eNOTICE
European Network Of CBRN TraIning Centres

D5.13 eNOTICE evaluation report on the functioning of the information and communication platform Y4

Leading Author: Maximilian Kiehl[1]

Internal Reviewers: Olga Vybornova[2], Wolfgang Reich[3]

---

[1] SIC
[2] UCL
[3] JCBRND COE

D5.13 – eNOTICE evaluation report on the functioning of the information and communication platform Y4

Dissemination level:

PU	Public	X
PP	Project Private, restricted to other programme participants (including the Commission Services)	
RE	Restricted to a group specified by the consortium (including the Commission Services)	
CO	Confidential, only for members of the consortium (including the Commission Services)	

D5.13 – eNOTICE evaluation report on the functioning of the information and communication platform Y4

Document Information

Grant Agreement n°	740521
Project Title	European Network of CBRN Training Centers
Project Acronym	eNOTICE
Project Coordinator	Université catholique de Louvain (UCL)
Document Responsible Partner	safety innovation center (SIC)
Document Number	D5.13
Document Title	eNOTICE evaluation report on the functioning of the information and communication platform Y4
Dissemination Level	Public
Contractual Date of Delivery	Month 46 (June 30, 2021)

Partners involved in the Document

N°	Participant organisation name (short name)	Check if involved
1	Université catholique de Louvain (UCL)	X
2	Campus Vesta APB (VESTA)	
3	Fire and Rescue Service of Seine et Marne (SDIS77)	
4	Association pour la recherche et le développement des méthodes et processus industriels (ARMINES)	
6	Fire Department Dortmund (FDDO)	
8	Joint CBRN Defence Centre of Excellence Vyškov (JCBRND COE)	X
9	Middle East Technical University (METU)	
10	University of Rome Tor Vergata and The Italian Joint NBC Defense School (UNITOV)	
11	West Midlands Police, National CBRN centre (WMP)	
12	War Studies University, CBRN Defence Training Centre (WSU)	
13	Scientific and Research Centre for Fire Protection (CNBOP-PIB)	
14	safety innovation center (SIC)	X

Circulation list

- European Commission

- eNOTICE Consortium

Executive Summary

This deliverable presents qualitative and quantitative monitoring results for the eNOTICE information and communication platform and describes changes implemented based on these monitoring results. The monitoring is based on a previously established methodology and the results of previous monitoring periods (see D5.3 and D5.6 and D5.9).

The changes implemented concern many areas of the eNOTICE information and communication platform, such as a reorganized landing page, additional information on training centers and an overall enhanced forum experience.

Monitoring of the quality of the eNOTICE information and communication platform and the implementation of enhancements will continue with results being presented in the successor to this deliverable, D5.18 in June 2022.

Table of Contents

Table of Figures

1   Introduction

This chapter provides a short overview of the underlying context and overall objectives, the motivation to perform regular evaluations, and the approach for this deliverable.

1.1   Context and overall objectives

eNOTICE is a H2020 funded project and aims at building a European network of CBRN Training Centers - TCs. The key activities and consecutive steps in building this network consist of 1) the identification and mapping of CBRN TCs, including the inventory of their capabilities (thematic expertise areas) and infrastructure for testing, demonstration, serious gaming and simulations (Task 2.1.1 and D2.1, May 2018); 2) creation of visibility for these Centers, their capabilities and expertise. The latter will mainly be done through publication of information on these TCs' organization and their activities on a dedicated web-based platform, the so-called "eNOTICE Community Centre" (ECC). Note that the terms "web-based platform", "information and communication platform", "eNOTICE Community Centre" and "eNOTICE website" are used analogously for the sake of consistency with the grant agreement and the relevant task and deliverable names.

One critical feature of the eNOTICE Community Centre is the TC Catalogue, which allows safety and security stakeholders to find a TC that matches their needs for research, training, exercises, testing, demonstration, simulation, and serious gaming.

The web-based platform will also create visibility for the eNOTICE activities that are chosen to make this network dynamic. These activities include: the organization of so-called "Joint Activities" (i.e. field exercises, table tops, simulation and serious gaming exercises, combined with testing, validation or demonstration on new tools, technologies, procedures, etc.); webinars organized in the context of the COVID-19 pandemic; and best practices, identified or provided by the eNOTICE activities, such as guidelines and templates to organize CBRN field exercises, table top exercises, simulations and serious gaming (Task 4.1); policy recommendations (Task 4.3) and recommendations to optimize resources (Task 4.4).

The mapping and other activities to build the network are part of WP2 (Framework for a sustainable European CBRN TC network) and WP4 (Integration, optimization and joint activities), the developments of the web-based platform and applications are covered by WP3 (Information and communication platform and dissemination). To ensure continuous improvement during the whole duration of the project and beyond, a substantial part of WP5 (Project management) has been dedicated to quality monitoring and continuous internal evaluation and improvement.

1.2   Links to other tasks

The following section presents a brief overview of the tasks related to the evaluation of the web-based platform conducted in Task 5.2.2.

1.2.1 Task 3.2: Development of a web-based platform to share information and encourage communication

Task 3.2 developed a web-based application (the ECC) to enhance sharing of information and encourage communication, such as shared good practices, the search function based on the TC capacity label, an event calendar, a discussion forum, etc.

The application developed is the main subject of the evaluation in this deliverable.

Task 3.2 ended in Month 24.

1.2.2 Task 3.3: Further development and maintenance of the web-based platform

Task 3.3 is the second stage of development of the ECC and will maintain and enhance the basic platform developed in Task 3.2. It will also extend the ECC with content mapping against broader policy objectives of the European Commission EU security agenda, such as DG HOME Community of Users (now CERIS), EU FPI CBRN Risk Mitigation CoE initiative, collaborative ongoing R&D and networking projects, EU/NATO training cooperation, etc.

Potential enhancements to the ECC proposed in this deliverable will be implemented in the context of Task 3.3.

Task 3.3 started in Month 25.

1.2.3 Task 3.4: Integration of platforms and interfaces

Appropriate websites with identical, similar, or complementary goals and with identical, similar, or complementary target groups have been identified in Task 2.3 in search of lessons learnt from existing initiatives (see D2.4). Collaboration with those networks and platforms was initiated and links between them were implemented, by means of integration or interfaces.

These links can also be subject to quantitative or qualitative indicators when evaluating the ECC.

Task 3.4 started in Month 13.

1.2.4 Task 5.2.1: Quality Management

Task 5.2.1 monitors the overall quality and continuous improvement in the eNOTICE project. This deliverable can provide valuable input for the ongoing quality monitoring by identifying potential problems and obstacles.

1.2.5 Task 5.2.4: Evaluation of the quality label, web-based search function and recommendations for certification

As Task 5.2.4 evaluates the web-based search function for TCs, its goals overlap with the goal of this deliverable. Therefore, results can be combined and used for both Task 5.2.2 and 5.2.4.

1.3 Approach

The previous deliverable D5.3 (eNOTICE evaluation report on the functioning of the information and communication platform Y1) already established a general methodology for the evaluation, a draft questionnaire to evaluate the ECC, an overview of tools used to monitor

visibility and a preliminary analysis of monitoring results. D5.6 and D5.9 (eNOTICE evaluation report on the functioning of the information and communication platform Y2/Y3) continued this work by providing updated quantitative figures on the usage of the ECC. The task of acquiring new quantitative figures has since been transferred to the deliverable series D3.10-D3.14, the "Semestrial reports on the use of the eNOTICE information and communication platform".

Therefore, this deliverable will focus on qualitative indicators obtained using online user surveys (Section 2) and the changes implemented based on these indicators (Section 3). Additionally, quantitative indicators will be analyzed and compared to previous figures in Section 4. Finally, a short summary and an outlook on future work will be presented in Section 5.

2   Qualitative evaluation survey

The usage of quality evaluation surveys to assess the quality of the ECC will be described in this section.

