



FG Trustworthiness & Reliability

Belgium & Jordan

Focus group





Current status

- Ongoing actions:
 - Behavioural observation exercise: public
 - Belgium: advanced course on ITM
 - Belgium national operators: Dutch and French
 - France national seminar IT: French
 - Questionnaire: analyses ongoing
- Plan of action:
 - Interviewing: tips& tricks
 - Collect & connect: what info to gather + how connect

Practitioner Workshop



Input of FG:

- Behavioural observation exercise repeated: use of different actor
- Gathering practitioner feedback:
 - Interviewing in other country/culture
 - What information is useful to gather
 - Systems to connect information
 - → Gather national information/guidance on these aspects

