EMPOWERING CRISIS MANAGEMENT PRACTITIONERS IN THEIR CAPABILITY DEVELOPMENT

CONTRIBUTIONS FROM DRIVER+

Marcel van Berlo, TNO
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DIFFICULT QUESTIONS

NO EASY ANSWERS

– How to best support practitioners in their own capability development?
– How to further stimulate innovation in Crisis Management?
– How can practitioner involvement be improved?
– How many innovative Crisis Management solutions are really getting implemented?
– What are the reasons for that?
– And how can we improve on this?
THE OBJECTIVES OF DRIVER+

To develop a **pan-European Test-bed** for Crisis Management capability development

To develop a comprehensive **Portfolio of Crisis Management Solutions**

To facilitate a **shared understanding** in Crisis Management across Europe
OBJECTIVE 1: A PAN-EUROPEAN TEST-BED FOR CRISIS MANAGEMENT CAPABILITY DEVELOPMENT

STRUCTURED GUIDANCE AND TECHNICAL INFRASTRUCTURE

The Trial-oriented environment is designed to allow systematic testing of solutions in realistic yet non-operational contexts (Trials) to help practitioners in assessing solutions that can drive innovation (changes) before adopting them.

A demonstration infrastructure where stakeholders can collaborate in trialling and evaluating new tools, processes or organisational solutions.
PHASES OF THE TRIAL GUIDANCE METHODOLOGY
SYSTEMATIC AND COLLABORATIVE APPROACH

Preparation

Execution

Evaluation

DR1 → DR2 → Trial

Quality → Analysis → Synthesis
Admin Tool

Common Information Space

Common Simulation Space

Play service

Scenario manager

Time service

Message injector

Log service

Data services

Observer tool

After Action Review

Gateways

Validation service

Injects

Docker environment

SOLUTIONS

REFERENCE IMPLEMENTATION

SIMULATORS

DRIVER+ Project
CONDUCTING THE TRIAL
STRUCTURED APPROACH SUPPORTED BY TECHNOLOGY

- Scenario management
- Structured observations
- Valuable After Action Review
- Useful lessons learned
OBJECTIVE 2: DRIVER+ PORTFOLIO OF SOLUTIONS
A CENTRAL REPOSITORY TO SHARE INFORMATION ABOUT INNOVATION

Online database to document and to provide insight into practitioner information, practitioners needs, available Solutions, and experiences and lessons identified from Trials.

PoS contributes towards a shared understanding of crisis management across Europe, but also towards improved handling of the crisis situations, by making it easier to adopt new innovative solutions.
**SOLUTION OFFER**

**HOW DOES A SOLUTION WORK? WHICH CM FUNCTIONS ARE ADDRESSED?**

<table>
<thead>
<tr>
<th>Summary</th>
<th>Solution Offer</th>
<th>Technology</th>
<th>References</th>
<th>Additional details</th>
</tr>
</thead>
<tbody>
<tr>
<td>This tab explains which CM Functions are supported by this Solution and how. In addition, it also shows which CM functions it supports.</td>
<td></td>
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</tbody>
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**CrowdTasker US: Receive location-aware real-time information**

**User Story:**

- **As a:** Roots on the ground participant
- **From:** No Organisation
- **Informal volunteer Organisation**
- **I want to:** I, as a citizen/volunteer want to receive relevant real-time information relevant for my current position
- **So that:** So that I can better act on hazard events or prepare better for future activity (e.g. evacuation, taking shelter, ...)

**Supported CM Functions:**

<table>
<thead>
<tr>
<th>CM Function</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct coordinated tasking and resource management</td>
<td>This solution addresses the management of the informal volunteers (&quot;citizen as a volunteer&quot;)</td>
</tr>
<tr>
<td>Conduct systematic monitoring and data collection</td>
<td>This solution addresses the use of the informal volunteers as sources of information (&quot;citizen as a sensor&quot;)</td>
</tr>
<tr>
<td>Maintain public awareness on hazards and respective services</td>
<td>This solution provides realtime warnings, information and guidelines to the public. Recipients can be selected based on their location to warn them of hazards in certain areas or provide guidance once they enter a pre-defined area.</td>
</tr>
</tbody>
</table>

