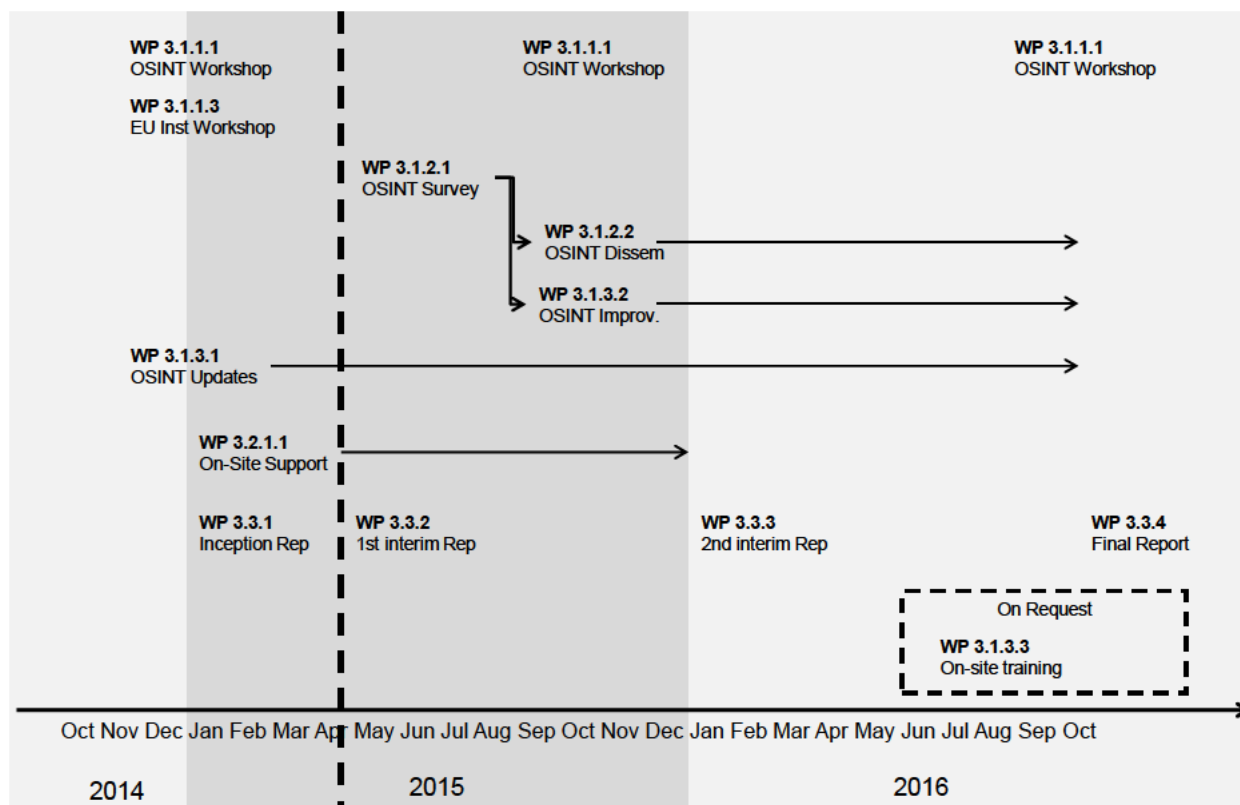
## 2. PROJECT PLAN AND WORK PACKAGES

The different work packages are described in the technical annex as well in the inception report. The following table shows a consolidated overview of all work packages (WP).

