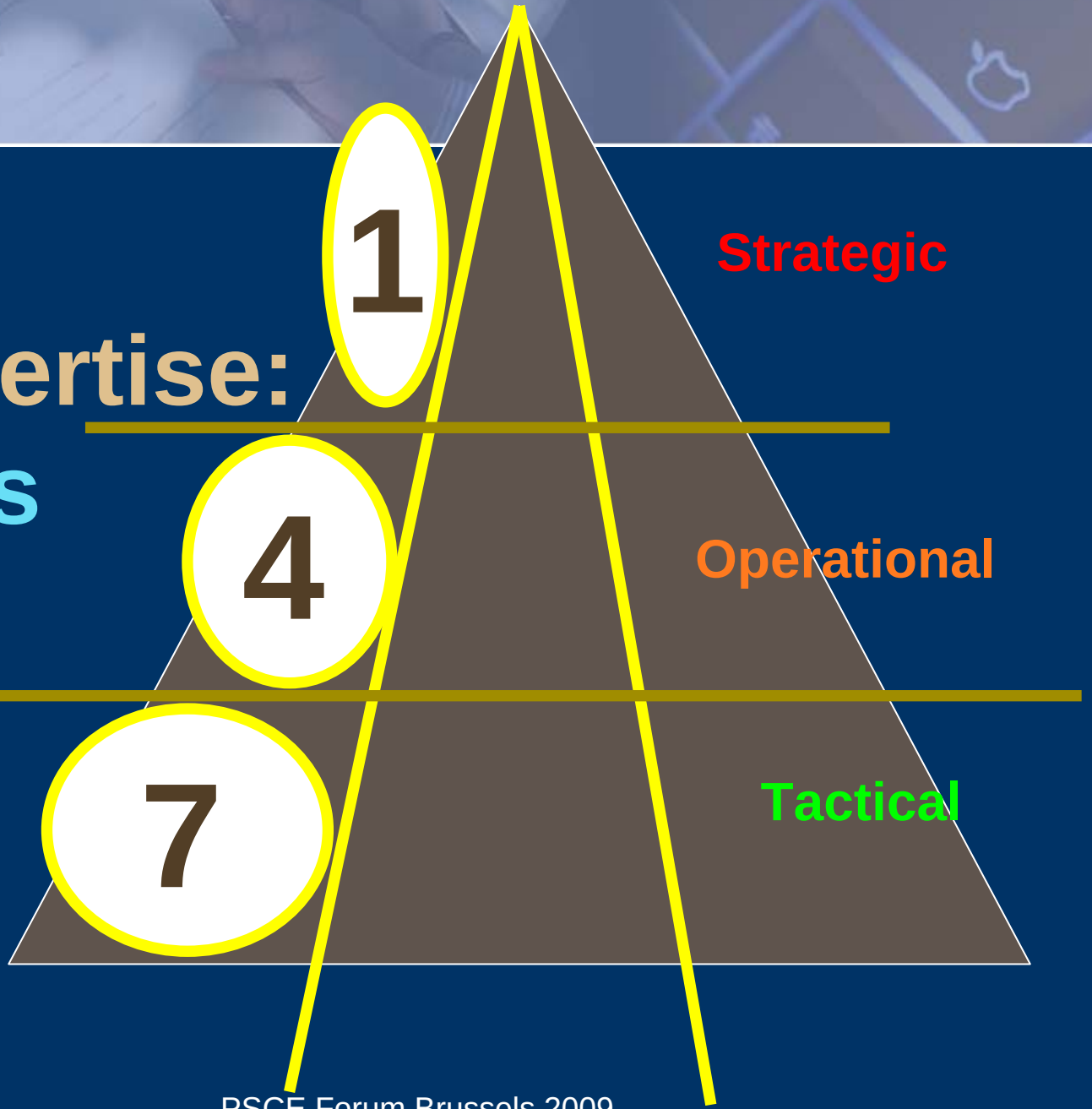
The government stakeholders in Public Safety Communications

The levels:

The expertise: Planners

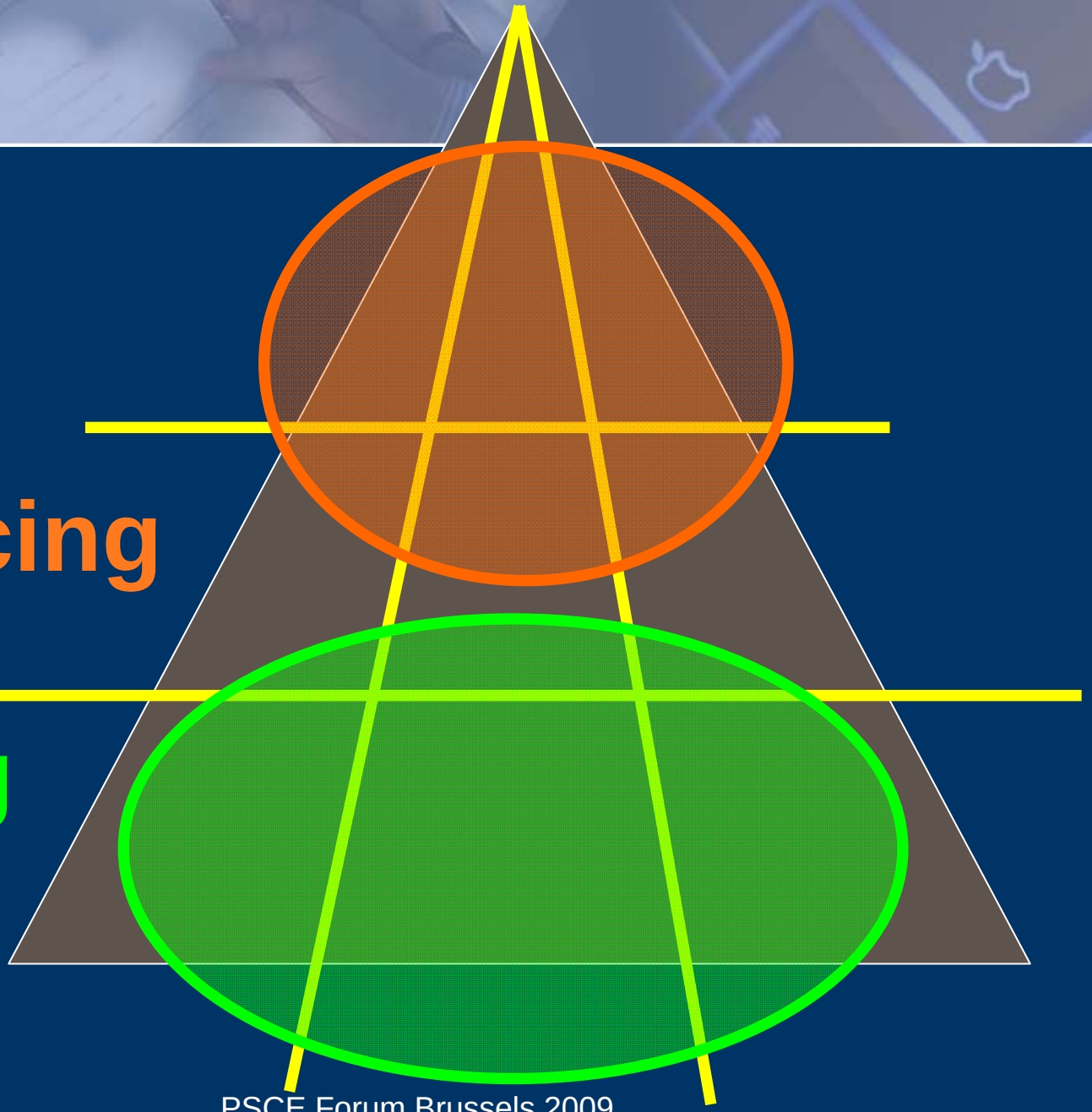


The expertise:

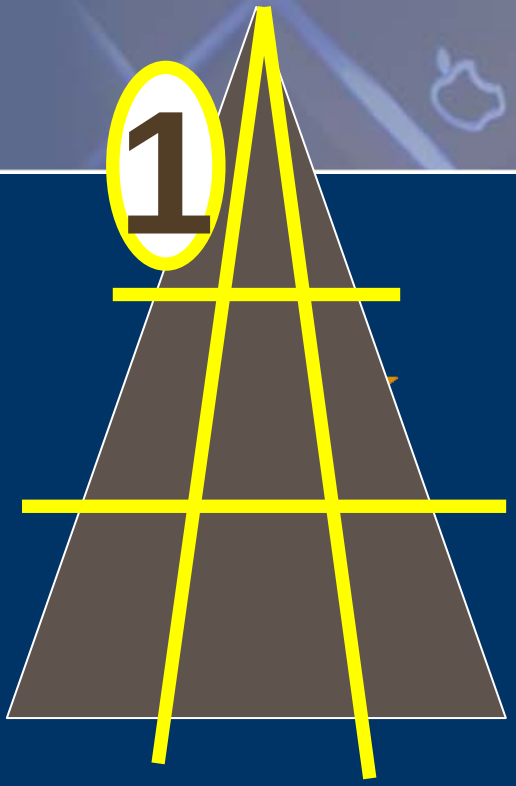
ICT (IT systems and electronic communications)

