

TOXI-Triage Work Package 6 Field Exercises (FTX) End User Survey Workshop - 1 March 2016 - Brussels



The TOXI-Triage End User Survey workshop was held in Brussels on 1 March 2016. One of the important aspects of the TOXI-Triage project is to involve end users right from the initial planning stages of field exercises (FTX). This Workshop was scheduled to gain early input from the Community of Users, the highest level of organization of security stakeholders for European security projects.

The TOXI-Triage consortium specifically prepared for this event and is determined to fully exploit these inputs in the coming months by feeding the responses into future planning for field trial exercises.

Responses from the four discussion groups held during the workshop are presented below.

- Lack of co-ordination may cause a risk of failure
- Create a common space for all participants to share their lessons learnt
 - Shared knowledge
 - Living repository
 - Encourage participants to ask the question what if?
- Field exercises should enable resilience to be tested, things will go wrong so make this an opportunity to capture responses to the unexpected.
- Involve practitioners in defining Key Performance Indicators (KPIs), do this as early as possible.
- Speak with insurers and re-insurers
- Encourage critical evaluation of the activity.
- Think about including communication with all stake holders as part of the exercise
- Think about how to kill rumours as part of the exercise.



- For field exercises the most important aspect is practice.
 - Table top rehearsal
 - Real time table top rehearsal
 - Stressors including time, communication breakdown (barriers) and possibly sensory stimuli (lighting, smell)
 - Pay attention to interruptions including media (journalist and social media) and politicians
 - Possibly change the scenario with actors having alternative endings (a), (b) or (c) and being notified in real time which scenario option to follow (deliberate sabotage leading to resilience)
- Evaluation of table top including response times and media use
- Debrief with participants as process (scenario and performance) and outcome measures.
 - Allow for cathartic debriefing for 'old grumbles' before new information
 - Consider group composition for feedback for power relationships (e.g. mixing gold and bronze not a good idea)
- Look at field training exercise assessment criteria so that are aware of what is used and how this might be different for technology evaluation
- Be aware of behaviour changes when observed (Hawthorne effect)



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- Acknowledge limitations of exercise e.g. difference in performance and stress levels when event is 'real' or 'exercise' (psychosocial response differences which change with new information during event/exercise)

- Remote operation, weight, mobility basic criteria for evaluation: European added value
- Unique criterion the European Added value (technology that does not exist in Europe)
- Key performance indicators reflect impact of system
- Term field exercise (or field trials) confusing; Better use field tests. The term exercise conotates with training session.
- False alarms or overlapping with other agents, critical performance indicators
- Training time is a critical performance indicator because it inversely correlates with the complexity of the system
- TRL unique criterion for measuring performance
- When you define the problem in detail then you have key performance indicators
- Benchmarking of the system (with other systems) is a credible evaluation
- Using numbers as key performance indicators can provide a cost to benefit analysis
- Last but not least: Do not keep prosperous numbers and make end users unhappy



- In field trials often money is wasted
- Success factor of trials to not waste money is a clearly defined purpose
- Purpose of field exercise is training; of field trails is evaluation of technology
- One should consider to co-locate trials/exercises with others
- Examples mentioned are: FTX of EC Driver or Eden projects, EC co-funded exercises from the EC Exercise Program (purpose: practice civil protection)



Summary of lessons learnt from the workshop:

- Involve practitioners in defining KPIs as early as possible
- For successful field exercises the most important aspect is practice
- Always consider if the terms used in the evaluation are clearly understandable from the practitioners
- Train system evaluators on the KPIs that will be used
- European added value is a unique criterion
- Simple criteria such as false alarms, remote operation, weight, mobility and training time are basic KPIs
- TRL is a unique criterion for measuring performance
- Benchmarking of the system (with other systems) is always an alternative for performance evaluation
- Combining field tests of the system with field tests of other projects saves money