

ENLETS
Operational Centres
Technology Interest Group
OC TIG

2024



Best Practices | Co-Creation | Research

**European Network of
Law Enforcement
Technology Services**

About ENLETS

The European Network of Law Enforcement Technology Services (ENLETS) is a consortium of 29 members from across Europe, dedicated to addressing shared priorities in law enforcement and the suitable technologies and capabilities. ENLETS operates through National Contact Points to facilitate the exchange of information and connect relevant stakeholders. Its objective is to enhance co-creation, initiate research, and foster the exchange of best practices among member nations, supporting the EU's strategic vision connected to 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.

CONTACT@ENLETS.EU[ENLETS.EU](https://enlets.eu)

About TIGs

Within ENLETS, Technology Interest Groups (TIGs) are instrumental in propagating best practices, offering a platform where ideas and insights are exchanged to stimulate progress in law enforcement technology across Europe. TIGs are coordinated by a subject matter expert from a member state, with objectives, duration, and membership approved by the ENLETS Core Group.

Based on the strategic goals of ENLETS, 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 are described in a Project Initiation Document (PID), approved by the ENLETS Core Group.

There are TIGs dedicated to six different areas:

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



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About the Report

During recent years, the ENLETS Operational Centres Technology Interest Group (OC TIG) finalised numerous tasks and produced many results. The Group members are active and strive to address issues that significantly improve the domain – particularly through the so-called “Golden Hour”, the critical period following an incident. The TIG is open to connecting with new practitioners and experts willing to contribute to the work.

Through the following report, we use this opportunity to present the OC TIG and its way of cooperation. You will learn why it was established, what are the main objectives, and what results have been recently developed. You will also find information about current work and a summary of the face-to-face meeting in London that took place in October 2023.

Moreover, we encourage you to watch the video from the meeting here:



OC TIG – Background

Operational Centres (OCs) 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 policing. In this line of work, it is highly important to have a quick insight and overview of all operational information (including videos, photographs, etc.) and data, especially in the heat of the moment.

The **QROC project** (ID: 861716, 30 months ISF-P funded project, www.qroc-project.eu) highlighted the necessity to ensure better communication and cooperation between European Operational Centres in extraordinary incidents with cross-border impact in the “Golden Hour”. It is essential to share information between OCs quickly and securely to protect the public.



One of the outcomes of the QROC project was **establishing the ENLETS OC TIG**. The group works on developing an effective platform for cross-border data exchange between OC in the “Golden Hour” and also on preparing and training OC staff (shift leaders) regularly for adequate cross-border communication in the critical time following an incident. The important matter is how can we collaborate cross-border and how can we create clarity about everyone’s role during an incident. Due to lack of a specific script, we need to practice and prepare for the challenges caused by a cross-border incident and the following flood of information (tsunami of data).



This will also help to enhance **international cooperation** between Member States and to uncover the ultimate needs and requirements for a cross-border information-sharing capability for OC use. Cross-border cooperation in the field of law enforcement is essential to combat security threats and to ensure the proper functioning of the Schengen area.

This approach was also recommended by the EU Council for operational police cooperation.

Main Objectives of the OC TIG

The OC TIG members, coordinated by the TIG leader, are focusing their efforts on improving communication in Operational Centres with technological and system solutions. They also work on developing cross-border connections between OCs in different member states.

Therefore main objectives are concentrated around the following areas:

OBJ 1



Increase awareness in Operational Centres of European Member States in which new critical communication systems will be implemented.

OBJ 2



Scan and identify relevant technologies for current and future needs; recommendations on measures to effectively deal with the “tsunami” of data.

OBJ 3



Swift and secure cross border communication (data exchange) in the “Golden Hour”. This will be done via the execution of an action plan in which various Member States will set up tests based upon at least 4 pre-defined scenarios.

OBJ 4



To **execute an EU wide inventory** of incoming calls in Operational Centres with the objective to set up protocols and standards to limit time, spent on non-police related time-consuming calls.

OBJ 5



Education: Staff training for upcoming changes from uptake of new technologies, social media and handling the tsunami of data. Train OC personnel (shift leaders) on a regular basis on adequate cross-border communication in the Golden Hour and create the right culture for future cross-border action and best practices sharing.

OBJ 6



Enhance international cooperation between Member States; how can we work together cross-border and how can we create clarity about everyone’s role during the incident.

OBJ 7



Uncover the ultimate **needs and requirements** for a cross-border information sharing capability.

Recent results

During more than a year of collaborative effort, the group worked towards realising its objectives. Of particular note was the active engagement of OC TIG members, contributing to the establishment of a community of strategic leaders of Operational Centres (network of NOCs - National OCs). Notable initiatives include the organisation of pilots aimed at testing cross-border information exchange via ENLETS Messenger. Additionally, a scholarship programme was implemented, facilitating a week-long exchange of Shift Leaders among member countries. This programme enabled practical knowledge exchanges and fostered networking opportunities. Results achieved so far are listed below.

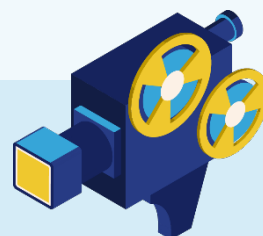
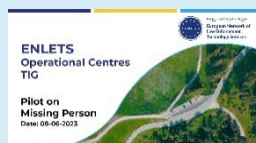
Documents

- Exchanging information between European Operational Centres, December 2023;
- CENTRIC Workshop Summary: Insights and Outcomes from the ENLETS Event 11th October 2023: Alerting and Engaging Citizens in Crisis Response via New and Open Communications Channels while Mitigating Information Overload, December 2023;
- Critical Factors in the “Golden Hour” October 2023;
- Guidelines on Standard Operational Procedures, October 2023;
- Eye in the sky – Report from the OC TIG Workshop, April 2023;
- Reports on pilots and testing of cross-border communication.



