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Advanced Tools for fighting Online illegal trafficking

D11.9 – 2nd Workshop Report

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The ANITA Consortium consists of the following partners:

Participant No	Participant organization name	Short Name	Type	Country
1	Engineering Ingegneria Informatica	ENG	IND	IT
2	Centre for Research and Technology Hellas CERTH - Ethniko Kentro Erevnas Kai Technologikis Anaptyxis	CERTH	RTO	GR
3	Centro Ricerche e Studi su Sicurezza e Criminalità	RISSC	RTO	IT
4	Expert System S.p.A.	EXPSYS	SME	IT
5	AIT Austrian Institute of Technology GMBH	AIT	RTO	AT
6	Fundacio Institut de BioEnginyeria de Catalunya	IBEC	RTO	ES
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16	General Directorate Combating Organized Crime, Ministry of Interior	GDCOC	USER	BG
17	Local Police Voorkempen	LPV	USER	BE

To the knowledge of the authors, no classified information is included in this deliverable

Document History

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V0.5	30/10/2021	Draft	UCIPS	Ready for peer review
V0.6	01/11/2021	Draft	DITSS	Reviewed
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V0.8	03/11/2021	Final	UCIPS	Ready for SAB peer review
V0.9	08/11/2021	Security Check	Security Advisory Board	Document considered as "not containing any classified information" by the Security Advisory Board
V1.0	11/11/2021	Final	ENG	Some minor typos fixed. Version ready to be submitted

Definitions, Acronyms and Abbreviations

ACRONYMS / ABBREVIATIONS	DESCRIPTION
ANITA	Advanced Tools for fighting Online illegal trafficking
DoW	Document of Work
H2020	European Grant Program Horizon 2020
KPI	Key Performances Indicators
LEA	Law Enforcement Agency
NPS	New Psychoactive Substances
UC	Use Case
UK	United Kingdom
WP	Work Package

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Executive Summary

The ANITA project aims at improving the investigation capabilities of Law Enforcement Agencies (LEAs) by delivering a set of tools and techniques to efficiently address online illegal trafficking in general and counterfeit pharmaceutical products, new psychoactive substances (NPS), drugs, and weapons by example.

This can be achieved through appropriate knowledge modelling and reasoning services and discovery and monitoring of new and existing online marketplaces, also with resolving criminal identities in social networks and on the Web (open web, darknet, deep web) and the identification of authors of Internet content. Achieving that is possible with insights on criminal groups relevant and related to trafficking of illegal products, and discovery and understanding of trends and behavioural patterns, also with revealing, tracking, and monitoring of payments and transactions in crypto-currency networks and interoperability with available relevant investigation systems already utilized by LEAs. This will support the LEAs in more effective investigation activities by using online contents and information obtained under a lawful warrant.

Fundamentally, ANITA aims to design and develop a novel knowledge-based and user-centred investigation platform for addressing online illegal trafficking challenges providing operational tools for data sources and blockchain analysis, big data analytics, knowledge modelling and exploitation, incorporating human cognitive function in the analysis pipeline and providing user-oriented intelligence applications to support Law Enforcement officers. In this aspect after solving a need to train the trainers and transfer the knowledge to the LEAs to use it efficiently, there is a need to test platform and tools in the real operational surrounding. Training must be a developing process, and, in that line, it must be an iterative process with real feedback gained from the professionals. In this view, pilots present the expected furthering of the training with the involvement of new professionals in the loop of the platform and the tools within.

The culmination of the learning curve and realization of the full implementation of all parts of the project has its peak in the public demonstration and workshops, where the platform and the tools are fully demonstrated and discussed.

This deliverable provides an overview on the format as designed for the two ANITA Workshops and a focus on the organization and results of the 2nd workshop. In addition, the results gained from the questionnaire designed specifically for this event with the objective to receive feedback from participants regarding the ANITA functionality and workshop usefulness are also presented.

1 Introduction

The D11.9 deliverable is a joint release of a set of two deliverables produced in the context of Task 11.5 "Organization of Workshops": this task deals with the organization of two workshops oriented to LEAs and international stakeholders. The objective of the two organized workshops was to increase the LEAs background and awareness on illegal trafficking crimes and at the same time raise awareness and engage interest in the potential impact and exploitation of the ANITA solution on the LEA's investigative cycle.

Specifically, the second workshop was yet another public presentation of the ANITA platform. Its main objective was to present the platform, its capabilities and operative values, and to gain feedback from the LEA officers and other invited participants. Also, the ANITA platform evolves due to public discussions and feedback gained from respondents.

2 The ANITA Workshops

2.1 Objectives and Format of the events

In the context of the ANITA project, two workshops were conducted in order to provide LEAs and EU agencies with a comprehensive view of the new capabilities developed during the project and how to use and integrate them in LEAs' own systems and operational investigation cycle.

Although adopting the same format, the two workshops were different in terms of audience: while the first workshop targeted specifically LEAs involved in monitoring of illegal trafficking and organized crime activities, in order to increase their background and awareness of the potential of the ANITA system and explain how ANITA can enhance and contribute to their technological capabilities, the second one mainly targeted EU agencies with the objective to provide further visibility and resonance to the ANITA results.

To convey a clear message about the dual nature of this set of events, a preliminary invitation card was designed, including relevant information about both events.

Figure 1: The two ANITA Workshops format

Figure 2: The 1st ANITA Workshop format

Figure 3: The 2nd ANITA Workshop format

2.2 Synergies with other ANITA events

In the context of the ANITA project, and during the final phase of the project life cycle, several events took place. In addition to the workshops, two focus groups were organized by RISSC, as well as the second Train-The-Trainer training and 2nd round of the Pilots.

All these events were open to external LEAs (except for the training and pilots) and therefore represented an important moment of contact with ANITA results. However, the purposes these events serve were different. The table below explains the difference in terms of objectives and target audiences.