**CrowdTasker US: Gather information from the field by distributing tasks**

**User Story:**

- **As a:** Tactical level actor
- **Operational level actor**

**Supported CM Functions:**

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<tr>
<td>Task volunteers</td>
<td>CrowdTasker provides appropriate and relevant tasks to selected pre-registered volunteers, at the right time and location and according to their respective skills.</td>
</tr>
<tr>
<td>Organise volunteers and communities for recovery</td>
<td>Through its tasking system, CrowdTasker offers options to organise individual spontaneous volunteers as well as existing and emergent communities in all</td>
</tr>
</tbody>
</table>

Link with taxonomy of Crisis Management Functions enables automatically generated suggestions for potential valuable solutions.
OBJECTIVE 3: A SHARED UNDERSTANDING IN CRISIS MANAGEMENT
ENHANCING THE COOPERATION FRAMEWORK

1. Building and structuring a dedicated Community of Practice in Crisis Management to facilitate identification of best practises and sharing of lessons learnt

2. Cooperating with CM experts, practitioners and solution providers external to DRIVER+

3. Organising I4CM events (Innovation for Crisis Management) that bring together solution providers, practitioners at local/regional level and relay the Community of Users on European level

4. Developing new standards and/or contributing to ongoing and future standard development

5. Organising Policy-Research Roundtables to exchange with policy-makers on project results and potential EU policy implications
CRISIS MANAGEMENT INNOVATION NETWORK EUROPE

CMINE: A COMMUNITY OF PRACTICE

1. An active and structured Community of Practice in the field of Crisis Management

2. Closely aligned with the Community of Users (CoU)

3. Complementing already existing initiatives

4. Established in an attempt to address the fragmentation of the Crisis Management landscape

5. Enabling all stakeholders to exchange, share knowledge and best practices
THEMATIC WORKING GROUPS

In-person gatherings
HOW WILL WE INCREASE THE IMPACT?

Test-bed

TRIALS
Poland, France, Austria, The Netherlands

FINAL DEMO
Poland/Italy

Portfolio of Solutions

Shared understanding

EXTERNAL COOPERATION
An inclusive approach

EXTERNAL COOPERATION
An inclusive approach
Based on updated Crisis Management gaps and practitioner needs

1. Poland – Toxic mud flood (May 2018)
2. France – Forest fire (October 2018)
3. The Netherlands – Flood and power outage (May 2019)
4. Austria – Earthquake (September 2019)

Benefiting from the DRIVER+ Test-bed components

Testing the potential benefits of DRIVER+ Solutions and Test-bed at EU-level

All results to be made available in the Portfolio of Solutions

Four events to operationalise and test both the solutions and the Test-bed components
Cooperation with external practitioners and solution providers to enhance and facilitate sustainability

- Identify and update **needs and gaps** in Crisis Management
- Develop **scenarios** as a basis for the DRIVER+ Trials
- Call for external **solutions** to be implemented in the Trials
- Prepare, conduct and evaluate the **Trials**
- **Evaluate** the solutions and derive **lessons learnt**
- Establish a **Sustainability Board** with external members
- Develop **open source** software for the Test-bed
- **Opening up** the Portfolio of Solutions
- From cooperation agreements to **Centres of Expertise**?
TOWARDS INITIAL ANSWERS TO DIFFICULT QUESTIONS

ENHANCING PRACTITIONERS’ CAPABILITY DEVELOPMENT AND INNOVATION MANAGEMENT

- Adaptivity and flexibility with respect to practitioner needs
- Actively engage external practitioners in project activities (Trials)
- Actively engage external solution providers (Call for Applications)
  - Flexibility to include new and emerging solutions
- Establish external cooperation agreements
- Open source results (different business models)
- Don’t be afraid to share
- The whole eco-system can not to be involved in just 1 project
- Continuous process
THANK YOU.
ANY QUESTION?
More information about the project - coordination@projectdriver.eu
Interested in collaborating with us? - cooperation@projectdriver.eu
Communication and media contact communication@projectdriver.eu