

DRAFT
Project Plan for the CEN Workshop on
'City Resilience Development - Maturity Model'

Workshop
(to be approved during the Kick-off meeting on 2017-11-08)

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

European cities face an increasing frequency and intensity of hazards and disasters. These challenges, triggered by climate change, social disruptions and poor performance of critical infrastructures, are interconnected. Against this background, city resilience is becoming more and more important. One reason for that is the provision of an integrated answer to the mentioned challenges. But the resilience of a city is hard to operationalize, as its implementation involves a significant amount of stakeholders, actions and resources.

As a consequence, municipalities are required to become more resilient. This 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. Since Europe's cities continue to grow, there is also 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 a connection of key resilient cities across Europe can be of advantage for everyone. This would mean to build up a strong backbone, because all European cities would support one another in overcoming the challenges arising from risks.

The Smart Mature Resilience (SMR) research project, which is funded by the EU Horizon 2020 program, seeks to support such a process by providing a comprehensive resilience management guideline. This guideline includes a maturity model to support the implementation of city resilience by providing a suggested roadmap through several maturity stages and including actions in some complementary dimensions. The maturity model defines actions to be implemented through five different maturity stages and in four dimensions.

The CEN Workshop will support the validation of the project results with externals and other related research projects from the Horizon 2020 program; e.g. DRS-7-2014 (DARWIN and IMPROVER project), DRS-9-2015 (RESIN and RESCCUE project) and DRS-14-2015 (RESOLUTE and RESILENS project). Additionally, the workshop supports future exploitation and dissemination activities.



Currently there is some legislation that regulates aspects closely related to resilience, such as legislation defining critical infrastructure behaviour, legislation about responsibilities concerning climate change or legislation determining the role of social services.

To our knowledge no specification of an overall inclusive city resilience maturity model exists. Standards with regard to all aspects of the project have been assessed within the SMR project with much detail. The following standards and standardization activities have been identified as the most relevant ones for the CEN Workshop.

Number	Title
ANSI/ASIS SPC.2	Auditing Management Systems - Risk, Resilience, Security and Continuity - Guidance for application
ANSI/ASIS SPC.4	Maturity Model for the Phased Implementation of the Organizational Resilience Management System
BS 11200:2014	Crisis management. Guidance and good practice
BS 65000:2014	Guidance on organizational resilience
CEN/TS 16595	CBRN - Vulnerability assessment and protection of people at risk
DIN SPEC 35810	Stakeholder Engagement - Guidelines for decision making processes dealing with climate change
DIN SPEC 35811	Scenario Planning - Guidelines for decision making processes dealing with climate change
DS 3001	Organizational resilience: Security, preparedness, and continuity management systems - Requirements with guidance for use
ISO 22320	Societal security - Emergency management - Requirements for incident response
ISO 22325	Societal security - Emergency management - Guidelines for emergency management capability assessment
ISO 31000:2009	Risk Management - Principles and guidelines
ISO/TR 31004:2013	Risk Management - Guidance for the implementation of ISO 31000
ISO/DIS 31000:2017	Risk Management - Guidelines
ISO 37101	Sustainable development of communities - Management systems for sustainable development - Requirements with guidance for use

Furthermore it has to be mentioned that there is a companioning workshop, which is also based on the research results of the SMR project. The workshop on 'City Resilience Development – Operational Guidance' will develop a CEN Workshop Agreement (CWA), which will define an operational framework that provides guidance and aims at training and supporting municipalities and their stakeholders. The scope of the two workshops is different, but since both are based on the same research project, it is planned that the face-to-face meetings will be organized collaboratively.

3. Workshop proposers and Workshop participants

The proposer of the workshop is TECNUN (University of Navarra), which has been the SMR project coordinator. Several other members of the SMR project will take part in the progression of the workshop results (University of Strathclyde, University of Agder, ICLEI, and the municipalities of Kristiansand, San Sebastian, Glasgow, Vejle, Bristol, Rome and Riga). Moreover research institutions from other analogous projects will be invited to join the development of the CWA (e.g. DARWIN, IMPROVER, RESIN, RESCCUE, RESOLUTE and RESILENS).

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 framework to show the ideal path in the resilience building process of a city. This framework will be based on maturity stages a city should go through.

The standard is targeted to policy and decision makers at city level and councilors working for resilience in their city, as well as to any other city stakeholders working on resilience (e.g. critical infrastructure providers, emergency services, citizens, media, non-governmental organizations, academic and research institutions).

The potential content of the CWA will be:

- Definition of the 'CITY' concept and framework on city challenges (climate change, demographics, migration-inclusion, social issues, digitalization etc.)
- Definitions of different maturity stages
- Tools and indicators for the assessment of maturity level at city level
- List of the different resilience dimensions and sub-dimensions
- Examples for related resilience activities (e.g. best practices)

5. Workshop programme

The CWA will be drafted and published in English. The estimated duration of this workshop is seven months, no later than May 2018. 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.

	2017				2018				
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Public availability of the Project Plan									
Kick-Off Meeting									
Elaboration of Draft CWA									
Finalization and Approval									
Publication of CWA									

Work already delivered

- Josune Hernantes, Maider Sainz, Leire Labaka, Raquel Gimenez, Jose Mari Sarriegi, Patricia Maraña and Iker Zubizarreta. University of Navarra (2016). *D2.6 Preliminary Resilience Maturity Model*.
- Josune Hernantes, Leire Labaka, Raquel Gimenez and Patricia Maraña. University of Navarra (2016). *Revised Resilience Maturity Model*.

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 to the following two European committees:

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

On international level the following technical committees are the most relevant ones:

- ISO/TC 268 Sustainable Cities and Communities (mainly ISO/TC 268/SC 1 Smart community infrastructures) as well as
- ISO/TC 292 Security and Resilience.

9. Contact point

Proposed Chairperson:

Name Jose Maria Sarriegi
TECNUN (University of Navarra)
Paseo Manuel de Lardizabal 13,
20018 Donostia
Phone: +34 943 219877
jsarriegi@tecnun.es
www.tecnun.es

Secretariat:

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

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

Annex

Additional as relevant classified standards

Number	Title
ANSI/APCO 1.112.1	Best Practices for the Use of Social Media by Public Safety Communications
ARP 6:2010	Guidelines for the management of drinking water utilities under crisis conditions
BIP 2178:2011	Climate change adaptation. Adapting to climate risks using ISO 9001, ISO 14001, BS 25999 and BS 31100
CAN/CGSB-133.1-2008	Security Officers and Security Officer Supervisors
CEN/TS 16850	Societal and Citizen Security - Guidance for managing security in healthcare facilities
CSA ICT Protocol - Version 1	ICT greenhouse gas reduction project protocol: Quantification and reporting
DIN SPEC 35220	Adaption to climate change - Projections on climate change and ways for handling uncertainties
DIN SPEC 91330	Terminology relating to events in pipeline- and cable-based infrastructures
EN 13200-8	Spectator facilities - Part 8: Safety Management
EN 14892	Transport service - City logistics - Guideline for the definition of limited access to city centers
EN 15975-1+A1	Security of drinking water supply - Guidelines for risk and crisis management - Part 1: Crisis management
EN 15975-2	Security of drinking water supply - Guidelines for risk and crisis management - Part 2: Risk management
EN 16747	Maritime and port security services
ITU-T E.106	International Emergency Preference Scheme (IEPS) for disaster relief operations
IEEE 1716	Recommended practice for managing natural disaster impact on key electrical systems and installations in petroleum and chemical facilities

Number	Title
ISO/DIS 22300	Security and resilience – Terminology
ISO 22301	Societal security - Business continuity management systems - Requirements
ISO 22313	Societal security - Business continuity management systems - Guidance
ISO 22315	Societal security - Mass evacuation - Guidelines for planning
ISO 22316	Security and resilience - Organizational resilience - Principles and attributes
ISO 22319	Security and resilience - Community resilience - Guidelines for planning the involvement of spontaneous volunteers
ISO 22322	Societal security - Emergency management - Guidelines for public warning
ISO 22324	Societal security - Emergency management - Guidelines for colour-coded alerts
ISO 22397	Societal security - Guidelines for establishing partnering arrangements
ISO 37100	Sustainable cities and communities – Vocabulary
ISO 37120	Sustainable development of communities - Indicators for city services and quality of life
ISO/DIS 37153	Smart community infrastructures - Maturity model for assessment and improvement
ISO/DIS 37154	Smart community infrastructures - Best practice guidelines for transportation
ISO Guide 73	Risk management - Vocabulary
ISO/DIS 14080	Greenhouse gas management and related activities - Framework and principles for methodologies on climate actions
ISO/IEC 27000	Information technology - Security techniques - Information security management systems - Overview and vocabulary
ISO/IEC 29147	Information technology - Security techniques - Vulnerability disclosure

Number	Title
ISO/IEC 31010	Risk management - Risk assessment techniques
ISO/TR 22351	Societal security - Emergency management - Message structure for exchange of information
ISO/TR 37121	Sustainable development in communities - Inventory and review of existing indicators on sustainable development and resilience in cities
ISO/TR 37150	Smart community infrastructures - Review of existing activities relevant to metrics
ISO/TS 37151	Smart community infrastructures - Principles and requirements for performance metrics
ISO/TR 37152	Smart community infrastructures - Common framework for development and operation - Ad hoc group report
ITU-T E.409	Incident organization and security incident handling: Guidelines for telecommunication organizations CWA 15537 - Network enabled abilities - Service-Oriented architecture for civilian and military crisis management
ITU-T L.1500	Framework for information and communication technologies and adaptation to the effects of climate change
ITU-T L.1501	Best practices on how countries can utilize ICTs to adapt to the effects of climate change
PAS 182	Smart city concept model - Guide to establishing a model for data interoperability
PAS 2015:2010	Framework for health services resilience
UNE 66182:2015	Guide for comprehensive assessment of local government and transformation into a smart city
Work Item 00391011 Planned document number: DIN EN 00391011	Indicators for quality of service for social safety/security
Work Item 00391013 Planned document number: DIN EN 00391013	Crisis Management – Strategic issue resolution