

Enhancing security solution design, adoption and impact through effective engagement and social innovation.

- How can we increase the implementation and impact of European security innovation?
- How can EU-funded security research projects incorporate a deeper understanding of end-users' needs, preferences, challenges and contexts within their innovation outputs?
- How might human-centred design inspire and enable security researchers, practitioners and policymakers to deliver more effective and impactful innovations?

Project objectives

- 1 Increase the uptake and implementation of security R&I outputs by ensuring solutions are fit for purpose.
- 2 Enhance end-user engagement in the research process to identify real needs and operational contexts.
- 3 Support the EU's strategic objectives for strengthening security research and innovation through better alignment with end-user requirements.
- 4 Develop a structured, scalable HCD process tailored to the needs of the security research community.



Characteristics of Social Innovation

Approach



Adopt the Human-Centred Design process across security R&I projects, structured into six phases: Discover, Define, Develop, Deliver, Deploy and Digest.

Key activities:

- Conduct exploratory research (Discover) to accurately frame security challenges.
- Co-create solutions with end-users and stakeholders (Define & Develop).
- Prototype, test, and refine solutions iteratively with operation input (Deliver & Deploy).
- Ensure post-project adoption, impact assessment, and wider rollout (Digest).

Supporting measures:

- Develop a Security R&I Toolbox with process guidelines, methodologies, and tools.
- Provide training for researchers and end-users on applying HCD principles.
- Advocate policy changes to embed HCD in EU funding requirements.

The Triple Diamond model, as developed by Davey & Wootton (2011)

Human-centred design



The human-centred design (HCD) approach positions people at the centre of the design process. The approach focuses on the human participants in a designed system — be they customers, users, maintainers, managers or other stakeholders — and seeks to incorporate the human perspective, including attitudes and emotions, at all stages of the problem-solving process. In this way, HCD stands in contrast to technology-orientated design. The human is at the centre of goals and not the technology that drives the design process. These human-centred goals are (Rouse, 1991):

- Enhancing human capabilities – these should be recognised, understood and cultivated.
- Overcoming human limitations – these should be recognised and compensated for and mechanisms or processes developed.
- Promoting human acceptance – understanding and accommodating preferences, concerns and values.

Supporting LEAs by design

The project will design, prototype and develop the E2i Security R&I Toolbox, which will be demonstrated on Law Enforcement Agencies (LEA) Research and Innovation (R&I) projects in two focus areas:

- 1 Security and security behaviour in public places, public transport or mobility
GREATER MANCHESTER, UK
- 2 Radicalisation, dis-integration in local communities and social media
LOWER SAXONY, GERMANY

*"Design is not just what it looks like
and feels like... Design is how it works."*

Steve Jobs, 2003

"We fail more often because we solve the wrong problem than because we get the wrong solution to the right problem."

Russel Lincoln Ackhoff, 1974.

E2i Consortium



Funded by
the European Union

Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union. Neither the European Union nor the granting authority can be held responsible for them. Grant Agreement number 101121353.

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