Date of the event	Title	Main Objective	Stakeholders involved
21/05/2021	1ˢᵗ ANITA Workshop	Increase awareness about the ANITA results and potential impact	EU LEAs
12/10/2021	2ⁿᵈ ANITA Workshop	Increase awareness about the ANITA results and potential impact	EU LEAs + EU Policy Makers and EU Institutions (EUROPOL Interpol, Eurojust, CEPOL, etc.)
30/04/2021	1ˢᵗ Focus group	Building capacity and new curricula for LEAs on online illegal trafficking.	EU LEAs and Police Academies
18/05/2021	2ⁿᵈ Focus group	Building capacity and new curricula for LEAs on online illegal trafficking.	EU LEAs + EU Policy Makers and EU Institutions
June-July-September 2021	2ⁿᵈ round of ANITA Pilots	Piloting ANITA	ANITA LEAs

Table 1: Synergies with other ANITA events

Specifically, the two ANITA focus groups, related to Task 11.3, took place before the 1ˢᵗ ANITA Workshop with the objective to get a first feedback from EU LEAs about the ANITA platform and tools, but – more specifically – to get an understanding about the possibility to use ANITA for *training* purposes. Before the 2ⁿᵈ ANITA Workshop, 2nd Train the trainers training and 2nd round of Pilots also took place.

3 The 2nd ANITA Workshop

3.1 The Workshop organization and the agenda

The 2nd ANITA Workshop was held on October 12, 2021 and ran as a live online event on the Webex© platform. The event was organized by ENG, in collaboration with RISSC, CERTH, and KWPG who actively participated in the event as speakers.

This event was entirely dedicated to representatives of the EU LEAs, EU Policy Makers and EU Institutions. It reached a total of 115 participants. The agenda was a mix of activities including an ANITA overview, live demonstration of the ANITA platform, its results, possible exploitation and contribution for operational activities and research, as well as a session dedicated to two sister projects – GRACE[1] and SPIRIT[2], developing complementary research results.

More in detail, the event started with a welcome speech by Engineering, project coordinator. Then, an overview of ANITA was presented, followed by a presentation on the ANITA contribution for LEAs operational activities, EU research and EU Policy. The heart of the event was the ANITA demo.

3.1.1 Internal organization of activities and templates

Aiming at a large participation from EU LEAs, EU Policy Makers and EU Institutions representatives, it was considered useful to organize the work by preparing a contact email that each ANITA partner could easily forward to its own pool of contacts to be invited. The email contained an introduction on the ANITA project, the 2nd workshop agenda, the link to the ANITA video, the Twitter account, and the brochure. Another draft email to facilitate partners in their follow up work, including information about the confirmation of the event registration, was also prepared.

To summarise, the following material was therefore prepared:

- An excel list (internal use only) with the full invitation list – it needed to be filled in by partners responsible for the invitees before the event took place (only the name of the organisations were requested as mandatory field);
- Invitation email with short info about the project, the ANITA brochure, Invitation card, the agenda;
- Follow up email;
- Template for the sister projects.

Finally, to give visibility to the event, several dissemination activities were performed. Particularly, a dedicated page[3] was created to advertise the event on the Engineering website (both in English and in Italian) and some tweets[4] and LinkedIn posts were published prior to the event.

Furthermore, in order to verify that on the day of the event there were no problems related to the platform used (Webex©), that it was clear how to share the presentation effectively and quickly, verify that there were no audio/video problems, three preliminary test sessions attended by all the speakers were organised by Engineering in the days leading up to the event

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[1] https://www.grace-fct.eu/
[2] https://www.spirit-tools.com/
[3] https://www.eng.it/en/whats-on/events/anita-quando-la-tecnologia-supporta-le-forze-dell-ordine
[4] https://twitter.com/AnitaProject/status/1446374555673636903

3.1.2 Registration approach

In line with the approach adopted for the first workshop, considering the profile and the work domain of our guests, the invitation process was handled by ANITA partners who individually sent the invitation card prepared by ENG to specific end users contacts. On the other hand, ENG took care of sending out the invitation to EU institutions and relevant bodies. Engineering created the online event on Webex© and provided a link to register to the event that was then forwarded to specific participants by ANITA partners. Connection details were then automatically sent to those participants who were manually accepted as confirmed attendees by Engineering avoiding this way to have undesired participants.

3.2 Users' Feedback

In order to gather feedback from users regarding the workshop, the link to a questionnaire[5] prepared by UCIPS was posted in the Q&A chat, shared on the opening PPT presentation and emailed a few days later by ENG. The questionnaire was structured in order to investigate the perceived usefulness of both the workshop and the ANITA platform to the users.

The event was finished at 13:00h. The attendance was high – a total of about 115 people. Two KPIs were surpassed: more than 100 participants attended the event (KPI stated at least 75 participants) and this was the second workshop (KPI stated at least one workshop).

In order to get attendees' feedback, as explained earlier, a questionnaire was distributed through a web link via https://docs.google.com/forms/ and participants were (before, during and after the event) asked to fill in the online questionnaire.

All participants and their answers were anonymous, and no information about their location or identity was collected. The questionnaire was titled "2nd ANITA Workshop feedback form" and explained as a reflection on the 2nd workshop and ANITA Platform. Participants were asked to be as much realistic in their answers, as possible, because their answers serve as a helping guiding tool in refining the project results.

The survey was filled in few different waves, of which the most frequent was during and immediately after the workshop. The total of 26 participants has filled in the questionnaire, which had 20 questions.

The first section of the questionnaire was divided into key categories: <u>Presentation</u>, <u>Content</u> and <u>Impact</u> relating to the ANITA workshop.

The second part of the questionnaire was focused on the user experience of the <u>ANITA platform functionality</u>.

For each part and category, a set of questions were provided. Answers were given by selecting the appropriate number in the table, with reference to the following scale:

> 1 = Strongly disagree
> 2 = Disagree
> 3 = Neither agree or disagree
> 4 = Agree
> 5 = Strongly agree