Ref	Description	Planned Execution
<i>Community of OSINT practitioners in law enforcement</i>		
WP 3.1.1.1	Workshop for OSINT practitioners	Nov 2014 Nov 2015 Oct 2016
WP 3.1.1.2	Workshop Evaluation	after each workshop
WP 3.1.1.3	Workshop for EU institutional users	Nov 2014
<i>Disseminate JRC developed software tools</i>		
WP 3.1.2.1	Usage Evaluation EMM OSINT Suite	May 2015
WP 3.1.2.2	Dissemination EMM OSINT Suite	June 2015 - Oct 2016
WP 3.1.2.3	On-site user training EMM OSINT Suite	on request

<i>Improve and sustain EMM OSINT Suite operational use</i>		
WP 3.1.3.1	Operational Updates EMM OSINT Suite	Nov 2014 – Oct 2016
WP 3.1.3.2	Improvements EMM OSINT Suite	based on survey / on request by
<i>Support DG HOME Open Source Information Gathering and Analysis Capacity</i>		
WP 3.2.1.1	On-site operations support	01/2015-12/2015
<i>Reporting</i>		
WP 3.3.1	Inception Report	01/2015
WP 3.3.2	First interim report	05/2015
WP 3.3.3	Second interim report	12/2015
WP 3.3.4	Final Report	10/2016

The following diagram provides an overview of the project plan. The thick dotted line marks the current progress of the project.



The following work packages have been delivered so far:

- OSINT Workshop November 2014
- Institutional Users of EMM Workshop 2014
- On-Site Support
- EMM OSINT Suite operational update

### **3. DELIVERED WORK PACKAGES**

#### ***WP 3.1.1.1 OSINT Workshop for MS practitioners***

Organise three workshops for law enforcement practitioners about the use of open source information and its practical application.

##### **Deliverables:**

- Three workshops for MS law enforcement authorities
- Supporting event web site with online workshop material

The first workshop for OSINT practitioners was organised by the JRC in November 2014. The workshop was attended by 50 participants<sup>2</sup>. The workshop featured hands-on trainings both for EMM server and EMM OSINT Suite and the following presentations by experts from the Member States:

##### **“Trendwatching”**

*Belastingdienst/FIOD/ Strategische OpsporingsInformatie, The Netherlands*

The presentation gave an overview about how the Dutch tax authorities keep track of new trends, such as electronic money (for example: Bitcoin).

##### **“The Monitoring of the Internet within the Austrian Ministry of Finance”**

*Bundesministerium für Finanzen, Österreich*

This presentation gave an overview of the organisational structure and tasks of the unit which monitors tax and customs relevant sites, such as online shopping and auction sites.

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<sup>2</sup> The participant list can be found in the 6.1



## **“Development of Open Source Collaborative Working in UK Law Enforcement”**

*National Crime Agency, United Kingdom*

The collaboration between different law enforcement authorities within the United Kingdom was the topic of this talk. It explained how Open Source Intelligence is taught and how practitioners work together and also gave an outlook for an initiative for pan-European collaboration in the field.

## **“Elements of Assessment on Individuals’ Radicalisation and Influence on Facebook, Twitter and Instagram”**

*Romanian Intelligence Service*

This presentation demonstrated how radicalisation tendencies can be spotted using social media sites and tools these sites offer.

### ***WP 3.1.1.2: Workshop Evaluation***

Evaluate workshop to improve subsequent events based on feedback of attendants.

#### ***Deliverables:***

- On or offline survey to evaluate workshop results
- Evaluation of survey and results summary
- Changes top next event format

After the workshop we conducted a feedback survey by sending out an assessment form. The form and the results are available in Annex 8.2.

### ***WP 3.1.1.3: Workshop for EMM Institutional Users***

Organise a workshop for EU institutional users of EMM to exchange best practices.

#### ***Deliverables:***

- One workshop for institutional users of EMM tools at JRC’s premises

The JRC organised a meeting for EU institutional users of EMM. Please find the meeting minutes in Annex 8.3.

### ***WP 3.1.2.3: On-site user training for existing and new users***

Provide on-site trainings for new and existing users of the EMM OSINT Suite. This work package can be requested by MS authorities to learn how to use the software or how to adapt it to special use case scenarios.

#### ***Deliverables:***

- Updated and customised training material
- On-site training delivery

No on-site training was requested by Member States.

### ***WP 3.1.3.1: Operational updates EMM OSINT Suite***

Provide a quarterly release to keep the software current.

