DRAFT

Project Plan for the CEN Workshop on a Functional Specification for a Resilience Information Portal (CEN WS 88)

Workshop
(to be approved during the Kick-off meeting on 2017-06-21)

The content of the Project Plan is structured into chapters.

1. Status of the Project Plan

Draft Project Plan to be approved at the Kick-off meeting of the Workshop

2. Background to the Workshop[2]

Municipalities are required to become more resilient. They face an increasing number of threats and they need to withstand actual disasters. Resilience is not only required with regard to short-term shocks, e. g. to recover from a natural disaster but also to deal with long-term stresses, such as migratory movements and societal developments.

Resilience is an extremely complex topic. European cities face an increasing frequency and intensity of hazards and disasters, which are exacerbated by climate change and social dynamics, such as demographic change and an ageing population. As Europe's cities continue to grow, there is an urgent need for far-reaching and holistic approaches to enhance cities' capacity to resist, absorb, accommodate and recover from the potentially critical effects of hazards. Supporting and building on the nexus of key resilient cities across Europe can create a strong backbone for all of Europe's cities to support one another in overcoming the challenges arising from risks ahead.

Building a backbone required collaboration and the constant and timely exchange of information. This leads to extensive requirements towards IT systems that support such activities. However, it is not possible to build resilience into a society the same way as an information system can be designed with resilient functionality in mind. Rather, municipal resilience can be reached through a many-step process in which a wide variety if actions are taken. The Smart Mature Resilience EU Horizon 2020 project seeks to support such a process by providing a comprehensive Resilience Management Guideline.

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[1] *Here the date of updating should go, updated by the last editor*
[2] *Use font Arial 12 bold for headers (header tab stop at number 1), Arial 11 for body text*

Despite the technological dimension being relatively straightforward, decision makers in municipal resilience typically have no profound IT background. In fact, due to the great reliance of resilience efforts on information systems support, a municipal IT strategy must go hand-in-hand with activities such as the implementation of resilience-related policies. The functional specification provides decision support and tools for IT staff as well as for the alignment of IT and non-IT activities. Managerial support alone is not enough, though. It is the mere starting point to a societal transformation and extensive work with resilience-related stakeholders. In particular, it can be ascertained that the people of a city need to be involved. Resilience ought to become a state of mind; if the municipality can rely on informed citizens, being able to master shocks and stresses becomes much more likely. Consequently, communicating with citizens (and other stakeholders), and engaging the people of a municipality are key elements of a resilience strategy.

Adequate IT support is key to follow such a strategy. Resilience-related activities require the processing of large amounts of data. A typical example is the analysis of water levels of streams in conjunction with the interpretation of weather forecasts. Moreover, IT can provide effective means for engaging citizens. Therefore, a Resilience Information Portal is proposed as a socio-technical artefact that supports the resilience-related activities of a city. Specifically, it means to make communication within a municipality, between a municipality and its resilience-related stakeholder, and between a municipality and its citizens more effective and more efficient.

While there are profound differences in how such a portal can be integrated into a municipality's communication and IT strategies, the technical requirements are rather uniform. Since they can be presented in a straightforward way, the SMR consortium decided to prepare them as a functional specification following a standardised format. The functional specification can be used

- as a starting point to discuss the implementation of an IT strategy that leads to a municipal portal,

- to seek for internal resources when creating a portal,

- to procure external contractors, and

- to kickstart an agile development process.

The basis of the workshop and main source for discussion will be the functional specification that has been prepared within the framework of the aforementioned SMR project. As an extension of the main output of the SMR project, the Resilience Management Guideline, the functional specification should provide additional help to cities.

To our knowledge, no similar specifications exist. Standards with regard to all aspects of the project have been assessed within the project with much detail. The following standards and standardization activities have been identified to be relevant for the CEN Workshop.

- ISO/TR 22351 Societal security – Emergency management – Message structure for exchange of information

- ISO/AWI 22396 Security and resilience – Community Resilience – Guidelines for information exchange between organizations

- ISO/DIS 37153 Smart community infrastructures – Maturity model for assessment and improvement

- ISO 37120 Sustainable development of communities – Indicators for city services and quality of life

- Upcoming work of the ISO/TC 268/SC 1/AHG 3 Data exchange and sharing for smart community infrastructures

To meet a favourable legal environment, the functional specification takes into account a host of international standards related to information technology, especially to system development. Employing these well-acknowledged standards help to provide a sound framework for development. Security and accessibility are particular requirements towards publicly available Web-based systems that may process sensitive and/or personal data. Although rules and regulations typically derive from national law (and, to some degree, from European directives[3]), the envisaged CWA will provide some related advice.. For this purpose, the functional specification includes references of standards (particularly regarding security in software) as well as comments concerning accessibility. Thereby, municipalities are supported in establishing a level of security and accessibility that satisfies laws and local requirements.

