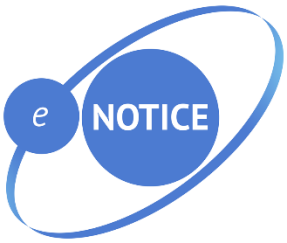

eNOTICE
European Network Of CBRN TraIning Centres

D3.10 Semestrial report 1 on the use of the eNOTICE information and communication platform

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Executive Summary

This deliverable is the first in a series of 5 deliverables, published every 6 months to report on the usage of the eNOTICE information and communication platform.

Quantitative figures on the usage of different tools provided by the ECC, number of downloads of deliverables and the demographic of users are presented and briefly analyzed. Future deliverables in this series will also contain a comparison with the previous monitoring period.

The results of this deliverable will be used as input for other tasks, where they will be combined with qualitative measures to evaluate various aspects of the eNOTICE information and communication platform.

Abbreviations

CBRN	Chemical, Biological, Radioactive and Nuclear
D	Delierable
ECC	eNOTICE Community Center
EU	European Union
GDPR	General Data Protection Regulation
TC	Training Center
WP	Work Package

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1 Introduction

This chapter provides a brief overview of the context of this deliverable, the objective it wants to achieve and how this objective will be achieved.

1.1 Context

The eNOTICE Community Center (ECC) is a web-based information and communication platform. It is an important tool to provide information on the eNOTICE project and (public) access to information about the training centers (TCs) which are members of the eNOTICE network and their activities. This empowers researchers, technology developers and first responders to easily find and contact TCs according to their individual needs.

All these interactions with the ECC can be tracked and analyzed, in accordance with the relevant privacy laws.

1.2 Motivation and Objective

In order to evaluate whether the ECC reaches its goals and provides added value regarding the overall objectives of eNOTICE, quantitative performance measures are required. These performance measures will enable an in-depth analysis and evaluation and can be used to identify potential areas for improvement. Furthermore, the effectiveness of such improvements can be tracked, and the improvements adjusted, if necessary.

In addition, the performance measures allow the identification of areas where the ECC performs exceptionally well, enabling the deduction of best practices and lessons learned.

1.3 Relation to other tasks

The following tasks are especially relevant for the ECC in the context of this deliverable.

1.3.1 Task 3.2

Task 3.2 (Development of a web-based platform to share information and encourage communication) was the main task developing the ECC. It was completed in M24 (August 2019) with the release of V1 of the eNOTICE Community Center.

1.3.2 Task 3.3

Task 3.2 (Further development and maintenance of the web-based platform) started in M25 and continues the work started in Task 3.2. This task will implement all the necessary changes identified during the evaluation of the ECC.

1.3.3 Task 3.4

Task 3.4 (Integration of platforms and interfaces) establishes (technical) links to projects and initiatives related to eNOTICE. The quantitative indicators of these links can be monitored in order to determine their impact.

1.3.4 Tasks 5.2

The subtasks 5.2.2 (Evaluation of the functioning of the web-based platform) and 5.2.4 (Evaluation of the quality label, web-based search function and recommendations for

certification) are especially relevant for this deliverable as this deliverable provides them with quantitative indicators for the evaluation.

1.4 Approach

As this is a 6-monthly recurring deliverable, the structure in all subsequent deliverables will be the same as the structure for this deliverable. These deliverables will focus on presenting raw numbers and perform only a short analysis, as the main analysis and evaluation is conducted in Tasks 5.2.2 and 5.2.4.

Chapter 2 briefly introduces the methodology used for gathering and acquiring quantitative visitor data, which is based on the methodology already established in Task 5.2.2.

The individual performance measures are then presented in Chapter 3, analyzed and compared to the previous monitoring period. If necessary, proposals for improvements will also be presented.

A short conclusion and outlook on future work are included in Chapter 4.

2 Methodology

This chapter presents a short overview of the applied methodology.

