HeERO2, WP3 experience

HeERO International Conference
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#heero

Agenda

- Brief presentation of the work-package

- Challenges

- Applied solution & results

- Voice of experience

"Operations" workpackage

- *Preparation of operation: updates on manuals, training of dispatchers*
- *Run the pilot in all sites*
  - *Follow the technical upgrades of the solution*
- *Test the interoperability of the service*
- *Three tasks, mainly chrolonogical:*
  - *T3.1 – preparation*
  - *T3.2 – pilot operation*
  - *T3.3 – data collection and consolidation*
- *Three deliverables:*
  - *Preparation report*
  - *Preliminary results*
  - *Final results*
- *Mutual dependencies with WP2, WP4 and WP6*

Challenges

- Hardware-related:
  - Unforeseen limitations of equipment
  - Unspecified or non-compliant behaviour of devices

- Procurement-related
  - Formalities to be fulfilled
  - Approvals to be obtained
  - Financing to be secured

Challenges – continued

- Stakeholder-related
  - Continuous and sustained involvement of local stakeholders
  - Timely reactions to unforeseen, local circumstances
  - Visibility
  - Site diversity

Impact

- Procurement related challenges had impact on the implementation/operation calendar. Site coordinators had to address the issues and recover delays in subsequent steps

- Hardware related challenges manifested a bit later, during testing. The impact: fix-and-repeat iterations.

- Stakeholder related challenges:
  - they usually have local effect
  - unpredictable
  - test the ability of the site coordinator to adapt
  - stakeholder diversity is one of the biggest strengths of a consortium but it also leads to complex management

Results and Conclusions

- Implemented eCall solutions were operated in all the sites

- Thousands of tests were run

- Accumulated expertise invaluable for future real-life operation and future implementation

- Employed the expertise gained in HeERO1

- Identified and encouraged site commonalities

- Encouraged transparency

Lessons learned and Recommendations

- All HeERO2 applied solutions – good advice for future eCall implementation

- Further advice:

  - Encourage transparency of status

  - Disseminate problems and solutions, even when they apply to other sites/situations

  - Ask for opinions, proposals, advice

  - Build a body of knowledge on eCall matters

  - Implementation and operation must work close (closer) together

  - Visit the sites

  - Reuse (procedures, solutions, templates, so on)

Thank you for your attention! Questions?

Contact details: