SOCIETAL IMPACT ASSESSMENT – WP913
TRAINING MODULES & TRAINING SESSIONS

PROJECT MANAGEMENT– SP91

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STRUCTURE OF THE LECTURE

1. Part 1: SIA - a crucial concept for crisis management

2. Part 2: SIA - introducing the methodology

3. Part 3: SIA – implementing the methodology

OBJECTIVES OF THE LECTURE

1. To gain a greater understanding of societal impact and its relevance to crisis management

2. For learners to be able to apply the framework to their own solutions

PART 1 : SIA - A CRUCIAL CONCEPT FOR CRISIS MANAGEMENT

15 Minutes

DESCRIPTION OF PART 1

1. Who is the SIA training aimed at?

2. What are the objectives for this section?

STRUCTURE OF PART 1

1. What do we mean by SIA: Societal Impact Assessment ?

2. Why is it crucial in the Crisis Management field ?

DEFINING SOCIETAL IMPACT ASSESSMENTS

"the processes of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions" Vanclay, 2003.

TWO KEY POINTS

- In the context of this training module, societal impact is not a question of research ethics
- SIA does not focus on how CM can be made « more efficient », but where it can be more effective in fostering societal values and principles, which can indirectly improve efficiency.

WHY IS SIA CRUCIAL?

- It takes into consideration the safety and well-being of a population
- CM activities take place *in* society
- Increases societal acceptability
- Helps solution providers with identifying weaknesses in their solutions, or in combinations of solutions.
- Allows for more informed decisions
- Innovation/standardization potential
- Fostering a culture of shared understanding of CM
- Strengthens accountability of CM participants

AN EXAMPLE OF SIA IN ACTION

SOCIAL MEDIA: THE USE OF WHATSAPP IN CRISIS COMMUNICATIONS

PART 2: SIA - PRESENTATION OF THE METHODOLOGY

30 Minutes

SUMMARY OF PART 2

The method you will learn to use to assess societal impact consists of 5 steps, which will allow users to analyse, monitor and manage the societal impacts of the tools and solutions used.

Objectives of the learners:

- To understand the practical steps taken to produce an SIA
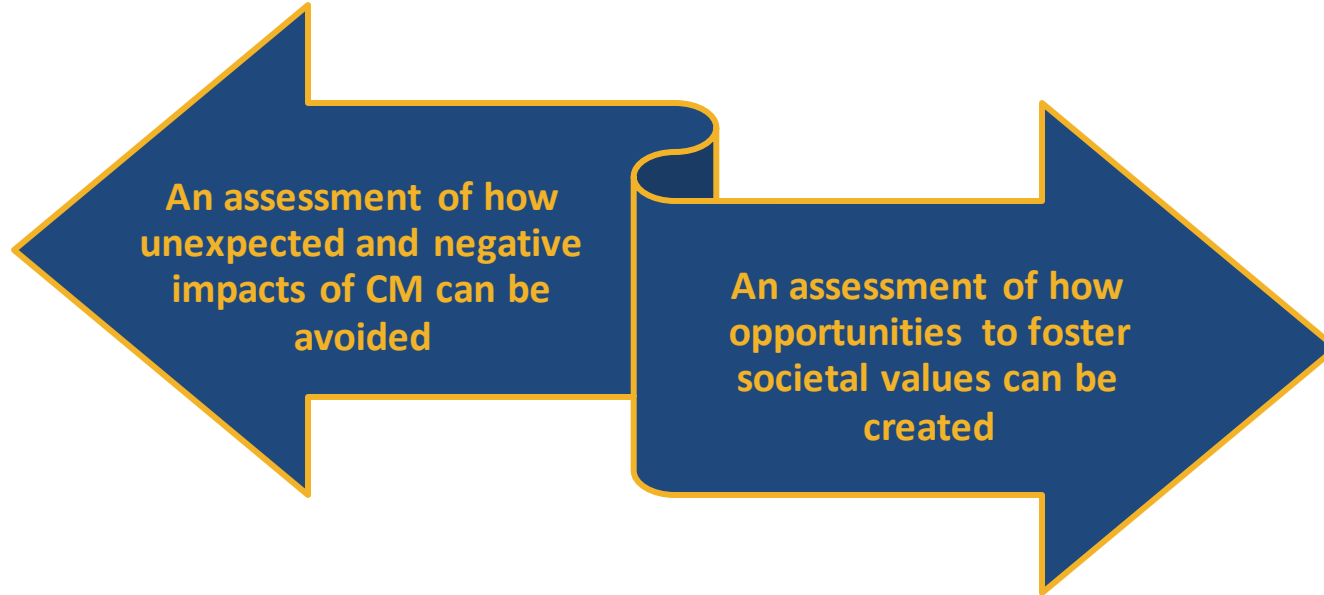- To understand how the framework can be used to assess CM solutions

THE SOCIETAL IMPACT ASSESSMENT (SIA) FRAMEWORK

WHAT IS IT?

- A research- based, systematic and comprehensive assessment method.

- Aimed at producing societally robust knowledge about the impacts CM can have on society.

- Assesses both unintended negative and positive societal impacts.

- Is the result of a systematic screening of the project, as well as approximately one hundred references from both literature and research.

- Concretely, it is a 5 step process that allows the user to analyse the context in which a solution will be deployed and any consequences of deployment

THE SOCIETAL IMPACT ASSESSMENT (SIA) FRAMEWORK

WHAT DOES THE FRAMEWORK PRODUCE?

An assessment of how unexpected and negative impacts of CM can be avoided

An assessment of how opportunities to foster societal values can be created

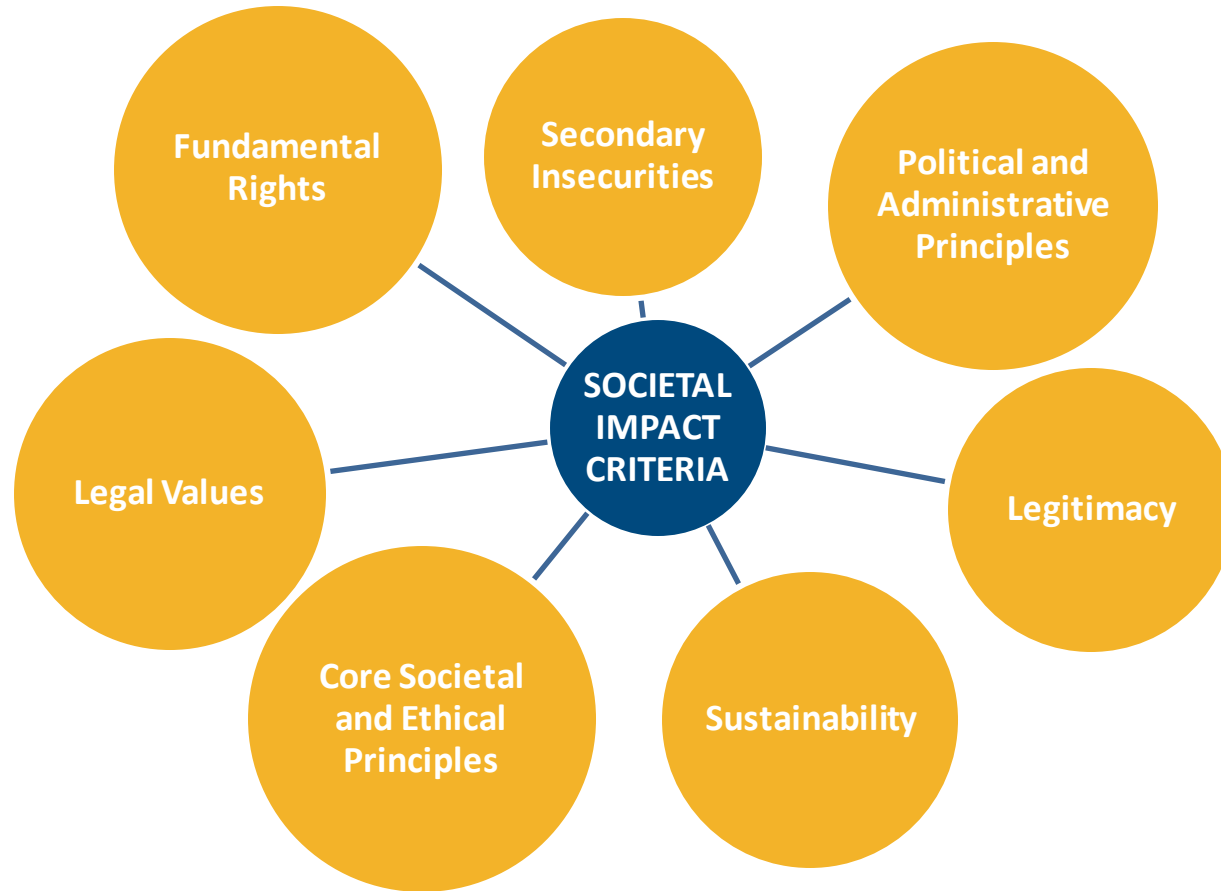# HOW TO DO A SOCIETAL IMPACT ASSESSMENT OF A CRISIS MANAGEMENT SOLUTION

METHOD TO APPLY

1. Identify Stakeholder Groups/Communities
2. Collect Background Information
3. Get an Overview of Legislation and Policies
4. Identify and Predict Impacts
5. Describe Mitigating Measures and Follow Up

Document 3.4

STEP 4: IDENTIFYING AND PREDICTING IMPACTS

A set of CM *functions* that are assessed by….

… a set of impact *criteria* in order to assess positive and negative impacts
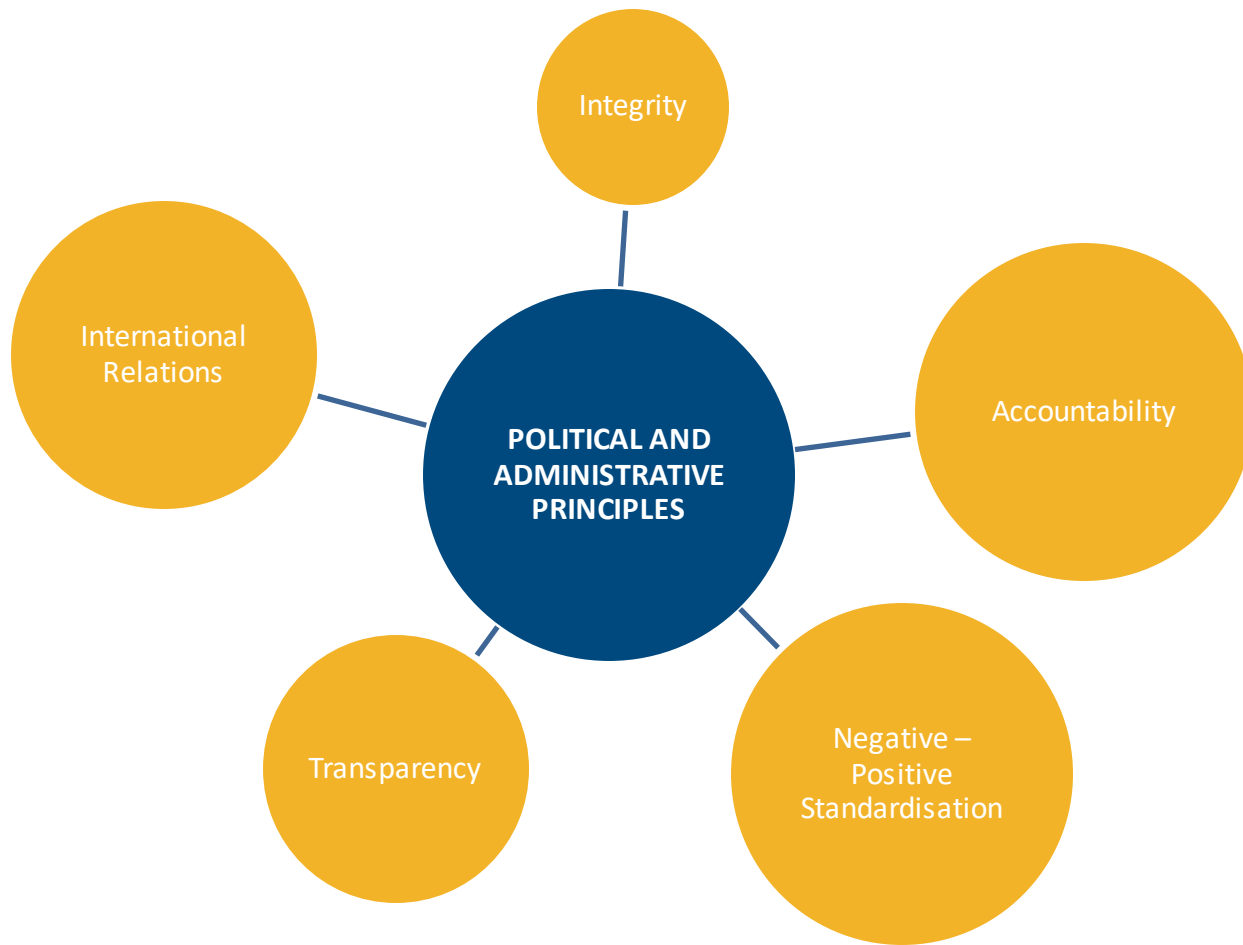
SOCIETAL IMPACT CRITERIA

SECONDARY INSECURITIES EXAMPLES

CRITERIA

1. Unease- Calmness
2. Suspicion – Trust
3. Misuse- Protection
4. New Vulnerabilities- Progress
5. Technology Dependency – Flexible Solutions
6. Function Creep – Specialised and Controlled Use

SUSTAINABILITY

SUSTAINABILITY

DROP! COVER! HOLD ON!
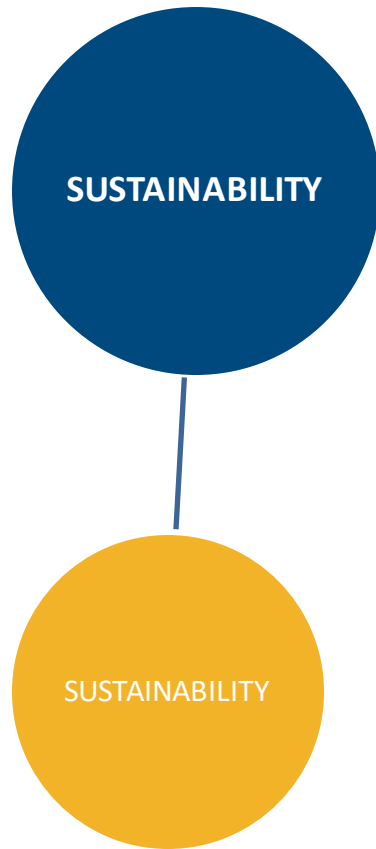
POLITICAL AND ADMINISTRATIVE PRINCIPLES EXAMPLES

CRITERIA

1. Accountability
2. Transparency
3. Integrity
4. Negative – Positive Standardisation
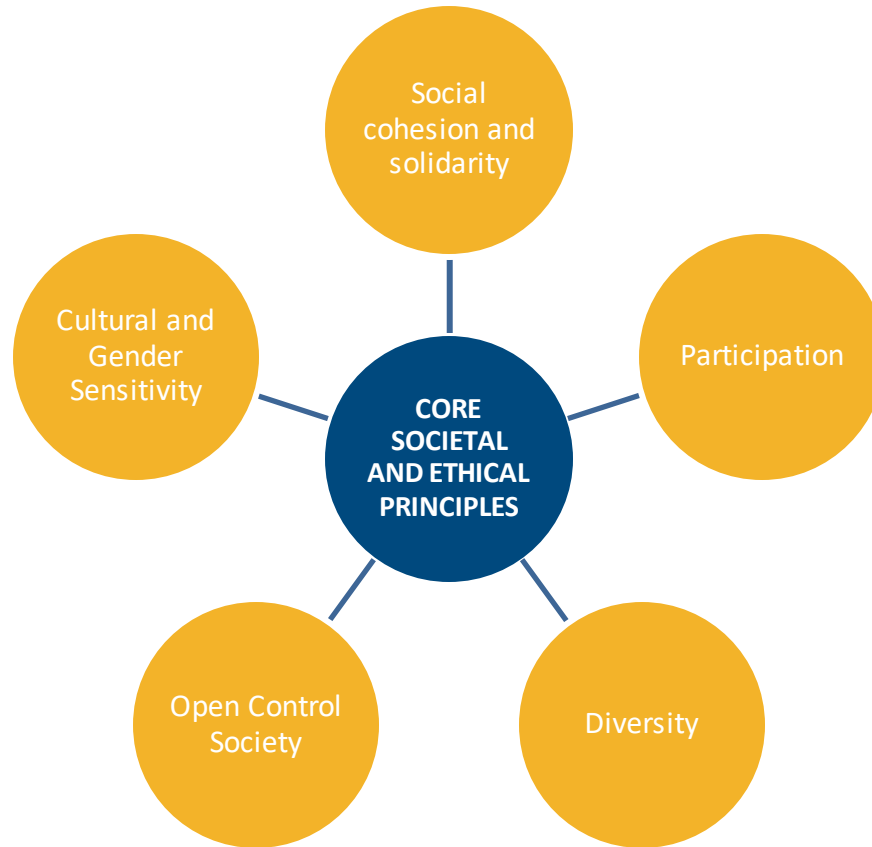5. International Relations

LEGITIMACY EXAMPLES

CRITERIA

1. State Citizenship Relationship
2. Political Reputation

Social cohesion and solidarity

Cultural and Gender Sensitivity

Participation

CORE SOCIETAL AND ETHICAL PRINCIPLES

Open Control Society

Diversity

CORE SOCIETAL AND ETHICAL PRINCIPLES EXAMPLES

CRITERIA

1. Social Cohesion and Solidarity
2. Participation
3. Diversity
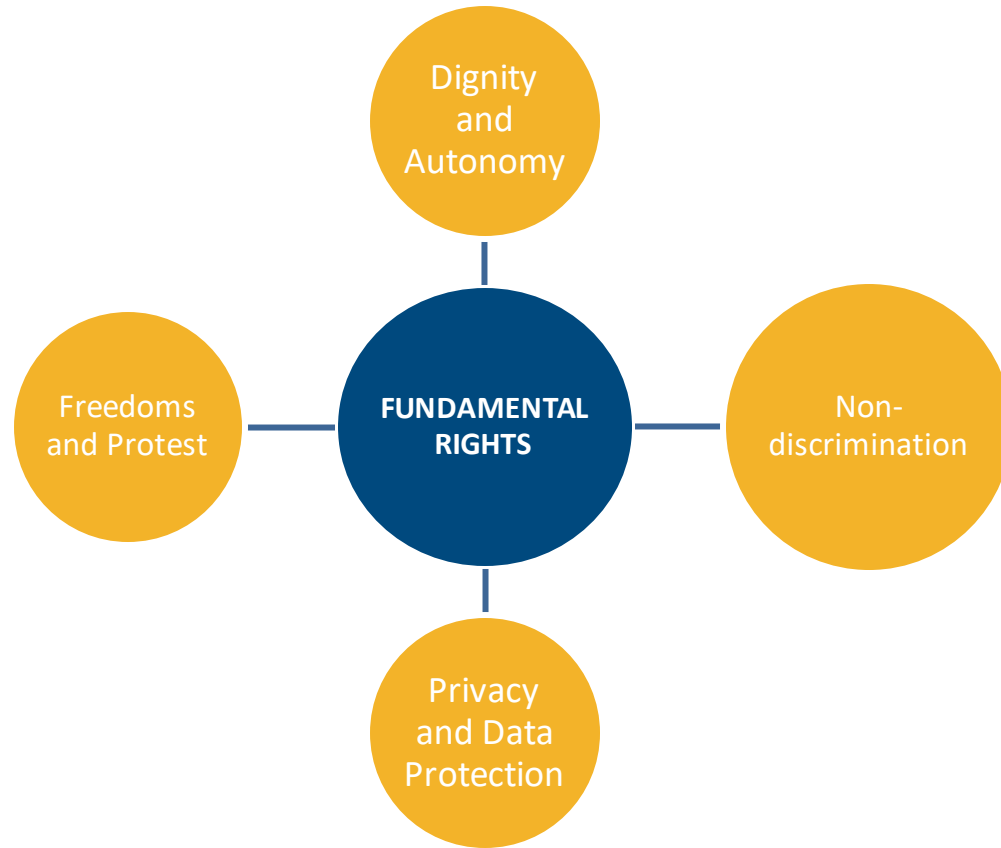4. Open Control Society
5. Cultural and Gender Sensitivity

Suitability, Necessity and Proportionality

Legal Values

Injustice and Inequality
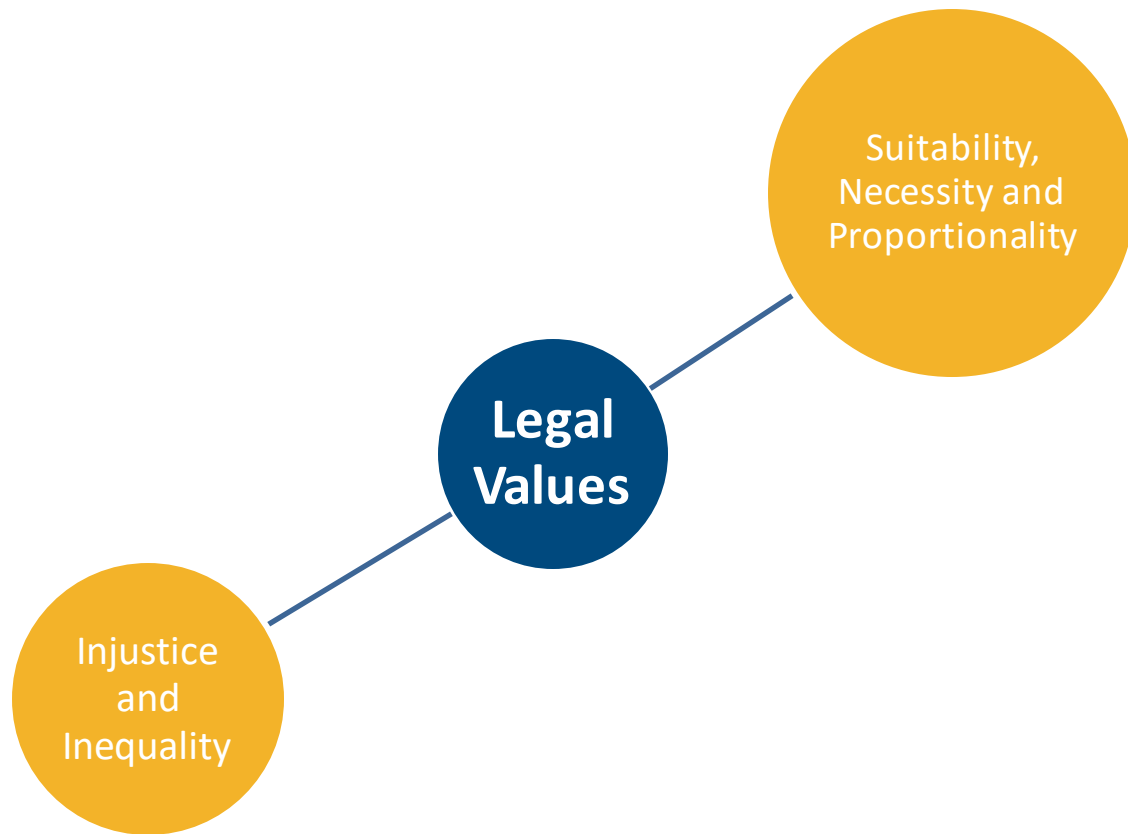
LEGAL VALUES EXAMPLES

CRITERIA

1. Suitability, Necessity and Proportionality

2. Injustice and Inequality

FUNDAMENTAL RIGHTS EXAMPLES

CRITERIA

1. Dignity/Autonomy
2. Non-discrimination
3. Privacy and Data Protection
4. Freedoms and Protest

APPLYING THE FRAMEWORK

EARLIER CASE OF WHATSAPP

1. Who are the relevant stakeholders?
- Official broadcasters
- Unofficial broadcasters
- Audience

2. Background Information
- Language skills
- Location
- Audience Composition

3. Legislation and Policies
- End to end encryption
- Private data ramifications

4. Identify and Predict Impacts
- Fundamental Rights
- Legitimacy
- Secondary Insecurities

5. Mitigating Measures
- Clear information source.
- Well introduced.

PART 3 – SIA: IMPLEMENTATION OF THE METHODOLOGY

50 MINUTES

SUMMARY OF PART 3

- Group work to undertake SIA on 2 case studies
- Presentation of results and feedback
- Create your own crisis response: SIA of a created scenario, based upon given solutions.

<u>Objectives of the learners:</u>

- To identify societal impacts of specific functions of CM solutions that has been discussed as part of the educational component
- To transfer and apply this assessment to other functions of CM solutions (i.e. doing SIAs yourself)

APPLYING THE SIA FRAMEWORK TO CASE STUDIES

- Split into groups
- Each group will undertake two pieces of work:
- Part 1) A partially completed SIA (document 3.1 and 3.2) is available for each group, based upon one of the following scenarios. Your group should complete step 4 and 5, based upon the provided information
- Feedback to whole group

- Part 2) Pick two of the solutions provided in document 3.5. You will create a crisis to apply the solutions to and then undertake a SIA (document 3.3) of each solution for that crisis.
- Feedback to whole group

CASE STUDY 1 – FOREST FIRE IN A CROSS-BORDER MEDITERRANEAN ENVIRONMENT

EXPLANATION OF CASE STUDY 1: FOREST FIRE IN A CROSS-BORDER MEDITERRANEAN ENVIRONMENT

Scenario:

A large forest fire occurs in a cross-border Mediterranean environment and threatens rural and urban interfaces. The hazard is developing rapidly and the resources of the departmental fire brigade are quickly exceeded, requiring support from other fire brigades and national means deployment.