#### ***Deliverables:***

- Quarterly bug fix release
- Release notes and announcement mail

An operational update 2.32 was issued in January 2015. The next operational update is planned for May 2015.

### ***WP 3.2.1.1 On-site operation support with JRC trained experts***

The JRC provides on-site experts in order to support on-going operations and to facilitate the transfer of technical knowledge. The experts are based mainly in Brussels but have the opportunity to work in Ispra at specific intervals to get updated with the latest technical knowledge.

#### **Deliverables (on-site):**

- Operations support to keep EMM tools running
- Development of new categories, refinement of existing categories for DG HOME's areas of interest
- Production of open source daily products
- Reducing operational risks by proving latest expertise on the use of EMM tools
- Facilitate understanding of the system

#### **Deliverables (Ispra):**

- Training of the experts in the latest EMM products and developments

- Remote support of the experts

The on-site support commenced continuing operation from a previous arrangement as planned in January 2015.

#### ***WP 3.3.1 Inception Report***

Submit inception report within one week after kick-off meeting, describing project plan for the first 6 months, team composition and further results of kick-off meeting.

The inception report incorporating the kick-off meeting was delivered in January 2015.

### **4. PROJECT PLAN FOR THE NEXT MONTHS**

The work on the arrangement will continue as planned. The following work packages will be delivered within the next months

- WP 3.1.2.1: A survey for the users of the EMM OSINT Suite software will be designed and conducted.
- WP 3.1.3.1: The EMM OSINT Suite software will receive an operational update to stay current.
- WP 3.1.1.1 EMM OSINT Public Workshop with 2015 edition

### **5. RISKS AND CHALLENGES**

The execution of several milestones faces certain risks and challenges.

We have identified the following risks:

- Lack of collaboration of MS authorities (especially OSINT Survey WP 3.1.2.1)
- Lack of interest in our community offerings (Website, OSINT Field Manual)
- Development of software tools not meeting user requirements
- Software tools not meeting minimal quality standards
- Lack of personnel resources

To mitigate the risks the following measures will be taken:

- Increase communication and collaboration with MS authorities and community through website and dedicated mailing list

- Software will be tailored for law enforcement purposes to cover domain specific requirements
- Incremental software delivery process which allows changes to user requirements all along the way
- Systematic testing of tools and deliverables to ensure decent quality
- Timely reporting and discussion of activities between JRC and DG HOME to ensure effort is directed towards joint goals

## 6. ANNEX

### 6.1. EMM OSINT Workshop 2014 (26.-28.11.2014) Participant List

The workshop was well attended with around 50 participants.

SURNAME	NAME	E-mail	AFFILIATION
[REDACTED]	[REDACTED]	[REDACTED]	Counter Terrorism Centre HR
[REDACTED]	[REDACTED]	[REDACTED]	Arma dei Carabinieri IT
[REDACTED]	[REDACTED]	[REDACTED]	Polícia Judiciária PT
[REDACTED]	[REDACTED]	[REDACTED]	Central Unit of Intelligence Analysis RO
[REDACTED]	[REDACTED]	[REDACTED]	Ministry of Interiore FR
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	Ministry of the Interior NL
[REDACTED]	[REDACTED]	[REDACTED]	Council of the European Union
[REDACTED]	[REDACTED]	[REDACTED]	Belastingdienst Internet Service Centre
[REDACTED]	[REDACTED]	[REDACTED]	European Commission
[REDACTED]	[REDACTED]	[REDACTED]	Customs National Office NL
[REDACTED]	[REDACTED]	[REDACTED]	Council of the European Union
[REDACTED]	[REDACTED]	[REDACTED]	Council of the European Union
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	European Commission
[REDACTED]	[REDACTED]	[REDACTED]	Swedish customs SE
[REDACTED]	[REDACTED]	[REDACTED]	UAS Leiden
[REDACTED]	[REDACTED]	[REDACTED]	Council of the European Union
[REDACTED]	[REDACTED]	[REDACTED]	VSSE-BE
[REDACTED]	[REDACTED]	[REDACTED]	Nationa Crime Agency UK
[REDACTED]	[REDACTED]	[REDACTED]	Tax Authorities SE
[REDACTED]	[REDACTED]	[REDACTED]	Ministry of the Interior CZ
[REDACTED]	[REDACTED]	[REDACTED]	EU ECDC
[REDACTED]	[REDACTED]	[REDACTED]	Ministry of the Interior CZ
[REDACTED]	[REDACTED]	[REDACTED]	Customs National Office NL
[REDACTED]	[REDACTED]	[REDACTED]	Customs National Office NL
[REDACTED]	[REDACTED]	[REDACTED]	Council of the European Union
[REDACTED]	[REDACTED]	[REDACTED]	Irish Police
[REDACTED]	[REDACTED]	[REDACTED]	Counter Terrorist Center HU
[REDACTED]	[REDACTED]	[REDACTED]	JRC Ispra