2.1 General methodology

The methodology used is not described in detail here, as it was already established in previous deliverables. For details, please refer to Chapter 2 of D5.3, Chapter 2 of D5.6, Section 5.4 of D3.4, Section 4.3.13 of D3.6 and Section 5.1.5 of D3.8.

2.2 Technical aspects

The data presented in this deliverable is acquired using Matomo, an open-source self-hosted website analytics tool. All collected data is anonymized, meaning that it cannot be linked to any specific person. This ensures compliance with the General Data Protection Regulation (GDPR) and other relevant laws. Users can also opt out of tracking via the privacy policy page.

2.3 Monitoring periods

No comparison with previous monitoring periods or proposals for improvement can be presented in this deliverable, as there are no previous monitoring periods. Although some usage figures are already presented in D5.3 and D5.6, these do not cover the same timeframe (6 months) and same metrics as D3.10-D3.14. The analyzed timeframes and corresponding deliverables are listed in Table 1.

Start	End	Deliverable
01.07.2019	31.12.2019	D3.10 (February 2020)
01.01.2020	30.06.2020	D3.11 (August 2020)
01.07.2020	31.12.2020	D3.12 (February 2021)
01.01.2021	30.06.2021	D3.13 (August 2021)
01.07.2021	31.12.2021	D3.14 (February 2022)

Table 1: The timeframes covered in this series of deliverables

3 Monitoring results and analysis

Monitoring results are presented in this chapter.

3.1 Visitors data

3.1.1 Data for the current monitoring period

Figure 1 shows the number of unique visitors per day. The numbers are relatively consistent over the monitored time period with noticeable drop-offs on the weekends and spikes around the Joint Activities (JAs) in Mid-July and at the end of September. The large spike on the 11th of November is due to many visitors visiting the catalogue page of the Training Center (TC) JCBRN Defence COE.

On average, the ECC had 8.4 unique visitors per day.