2.1   Surveys conducted

A dedicated ECC quality evaluation survey was conducted in 2020 and the survey and results were described in D5.9. Initially, it was planned to repeat the survey in 2021 and present the results gathered in this deliverable. However, an extensive quality monitoring survey involving the consortium and members of the eNOTICE network of training centers was also conducted by VESTA and presented in D5.12. As this survey also covered qualitative aspects of the ECC, it was decided to not repeat the dedicated ECC quality evaluation survey at this time as the survey conducted by VESTA already contains the relevant results and respondents might be frustrated by answering similar surveys on similar topics in short succession.

2.2   Major points to be addressed

Both D5.9 and D5.12 identified a generally high satisfaction with the ECC. However, they also listed the following major points requiring improvement of the ECC:

1. Extend the TC profile page in the catalogue with more information regarding e.g. research, courses and civil/military status (P1)

2. Extend the JA profile page with more information (P2)

3. Advertise the forum more (P3)

4. Stimulate usage of the forum (P4)

Section 3 will explain how these identified issues are being addressed. The unique identifiers (P1-P4) will be used to refer to each item.

2.3   Follow-up

A new iteration of the quality evaluation survey will be conducted, and results will be presented in D5.18. This survey will either be stand-alone regarding the quality of the ECC or it will be combined with the overall quality evaluation survey.

3   Significant updates since the last report

This section will showcase the significant updates implemented since the last report and how they relate to the points to be addressed summarized in Section 2.2.

3.1   Landing Page

The landing page of the ECC has been completely reorganized to display the features most relevant to the visitor more clearly and to promote the forum and community features provided by the ECC, addressing P3 and P4.

The previous version of the navigation on the landing page is shown in Figure 1. This version contained only two rows of navigation items, displaying the eNOTICE project description most prominently and required the visitor to participate in a Joint Activity in order to register for the ECC.

The new version of the landing page is shown in Figure 2. The items were reorganized with a focus on community features provided by the ECC and a new navigation row, providing direct access to those features, was introduced. Additionally, the information dedicated to the eNOTICE project was moved down as the features provided by the ECC are likely to be more relevant for visitors. Furthermore, self-registration allows users to directly register with the ECC without having to attend a Joint Activity.
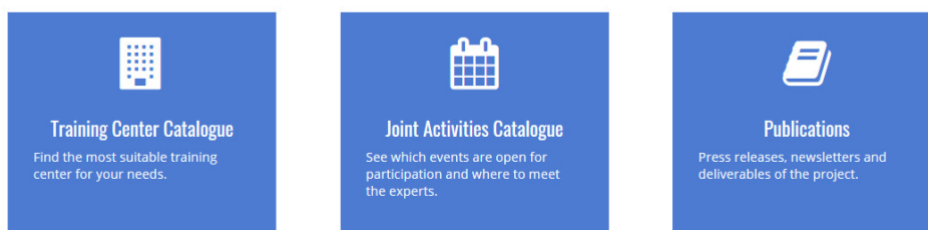
Figure 1: The previous landing page (as of D3.8)

Figure 2: The new landing page

3.2   Forum

To increase the usefulness of the forum and address P3 and P4, the forum was completely reorganized, and the following changes were implemented:

1. The forum was previously only available to registered members, meaning that users had to register before being able to see what they were registering for. As the News & Events category is now available for reading to all users, visitors can test the forum and see some content before choosing to commit via a registration.

2. A registration link was added directly to the main forum page.

3. The categories and the overview page of the forum were reorganized for better usability.

4. A tight integration between the TC and JA profiles and the forum is currently being tested (see Section 3.3)

The resulting new overview page of the forum is shown in Figure 3. Note that categories displayed with a lock are only visible to registered users.

