

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

Presenter

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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.

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

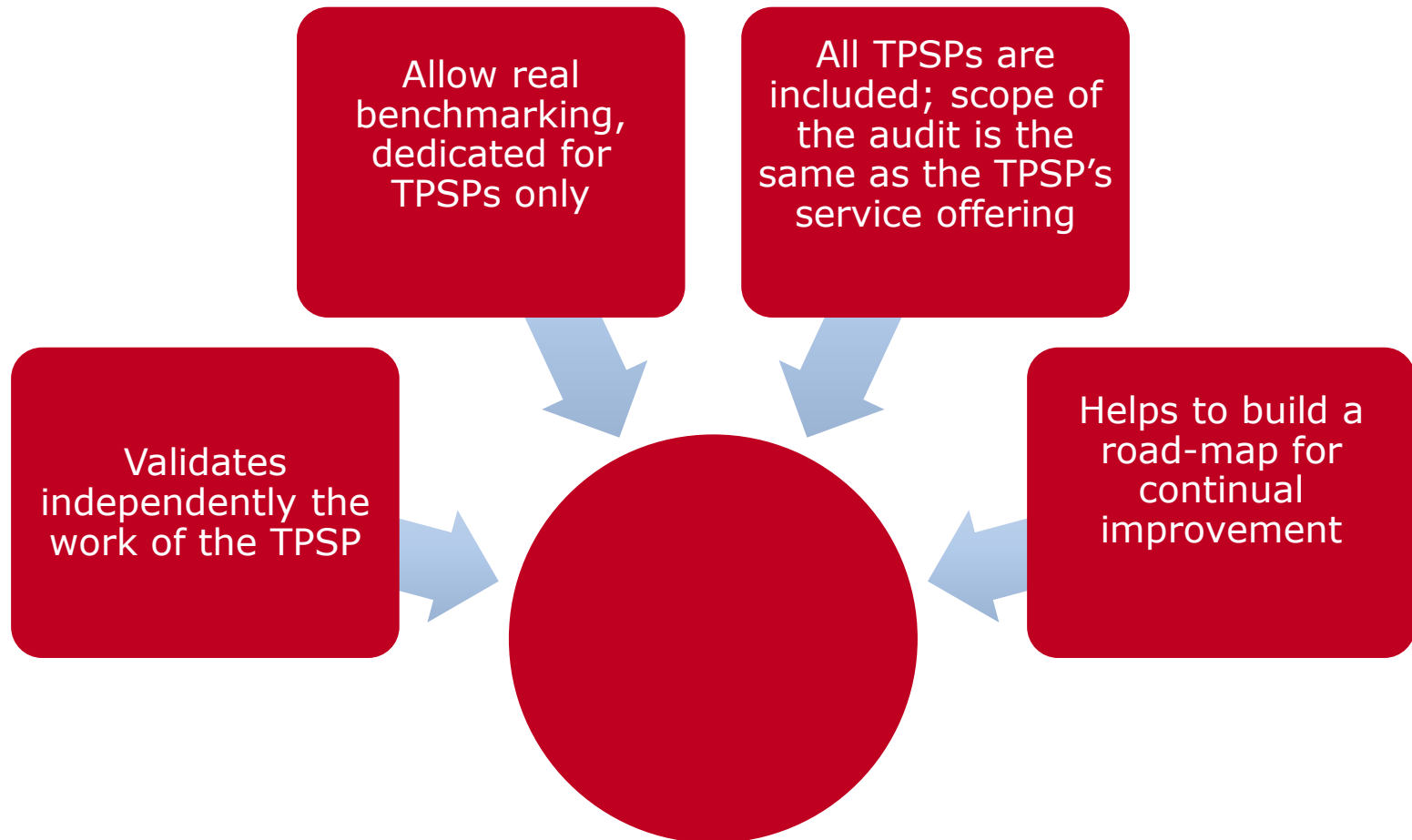
➤ What is in Scope?

