

## INTRODUCTION

The purpose of this document is to define the Key Performance Indicators (KPIs) and the evaluation methodology and plan that will be used for assessing the EMYNOS performance towards successfully carrying out next generation emergency calls (as part of WP7). This will ensure a common base for an effective evaluation of the EMYNOS platform and services from all partner's testbeds and pilot sites. EMYNOS aims to provide the basis for deploying location aware rich-media emergency calls; to support heterogeneous devices, delivery networks and social media data; and to integrate typical eCall functionality, enhanced with audio-visual capabilities within its All-IP infrastructure.

In this context, special care was taken to compile a representative list of KPIs and test procedures; however, it should be noted that a) it is not necessary to use all the presented KPIs and b) as the project progresses and its components and services are integrated and deployed respectively to the testbeds and pilot sites, new KPIs or even test procedures may be defined for being able to evaluate a new aspect of the system. In this case, the new input (i.e. KPIs and testing procedures) will be included in separate sections of D4.2 (M20), D4.3 (M24), or D4.4 (M30).

It should be noted that, for consistency reasons, the reader is assumed to be familiar with the EMYNOS project and the outcomes of previous Work Packages (i.e., deliverables of WP2 and WP3).

Following this introductory section, section 2 provides not only a detailed description of the KPIs but also an overview of them for quick reference. On the other hand, section 3 discusses the various evaluation methodologies and presents in detail the testing procedures. Finally, section 4 concludes the document.

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