SurPRISE was a large-scale participatory project to assess the criteria and factors determining the acceptability and acceptance of security technologies among ordinary citizens in Europe. The project focused on examining the relationship between security and privacy with regards to surveillance orientated security technologies (SOSTs), particularly with regard to the security-privacy trade-off.

SurPRISE was a three-year collaborative research project running from 2012-15, involving partners from nine European countries, conducted under the European Union Framework 7 Security Research Programme.

The SurPRISE Project Methodology

The project was based on participatory research informed by academic research and supported by an expert workshop.

Participatory research methodology

Despite citizens being directly affected by security and surveillance measures being implemented, their opinions are widely unknown. Therefore the focus of the SurPRISE project has been to ask the citizens and let them voice their opinion.

This was done through large-scale citizen summits in all nine countries, totalling app. 1800 participants, and small-scale citizen meetings in five countries, totalling 190 participants.

Each large-scale event centred on two of three SOSTs, namely smart CCTV, Deep Packet Inspection (DPI) and smartphone location tracking (SLT), whereas the small-scale events considered five SOSTs, the above three as well as drones and biometrics.

Central to the methodology is that no prior knowledge is needed to participate, but the participants received information material prior to both the small- and large-scale events, in order to facilitate informed discussions. At the large-scale events, information videos were screened as well, in which experts presented pros and cons of the two SOSTs discussed during meeting.

The information gathered at the events was both quantitative and qualitative. At the large-scale summits, data was gathered using electronic voting equipment, notes from the table discussions and one recommendation per table, developed by the citizens, whereas the small-

SurPRISE: *"Surveillance, Privacy and Security: A large scale participatory assessment of criteria and factors determining acceptability and acceptance of security technologies in Europe"*

scale meetings generated notes from the table discussions and voting results from voting cards.

Academic research

The participatory research was preceded by comprehensive academic research into the relevant challenges and framing of the assessment, as well the development of questionnaires and discussion framework for the summits and events. Theoretical hypothesis on factors and criteria that influence the acceptability of security technologies were developed and empirically tested.

Expert workshops

The first expert workshop served the main purpose of getting additional input and new perspectives, the second one of receiving expert perceptions about the recommendations derived from the large-scale citizen summits and the small scale events. For this reason, a number of international experts from different fields were invited to discuss the recommendations addressing a number of issues raised by the citizens.

Factsheet
Methodology

The SurPRISE
Decision Support System

The SurPRISE project produced many valuable outcomes. One of these was the SurPRISE Decision Support System (DSS).

The SurPRISE DSS was developed in order to guide the process and record the data of small-scale events, and was used in the small-scale events conducted in five countries by the SurPRISE consortium.

The SurPRISE DSS offers
- An innovative process for involving citizens in decision-making on security technologies;
- A framework for capturing both qualitative and quantitative data in one tool;
- Flexible contents and process;
- User friendly interface;
- Translation module;
- Standardized process, enabling multiple events and comparable results.

The DSS is an innovative methodology and infrastructure for facilitating citizen involvement in processes on security related decision-making. It combines the deliberative participatory methodology of the SurPRISE project with a web-based workshop tool that guides the discussions, and provides a structured online framework for capturing the discussions at the tables, and at the same time recording quantitative input about how participants vote.

Because of the standardized procedure, the SurPRISE DSS enables users to conduct multiple events with comparable results. A translation module supports the use in multiple countries and languages.

The SurPRISE DSS allows ample time for participants to form and express their own opinions on an informed basis, and to develop in cooperation messages and recommendations for decision-makers. In this way, the SurPRISE DSS provides comprehensive, qualitative insights regarding citizens' attitudes to and evaluations of controversial issues and an opportunity for decision-makers to compare citizens' views with the views of other stakeholder groups. The DSS further provides quantitative data, which, provided sufficient sample size, allows for statistical analysis. The events run by SurPRISE DSS are divided into discussions rounds. An advantage of the tool is, that the results of each discussion round can be displayed immediately to the participants, thus it provides the opportunity of discussing and reflecting on interim judgments as part of the process itself.

Open Source
The SurPRISE DSS is an open source tool which means that it can be used in other deliberative, participatory processes involving decision making. The user-friendly interface means that the tool can be easily customized in terms of content, structure and duration of the process. The simplicity of the user interface reduces the amount of tool-specific training necessary for the operators of the tool, thereby reducing the cost of the overall process; it is not, though, recommended engaging in the process without receiving some training or instruction in the SurPRISE methodology by a member of the consortium.

Additional information on the SurPRISE Decision Support System and the other results of the SurPRISE project are available at www.surprise-project.eu/dissemination/research-results/

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