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D9.2.2

6 Monthly PHS-Info Pilot activity report

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Document Summary

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Abstract: This activity report reflects on WP9.2 of the SAFIR project for month 19 to 24. Target groups are the professional users in the public order and safety sector. Pilots are organized in the Police and Health Care environments. Goal is to test the PHS Info appliances in an operational situation. The document reports on the steps taken to achieve this goal and to the changes with respect to the planned activities in the work plan (D 9 2 1).

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1. EXECUTIVE SUMMARY

1.1 Introduction/Purpose of the deliverable

This deliverable reports on the activities in WP9.2 of the SAFIR project in the M19-M30 period. As a reference the work plan is used (D.9.2.1). All activities are connected with the user pilots in the Police and Health Care environments. In the pilots professional users will test both appliances of the PHS Info system. The framework of this system has been designed and developed in the first phase of the SAFIR project (M1-M18) in WP4. In the first part of this second phase (M19-M24) these activities have continued (within WP12). In WP9.2 the developments will be tested in an operational environment. Purpose of this deliverable is to give an overview of the M24 status of this Work Package.

1.2 Executive Status Description


The preparation of the pilot activities has been almost finalized. However the actual start of the pilots will be transferred to the second part of this phase (M25-M30). The start of the pilots is delayed by approximately four months. This is due to external reasons of a technical and organizational nature. In parallel first steps are taken to establish the connection with WP9.1.

1.3 Executive Analysis

For the first 6 months the initial plan was to prepare the pilot architecture and by setting up the organization. These tasks have been finalized for a large part. Communication with the pilot organizations has been continued and no change in their support for the pilot has been reported. However the start of executing the pilot with the users is delayed both for Police and for the Health Care environment. This means that the PHS Info application has not been tested yet. Solutions are found to achieve the same results as initially planned. This may be done by concentrating the pilot activities in a shorter period or by continuing the pilot after the M30 deadline. For this same (third) phase the planning of a multidisciplinary pilot is investigated. In this context the first discussions about making a connection with WP9.1 look promising and will be continued.

1.4 Executive Conclusions

The current activities reported are mostly in line with the pilot plan. The preparation of all pilots has been done in accordance with the user expectations. The only exception with regard to the planning is the start of the pilot in the 'live' environment of the Police and Health Care organizations involved. As external circumstances, both technical and organizational in nature, were the reason for this delay, adaptations must be made to the initial set-up of the pilots. To make it possible to collect enough information from the pilot activities in the period M25-M30, in order to achieve the same results as planned, discussions are started with the user organizations. More effort will be spent into broaden the PHS Info framework and its scheduled pilots to a multidisciplinary public order and safety system.


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2. INTRODUCTION

In WP9.2 GMS will test a set of voice-enabled applications, based on the PHS Info framework, with representatives of two sectors of the public order and safety market (Police and Health Care). VI and IBM are suppliers of the necessary technology components for the system. Activities are coordinated together with BASF-IT who is in charge of WP9.1.

Looking back, the first initiatives for the pilots were taken by contacting organizations to participate in the SAFIR project during the market analysis (WP1) at the very start of the project. As a result of this in the period M1-M18 the user requirements for the voice-enabled applications that would be based on the SAFIR SDK were collected and reported. For GMS these activities are planned for the mobile professional in the public order and safety market. In the mean time also during the design and developments of the PHS Info early prototype there has been interaction with the user (WP4). The PHS Info technology, represented by the example application for the Outdoor Health Care worker, is validated in this way. For the other appliances discussions were continued with the people that were planned to be involved in the pilots.

WP9.2 represents the next phase of the project in which technology that is developed according to the user specifications will be tested in an operational environment. As a first step after the M18 deadline the final selection for the pilots was made. Preparations were started according to the pilot work plan (as represented by D.9.2.1). This document reflects on the past period (until M24) by reporting on the user-related activities concerning the pilots. Part of this consists of communication with the pilot organizations, the other part of preparing the pilot methodology and passing the functional requirements to the development team. Activities related to direct support for the pilot are part of WP11, technical developments that will result in new appliances of PHS Info within the public order and safety sector or updated versions of existing ones are part of WP12.

