



GOVSATCOM USERS' SURVEY SURVEY GUIDE AND ANSWERING RULES

What is ENTRUSTED

The European Networking for Satellite Telecommunication Roadmap for the Governmental Users Requiring Secure, Interoperable, Innovative and Standardized Services (ENTRUSTED) project is a Horizon 2020 Coordination and Support Action set to identify the needs and requirements of secure satellite communication end users and to elaborate a roadmap of research and innovation activities related to user technologies.

The project responds to the growing need in Europe for secure satellite communications for the benefit of its citizens and it will contribute to the formulation of guidelines, in terms of user-oriented activities, for the future EU GOVSATCOM Programme.

The project consortium, led by the European Global Navigation Satellite Systems Agency (GSA)¹, includes EU Member State representatives and EU Agencies which help in conducting the survey and will support you as needed to answer this survey. The current members of the consortium and the collaborators are shown in the figure below.



Figure 1 – ENTRUSTED Project Consortium and External Collaborators (status April 2021)

You will find more information on how to contact mentioned institutions later in this document.

¹ EU Space Programme Agency (EUSPA), the successor of the GSA, will be entrusted with a set of additional responsibilities, including user aspects related to GOVSATCOM.





WHAT is the purpose of this survey

This survey is the core element of a consultation process within the ENTRUSTED project. The objective of this consultation is to define a prioritised set of user requirements which will contribute to lay the foundation for the establishment of the GOVSATCOM EU Space Programme component, as a key input for:

- (i) the definition of the legislative framework (Implementing Acts), and
- (ii) for the actual development of the system infrastructure, which must fulfill the user requirements.

To identify user requirements, the ENTRUSTED consortium has set up a network of governmental users, which currently consists of the project partners participating in ENTRUSTED, including EU Member States and EU Agencies. Each member of the network has identified its own relevant User Communities and is consulting them to ensure that their needs are properly captured. The communities, with their participation in the survey, will contribute to the definition of a consolidated set of user requirements for the secure services of the newly established GOVSATCOM EU Space Programme component.

The results of the survey will be made available to the European Commission as contribution towards a successful European secure satellite communications system.

INTRODUCTION to EU GOVSATCOM

Satellite Communication (SatCom) services are used in many scenarios, allowing transmitting various kind of data and establishing connection between, in some cases, otherwise isolated locations. These services are vital in situations where standard terrestrial or maritime communication links are not available and secure communication is needed. The governmental users (institutions) working in domains (Fields of Application) related to crisis management, surveillance and key infrastructures, or working in some specific activities (i.e. RPAS communications, Arctic missions or machine-to-machine low data-rate communications), usually rely on SatCom services to deal with the tasks in which communication links have to be ensured.

The **EU Governmental Satellite Communications (GOVSATOM)** Programme is the communications service component of the EU Space Programme 2021-2027, enabling the provision of satellite communications services to Union and Member State authorities managing security-critical missions and infrastructures.

WHO are the targeted participants of this survey

This survey is targeting potential GOVSATCOM users as defined in Article 64 of the Space Regulation:

“The following entities may be GOVSATCOM users provided that they are entrusted with tasks relating to the supervision and management of security-critical missions, operations and infrastructures:

- (a) Union or Member State public authority or a body charged with the exercise of such public authority,
- (b) a natural or legal person.





GOVSATCOM users shall be duly authorised by a participant referred to in Article 67 to use GOVSATCOM capacities and services.”

Therefore, this survey considers the gathering of user requirements from both:

- Potential GOVSATCOM users **who have little to no experience in the use of secure SatCom services**, but would be interested in profiting from them in the short, mid or long-term;
- Potential GOVSATCOM users **who have experience in the use of secure SatCom services**, but would be interested to help in developing and to use better, more affordable and more secure services.

In line with this, and based on the fields of application of secure SatCom services, ENTRUSTED is contacting potential users of GOVSATCOM, identified as part of the following communities:

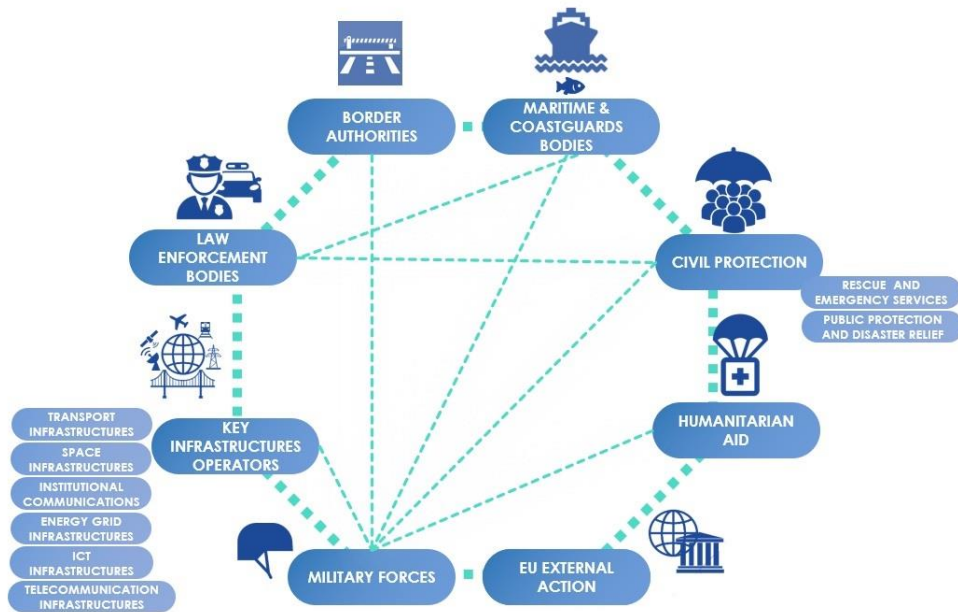


Figure 2 – EU GOVSATCOM User Communities and preliminary identified cross-connections within their activities

In this context, your entity has been identified as a potential user of **GOVSATCOM** services, and the ENTRUSTED consortium kindly invites you to participate in this survey.

Respondents contributing to the survey will receive an aggregated and anonymised report of the research results of this survey at the end of the ENTRUSTED project.





WHAT information is being gathered

ENTRUSTED will assess the current usage of SatCom services by the respondents, as well as planned future use of secure SatCom.

Thus, the aim of the present survey is to:

- assess EU **users' interest, needs and requirements** with respect to secure SatCom in the different fields of application and for associated use cases;
- assess the **current secure SatCom capabilities**, in terms of user technology and services, currently in use, as well as expected/planned future trends;
- contribute to the elaboration of a long-term roadmap and coordination plan for research and innovation activities.

We kindly ask you to dedicate some time and fill in the research questionnaire according to the following answering rules.

HOW to answer the questions

1. **The survey is launched in April 2021** and will collect the inputs from current and potential future secure SatCom users during a 3-month period, unless specified otherwise by your **Point of Contact (PoC)**.
2. Your institution should have received this survey from your national/institutional ENTRUSTED **PoC**. The detailed guidelines and instructions to answer the questionnaires will be also delivered by your PoC either via a workshop, a bilateral meeting or a direct communication by e-mail or other mean.
In case that you have downloaded the questionnaire via the ENTRUSTED project website (<https://entrusted.eu/resources/survey>), please refer to the instructions given in the website.
3. The survey template is UNCLASSIFIED, however depending of the sensitivity of your answers, we may process the fulfilled surveys classified up to CONFIDENCIEL EU / EU CONFIDENTIAL or national equivalent level. In case of classified documentation, please contact your PoC to prepare the communication arrangement.
4. **Ideally, answers are limited to one (1) survey per entity**. Therefore, we kindly ask you to coordinate with your colleagues and experts from other division and departments that could be interested in specifying the future secure SatCom services of interest for your entity. There is also a Frequently Asked Questions (FAQ) section available at the project website: <https://entrusted.eu/faq/questions-answers/all>. At any stage you may also contact your PoC in case you have any doubts.





5. **The survey is user-friendly** and most of the questions are closed and multiple-choice type. Also, choices for answers are aimed to be limited and self-explained. Nevertheless, **please dedicate adequate time to complete the survey** so we are able to reach our goals developing improved SatCom services for you in the future and in case of doubt, contact your PoC.
6. The individual questionnaire answers will contribute to build a general User Requirement Document (URD) for GOVSATCOM services. **The answers will be aggregated, and their summary will be anonymised.** However, you might be contacted by your PoC in case any further interaction is needed.
7. Your questionnaire may be delivered to your PoC:
 - a. **Via e-mail or by post** if the answers do not contain EUCI information.
Please, sent you email with the following text in the subject:
[ENTRUSTED] Survey answer - <your entity name>;
 - b. In case your answers include classified information, please **arrange its delivery with your designated PoC** before sending your answers. Your PoC will indicate you how to proceed in order to channel the classified information properly in accordance with the Council Decision 2013/488/EU.
8. The ENTRUSTED PoC will keep you updated on the project development. For those having downloaded the questionnaire directly from the project website, this would be also possible if you kindly provide your e-mail through the project website <https://entrusted.eu/resources/survey>.
9. In case there is any personal data, it will be dealt according to relevant GDPR regulations.

For more information about the ENTRUSTED project please follow the links:

- <https://entrusted.eu/>
- <https://cordis.europa.eu/project/id/870330>

Thank you very much for your kind collaboration.

