

## Countering Radicalisation for a Safer World

Privacy-first situational awareness platform for violent terrorism and crime prediction, counter radicalisation and citizen protection

# Completion of User Requirements for the Creation of CounteR's Platform

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# End users requirements, use cases and scenarios

## GOALS

- Considering end users' real operational needs and scenarios and adapting them to the scope of the CounterR project
- Balancing between level of specificity for the tool to have significant impact on the daily operations of consortium end users and a further-reaching goal of high adaptability to the potential needs of other LEAs and ISPs after the project has finished.

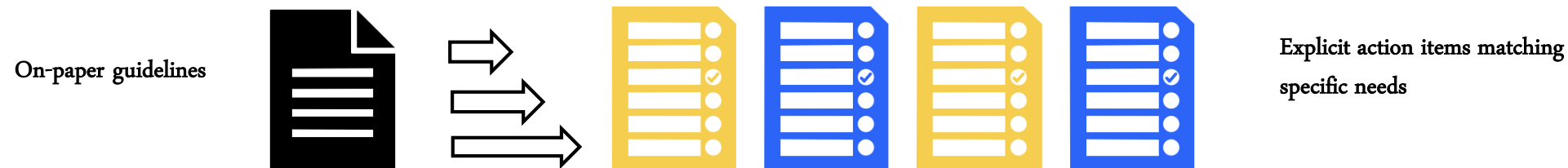
## Concretion exercise

- the primary objectives
- data sources
- thematic areas
- languages for the use cases or modes.
- methodology used to contextualise the end-users' desired outcomes of the project.



# Milestone

## CRUCIAL and HARD



Multilateral work and coordination conducted over an extended period of time with the contribution of virtually all partners (technical, legal and commercial requirements)

BLUEPRINT

WORK OUTLINE

SUCCESS BAR



# Contextualization

## Contextualization

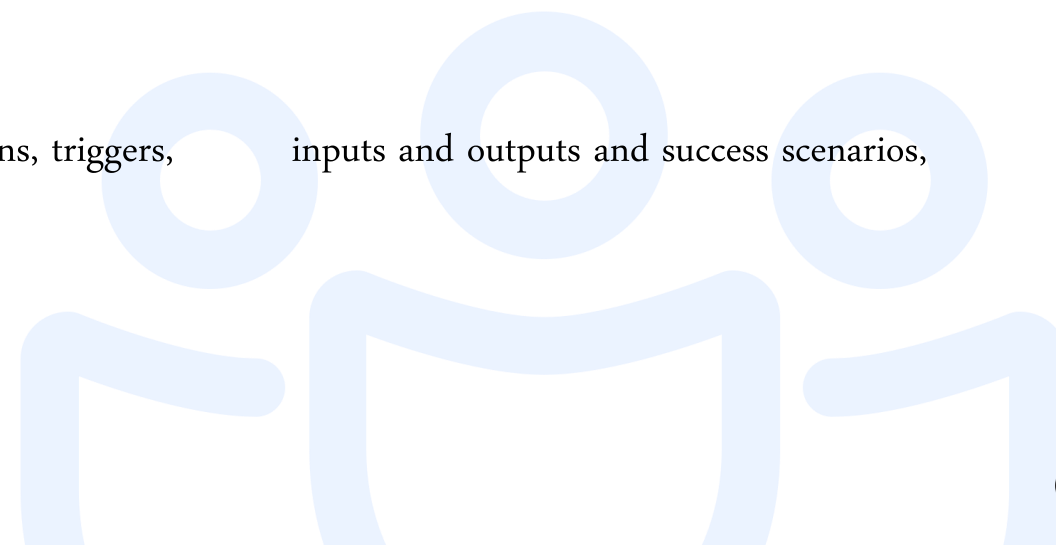
- **CONOPS** - Background investigation and Concepts of Operations
- Definition of **User Operational Scenarios**

*Proactive mode:* aims to accurately detect radicalisation, terror content and terrorist online communities, categorization, detection of users at risk, temporal analysis, analysis of massive amounts of online data.

*Reactive mode:* aims to provide an accurate removal of problematic content (with a human-in-the-loop approach) and automatic prevention of re-upload.

