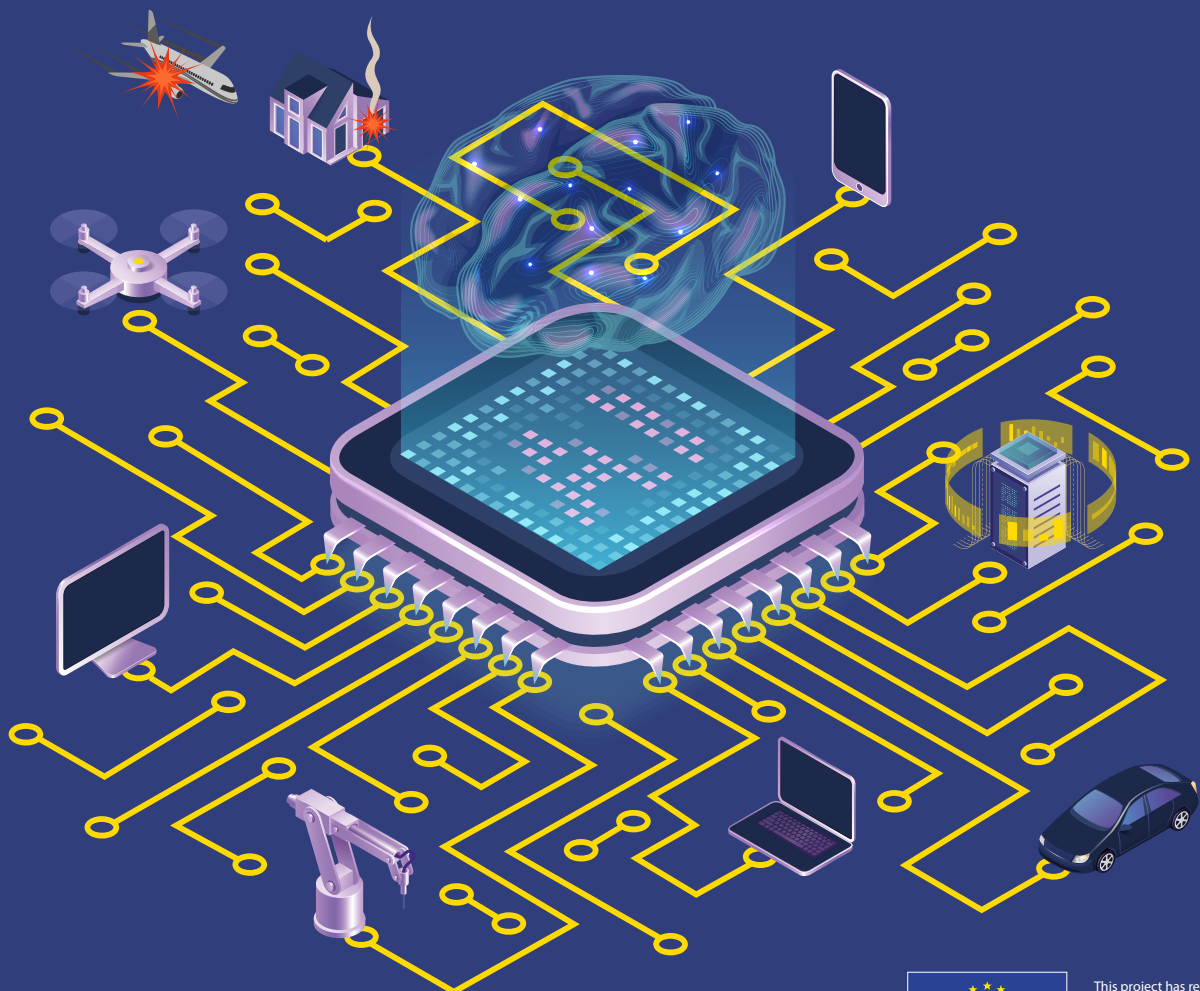


QROC 2ND

NEWSLETTER November 2020

QROC

quick and safe cross-border data
exchange on terrorist threats for
public protection



This project has received co-funding
from the European Union's Internal
Security Fund - Police under grant
agreement n° 861716

Self-Assessment on Operational Centers.