After two parts with 17 scaled questions, the third part of the questionnaire was focused on the <u>overall remarks</u> and additional comments. This is very important because of the possibility to get the right opinion first hand.
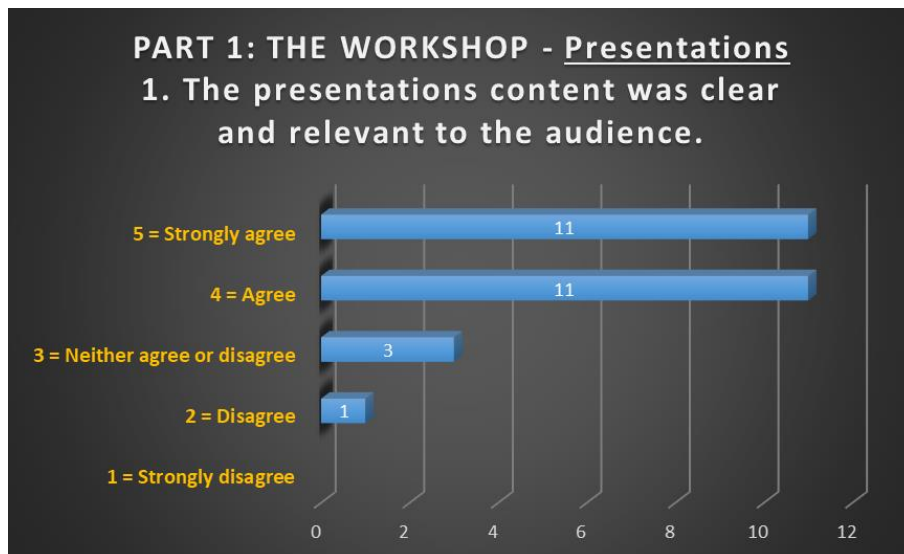
Figure 4: Question 1 of the Questionnaire

The first question provided us with almost 85% of respondents who agree or strongly agree that the presentations content was clear and relevant to the audience. Three respondents neither agreed nor disagreed and one respondent disagreed with the statement from the question. Objectively, the overall result can be rated as very good.

Figure 5: Question 2 of the Questionnaire

A bit less than in previous question, 77% of respondents gave grades of 4 and 5 for the second question/statement, while six of them rated it 2 or 3. One can conclude that most of respondents felt that timing and pacing of each presentation was appropriate for the audience, and some of them that it could be improved.

PART 1: THE WORKSHOP - Presentations
3. How do you grade the opportunity for the participants to interact and discuss the presented content?

5 = Strongly agree: 6
4 = Agree: 8
3 = Neither agree or disagree: 8
2 = Disagree: 2
1 = Strongly disagree: 2

Figure 6: Question 3 of the Questionnaire

The results for this question are the lowest rated of all 20 of them. The respondents graded it mostly well, but also sent the message that the opportunity for interaction and presented content discussion could have been better. This is mostly due to the tight schedule of the event – online workshops are filled with different activities and provide few opportunities to the public to actively discuss certain subjects.

PART 1: THE WORKSHOP - Presentations
4. The practical live sessions were clearly explained.

5 = Strongly agree: 12
4 = Agree: 9
3 = Neither agree or disagree: 4
2 = Disagree: 1
1 = Strongly disagree:

Figure 7: Question 4 of the Questionnaire

The practical live sessions were graded as clearly explained by 21 of 26 (81%) respondents, which is great feedback for the workshop organizers. Very good balance was obviously made between theoretical and practical part of the event.
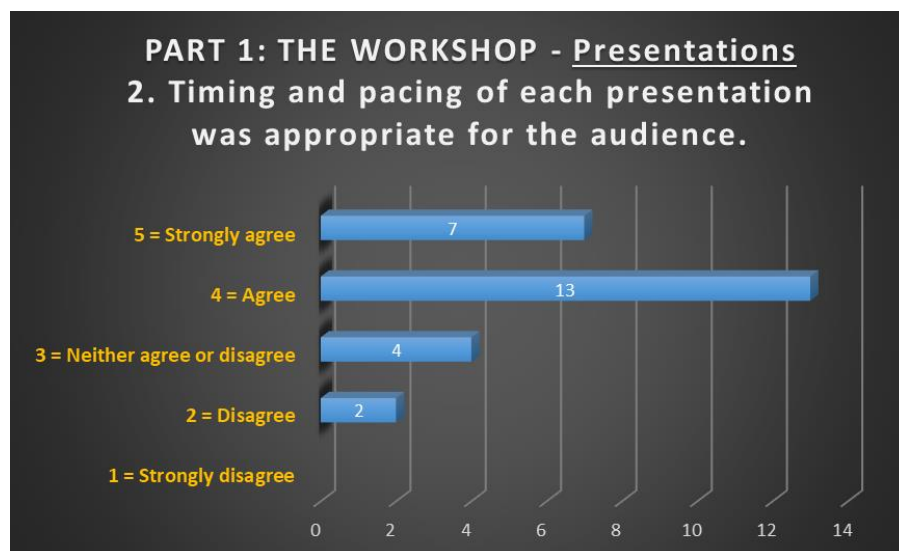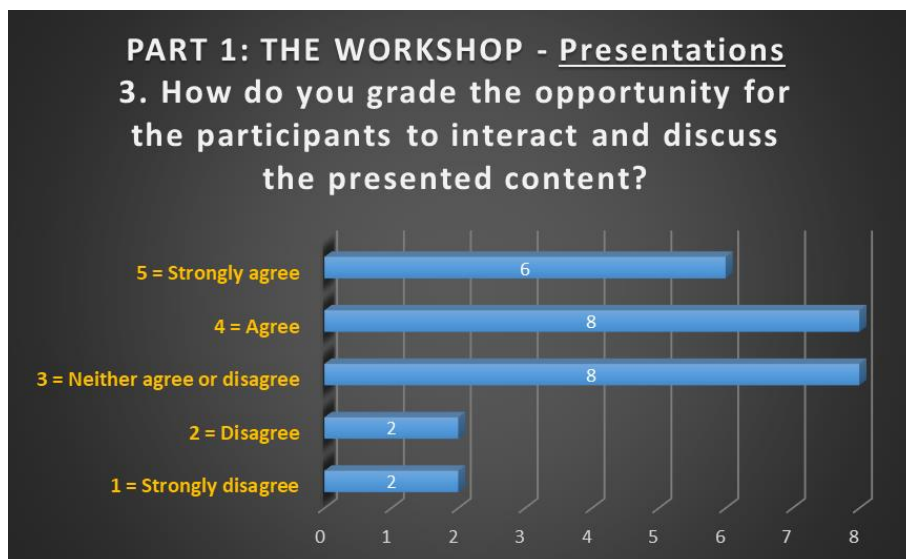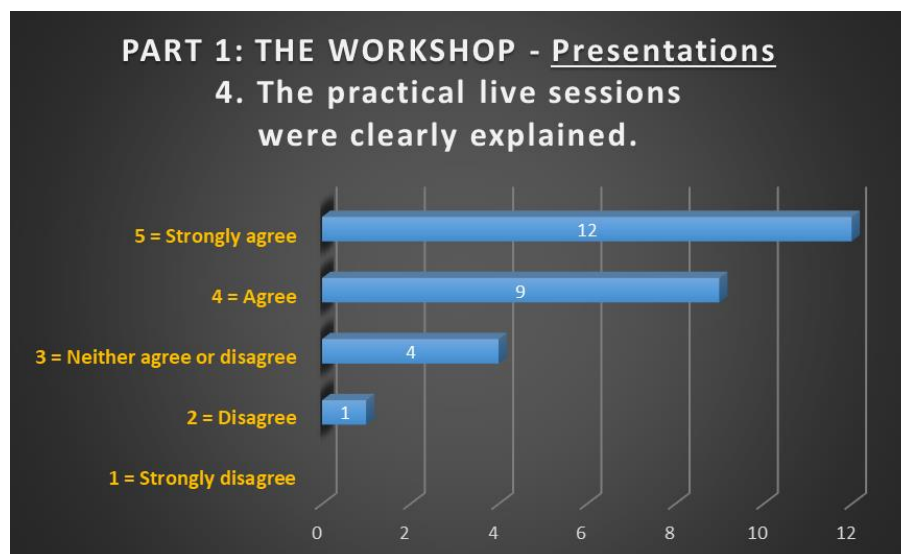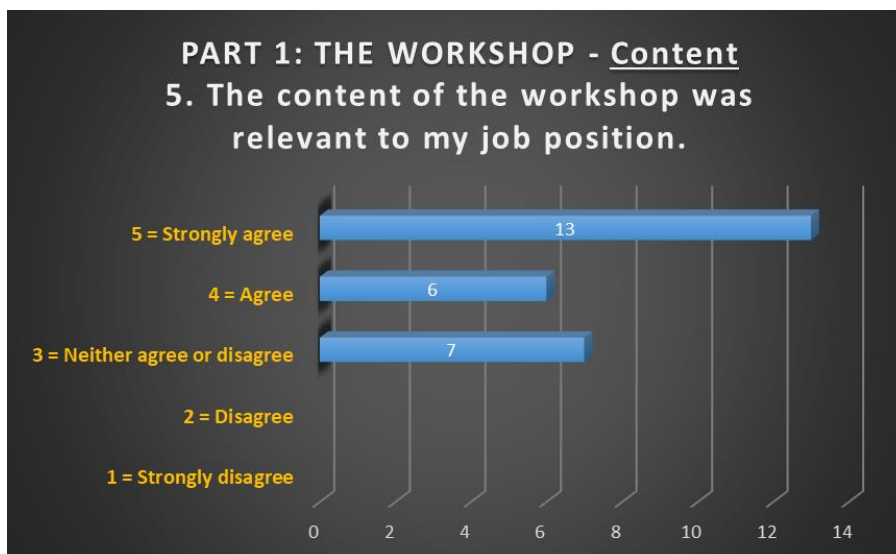
Figure 8: Question 5 of the Questionnaire
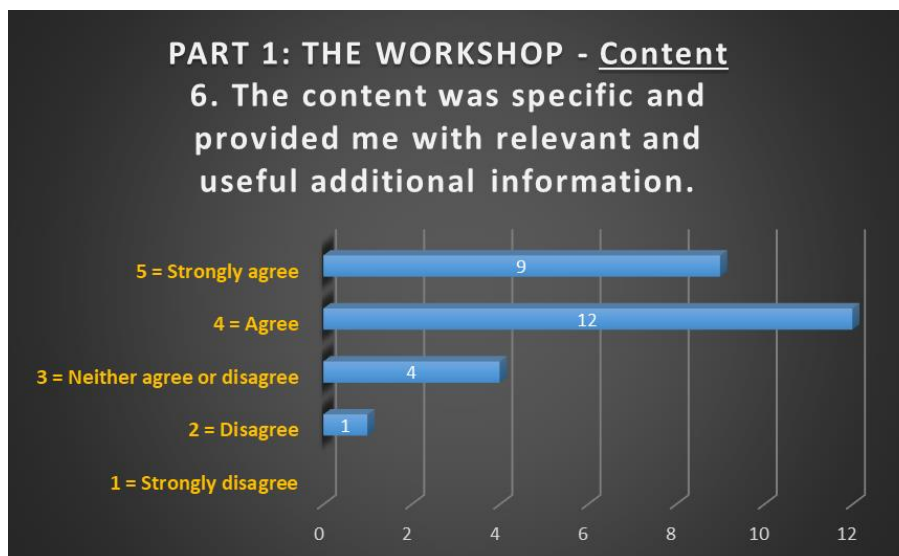
In this question, half of the respondents strongly agreed with the question statement. Along with 6 others, they made 73% of those who felt that workshop content was relevant to their job position. That's also one of the most desired outcomes of the project.

Figure 9: Question 6 of the Questionnaire

Question 6 was designed to instigate participants to determine if the workshop content was specific and provided them with relevant information. 21 of 26 respondents rated this with 4 and 5, so the goal was certainly achieved.
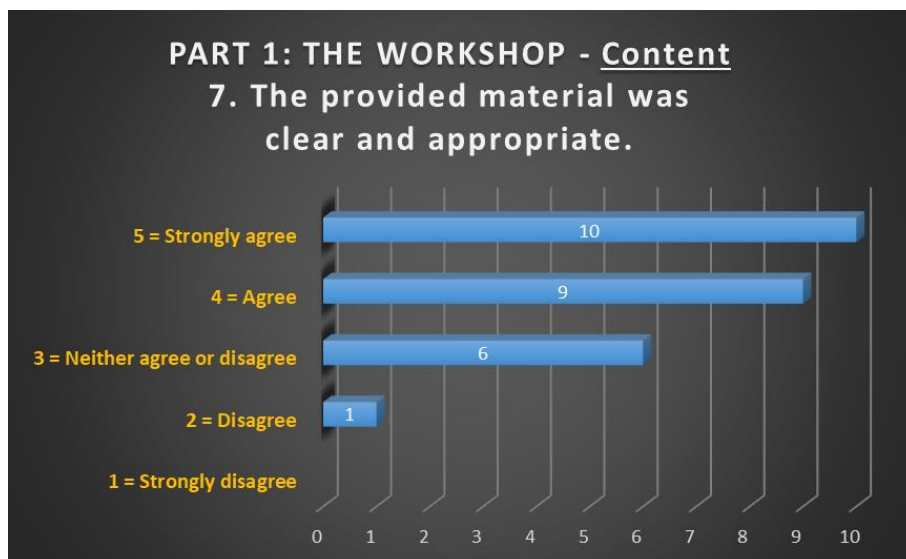
Figure 10: Question 7 of the Questionnaire

