

CEN

CWA 17514

WORKSHOP

June 2020

AGREEMENT

ICS 03.100.01

English version

Systematic assessment of innovative solutions for crisis management - Trial guidance methodology

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European foreword

This CEN Workshop Agreement (CWA 17514:2020) has been developed in accordance with CEN-CENELEC Guide 29 'CEN/CENELEC Workshop Agreements – The way to rapid consensus' and with the relevant provision of CEN/CENELEC Internal Regulations – Part 2. It was approved by a Workshop of representatives of interested parties on 2019-04-29, the constitution of which was supported by CEN following a public call for participation made on 2019-03-28. However, this CEN Workshop Agreement does not necessarily include all relevant stakeholders.

The research leading to the results incorporated in this CEN Workshop Agreement received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798. The final text of CWA 17514 was provided to CEN for publication on 2020-04-07. It was developed and approved by:

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¹ The project has received funding from the European Union's Horizon 2020 research and innovation program under grant agreement No 740689.

Introduction

This CWA is based on the results of DRIVER+² (Driving Innovation for European Resilience) that was a research project funded by the European Commission³. The aim of that project was to develop a rigorous, yet pragmatic methodology for the assessment of innovative solutions in the area of crisis management. The results of this project together with this CWA will be used to establish a methodology that will:

- enable practitioners to systematically assess the added value of an innovative solution;
- enhance dialogue and co-operation among solution providers and practitioners;
- support the goal to have a more objective assessment in the procurement process.

The trial guidance methodology (TGM) is designed for crisis management (CM) practitioners who have identified one or more capability gaps or who have in mind solutions that can address their needs or their belief that improvements in processes, practices or procedures might be possible. 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 solutions in non-operational contexts (such as a trial) through a structured approach. The TGM directly addresses the context of CM and deals with investigating and assessing innovation through a broad set of tools available within the DRIVER+ test-bed. The DRIVER+ test-bed consists of three elements: The trial guidance methodology, the technical-test-bed infrastructure (TTI) and the accompanying training module (TM). Within the scope of this CWA only the trial guidance methodology, excluding the TTI and TM have been addressed.

CM organizations often face difficulties in assessing the potential impact of a change in their socio-technical setup for several reasons, for instance because they lack adequate methodological know-how to assess innovative solutions. Investments in new, but inappropriate socio-technical solutions can produce significant costs and might lead to unintended consequences for the operational performance of response organizations. Introducing specific solutions, such as new software or new training or workflow processes, requires adaptations of existing practices with the aim of improving certain functions or activities. The objective of the trial guidance methodology is to assess the changes triggered by the introduction of new solutions. Assessing the impact of any kind of change is not a trivial task, as it points to both capability development and identification of innovation. For this purpose, a specific methodology has been developed which consists of three phases (preparation, execution, evaluation) and is broken down into steps within each phase. This methodology is the topic of this CWA.

This document presents this methodology, explains its phases and steps, and also provides guidance on the organization of the assessment of solutions that can bring potential innovations, and provides an overview of what is needed to initiate this process, in terms of tools and resources.

² www.driver-project.eu

³ This project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under grant agreement No 607798.

1 Scope

This document defines a methodology that enables a systematic assessment of one or more socio-technical solutions (hardware, software, training, procedure, or a mix of those) within a realistic crisis management scenario. The target group of the CWA are crisis management practitioners concerned with innovation or procurement, public authorities concerned with procurement (or writing tenders), as well as research and development departments in industry and research.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <http://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1 assessment

test, examination or similar, designed to assess a candidate's knowledge, understanding or skills in a defined area

Note 1 to entry: A candidate can be a person or a solution, example given: assessment of a solution in a trial.

3.2 solution

means that contributes to a crisis management function

Note 1 to entry: A solution is either one or more processes or one or more tools with related procedures.

3.3 innovation

implementation of a new or significantly improved product (good or service), or process, new marketing method, or new organizational method in business practices, workplace organization or external relations

[SOURCE: ISO 37500:2014-11, 3.6]

3.4 crisis management

holistic management process that identifies potential impacts that threaten humanitarian aspects of disasters and provides a framework for building resilience, with the capability for an effective response that safeguards the well-being of the society, as well as effectively restoring operational capabilities

Note 1 to entry: Crisis management also involves the management of preparedness, mitigation response, and continuity or recovery in the event of an incident, as well as management of the overall programme through training, rehearsals and reviews to ensure the preparedness, response and continuity plans stay current and up-to-date.