

# NEWSLETTER

ISSUE II / AUGUST 2007



## ABOUT ERMA

The ERMA project (ERMA is an acronym for Electronic Risk Management Architecture) aims to build a reference platform for risk management in the domains of natural as well as man-made disasters with a specific focus on needs of small and medium-sized communities. Communities might be public bodies as well as private sector organisations which share obligations and duties for risk prevention and response.

The number of incidents from natural and man-made disasters continues to grow rapidly. Authorities from all over the world have put this matter higher on the agenda and there are several initiatives to implement systems that support better collaboration between authorities and plans for alerting and communicating with citizens. The ERMA solution aims at covering these both aspects.

The ERMA solution, when presented to both authorities and first responders, is received as a tool that eliminates barriers coming from lack of collaboration between the different official entities handling a crisis. ERMA gives all entities the same overview of the situation at hand and aims at increasing the efficiency of the total operation.

In addition, the alarm component of ERMA includes multiple ways of reaching and communicating with the citizens before, during, and after an incident. Being able to reach each citizen in an efficient way with specific information for informing or instructing on the way to behave will probably save lives and limit material damages.

The reception of the ERMA solution at authorities and first responders has already been great and has given feedback that will further enhance the solution.

Project ERMA publishes four times a newsletter summarising current activities and achieved results. The newsletter you are currently reading is the sec-

ond and gives an overview of the work and activities of the second 6 months of the project.



## UPDATES OF THE ERMA WEB SERVER

The ERMA web server <http://www.erma-project.org> is online since November 2006. All pages are available in English, Spanish, Romanian and German. Important parts have also been translated into French and Norwegian.

The web site gives information about News, the ERMA workshops, papers and publications about the project, time plan and deliverables, flyers, as well as frequently asked questions (FAQ).

All new deliverables, papers and other news are regularly uploaded.



## 3RD PROJECT MEETING IN BARCELONA, 26-27 APRIL 2007



Picture © R.-A. Mlesnita, 2007

A periodic ERMA meeting took place in Barcelona, at the premises of the Institut d'Estudis Catalans (the National Academy of Catalonia), a beautiful building from the XV century adequately restored and with all the utilities required for such events. Twenty participants from UMS, FIT, INERIS, CAS, UPC, YM, SPC and CLTGL (all partners were represented) attended the meeting.

Main issues of the meeting were the discussion, definition and testing of the different scenarios and



# NEWSLETTER

ISSUE II / AUGUST 2007

use cases to be considered in the project, the progress achieved in the different work packages and, finally, the diverse administrative aspects related to project management.

As a whole, the attendees were satisfied with the work performed and considered that the project progressed adequately. Furthermore, they felt that, from the starting of the project, the different partners had evolved altogether towards the constitution of a real team.

Additionally, an interesting gastronomic exercise was performed at a Catalan cuisine restaurant.



Picture © R.-A. Mlesnita, 2007

ERMA Project Meeting in Barcelona



## ERMA AND FOREST FIRES

Dr. Elsa Pastor (Universitat Politècnica de Catalunya) gave a lecture at the Societat Catalana de Tecnologia (Barcelona, 27-June-2007) on "*Technology applied to forest fires management*". In the last part of the dissertation, Dr. Pastor explained the essential aspects of the ERMA project and its potential application for managing the risk originated by these events, relatively frequent in the Mediterranean area.

The lecture was attended by fifty persons (researchers, people from fire-fighting and civil protection

services, etc.). In the discussion following the dissertation, the interest in a system such as ERMA was emphasized by several specialists.



Picture © UPC, 2007

Forest fires, unfortunately, have been important news this summer, especially because of their dramatic effects in Greece, with severe consequences on the population (69 people killed).



## ERMA 4<sup>TH</sup> PROJECT MEETING AT INERIS, 30. – 31. AUGUST 2007

Located in the vicinity of the historical heritage city of Senlis, and close to Paris Charles-de-Gaulle airport, INERIS company hosted a two-day project meeting on 30-31 August 2007. A regular project event where participants could discuss progress status of workpackages, tasks and deliverables, this meeting was also an opportunity to prepare for the first (annual) review meeting with the European Commission. Project manager (UMS) and selected partners of the ERMA consortium were scheduled to meet their Project Officer (PO) in Brussels, on 18<sup>th</sup> of October 2007.