As the fire is located near a border and the wind direction is oriented towards the border, a warning is given to the neighbouring country and terrestrial support is requested through a pre-existing bilateral agreement, established due to geographical proximity.

Support from the EU Civil protection Mechanism is also requested for additional airplanes.

The direction of the wind directs the fire towards human settlements (a campsite and wildland urban interface) and activities (industrial facilities), creating cascading effects: people trying to escape, getting trapped and injured and the industrial plant facing power outage (fire effect consequences on electricity transport and distribution lines).

SOLUTIONS TO ASSESS

Please also see the more detailed explanations (Documents 3.1)

1 –**MDA Command and Control System** : Management of the complete mission cycle for crisis management – allocation of the site of the emergency situation, finding the right resource, tasking and follow up of accomplishment

2 – **LifeX COP**: Lightweight web-based COP that provides share situational awareness based on a CIS

3 – **Social Media Analysis Platform (SMAP):** Support Crisis Manager in the processing of Social Media for situation assessment purposes

CASE STUDY 2 – TERRORIST ATTACK

EXPLANATION OF CASE STUDY 2: TERRORIST ATTACK IN BRUSSELS

Scenario:

On March 22nd 2016, two bombs exploded in Belgium. One attack took place in Brussels Airport in Zaventem, and the other at Maalbeek metro station.

ISIS claimed responsibility for the attacks. The first explosion in this dual-attack took place shortly before 8.00 am local time at the airport, while an hour later the second bomb detonated on board of a moving metro as it departed from the station.

The attacks killed 32 people (excluding the attackers), and more than 300 people were injured. Three of the attackers were also killed, and were discovered to have been involved with the terrorist group responsible for the Paris attacks on the 13th of November.

Belgium's Coordinating Unit for Threat Analysis (OCAM : *Organe de Coordination pour l'Analyse de la Menace*) placed the country on Terrorism Threat Level 3 (« Serious »), one step below the maximum level (« Very serious » and « imminent »). Level 3 security allowed authorities to introduce new alerting measures and strengthened security measures throughout the city. There were various actors involved in crisis management

SOLUTIONS TO ASSESS
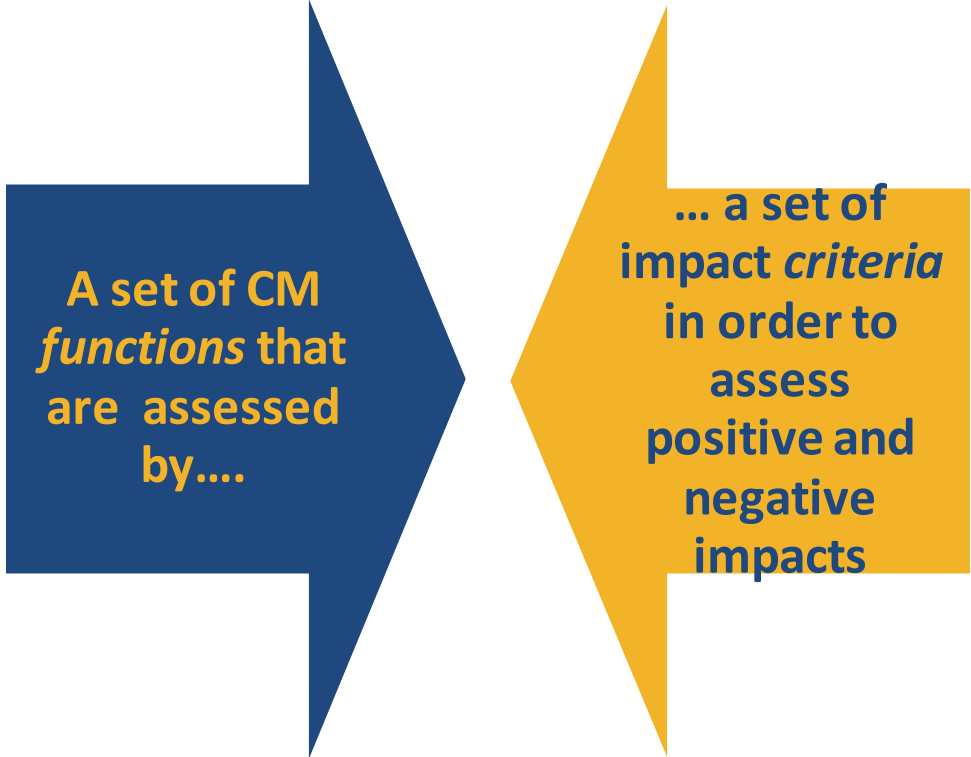
Please also see the more detailed explanations (document 3.2)

1 –**A.S.T.R.I.D. (All-rounds Semi-cellular Trunking Radio communication system with Integrated Dispatching):** TETRA technology, or « TErrestrial Trunked Radio » is a standard for digital voice and date communications that was developed in Europe and designed to meet the needs of a range of professionals, in particular those working in the emergency and security services.

2 – **BE-Alert**: Alert system allowing the authorities to broadcast a message to the population in an emergency situation

3 – **Facebook Safety Check (or Facebook Crisis Response):** Feature managed by Facebook. It is activated by the company during natural or man-made disasters and terror-related incidents to quickly determine whether people in the affected geographical area are safe.

HOW TO DO A SOCIETAL IMPACT ASSESSMENT

METHOD TO APPLY

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2. Collect Background Information
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5. Describe Mitigating measures and follow up

A set of CM *functions* that are assessed by....