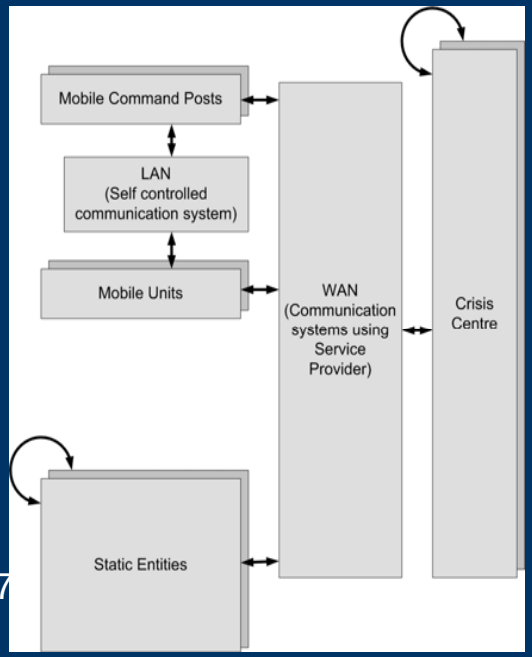
The expertise: Operations

Convincing versus Training



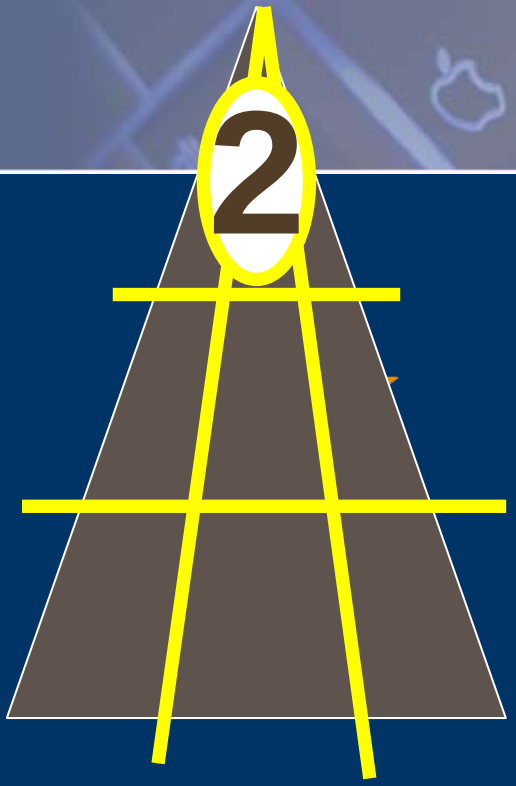
Planners Strategic

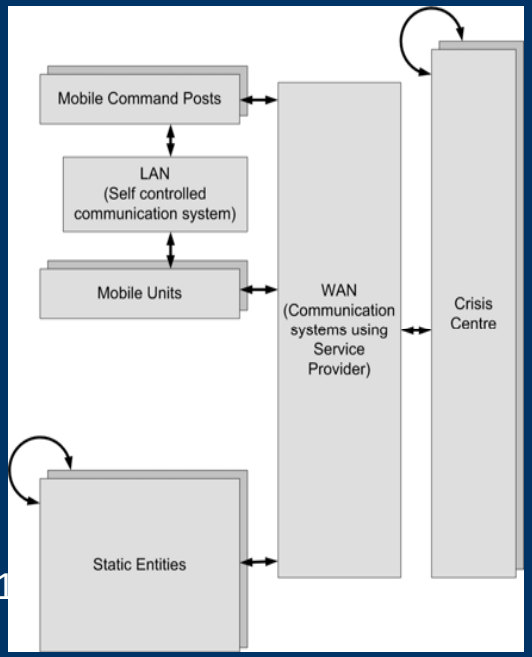




Politicians and high level advisers in Public safety (all topics)

ICT Strategic

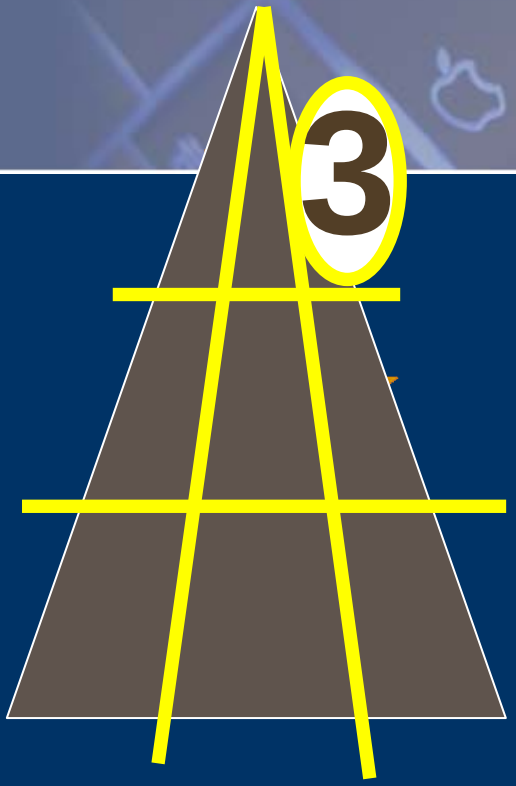


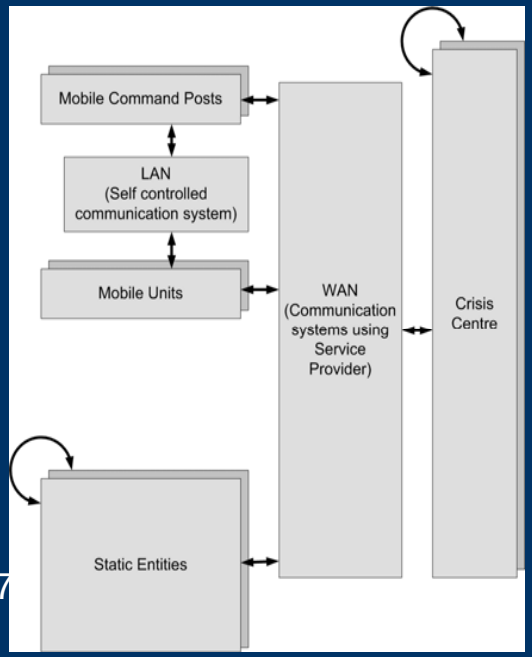


(+)

National experts in Information and communication technologies

Operations Strategic



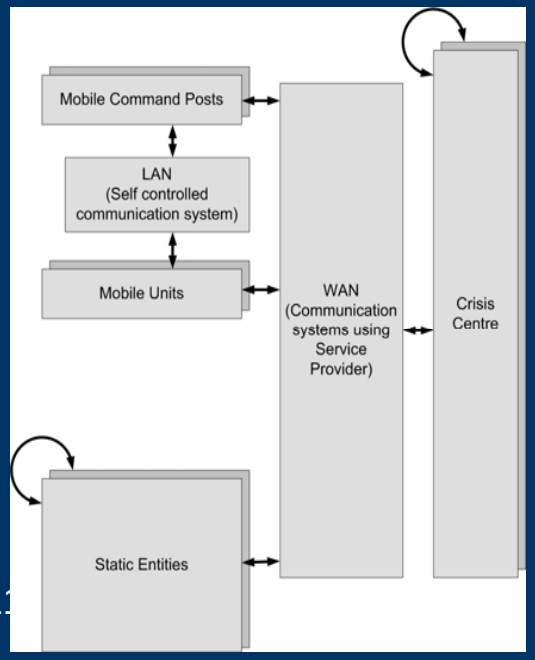


Crisis managers

Commanders of Police, Rescue, Fire etc…

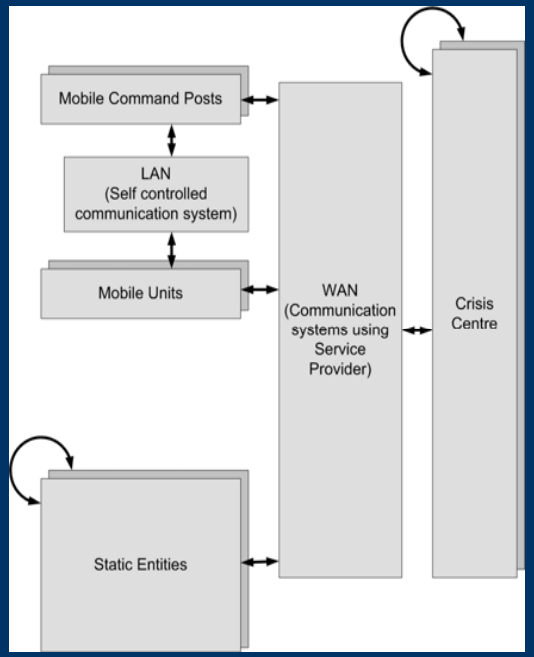
Strategic end-users

Planning operational



(+) Planning of national procedures and crisis management arrangements, including the ICT issues

