



EUROPEAN COMMISSION
JOINT RESEARCH CENTRE
Institute for the Protection and Security of the Citizen
Global Security and Crisis Management Unit

Support to Open Sources User Community

Inception 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

Document History

Date	Author	Comments
14.01.2015	██████████	Initial draft
05.02.2015	██████████	Added results of kick-off meeting

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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 7 years ago with the goal to increase the use of open source information for law enforcement purposes.

In the past years the Internet has had a profound impact of the life of citizens and the way public and private organisations do their business. As the amount of publicly available information has further increased so has the need of law enforcement authorities to be able to handle this information to sustain an environment of safety for all citizens across Europe.

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 inception report gives an overview of the work packages to be performed, the tentative project plan and the results of the kick-off meeting of the AA.

2 WORK PACKAGES OVERVIEW

To reach the goals of the AA a number of work packages have been defined in the technical annex.

In the following we give a brief overview of the different deliverables as they were defined by the AA to be able to analyse risks and dependencies and to refer to them from the project plan chapter¹.

Improve Member State Capabilities in the use of Open Source Information

The first goal is to improve MS capabilities in the use of open source information. The relevant work packages are defined in chapter 3.1 of the technical annex.

Community of OSINT practitioners in law enforcement

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

¹ Please refer to the technical annex of the AA for a full description and background information for each work package and milestone

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

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

Disseminate JRC developed software tools

The software tools are already in use in a number of authorities. However, DG HOME and the JRC see further potential in disseminating the software to MS authorities. Further dissemination should be based first on a usage evaluation of the software. The actual dissemination is done by contacting potential users, providing evaluation versions and marketing material and also providing on-site tutorials where necessary.

WP 3.1.2.1: Usage evaluation of EMM OSINT Suite

Conduct a user survey to evaluate the use of the EMM OSINT Suite tool. The JRC will first create a pilot user survey which is tested against a limited number of known users of the software. After the pilot survey an improved survey is conducted with the subscribers of the OSINT community mailing list and other contacts provided by DG HOME.

Deliverables:

- On- or offline survey to evaluate software use
- Evaluation of survey and results summary

WP 3.1.2.2 Disseminate EMM OSINT Suite

This work package depends on the prior usage survey (see WP 3.1.2.1). Based on the survey a dissemination strategy will be designed. Furthermore, the information material should provide use case scenarios of existing users of the software to clarify the practical application of the tool kit. With the updated information package the EMM OSINT Suite tool kit will be disseminated to further law enforcement authorities. We aim to focus especially on regional police authorities to provide them with our base line OSINT tool.

Deliverables:

- Updated information material
- List of prospective client authorities
- Mailing to MS authorities

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

Improve and sustain EMM OSINT Suite operational use

The software package needs to be kept operational by fixing errors and adapting it to client's needs.

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

WP 3.1.3.2: Improvements to EMM OSINT Suite

This work package is dependent on the results of the usage evaluation. Also, MS authorities might request critical features to improve the software.

Deliverables:

- Software release with enhancements
- End-user documentation

Support DG HOME Open Source Information Gathering and Analysis Capacity

The second goal of this AA is to support DG HOME's open source information gathering and analysis capacity.

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

Reporting

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.

WP 3.3.2 First Interim Report

Submit draft of interim report within 6 months of AA execution containing executive summary update on carried out activities, progress report with results and difficulties. Submit revised final report within fourteen days of receiving DG HOME's comments.

WP 3.3.3 Second Interim Report

Submit draft of second interim report within 15 months of AA execution addressing the same topics as first interim report. Submit revised final interim report within fourteen days of receiving DG HOME's comments.