A quick overview of the results of D4.1 and D4.2

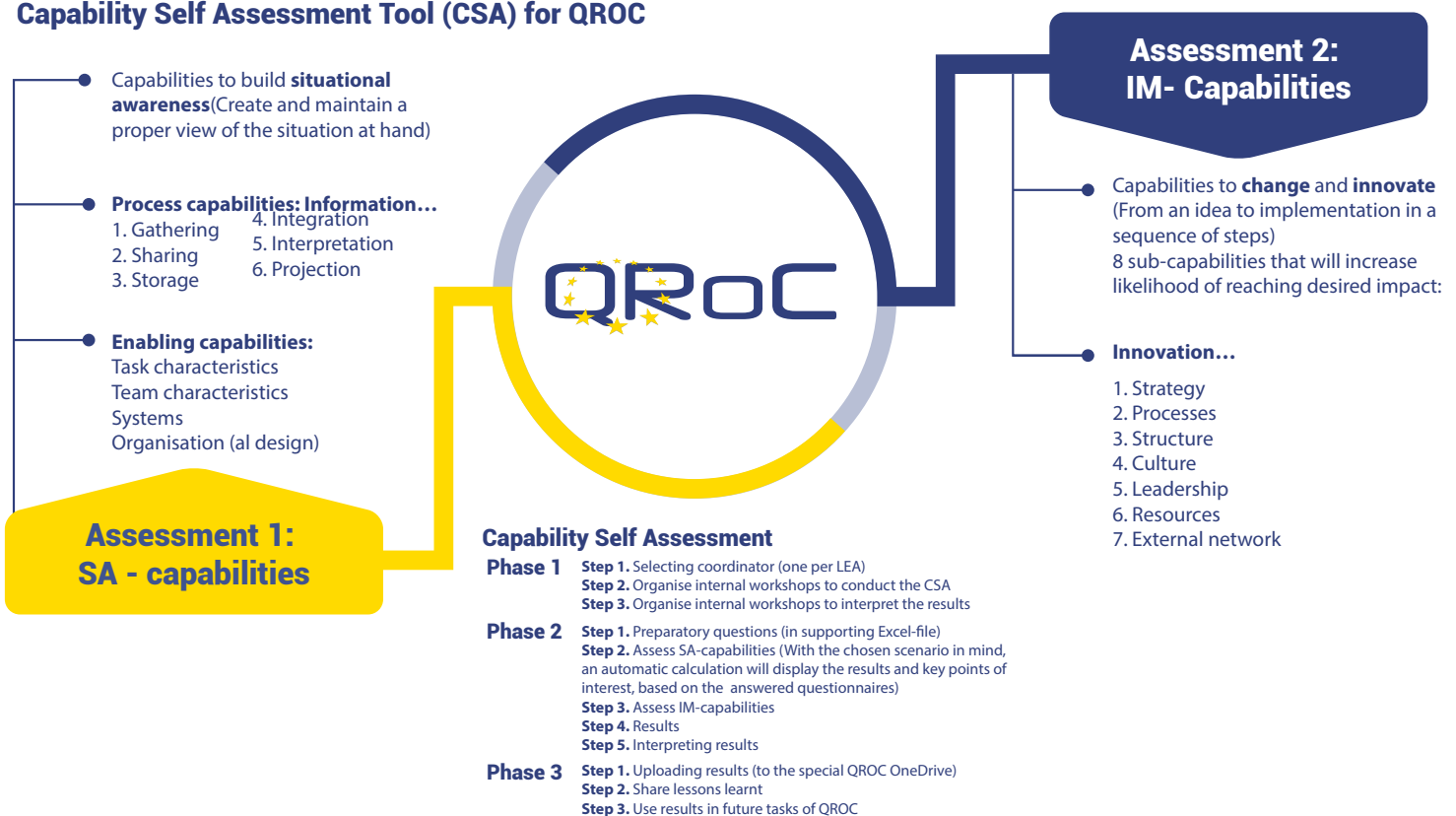
Creating situational awareness during an emergency situation is one of the key tasks of Operations Centres (OC's) to take control and prevent escalation. Digitisation processes have provided us with an increase in available data (sources) and innovative technologies (predictive models or intelligence gathering platforms) to assist OC's in their daily operations and awareness raising, but the increasing amount of data and data sources could also be overwhelming and difficult to filter out.