Operations at operational level



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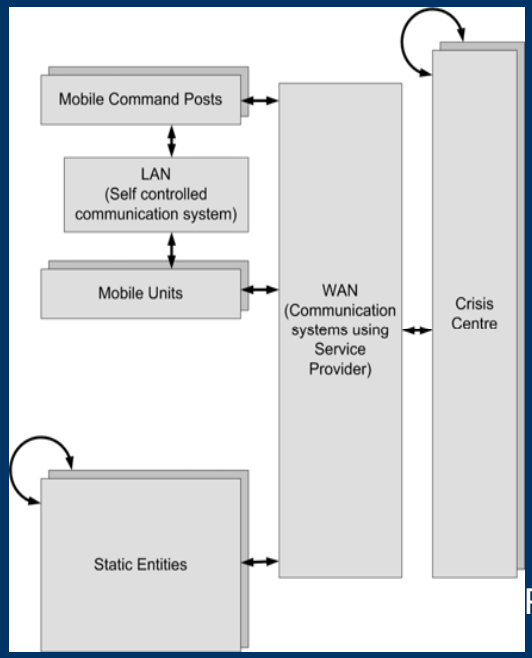
Watch crews in national and agency level centres

Control of operations and routine plus pre-planned ICT network management

Operational end-users

Planning at Tactical level

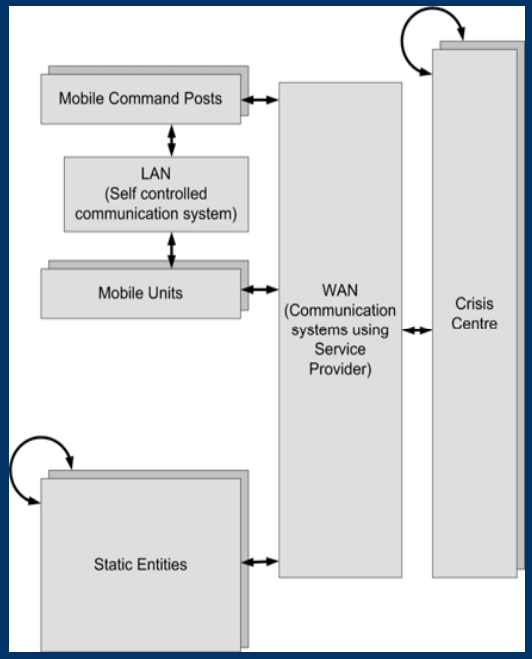
(+)



Experts in Police, Rescue and Fire incidents

Many aspects of drill, including general use of ICT end-devices

ICT at Tactical level



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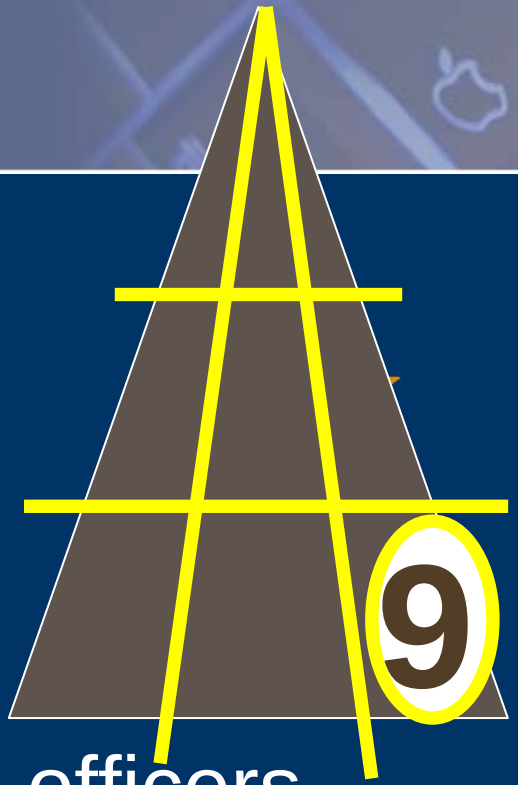
ICT technicians in Police, Rescue and Fire units.

Configuration and maintenance of ICT end-devices

Operations at Tactical level



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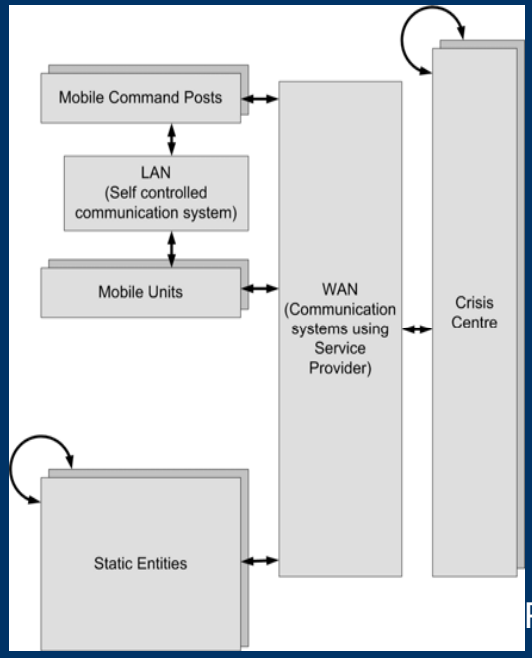
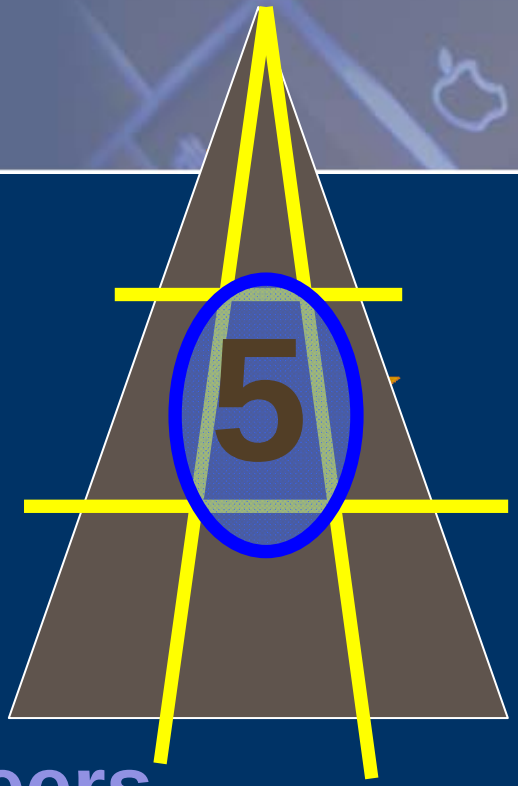
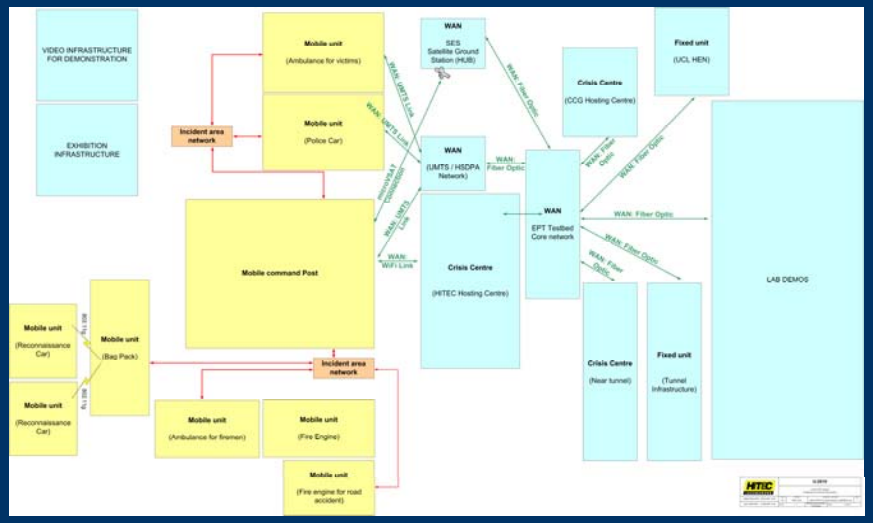


- Police officers
- Rescue personnel
- Firefighters
- Tactical end-users

ICT at operational level





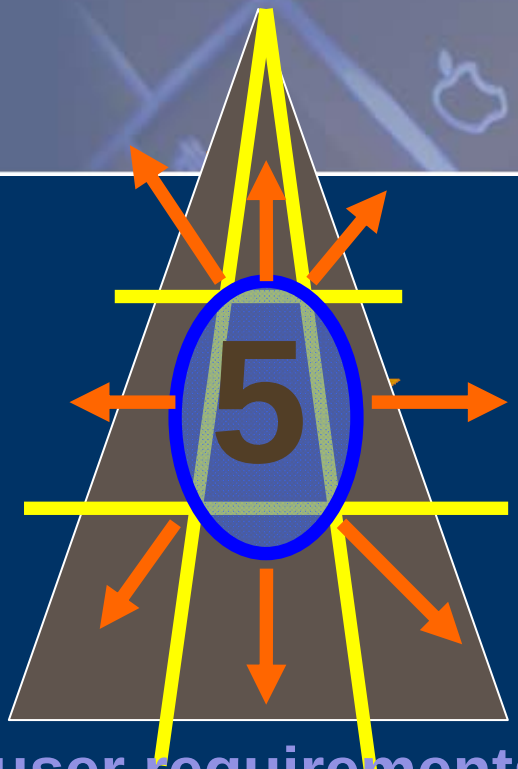
Engineers

Technicians

Government personnel

Commercial companies / Industry

The myth about user requirements

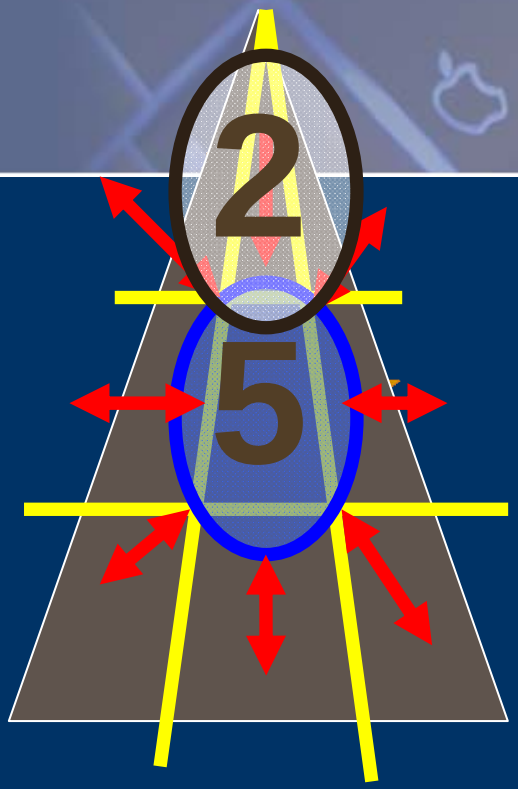


There are **(no ready to use)** user requirements for next generation PSC networks!