Three quarters of respondents agreed and strongly agreed with the statement that the provided workshop material was clear and appropriate. On the other hand, 23% of them neither agreed nor disagreed with only one participant who disagreed.
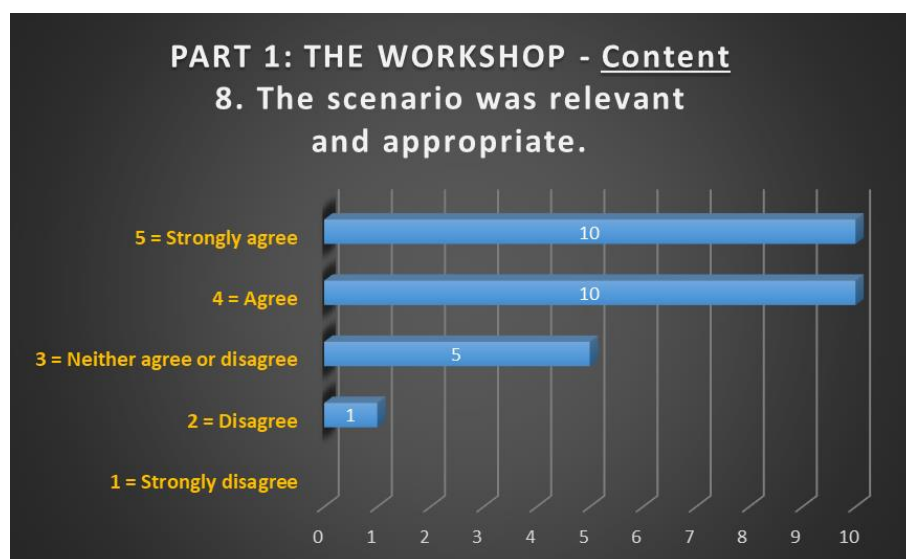
Figure 11: Question 8 of the Questionnaire

According to the answers respondents gave, 77% of them thought the scenario was relevant and appropriate, which is quite good. We can state that the content was provided with good scenario, although 6 participants wouldn't agree with that.
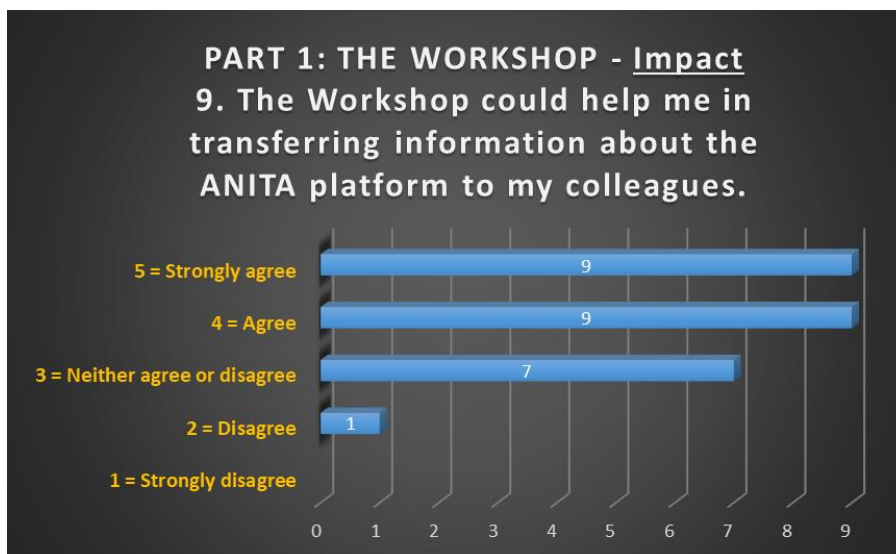
Figure 12: Question 9 of the Questionnaire

After presentations and content, the impact of the workshop was also rated. First within it was the question of helpfulness of the workshop in transferring information about the ANITA platform to respondents' colleagues. The results say that 69% of people strongly agreed and agreed with that, which is good feedback regarding the ANITA dissemination and overall quality.
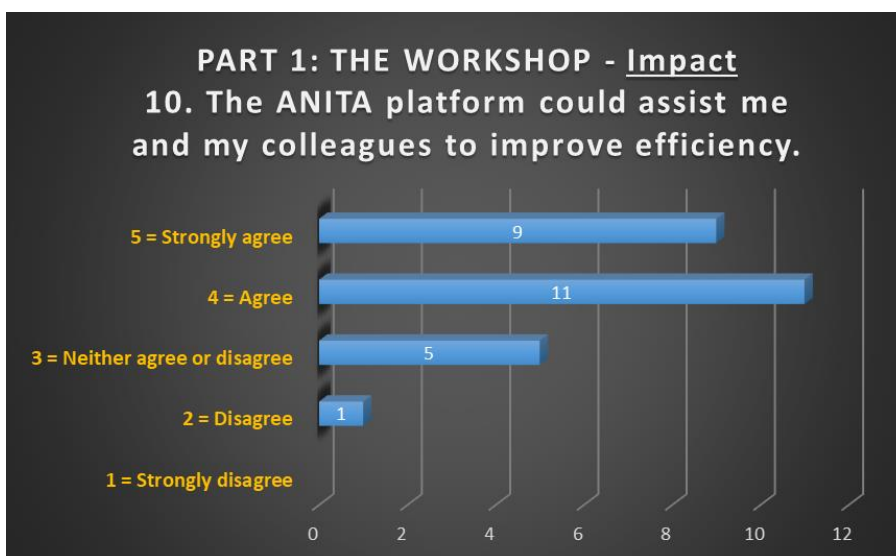
Figure 13: Question 10 of the Questionnaire