The main objective of QROC is to provide OCs with a Capacity Self-Assessment tool (CSA) to identify the path to maximising their capabilities and technologies.

The CSA-tool is a quick scan of OC's capabilities to build Situational Awareness (SA-capabilities) and of their Innovation Management capabilities (IM-capabilities). Citizens are important information providers, they need the police and the police need the information they can provide, so motivating them to provide information during emergency situations is important. By building on their IM-capabilities, OC's will not only be able to modernise their work processes, but also develop their SA - capabilities.

Within the QROC project, eleven OC's conducted the Capacity Self-Assessment

Capability Self Assessment Tool (CSA) for QROC



OUTCOMES: all OC's evaluated their abilities to create situational awareness (SA-capabilities) rather positively. The scores varied both between specific capabilities and between OC's.

SYNERGIES: if an OC has a developed capacity within its organization, it can assist other OC's in implementing this capacity.

SOME RESULTS:

- Consensus among participants:** the OC's must show timeliness in information sharing, must verify and filter the provided information, ensure that the emergency services receive the right information to establish their local situational awareness and have systems that facilitate and cluster information.

- Multiple OC's showed their desire to adopt:**

- i) better tools and systems to facilitate and speed up the secure gathering, storing and sharing of information (such as drones AI tools to filter Open Source INTeelligence)

- ii) integration of systems and information streams to simplify the filtering of relevant data

- iii) better and faster communication among operators.

The main goal of QROC is to promote discourse and a sturdy and trustful network in which OC's are able to share their knowledge and good practices regarding SA- and IM-capabilities.