- **PUCS** - Definition of Pilot Use Cases

Timeframe, primary actors, goals, assumptions, conditions, triggers, inputs and outputs and success scenarios, equipment/systems required



## User requirements: user definition

- **LEA users** - professionals in the counter terrorism area such as intelligence analysts, operators, police officers, criminal investigators and Cyber Crime units, from first line and field professionals to supervisor level.
- **ISP users:**
  - Internal and external moderators: Professionals in charge of reviewing the content generated by external users
  - Sport editors and content generators



# User requirements: gathering process

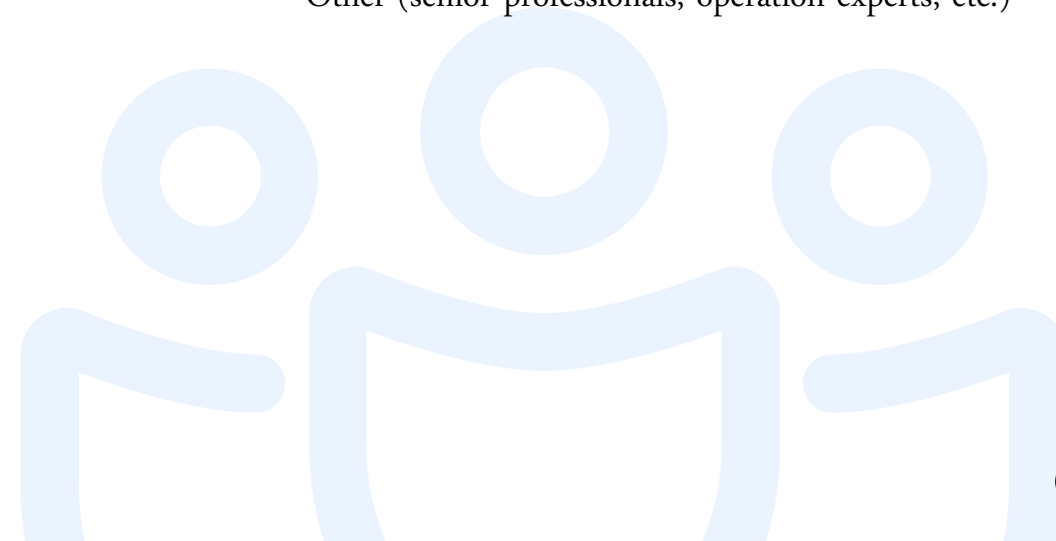
## Questionnaires – *functional and non-functional requirements*

### Areas of inquiry

- Existing relevant processes, systems and functionalities;
- Languages
- Thematic Areas;
- Technologies;
- Data Sources;
- User Interface and Data Visualization;
- Platform Validation;
- Contract and Procurement Procedures;
- Pricing;
- Customer Support.

### Involved stakeholders

- Decision makers
- End-users (specific operatives that would use the tool)
- Industry experts
- Intellectual Property managers
- Other (senior professionals, operation experts, etc.)



## User requirements: MoSCoW prioritization



**MUST HAVE** - **core** of the project and their implementation are **critical** in order to obtain a successful outcome.



**SHOULD HAVE** - Second tier of requirements which are considered important for end users, that will **add value** to the overall platform and will not affect the core functionalities of the platform.



**COULD HAVE** - optional and their implementation will be considered be an **addition** to the platform, but will not have a significant impact on the end results.



**WON'T HAVE** - this category of requirements is considered more like a wish list for future improvements of the platform.

### CONSENSUS REACHED THROUGH

- Iterative meetings and workshops,
- with all the LEA & ISP partners, project coordination, technical partners
- asynchronous work & questionnaires
- several reviews and pit stops

### WITHIN THE LIMITS

*Set in the Grant Agreement*

- Scope of work
- Time
- Resources



# User requirements: conclusions

## Challenges

- Number of LEAs and ISPs participating in the project, from various countries, with different necessities and expectations and reduced time availability.
- Heterogeneous nature of the different types of requirements
- Sliding scale of definitiveness

## Solutions

- Proactive approach
- Iterative process





A man in a dark suit, white shirt, and dark tie is standing in a meeting room, gesturing with his right hand. He is wearing glasses. The room has several computer monitors displaying maps and data. The image is overlaid with a semi-transparent blue rectangle on the left side.

# Thank you

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