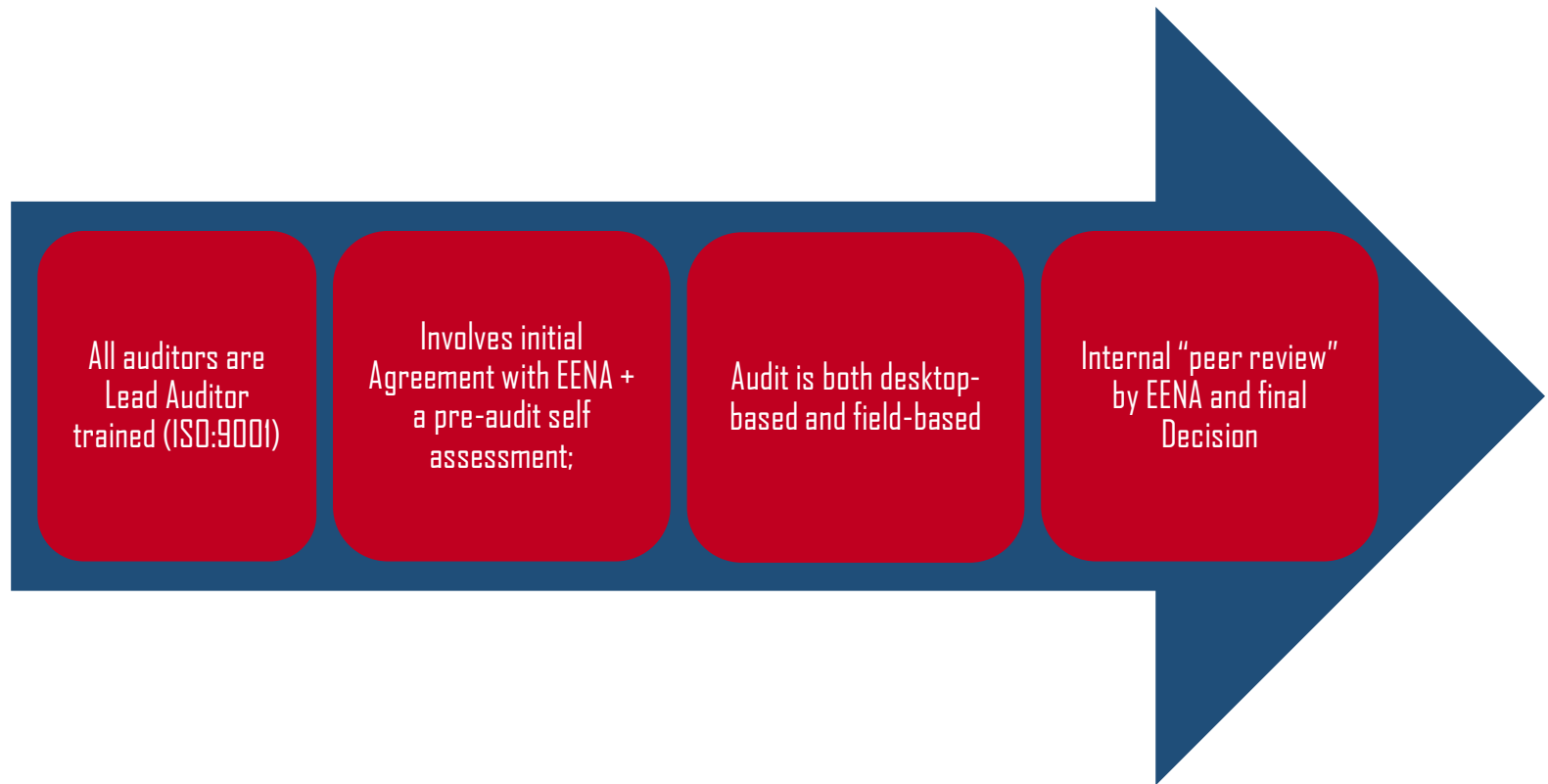
- The 'connect to emergency service' offered to its customers

➤ What is not in scope? –

- mandatory 112-based eCall
- Conformance to EN 16102 (**TPS** supported **eCall** – Operating requirements standard)

Quality Certificate – its purpose?





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

Pan-European eCall Operating Requirements – (PEOR)	CEN EN 16072
eCall High Level Application Protocols (HLAP)	CEN EN 16062
Third party services supported eCall –Operating requirements	CEN EN 16102
eCall Minimum Set of Data	CEN EN 15722
eCall end to end conformance testing	CEN EN 16454

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!

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