			JRC Ispra
			IAEA
			Ministry of Interior FR
			EU Europol
			EU Frontex
			JRC-Ispra
			EU OHIM-Alicante
			Council of the European Union
			Ministry of Defence IT
			European Commission
			Belgian Customs / Cybersquad
			JRC Ispra
			Federal Ministry of Finance AT
			POLÍCIA JUDICIÁRIA PT
			Council of the European Union
			JRC Ispra
			Romanian Intelligence Service
			JRC Ispra
			European Commission

## 6.2. Workshop Feedback

### 1.1.1. Feedback Questionnaire

(3) Agenda

- (a) The agenda (duration, structure, discussion vs speakers) was appropriate for the event

(4) Speakers

- (a) Speakers were professional and their knowledge of the subject was appropriate
- (b) Presentation style was suitable for the event
- (c) Speakers covered all expected topics
- (d) Time for questions and discussion was sufficient

(5) Documentation

- (a) Material covered all topics
- (b) Structure and layout was appropriate (i.e. easy to read, understandable, etc.)

(6) Facilities and Services

- (a) Presentation aids and room equipment were appropriate
- (b) Facilities (incl. room layout, group meeting rooms, etc.) were functional to the purpose
- (c) Technical support staff was available when needed

(7) Before the Event

- (a) Necessary information and enough support were available

(8) Overall Outcome of the Event

- (a) My expectations about the event were met

(9) Other comments and suggestions

For each question, the participant had the following answering options:

1	2	3	4	5
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not agree at all	not agree	neutral	agree to some extent	fully agree
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### 1.1.2. Feedback Results

We received 15 returned forms from 46 external participants.

Question ID	Question	Average Score
Agenda (1) (a)	The agenda (duration, structure, discussion vs speakers) was appropriate for the event	4,27
Speakers (2) (a)	Speakers were professional and their knowledge of the subject was appropriate	4,73
(2) (b)	Presentation style was suitable for the event	4,60
(2) (c)	Speakers covered all expected topics	4,33
(2) (d)	Time for questions and discussion was sufficient	4,73
Documentation (3) (a)	Material covered all topics	4,40
(3) (b)	Structure and layout was appropriate (i.e. easy to read, understandable, etc.)	4,47
Facilities and Services (4) (a)	Presentation aids and room equipment were appropriate	4,73
(4) (b)	Facilities (incl. room layout, group meeting rooms, etc.) were functional to the purpose	4,67
(4) (c)	Technical support staff was available when needed	4,80
Before the Event (5) (a)	Necessary information and enough support were available	3,73
Overall Outcome (6) (a)	My expectations about the event were met	4,60



### **6.3. Meeting Minutes Institutional Users of EMM Meeting November 2014**

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

The main objective of the workshop was to discuss the requirements for a repository of categories shared between the institutional users of EMM.

#### **6.3.1. Introduction**

The workshop was opened by [REDACTED], JRC) who reminded the participants of the aims of the series of meetings of EU Institutional Users of EMM:

- 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,
- Create a repository where EMM users can share categories of common interest.