Based on the agenda proposed by ERMA Project Manager Tom Mugerud (UMS), meeting participants first confirmed that all deliverables and milestones of the second workpackage (WP2) had



# NEWSLETTER

ISSUE II / AUGUST 2007

been delivered and reached. WP1 and WP2 have been serving as a basis for elaborating the requirements of the ERMA system and architecture, based on the needs analysis performed with and by end-users. The INERIS meeting featured an excellent working spirit. A convergence of understanding could be also felt among partners, in terms of how work to be done in ERMA project (as described in the description of work) should be interpreted and performed. As a result, and with months passing, ERMA partners are coming closer and closer to a shared vision. Project development is benefiting from this increasing synergy.



Picture © R.-A. Mlesnita, 2007

Beyond the standard procedures of project progress monitoring, participants also prepared the first annual review meeting, scheduled for mid October 2007. In that respect, the group could benefit from the extensive experience of some of its members in terms of EC funded projects. The institute FIT, for instance, would advise the ERMA consortium on how to present project results as efficiently as possible, as well as challenges ahead – for instance in terms of market related developments of the ERMA system. Selected partners were appointed to join the review meeting, and a pre-meeting was decided for the day before the review.



ERMA has been presented by the Santander Port Community in their 2006 Activity Report:



de mantener contactos periódicos con clientes y posibles clientes de las diferentes empresas de la Comunidad Portuaria de Santander y del Puerto de Santander.

A lo largo del año 2006 el Servicio de Atención al Cliente ha visitado a más de 70 empresas tanto dentro como fuera de Cantabria, entregándolas diferente documentación promocional de la Comunidad Portuaria de Santander y de la Autoridad Portuaria de Santander.

**Í-D-I**

- **1. Proyecto europeo ERMA (Electronic Risk Management Architecture for Small and Medium-Sized Communities)**
  - Aprobado por el VI Programa Marco de la Unión Europea, en el marco de la Convocatoria: IST (Information Society Technologies).
  - Duración del proyecto:** 2 años. Comienzo oficial: Septiembre 2006
  - Participantes:**
    - Unified Message System (Noruega).
    - Fraunhofer Gesellschaft zur Förderung der angewandten Forschung e.V. (Alemania).
    - Institut National de l'environnement Industriel et des risques (Francia)
    - CAS Software AG (Alemania).
    - Yellowmap AG (Alemania).
    - Universitat Politècnica de Catalunya (España).
    - Santander Port Community (España).
    - Consiliul Local Targu Lapus (Rumania).
  - Descripción del Proyecto:**  
ERMA persigue seleccionar las necesidades de comunidades de pequeño y mediano tamaño, en este caso representadas por las autoridades locales, para ayudarles en la creación y gestión eficiente de todos los aspectos inherentes a la gestión de riesgos que se encuentren bajo sus respectivas responsabilidades.
  - En concreto ERMA les ayudará a:
    - Acceder a datos monitorizados relativos a diferentes riesgos industriales existentes en su área.

MARCA COMUNITAT PORTUARIA DE SANTANDER (FEBRER - OCTUBRE 2006)

17



-Desplegar y gestionar sus sistemas de telecomunicaciones de emergencia.

-Implementar un sistema público de comunicaciones dedicado a la información a sus ciudadanos.

Para ello el proyecto ERMA construirá un prototipo innovador, adaptable y multilingüe de gestión de riesgos para regiones y municipios de pequeño y mediano tamaño (autoridades locales) que sean capaces de gestionar todos los elementos (organizativos y técnicos) relacionados con la implementación de una red de gestión del riesgo a nivel local. La principal característica del proyecto ERMA es que se adapta a la realidad de que las necesidades funcionales tienen que ser adaptables a multitud de contextos (adaptabilidad), siendo capaces de involucrar a socios de diferentes orígenes y sectores.

-**Papel de la Comunidad Portuaria:** La Comunidad Portuaria participará como usuario final, para probar el prototipo desarrollado.

• **2. Proyectos PCCP**

Durante el año 2006 se han implementado los Proyectos PCCP correspondientes a las subvenciones recibidas por los mismos en 2005:

- Proyecto de Benchmarking como instrumento para la mejora de la competitividad de las PYMEs en el entorno de la Comunidad Portuaria de Santander.
- En el marco de este proyecto se han desarrollado actividades de intercambio de información relativa a aspectos y normas medioambientales en el Puerto de Santander.
- Proyecto de promoción del uso del diseño gráfico aplicado a la estrategia empresarial de las PYMEs en el entorno de la Comunidad Portuaria de Santander.
- En el marco de este proyecto se han desarrollado actuaciones de diseño gráfico, tales como paneles, flyers, trípticos, totems, folletos promocionales, etc.

Además se han presentado dos proyectos al "Plan de Consolidación y Competitividad de la PYME", que han sido aprobados:

MARCA COMUNITAT PORTUARIA DE SANTANDER (FEBRER - OCTUBRE 2006)

18



# NEWSLETTER

ISSUE II / AUGUST 2007



## CONFERENCES

ERMA information has been presented at the following conferences:



### TIEMS 2007

14<sup>th</sup> annual conference from the international emergency management society: "DISASTER RECOVERY AND RELIEF - Current & Future Approaches"

5 - 8 June 2007, Trogir, Croatia.

<http://www.tiems.org/index.php?id=17>

The TIEMS 2007 14th Annual Conference entitled "Disaster Recovery and Relief: Current & Future Approaches" was successfully held in Trogir Croatia from June 5th to 8th 2007. The ERMA presentation was very well received. Visits from other speakers as well as membership of TIEMS allows information exchange and contributes to prove the ERMA concept.

### ISCRAM 2007



4th International Conference on Information Systems for Crisis Response and Management

May 13th-16th 2007 Delft, The Netherlands.

<http://www.iscram.org>

The ISCRAM conference has been founded with the idea to foster the exchange of information among risk management experts. Practitioners as well as researchers have established a collaboration platform with this series of conferences that is jointly organized by European and American partners. This year's conference has covered a wide spectrum of contributions that ranged from technology-enabled support of risk management solutions to societal studies of alarming procedures. Attendees of ISCRAM come from civil protection agencies as well

as research organisations in the risk management domain. As indicated by an introductory tutorial on process management for risk management by Prof. Tim Grant this year's conference was designated to process management aspects. Thomas Rose presented the ERMA approach to process management for risk management. The discussion was intensive and everyone was aware about the potential, but there were also some voices about fears that revolve around the analytic clarification once entering formal process representations.

### IRMA 2007



2007 IRMA INTERNATIONAL CONFERENCE, Theme: Managing Worldwide Operations and Communications with Information Technology, Track: IRM in Government

May 19-23, 2007, Vancouver, Canada

<http://www.irma-international.org/>

THE IRMA conference in Vancouver had no specific focus on risk management, but several sessions on e-Government issues. The ERMA presentation caused a lot of feedback, and the ERMA paper will also be published in the proceedings gaining a larger audience.

### ISESS 2007



International Symposium on Environmental Software Systems

Crowne Plaza Hotel, Prague, Czech Republic, May 22-25, 2007

<http://www.isess.org/conferences.asp?Conf=5>

Environmental Information Systems (EIS) are an important factor in environmental research, decision support, management and policy. The ISESS conference gathers academics, experts and companies



# NEWSLETTER

ISSUE II / AUGUST 2007



involved in R&D for EIS. At the 2007 ISESS event, the ERMA consortium could present its approach and decision-support tools, and meet both with developers of similar systems, and potential users.

All final papers are available from the ERMA web site.



## ERMA AT PSC EUROPE FORUM

The first assembly of the PSC Europe Forum (Nartus) took place in Luxembourg, May this year. It was attended by 95 participants from 20 countries. The forum was supported by all categories of public safety communication stakeholders including the European Commission.

To allow maximum networking between participants from both industry and public stake holders, the forum was organized in a combination between plenum sessions and workshops.



The 12 main workshops were:

1. Operational interoperability challenges
2. Broadband challenges In Europe
3. Terminology
4. Policy issues in Public Safety Communication
5. Emergency Telecommunications for Citizens
6. Satellite for Emergency Communication
7. Harmonized Multi distribution of warning messages
8. Operational Scenarios
9. Security
10. Public Communication Research
11. Spectrum Harmonization
12. IP based Public Safety

ERMA participated in 5 and 7, and briefly presented the ERMA project in both workshops. The next forum meeting will take place in Lisbon towards the end of the year and ERMA will work towards the organizer to become a keynote speaker in future forum meet-

ings. Further information can be obtained at: <http://www.psc-europe.eu/>.



## WORKPACKAGES PROGRESS

WP1 SMALL AND MEDIUM-SIZED COMMUNITIES' ENVIRONMENT AND REQUIREMENTS:

An opportunity for IT experts and risk management professionals to interact with decision makers of local communities, the first work package of the ERMA project could take stock of current practice in terms of risk and emergency management. This interdisciplinary approach to risk situations gave the ERMA consortium a clearer view of user requirements for the ERMA system. In addition, the inventory of functions expected from ERMA helped the partners to develop a common approach for problem definition and problem solving.

WP2 COLLABORATIVE AND ADAPTIVE METHODS FOR RISK MANAGEMENT

WP 2 has been successfully finalised with three deliverables, all available from the ERMA web server:

D2.1 The ERMA approach: describing the software requirements for the future ERMA system.

D2.2 Use cases scenarios: showing use cases: how and in which situation to use which component of ERMA:

D2.3 Process model: it presents typical processes in the two ERMA user sites Santander and Targu Lapus.

WP3 SPECIFICATIONS FOR GENERIC SYSTEM ARCHITECTURE

As WP2 came to finalization the ERMA partners were already in full swing with discussions on how to best capture that work into coherent, secure and elegant software architecture. A distributed, component-based 'SOA' architecture quickly evolved and resulted in three deliverables which were completed



# NEWSLETTER

ISSUE II / AUGUST 2007



by mid-September, available on the ERMA web servers:

**D3.1 Definition of ERMA Generic System Architecture:** Describes the overall architecture and its requirements

**D3.2 Specification of ERMA Risk Management Architecture:** A more detailed description on ERMA sub-systems, and

**D3.3 Specification for applications and related technologies:** Specification of the ERMA end-user applications and related software.

## WP4 CORE INFRASTRUCTURE

Work just yet started.

## WP5 PERIPHERAL APPLICATIONS AND INTERFACES

Work just yet started.

## WP6 CONFORMANCE TESTING, INTEGRATION, AND EVALUATION

Work just yet started.

## WP7 EVALUATION IN FIELD

WP 7 deals with the field trials that will be performed during spring of 2008 at the end-user's sites (Targu Lapus, Rumania and Port of Santander, Spain) to test the system efficiency. Starting in September, the specific distribution of the diverse tasks among the partners has been decided. At present, we are working on the evaluation guidelines that shall assure high quality standards during the field trials.

## WP8 DISSEMINATION AND EXPLOITATION

Apart from successful dissemination in conferences, we got high page impression rates from the web server-. Also, all partners are in contact with other projects and interesting parties to exchange information and inform about ERMA's progress. This dissemination will also help to make ERMA a well

known brand which fosters commercial and scientific exploitation.

## WP9 PROJECT MANAGEMENT:

Project management is and has been running on schedule since kick-off in September 2006. There have been no conflicts to solve during the first year. Neither have there been any changes made to the consortium.

## ERMA DELIVERABLES NOW ONLINE

- D1.1 Preliminary report for RM and related research
- D1.2 Requirements of small and medium-sized communities in risk management
- D1.3 User consultation workshop
- D1.4 Report on first demonstrator
- D2.1 The ERMA approach
- D2.2 Use cases scenarios
- D2.3 Process model
- D8.1 ERMA Website
- D8.2.1 ERMA newsletter, Issue I, Feb. 2007
- D8.2.2 ERMA newsletter, Issue II, Aug. 2007
- D8.3.1+2 Plan for using and disseminating knowledge
- D9.4 Review and assessment plan



## ERMA CELEBRATES ITS FIRST YEAR!

*This is my first EU project ever. If all projects are like ERMA it is an inspiration for others to take on the coordinator responsibility.*

*As written before ERMA is a quite diversified consortium (a combination of SME's, researchers and end users with complementary skills, and limited overlap between each other). That might sound daunting,*