To measure the impact of the changes implemented, the number of weekly pageviews in the forum is displayed in Figure 4. After the changes were implemented in the autumn and winter of 2020, the number of pageviews increased significantly. However, the forum is mainly used as a tool to promote new information on the activities of the eNOTICE network (e.g. regarding the webinars) and not so much for user-to-user interaction. Approaches to address the user-to-user interaction will be described in Section 3.5 and Section 3.6.
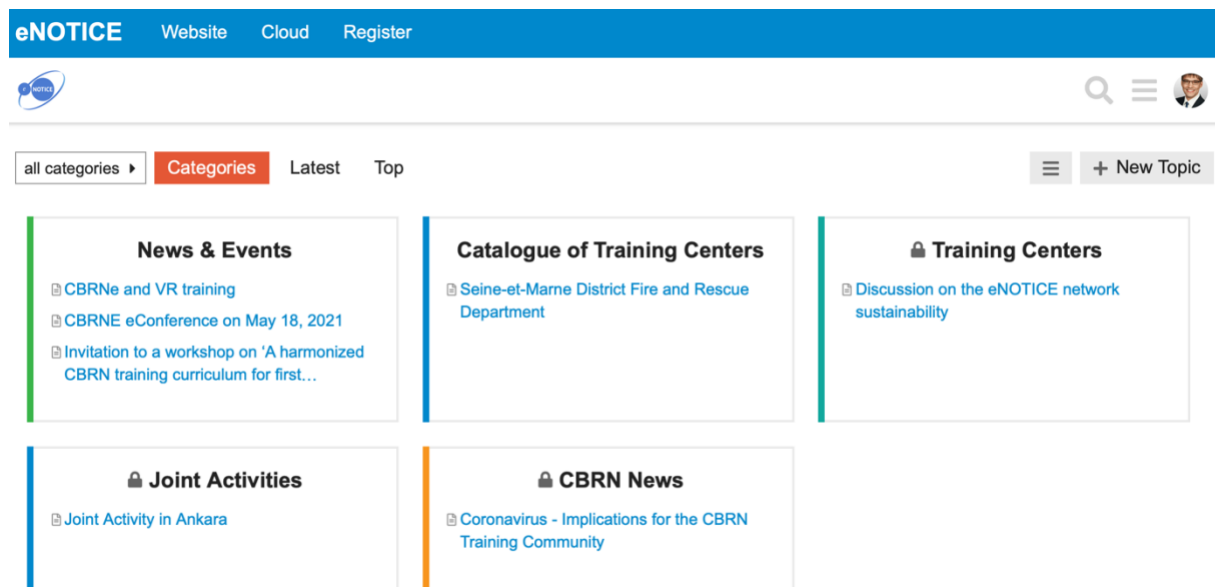
Figure 3: The new forum overview page
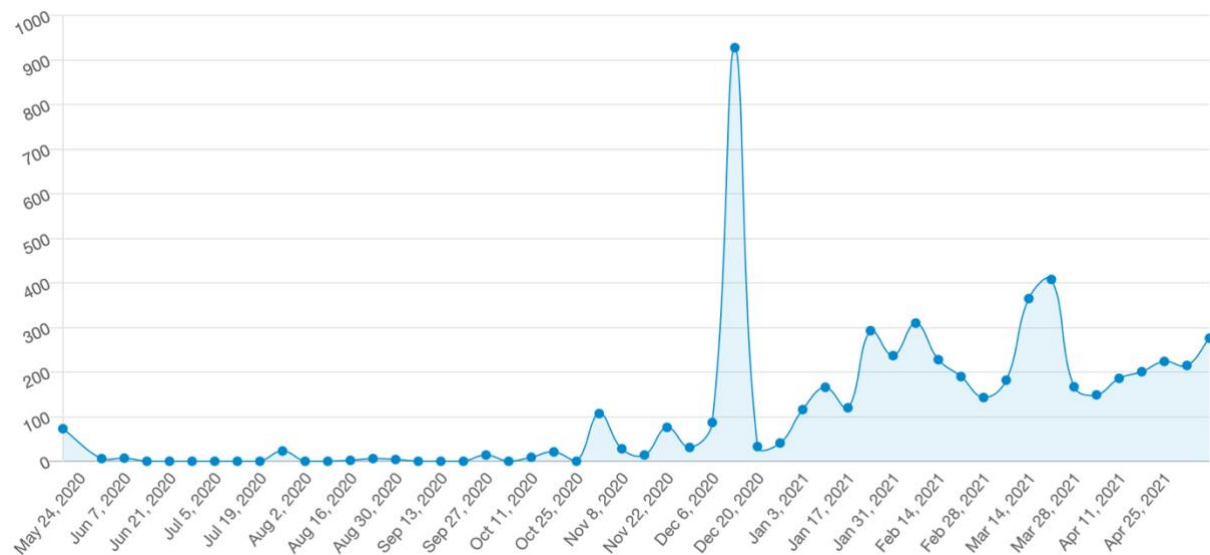
Figure 4: The number of pageview per week in just the forum from the 22nd of May 2020 to the 21st of May 2021

3.3   TC Catalogue and TC Profile

To address the changes identified in P1, new elements were added to the TC profile page in the catalogue of training centers. For comparison, an example of the previous TC profile page is shown in Figure 5 and the new version in Figure 6 and Figure 7. The following changes were implemented:

1. More information on the TC's legal and administrative aspects was added.

2. Information on the theoretical and practical courses offered by the TC was added.

3. The capacity label was simplified (e.g. the number of levels for 'field training' was reduced) and explanations for a TC's ranking were added.

4. An integration with the forum, allowing forum users to comment on a specific TC directly on the TC profile page, is being tested. This is also done as preparatory work for the redesign of the JA experience described in Section 3.6.

Overall, consortium members were satisfied with the redesigned TC profile page and indicated no need for additional information or changes. If any need arises in the future, the existing features can be adapted, or new features can be added based on the available data.

Seine-et-Marne District Fire and Rescue Department SDIS 77

Gurcy-le-Châtel, 🇫🇷 France   🏠 Website ✉ Email

About the center

The Seine-et-Marne district Fire and Rescue Department is a public agency in charge of firefighting missions. The department also carries out various rescue missions with other agencies. Due to the wide range of different environments and economic activities within its area of responsibility, the fire and rescue department hosts many specialized units (urban search and rescue, divers, HAZMAT teams, etc.). A network of 61 fire stations enables the department to respond quickly on all its area. The Fire and Rescue department is endowed with an annual budget of €170,000,000. The 1300 professional and 3000 volunteer firefighters carry out more than 110,000 rescue missions each year. The training centre is in charge of the training of all firefighters (professional or volunteers) as well as administration and support personnel. It also provide CBRN training for its own specialized units and other multidisciplinary agencies.

Characteristics

Thematic areas	Biological, chemical, fire, medical, nuclear, radiological, rescue & relief, urban search & rescue
Available area	80000 m², coherent
Accessible by	Plane, train, high-speed train, car
On-site parking	Available
Accommodations	Wi-Fi, gym, on-site dining, computer lounge, recreation room
Lodging	On-site and off-site, 130 persons

Capacity Labels

Eligibility	Field training capacity	Hosting capacity	Experience in EU projects

Joint Activities

This training center has hosted the following joint activities:

- Basic Training for Firefighters
- Joint Activity in Gurcy

Location

2, Rue Ampère, 77850 Gurcy-le-Châtel, France   Open on Google Maps ↗

Seine-et-Marne District Fire and Rescue Department

La Garenne

Figure 5: The previous TC profile page

Seine-et-Marne District Fire and Rescue Department SDIS 77

Gurcy-le-Châtel, 🇫🇷 France   ⌂ Website ✉ Email

About the Center

The Seine-et-Marne district Fire and Rescue Department is a public agency in charge of firefighting missions. The department also carries out various rescue missions with other agencies. Due to the wide range of different environments and economic activities within its area of responsibility, the fire and rescue department hosts many specialized units (urban search and rescue, divers, HAZMAT teams, etc.). A network of 61 fire stations enables the department to respond quickly on all its area. The Fire and Rescue department is endowed with an annual budget of €170,000,000. The 1300 professional and 3000 volunteer firefighters carry out more than 110,000 rescue missions each year. The training centre is in charge of the training of all firefighters (professional or volunteers) as well as administration and support personnel. It also provide CBRN training for its own specialized units and other multidisciplinary agencies.

