

Maximizing Intelligence & Data for Your Public Affairs Strategy

28th April 2022, Brussels Dr Alan Hardacre



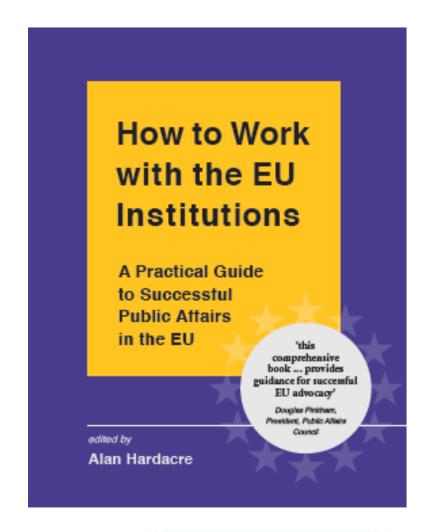


Dr Alan Hardacre



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- Consulting for Kindred, CropLife & others
- ex-Director of Corporate Affairs @ Imperial Brands
- 20 years Public Affairs experience
- Author of several articles & books
- Long time Member of Board of Public Affairs Council
- Visiting Professor in UK, Thailand, Switzerland, Belgium, Netherlands





Public Affairs Council Skills Trainings 2022

February 24th

Setting the Foundations for a Successful PA Strategy

Topics: Broad approach, setting objectives and prioritizing

September 27th

Mapping and Engaging with Stakeholders Strategically

Topics: Stakeholder mapping & engagement

April 28th

Maximizing Intelligence & Data for Your Public Affairs Strategy

Topics: Understanding your context, intelligence gathering & using data

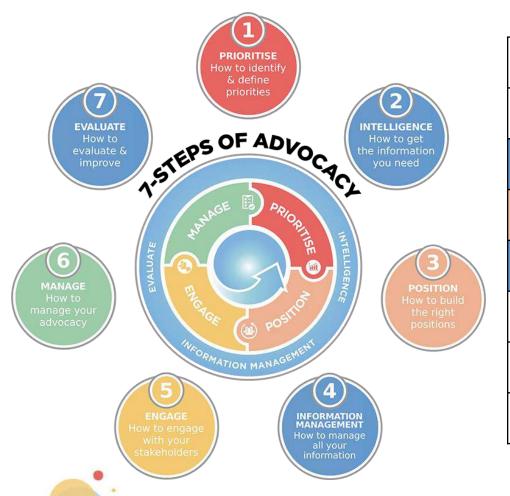
November 10th

Evaluating and Communicating Your Public Affairs Work

Topics: Measuring (and communicating internally) impact, evaluation and ROI



AdvocacyStrategy Model: A Winning Advocacy Process



ADVOCACY

N°	STEP	FOCUS		
1	Prioritize	How to identify & define priorities		
2	Intelligence	How to get the information you need		
3	Position	How to build the right positions		
4	Information Management	How to manage all your information		
5	Engage	How to engage with your stakeholders		
6	Manage	How to manage your advocacy		
7	Evaluate	How to evaluate & improve		



Tour de Table

What are you expectations for the programme and today?



A Successful Intelligence & Data Strategy

1. Effective and agile prioritization

2. The right monitoring tools to get you information and intelligence

3. The right reports and updates to ensure your intelligence and information becomes actionable

4. The right information management systems to store and exploit your data



Advocacy is Inter-dependent

• Link between prioritise, intelligence gathering and other steps is key

 Changes in one step require changes to many-all steps

Everything in here is interlinked





What we are going to do today...

1. Intelligence

Intelligence 'Sweet Spot':

- Sources
- What to cover
- Open source
- Non-public

2. Actionable Intelligence

How to convert:

- Ad-hoc updates
- Daily-weekly updates
- Reports
- Trackers
- Dashboards

3. Information Management

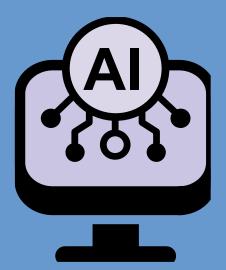
How to manage:

- Platforms you can use
- Opportunities
- Extra benefits



1. INTELLIGENCE

Intelligence Gathering



Past-Future – What to monitor – How to Process

How do you currently gather intelligence?

What issues do you face?

What questions do you have?



"POLITICAL INTELLIGENCE" THE COLLECTION & USE OF NON-PUBLIC INFORMATION DERIVED FROM POLITICAL INSTITUTIONS.

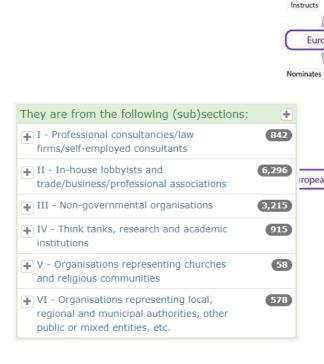
Why (Digital) Intelligence Gathering?

- Increase access to data
 - Save time & build efficiency.
- Inform strategy:
 - Select, assess & manage issues;
 - Map & engage with stakeholders;
 - Inform strategic choices & activities;
 - Measure activities & actions;
 - Measure impact & evaluate performance.

- Demonstrate productivity:
 - Show value to organization (ROI);
 - Motivate team.
- Security
 - Centralise & share knowledge;
 - Guarantee institutional knowledge & maintain a historical record.



Sources



ADVOCACY STRATEGY





Online Public Information

European Commission:

- College meetings, agenda, minutes, future items
- Register delegated/implementing acts
- Consultations
- EC Press, daily news, work programmes
- DG press & media
- Commissioner & DG Twitter
- Agencies: agency agendas, minutes etc.

European Parliament:

- Legislative Observatory
- Legislative Train
- Plenary agenda
- EP Watch Live
- Parliamentary Questions
- EP Press Service
- Committees: agenda, minutes, documents, newsletter, voting records etc.
- MEP Twitter

Council:

- European Council Agenda
- Working party agenda,
- COREPER, agenda, voting records
- Configurations
- Press service

European Court of Justice

- Press service
- Register of documents



Online Public Information

News & Services

- FT
- Politico.eu/ .com
- Euractiv
- ChemWatch, ENDS Europe, Agence EUROPE
- Votewatch

Think-tanks

- European Policy Center (EPC)
- Notre Europe
- Centre for European Policy Studies (CEPS)
- Chatham House Europe

