Regional Workshop
Space-based services for regional strategies in the digital economy : Balkan & Black Sea perspectives

Session 6 - Security, law enforcement and traffic management

Service based organisation for security and law enforcement space enabled support

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10:45 – 11:00 19.04.2018

Agenda

- Vision to deliver high quality space based services
- Model for implementation of the vision (NCIA)
- Strategy
- Implementation
- Academic test-bed

Vision for space based services

Vision will require to answer several quesitons:

1. Identify the customer base and their requirements
2. Identify available services and their impact to the customer base
3. Identify the catalogue of basic and value added services
4. Cost the services in the catalogue with diferent business models of delivery
5. Develop the value proposition
6. Prepare the demand plan for the next 3 years
7. Match demand with supply through SLAs for the next year
8. Test the approach with shared risk management between external providers, local provider and customers
9. Prepare multi-year plan for service provision and development of new services
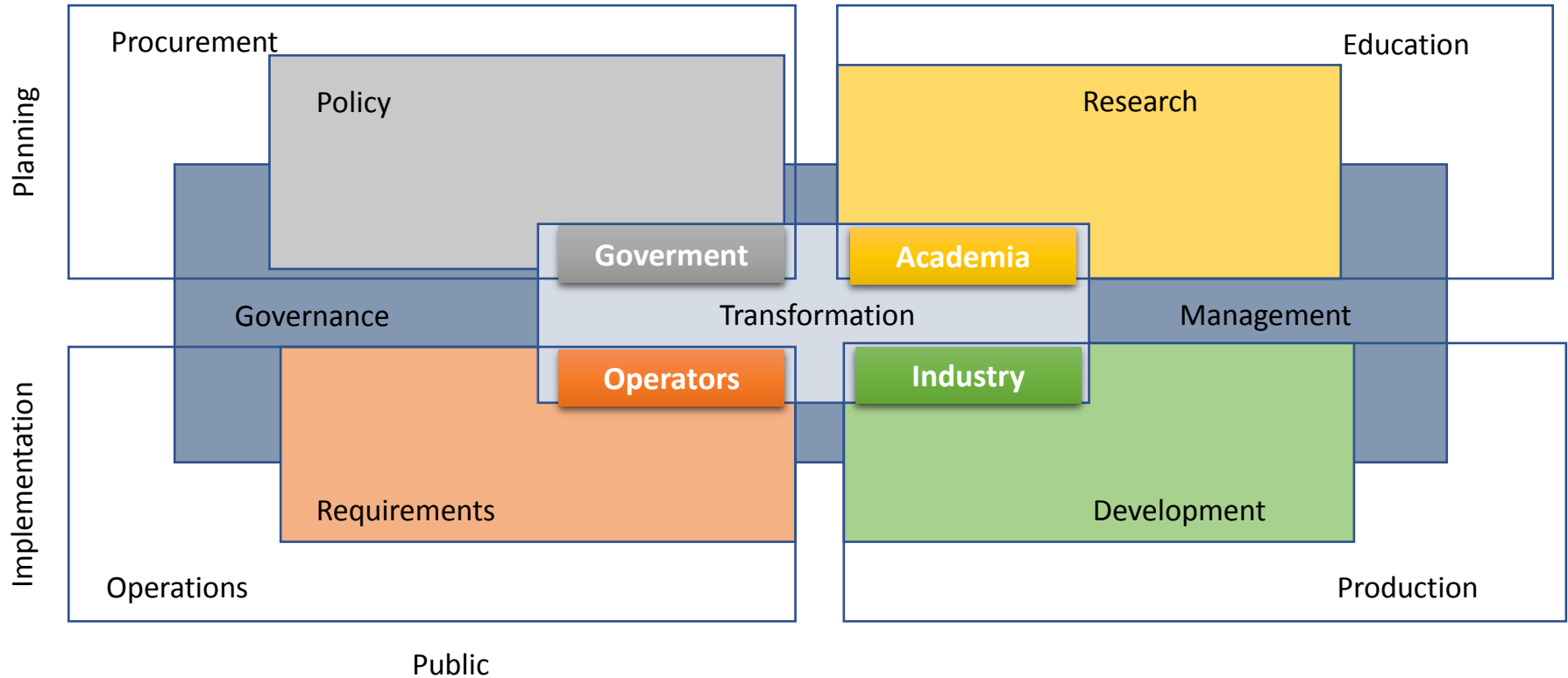
Model organization

Using the success of NCIA as a model we could consider that the space services organization will be:

1. **Customer** focussed (build partnerships)
2. **Service** based
3. Customer funded through the **Catalogue defined fees**
4. **Initial set up** funding from the Government (including consolidaiton of available entities – MoI, MoD, BAS, MTCIT, ...)
5. Maximize **outdourcing** to ESA / industry (SME)
6. Focus internally on **efective project and service management** for effectiveness, efficiency and cyber resilience of the provided services
7. Identify and develop **value added specialized services** for the local customers, based on available experise in different poublic entities (consolidated in one service based / customer funded entity)

Strategy for Space Organization (transformation)

1. Consolidate the capacity in public sector
2. Establish trust with all the stakeholders (incl. Industry)
3. Build partnership with the customers
4. Institutionalize the partnership with ESA / Industry
5. Inspire the people in the organization with clear vision
6. Demonstrate strategic agility
7. Build the unity of the leadership
8. Provide fluidity of resources
9. Can-do and Just-do-it attitude in culture change