# NEWSLETTER

ISSUE II / AUGUST 2007



*but for ERMA this has proven to be successful. The commitment from all partners to dig into unknown areas for the sake of adding value to the work, and in the end the final outcome of ERMA, has been outstanding.*

*I would be a liar to say that nothing has gone wrong or couldn't have been better. The interaction with local workforces in both end user sites has taken much more time than first anticipated. This has been due to the need of translation especially in risk management areas, where detailed input on processes and procedures has been vital for the next WP. ERMA will gain this later in the progress of the project.*

*It might be a bit early to elaborate on the impact of ERMA. But the consortium clearly sees that some of the functionality in ERMA will challenge the way emergency communication is handled today. The use of newly invented technology components in ERMA will probably lower entry costs for both small and large communities. ERMA has started to interact with other projects and also with JRC to prove this.*

*As a conclusion from the first ERMA year, I am proud of what we have achieved and I am looking forward to the next months and years to come.*

*Kind regards,*

*Tom Muggerud, Project Coordinator*



## THE ERMA WORKSHOPS

The First User Consultation Workshop (UCW) took place on 1-2 March 2007 in INERIS premises (located Verneuil-en-Halatte, France). Two user consultation workshops have been planned for the ERMA project; these serve both as an opportunity to elaborate further the ERMA architecture, and as dissemination events. The organisation of the March 2007 UCW was accomplished according to the Description of Work (Technical Annex of the ERMA contract.

Major goals of the March 2007 UCW were the following:

- Elaborate and discuss a mockup presenting modules and functions of ERMA architecture
- Provide an opportunity for ERMA partners to discuss each module and functions (interest and added-value; challenges and limitations etc.)
- Provide an opportunity for ERMA partners (both RM and IT) to interact with potential end-users of ERMA

The UCW as such took place on 1 March (full day), while a project meeting (participation restricted to consortium partners) was organised on 2 March (half day). The original agenda was followed, apart from minor changes in allocation of speech and time slots. The meeting appeared to go well, and satisfaction was expressed by all participants. In particular, the project external participants have expressed interest in being associated to future steps of the ERMA project.

A general introduction to the UCW was given by B. Affeltranger (INERIS), T. Muggerud (Project Coordinator, UMS) and G. Peinel (Technical and Scientific Coordinator, FIT).

More information can be found in deliverable D1.3 available on the project web server.



## ERMA CONTACT & COORDINATES

More information about ERMA can be found on the project web server <http://www.erma-project.org> with content in several languages. Here you will also find the project flyer giving an overview of goals, results and partnership of ERMA. The flyer is available in English, German, Romanian, and Spanish.



# NEWSLETTER

ISSUE II / AUGUST 2007



ERMA Project coordinator:  
Unified Messaging Systems AS  
Trondheimsveien 184, PB 6528 Rodelokka  
0501 Oslo, Norway  
Phone: +47-23-50-16-33  
tom.muggerud@umscom.com

Technical and scientific coordinator:  
Fraunhofer FIT, Germany

Editor of this newsletter:  
Fraunhofer FIT  
Schloss Birlinghoven  
53754 Sankt Augustin, Germany  
Phone: +49.2241-14 -2432  
gertraud.peinel@fit.fraunhofer.de

Project ERMA is part-financed by the EC within the 6<sup>th</sup> FP IST Programme (IST project ERMA, IST-2005-034889). The authors would like to acknowledge that this document reflects only the author's views, and that the Community is not liable for any use that may be made of the information contained herein.

Sponsor:  
EC Directorate G - Components and Systems, Unit G5 - ICT for the Environment, project officer Antonios Barbas.

Project partners of ERMA are:

Unified Messaging Systems  
AS, Norway  
tom.muggerud@  
umscom.com



Fraunhofer FIT, Germany  
thomas.rose@  
fit.fraunhofer.de



INERIS, France  
bastien.affeltranger@  
ineris.fr



CAS Software AG, Germany  
spiros.alexakis@cas.de



Universitat Politecnica de  
Catalunya (UPC), Spain  
joaquim.casal@upc.edu



YellowMap AG, Germany  
bernhard.koelmel@  
yellowmap.de



Comunidad Portuaria  
de Santander, Spain  
c.redondo@  
wtcsantander.es



Consiliul Local Targu Lapus,  
Romania  
e-cat@e-cat.ro