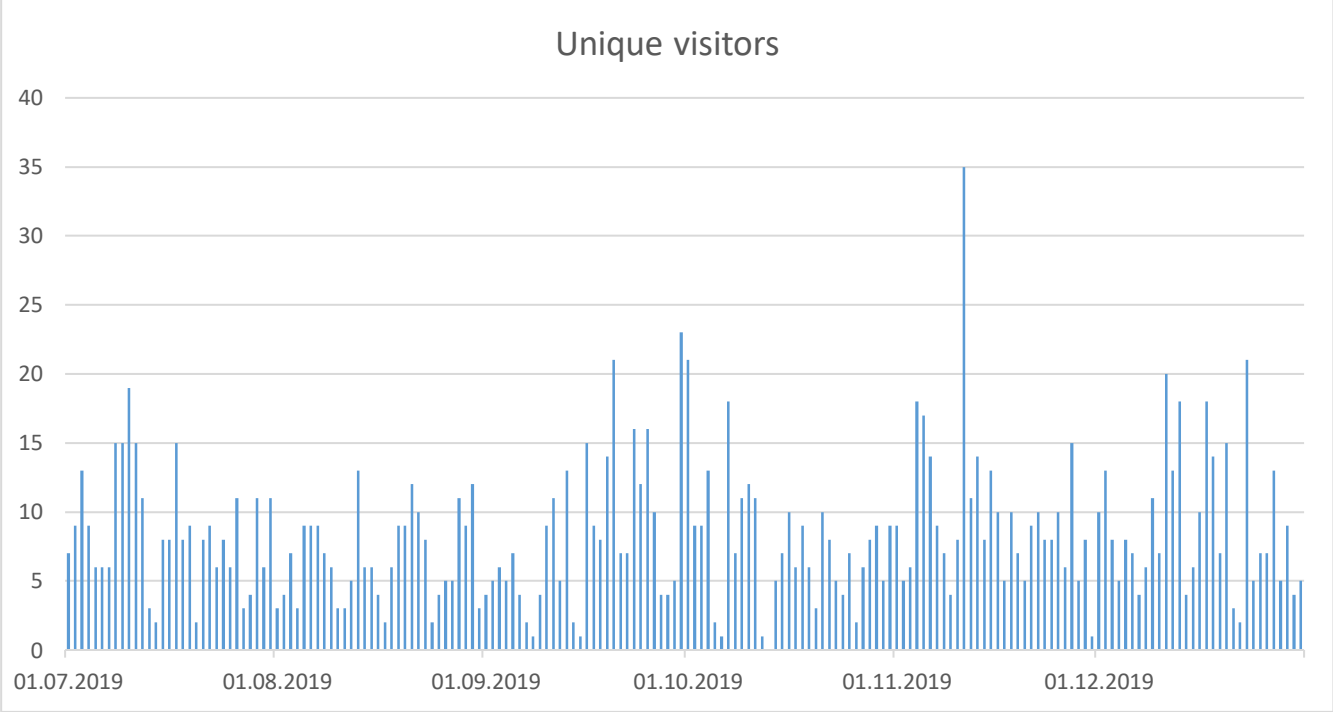

Figure 1: Unique visitors per day

3.1.2 Comparison with the previous monitoring period

Not applicable, as there was no previous monitoring period.

3.1.3 Proposals for improvement

Not applicable, as there was no previous monitoring period.

3.2 Geographic data

3.2.1 Data for the current monitoring period

A map showing the amount of visitors per country is shown in Figure 2 and the countries with the most visitors are presented in Figure 3. Most visits to the ECC originate from the EU and US but there are also visitors from all other continents.

Overall, visitors from 77 distinct countries visited the ECC.