E-LEARNING PLATFORM

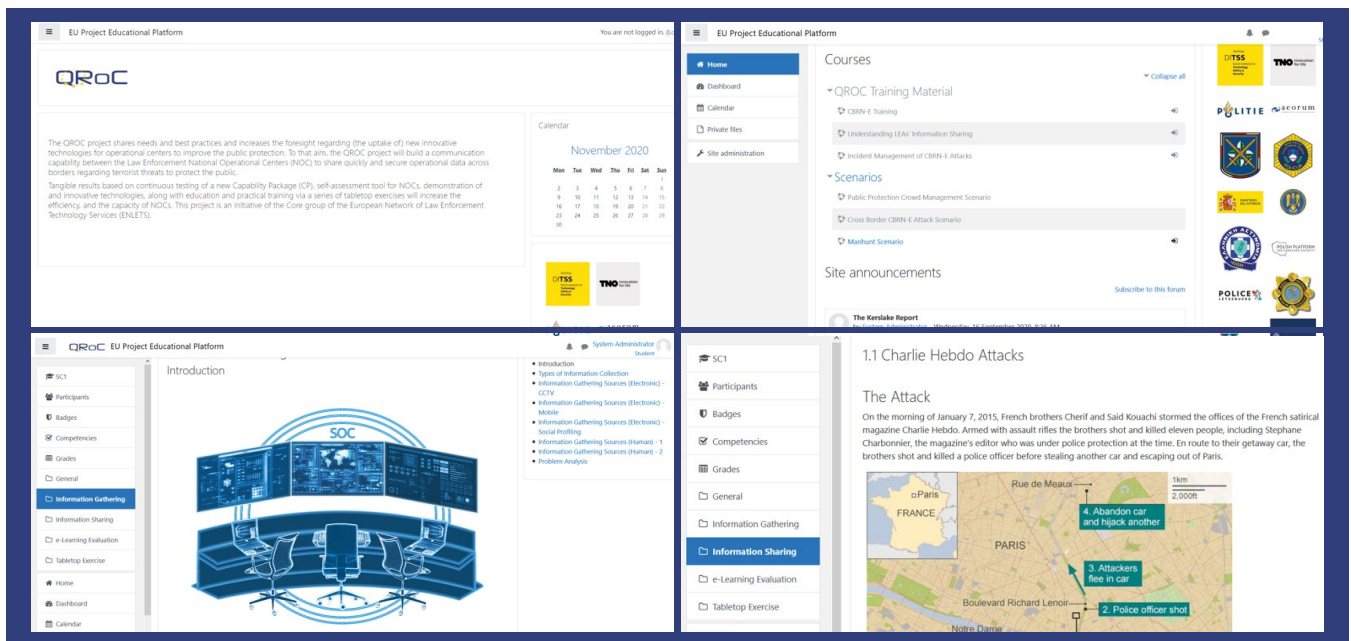
E-Learning Platform

To increase the preparedness of LEAs, the QROC project is set to provide both synchronous and asynchronous training for handling CBRN-E events. To achieve the best possible training experience, an e-learning platform based on Moodle was installed and configured, and training courses for three subjects were developed. The three subjects include:

- a. CBRN-E threats prevention and management**
- b. Understanding LEAs' Information Sharing and**
- c. Incident Management of CBRN-E Attacks**

Each course contains presentations that will help participants enhance their knowledge with regards to the subject and small quizzes at the end of each lesson are targeted in solidifying the knowledge. The courses are constantly being developed with input from the trainees and the final format of the courses will allow participants to run a completely self-paced learning path in the area of CBRN-E.

In addition to the main courses, smaller scenario specific learning paths are created to help in the preparation of the QROC participants in the upcoming tabletop exercises.



First online tabletop on Manhunt, 12 October

PAST EVENTS

During the **QROC project** execution 3 table top exercises (TTX) are planned and organised for the NOC's involved in the project. In this context, the first of these TTX, corresponding to the manhunt scenario, has been carried out online due to the COVID.

BASELINE SCENARIO



City: Prague, Czech Republic. The capital of the country with 1.309.182 inhabitants serving as a regular seat of the central authorities as well as the nation's financial, touristic and cultural centre. The city is well connected with Europe via a motorway and expressways, a fast railway line and international airport – Václav Havel Airport Prague.



Date: 22nd December



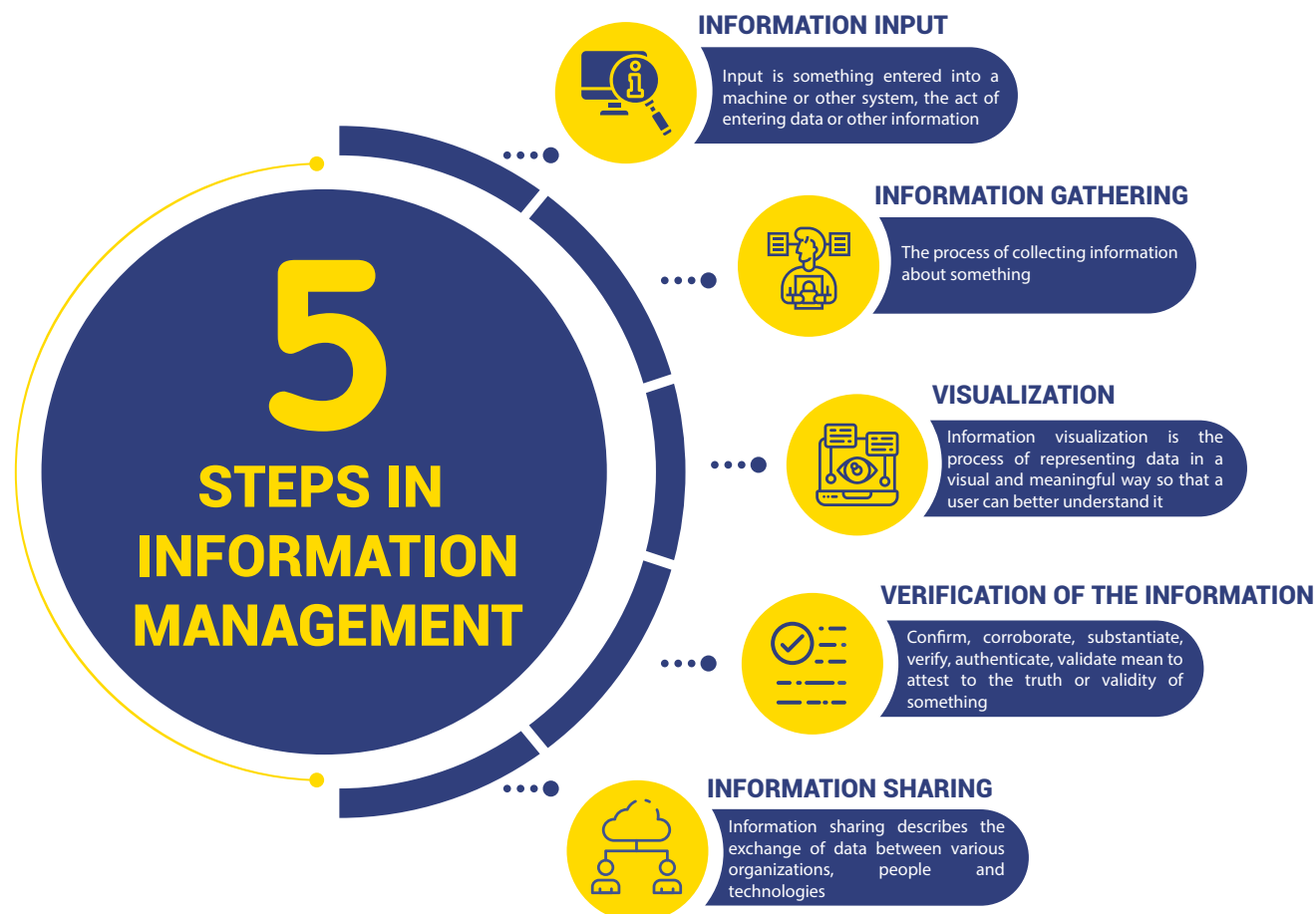
Location: Šestka Shopping Centre (Obchodní centrum Šestka) – a centre with over 100 shops, providing also food court and family activities all year around.