Videos

[Manhunt](#) - [Natural hazard / Cross-border incident](#) - [Missing persons](#)



Current Work



Despite accomplishments so far, the group remains actively engaged in ongoing initiatives. OC TIG members acknowledge the aspects yet to be addressed or discovered in the context of communication, information exchange, and technological challenges. Consequently, they are eager to persist in their efforts and deepen their knowledge in these areas.



Scholarship programme – OC TIG enables the exchange of shift leaders between operation centres. So far, 10 members have already taken advantage of the scholarship programme and sent their employees for a week-long experience exchange to the foreign OC. Participants were able to share the best practices, foster innovation and improve operational efficiency. Exchanges provide a deeper understanding of diverse perspectives, essential for navigating varied geopolitical and cultural landscapes. It also helps building a collaborative network through these exchanges and enhances communication and coordination during crises or shared security challenges. The scholarship programme will be continued through 2024.

The group will continue work on the **data exchange between Operational Centres**, specifically focusing on the legal perspective and the tools for critical communication.



Innovation in triaging demand within Operational Centres involves developing and implementing advanced methods and technologies to efficiently prioritise and manage incoming requests, tasks, or incidents.

A **well-defined OC job profile** with accurate information about required qualifications and skills is essential for effective recruitment, employee performance, workplace productivity, legal compliance, resource optimisation, and overall organisational success.



Mission Critical Telecommunication – systems requirements from the OC perspective. The vital communication system in the EU enhances the public communications infrastructure, ensuring a responsive mechanism during crisis periods. Additionally, it aims to improve operational collaboration in internal security and facilitate a prompt, synchronised response in emergencies.

The London Meeting

The ENLETS Operational Centres Technology Interest Group (OC TIG) met in London between the **11th and 12th October 2023** to:

- discuss strategic documents emerging from the group's activities,
- elaborate on Operational Exchange of Information,
- take part in the workshop on Alerting and Engaging Citizens in Crisis Response and the future of the group led by CENTRIC

You can find the video from the meeting here:

Key Meeting Points

Challenges in education and training within police Operational Centres are multifaceted and have gained increased attention in recent years due to the growing demand for effective law enforcement, the evolving nature of crime, and the necessity for well-prepared police personnel.



Addressing these challenges in education and training within police Operational Centres is crucial for maintaining public safety, ensuring the professionalism and accountability of law enforcement. Continuous improvement, investment in training, and ongoing evaluation are essential to meet these challenges effectively. The group finalised the document on Education & Training which will be updated as required.

Alerting and Engaging Citizens in Crisis Response via New and Open Communications Channels whilst Mitigating Information Overload. The goal of the session led by Tony Day from CENTRIC was:

- To increase collective understanding of capabilities for alerting citizens, detecting threats and events, engaging citizens, and managing the load.
- To establish a path forward (if any) to realising these capabilities.
- Tapping into the tacit knowledge and experience of a group representing about a dozen LEAs.

This session resulted in the creation of a discussion paper.

Operational Exchange of Information: In the world of emergency response and law enforcement, time is often the most critical factor in determining the success or failure of an operation. One of the most challenging aspects of managing emergencies and law enforcement operations is when they cross international borders. This can be anything from natural disasters to coordinated criminal activities. In these scenarios, effective cross-border communication is not just important; it is absolutely vital.

The group discussed the new Directive of the European Parliament and the Council on information exchange between law enforcement authorities of Member States, repealing Council Framework Decision 2006 960 /JHA 2021 0411 which will be implemented by December 2024 and to what extent RESTAPIs (Representational State Transfer Application Programming Interfaces) can play a role in exchanging information.

The group had the opportunity to tour an Operational Centre where they witnessed first-hand coordination of law enforcement efforts, use of advanced technology, and real-time communication in a bustling urban environment.

The visit to the Marine Unit offered insights into specialised law enforcement operations, particularly those focused on waterborne security and safety. The group had a chance to hear about operations, such as search and rescue missions and emergency response on water.



Upcoming OC TIG Meetings

- The group will continue to organise the subsequent meetings.
- The next face-to-face meeting will be announced soon.



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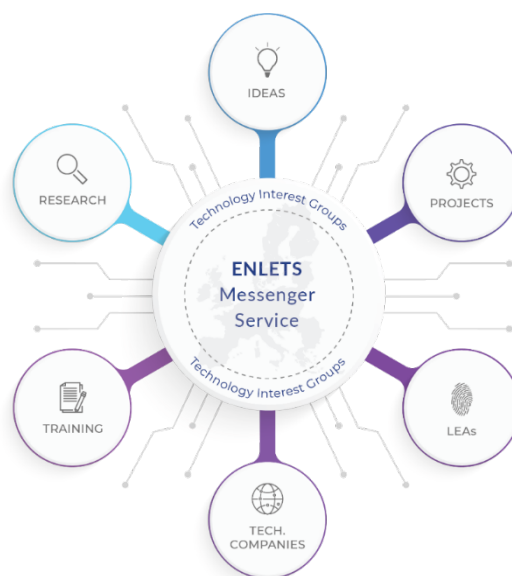
Join ENLETS!

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

The OC TIG already gathered many partners from a lot of European countries and is open to invite more LEAs. The leader of the group is Jacques van Wersch.

If you want to learn more about OC TIG and the future results of its work, e.g. recommendations, please contact us:

CONTACT@ENLETS.EU



This report contains the status quo of **February 2024**.
If you want to be updated on further developments, please share your
email address with: **contact@enlets.eu**



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