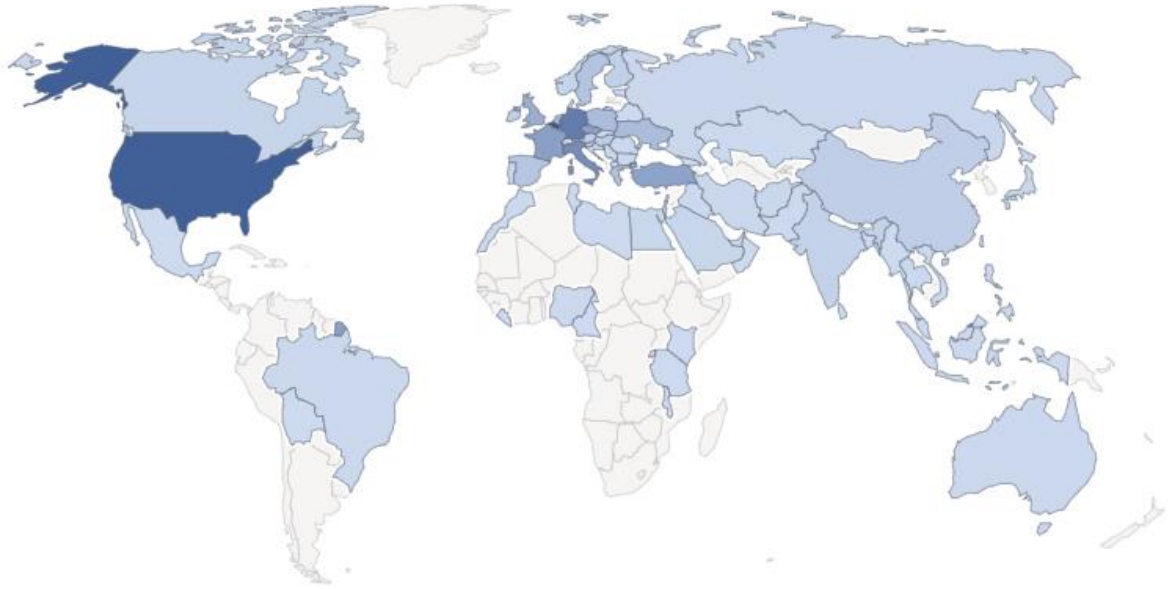

Figure 2: Map of visits

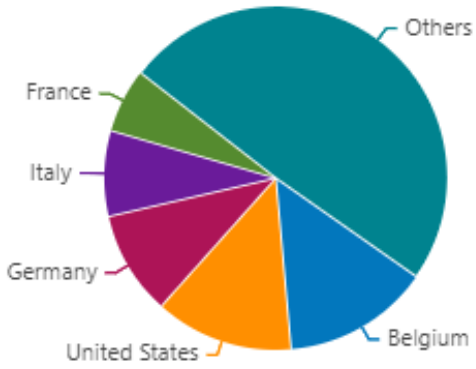

Figure 3: Distribution of visits per country

3.2.2 Comparison with the previous monitoring period

Not applicable, as there was no previous monitoring period.

3.2.3 Proposals for improvement

Not applicable, as there was no previous monitoring period.

3.3 User acquisition data

3.3.1 Data for the current monitoring period

As shown in Figure 4, more than half of the users access the ECC directly. Many users also find the ECC via search engines and some users arrive via links from other websites and social networks

Figure 5 and Figure 6 detail the relative number of users arriving from other websites and social networks respectively.

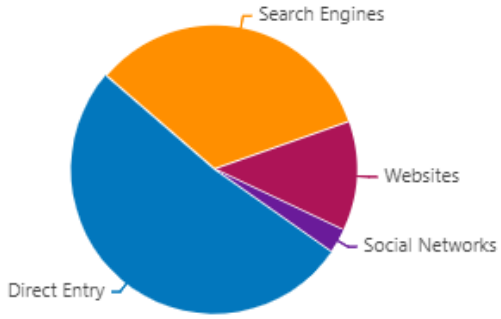

Figure 4: Overall user acquisition

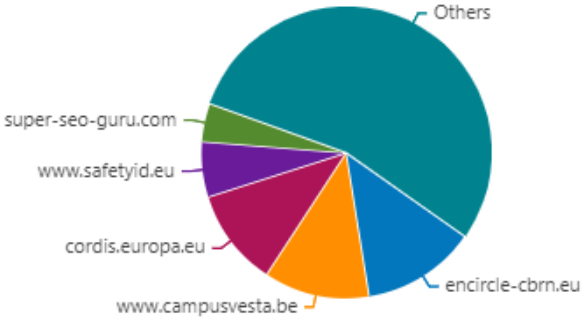

Figure 5: Traffic from websites

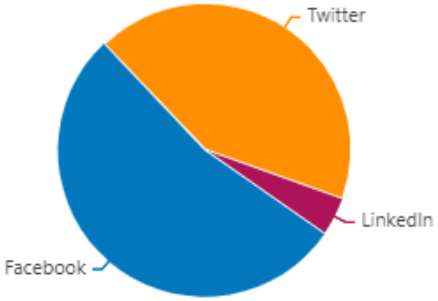

Figure 6: Traffic from social media

3.3.2 Comparison with the previous monitoring period

Not applicable, as there was no previous monitoring period.

3.3.3 Proposals for improvement

Not applicable, as there was no previous monitoring period.

3.4 User behavior data

3.4.1 Data for the current monitoring period

The ten most viewed pages are presented in Table 2. As is to be expected, the homepage is the most visited page, but the TC catalogue is also used extensively.

The JA profile page (/static/ja-profile.html?id=7) and TC profile page (/static/profile.html?id=3) show data on the JA in Dortmund and FDDO, respectively. This is unsurprising, as FDDO hosted a major JA within the analyzed timeframe.

Figure 7 and Figure 8 show that the ECC is mostly used between 8 and 17 o'clock from Monday to Friday.

Page	Unique Pageviews
/	1176
/static/catalogue.html	408
/static/partner.html	252
/static/project.html	232
/static/publications.html	224
/static/ja-catalogue.html	184
/?redirect=0	120
/static/ja-profile.html?id=7	69
/static/contact.html	53
/static/profile.html?id=3	50

Table 2: The 10 most visited pages

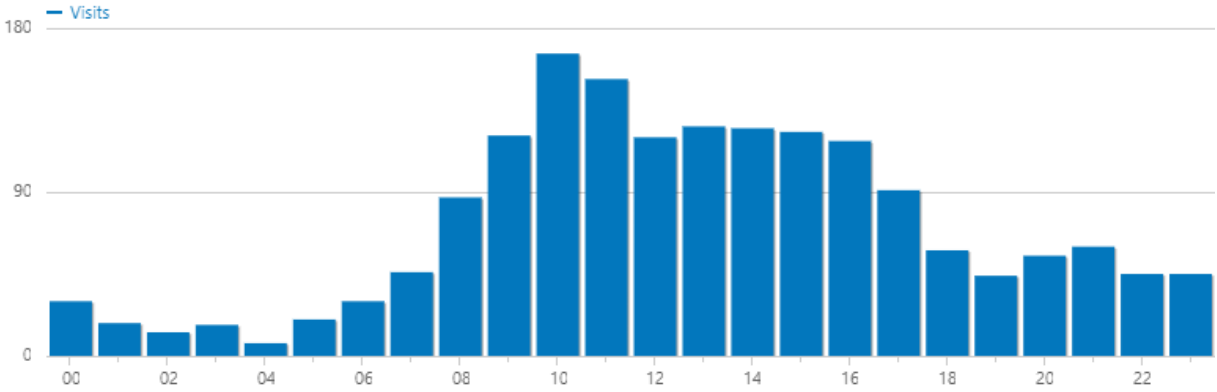

Figure 7: Visits per hour by local time

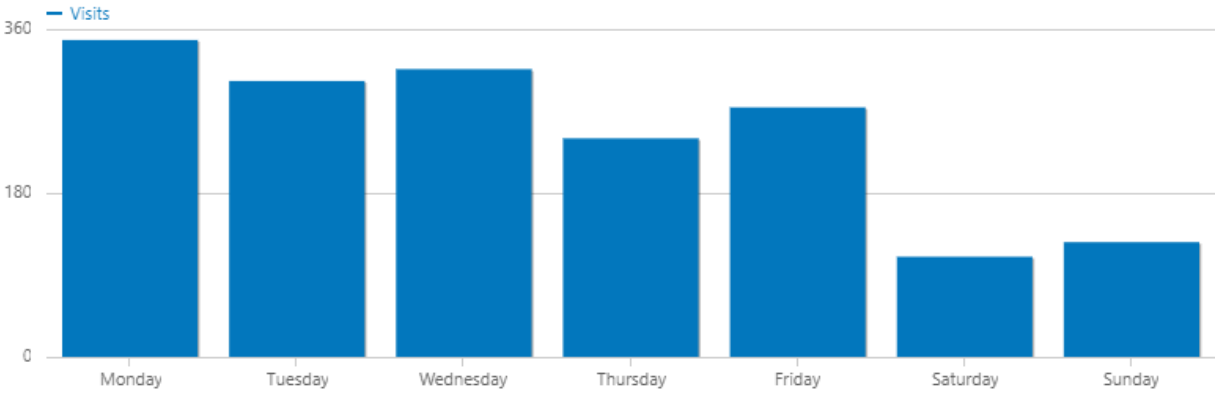

Figure 8: Visits by day of week

3.4.2 Comparison with the previous monitoring period

Not applicable, as there was no previous monitoring period.

3.4.3 Proposals for improvement

Not applicable, as there was no previous monitoring period.

3.5 User device data

3.5.1 Data for the current monitoring period

As shown in Figure 9, most users access the ECC via a desktop computer, using the Chrome browser (Figure 10). Accordingly, new features for the ECC should be primarily tested using these systems.

