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Deliverable D7.3: **Interim exploitation plan**

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1 INTRODUCTION

The EU FP7 funded project “CRISP” (Evaluation and Certification Schemes for Security Products; Grant Agreement No: 607941) is a three years project (April 2014 until March 2017) which aims to develop the basis for a holistic, pan-European certification scheme that will assist in harmonising the European security market and creating a more level playing field for suppliers of security systems. The CRISP approach focuses on promoting conformity with robust European standards and specific requirements on security. The first two years of CRISP included in-depth research, analytical and stakeholder consultation efforts and led to the development of the CRISP methodology. The CRISP methodology is a two-part evaluation and certification procedure upon which the proposed CRISP certification scheme is founded: First, an evaluation comprising two main stages (configuration and S-T-E-Fi assessment), and second, certification as third-party attestation, primarily focused on the assessment of technical requirements for security systems, consisting of three stages (audit, attestation and surveillance).

This report is the deliverable 3 for Work Package (WP) 7 '*Enhancing confidence in the new certification measures*'. The objectives of this WP are as followed:

1. To build confidence and enhance acceptance of the new certification measures, specifically in a EU-wide security standards and certification process;
2. To promote measures to ensure the success of the EU-wide security standards and certification scheme;
3. To engage the key stakeholders and involve them in the process of EU-wide security standards and certification scheme making;
4. To identify advocates among the key stakeholders that could facilitate gaining confidence and enhance acceptance of the new certification measures.

This report 'Interim exploitation plan' will explore and outline how CRISP's results could best be transferred, commercialised and sustained, and how the CRISP Roadmap can be implemented, gaining confidence for and trust in the certification measures. This report describes how to best approach stakeholders with the above listed aims and how to link these efforts to the successful finalization of the CEN Workshop Agreement (CWA), one of the main outputs of the CRISP project and the foundation of future standardization activities. This Interim exploitation plan was finalized at the beginning of WP7, whereas the final exploitation plan will be delivered at the end of the WP and project duration.

The following text will describe the objectives of WP7, how to create synergies between the identified stakeholders and a first outlook into the future, after the end of the project.

2 OBJECTIVES OF WP7 ACTIVITIES – ENGAGEMENT OF KEY STAKEHOLDERS

The current WP7 aims to engage key stakeholders enhancing confidence to the CRISP approach. The aims build on the research of WP3, which focused among others on the identification of the key stakeholder groups in the security products, systems and services sectors, Task 8.1 along with the refined CRISP scope¹ and the experience gained in the consortium in the various workshops organised in WP5 and WP6. The stakeholders, considering the scope of application of the CRISP methodology for installed systems, and having video surveillance systems as first pilot subject, will include:

- Suppliers (security industry manufacturers, installers of video surveillance systems, sellers, providers, integrators, security industry associations).
- End users (procurers, strategic planners and operators working with video surveillance systems, such as the local authorities, emergency organisations, transport operators, law enforcement authorities, retail organisations, health organisations and educational organisations, consumers associations, big business areas).
- Consumer organisations.
- Regulators and policy makers, certification bodies, accreditation bodies, standardisation bodies, policy makers at European and member state level, members of the European parliament and national parliaments, local authorities, chambers of commerce, insurance groups/professional security consultants;
- Data Protection Authorities.

Bearing in mind the objectives of WP7, which concern enhancing the confidence in the CRISP approach the consortium formulated three goals related to the exploitation of the CRISP project results. These three goals will be pursued throughout WP7 activities:

1. To enhance confidence in the new certification measures among the key stakeholders.
2. To accelerate interest among key stakeholders in formation or emergence of the CRISP organisation that will continue the work of the CRISP project, i.e. the development and operation of the CRISP certification scheme.
3. To gain interest of the stakeholders to join the process of the CEN Workshop Agreement (CWA), with which the CRISP project will end.

All activities in WP7 will have a focus on enhancing confidence in the new certification measures, and within this remit different stakeholder groups will be approached with targeted information to promote and boost interest in the CRISP scheme. These activities should also stimulate the interest among stakeholders to join the process of the CWA and stimulate the emergence of the CRISP organisation. The organisations, identified on the basis of initial research as having potential for taking over the future CRISP scheme, will be approached with specifically formulated information in order to identify their interest in and capabilities for taking over and running such a scheme.