Trade Associations

Companies



Local & regional government





Reuters UK

40 mins ago

& Daily Express

face of EU walkout threat

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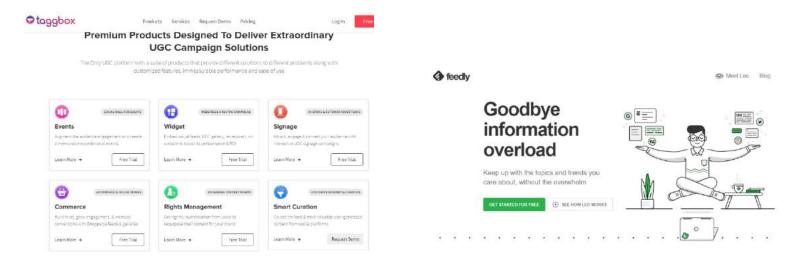
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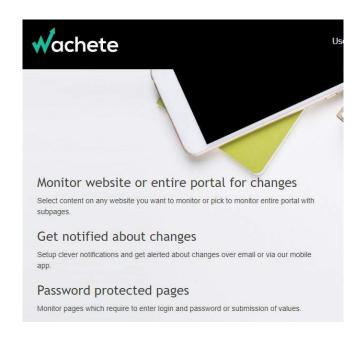
Head of UK government legal department quits over Brexit Jonathan Jones said to be 'very unhappy' about decision to overwrite

,1,

Tools for Online Information

- Website monitoring for changes i.e. Wachete
- RSS feeds & news aggregator i.e. Feedly
- Social media aggregator i.e. Taggbox







Open Source Tools for Online Information

Customised Searches (site, filetypes, date etc.)

Google Cache (old webpages)

Google Groups (Usenet discussions) Google Alerts (Email add, names, keywords)

Google News & Newspapers

Keyword tool: Autocomplete data





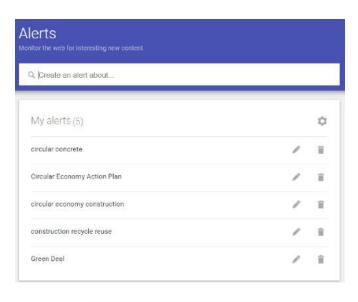
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Please note that you may also subscribe to our audio fe

Blogs	Print edition		
Bagehot's notebook	The world this week		
Bartleby	Letters		
Buttonwood's notebook	Leaders		
Charlemagne's notebook	Briefings		
Democracy in America	Special reports Britain Europe		
Erasmus			
Free exchange			
Game theory	United States		
Gulliver	The Americas		
Kaffeeklatsch	Middle East and Africa		
Prospero	Asia		
The Economist Explains	China		

China





Open Source Tools for Online Information

https://www.votewatch.eu/

https://www.integritywatch.eu

https://twitter.com/explore

https://twitter.com/search-advanced?lang=en

https://tweetbeaver.com/

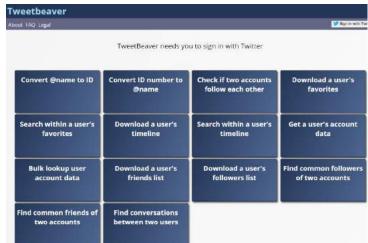
https://tweetdeck.twitter.com/

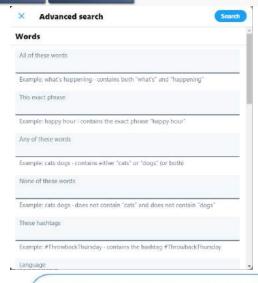
https://www.social-searcher.com/











Non-public Information

EC, EP & Court of Justice:

- Attending / watching meetings
- Talking with officials

Member states:

- Talking with officials in Permanent Representations
- Talking with National Administrations & Institutions

Think tanks, Industry associations & NGOs

- Direct contact
- Attending sessions
- Breakfast briefings

Media (EU & national):

- Talking with journalists & media
- Attending briefings



Attend receptions!



The Power of Gossip!

"Great minds discuss ideas.
Average minds discuss events.
Small minds discuss people." ~
Eleanor Roosevelt

"If you have nothing nice to say, don't say anything at all."

Question: what are the advantages and disadvantages of political gossip?











How do you decide what is relevant?



Relevance

Set out the scope of monitoring: what subjects?

Determine the frequency: daily, weekly, monthly

Develop a network of contacts for sharing intelligence

Analyse the intelligence and feed into priorities

Content of the monitoring

- Each stage of the procedure
- Key actors positions
- Timelines and deadlines
- Analyse issues and opportunities
- Objective: recommend advocacy actions

NOT RAW DATA!

A tool to aid decision-making



Source: Andras Baneth

What to Share: The Ws and the Hs

Who was involved?
Who is in charge?
Who does it
impact?

What happened?
What was the decision? What should I know?

Where did it take place? Where is affected? Where an I get more info?

When did it take place?

Why did that happen?

What Next

What would you recommend

What source

How did it happen?

How was the decision made?

How does it impact the client?

How will we communicate internally / externally?



Reliability & Validity of Political Intelligence

Reliability and Validity

- Reliability is about the consistency
- Validity is about the accuracy

What of the data?

- Inaccurate information & data.
- Personal opinions on persons / issues (subjectivity)

What of the analysis?

- Digital vs human analysis
- Forecasts, trends & patterns
- Visualisations

Warning: Anything you write down about stakeholders could be accessed & scrutinized!



2. ACTIONABLE INTELLIGENCE

REPORTING & ALERTS & TRACKERS



Alerts – Updates – Newsletters – Trackers – Dashboards

What formats / frequencies do you currently use?

Do you outsource?

Do you use tools or consultancies?



From Intelligence to Actionable Intelligence

Ad-hoc alerts

Daily Updates (monitoring reports)

Weekly Recaps

Reports

Trackers



To get started...

Title clearly identifies the issue

Emphasize the key development(s)

Recommend follow-up action or report planned action Link to the source documents used to produce the report

Warning: Choose your format carefully!!



And some more... Monitoring can also include:

Background of the legislative proposal Objectives of the legislator

Impact on the organization

Action-plan and schedule

Type of legislative procedure

Stage in the legislative process

Upcoming events

Key decisionmakers in each institution

Link to key documents / news articles



Make your own Issue Dashboard

Issue 1

Impact & Measure

Favourable / Neutral / Unfavourable

Your Positioning

Issue 2

Impact & Measure

Favourable / Neutral / Unfavourable

Your positioning

Issue 3

Impact & Measure

Favourable / Neutral / Unfavourable

Your positioning



Some Inspiration



EU-Australia Free Trade Agreement: The EU has requested Australia to protect a list of 408 product names as GIs

New Improvements

During the fourth round of negotiations for a Free Trade Agreement between the European Union and Australia, Geographical Indications (GI) was profoundly discussed and constructive follow up actions were agreed between the EU and Australia ("Report of the 4th round", 2019, p. 2). The EU has requested Australia to protect a total of 408 product names, including 238 spirit names and 172 other names across dairy, mest, confectionery and horticulture (Australian Government, n.d.). Furthermore, the Australia's system of GIs is not the same as the EU GIs system (Wallace, 2019). In reaction to the fourth round of negotiations, the NFF objected to the plans, stating that it is disappointed that the Australian Government has taken the next steps towards banning the use of common food names in Australia (Wallace, 2019).

A list of the EU GIs spirit and foodstuff can be found in the link:

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Campaign Development Request

Cambre, a policy and public relations consultancy organization, was requested to monitor the FTA and develop a campaign for the National Farmers' Federation (NFF).

Background

On 22 May 2018, the Council of the European Union authorised the European Commission to negotiate a Free Trade Agreement (FTA) with Australia. This trade and economic relations are conducted under the 2008 EU-Australian Partnership Framework ("Report of the 4th round", 2019, p. 1). Four rounds of negotiations occurred. The last round occurred on 5 July 2019. The EU negotiating team was led by Ms Helena Köning. Chief Negotiator and Deputy Director General for Trade of the European Commission, while the Australian team was led by Ms Alison Burrows, Chief Negotiator and First Assistant Secretary at the Australian Department of Foreign Affairs and Trade ("Report of the 4th round", 2019, p. 1). In this round, various important issues were discussed and a fifth negotiating round was scheduled for October 2019 ("Report of the 4th round", 2019, p.1).

Moeltoring Report - 20 October 2019 illherme Leonardo - student number: 17005043



Issue

One of the key issues for NFF are Geographical Indications (GIs). The EU claims that Australia has insufficient protection for GIs ("COMMISSION STAFF", 2017, p. 8). Moreover, the EU points out that areas such as dairy, processed agriculture products and wine remain crucial for further negotiation ("Trade negotiations", 2019). The NFF is concerned with the implications of GIs for Australian producers (Wallace, 2019). Consequently, GIs are perceived as a threat by Australian farmers. In a press release written by the most important European farmers organization, the Copa-Cogeoa, the use of GIs was deeply reinforced in order to protect European products and its superior quality standards (Copa-Cogeoa, 2015).

Follow up Actions

The NFF should monitor the results of the fifth round of negotiations between the EU and Australia regarding to GIs, and evaluate the latest news of Copa-Cogeca towards the development of the negations.

Stakeholders

- Key Australian stakeholders are: Australian government, NFF and its members; and Australian Bureau of Agricultural and Resource Economics and Sciences

 ABARES.
- Key European stakeholders are: the European Commission; the European Parliament; Copa-Cogeca; France; and Austria.

(+/- 500 words)

Monitoring Report - 20 October 2019 Guillierme Leosardo – student number: 17005083



List of References

Australian Government. (n.d.). Retrieved October 5, 2019, from Australia - European Union Free Trade Agreement:

https://dfat.gov.au/trade/agreements/negotiations/aeufta/public-objectionsgis/Pages/default.aspx

COMMISSION STAFF WORKING DOCUMENT IMPACT ASSESSMENT. (2017, September 13). Retrieved October 6, 2019, from EUR-Lex: https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=SWD%3A2017%3A293%3AFIN

Copa-Cogeca . (2015, April 9). Retrieved September 23, 2019, from Archive of press releases : https://copa-cogeca.eu/Main.aspx?page=Archive

Report of the 4th round of negotiotions for a Free Trade Agreement between the European Union and Australia. (2019, July). Retrieved October 4 2019, from European Commission: http://trade.ec.europa.eu/doclib/docs/2019/july/tradoc 158277.pdf

Trade negotiations with Australia and New Zealand. (2019, June). Retrieved October 6, 2019. from European Parliament:

https://www.europarl.europa.eu/RegData/etudes/STUD/2019/603479/EXPO_STU(2 019)603479_EN.pdf

Wallace, L. (2019, August 13). Farmers concerned as Government moves towards a ban on common food names. Retrieved October 6, 2019, from National Farmers' Federation: https://www.nff.org.au/read/651af/armers-concerned-as-government-movestowards.html?hilite=Geographical-indications

Monitoring Report - 20 October 2019
Guilherme Leonardo - student number: 1700506

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More Inspiration



CAMBRE KEEPS TRACK EU - Australia Trade Negotiations

Australia launches Public Objection Process on EU list of Geographical Indications

Brussels - October 2019



In early August, the EU provided a list to the Australian negotiating party of 172 foodstuf geographical indications it would like Australia to protect under a free trade agreement and Australia now calls for their producers' opinion on the list. The EU includes commor terms marketed by Australian producers, such as Camembert, Prosciutto, and Gouda, bu also declared several products where it agrees on the use of generic product names a: long as the term used does not suggest a wrong geographical origin. This would permi Australian producers to market a product as 'Camembert' but not as 'Camembert de Commembert' but not as 'Camembert' but not as 'Camembert Normandie" (List of EU FTA Geographical Indications, 2019).

Including European geographical indications in Australian legislation would protect then from any commercial use as generic product names, including when they are used a ingredients, and would require them to be marketed with terms such as "like" and "imitation" (European Commission, 2019). Such agreement would render many Australia: farmers unable to sell their products under names long used - both in European and Australian markets while providing European farmers with a significant competitivi

A Public Objection Process has been launched by the Australian Department for Foreign Affairs. It published the EU's list and invites Australian producers to lodge an objection with the department if they expect the indications to have adverse effects on their interest. The Process is open until the 13th of November and can be accessed online and offline (Public objections procedure concerning terms proposed by the European Unior for protection as geographical indications in Australia, 2019).

Geographical Indications remain a salient issue as the European Union maintains it: position that "EU products with GIs [...] face unfair competition" (European Commission 2017) due to imitations being marketed under the same name but not being subject to the same rules on production. The EUs farmers' body Secretary General Mr Pekka Pesoner (pekka.pesonen@copa-cogeca.eu / +32022872722) stresses the importance of these rule: for SMEs who invested in over 200 specific production processes (European Parliament 2015) and could face competitive disadvantages if products were not to be protected. The European Civil Dialogue Group "International Aspects of Agriculture" led by Mr Nikolau-Morawitz (COPA: m.morawitz@lk-oe.at / +431534418531) and Ms Bénédicte Masure (FoodDrinkEurope bmasure@euromilk.org / +3225495044) seconds this and stresses the importance of geographical indications for various trade agreements, explicitly including EU-Australia (Civil dialogue group on international aspects of agriculture, 2019). The EU has long made a market access offer conditional on an Australian move for protection o European Gls in its intellectual property regime (European External Action Service, 2019)



AUSTRALIANS ARE IT is recommendable to the NFF to communicate recent developments to their members ASKED TO MAKE A and encourage them to participate in the Public Objection Process if necessary. It is furthermore recommended to meet key stakeholders and familiarise with their positions on the issue as mentioned in this report. It is believed to be beneficial to the NFF to discover common positions and find common ground on contentious issues, including geographical indications, before the group meets next on October 18th. Parties that should be of special attention are the members of the Civil Dialogue Group as to their advisory position and hence considerable influence on the European Commission and, correspondingly, the negotiating team of the Directorate General Agriculture.