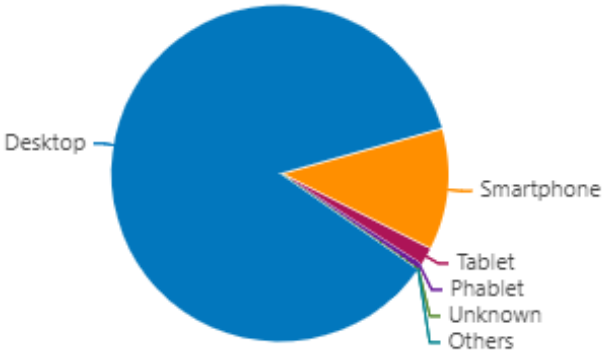

Figure 9: The most used device types

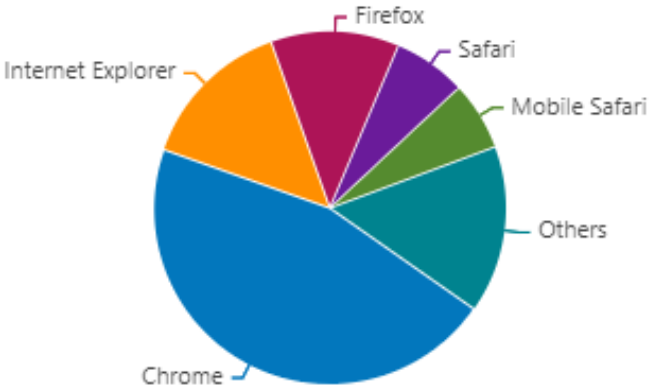

Figure 10: The most used browsers

3.5.2 Comparison with the previous monitoring period

Not applicable, as there was no previous monitoring period.

3.5.3 Proposals for improvement

Not applicable, as there was no previous monitoring period.

3.6 Content data

3.6.1 Data for the current monitoring period

Table 3 shows the 10 files with the most unique downloads. Surprisingly, deliverables from WP2 are still the most downloaded, although WP2 is already completed and these deliverables were published almost a year ago. This indicates a heightened interest in those deliverables, and it should be monitored if this trend persists in the future.

File	Unique Downloads
eNOTICE-WP2-SDIS77-D2.2 CBRN Training Capacity quality label.pdf	21
eNOTICE-WP2-VESTA-D2.1-Catalogue of CBRN TC.pdf	20
eNOTICE-WP2-UCL-D2 3-Mapping and needs and gaps analysis of the CBRN stakeholders.pdf	18
eNOTICE_newsletter_1.pdf	17
eNOTICE-WP4-VESTA-D4.1-Methodology for exercises prep.pdf	15
eNOTICE-WP3-SIC-D3.15-FINAL.pdf	14
eNOTICE-WP5-SIC-D5.6-FINAL.pdf	11
eNOTICE-WP4-UCL-D4.8-Recommendations for CBRN R&D and CBRN policies Version 1.pdf	10
eNOTICE-WP4-VESTA-D4.3-Joint activities planning Report 2.pdf	10
eNOTICE-WP4-VESTA-D4.2-Joint activities planning Report 1.pdf	9

Table 3: The 10 most downloaded files

3.6.2 Comparison with the previous monitoring period

Not applicable, as there was no previous monitoring period.

3.6.3 Proposals for improvement

Not applicable, as there was no previous monitoring period.

3.7 Social media

3.7.1 Data for the current monitoring period

eNOTICE currently has 55 Likes on Facebook and 274 Followers on Twitter. More detailed figures are unfortunately not provided by the social networks.

3.7.2 Comparison with the previous monitoring period

Not applicable, as there was no previous monitoring period.

3.7.3 Proposals for improvement

Not applicable, as there was no previous monitoring period.

4 Conclusion and future work

4.1 Conclusion

Although no previous figures for comparison are available, an ongoing interest in the ECC during the analyzed time period could be observed. The developed tools are being actively used across the globe and disseminate the results of the eNOTICE project.

4.2 Future Work

The follow-up to this deliverable, D3.11, will contain a comparison of the two monitoring periods and identify positive or negative trends. This cycle will be repeated every 6 months in order to continuously improve the ECC. Additionally, D5.9 (June 2020), will use the results of this deliverable and complement them with a qualitative evaluation of the ECC.