Gathering and analysing Users' Needs

Space 4 Critical Infrastructures Webinar:

Public Administration

23rd June 2022

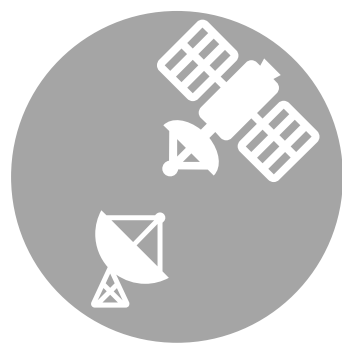Paula Saameno, EU SatCen (RTDI)

Research, Technology Development and Innovation Unit

- The SatCen Research, Technology Development and Innovation Unit participates in several R&I projects with the objective of implementing new operational solutions to enhance SatCen operational services.

- One of the ongoing projects is ENTRUSTED, focused on providing the user perspective to the definition of the future secure Satellite Communication (SatCom) services for EU governmental users (GOVSATCOM).

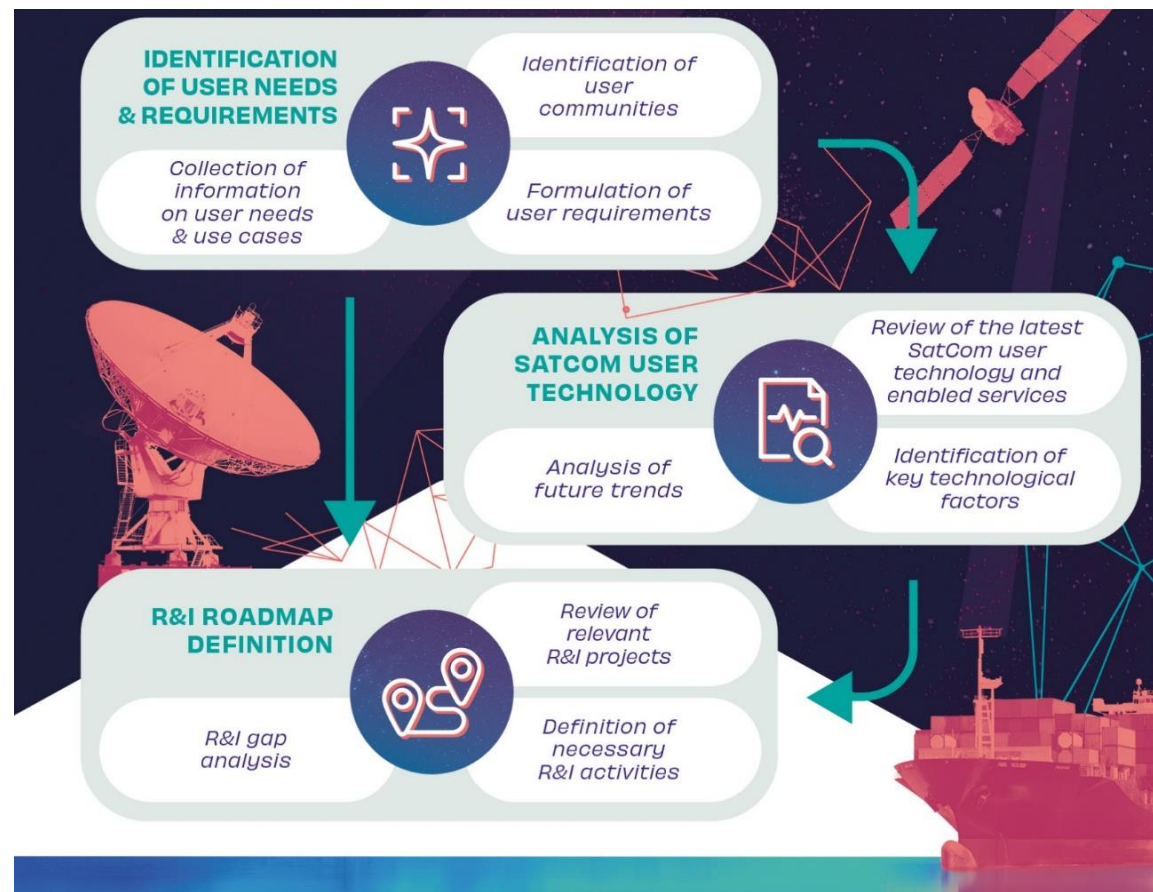**Cooperation**   **EU Initiatives**   **Innovative Tech**   **EO Applications**   **New Security**

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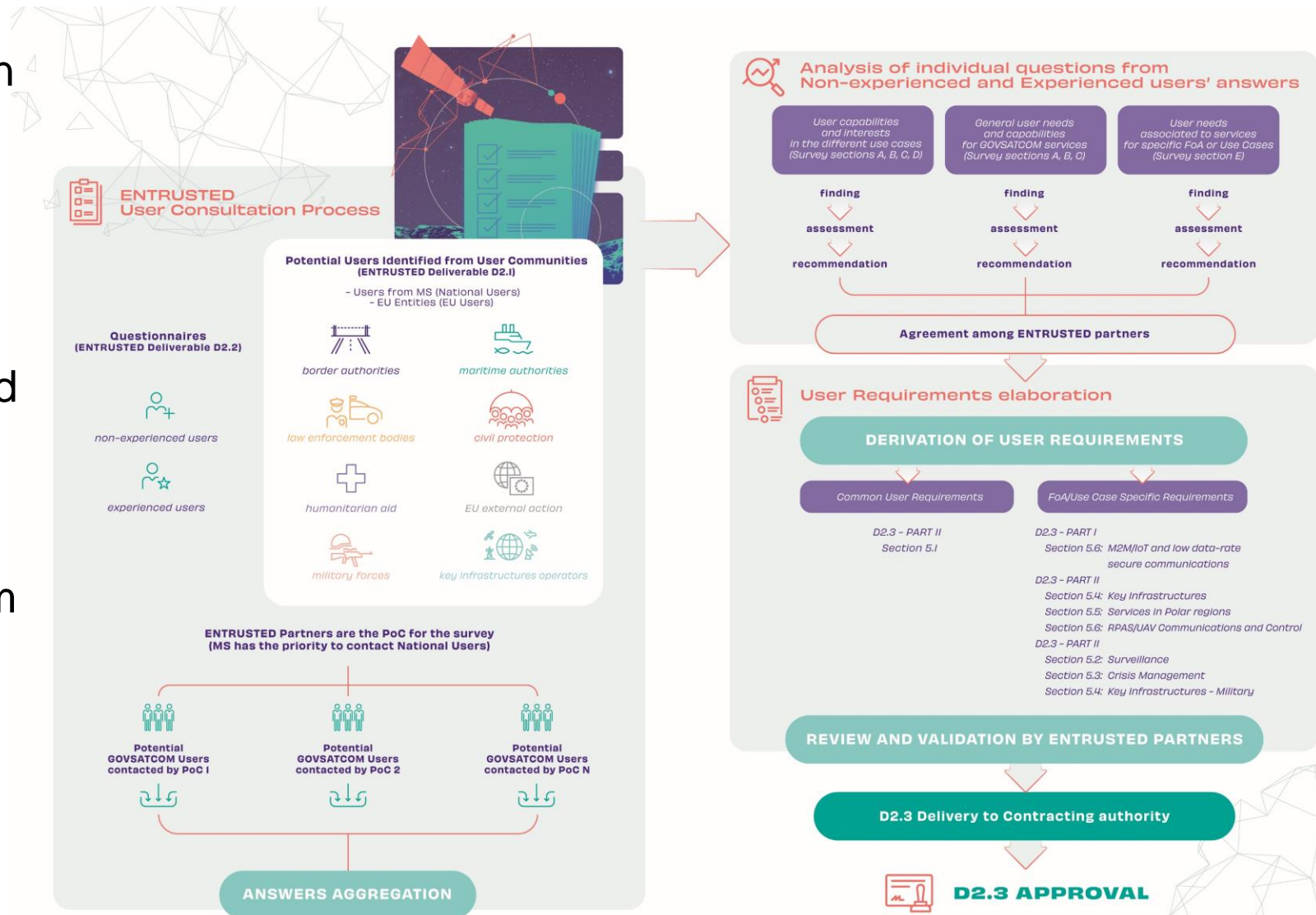
ENTRUSTED Project Objectives

- ENTRUSTED is a H2020 Project focused on providing the user perspective to GOVSATCOM, ensuring that the future secure Satellite Communication services are in line with users needs.

- The user needs will be reflected in a User Requirements Documents, complemented with a R&I Roadmap for the associated user technologies

- A Network of Users (NoU) is established within ENTRUSTED, composed of Member States' representatives and EU entities.