This question is directly related to the previous one. It investigates the situation with assumed work efficiency of respondents and their colleagues with ANITA platform. So, 20 of 26 participants recognize the platform as very useful in work.
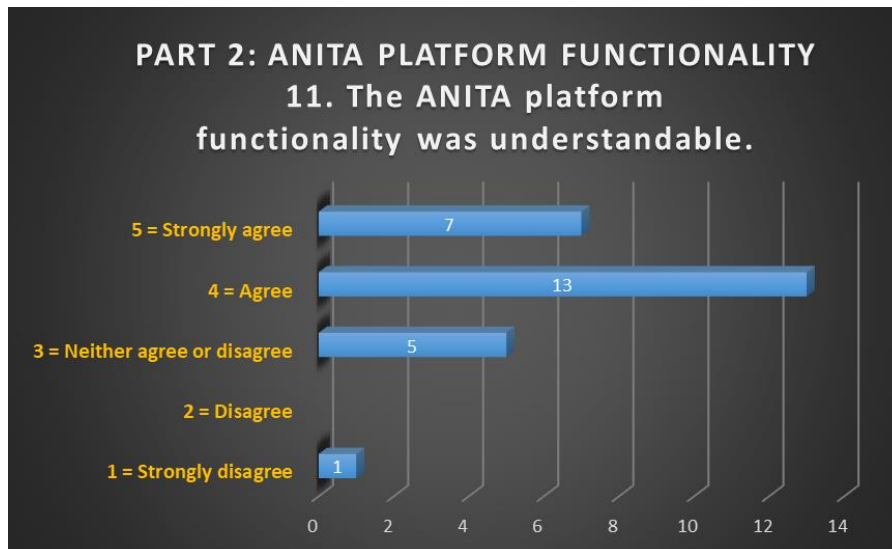
Figure 14: Question 11 of the Questionnaire

Half of the respondents agree that the ANITA platform functionality was understandable, along with 7 of them who strongly agree with it. One participant apparently had some problems with understanding the platform, which is clearly noted.
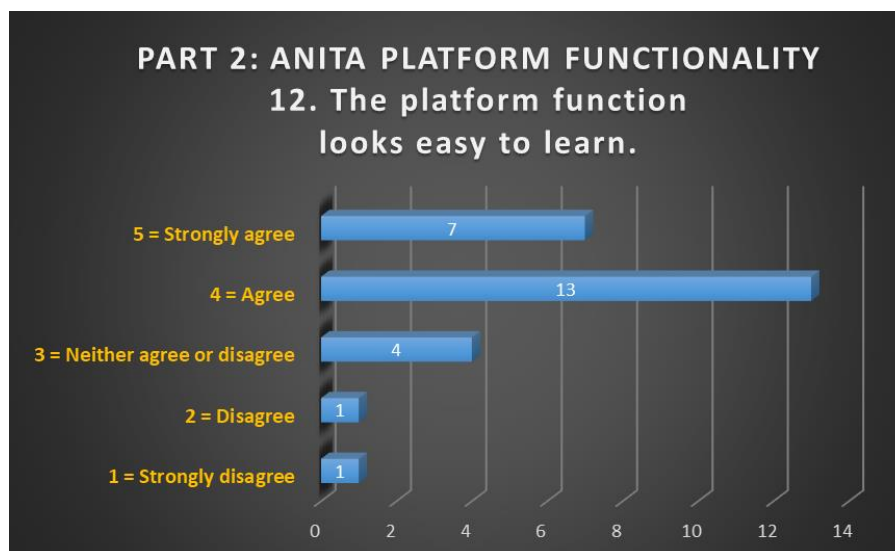
Figure 15: Question 12 of the Questionnaire

This question correlates with the previous one and so do the answers. Half of the respondents agreed that the platform function looks easy to learn and another 7 of them strongly agreed. On the other side, 2 participants disagree and strongly disagree, with 4 in between - these can be seen as the ones which needed a pinch more to be persuaded.
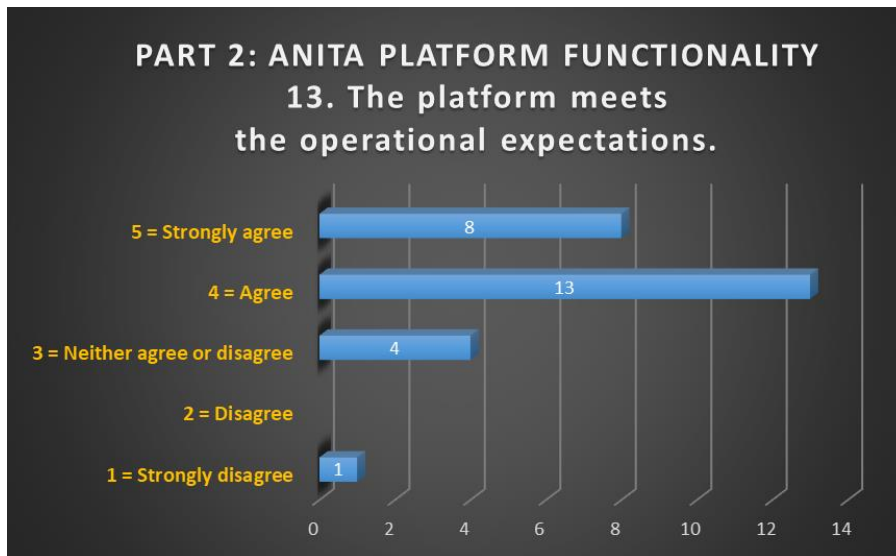
Figure 16: Question 13 of the Questionnaire