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3. OVERVIEW

Objective of WP9.2 is the preparation, organization, management and evaluation of testing the PHS Info early prototype in an operational environment. Communication with the pilot organizations is an important aspect of this. In a general sense the scope of the two pilots is to test the early prototypes that were developed in the earlier stages within the PHS Info framework in two 'live' user environments. Both are planned in the public order and safety sector where professional users are supported. For both pilots activities to be carried out are:

- Step 1: Define the architecture of the pilot.
- Step 2: Plan the Pilot operations in line with Pilot resources and RTD efforts
- Step 3: Execute the Pilot with the pilot officers
- Step 4: Report difficulties and enhancements
- Step 5 : Implement the modifications as provided by WP11 and WP12

The activities within step 1 to 3 were planned in the reporting period (M19-M24). Preparations for the Police pilot were carried out separately from the activities for the Health Care pilot. For the Police most communication was with the Groningen regional Police and with CIP that coordinates the ICT initiatives on a federal level. Also the possibility is discussed to start another pilot in parallel with an organization that was already involved in the beginning of SAFIR: the Gelderland-Midden regional Police. For Health Care there has been communication with the AMC hospital in Amsterdam and with the regional ambulance organization VZA. These organizations will operate in a combined pilot. Related to future initiatives (in the period after M30) discussions were started with the Gelderland-Midden regional fire brigade to investigate the possibilities of a multidisciplinary pilot.

These preparations have started and can be finalized as soon as the starting date for the pilot will be fixed. Discussions on the review methodology are in progress. Although initially planned in this period, no progress was yet reported on the actual start of the pilots as external delays were reported. The start of the pilots is delayed by approximately four months. This is due to external reasons of a technical and organizational nature. By setting-up a regular communication with the people involved we are able to be immediately informed as soon as the pilot activities can move on.

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4. ACHIEVEMENTS

In the period M19-M24 both pilots (Police and Health Care) were prepared. To plan the pilot in detail for each pilot two internal documents were produced that are not on the list of deliverables. This resulted in a condensed document (a project brief) without any technical details. In this way managers from the organizations that have shown interest in participating in the pilot were informed. Also a more elaborate document (project initiation document) was made for each pilot that will serve as project plan for all activities. Detailing the functional and technical design and adapting the architecture (initiated in WP4) was part of this. These documents are summarized in deliverable D9.2.1 (PHS Info plan report).

Much effort is put into communicating with the proposed pilot parties. This was done in a functional sense (to adapt the technology as much as possible to the user requirements) and in an organizational sense (to start the pilot as soon as the user environment is ready for it). As for the Police pilot the officer on patrol will act as end user, PHS Info will support his work process. The decision is made to add voice command and control to the existing pilot application 'Notification service'. The 'Notification service' is making use of the mobile application P-Info, which is operated by 350 users in various police regions in the Netherlands. This reflects the required service 'location based briefing' that was reported during the panel discussion in WP1. In the health care pilot will be investigated whether voice-enablement has added value for the professional workers in the ambulance and the emergency (first aid) department of the hospital. A Location Based Service (LBS) for patient related information (supported by the SAFIR SDK) will be tested. By entering this information hands-free on the accident location and providing it immediately to the experts in the hospital an important barrier within the medical support chain will be removed. Moreover the status of the medical transport will be reported in order to give the hospital employees a maximum of preparation time before the patients will arrive.

External delays were caused due to not getting the existing software for the 'Notification Service' accepted in time. This prevented the existing system to enter a new phase where voice technology could be added. All this caused the starting date for the Police pilot to be shifted to the coming period (M25-M30). In the Health Care situation a shortage of resources caused the reported delay.

To make a connection with WP9.1 activities in the future (presumably in the period M31-M42), discussions are started with a fire department in the Netherlands to get a rough overview of their requirements. Also SAFIR documents are shared to show the benefits of the project. To let the SAFIR SDK truly become a generic system that will serve all professional government users, investigating an effective future integration of all initiatives in the public order and safety sector in a cross-border sense is crucial. This may be attempted by trying to make the connection of the fire department related pilot activities (concerning the ICE early prototype) in Germany with the police and health care related activities (concerning the PHS Info early prototype) in the Netherlands.

