Driving Innovation in Crisis Management for European Resilience

EMPOWERING CRISIS MANAGEMENT PRACTITIONERS IN THEIR CAPABILITY DEVELOPMENT

CONTRIBUTIONS FROM DRIVER+

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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?

Atos

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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

TECHNICAL INFRASTRUCTURE

REFERENCE IMPLEMENTATION

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?

Summary | **Solution Offer** | Technology | References | Additional details

This tab explains which CM Functions are supported by this Solution and how. In addition, it also shows which CM functions it supports.

CrowdTasker US: Receive location-aware real-time information

User Story:

As a: Boots 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 rele
for my current position
So that: So that I can better act on hazard events or prepare better for future actic
(e.g. evacuation, taking shelter, ...)

Solution US details

Crowdtasker US: Gather information from the field by distributing tasks

User Story:

As a: Tactical level actor
Operational level actor

Second tab explains how the Solution really works and which CM-functions it supports

Supported CM Functions:

CM Function: Conduct coordinated tasking and resource management
Rationale: This solution addresses the management of the informal volunteers ("citizen as a volunteer")

CM Function: Conduct systematic monitoring and data collection
Rationale: This solution addresses the use of the informal volunteers as sources of information ("citizen as a sensor")

CM Function: Maintain public awareness on hazards and respective services
Rationale: 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.

CM Function: Task volunteers
Rationale: CrowdTasker provides appropriate and relevant tasks to selected pre-registered volunteers, at the right time and location and according to their respective skills.

CM Function: Organise volunteers and communities for recovery
Rationale: Through it's tasking system, CrowdTasker offers options to organise individual spontaneous volunteers as well as existing and emergent communities in all

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?

TRIALS

Four events to operationalise and test both the solutions and the Test-bed components

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)

Based on updated Crisis Management gaps and practitioner needs

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

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 o**pen 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?

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