¹The CRISP scheme will provide rules and requirements for the evaluation and certification of installed video-surveillance security systems¹¹ based on the CRISP S-T-E-Fi dimensions (Security, Trust, Efficiency and Freedom infringement). For systems in development, evaluation according to the CRISP scheme can be applied. Certification of these systems will only be possible after installation.

3 CREATING SYNERGIES OF TASKS IN WP7

Part of the WP7 task concerns direct engagement with different key stakeholders (suppliers, end users, Data Protection Authorities, consumer organisations, regulators and policy makers), whereas the other part is focused on the CWA process.

To fulfil the three aims listed above the consortium recognises the need to achieve synergies among the activities in all the tasks, most importantly in terms of time planning and consistency of the information on the aims provided to different stakeholders. The stakeholders that will be directly approached, will not only be given targeted information on the innovative CRISP approach to a methodology for evaluation and certification, but will also be approached with the aim to ensure attendance of the stakeholder groups via their representatives/participants at the kick-off meeting of the CWA process and with the aim of fuelling the interest for them to establish the CRISP organisation. In terms of time planning it is expected to start engaging the stakeholders with targeted information on the CRISP approach and the upcoming events before the initial CWA meeting in October 2016, in order to ensure attendance and to include their feedback in the development process of the CWA.

The tasks concerning stakeholder engagement are further described below.

3.1 TASK 7.1 – BRIEFING PAPER AND WORKSHOP FOR DPAS

The consortium identified data protection as an important field that also has the potential to create a market incentive for the uptake of the future CRISP scheme. The recently adopted General Data Protection Regulation (GDPR)² places special emphasis on certification as means of showing compliance with data protection requirements³. With this in mind, it is very important to approach the Data Protection Authorities:

- To get them acquainted with the CRISP approach and to gain their acceptance and endorsement;
- To demonstrate the relevance of the CRISP approach in the context of GDPR;
- To fuel their interest in taking part in the CWA development process, to build with other stakeholders on such data protection requirements that would work towards compliance with the GDPR.

First, a briefing paper will be prepared and circulated to the European Data Protection Supervisor and all national Data Protection Authorities in the EU through the partners' networks, where specific members of the DPAs that are familiar with security and certification issues will be addressed specifically. This will include follow-up contacts with the DPAs, or members of DPAs that have expressed interest to be more actively involved and could be identified as potential advocates (aiming to reach 6-12 DPAs) that could facilitate gaining confidence and enhance acceptance of the new certification measures.

Second, a workshop will be organised for DPAs on 30th September in Madrid (Spain). The overall intent of the workshop will be to facilitate the emergence of an EU-wide security certification process and promote the uptake of the future CRISP scheme. The agenda of the

² European Parliament and Council of the European Union, Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), L 119/1 4.5.2016.

³ See articles 42 and 43 GDPR.

workshop will show the relevance of the CRISP approach to certification for data protection community, especially in the context of GDPR. External speakers will also be invited to achieve this goal. The event will be a unique opportunity to invite the attendees to participate at the kick-off-meeting of the CWA process as well.

The aim of the consortium is to identify and establish stable communication with at least 6 advocates from DPAs from different EU Member States, via the briefing paper and the workshop to actively involve them in the process of the CWA development and to build up confidence and enhance acceptance of the new certification measures.

3.2 TASK 7.2 – ENGAGING MANUFACTURERS THROUGH TARGETED COMMUNICATIONS

This task will focus on engaging the key stakeholders of the security industry, including suppliers, manufacturers and installers of video surveillance systems, providers, integrators and security industry associations.

The aim will be to enhance overall confidence in security certification measures, specifically in an EU-wide security certification process and to promote measures that enhance and support it. Specifically, they will be addressed to fuel interest for joining the CWA process. A specific paper targeted at manufacturers will be developed to familiarise them with the CRISP approach, and showing the incentives for adoption, its relation to their business, the certification process and procedures, uptake etc. The CRISP Advisory Board will review this paper. The paper will then be circulated among security manufacturers and security industry associations assessing a plural representation of manufacturers in terms of location (at least from eight different countries), scope (not only multinationals branches) or speciality (products and services) identified in the CRISP project WP8 and adapted to cover the pilot area of video surveillance systems and will be published on the project website. There will be follow-up calls with those identified on the basis of their response as potential advocates furthering the goals of the consortium.