... a set of impact *criteria* in order to assess positive and negative impacts

PLENARY DISCUSSION

- Please reflect on steps 4 and 5 for the case study that you were working on

- Have you found unexpected negative societal impacts ?

- If yes, would you still use the solution developed ?

- If yes, how could we mitigate them ?

- Are there any beneficial impacts?

GROUP WORK PART 2 – UNDERTAKING YOUR OWN SIA

1. Choose two solutions to work with (document 3.5)
2. Create a crisis scenario in which these solutions will be deployed
3. Undertake the 5 Steps to produce a SIA for the functions of each solution.
4. Present Results to the Group

Feedback:
1. What was your scenario?
2. Which solutions did you use?
3. What were the results of the SIA?

CONCLUSIONS OF THE SESSIONS:

Was this session relevant to you and did you achieve the expected output?

What were the main difficulties for you with the SIA?

From your point of view, how can we make the SIA more relevant for end-users?

THANK YOU.
ANY QUESTION?

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A GLIMPSE INTO D+ PAN-EUROPEAN TEST-BED

Chiara Fonio (JRC), Erik Vulllings (TNO)
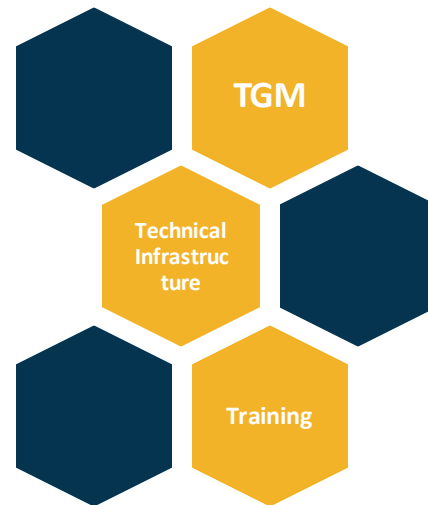
13.06.19 –Copenhagen

THE PAN-EUROPEAN TEST-BED

WHAT IS IT?

A GLIMPSE INTO THE OUTPUTS

METHODS, TECHNICAL INFRASTRUCTURE AND TRAINING

DRIVER+ Test-bed is for crisis management (CM) practitioners who are interested in assessing potentially innovative solutions in non-operational contexts, such as a Trial.

TGM

Technical Infrastructure

Training

TRIAL GUIDANCE METHODOLOGY
THE HANDBOOK

Version 0.6 - May 2019

THE TRIAL GUIDANCE METHODOLOGY

*The Trial Guidance Methodology (TGM) is designed for crisis management (CM) practitioners who have identified one or more gaps or have in mind **solutions** that can address these gaps.*

*Before adopting those **solutions** and investing time and money to figure out what fits best, the TGM provides step-by-step guidelines on how to assess them through a structured approach.*

CORE PRINCIPLES OF TRIAL DESIGN

Practitioner-driven

Co- creative

Realistic

Iterative

Robust assessment

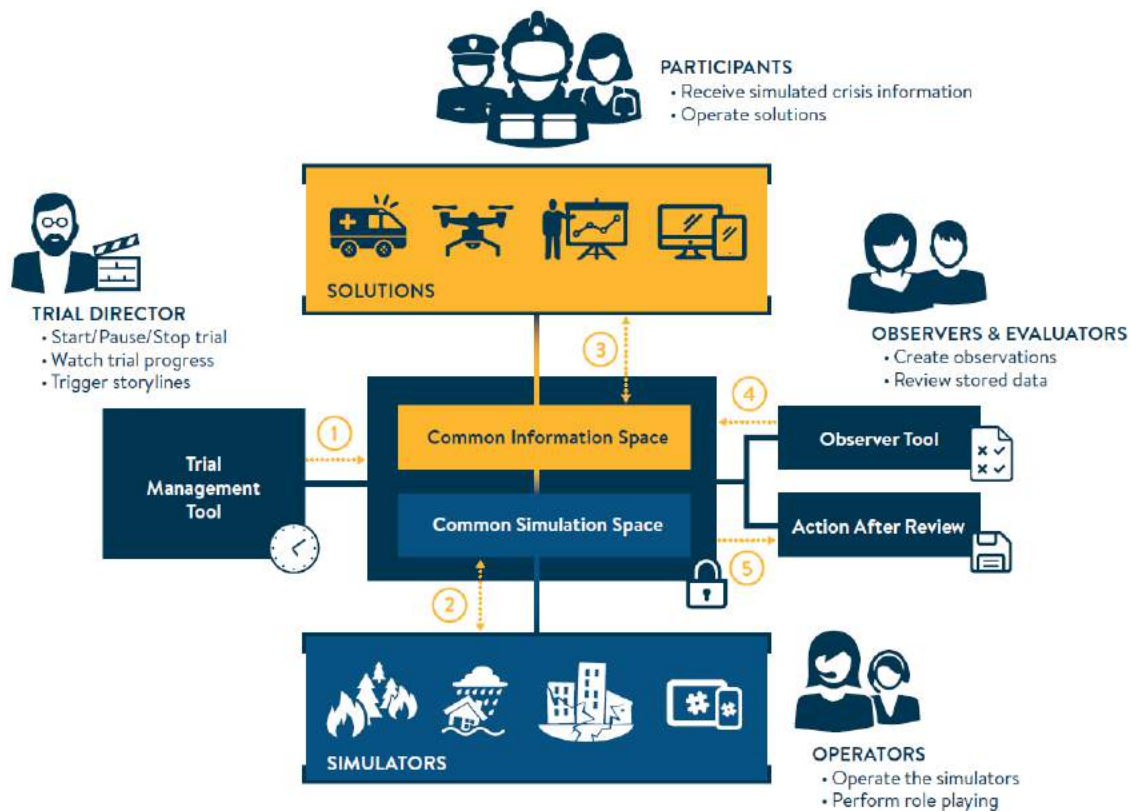Scalable

Craftsman nature

Mutual Learning

TGM'S ANATOMY
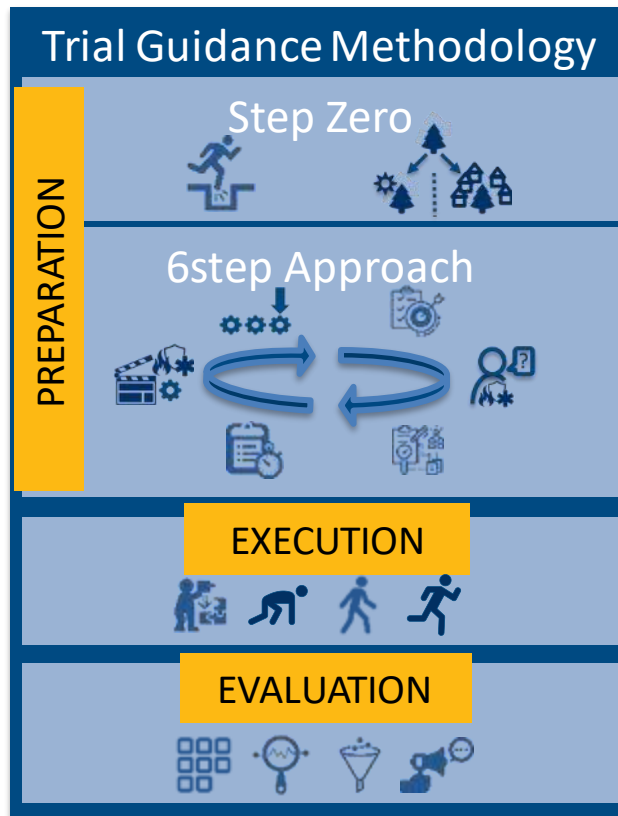
ADDED VALUE OF THE TGM: EVIDENCE ON INNOVATION
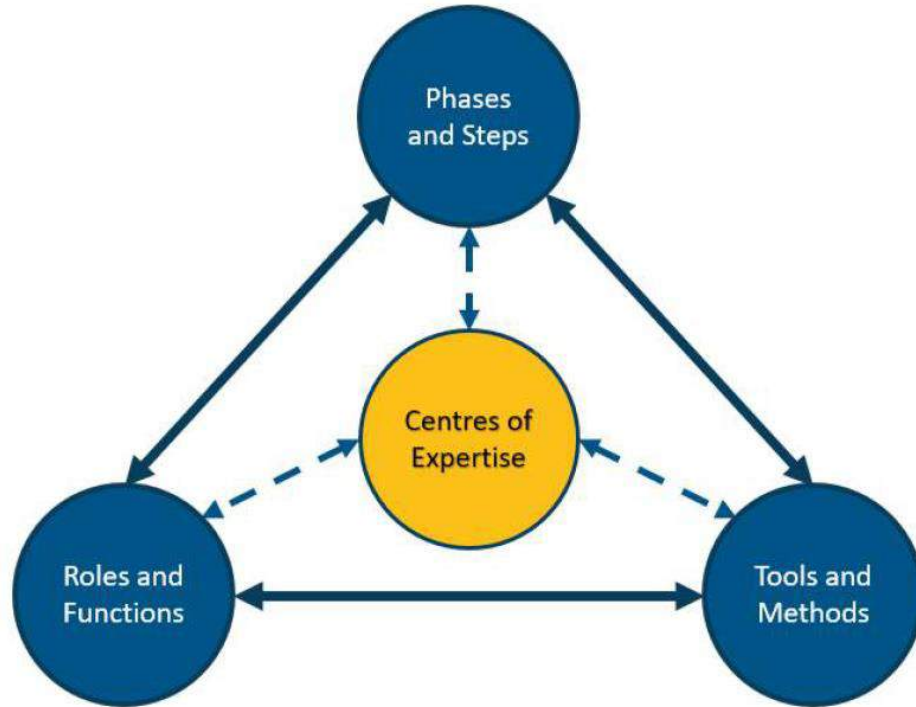
TECHNICAL TEST-BED INFRASTRUCTURE

TRAINING MODULE

BOTH E-LEARNING AND CONTACT PHASE

Various didactics:

- Slides with voice-over
- Video lectures
- Quizzes
- Animations
- Videos
- Take-home assignments
- Group work

THE TRAINING MODULE

It provides education, practice and assignments via e-learning and face-to-face workshops. In several modules, all aspects of organising a Trial are covered, for instance how to apply the TGM and how to deploy the technical infrastructure.

NOT JUST A GLIMPSE…

THANK YOU.
ANY QUESTION?

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CONTACT
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Driver Project

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