Four dimensions of transformaiton

Planning

Implementation

Procurement

Education

Policy

Research

Goverment

Academia

Governance

Transformation

Management

Operators

Industry

Requirements

Development

Operations

Production

Public

Transformation – academic domain

- Tranbaformation is about change in:
  - Processes
  - **Organizations**
  - Technology
  - **People**
- Academic domain focus on research and education/training in the above areas
- Our study is focussing on **Organizations and People** elements of Transformation in the academic domain as a step to Space Services based public organization
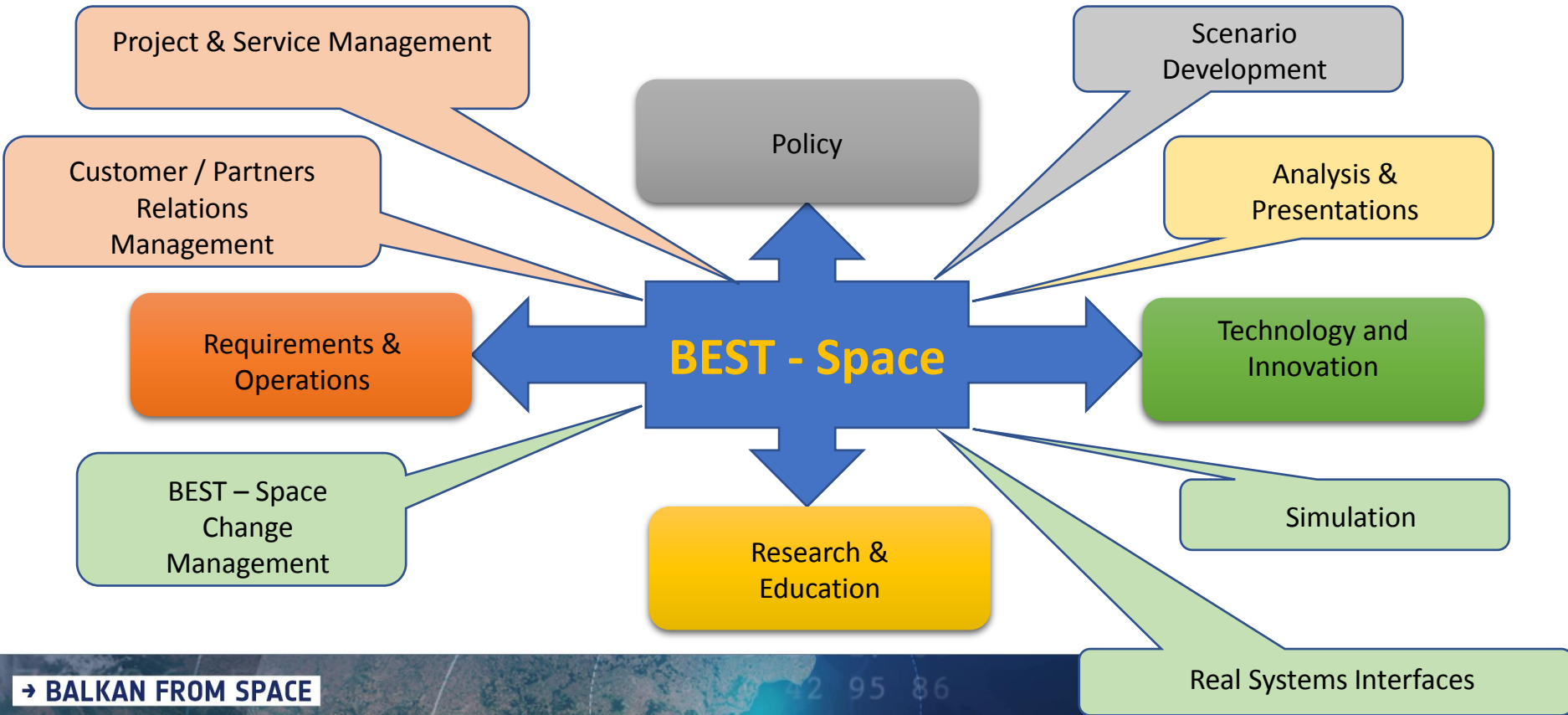
Academic Space Services Organization

ASSO is a network of academic structures, covering expertise in:

- Policy
- Economic aspects
- Social dimension
- Technology aspects
- Environment
- Legal issues

united for research and training on effective, efficient and cyber resilient Space services organization and sharing/federating the unique research infrastructure.

Basic Environment for Simulation & Training - Space

Project & Service Management

Customer / Partners Relations Management

Requirements & Operations

BEST – Space Change Management

Policy

BEST - Space

Research & Education

Scenario Development

Analysis & Presentations

Technology and Innovation

Simulation

Real Systems Interfaces

Conclusions:

1. Space service organizaitons are **critical for safety and security** structures.

2. Organizaitonal **risk is on three levels**.

3. Solid design, **professional institution building and change management** are essential for the resilience of Space service organization at large.

4. **Academic structures are essential** for space services.

5. **Organizational structures are to provide stability** and thus are esential for resilience with changing processes and technology, rotation of people in the A/SSO.

6. **People are most important factor**, so their development requires „build in" service oriented / customer funded awareness in all kind of training / assessment.

7. ASSO is designed to provide academic platform for R&D/E&T in space services based transformaiton **with focus on collection of best practices and supporting their implementaiton**.