- Through the NoU, ENTRUSTED interfaces final users and identifies use cases in which efficient and cost-effective secure SatCom services can enhance current capacities and operations.

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User Consultation Process

- An EU-wide User Consultation Process has been carried out.
- Main elements of the process include:

  1. EU users survey
  2. Answers aggregation and analysis
  3. Critical assessment incorporating ENTRUSTED consortium expertise
  4. Derivation of user requirements and definition of use cases

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ENTRUSTED
SURVEY STUDY

OVER **450** PROSPECTIVE GOVSATCOM USERS IDENTIFIED

2 TYPES OF QUESTIONNAIRES ON SECURE SATCOM
- experienced users
- potential users

SURVEY COMMUNICATION CAMPAIGN
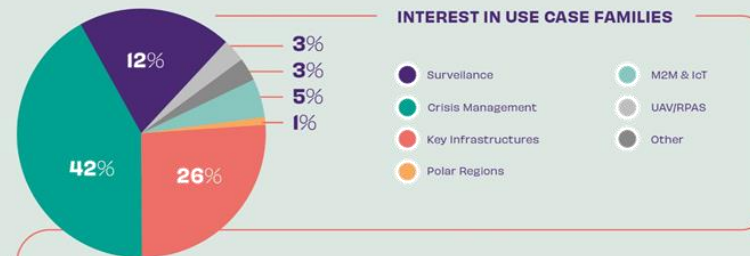- press release
- website
- social media
- newsletter

SURVEY COLLECTION (APRIL – JUNE 2021)
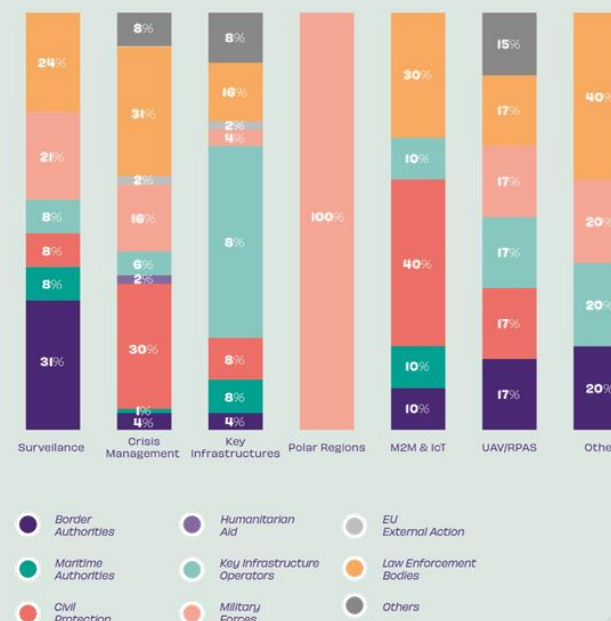- national meetings
- interviews
- email

