

# Case Study

## GroupSystems Success Story: NATO

### *NATO's Multi-national Collaboration on Combating Terrorism*

The NATO Research and Technology Organization (RTO) invited national security executives, scientists, engineers and technologists from 13 countries to participate in a workshop. This event was co-hosted by the United States Air Force (SAF/AQR) and held at the A-Team Conference and Innovation Center in Arlington, VA.

NATO RTO had two goals for the workshop. First, develop a list of high impact Research and Technology areas that the RTO and other NATO organizations could sponsor as part of NATO's overall effort to combat terrorism. The second goal was to foster a multi-national exchange of ideas that will enhance both national and multinational R&T activities for combating terrorism.

Day 1 of the workshop was focused on a number of context-setting presentations ranging from assessments of the nature of the threat to various national views regarding on-going research and technology programs. Day 2 and 3 focused on four facilitated breakout sessions. These workgroup sessions covered the following topics: Indications and Warnings, Survivability and Denial, Consequence Management and Recovery, Attribution and Counter Actions.

### **GroupSystems in Action**

The Research and Technology Board (RTB) Chairman and Research and Technology Agency (RTA) Director, in concert with the RTO Panel Chairs, arranged for four to five members of each of the RTO technical panels and group to be brought together, along with representatives from other NATO and national bodies.

Using GroupSystems groups collaboration software, four workgroups brainstormed ideas, discussed strategies, and prioritized their recommendations using a variety of collaborative technologies and techniques. Each group was equipped with electronic whiteboards, poster boards, paper, markers, etc. A professional facilitator helped each workgroup stay on-track and on-topic.

Participants in the Consequence Management and Recovery workgroup used GroupSystems collaboration software to list ideas, expand and discuss these ideas, and prioritize R&D projects. After completing these general "brainstorm-organize-prioritize process" sessions, they then presented their recommendations in a plenary session during the final day of the workshop.

On the day after the workshop, the RTO cadre and the facilitators worked in an electronic meeting environment to integrate the various briefings, lists, charts, notes, and recommendations into a consolidated report. The use of GroupSystems tools helped make short order of this work throughout this intense three-day event.

### **Customer** NATO

### **Business Benefits of GroupSystems**

- Ability to brainstorm, organize, and prioritize recommendations
- Instant Reporting on a three day event
- Creation of more than 50 ideas for technologies and technological issues needed to be address in combating terrorism