3.   Workshop proposers and Workshop participants

The proposer of the Workshop is the University of Agder, specifically the Centre for Integrated Emergency Management, Kristiansand, Norway, which has been responsible for Work Package 4 of the SMR project, and thereby the development of the Resilience Information Portal. The proposal is supported by TECNUN, Universidad de Navarra, San Sebastian, Spain, who co-developed the portal prototype, and by ICLEI, Freiburg, Germany, who lead the SMR Work Package 5 and are thereby responsible for the implementation of actual portals in partner cities.

Several members of the SMR consortium will take part in the development of the workshop and contribute to the preparation of the deliverable. In particular, due to the involvement of seven cities a realistic assessment of the standard is possible.

Participation in the Workshop is open to anyone, and the opportunity to participate is widely advertised prior to the kick-off meeting by its proposers.

4.   Workshop scope and objectives

This Workshop will develop a CEN Workshop Agreement (CWA) defining a list of requirements on how municipalities will equip an information system that facilitates building up resilience through collaboration, communication, and engagement. This marks the functional specification for a Resilience Information Portal. This portal is a communication platform for the exchange within a municipality, of a municipality and its stakeholders, and of a municipality with its citizens. Requirements aim towards a broad-purpose, easy-to-use platform that provides versatility and flexibility.

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[3] See for example https://ec.europa.eu/digital-single-market/en/network-and-information-security-nis-directive

The CWA is directed towards IT professionals and Chief Information Officers (CIOs). It provides them with decision support as well as operative help for the development process. The functional specification does not impose certain paradigms or technological frameworks or third-party programs. It provides great levels of freedom respectively room for customization to facility a technological solution that aligns with non-technological decisions, particularly deriving from a municipality's IT strategy.

5. Workshop programme

The CWA will be drafted and published in English.

The kick-off meeting will be held on 21 June in Brussels. The estimated duration of this workshop is 5 months. The Workshop activities will close no later than November 2017. During the Workshop lifetime several meetings, mainly web meetings, are foreseen to draft the CEN Workshop Agreement.

Work plan
Anyone can comment on this Project Plan of the envisaged CWA. All comments received will be considered by the chairperson preliminary to the kick-off meeting. At the workshop, each comment received shall be presented, discussed and resolved. Any meeting except for the Kick-off and the final meeting can be organized as virtual meetings. The time schedule for the Workshop is being influenced by the runtime of the SMR project.

Table 1 provides an overview of the planned work schedule.

Table 1. Tentative work plan

activity \ time	2017							
	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Public availability of project plan	▓	▓						
Kick-Off Meeting		▓						
Elaboration of Draft CWA		▓	▓	▓	▓	▓		
Finalization and Approval						▓	▓	
Publication of CWA							▓	▓

Work already delivered:
- Serrano, N. (2016): A prototype of an Integrated Resilience Information Portal that Provides a Coherent Framework to Support Communication and Engagement in Resilience Building Activities, Public Deliverable, SMR Project (H2020-DRS-2014 653569), November 2016

- Majchrzak, T. A. and Sakurai, M. (2016a): Design Principles for the Use of Social Network Services to Promote Citizen Engagement, Public Deliverable, SMR Project (H2020-DRS-2014 653569), November 2016
- Majchrzak, T. A. and Sakurai, M. (2016b): Design Principles for the Use of Social Networking Services to Promote Transdisciplinary Collaboration, Public Deliverable, SMR Project (H2020-DRS-2014 653569), May 2016
- Majchrzak, T. A. and Sakurai, M. (2015): A Communication Platform That Facilitates Different Levels of Communication and Engagement as a Shared Resource in the Project, Public Deliverable, SMR Project (H2020-DRS-2014 653569), November 2015

Particularly notable is Majchrzak and Sakurai (2016b), which contains the specification to be proposed a first draft CWA. This document contains of 111 pages; its high-level table of contents is reproduced here:

1. Introduction
2. Context and Background
3. Method
4. Social Media for Citizen engagement
5. Design Goals and Principles
6. Functional Specification
7. Testing Scenarios
8. Summary, Conclusion, and Outlook
   References
   Appendix: Interview Materials

The chapters 6 and 7 of the 'Design Principles for the Use of Social Networking Services to Promote Transdisciplinary Collaboration' document will be the basic input for the CWA draft. However, especially chapters 4 and 5 facilitate the understanding of the rationale of the proposed requirements and will therefore also be taken into account.