2018 (European Commission, 2018) and have consequentially achieved substantial progress in four rounds of negotiations led by Ms Helena König (Deputy Director Directorate General Trade, EU) and Ms Alison Burrows (First Assistant Secretary, Australian Department of Foreign Affairs and Trade). The partners will move to a fifth round in October (European Commission, 2019). Issues proven to be contentious in previous meetings will likely be of high importance in the fifth round of negotiations in October as well. Sensitive points of relevance for NFF and its members include sanitary and phytosanitary standards. European climate change policy in relation to Australian emission levels, as well as Australian labour standards, subsidies under European common agricultural policy, and geographical

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WILL AUSTRALIA'S PUBLICATION OF A LIST OF GI'S. ACCELERATE **NEGOTIATIONS IN THE AUSTRALIA-**EU FTA?

·22/9/2019 · MONITORING REPORT ·



During the Australia- EU FTA negotiations launched in June 2018, Geographical Indications have been a continuous topic of debate (Australian Government Department of Foreign Affairs and Trade, 2018).

A Geographical Indication is a name used for products that have a specific geographical origin and therefore possess qualities, characteristics or a reputation, particularly of the originating region. The use of the name of a GI is only allowed by producers who meet the rules protecting the GI(Kamra, 2018).

The EU has a rigid position on the topic Intellectual property rights and most particularly Geographical Indications (European Commission, 2018). For several European Union member states such as Greece. France, Italy and Spain GI's are highly important, since these will have a large impact on the sales of some of their most intensively exported products such as Prosecco, feta, Gorgonzola (Worthington, 2019).

Within these negotiations, the Australian government will pursue Australia's interest. lowever, for this FTA, the best outcome can only be achieved if Australia also considers the interests of the European Union. The European Union has clearly shown the crucial importance of Geographical Indications and has identified the protection of Geographical Indications as one of the principal objectives in the negotiations of the Free Trade Agreement (European Commission, 2018).

The Australian government has published a list of GI's, that the EU wants protected under the FTA, the list is open for public objections

The 5th round of negotiations are planned for October 2019 in Canberra.

To be able to move forward to the crucial market access stage of the ETA negotiations, the Australian government published a list of product names which the European Union wants to see protected, as Geographical Indications on the 20th of September, 2019 (Australian Government Department of Foreign Affairs and Trade, 2019)

The Australian government has made no commitments to the European Union, implying that the EU GI's will be protected, since they are of significant importance for the Australian economy, in particular for the agricultural sector (Martin, 2019). However, the Australian government did commit to engagement with the EU and its GI's interest as an essential part of FTA negotiations. Therefore has the Australian government recently published a list of CI's provided by the European Union (Australian Covernment Department of Foreign Affairs and Trade, 2019). The list of GI's includes 236 spirit names and 172 agricultural and other foodstuff names which the EU would like to see protected as a GI in Australia. The names are linked to a range of different sectors such as dairy, meat, small goods horticulture, confectionery, oils, beer and the spirits mentioned above

The Australian government has consented to publish the list open for public objections. It is in the interest of Australia to closely consult with its stakeholders on the Issue of Geographical Indications. The public objection process allows for consultancy to the government regarding any concerns organisations might have concerning the protection of European Geographical Indications The final decision on EU GI's that will be protected by Australia will be made in the following negotiations and will be depended upon what the European Union has to offer in return, especially concerning market access (Australian Covernment Department of Foreign Affairs and Trade, 2019).

Recommendation

It is recommended for the NEE to object to the protection of specific GI names which will affect one or more interest of the organisations the NFF represents. Public objections by the NFF will show the Australian government the stance of the organisation on the topic and will reflect the proactive attitude of the organisation and display the vital importance of the FTA and its provisions for the NFI

Objections to specific GI's must be based upon the following criteria. The name is used in Australia as the common name for the relevant good; the name is used in Australia as the name of a plant variety or an animal breed. the name is identical to, or likely to cause confusion with, a trademark or CI that is registered or the subject of a pending application in Australia: the name is identical to, or likely to cause confusion with, an unregistered trademark or CI that has acquired rights through use in Australia, or the name contains or consists of scandalous matter (Australian Government Department of Foreign Affairs and Trade, 2019

Objections must be received by 6pm AEST Wednesday 13 November

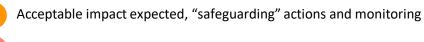
Ruby Oldenburg, 1605023

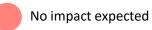
Legislative Tracker

Issues & Measures	Previous Steps	Next Steps	Your Actions	Contacts/Comments/ References
List key issue points	 Key dates Outline history of the issue stage by stage 	 Outline the next major steps Discussions, votes, trilogues, publications dates 	List key meetings and actions that need to be undertaken	 Hyperlink document reference Related references
				Commission Officials Lead DG, Unit Name (Position) Other DG Unit Name (Position) EP Rapporteur Name (Party) Shadow-Rapporteurs Name (Party) Name (Party) Presidency Name Member States Name (country)



Example Tracker







Negative impact expected, major issue requiring urgent action

	1. Pre-drafting Phase	2. Drafting	g Phase	3. Discussion Phase	4. Adoption Phase
Nature & Process	 Describe the conditions fixed by the basic act Identify the procedure Identify the lead DG 	 Identify the Committee/Expert Group Identify the "rules of the game" (formal or informal discussions and votes) 		 Closely monitor every meeting/vote Adapt your strategy and spokespersor the technical and scientific nature of t discussion. 	
Implied costs and impact on markets	+ Description	+ Description		+ Description	+ Description
Actions	 Submit to public consultations (EU & national level) Engage with Institutions and regulators Get involved in the Impact Assessment 	 Engagement with lead DG Engagement with MS representatives, experts & regulatory networks Communication materials Coordination of national engagement 		 Maintain previous actions Engagement with other DGs (inter-ser consultation) and Cabinets Get involved in Stakeholder groups 	 Engagement with media Raise awareness at the Parliament or Council Get ready to appeal to the court Try to get better results at national level
Resources	Narrow-scope resources: Internal human and financial resources Acting alone (when only concerned) Internal networks		Evaluate your resources at every stage: Medium-scope resources: Market leader / worldwide organization Industry cooperation and alliances European Associations		Large-scope resources: Industry/civil society platforms Favorable public opinion / Social media
Key Documents	Hyperlinks towards every <u>available</u> <u>information</u> or documents (events, drafts, meeting minutes, reports etc.)	Update <u>database</u>)			
Key Contacts	 Identify the desk officers Add contact details (excel file) 	Identify the experts, MS representatives, regulatory agencies' officials		Update contact excel file	



Legislative Tracker 2

supervisory and regulatory approach

identify macro-prudential risks



bodies



3. INFORMATION MANAGEMENT

INFORMATION MANAGEMENT PLATFORMS

Storage – Access – Mobile – AI – Technology

Information Management

- How do you manage all your data?
- How do you keep track of developments?
- How do you log your meetings?
- How do you ensure a record of what happened?
- How do you access your information?







