



INTERNATIONAL CHARTER SPACE & MAJOR DISASTERS

What the PM delivers / FAQs / Conclusions

PM Training USGS EROS Sioux Falls, SD - 17 & 18 June 2019

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PM main delivery: Emergency Phase

- **EO data** to the Value Added Provider (VA) after evaluation of the data
 - Is it useful?
 - Does it cover an area (still) of interest?

This should be done quickly to avoid any additional delay.

- **Derived products (maps)** to the AU/end user as soon as available, after a check of the quality of the product, in a format agreed with the AU/end user. Products must include the Charter logo and complete copyright information.
- In case the AU/end user works with the data itself, the PM delivers the EO data received from Charter agencies directly to the AU/end user
 - Results should be shared with and evaluated by the PM



PM main delivery: Emergency Phase

- If you receive a metadata/product outside of COS-2, please add it to COS-2 by uploading the metadata or, minimally, add it to the PM Report dashboard (section D).
- If you perform actions outside of COS-2 (e.g. contact the End User), please add the action in the chronology of the PM Report dashboard (section E).
- As value-added products are generated, either by you or a Value Adder, upload them in COS-2 and if suitable, select for publication on the Charter website.
- At the end of the activation, the PM shall send the link of the End User Feedback form through the PM Report dashboard (section I) to the End User(s) for their input. If needed, the PM can fill the questionnaire in together with the End User.



PM main delivery: after the Emergency Phase

The PM Report is due 45 days after activation start:

- Details about the event and the request (organizations, contact names, etc.);
- Check that all EO products are available in the metadata/product list (PM Report dashboard - section D) and make sure that useful ones are properly marked
- Assure that the chronology is complete
- Identify issues encountered
- Provide examples of lessons learned
- Suggest any recommendations regarding the Charter scenario
- Include feedback from the AU/end user (using COS2 form)

Parts of the PM Report will be automatically filled by COS-2, but completeness still needs to be checked.



Importance of PM Report

The PM report is essential input for the Charter in order to:

- regularly monitor its operational performance,
- to verify the efficiency of its scenarios,
- to verify the quality of the products delivered and the degree of satisfaction of the end users.

Recommendations made by the PM and/or by the AU/end users are taken into consideration by the Charter members. Together with feedback of the Charter's Emergency-on-Call Officers (ECO) these recommendations form the basis of further operational improvements.



Frequently asked Questions 1

Who decides if an organization is selected to become PM for an activation?

An ES member nominates the PM.

This ES member is your first point of contact in case of problems - but also the whole ES can be contacted.



Frequently asked Questions 2

What are the practical steps to become the provider of value-added products in a Charter activation?

The VA provider is selected case by case by an ES member, the AU, the EU, or the Project Manager.

For example, the European Charter members have an arrangement with the European Commission to invite the Copernicus Emergency Management Service to perform this role (from time to time). Another example is UNITAR/UNOSAT who sometimes provide support to the Charter as VA (or PM and VA) in case of UN activations.

The PM/AU/EU may perform their own value added processing.

- *Very often, the PM also cares for the VA. When offering to serve as PM for an activation you should either account for the VA yourself or be aware of another entity being available for it!*



Frequently asked Questions 3

How is a rapid response time ensured?

Timeliness of data acquisition is the first driver, depending on cloud coverage, satellite orbits etc.

The Charter approach includes redundancy to achieve a good performance and ensure sufficient observations. Often 1-2 days after the start of an activation first useful post-disaster imagery will be available, archive images often earlier.

The Charter is not a committed service but “best effort”. Many Charter member agencies order data for the Charter with highest priority (i.e. other orders might be dropped).



Frequently asked Questions 4

When should an activation be closed and who decides to do that?

There are no formal criteria, but the PM decides after speaking with the AU/EU. The PM should verify with the users:

- 1) if more products are required
- 2) if the event has ended or is evolving (flooding, volcanic eruption, fires...).

The PM informs the ES when he thinks that the activation can be closed.

In general, an activation is closed after ~7-15 days, except in the case of very large events. **After 30 days, by default an activation is considered closed.**



Frequently asked Questions 5

How are the PM work and results checked?

The ES monitors the Charter activations, mostly without directly interfering with the PM.

The PM report is essential to understanding the outcome of an activation and by showing to participating agencies the outcomes and usefulness of the Charter service. The data resource table is very valuable in this respect.

Every six months, the Charter makes an analysis of the PM reports submitted and provides a synthesis with an analysis of the main outcomes, issues and lessons learned.

(The PM Report is between you and the Charter. It will not be published.)



Frequently asked Questions 6

How can a PM be aware of all operational steps he must perform during an activation?

The Project Manager Procedure and the **PM Welcome Document** are the reference documents to be used by a PM. In addition there is the **PM Manual of Operations** that describes the practical steps of work in the web-based system COS-2

The Welcome Document and a **Quick Reference document for COS-2** is delivered to the PM when nominated. The PM Procedure and the Manual of Operations are accessible from the Charter Own CCloud site (access username and password provided in the PM welcome document).

In addition, the ES member who nominated the PM can be contacted in case of questions.



Frequently asked Questions 7

What happens if the same event (large flood disaster, hurricane...) hits different territories on different dates?

If an additional request comes in the early days of the activation, the AU/End User can communicate the new area to the PM and the name of additional end users. The PM will evaluate the new request, announce the new area of interest (COS-2 function) and ask relevant satellite acquisitions from the Charter agencies.

If the new request comes ~10+ days after the activation started, the PM should inform the ES and ask agreement with a further extension of the activation.

If the information requirements are substantially different, or completely different areas/users are concerned, the AU should submit a new request to the Charter ODO. The ES will assess if it is better to merge the two calls or handle them separately.



Frequently asked Questions 8

What happens if the same event (large flood disaster, hurricane...) hits different countries with different users?

The Charter receives activation requests from different users in different countries.

Only when this is considered appropriate, the ES will ask the PM of the first activation whether he/she is also able to manage the second request. In this case, the new request will be merged to the already existing Charter activation.

In many cases, however, requests from neighboring countries will lead to separate activations.



Frequently asked Questions 9

What is the time frame to receive Charter crisis images or products?

The time to receive the first crisis images averages about 2 days, ranging from half a day (best case) to several days (e.g. when optical data is needed, but the disaster area is covered by clouds). This time is influenced by the event type, weather conditions, and satellites sensors requested.

The time to obtain crisis products such as crisis/damage maps which are produced by the PM or by a value-added partner varies, from a fraction of a day to few days.

Value-Adding services (i.e. the analysis of data supplied in the framework of a Charter Call) are not part of the Charter workflow (not organised internally), but the Charter is keen on working with PM and VA partners capable of serving the Charter users rapidly.



Conclusions

- **The PM job is of great importance for each Charter activation.** It is a voluntary contribution, as there is no funding from the Charter.
- The PM can be a Charter-internal or an external person. He/she is always nominated by an ES member.
- In many cases, the PM (or people from the same organization) also care for the preparation of Value-added products.
- If you are interested to serve as a VA provider, this should be discussed with members of the ES, so we can come back to you as needed.



www.disasterscharter.org

Thank you for your attention and interest!

Emergency enquiries from users requiring direct access to Charter resources should be addressed to:

ExecutiveSecretariat@disasterscharter.org

General requests for information should be addressed to:

webmaster@disasterscharter.org