



**ENLETS**  
**Operational Centres**  
Technology Interest Group  
OC TIG

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2023



Best Practices | Co-Creation | Research

**European Network of  
Law Enforcement  
Technology Services**

# About ENLETS

The European Network of Law Enforcement Technology Services (ENLETS) brings together 29 members from across Europe to address and action shared priorities. The group frequently meets to discuss relevant topics related to technologies, capabilities and pertinent challenges. Through National Contact Points, the group exchanges information and connects appropriate parties to exchange best practices, foster co-creation and initiate research. ENLETS supports the EU's strategic vision and goals connected with security.

ENLETS works by sharing best practices on a broad level, engaging on mutual priorities and stimulating future projects that can help fill the gaps and known issues facing law enforcement. The environment promotes collaboration and fosters a supportive network, working to help each other through current challenges.

At the Technology Interest Group (TIG) level, best practices sit at the centre and ideas and insights help stimulate progress across Europe. The groups share use cases, recent projects and struggles. A secure chat application – ENLETS Messenger Service - is widely used between meetings to support the exchange of good practices and valuable materials that support the efforts of each group.



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Technology Interest Group Meeting between the 15th-17th February 2023

## About the Report

ENLETS Operational Centres Technology Interest Group (OC TIG) met in Athens as part of the i-LEAD Final Conference and TIG Meeting between the 15th-17th February 2023.

Following the appropriate scene-setting during the conclusion of the i-LEAD project, the group was ready for a 2 day intensive session within the TIG. There were many points covered during the event, and we have divided them into the following sections: **Training & Education, Upcoming Focus Areas, Pilots, Supporting Deliverables, Upcoming Meetings.**

This report was prepared to present the idea standing behind Technology Interest Groups and advertise the output of Operational Centres TIG pilot: Manhunt across borders.



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# About TIGs

Based on the strategic goals of the European Network of Law Enforcement Technology Services, the community can establish Technology Interest Groups. The TIGs work in a structured way and are led by an expert from a member state.

TIGs are formed to achieve ENLETS' objectives and support front line policing, crime and public protection as well as procurement-related challenges. Objectives, duration and membership will be described in a Project Initiation Document (PID), approved by the ENLETS Core Group.

There are TIGs dedicated to five different areas:

- Digital Workplace
- Public Order
- C-UAS
- Financial Investigation
- Operational Centres



## OC TIG - Background

In 2020 the Strategic Working Group of Leaders of Police Operational Centres was established in parallel of the ENLETS ISF funded project Quick Response for Operational Centres (QROC). The aim of the group was to act as a soundboard for the project activities and to discuss a wider range of strategic topics in Operational Centres.

As the QROC project ended on 30th April 2022 the group has set new priorities, based upon the earlier agreed overall objective. By mid-2022 it was decided that the group would continue as Technology Interest Group on Operational Centres, established under the ENLETS Technology Programme.

Operational Centres are considered to be the “Heart of the police”, pumping blood into the veins while constantly staying on guard. Undoubtedly Operational Centres are an essential part of police work, so that’s why there is this newly established permanent working group focus on Operational Centres and their needs.

The group’s goal is to improve cooperation and information sharing among Operational Centres during major incidents, particularly during a situation’s “golden hour.” Members of the group will be able to participate in the pilot testing of “EU cross-border communication.” In times of crisis and emergency, the Operational Centres continue to lack the ability to share data across borders in a timely and secure manner. Within the OC TIG, ENLETS will discuss operational challenges for OCs and set up tests and pilots for cross-border data exchange during the “golden hour”.

# Training & Education

During the meeting in Athens the groups of practitioners agreed to work on documents providing Training & Education for the Operational Centres community. In the near future, all OC participants will prepare their country's position concerning numerous strategic challenges connected with Education and Training. The aim is to move towards consistent, common standards to be used as a baseline across Europe.

## Upcoming Focus Areas

In upcoming months, the TIG will address the following areas:

- Demand of Operational Centres: determine the types of calls and demands received within an OC.
- Staffing: a critical success factor for a successful and effective OC is the importance of competent staff. Thus, we must focus on attracting, recruiting and retaining capable personnel.
- Training: OC personnel are often the first points of contact. These people also need to be provided with quality training and ongoing support, recognition and opportunities for professional development. This is paramount and fundamental to an OC's success.
- Welfare: welfare and support of OC staff are crucial. It is not uncommon for staff to be exposed to victims of crime and other callers who are recalling highly emotional and stressful scenarios. These episodes can take their toll, and staff need supporting in this fast-paced environment.
- Creating the right culture: Police Service culture is regularly characterised as a hard and unforgiving environment that new and existing staff find difficult to navigate. This must be acknowledged and addressed for positive changes to take root.

A good way to develop operational coordination and effectiveness is to ensure ENLETS Members develop a common set of minimum standards to offer greater cross-border cooperation. Smooth communication is key in all policing situations but particularly relevant in Operational Centres, especially during the golden hour following a critical situation.

# Pilots

ENLETS has already started efforts on the communication topic during the recent pilot on cross-border communication and cooperation. On the 20th of January 2023, the TIG ran the first pilot of a Manhunt across borders.

During the Athens meeting, a short evaluation was carried out. The conclusion was that the pilot was a fruitful, challenging scenario, but the participants also learned some valuable lessons that will be incorporated into upcoming pilots. View a short [clip summarising the recent pilot](#).

## Future Pilots

On 23rd March (10 am CET) next pilot will be organised. This time it will focus on a natural disaster in Lapland in combination with a cross-border incident. In this pilot OCs from 9(!) different member countries will participate, and both national and regional OCs will be involved.

In March, the work on the pilot scenarios will be continued, covering:

- Natural hazard / cross-border incident
- Missing persons (will be carried out in mid-May 2023)

The goals for these pilots are:

- The primary goal is to regularly train OC personnel (shift leaders) on fundamental cross-border communication in the golden hour. This will help demonstrate the added value and thus create the right culture for future cross-border actions.
- Enhance international cooperation between Member States and determine how to work together cross-border – creating clarity about everyone's role during an incident.
- Showcase the added value of effectively exchanging operational information cross-border during the golden hour – highlighting the capabilities required.
- Facilitate the elicitation of critical needs and requirements for effective cross-border information-sharing capabilities.
- Highlight the challenges caused by the flood of information that can be seen with the typical 'data tsunami' following a critical event. There is no script in real life; therefore, good-quality, consistent practice will help prepare all OCs to be better prepared in reality.



# Supporting Deliverables

To further support the enhancement of international cooperation and communication better members of OC TIG, we are working on several deliverables to bolster the actions and pilots. In the meeting, participants presented their first drafts on:

- Standard Operational Procedures
- Code list
- Critical factors in the golden hour

# Upcoming Meetings OC TIG

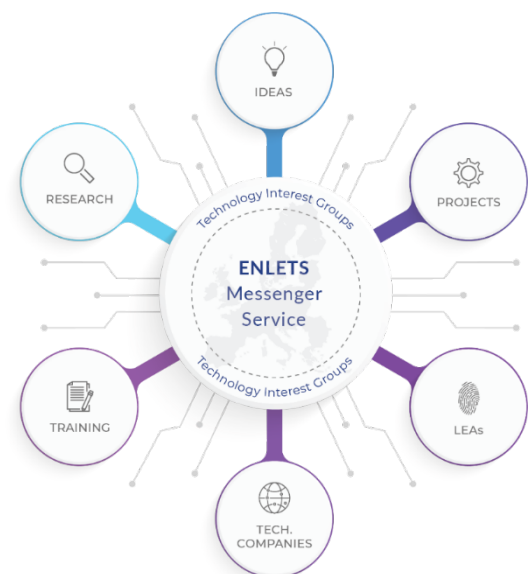
- The group will continue its monthly online meetings from March 2023
- The date for the next F2F meeting is set. It is probable that the group will connect in one of the major European cities between 23rd – 25th May 2023

**ENLETS: The European Network of Law Enforcement Technology Services**

# Join ENLETS!

If you want to join the TIG and contribute to similar events and activities, please '[Join ENLETS](#)'.

OC TIG already gathered 42 partners from 22 countries and is open to invite more LEAs.



This report contains the status quo of March 2023.  
If you want to be updated on further developments, please share your email address  
with: [contact@enlets.eu](mailto:contact@enlets.eu)



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