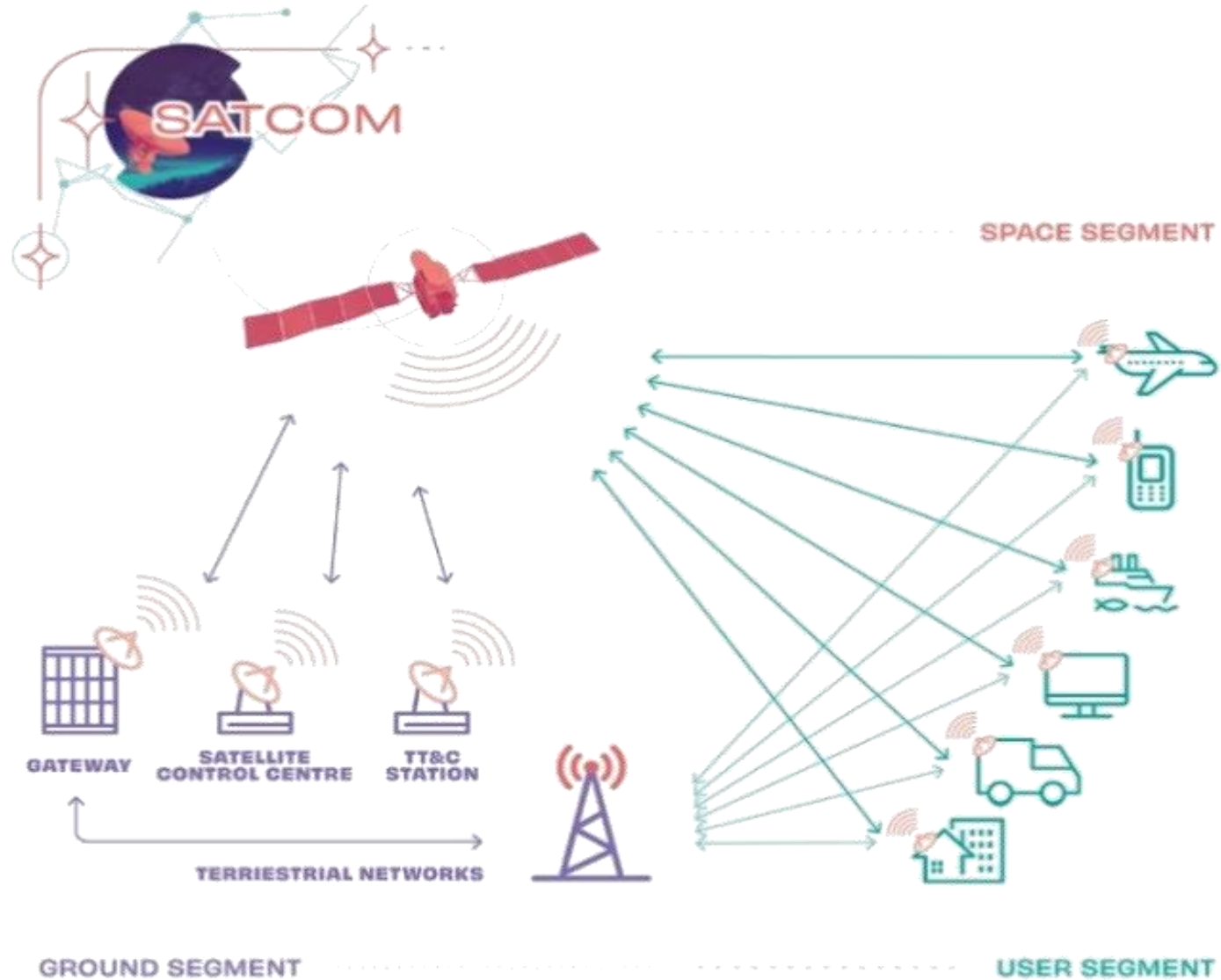**155** QUESTIONNAIRES COLLECTED

SURVEY RESPONDENTS BY USER COMMUNITIES

%	Community
12%	Border Authorities
6%	Maritime Authorities
19%	Civil Protection
3%	Humanitarian Aid
20%	Key Infrastructure Operators
15%	Military Forces
2%	EU External Action
14%	Law Enforcement Bodies
9%	Others

INTEREST IN USE CASE FAMILIES

Pie chart: 12%, 42%, 26%, 3%, 3%, 5%, 1%

- Surveillance
- Crisis Management
- Key Infrastructures
- Polar Regions
- M2M & IcT
- UAV/RPAS
- Other

