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Administrative Arrangement (AA)

Support to DG HOME ***Open Sources Monitoring and Analysis Capability***

Administrative Arrangement
N° JRC.33681-2015 NFP, N° HOME/2015/ISFP/AA/SCRZ/002
Between
DG HOME AFFAIRS
And
Joint Research Centre (DG JRC)

Date 13/09/2017



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1 Overview and Background

Open Source Intelligence (OSINT) is a method of finding, selecting and acquiring information from publicly available sources. It is playing an increasing role in the overall process of intelligence gathering.

A new "strategic analysis and response" capability (STAR) has been established within DG HOME Unit A1 "Crisis management and fight against terrorism". This capability holds a key role in developing a risk assessment process as well as a crisis management capacity in DG HOME. To perform this task, both classified and open source material will be gathered for analysis and evaluation. The gathering, processing and analysis of the open source material is the main subject of this Technical Annex.

Although the material gathered is non-classified and predominantly originating from 'open sources', the collated material and any added information may subsequently be considered classified. Therefore, STAR operates in DG HOME's secure zone.

To carry out this work, tools are needed to collect, analyse and process information from these open sources and to create information products that can be directly used by the analysts.

The Joint Research Centre has developed considerable experience in advanced open source text mining and analysis for Open Source Intelligence (OSINT). Most notably it has developed two systems which facilitate the work of OSINT analysts. The first tool is the Europe Media Monitor (EMM Server) which is a server based suite of applications to perform near real-time media monitoring and data analysis. It has already been adopted by EU Institutions and some Member State law enforcement authorities. The second tool called EMM OSINT Suite is a tool which can be installed directly on the desktop computer of OSINT analysts.

2 Executive Summary

This report summarises the work performed for the Administrative Arrangement (AA) "Support to DG HOME Open Sources Monitoring and Analysis Capability". It describes and discusses the results of each defined work package.

The goals of the AA were the following:

- Continue supporting DG HOME open source monitoring and analysis capability in the DG HOME secure zone
- Maintain, use and further development of the customised version of JRC software in the secure zone
- Operational on-site support to facilitate the use of JRC software at DG HOME's premises

This arrangement is a continuation of the work of previous collaborations.

3 Work Results

This chapter describes and discusses the work performed of the different work packages of the AA. Some of the work packages have clear deliverables; others describe a more continuous support activity for the duration of the AA, especially the work carried out by JRC's on-site consultants at DG HOME premises.

3.1 WP1: Maintain operational EMM System

3.1.1 Description

Allow in-house and fully autonomous use of EMM by DG HOME, within the secure zone. Maintain and upgrade the fully customised installation of the EMM server application on servers provided by DG HOME within the DG HOME Secure Zone premises. This will include the necessary support and clarification of technical, security and operational aspects of the deployment.

- Migration of EMM system to new hardware as provided by DG HOME
- Remote technical support to operations and maintenance of EMM system
- Remote installation of updates to EMM and Windows software.
- Helpdesk support via email and / or bug tracking software for issues found with the EMM system (including NewsDesk, NewsBrief, Category Editor) and the OSINT Suite
- Support for the definition and refinement of categories and the integration of further sources into the EMM system

3.1.2 Deliverables

The following deliverables were provided:

- D1.1 Access to wiki providing documentation of EMM System and EMM OSINT Suite software
- D1.2 DG HOME's EMM System kept updated with latest version of software

3.2 WP2: Installation and Support of new EMM Modules

3.2.1 Description

- Remote installation of new EMM modules, notably early warning and translation as these become available at JRC on hardware provided by DG HOME.
- Internal training and support for consultant from the JRC team.
- Integration into EMM of commercial open source providers, including support to preparation of technical specifications for the commercial providers.

3.2.2 Deliverables

The following deliverables were provided:

- D2.1 Installation of EMM Modules after general availability (GA)

3.3 WP3: Support Operational Use of EMM by DG HOME

3.3.1 Description

- Provision of necessary expertise to DG HOME to ensure a smooth implementation of a pre-analytical capability and transfer of necessary knowledge on the use of EMM and related products to DG HOME staff, to reduce operational risk and to facilitate a common understanding of the systems
- Development of new categories, refinement of existing categories to fit DG HOME areas of interest. Production of open source daily products.
- Internal training and support for consultant from the JRC team.

3.3.2 Deliverables

The following deliverables were provided:

- D3.1 Updated category definitions
- D3.2 Open source Daily products

Deliverable D3.1 was performed by JRC's on-site support consultant with help of Ispra based EMM team. Deliverable D3.2 was performed by JRC's on-site team in Brussels. Both deliverables were performed on an continuous basis to help produce DG HOME Star's daily products.

3.4 WP4: Upgrade EMM OSINT Suite Installation at DG HOME

3.4.1 Description

JRC will provide support for the installation and use of the latest version of the OSINT Suite in the DG HOME secure zone. This includes training support if requested and clarification of technical, security and operational aspects of the deployment.

3.4.2 Deliverables

- D4.1 Latest version of OSINT Suite software

The EMM OSINT Suite software contains a software update feature which automatically (after user confirmation) installs the latest version. After a basis installation of the software no further on-site update was requested.

3.5 WP5: Management and Reporting

3.5.1 Description

JRC coordinates the various tasks within this AA to ensure that the work is completed as planned and deliverables are provided on time. The appropriate management reports requested in the Terms of Reference will be provided.

3.5.2 Deliverables

- D5.1 Inception Report
- D5.2 First Interim Report
- D5.3 Final Report

Both D5.1 and D5.2 were delivered on time. Due to an internal reorganisation the final report D5.3 could not be delivered on time as planned. However, all other work packages were delivered as outlined in the inception and interim report.

4 Discussion of the Results and Difficulties

The JRC delivered all requested tasks of the Administrative Arrangement. However, due to an internal reorganisation the hand-over of deliverable D5.3 – Final Report was late.

All the outlined risks, such as remote access to DG HOME's secure zone and needed security clearance for on-site consultants did not materialize or could be successfully mitigated.

JRC could substantially contribute to the success of DG HOME's STAR products due to the good cooperation on behalf of DG HOME and clear guidance.

5 Annex

5.1 Deliverables Overview

Ref	Description	Due Date	Status / Mode
D1.1	Access to wiki providing documentation of EMM system and OSINT Suite software	KO + 1m	On-time
D1.2	Latest version of EMM server software	KO + 3m	Continuous
D2.x	Updated EMM software modules, in particular “early warning” modules	As available	On-time
D3.1.x	Updated category definitions	As available	Continuous
D3.2.x	Open source daily products	As available	Continuous
D4.1	Latest version of OSINT Suite software	As available	Automatic
D5.1	Inception Report	Draft AA execution + 2 weeks Final KO + 2 weeks	On-time
D5.2	First Interim Report	Draft AA execution + 6 months Final 2 weeks after comments on draft	On-time
D5.3	Final Report	Draft AA execution + 10 months Final 2 weeks after comments on draft	Delayed due to organisational issues