[REDACTED] noted that there have been two main outcomes so far: a decision that it would be useful to have a repository for shared categories, and a newsletter to inform participants of new and planned EMM developments. She invited feedback on the newsletter, and agreed that the previous edition would be made available on the website.

The specific aim for this meeting was to move towards more practical discussions on how categories could be shared between institutions.

#### **6.3.2. EMM Developments**

[REDACTED] JRC) presented the latest EMM developments, including the use of social media, a Big Screen application, work on trend analysis and various improvements throughout the system. These will feature in the next issue of the newsletter.

#### **6.3.3. News from Participants**

[REDACTED], Europol) noted the interest of Europol to host their own EMM installation, and perhaps to make it available to [REDACTED]. The Europol EMM is currently housed at the JRC, and [REDACTED] described some of the practical issues making a move to Europol difficult.

[REDACTED] went on to announce that he would be leaving Europol at the end of 2014 to take up a position in Germany.

██████████ Frontex) announced that ██████████ would be leaving Frontex at the start of 2015.

#### 6.3.4. Shared Repository Discussion

██████████ (JRC) presented the current JRC plans for the implementation of a shared repository. This provided the basis for a lively discussion between all participants on how best to share categories and manage their evolution.

Many points were covered, including:

- The shared repository will build on the existing functionality of the category editor and the workgroups defined in NewsDesk by adding a further level, sharing of categories between institutions and the shared repository. Only those categories chosen to be shared will be present in the shared repository, and will be visible only to the owner, JRC, and other institutions chosen from a list of trusted partners. As new institutions join the repository, existing members will decide whether or not to add them to their list of trusted partners.
- The best granularity of categories for sharing – probably the best would be to share categories matching a fairly tightly defined concept, such as the JRC country alerts, which can then be combined to give specific results.
- Management of updates by other users – once a category owner has shared a category and allowed editing by others, should these edits go through moderation by the owner, or would that risk slowing things down too much? The consensus was that moderation would be needed.
- The advantages of an iterative approach. Providing shared read-only access to each other's categories would already be very useful and might be used in a first prototype of the system.
- Incentives for sharing categories – why should institutions upload their categories? JRC, as system experts, will be happy to check the organization and suggest improvements to categories, but JRC does not have the domain or language expertise needed to certify or quality stamp categories. The main expected benefits are to receive suggested improvements from other EMM users, and to gain to increase the pool of 'building blocks' from which further categories can be constructed.
- The importance of category evolution over time was stressed, for example an alert on Hacking would need to match the names of new groups as these appear. Having access to categories maintained by others is a key advantage of the shared repository.

### 6.3.5. Conclusions and Actions

The main conclusions and actions of the workshop were:

- The common interest in exploring synergies on categories was confirmed, and further discussions based on a prototype system will be held at the next meeting, to be hosted by Frontex towards the end of Q2 2015.
- Discussions between experienced EMM users on best practice and future requirements are very useful to all, and enough time should be allocated in future meetings to encourage them.
- JRC will continue with the definition and development of the shared repository system, with the aim of having a prototype system in place for the next meeting.
- Participants were encouraged to provide any further suggestions for functionality to the JRC as early as possible.

### 6.3.6. List of Attendees

Person	Organisation	Email
[REDACTED]	JRC-ISPRA	[REDACTED] [REDACTED]@ec.europa.eu
[REDACTED]	DG HR-DS	[REDACTED] [REDACTED]@ec.europa.eu
[REDACTED]	JRC-ISPRA	[REDACTED]@jrc.ec.europa.eu
[REDACTED]	EUROPOL	[REDACTED]@europol.europa.eu
[REDACTED]	FRONTEX	[REDACTED]@frontex.europa.eu
[REDACTED]	HOME-EXT	[REDACTED]@ext.ec.europa.eu
[REDACTED]	JRC-ISPRA	[REDACTED]@jrc.ec.europa.eu
[REDACTED]	JRC-ISPRA	[REDACTED]@ec.europa.eu
[REDACTED]	HOME-EXT	[REDACTED]@ext.ec.europa.eu