# COPE- PROJECT
# *- END USER EXPERIENCES AND*
# *LESSONS LEARNED -*

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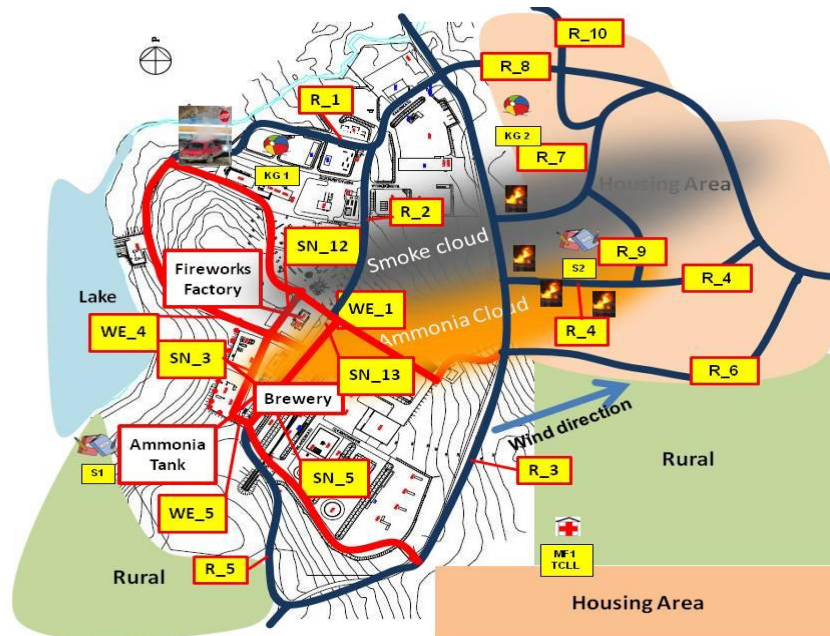Amsterdam
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# THE SITE OF COPE TRIAL



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# THE FINAL TRIAL

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# .. AND HOW TO GET THERE

- Several iterative cycles took place
- Focus on details in the process e.g. validation of research methods or the recruitment motivation process of the end-users and / or some bits and pieces of technology.
- Abandon the ideas that don't work, take the ideas that work and move on to the next round.
- Expand the demo / trial and test the next idea. Again, abandon the ideas that don't work, take the ideas that work and move on to the next round.
- At the end you should have technology, methods and needs useful for the final trial
- IMPROTANT: Structured validation methods!
- There is a need for a' Guide of best practices'

# UNITS INVOLVED IN THE FINAL TRIAL

- 6 IC ( 3 operative ) all using the system
- 9 SC 3 using the system
- 21 Fire- Fighters , 4 using the system
- Emergency Response Centre Operator
- 2 police units
- Table top
 + supporting staff ( instructors security , admin, tech. support etc. )
- Approximately 60 person all together consisting  ESC staff, local fulltime fire brigade personnel and police as well as ESC officer students

# SOME PRACTICAL ISSUES

- End user involvement and motivation is essential
- There is a difference what would be nice to demonstrate and what are the needs
- Evaluate the usability of the test site, is it possible to record the trial(s), duplicate it, interview the end-users etc.
- How to get all stakeholder groups involved
- Language barrier

# OBJECTIVES FROM THE END-USER PERSPECTIVE

- Most ICT related development projects have concentrated explicitly on technical issues, this is insufficient from the Emergency Management perspective

- *The focus of the work lays more in the questions:*

  - ✓ *How can the Emergency Management process change once utilizing ICT?*
  - ✓ *Is the environment mature to engage the change of process stemming from the possibilities provided by ICT?*
  - ✓ *Is the technology acceptable in order to take full advantage of ICT?*
  - ✓ *What should be done in order to change the operational environment more compliant towards the change in the processes?*
  - ✓ *What are the technical possibilities and limitations of ICT once improving efficiency of the Emergency Management process ?*
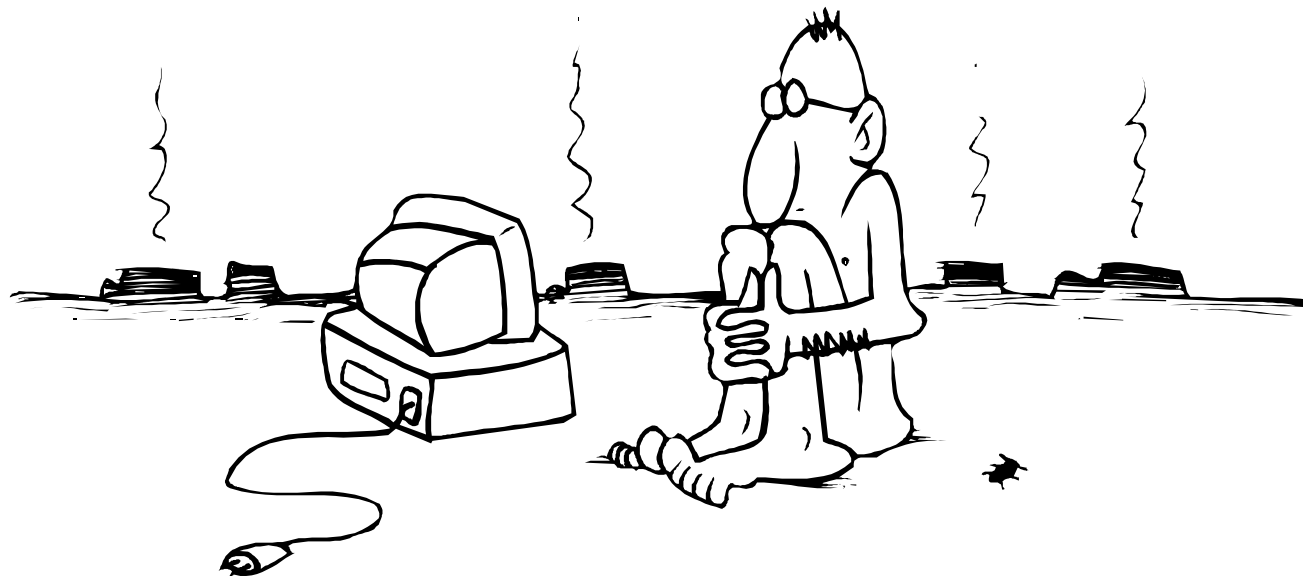
# CONCLUSIONS

- *The domain has the tendency of relying on tacit knowledge, the SECI model does not seem to work . ICT has a major role here*
- *There is room and needs for evidence based research*
- *The environment assumes that ICT plays an essential part in Emergency Services, is there evidence of more efficiency after ICT implementation?*
- *There are a lot promises, but not all of the promises of ICT have been able to fulfilled*
- *Is the technological approach valid?*
- *End user viewpoint essential, interviews are a good tools*
- *Focus in the change in the process with the assistance of technology*
- *Maturity of the environment and the end users once changing the process with ICT*
- *Would we do it again? Definitely!*

# Questions, Comments