INTEREST IN USE CASE FAMILIES BY USER COMMUNITIES

Legend:
- Border Authorities
- Maritime Authorities
- Civil Protection
- Humanitarian Aid
- Key Infrastructure Operators
- Military Forces
- EU External Action
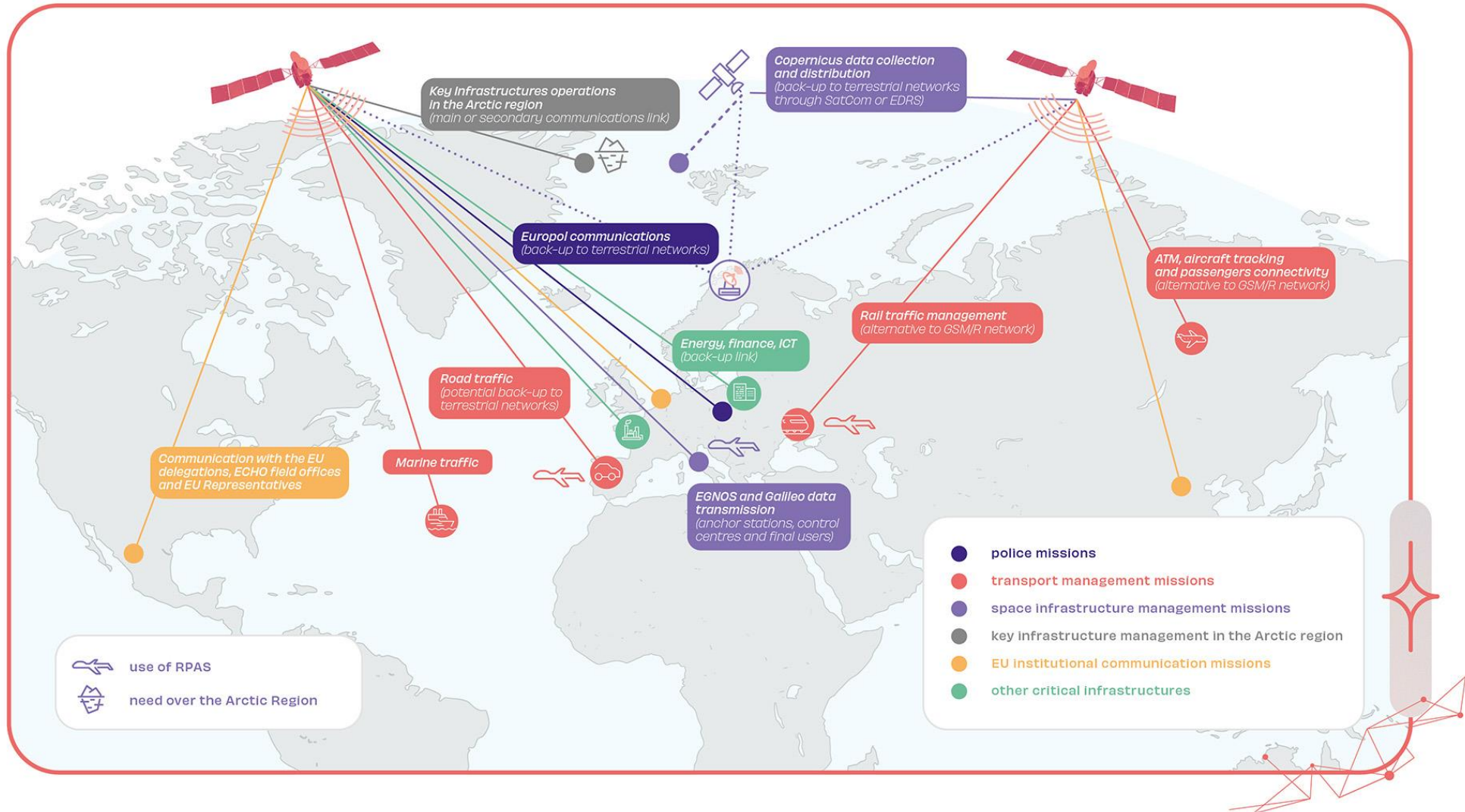- Law Enforcement Bodies
- Others

SURVEY RESULTS
user requirements for future EU GOVSATCOM services
state-of-the-art SatCom user technology & future trends
long term R&I road map

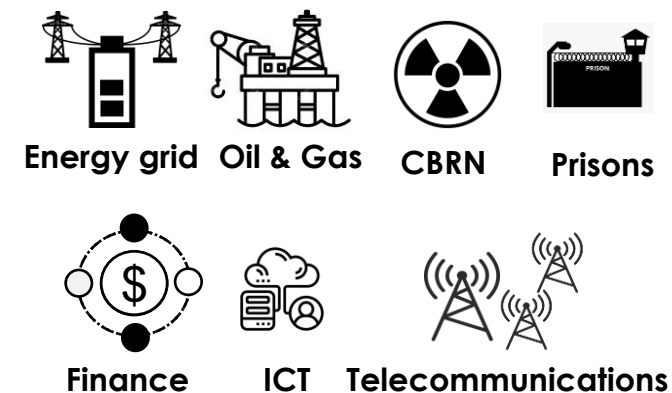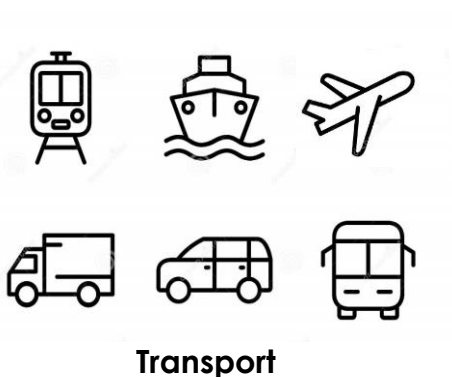# Satellite Communication Services