ℹ

More information

Read more about this Training Center's experiences with the eNOTICE project

Legal status	Public body
Competent authority	National/federal
Legal form	Public establishment attached to the Seine-et-Marne district's council
Funding	Mixed
Organization type	National

Characteristics

Thematic areas	Biological, chemical, fire, medical, nuclear, radiological, rescue & relief, urban search & rescue
Available area	80000 m², coherent
Accessible by	Plane, train, high-speed train, car
On-site parking	Available
Accommodations	Wi-Fi, gym, on-site dining, computer lounge, recreation room
Lodging	On-site and off-site, 130 persons

Offered Courses

Theoretical Courses
Fire fighting / first aid / rescue and relief / dog search / HAZMAT / Command & coordination / Medical / USAR
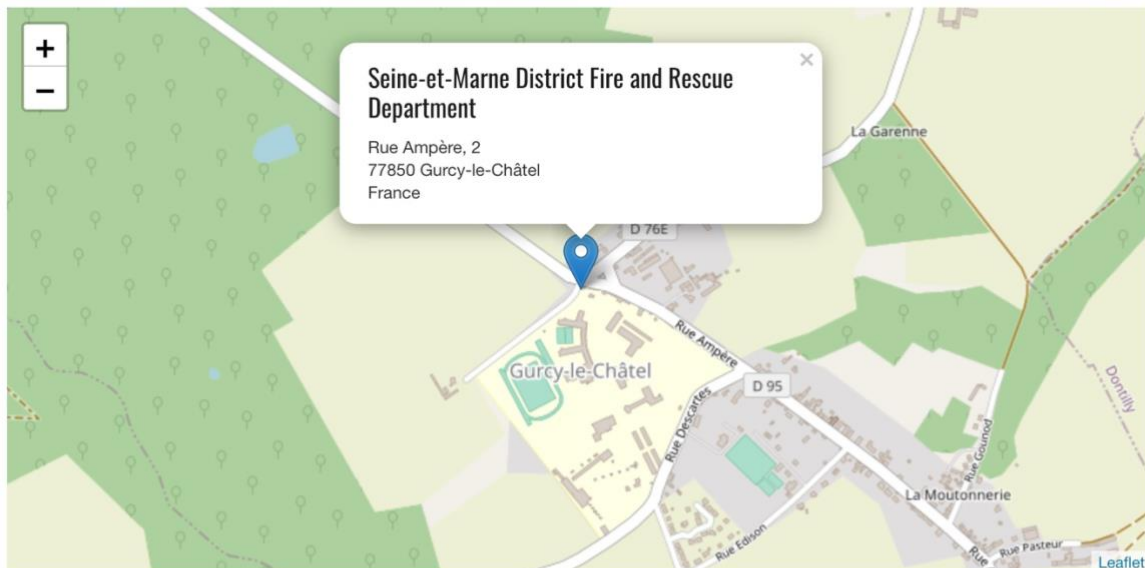
Practical Courses
Fire fighting / first aid / rescue and relief / dog search / HAZMAT / Command & coordination / Medical / USAR

Figure 6: The new TC profile page part 1

Figure 7: The new TC profile page part 2

3.4   Related Projects

To provide a signpost for the research and development projects related to eNOTICE and to direct visitors of the ECC to the appropriate project matching their needs, a new related projects page was developed and is available at https://www.h2020-enotice.eu/static/related-projects.html. As this page is described in more detail in D3.17, no detailed explanation is given here.

3.5   Further user groups

With some categories of the forum being opened to all users, the need for more private and restrictive user groups emerged. Therefore, a new user group "eNOTICE Network Member" is currently being implemented. This group consists only of members who are affiliated with an eNOTICE-registered training center that is visible in the catalogue of training centers. It is envisioned that this more restrictive category will motivate members to share more information, contributing to P4. The verification process for this user group and the technical details (i.e. group membership needs to be synchronized between the forum and the Cloud) are currently being implemented and are expected to go live in the summer of 2021.

3.6   Integrated JA experience

To address P2 and P4, an enhancement of the Joint Activity experience in the ECC is currently being implemented. This enhancement will encompass the complete lifecycle of a Joint Activity, from the announcement to the debriefing. In particular, the following changes are being implemented:

1. Create a corresponding thread in the forum for each JA and link it directly with the JA profile page (similar to the reworked TC profile page).

2. Add additional information on the JA to the forum thread.

3. Create a "collection box" for each JA in the ECC Cloud and link it directly on the JA profile page and in the forum thread. This box will be used to collect materials (e.g. photos and videos) created by participants during the JA.