The overall target in this task is to establish and maintain a relationship with manufacturer stakeholders from at least eight Member States to ensure EU wide building of confidence and acceptance of the new certification measures among them.

3.3 TASK 7.3 – ENGAGING END USERS AND CONSUMER ORGANISATIONS

The CRISP consortium is aware that the demand for CRISP certification must come from the end users, who see a benefit in having their installed video surveillance systems evaluated and certified according to the future CRISP scheme, mainly due to the added value that would bring enhancing trust that the individual citizens can put in these systems and the way in which these are operated, since CRISP's innovative approach includes societal and legal impacts of the security systems on individuals.

The target market in terms of end users, identified in the CRISP project WP6, are procurers, strategic planners and operators working with video surveillance systems, such as local authorities, emergency organisations, transport operators, law enforcement authorities, retail organisations, health organisations and educational organisations, consumers associations, big business areas. Consumer organisations will also be approached to raise awareness about the benefits of the CRISP approach.

The activities will include:

- Sharing materials with European consumer organisations, such as the ANEC and BEUC and consumer organisations in all the EU Member States.⁴
- Establishing a stable link with organisations from at least six Member States.
- Conducting a general awareness-raising initiative: presence of the CRISP material at events (such as security product fairs, exhibitions, events, etc.), on the project's website and social media. The success of these initiatives will be measured (e.g. number of visitors, comments, engagements, etc.).

With these activities, the consortium wishes to contribute towards the main aims of WP7 that is to fuel the interest in this stakeholder group and especially among consumer organisations to consider the question of creating the CRISP organisation that will succeed the CRISP project and to be actively included in the process of the CWA development.

3.4 TASK 7.4 – ENGAGING REGULATORS AND POLICY MAKERS

As identified in the Roadmap, one of the most important roles in the successful implementation of the CRISP approach is played by regulators and policy makers. These parties include authorities, policy makers at European and member state level, members of the European Parliament and national parliaments and local authorities. Other groups of interest are chambers of commerce, but also certification bodies, standardisation bodies, accreditation bodies, insurance groups and professional security consultants.

These stakeholders will most specifically be addressed with information that will aim to boost their interest by acting in the role of the CRISP organisation and to successfully finalize the future scheme. The stakeholders will be send targeted briefs and one on one briefing sessions will be organized in the member states of the CRISP partners countries (Austria, Belgium, Germany, Netherlands, Republic of Slovenia, Spain, the UK). Specific organisations that have the potential to create a CRISP organisation, will be contacted and engaged. Their involvement will also be crucial in the process of the CWA development.

3.5 TASK 7.5 – CWA

The core purpose of CEN and CENELEC is to develop European Standards (EN) and other publications, including Technical Specifications (TS), Technical Reports (TR) and Workshop Agreements (CWA). The European Standardization System has made a significant contribution to the creation of a common European market, embedded in a global economy, and in disseminating the knowledge incorporated in these publications through its network of CEN and CENELEC (national) Members⁵.

In innovative markets there is often a request for a best-practice document to be developed as a stepping stone to further standardization activities, to facilitate interoperability and compatibility and to facilitate further incremental innovations in the market. However, if an innovative technology has not yet achieved a sufficient degree of stability, an European Standard may not be the best way of meeting this need, because of the nature of the

⁴ It should be noted that many of the stakeholders mentioned here are steadily part of the CRISP dissemination activities and workshops. A prominent example is ANEC that has contributed to CRISP work in WP4 (interview), WP5 and WP6 (participation in workshops).

⁵ The lists of CEN/CENELEC (national) Members are provided on the web sites of CEN and CENELEC.

standardization process and the requirement that all CEN and CENELEC (national) members adopt the resulting standard.

The draft Project Plan for the CWA will be shared with the relevant technical committees who possibly have interest to participate in the CWA process due to their scope and will be published to engage interested stakeholders to participate in the CEN Workshop. The aim of the CWA is to 1) adapt the methodology for the evaluation process of the security systems and 2) adapt and will further refine the S-T-E-Fi criteria for the evaluation process of security systems, specifically for installed video-surveillance systems^{6,7}. The CWA excludes the certification scheme itself. Furthermore, all identified stakeholders from tasks 7.1 – 7.4 will be informed in parallel about the CWA process, resulting in best possible synergy between the tasks.

