EENA’s Third Party Services eCall Provider (TPSP) Certification and i_HeERO update on PSAPs conformance

Presenter
Cristina LUMBRERAS
EENA
What is EENA?
In a nutshell: what is EENA?

- The European Emergency Number Association (EENA)
- Brussels-based NGO set up in 1999;
- Dedicated to promoting **high quality emergency services** reached by 112 and other emergency numbers in Europe;
- **Discussion platform and best practices sharing** for emergency services, public authorities, researchers, decision makers, associations, solution providers, mobile network operators and Internet companies in view of improving emergency response in accordance with **citizens requirements**;
- Promoting the establishment of an efficient **system for alerting citizens** about imminent or developing emergencies.
- **EENA Annual Report** (year 2015) can be found [here](#).
EENA broadly has 2 distinct groups of Members.

- On the **demand** side, there are Ministries, Public Authorities, emergency calls centres... etc
  - about 1,300 individual members from over 80 countries world-wide

- On the **supply** side, there are vendor companies. Those who sell products & services to the above. **HW/SW companies, integrators, consultants, developers**
  - More than 80 companies

- Other EENA memberships:
  - Mobile Network Operators (MNOs),
  - Internet Companies,
  - Researchers,
  - Members of the European Parliament,
  - International Organisations/Associations.
Emergency Services and public authorities

More than 1,300 emergency services members from over 80 countries world-wide
Activities related to the TPSP certificate

EENA works on technical and operations issues

- Operations Committee - Read more [here](#)

- Technical Committee (including NG 112 issues) - Read more [here](#)

EENA Certifies emergency call centres

- Quality Standard for emergency call centres - Read more [here](#)
TPS eCall certificate of quality standard
Objective of the Programme:

• Provide a benchmark to measure quality of service of the TPSP
• Focus on both qualitative and quantitative metrics
• Helps to validate the work of the TPSP in the eyes of the public organisations in charge of emergency services
What is in Scope?
  - The ‘connect to emergency service’ offered to its customers

What is not in scope –
  - mandatory 112-based eCall
  - Conformance to EN 16102 (TPS supported eCall – Operating requirements standard)
Quality Certificate – its purpose?

- Validates independently the work of the TPSP
- Allows real benchmarking, dedicated for TPSPs only
- All TPSPs are included; scope of the audit is the same as the TPSP’s service offering
- Helps to build a road-map for continual improvement
All auditors are Lead Auditor trained (ISO:9001)

Involves initial Agreement with EENA + a pre-audit self assessment;

Audit is both desktop-based and field-based

Internal “peer review” by EENA and final Decision
Criteria (examples)

- **Requirements**, for example:
  - **Quality Policy**; needs to be evidence of management oversight for quality in all aspects of the operation;
  - **Standard Operating Procedures**; needs to have a process for establishing, managing and adhering to stated SOPs;
  - **HR Management**: needs to be management of HR related policies such training, workforce management, support systems;
  - **Business Continuity Plans (BCP)**; needs to have a detailed plan to manage and maintain ‘business as usual’ in the event of a catastrophic event e.g. evacuation, power loss etc
PSAPs Conformance (I_HeERO update)
# List of CEN eCall standards

<table>
<thead>
<tr>
<th>Standard Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pan-European eCall Operating Requirements – (PEOR)</td>
<td>CEN EN 16072</td>
</tr>
<tr>
<td>eCall High Level Application Protocols (HLAP)</td>
<td>CEN EN 16062</td>
</tr>
<tr>
<td>Third party services supported eCall – Operating requirements</td>
<td>CEN EN 16102</td>
</tr>
<tr>
<td>eCall Minimum Set of Data</td>
<td>CEN EN 15722</td>
</tr>
<tr>
<td>eCall end to end conformance testing</td>
<td>CEN EN 16454</td>
</tr>
</tbody>
</table>

EN/TC 278 is responsible for managing the preparation of standards in the field of Intelligent Transport Systems (ITS) in Europe and concretely WG 15 is in charge of eSafety and eCall
Conformance of PSAPs

- Regulation speaks about conformance and performance
- Conformance standards available (CEN EN 16454)
- Work on I_HeERO **still going on**: document with performance indicators. Working closely with CEN working group (WG15)
Conformance of PSAPs

- Up to the Member State to decide how they test conformity to the standard
- I_HeERO recommendation *(still to be finalised)*: pass tests together with a testing laboratory
Questions?
THANK YOU!

Cristina Lumbreras (cl@eeea.org)