The complete audience has to be **briefed** about new technologies

This effort has to be seen as a major part of the U2010 training, while this as a mission will **never end.**

Stovepipe systems proposed by industry have produced stovepipe procedures producing stovepipe requirements!!



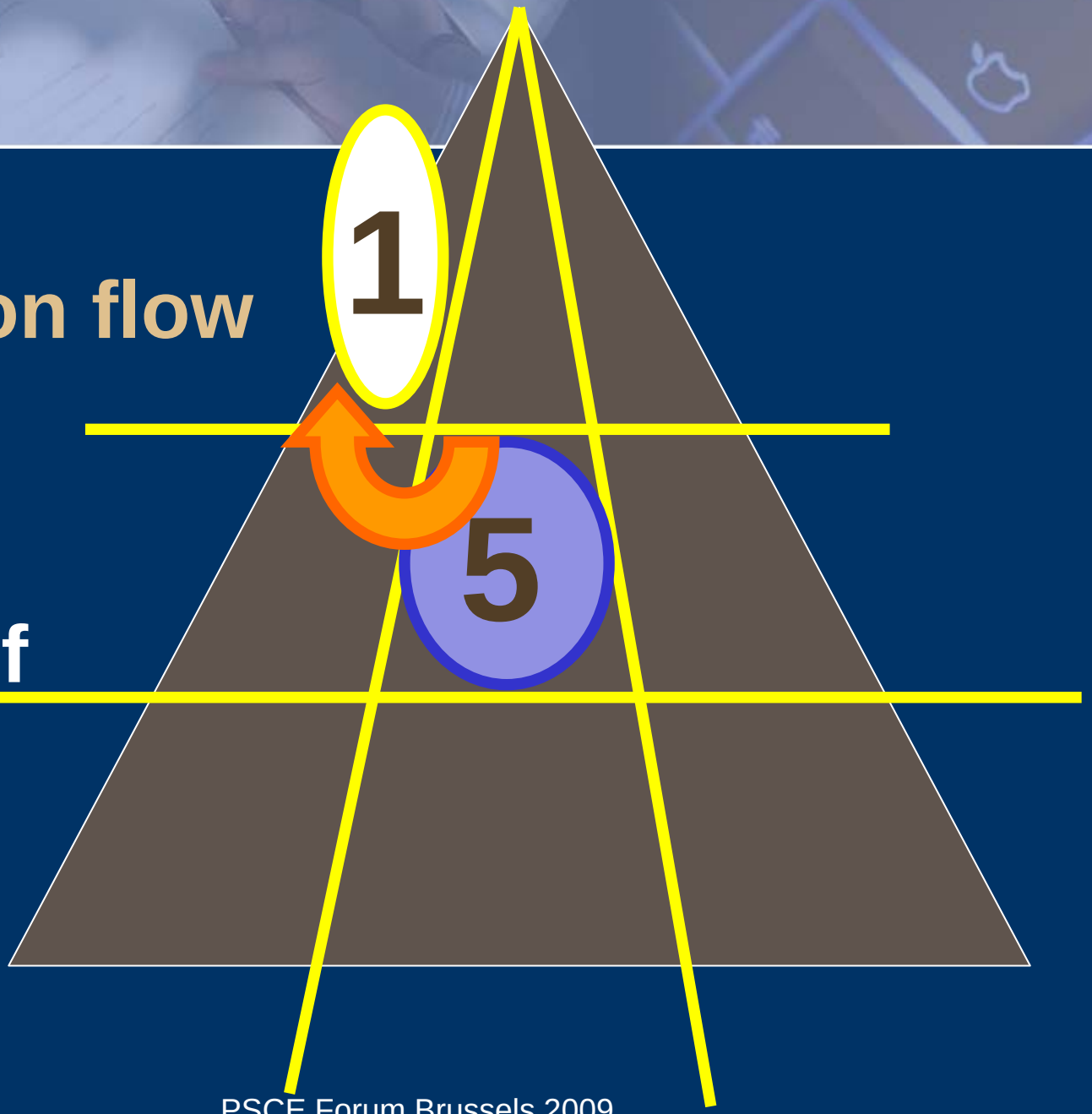
User requirements:

The evolution of user requirements is continuous

Elements of user requirements come from different components of the government structure, they must be understood and brought into a common frame