SatCom 4 Critical Infrastructures

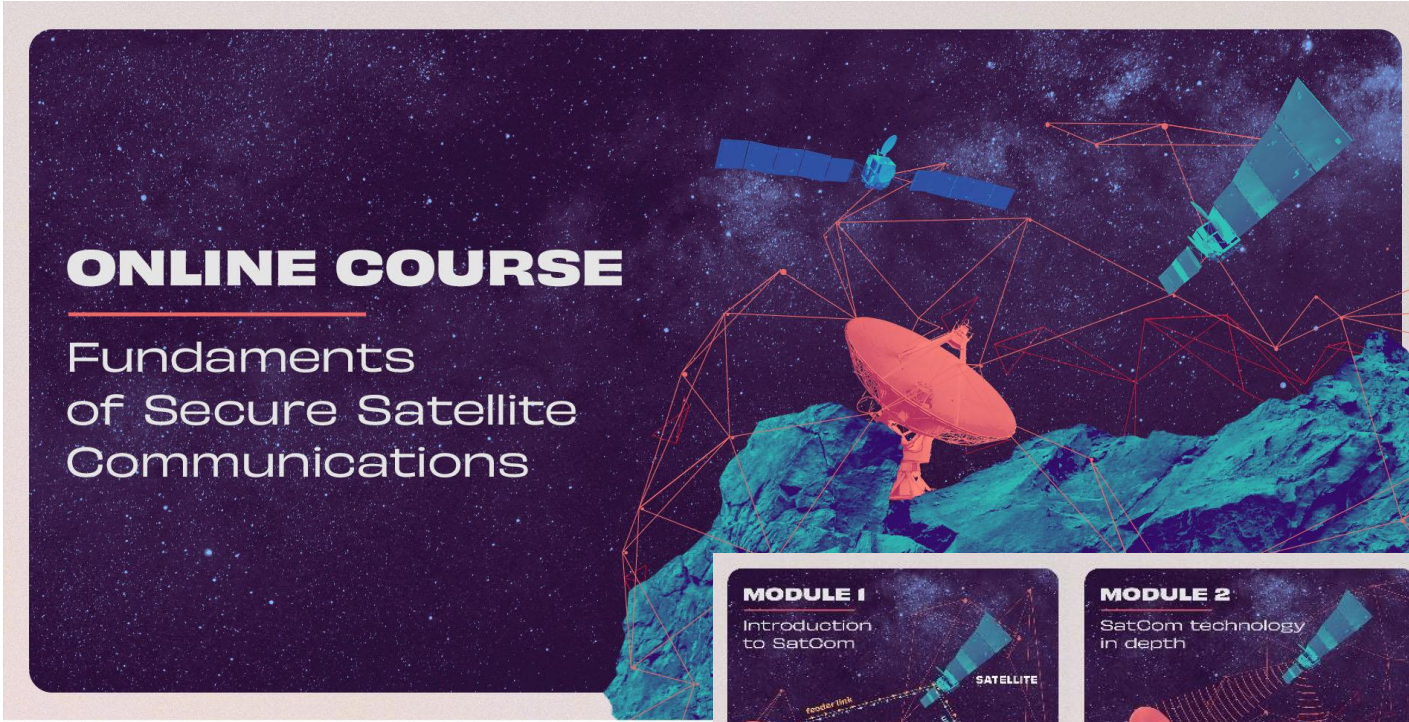# Benefits for users involved in Critical Infrastructures

Secure Satellite Communication services can enhance the management and protection of a wide range of Critical Infrastructures, covering functions as:
- Main communication link
- Backup communication link
- Network backhauling services
- Inter-service synergies

Transport

Space

Institutional Communications

Energy grid **Oil & Gas** **CBRN** **Prisons**

Finance **ICT** **Telecommunications**

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Facilitating User Uptake

- A free/online training has been prepared by ENTRUSTED partners to facilitate the user uptake of future services.

- The course focuses on non-experienced final users of secure SatCom, but anyone interested can follow it.

- There is no final exam!!

- Register here:
  https://entrusted.eu/resources/training

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Linked **in**   **Twitter** 🐦

Work Package Leaders:

SatCen

Agenzia Spaziale Italiana

European Commission
JRC

P O L S A
Polish Space Agency

ENTRUSTED

Thank you!

Research, Technology Development and Innovation Unit

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