The scope of the CWA Project Plan will be approved by the registered participants in the kick-off meeting of the Workshop. A CWA is a document agreed by the participants of a Workshop, which is designed to meet an immediate need and form the basis for future standardization activity. The stakeholder involvement limits itself to those directly interested in the subject. The direct participation of interested parties and the rapid development opportunities offered by a CWA are considered to be particularly attractive for European research projects (FP7, Horizon 2020) which have to deliver within the duration of their project lifetime. To ensure the coherence of all the different CEN and CENELEC deliverables, a CWA shall not conflict with an existing European Standard. Within this project, the standardization committees CENELEC/TC 79, 'Alarm systems', CEN/TC 391 'Societal and citizen security' and CEN-CLC/JWG 8 'Privacy management in products and services' are identified as TC's with interest in this CWA due to their own scope statement and will be informed and asked for feedback on the project plan for the CWA.

4 OUTLOOK

The report *DEL 6.1 CRISP Roadmap and implementation plan* identified two important milestones that need to be reached on the path of the successful completion of the future CRISP scheme, which will commence after the CRISP project with running the pilot scheme in the area of video surveillance and continue with extension of the scheme to the whole range of security systems in the end.

1. The first milestone concerns a CWA on the CRISP methodology for evaluation of security systems, gaining approval of the project's output and approach to certification by a range of stakeholders at European level.
2. The second milestone concerns emergence of the CRISP organisation that will take over the work from the CRISP project and successfully finalize the scheme.

The CWA Workshop aims to 1) adapt the CRISP methodology and 2) adapt and will further refine the S-T-E-Fi criteria for the evaluation process of security systems, specifically for

⁶ Definition for video-surveillance systems is in accordance with the definition as used in ISO 22311:2012, i.e. surveillance system comprised of cameras, recorders, interconnections and displays that are used to monitor activities in a store, a company or more generally a specific infrastructure and/or a public place (definition for CCTV system).

⁷ A system is seen as a combination of products which are connected with each other and operate together. (Personnel using the system on a daily basis are evaluated and certified according to CRISP in the foreseeable future.)

installed video-surveillance security systems⁸ 9. Engaging the relevant stakeholders for participation in the CWA is essential for gaining their trust and acceptance of the CRISP methodology for the evaluation of security systems as the main outcome of the Workshop.

The CRISP organisation is another key element of the successful implementation of the future CRISP scheme. Initial research has been done by the project consortium about organisations that could show interest in taking over operation of such a scheme and that would also possess the capabilities and knowledge to further develop and manage the scheme. The CRISP organisation can either be an existing organisation, a new organisation or several parties working together, but it is not intended to be the CRISP project consortium or to offer CRISP certification itself.

It is expected that the incentive for the uptake of the scheme on the market will be fuelled by the added value of the CRISP methodology, among which it is necessary to specifically mention inclusion of societal dimensions, an innovative approach in certification, that will foremost come into play considering the General Data Protection Regulation (GDPR) which places special focus on certification that can show compliance with data protection rules.

⁸ Definition for video-surveillance systems is in accordance with the definition as used in ISO 22311:2012, i.e. surveillance system comprised of cameras, recorders, interconnections and displays that are used to monitor activities in a store, a company or more generally a specific infrastructure and/or a public place (definition for CCTV system).

⁹ A system is seen as a combination of products which are connected with each other and operate together. (Personnel using the system on a daily basis are evaluated and certified according to CRISP in the foreseeable future.)

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	<i>for 60-day public comment period</i>																																								
	<i>2nd Workshop to discuss the comments from the public comment period and agree on the direction for the CWA</i>																																								
	<i>Final draft CWA for approval in the Workshop</i>																																								
7.6	EXPLOTATION OF RESULTS																																								
	<i>Interim exploitation plan</i>			3																																					
	<i>Final exploitation plan, based on the findings from WP7</i>																																								4

- 1 D7.1- Consolidated report on enhancing confidence and acceptability of new certification measures
- 2 D7.2 – CEN Workshop agreement
- 3 D7.3 – Interim exploitation plan
- 4 D7.4 – Final, consolidated exploitation plan
DPA Workshop, 30 September 2016 (tbc)

 Kick-off meeting CEN Workshop Agreement; 17 October 2016 (tbc)

 2ND Meeting CEN Workshop Agreement, scheduled for January 2017