Figure 16 shows the answers for the statement that ''the platform meets the operational expectations''. With 81% who rated this with 4 and 5, and only one respondent with the opposite opinion, it is sure that the platform is on the right path.
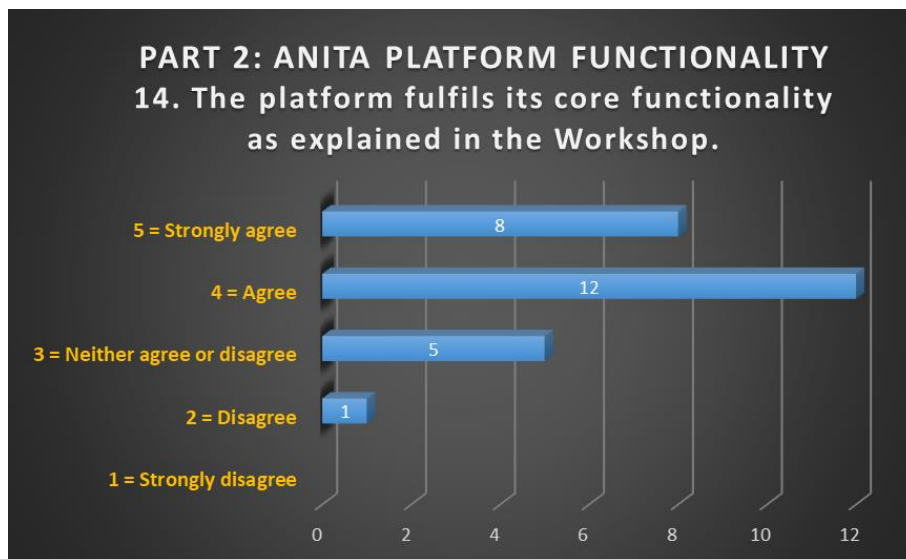
Figure 17: Question 14 of the Questionnaire

Again, this question correlates with the previous one, so it's not strange that the answers are almost the same. The platform apparently fulfils its core functionality, as stated by 77% of respondents. Only one disagreed.
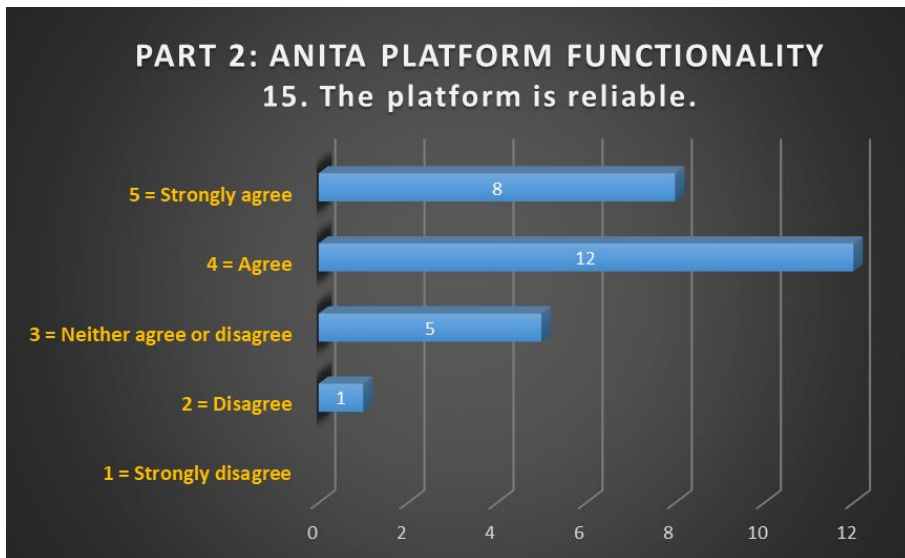
Figure 18: Question 15 of the Questionnaire

The exact same answers were given to this question like ones shown in Figure 17. The same group of respondents recognizes the ANITA platform reliability as they recognize its core functionality. Also, 19% were on the edge of that opinion.
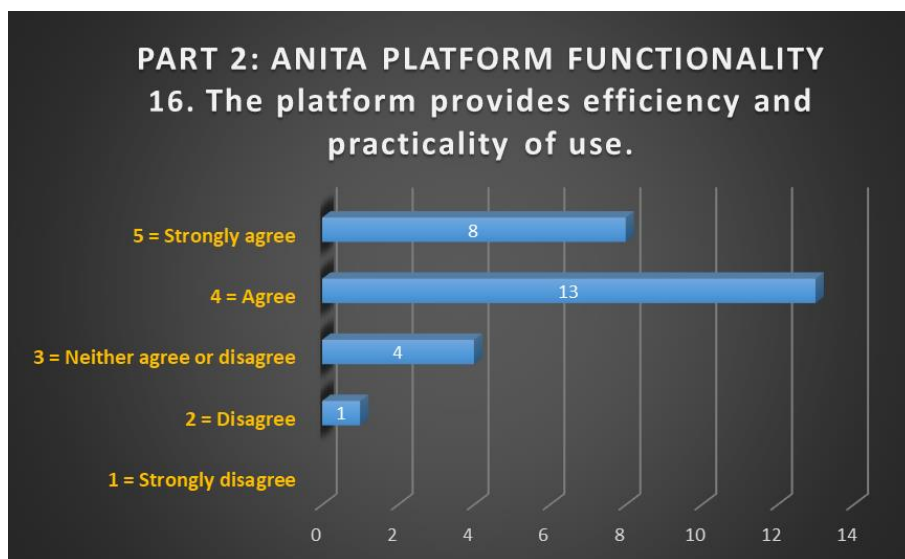
Figure 19: Question 16 of the Questionnaire

When it comes to platform efficiency and practicality of use, according to the answers respondents gave, 81% rate the platform with 4 and 5, which is great. Again, we have a small group of participants who are somewhat indecisive.
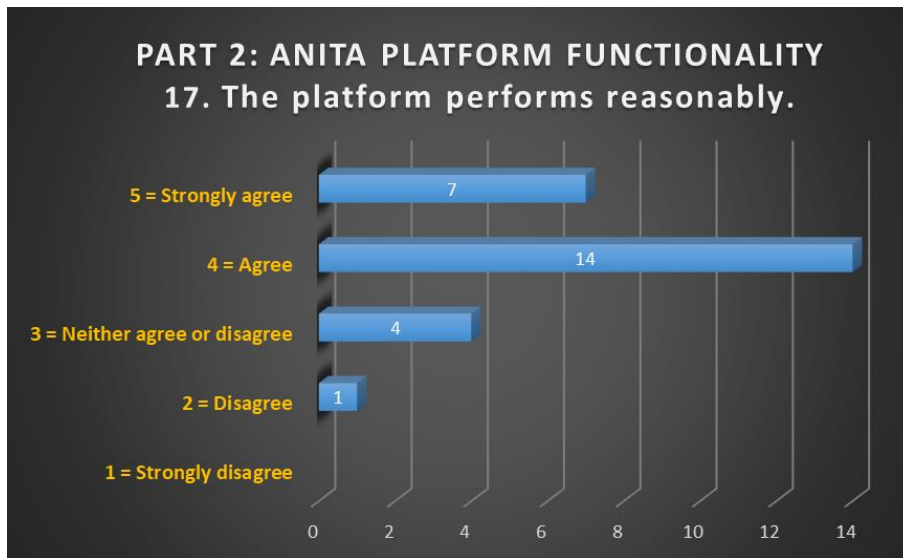
Figure 20: Question 17 of the Questionnaire

Question 17 brings us the already well-known response schedule – most respondents think that the platform performs reasonably and find it useful, so they also think that the platform performs reasonably. This is important from the user's point of view.