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5. STATUS OF PILOT

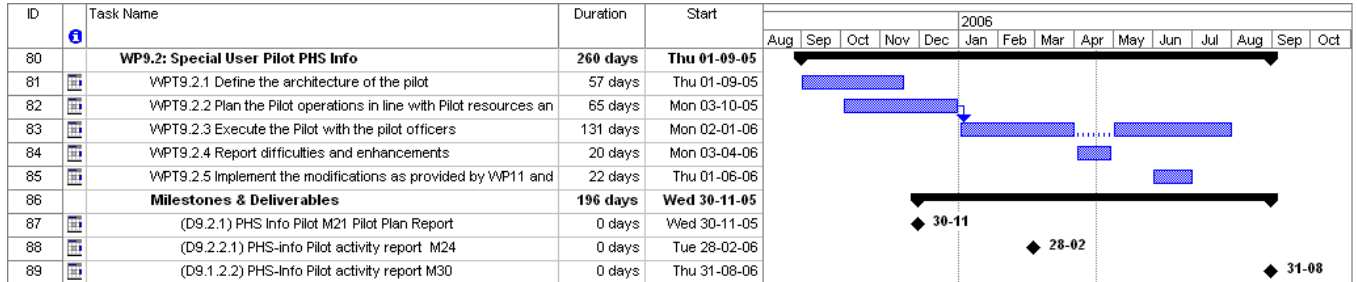



Figure 1: WP9.2Gantt chart M19 to M24


According to the Gantt chart the status of the pilot is:

- Work package task WPT9.2.1: The definition of the pilot architecture has been nearly finalized, but will be influenced when the pilot activities have to be intensified in order to achieve the required results in a limited amount of time. Some topics have to be addressed still. For instance on the hardware to be used different alternatives are investigated and the final choices have not yet been made.
- Work package task WPT9.2.2: All pilot operations are planned in a general sense. Only the external activities can be finalized when the final arrangements are made for starting the operational pilots. With respect to the internal preparation activities for the pilots is anticipated on a quick start.
- Work package task WPT9.2.3: no activities yet.
- Work package task WPT9.2.4: no activities yet.
- Work package task WPT9.2.5: no activities yet.

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6. OPEN ISSUES

As mentioned before the main problem in the first months was the delay of the pilots. This problem was anticipated by shifting the start date of the pilot, keeping the communication alive and continuing the improvement of the PHS Info system anticipating on the user's requirements. Also efforts were taken to see if it was possible to start a pilot in a different organization, although this may have caused other problems due to a lack of knowledge about the project. Initially the non-availability of the Dutch voice engine was prone to become a problem. This issue was however solved by the delivery of a native engine and adaptation of the early prototype. For the coming months fixing a date to start the pilots has the highest priority. Connected to this must be investigated in what way the pilots can deliver the expected results under the circumstance that the time left in this phase of the SAFIR project is limited.

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7. NEXT STEPS

7.1 General


As displayed starting the pilot has priority. All other activities that were started in the last period will be continued in preparation of the pilots. As soon as the starting date for the pilots is fixed, a decision will be made on the amendments to the pilot plan. This can be either intensifying the planned activities in a limited period or shifting part of the operational research to the next phase.

7.2 Actions by partners

No actions by partners are required apart from the continuing participation of BASF-IT in the discussion on cooperating in the preparation of a general public order and safety system.

7.3 Planning impacts

Postponing the pilots has lead to a delay of at least 4 months. This may cause a shift of pilot activities to the next phase (after M30). Combining all activities by organizing a multidisciplinary pilot (fire brigades included) in this phase seems a logical step.

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8. CONCLUSIONS

Work package WP9.2 related activities in the project period M19 to M24 concerning the special user pilot PHS Info are covered in this report. WP9.2 will offer the environment for testing the technology in an operational environment. This will be done in cooperation with professional users from Police and Health Care organizations. With the results the SAFIR SDK can be improved. The tasks that were defined in the pilot plan serve as a reference for this activity report. All current activities are mostly in line with the pilot plan. For both professional user groups the preparation of all pilots has been done in accordance with the user expectations. These user groups were already involved in the SAFIR project in the earlier phases which reflects the essential support from these organizations to continue starting the pilots. Caused by external circumstances the start of the pilot in the 'live' environment of the Police and Health Care organizations was delayed. The non-availability of an accepted version of the existing application, that will be the starting point of PHS Info for the Police, is the reason for this. A lack of employee capacity to support the pilot accounted for a delay in the Health Care situation. Therefore adaptations must be made to the initial set-up of the pilots. Probable solutions are to be found in intensifying the activities in the limited period of time that is now left for conducting the pilots, another option is shifting part of the activities to the next stage of the project (after M30). More effort will be spent into broaden the PHS Info framework and its scheduled pilots to a multidisciplinary public order and safety system. This will be done through discussions with BASF-IT and interested parties from the user side. The first steps in this direction look promising and can significantly attribute to the creation of a multidisciplinary public order and safety system of which the SAFIR SDK is the foundation.