An open discussion between 2 & 5 is required

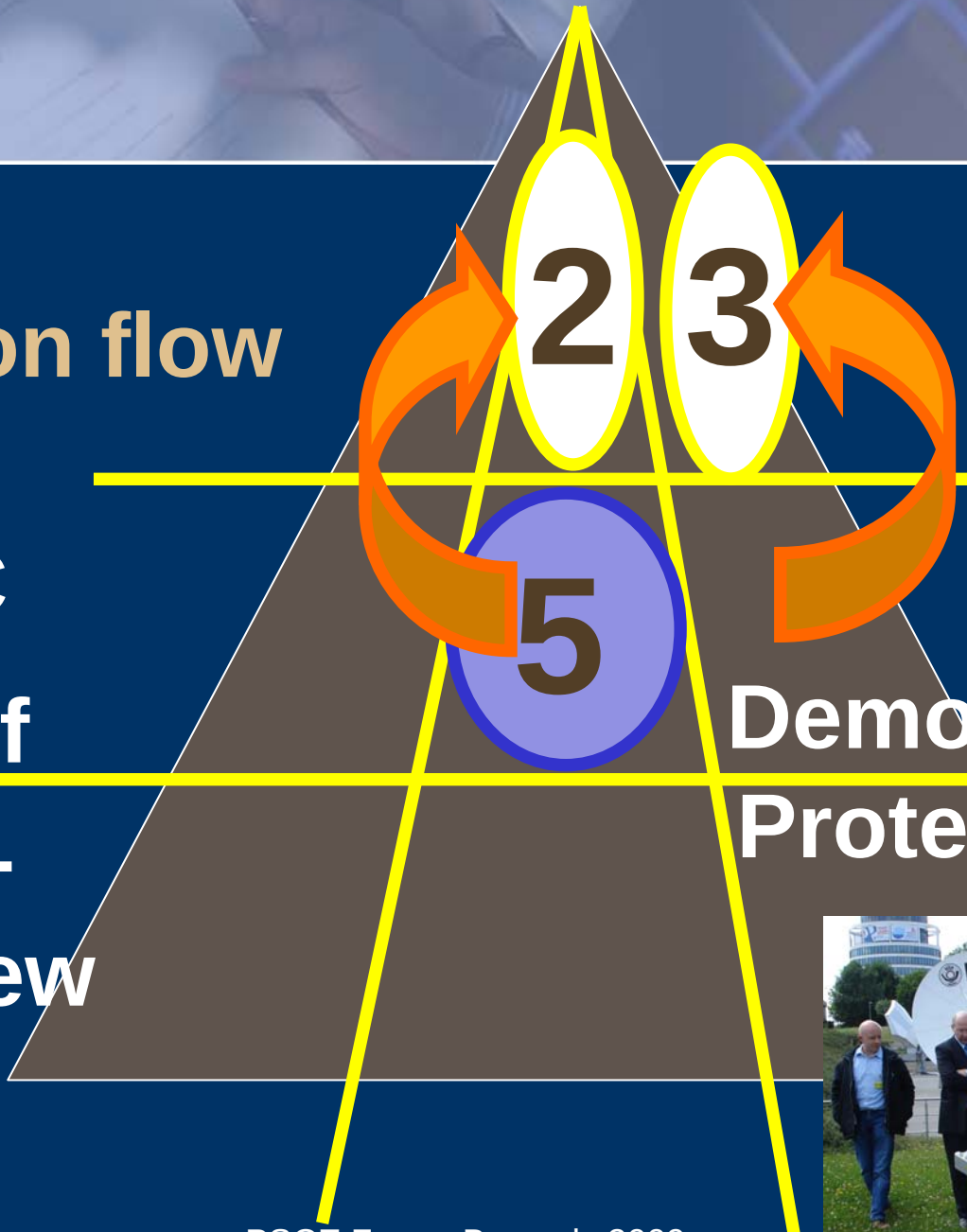
Information flow



Briefing of ministers &/or their advisers

Information flow

- Briefing of CCPC
- Briefing of CONATEL
- Final review of U2010



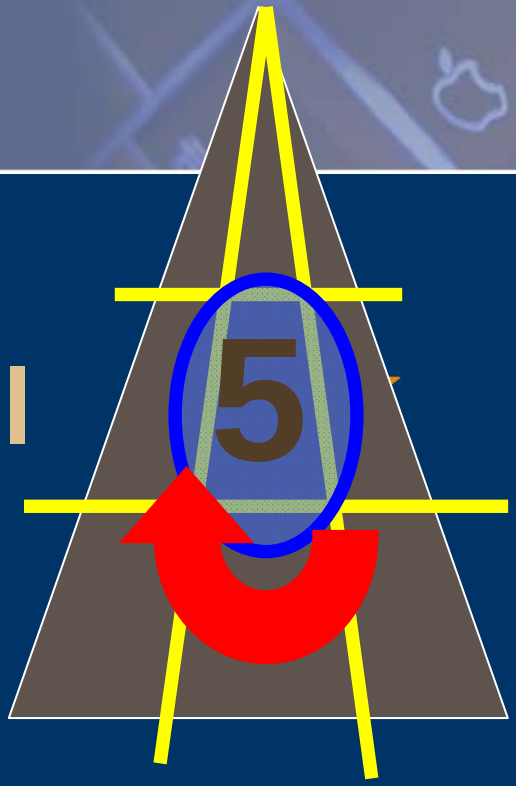
- Demo for Civil Protection LU

Training ICT at operational level

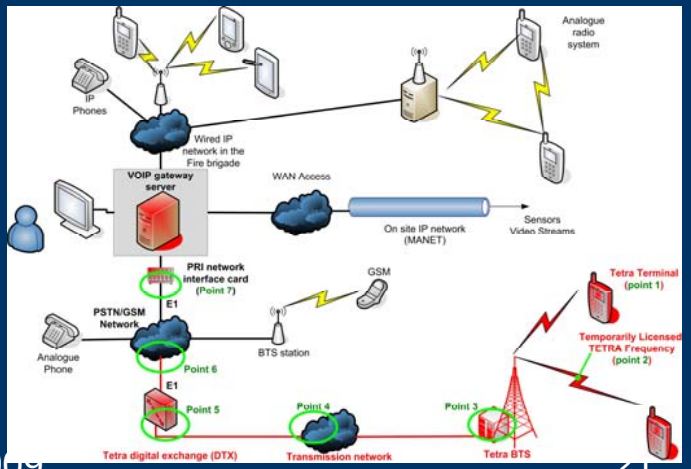
Training tactical end user

Training tactical planners

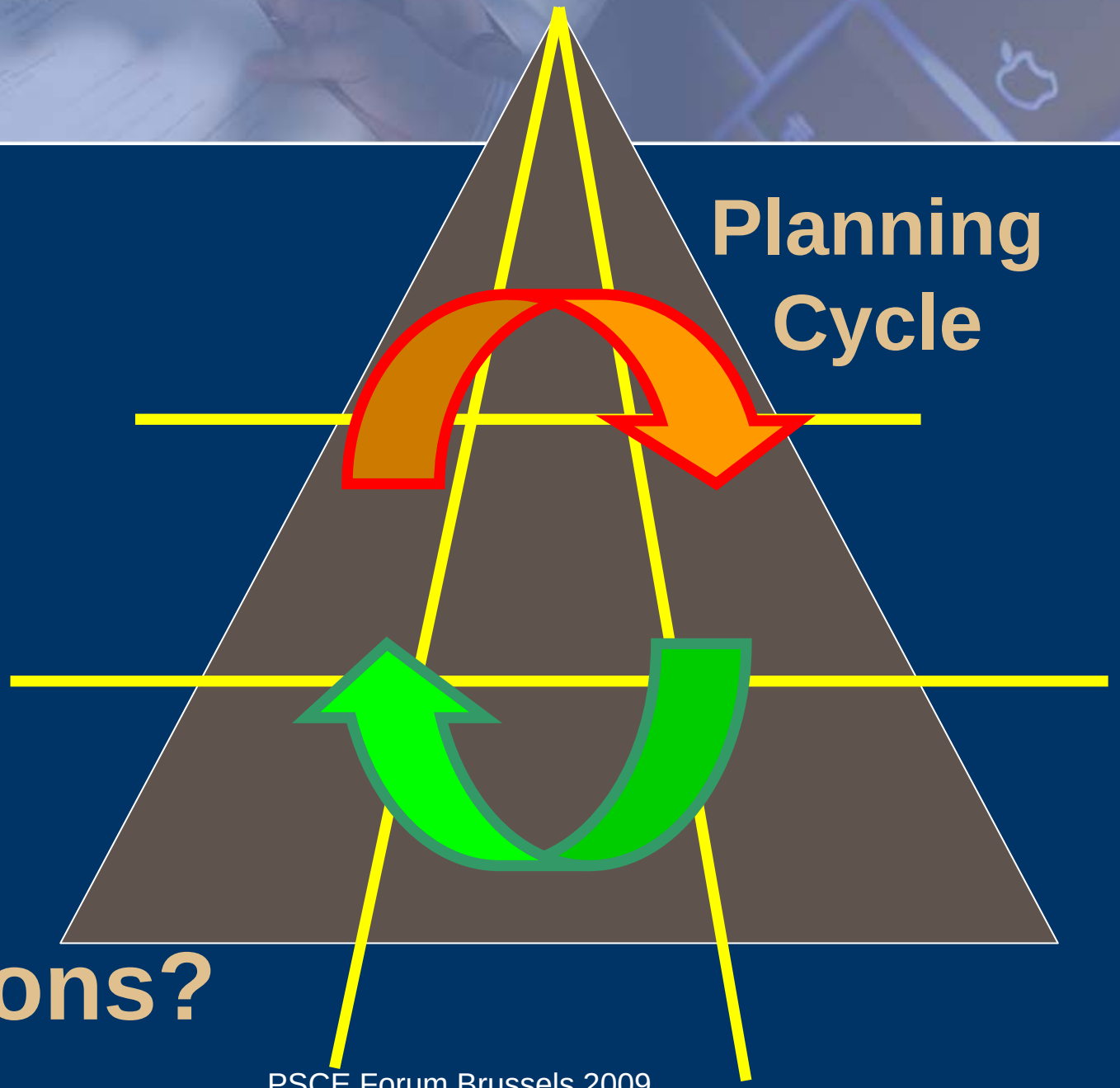
Training
ICT at operational level



Many topics of U2010 had to be discussed in a multi-disciplinary framework

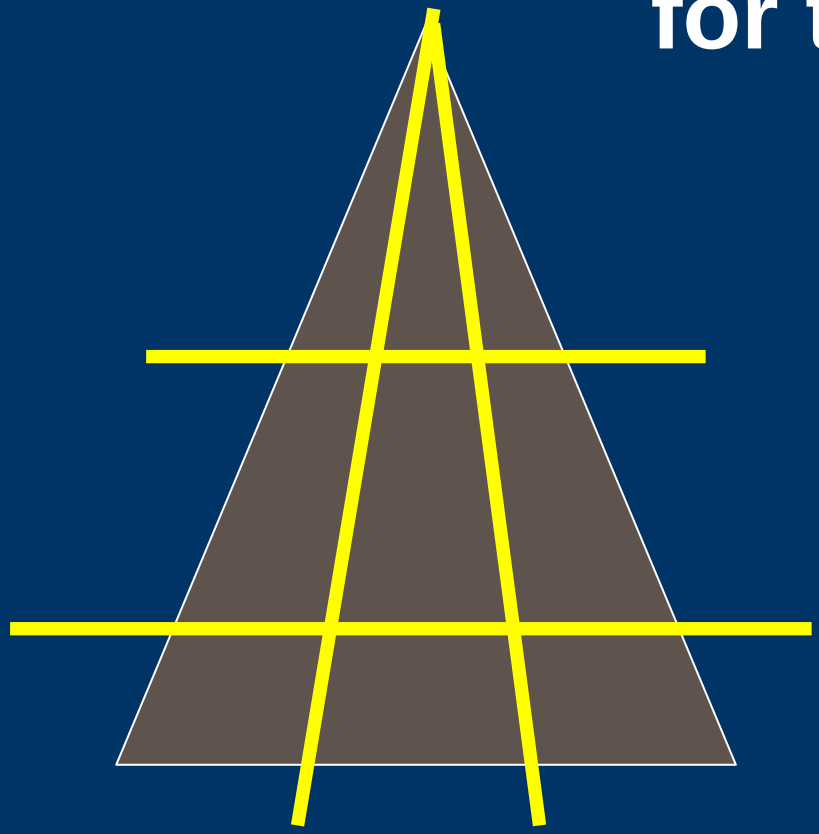


The bulk of U2010 information has been produced by members of 5



Questions?

Extensions to be made for the PSCE Forum



The industry

The public

Information flows and influence? Food for thought and discussion!

Public		
1	2	3
4	5	6
7	8	9

Industry		
1	2	3
4	5	6
7	8	9

Possible elements to be addressed for routine implementation:

P1 to P9 and I1 to I9

- Direction of information
- Type of information
- Desired end state
- Effects on stakeholders

PSCE-F Elements to be addressed for vision or strategic implementation:

P1 to P9 (Public)

I1 to I9 (Industry)

R1 to R9 (Research)

S1 to S9 (Standards and Regulation)

Thank you for the attention