Part 3: OVERALL REMARKS
18. What were the most valuable aspects of the 2nd ANITA Workshop?
Opportunity to learn new things and get the whole picture.
Presentation of the Anita platform
Broadening horizons, looking at the problem from a different point.
Darknet / surface web crawling and inspection
Practical demonstration and core principles of this solution
Aspect "future"
It's an impressive system to facilitate our police investigation work. The obtained information during the presented case study represents months of manual work by police investigators.
New approach to the investigation management, new tools for the deep, dark and surface web searches
Knowledge about useful data for crime investigators
Valentina's presentation - Interaction with BTC Blockchain (Graphsene?)
New knowledge
Dark net inspection
Presentations were clear, just like the presentation of the platform.
/
Presentations
Resolving criminal identities in social networks and web, identification of authors and web contents
Sister projects
-
The information provided about its capabilities
Option for many related searches on one place with graphical result
In particular the case study was the highlight of the workshop. Helping to provide a real-life scenario and use for the product.
Demonstration of the tool
The practical use of the ANITA platform
Overview of available functionality, explanation on exploitation options (modular)
Anita Demo
The practical demonstration was very useful to understand functionalities

Table 2: Summary of answers on Question 18 of the Questionnaire

After 17 questions with scaled answers, overall remarks with the open question approach were also needed. That was important because of the possibility to get the specific answers first hand. Three open questions were set. The first question (see Table 2) was: "What were the most valuable aspects of the 2nd ANITA Workshop?"

Some of the answers can be determined as mostly descriptive and general: "Opportunity to learn new things and get the whole picture", "Broadening horizons, looking at the problem from a different point", "Aspect *future*", "New knowledge", "A real-life scenario and practical use".

Other answers seem to be more precise and specific: "Darknet/surface web crawling and inspection", "Core principles of this solution", "New approach to the investigation management, new tools for the deep, dark and surface web searches", "Knowledge about useful data for crime investigators", "Resolving criminal identities in social networks and web", "Option for many related searches on one place with graphical result", "Explanation on exploitation options".

Looking at these general/descriptive and specific/precise answer types (quite informal division), the conclusion is that every single given answer is great feedback material. The more people the more perspectives, of course. But, if one answer should stand out as the one that is most in favour of the ANITA platform, then it is the next one – "It's an impressive system to facilitate our police investigation work. The obtained information during the presented case study represents months of manual work by police investigators."

Part 3: OVERALL REMARKS
19. How could the sessions be improved?
/
Maybe a bit longer presentation.
In my opinion, nothing needs to be improved
I think everything was OK.
Sessions were perfect
More practical samples and it´s capability samples.
Maybe.
More information about training programs, when could this system concretely be used by our police services in our respective countries, will there be uniform legal terms of use in the European Union by using the platform, ...
Everything was too tight, maybe more possibilities for the interaction with presenters
Practical content
None
No
Sessions are great
The possibility to use the platform yourself to try it out.
Leaving more space for questions and debate
More interaction possibilities. No clue how the audience was since attendees couldn't see the list
More interaction
Providing demo users to test real investigations
Bit slowly explanations of platforms possibilities
Incorporating more engagement with audience.
No suggestions
The status of the system (TRL 6/7) was not mentioned (expectation management); also, the need to adapt the system to local law and regulation was missing.
It`s ok.
To have an event in person. Online we always lose some possibility to interact.
No
Longer presentation.

Table 3: Summary of answers on Question 19 of the Questionnaire

The second question within the Part 3 was: "How could the sessions be improved?" Most commented answer groups were "No/none" and "It was OK/great/perfect", with a combined total of 11 out of 26 answers – 42%. Workshop organizers and panellists can be very satisfied with this result.

Second group by size were answers – "Longer presentation", "Maybe a bit longer presentation", "More practical samples", "Practical content", "Providing demo users to test real investigations", "The possibility to use the platform yourself" and "Bit slowly explanations". So, that are 7 answers (27%) related to the content or the workshop organization mode. Project-wise, most of these issues were covered on trainings and pilots.

Next group of similar answers are in the range of "*More interaction*", "*More space for questions and debate*" and "Incorporating more engagement with audience", with 5 answers or 19%. Obviously, there is a representative group of respondents who would better evaluate the organization of the workshop and the platform itself if there was a greater participation of respondents – a higher level of interactivity.

Part 3: OVERALL REMARKS
20. Do you have any other comments, suggestions or information to add?
No
/
No.
No
Thank you for the effective time. See you later.
I missed the first workshop and were missing key facts - Who and how gets this application? How it is distributed and maintained?
It would be useful to receive an e-mail afterwards with all the practical information.
None
No
None
Great job, I hope I'll have an opportunity to work on it
No, thanks
The number of participants seems quite OK
Not really, all was very professional

Table 4: Summary of answers on Question 20 of the Questionnaire

As can be seen in Table 4, most commented answer on the last question of the questionnaire was "*No*". Only 14 of 26 participants answered this question at all, and the ones that did made no significant comments or suggestions.

4 Conclusions

The results oblige the consortium and each partner to bear in mind the effort and activities engaged in the creation of this result. Answers can provide better possibilities for finetuning the platform. Generally, already commented answers provide many conclusions.

Workshop presentations content was clear and relevant, and their timing and pacing was appropriate for the majority of the audience. Special attention could have been given to Interaction and presented content discussions. Provided material, scenario and live sessions were clear and appropriate.

Respondents claimed that workshop content was relevant to their job position, provided them with relevant information for them and their colleagues.

Finally, perhaps most importantly, participants rated the ANITA platform as efficient, reliable, practical, understandable and easy to learn and use. The platform fully met their operational expectations.