4. Provide a selection of the materials collected via the collection box publicly on the JA profile page and in the forum thread.

The changes described are currently being implemented and expected to go live in the autumn of 2021 in time of the next Joint Activity currently scheduled for November 2021.

4   Quantitative indicators

Although the primary publication and interpretation of quantitative indicators has shifted to the deliverable series D3.10-D3.14, some indicators are presented here in order to identify trends and compare them to the figures presented in the previous deliverable, D5.9.

The time period of all indicators presented here extends from the 1st of March 2020 to the 22nd of May 2021.

4.1   Visits per week

The number of visits per week is shown in Figure 8. Compared to the previous monitoring period, the number of visits has decreased slightly. This is not surprising, as historically Joint Activities have been a major contributor to the ECC's popularity, and no JAs could be conducted during the monitored period. Furthermore, many CBRN TCs were closed, and trainings were canceled due to the COVID-19 crisis. However, recently an increasing trend can be observed and could continue in the future with currently relaxing counter-measures and the restart of Joint Activities in the autumn of 2021. Meanwhile, the peaks of visits are clearly related to the eNOTICE webinars, online workshops and presentations, and dissemination of these events.
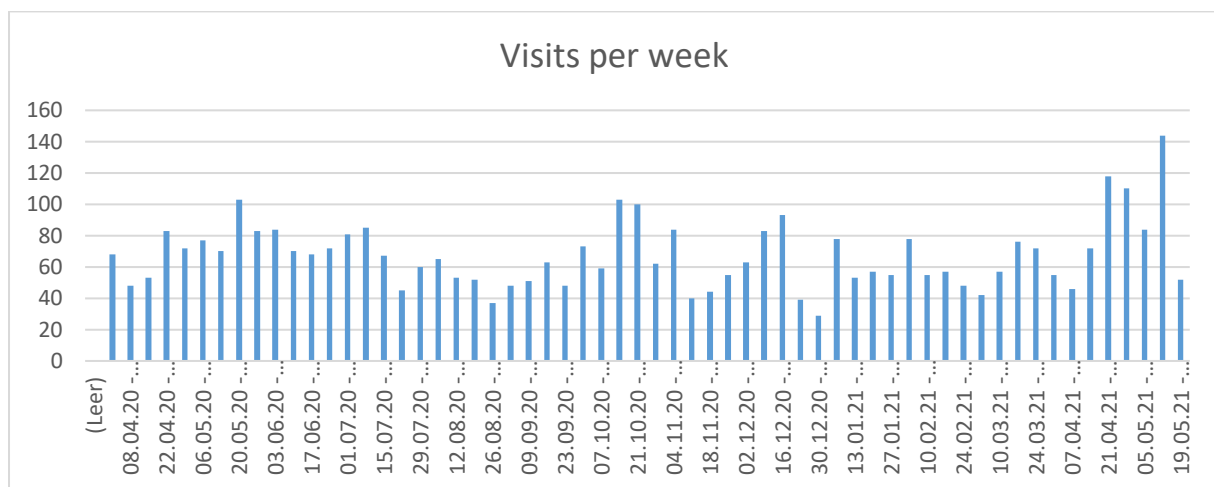

Figure 8: Number of visits per week

4.2   Geography

The ECC has received visits from 93 countries, which is the same as during the last monitoring period.

The countries with most visits are presented in Table 1. Compared to the previous monitoring period, only minor changes can be observed. Most notably, Turkey dropped out of the "Top 5", most likely as during the previous monitoring period a Joint Activity was conducted in Turkey which generated a lot of visits.

Figure 9 visualizes the overall geographic coverage of eNOTICE. The overall geographic distribution of visits remained steady with no major changes.