6. Workshop structure

This Workshop shall be led by a chairperson and in case of absence or unavailability, by a vice-chair. The Workshop secretariat shall be responsible for the management of the Workshop.

6.1 CEN Workshop Chairperson

A proposal for the chairperson will be made by the Workshop proposers; he/she or any other candidate nominated during the period of announcement of this Project Plan. He/she will be formally appointed at the Kick-off meeting by the parties present. His / her responsibilities include:

- Chairing the CEN Workshop meetings,
- Be responsible for ensuring that the development of the CWA is in accordance with the agreed Project Plan,
- Representing the CEN Workshop in outside meetings in cooperation with CCMC and with the Workshop secretariat,
- Monitoring the progress of the CWA and seek out consensus among the parties,
- Interface with CCMC regarding strategic directions, problems arising, external relationships, etc.

6.2 CEN Workshop Vice-Chair

The Workshop vice-chair shall be appointed in the Kick-off meeting. The vice-chair shall support and assist in all responsibilities outlined for the chairperson. In the absence of the chairperson, the vice-chair will represent the CEN Workshop at outside meetings in cooperation with CCMC and will interface with CCMC regarding strategic directions, problems arising, external relationships, etc.

6.3 CEN Workshop Secretariat

The CEN Workshop Secretariat is providing the formal link to the CEN system. The following main activities will be carried out by the Workshop Secretariat:
- Organizing CEN Workshop plenary meetings,
- Producing CEN Workshop minutes and action lists,
- Forming the administrative contact point for CWA project,
- Managing CEN Workshop attendance lists,
- Managing CEN Workshop document registers,
- Following-up action lists,
- Assisting Chairperson in monitoring and following-up of electronic discussions – in case the CEN Workshop is mainly working by electronic means,
- Administrating the liaison with relevant CEN/TCs, if applicable.

The CEN Workshop Secretariat provides a professional management support in the form of administrative and operational. DIN will provide the Workshop secretariat subject to formal approval of the Project plan at the kick-off meeting.

7. Resource requirements

7.1 Costs of the CEN Workshop Secretariat

The administrative costs of CEN Workshop Secretariat will be covered by resources from the SMR project. The copyright of the CWA shall be with CEN.

7.2 Participation and Registration Fee

The registration and participation at this CEN Workshop is free of charge. Each participant shall bear his/her own cost for travel and subsistence.

Participation to this workshop is open to all interested parties. All physical meetings will be located in Europe. Use of electronic meetings will be encouraged as much as possible.

8. Related activities, liaisons, etc.

The topic of the CWA can be referred mainly to two different European committees:

- CEN-CENELEC-ETSI Sector Forum on Smart and Sustainable Cities and Communities
- CEN/TC 391 Societal and Citizen Security WG3 Crisis management/civil protection

However, the main work within these committees is conducted on international level and therefore the activities of ISO/TC 268 'Sustainable cities and communities' (and mainly the SC 1/AHG 3 Data exchange and sharing for smart community infrastructures) as well as ISO/TC 292 'Security and resilience' need to be taken into account.

9. Contact points

Such as Workshop Chairperson, Workshop Secretariat, Editors, CCMC contact, etc.

Proposed Chairperson:
Tim A. Majchrzak
Universitetet i Agder
P.O.Box 422
4604 Kristiansand
Norway
Phone: +47 38 14 1982
email: tim.a.majchrzak@uia.no
www.uia.no

Vice Chairperson:
Nicolas Serrano
TECNUN
Departamento de Organización Industrial
Paseo Manuel Lardizábal 13,
20018 San Sebastián, Gipuzkoa
Spain
Phone: +34 943 21 98 77
E-mail: nserrano@tecnun.es
www.tecnun.es

CEN-CENELEC Management Centre
Alina IATAN
Programme Manager
CCMC
Avenue Marnix, 17
B-1000 Brussels
Tel.: +32 2 550 0816
E-mail: aiatan@cencenelec.eu

Secretariat:
René Lindner
DIN e. V.
Am DIN-Platz
Burggrafenstrasse 6
10787 Berlin
Germany
Phone: +49 (0) 30 2601-2942
E-mail: rene.lindner@din.de
www.din.de