Start scenario: there is a robbery at the shopping centre where security personnel is refilling a ATM cash dispenser. The perpetrators flee away and the manhunt scenario unfolds itself.

PERFORMANCE

Throughout the hunting scenario the LEAs (16 players from 10 organizations) had to complete 6 assignments based on the 5 steps of information management with the main focus lay on the quick and secure collection, verification and sharing of information between (national) operational centres



CONCLUSIONS

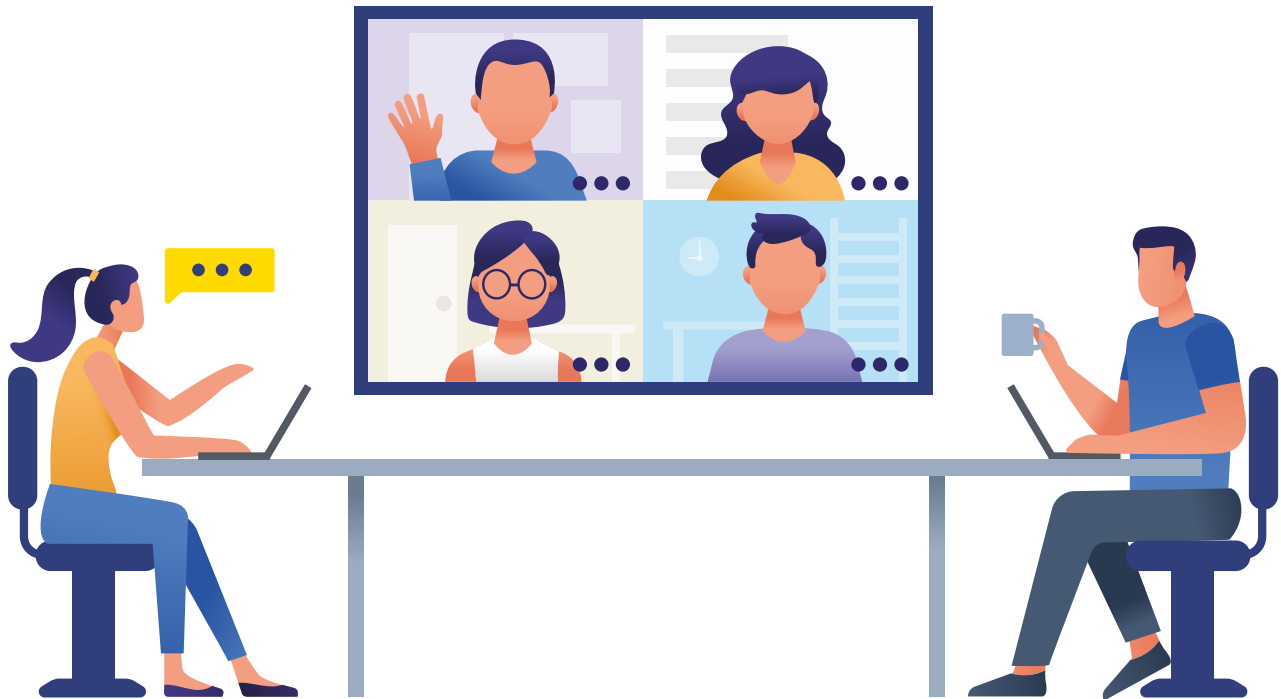
This online TTX was an innovative solution to deal with the travel ban during the pandemic. We were able to test out players during brainstorm training sessions, we triggered them to think out of the box.