Why Information Management is so Important?

- Increase access to data
 - Save time & build efficiency.
- Inform strategy:
 - Select, assess & manage issues;
 - Map & engage with stakeholders;
 - Inform strategic choices & activities;
 - Measure activities & actions;
 - Measure impact & evaluate performance.

- Demonstrate productivity:
 - Show value to organization (ROI);
 - Motivate team.
- Security
 - Centralise & share knowledge;
 - Guarantee institutional knowledge & maintain a historical record.



Good Information Management can help with:

Reliability and Validity

- Reliability is about the consistency
- Validity is about the accuracy

Complete & Accurate data

Accurate information & data

Analysis

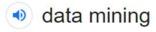
- Digital analysis of the data
- Forecasts, trends & patterns
- Visualisations



Collect & Process Data for you

- Simple bots might get the job done, but more sophisticated bots use AI to find the appropriate data on a page & copy it to the appropriate data field to be processed by an analytics application.
- Machine learning (ML) is the study of computer algorithms that improve automatically through experience. Machine learning algorithms build a mathematical model based on sample data, known as "training data", in order to make predictions or decisions without being explicitly programmed to do so.





noun COMPUTING

the practice of examining large pre-existing databases in order to generate new information



noun

the process of computationally identifying and categorizing opinions expressed in a piece of text, especially in order to determine whether the writer's attitude towards a particular topic, product, etc. i positive, negative, or neutral.

"companies have key lessons to learn about harnessing the power of social media and sentiment analysis"



How to Choose the Best Platform for YOU

- Do you want a Public Affairs only system, to piggyback on a CRM / PR system, one tool or a toolbox?
- Consider how much time needed to set up system
- How much time to invest in maintaining system
 - Managing alerts, linking to issues, selecting issues
- Define Power Users who hold institutional user knowledge
 - More tools = more power users
- Consider GDPR implications
 - How much risk?



How to Choose the Best Platform for YOU

- What level of support do you need: Hotlines / Support
- What type of analysis do you need:
 - Parliamentary / event summaries
 - Document summaries
 - Commentary
 - Number and range of analysts
 - Trends, Visualisation, sentiment
- What degree of detail do you want on stakeholders?
 - Stakeholder documents
 - Stakeholder events
 - Stakeholder contact details

- Events and timelines
 - Event calendar
 - Legislative timelines
 - Forecasting
- Customisation
 - Adding notes
 - Tagging to issues
 - Grouping stakeholders



How to Compare Platforms

PA only or business wide

All-in-one / Separate tools

Legislation & Documents

Stakeholder database

Timeline & Future Watch

(Social) Media tracker tool

Alerts

Weekly, monthly updates

Briefings

Size / type of Analyst team

Visualizations: Trends

Customizable – Own data



Guidance on Selecting Tools

- Do you want a:
 - Public Affairs only system?
 - To piggyback on a CRM / PR system?
 - One tool or a toolbox?
- Consider how much time needed to set up system
- How much time to invest in maintaining system
 - Managing alerts, linking to issues, selecting issues

- Define Power Users who hold institutional user knowledge
 - More tools = more power users
- Consider GDPR implications
 - How much risk?

The platform is only as good as the use you make of it!



Competing Platforms



STRATEGY





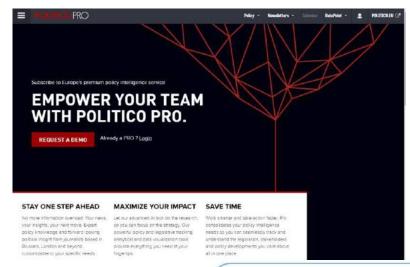
Solutions Products Case Studies Resources

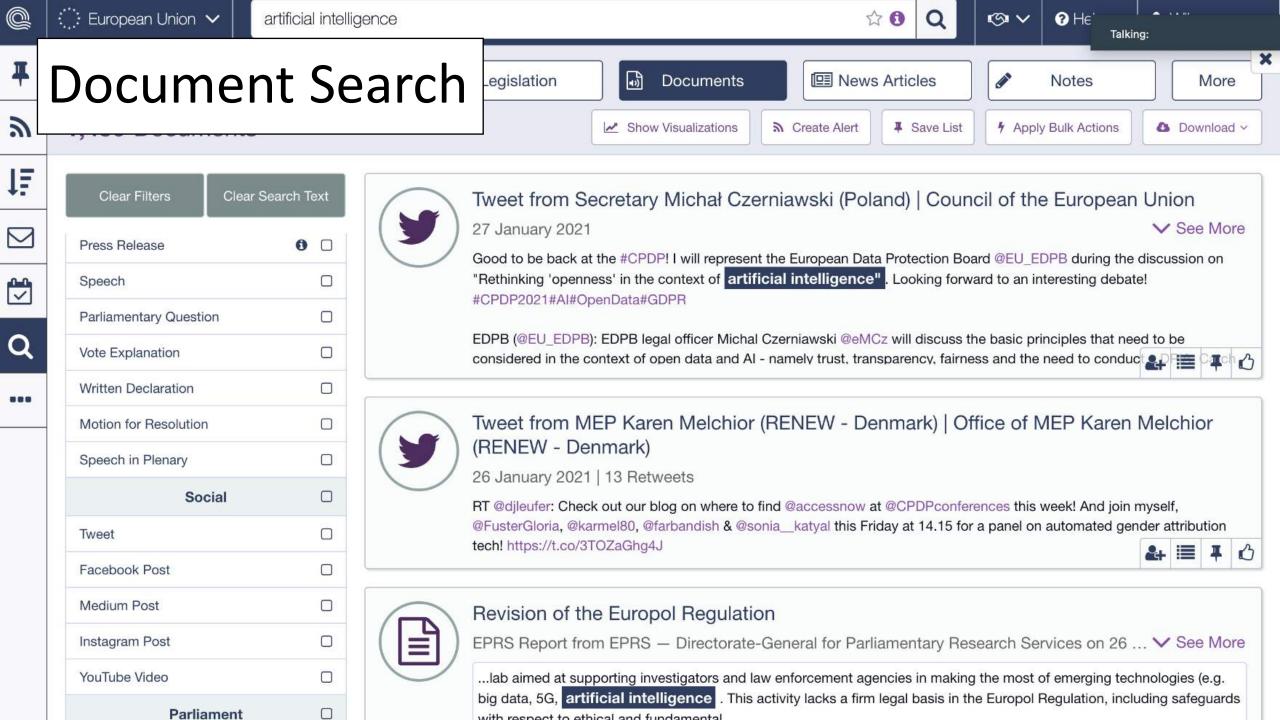
Discover comprehensive solutions to empower your public affairs team to work smarter and move faster to identify trends, understand organizational impact, and drive action together with Quorum.