WP 3.3.4 Final Report

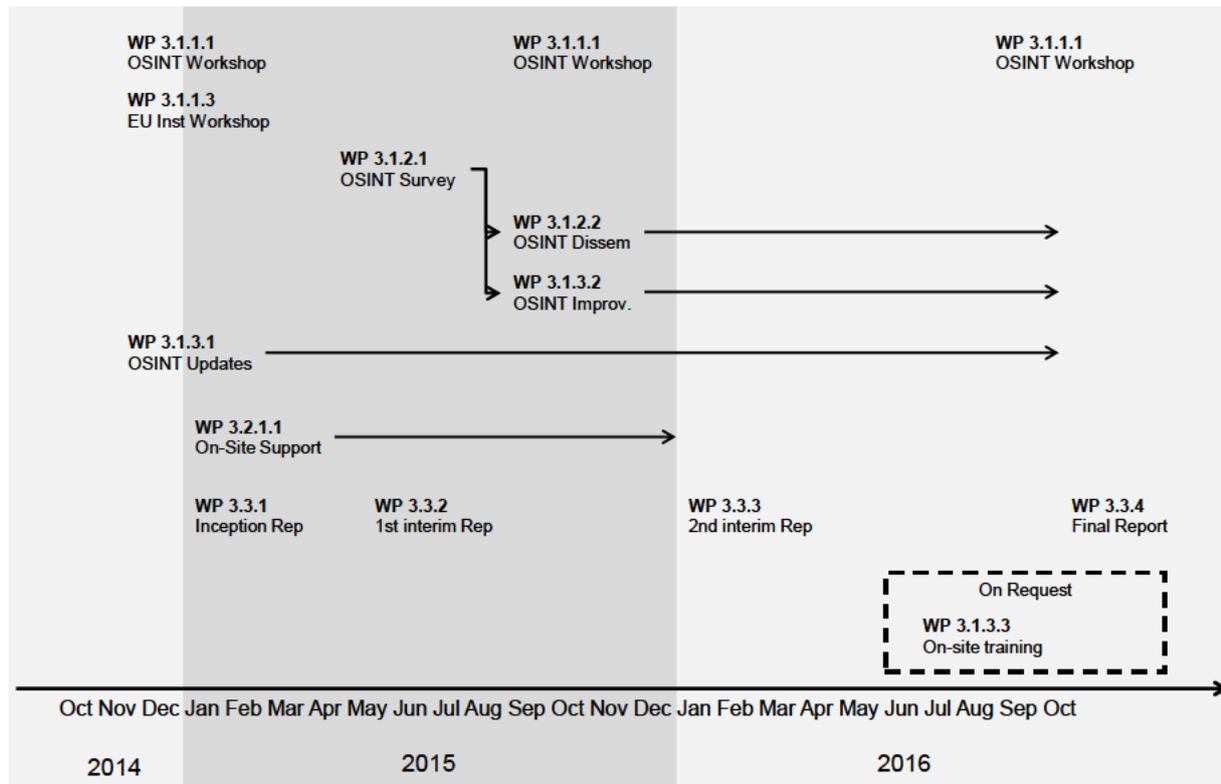
Submit draft of final report within 22 months of AA execution containing a description of the work accomplished and results obtained. Submit revised final report within fourteen days of receiving DG HOME's comments.

3 DELIVERABLES SUMMARY AND PROJECT PLAN

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's time planning and the deliverables to be achieved.



Milestones which describe activities performed over a longer period than a week are marked with an arrow representing the time period.

The survey on the usage of EMM OSINT Suite will be designed in March 2014 and conducted thereafter. The results of the survey will then be used to create a dissemination strategy for the product. Also, the survey may hint to existing gaps in the functionality of the product. These deficiencies

4 PROJECT PLAN FOR THE FIRST SIX MONTHS

The following work packages will be delivered within the first 6 months of the AA:

- WP 3.1.1.1 EMM OSINT Public Workshop
- WP 3.1.1.3 Institutional users of EMM Workshop
- The dates for the remaining workshops in 2015 and 2016 will be coordinated
- 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.
- Reporting will commence as outlined by the AA.

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

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
- Provision of anchor content on our website which is then discussed with law enforcement officials from MS to make sure their needs are taken into account
- 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

Most activities can rely on experiences we gained in the execution of a previous AA. Therefore, we expect the possible risks to be manageable.

6 TEAM COMPOSITION

██████████ – ██████████, Global Security and Crisis Management Unit, JRC

██████ ████████ - Scientific / Technical Project Officer, Global Security and Crisis Management Unit, JRC

██████████ - Scientific / Technical Project Officer, Global Security and Crisis Management Unit, JRC

██████████ (overall responsibility for WP delivery and reporting) – Scientific / Technical Project Officer, Global Security and Crisis Management Unit, JRC