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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 18/12/2015

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	Name	Date	Signature
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1 Introduction and Background

Open Source Intelligence (OSINT) 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. In order 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. The STAR will therefore operate in DG HOME's secure zone. In order 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 significant 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 Purpose of the Services

The aim of the current Administrative Agreement is to continue supporting the DG HOME open source monitoring, harvesting and analysis capability in the DG HOME secure zone. This includes the maintenance, use and further development of the customised version of EMM established in DG HOME secure zone.

Customised versions of the EMM software and of the OSINT Suite tool have been supplied to DG HOME under previous Administrative Agreements. JRC will maintain this software, provide and install upgrades to the latest versions, and install enhancements and new modules when available.

Using remote access facilities provided by DG HOME, JRC will provide remote support to the EMM software installed in the secure zone:

- Helpdesk (email support, problem tracking)
- Daily monitoring of EMM software
- Remote problem solving (fixing configuration, restarting as needed)
- Software upgrades
- Support for source management

- Support for template creation

In addition to this remote support, DG Home will be supported in its operational use of the EMM and OSINT software by one full time and one half time member of staff, trained by the JRC, working onsite at DG HOME who will be the interface between the system and the analysts. These persons will support DG HOME in the use of EMM (newsletter application and alerts definition) and OSINT Suite and prepare a “users handbook” for EMM and the OSINT Suite.

New modules, especially related to event detection and extraction will be installed when they become available. The support will also include regular updates to the system.

3 Workpackages

The work to be carried out can be divided into a number of work packages. Some of the work packages result in a clear deliverable; others describe a more continuous support activity for the duration of the AA, especially the work carried out by the 2 consultants at the DG HOME premises.

WP 1	Maintain operational EMM System
Start	KO
End	KO + 12M
Duration	12M
Description	<p>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.</p> <p>Migration of EMM system to new hardware as provided by DG HOME</p> <p>Remote technical support to operations and maintenance of EMM system.</p> <p>Remote installation of updates to EMM and Windows software.</p> <p>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</p> <p>Support for the definition and refinement of categories and the integration of further sources into the EMM system</p> <p>The approach through which DG HOME will provide remote access to JRC will be agreed. JRC would prefer RDP over a VPN, but is open to other solutions as long as they provide full remote desktop access to the servers.</p> <p>This work package does not include the purchase of the necessary hardware capacity to run the system. The necessary hardware will be provided by DG HOME</p>
Deliverables	D1.1 Access to wiki providing documentation of EMM system and OSINT Suite

	software D1.2 Latest version of EMM server software
Time and Effort	1 PW staff 2PM consultant 1 mission to Brussels

WP 2	Installation and support of new EMM modules
Start	KO
End	KO + 12M
Duration	12M
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.
Deliverables	D2.x EMM Modules as they become available
Time and Effort	2 PM Consultant over a 12 month period

WP 3	Support Operational use of EMM by DG HOME
Start	KO
End	KO + 12M
Duration	12M
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.
Deliverables	D3.1.x Updated category definitions D3.2.x Open source daily products
Time and Effort	18 PM Consultant over a 12 month period Regular (about every 2 months, as needed) missions from Brussels to Ispra of 2-4 days Initial training of consultant at Ispra for up to 1 week, depending on need.

WP 4	Upgrade OSINT Suite installation at DG HOME
Start	KO + 6M
End	KO + 12M
Duration	6M
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. This WP does not include development and workshop dissemination of the OSINT Suite, covered under AA 33362.
Deliverables	D4.1 Latest version of OSINT suite software
Time and Effort	1 PW staff 1 mission to Brussels

WP 5	Management and Reporting
Start	Contract Signature
End	End of project
Duration	12M
Description	Perform the reporting as requested in the terms of reference.
Deliverables	D5.1 Inception report D5.2 First interim report D5.3 Final report
Time and Effort	2 PW Staff over a period of 12 months. 3 Missions to Brussels.

4 Risks and dependencies

Most of the tasks described in WP1 have a critical dependency on remote access to the servers running EMM within the secure zone. DG HOME has undertaken to provide this access and a technical solution will be agreed between DG HOME and JRC.

A risk exists with respect to the required security clearance for the consultants. Ideally the consultants would already have a security clearance, but the budget limitations make it very unlikely that consultants with clearance could be hired. Early identification of potential consultants and request for clearance is therefore necessary in order to provide the requested services within the 30 month AA duration. In fact the process of identification of consultants and security clearance request has already started in order to be able to provide the requested services as soon as possible.

5 Deliverables Summary

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

6 Team Organisation

The team is composed of JRC staff (officials) and external consultants. The JRC will support DG HOME to ensure that all members of the team have the appropriate security clearances required for the tasks allocated to them.

The project leader will be [REDACTED], Technical/Scientific Officer: he will be responsible for overall coordination.

The EMM Senior Expert, [REDACTED], will provide support

One consultant matching “Profile 1” from the Terms of Reference will work full time on WP3.

A further consultant matching “Profile 1” from the Terms of Reference will work half time on WP3.