CENTRIC
Centre of Excellence in Terrorism, Resilience, Intelligence and Organised Crime Research
What is CENTRIC?

- CENTRIC, Centre of Excellence in Terrorism, Resilience, Intelligence and Organised Crime Research, is a multidisciplinary and end-user driven Centre of Excellence, located within Sheffield Hallam University, UK.
- Our research is focused on
  - Counter-Terrorism and Organised Crime
  - Social Media and Crisis Management
  - Cybercrime and Cyber-Terrorism
  - Strategic Intelligence Management
  - Trafficking human beings and public order
  - Intelligence and Community Oriented Policing
  - OSINT and situational awareness
Citizen Mobile App

Social Media Crisis Monitoring & Analytics

Command & Control Dashboard

This project has received funding from the European Union’s Seventh Framework Programme for research, technological development and demonstration under grant agreement no 231396.
Adoption & Coverage

Mandatory civil service adoption?

Community representative or group enrolment?

ATHENA Exercise, Ljubljana, 2016
Speed & Efficiency

Efficient standardised text-based communication protocols?

Training citizens versus training civil servants?
Abuse

Misinformation and disinformation?

Hoax calls happen regardless of laws, could this be managed?
Privacy

Monitoring social media for emerging crises, problems?

Localised advisories and alerts are good – are they enough?
Permanent Operation

Must these tools have ancillary purposes?

“Big Brother” and a geolocation protocol that protects citizens?
Accountability

Who would own or manage such a system?

Crisis is relative among responders and citizens. Priorities vary.

Pre-emptive engagement with services industries (i.e. call centres)?
The “T” Word

Do people mind being tracked? At what fidelity?

How can it be abused?

How can it improve response?

SCAAN rolling out globally, end 2017
Technology is not the issue – it is mostly there

Minimum Viable product – then deploy, learn, grow

The distrust of authority is difficult to crack, but maybe not impossible