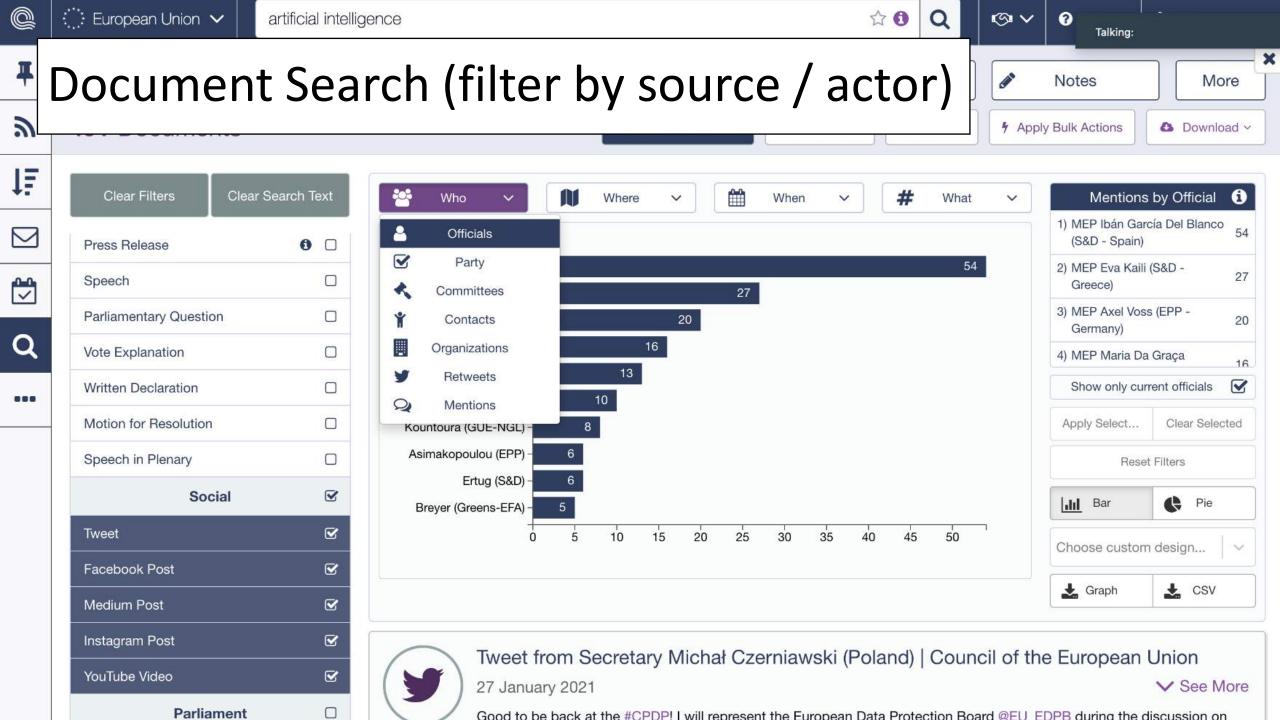
Enter your work email

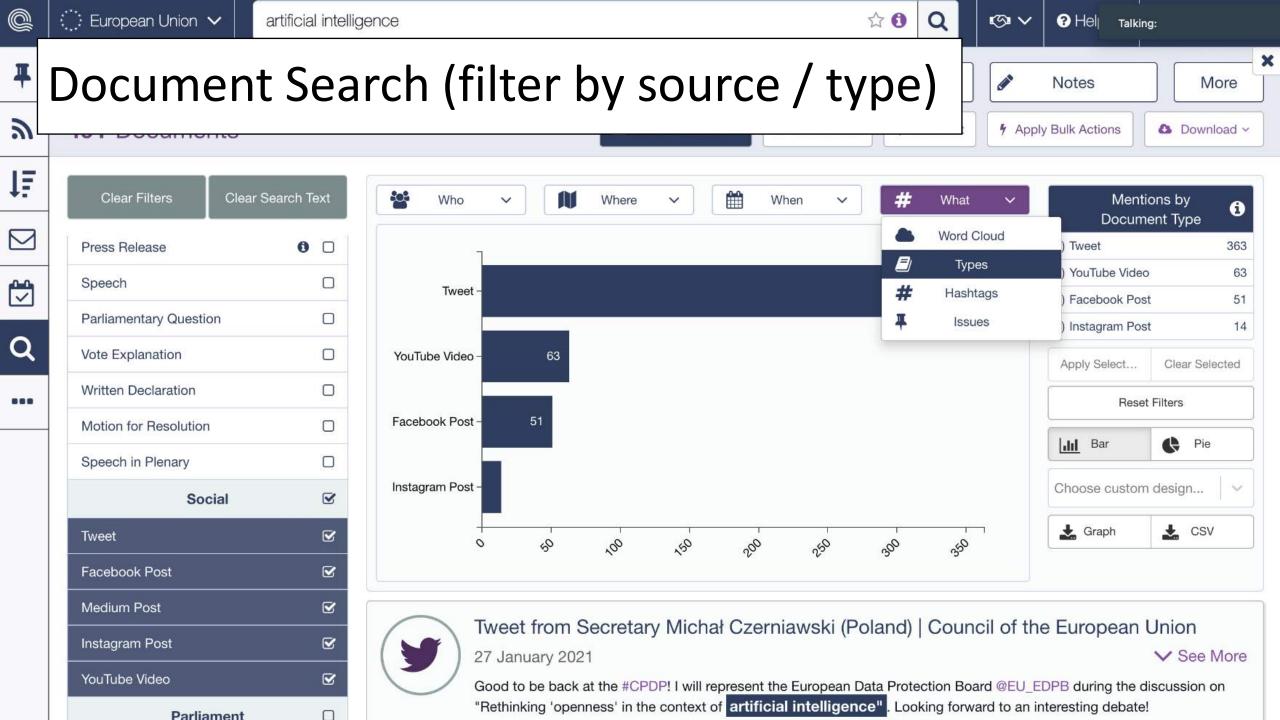


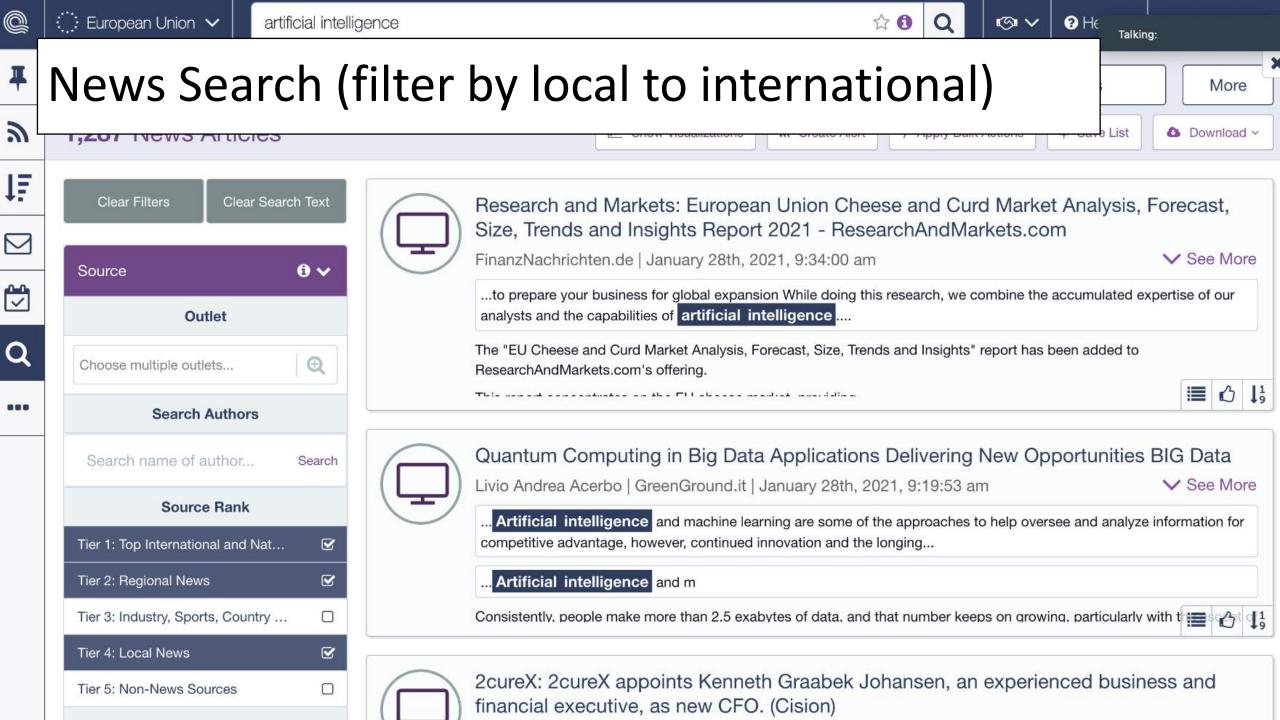


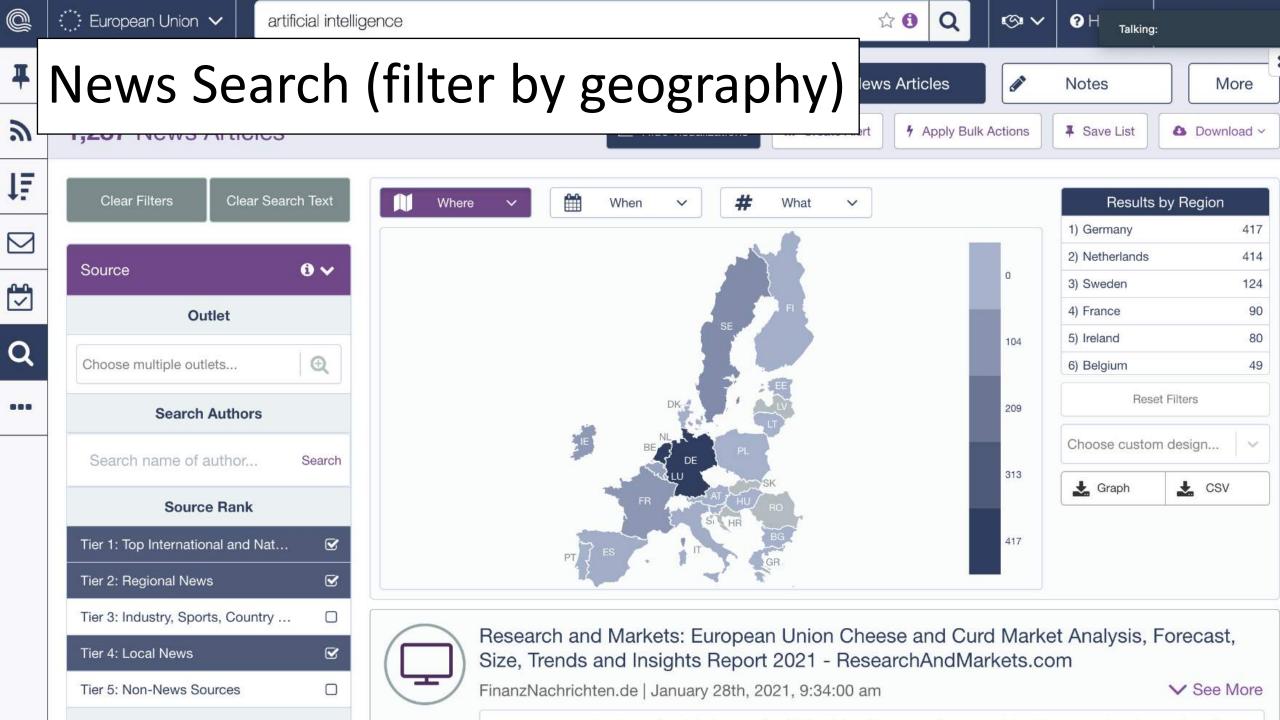




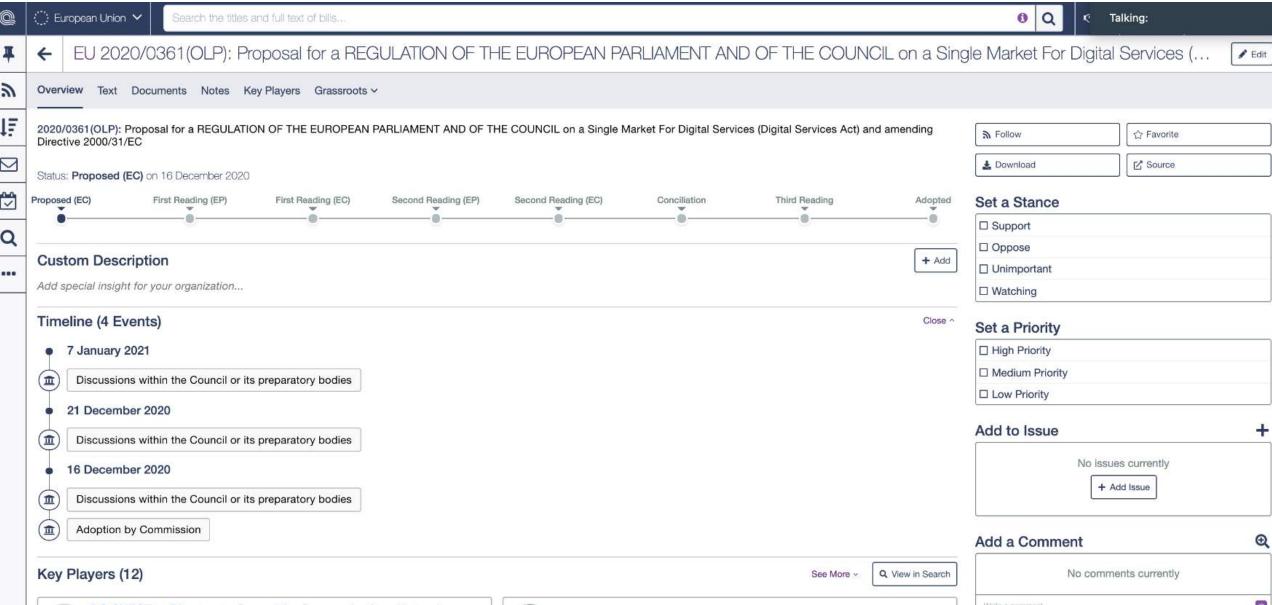




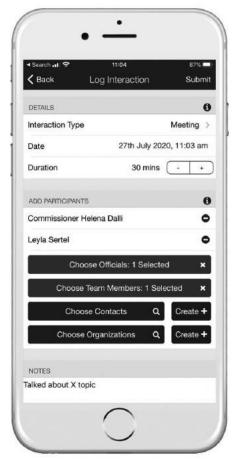


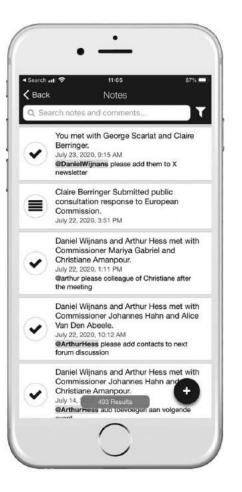


Policy / Proposal (Document search)



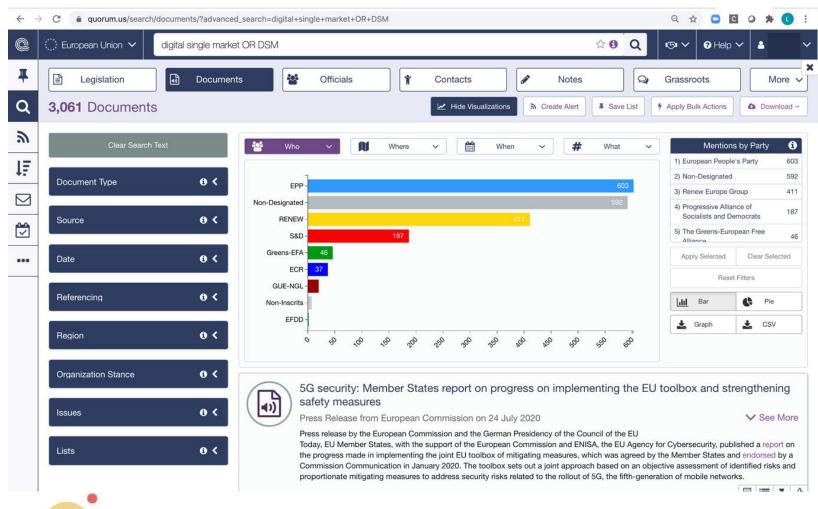
Information Management 'on the go'





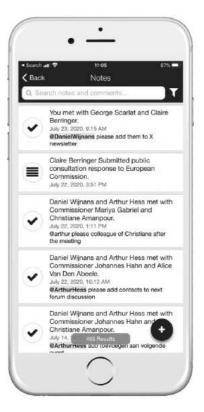


Example: Information Management



ADVOCACY

STRATEGY





Key Takeaways

Relevance: At the very start make sure you align your intelligence gathering to your priorities and objectives. Review the priorities and intelligence output at the very least every 6 months to make sure it is all still fully aligned to your priorities. This will ensure your intelligence gathering will remain focused only on what is important.

Formatting: Spend time thinking about your information reporting format for your audience. What works best? What is the easiest way for you to do it? Getting this right can not only save you time and energy, but also boost your professional visibility.

Balance: Make the distinction between pure monitoring work and political intelligence, and be sure to have a clear view of how you intend to acquire public and non-public intelligence. You will need both to be successful.