It became clear that the LEA's need new technologies to share cross-border information in a quick and secure way, additionally there is also the need to improve collaboration and building trust between different NOC's and the need to have common procedures.

PAST EVENTS

User Community e-meetings

On Wednesday 11 November QROC performed the first User Community meeting with all the LEA end users involved in the project. This e-meeting was organized by our User Community manager: Peter van de Crommert (DITSS).



THE OBJECTIVE: these e-meeting will focus on engaging the LEAs (responsibilities, information sharing, active participation) and reflect on LEA roles in QROC. In these meetings, the project will also address upcoming technologies and its use in OCs. We will discuss organizational aspects for OCs, to share and learn, discuss what technologies could be used in future and what these new technologies could do in the OCs. This meeting will be held every month.



UPCOMING EVENTS

- **Second User Community meeting, December 10**
- **General Assembly from 12 to 14 April 2021**

QROC project will be closely cooperating with Europol in the coming period.

Europol is tasked by the Standing Committee of Operational Coordination and Internal Security (COSI) to make an inventory of solutions that will enable cross border communication. Members of the Europol Innovation Lab will work on a roadmap for a short, medium and long-term strategy on safe cross border data exchange; this includes business operations as well as operational data exchange / communication (from video conferencing to secure data sharing). QROC project was mentioned by various EU member states as a potential solution provider for the immediate cross border communication. In our conversation with Europol's Project Manager for this task QROC agreed on working together and using output/outcome of the project and move to implementation of e.g. Stash-cat and even further than LEAs (e.g. border guards). For this reason QROC agreed on exchanging ideas and keeping each other posted and on providing Europol with relevant QROC-deliverables (such as D4.2 Self-assessments for participating OCs, D4.3 Market Scan and D3.1 Oversight of operational data and formats). Europol will not become a partner in the project, but is offered to use and exploit the results of our project. The cooperation with Europol will not in any way influence the scope of and will not have any budget implications in the QROC project.



QROC

Upcoming deliverables

D1.3 Mid-term progress report

D2.5 QROC Workshop results

D3.4 QROC Standing Operational Procedures

D4.4 QROC Workshop on innovative use cases

D5.4 Training Manual on CBRNE

D5.5 QROC validation Plan

D5.6 QROC table top 1 exercise report

D5.7 QROC table top 1 exercise validation





This project is an initiative of the
Core group of the European
Network of Law Enforcement
Technology Services (ENLETS)



qroc-project.eu

New technologies for video analytics and video management

Click on the link:  https://youtu.be/SDdCQpc_dZM

PARTNERS



An Garda Síochána
Ireland's National Police & Security Service



POLIISI



CAMPUS
VESTA

POLICE
LËTZEBUERG



info@qroc-project.eu