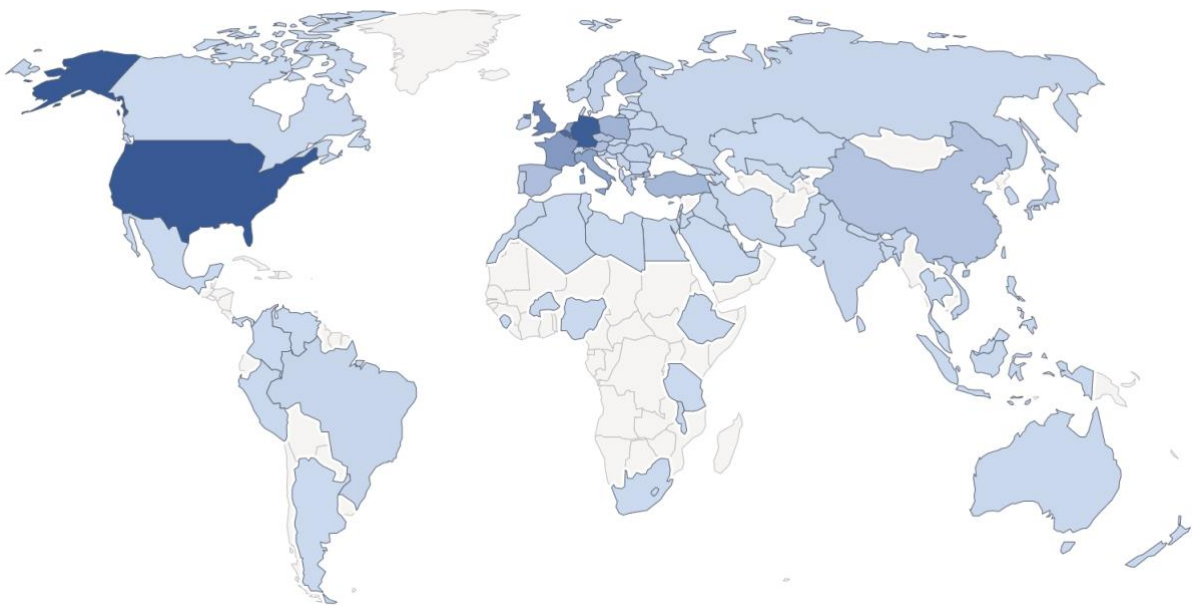| Country	Visits
United States	522
Germany	506
Belgium	446
United Kingdom	347
France	251
Others	1981

Table 1: Number of visits per country

Figure 9: Geographic distribution of visits from different countries

4.3   User Acquisition

The distribution of user acquisition channels is shown in Figure 10. The distribution is similar to the distribution observed during the previous monitoring period, indicating that the positive trend in the amount of direct entry visits is sustainable.

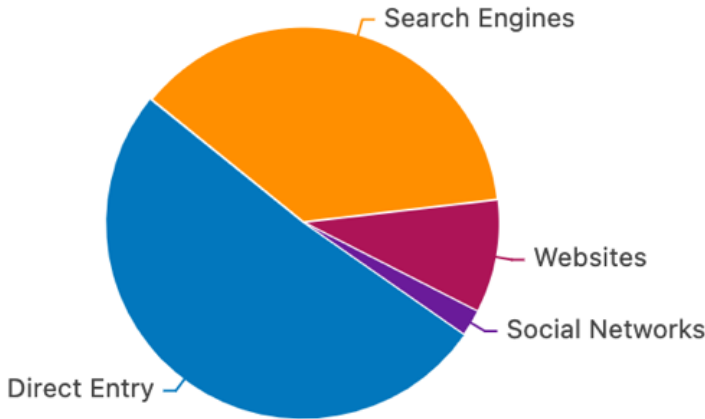**D5.13 – eNOTICE evaluation report on the functioning of the information and communication platform Y4**

Figure 10: Distribution of different acquisition channels

5 Summary and future work

This chapter will present a short summary of this deliverable and an outlook on future work.

5.1 Summary

The results of the qualitative evaluation surveys were summarized in Section 2. Changes based on these results were implemented and described in Section 3. These changes address all potentials for improvement identified.

Additional quantitative indicators were presented in Chapter 4. They indicate that the usage of the ECC during the last year declined slightly but increased again recently.

5.2 Future work

The changes yet to be implemented are currently under development and will go live in the near future. The overall effect of the implemented changes will be monitored through a subsequent evaluation survey and an ongoing monitoring of the quantitative indicators.

The results of the continuous monitoring will be presented in D5.18 (June 2022).