Transfer: Intelligence gathering needs to feed into updated timelines (make sure you have timelines), stakeholder maps, issue updates and your advocacy plans (which will be based on what your intelligence is telling you). Establish a list of key documents that require regular updating with intelligence analysis and define a process for updating them.



Key Takeaways

Quality of information is becoming harder to determine & quantity of information is increasing exponentially.

Strategic consumption of information requires specific strategies & technological assistance to ensure it is filtered & packaged effectively.

To remain competitive in the 'Brussels Bubble' requires updating & optimizing your collection, analysis & use of intelligence.



EUGDPR – Some Basics

- Data subjects can ask you to give them access to the information that you are keeping on them (Art. 15 GDPR).
- Explain:
 - why you are collecting & processing the data,
 - what kind of data you are collecting,
 - where you got the data
 - how long you plan to keep that data.

- People can ask to rectify or erase their personal data & they have the right to make a complaint to the supervisory authority.
- If using artificial intelligence or automated logic to make decisions about them, you need to explain how the logic works.



EUGDPR – Some Basics

Checklist for GDPR Compliance





Analysis of Personal Data

Analyze a list of all sensitive data you store and process



Re Han

Review Procedures

Have a suitable privacy policy in place and review it regularly



Access Rights

6

List what access rights should be granted and how changes should be handled



⑤

Customer Consent

Ensure your customers consent to you processing their data



Data Breaches

Implement a procedure for handling data breaches



7

Impact assessments

Carry out a data protection impact assessment



B Data Protection Officers (DPO's)

Determine whether you need a Data Protection Officer (DPO)





What is the balance between human & technology



What delivers the best outcomes?



1-STEPS OF ADVOCACE

INTELLIGENCE
How to get
the information
you need







Where will technology deliver next?



ENGAGE
How to engage
with your
stakeholders



How to Work with the EU Institutions A Practical Guide to Successful **Public Affairs** in the EU 'this comprehensive book provides guidance for successful EU advocacy' Doug Pinkham, President, Public Affairs Council edited by Alan Hardacre

Intelligence Sweet Spot is balance between past-present-future and based on public and non-public information. It is also (increasingly) time dependent.

Intelligence (increasingly) requires automation through a provider to cover your needs. This allow you to move to the value-adding stage of making it actionable.

You have several formats to choose from – which will depend on the needs of your stakeholders.

Remember this is the value-add part of intelligence gathering so always ensure you add 'value' (recommendations, next steps etc)

Information Management is (increasingly) a key differentiator in Public Affairs. Platforms sort and visualize information for you.

Information Platforms extend their utility beyond just intelligence to include meetings/objectives etc providing one home for all your PA work.

