

# eNOTICE

## European Network Of CBRN Training Centres

### D5.18 eNOTICE evaluation report on the functioning of the information and communication platform Y5

**Leading Authors:** Maximilian Kiehl<sup>1</sup>, Eugen Schmidt<sup>1</sup>

**Internal Reviewers:** Therese Habig<sup>1</sup>, Olga Vybornova<sup>2</sup>, Wolfgang Karl-Heinz Reich<sup>3</sup>, Tomáš Michalčík<sup>3</sup>, Elizabeth Benson<sup>4</sup>, Adam Bagniewski<sup>5</sup>

© Copyright 2023 – All rights reserved.

*This publication only reflects the view of the eNOTICE Consortium or selected participants thereof. Whilst the eNOTICE Consortium has taken steps to ensure that this information is accurate, it may be out of date or incomplete, therefore, neither the eNOTICE Consortium participants nor the European Community are liable for any use that may be made of the information contained herein.*

*This document is published in the interest of the exchange of information and it may be copied in whole or in part providing that this disclaimer is included in every reproduction or part thereof as some of the technologies and concepts predicted in this document may be subject to protection by patent, design right or other application for protection, and all the rights of the owners are reserved.*

---

<sup>1</sup> SIC

<sup>2</sup> UCL

<sup>3</sup> JCBRND COE

<sup>4</sup> WMP

<sup>5</sup> WSU

**D5.18 – eNOTICE evaluation report on the functioning of the information and communication platform Y5**

---

## D5.18 – eNOTICE evaluation report on the functioning of the information and communication platform Y5

---

### 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)	

### 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	D5.18
Document Title	eNOTICE evaluation report on the functioning of the information and communication platform Y5
Dissemination Level	Public
Contractual Date of Delivery	Month 70 (June 30, 2023)

**D5.18 – eNOTICE evaluation report on the functioning of the information and communication platform Y5****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)	X
12	War Studies University, CBRN Defence Training Centre (WSU)	X
13	Scientific and Research Centre for Fire Protection (CNBOP-PIB)	
14	<b>safety innovation center (SIC)</b>	<b>X</b>

**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, D5.6 and D5.9).

No major points to be addressed or improved were identified, and the points identified previously were solved adequately. Although this deliverable is the last deliverable on the evaluation of the eNOTICE information and communication platform, the monitoring and analysis of quantitative indicators and the implementation of subsequent improvements will continue.

## Table of Contents

Executive Summary .....	5
Table of Contents .....	6
Table of Figures .....	8
1 Introduction .....	9
1.1 Context and overall objectives .....	9
1.2 Links to other tasks.....	10
1.2.1 Task 3.2: Development of a web-based platform to share information and encourage communication .....	10
1.2.2 Task 3.3: Further development and maintenance of the web-based platform ..	10
1.2.3 Task 3.4: Integration of platforms and interfaces.....	10
1.2.4 Task 5.2.1: Quality Management .....	10
1.2.5 Task 5.2.4: Evaluation of the quality label, web-based search function and recommendations for certification .....	10
1.3 Approach .....	11
2 Significant updates since the last report .....	12
2.1 Content recommendations .....	12
2.2 Improved TC Catalogue overview page .....	12
2.3 Further user groups.....	13
2.4 Data protection updates .....	14
3 Quantitative indicators .....	15
3.1 Visits per week .....	15
3.2 Geography .....	16
3.3 User Acquisition .....	16
4 Qualitative evaluation indicators.....	18
4.1 Surveys conducted .....	18
4.2 Major points addressed .....	18
4.2.1 Extend the TC profile page .....	18
4.2.2 Enhanced and integrated JA experience.....	18
4.2.3 Increased usage of the forum .....	20
4.3 Formative evaluation sessions .....	20
4.4 Feedback form and contact details.....	20
5 Summary and future work .....	21

**D5.18 – eNOTICE evaluation report on the functioning of the information and communication platform Y5**

---

**D5.18 – eNOTICE evaluation report on the functioning of the information and communication platform Y5**

---

Table of Figures

Figure 1: The content recommendations forum section ..... 12

Figure 2: The improved overview page of the TC Catalogue, including a filter function for the capacity label and a quick visualization of each TC’s labels..... 13

Figure 3: The forum section of the members only area ..... 14

Figure 4: The cloud section of the members only area..... 14

Figure 5: Number of visits per week ..... 15

Figure 6: Geographic distribution of visits from different countries ..... 16

Figure 7: Distribution of different acquisition channels ..... 17

Figure 8: The forum page accompanying each Joint Activity ..... 19



## 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 an H2020-funded project that 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 “eNOTICE Community Centre” (ECC). Note that the terms “web-based platform”, “information and communication platform”, “eNOTICE Community Centre” and “eNOTICE website” are used interchangeably 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 CBRN 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.

**D5.18 – eNOTICE evaluation report on the functioning of the information and communication platform Y5**

---

## 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 developed application 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 were 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 learned 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 provides valuable input for the ongoing quality monitoring by identifying potential problems and obstacles.

Task 5.2.1 continues throughout the project's runtime.

### 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 were combined and used for both Task 5.2.2 and 5.2.4.

**D5.18 – eNOTICE evaluation report on the functioning of the information and communication platform Y5**

---

### 1.3 Approach

The previous deliverable D5.3 (eNOTICE evaluation report on the functioning of the information and communication platform Y1) established the general methodology for the evaluation of the ECC. D5.6 and D5.9 (eNOTICE evaluation report on the functioning of the information and communication platform Y2/Y3) conducting qualitative and quantitative evaluations of the ECC.

This deliverable describes the changes implemented during the last reporting period based on the evaluations conducted (Section 2) and briefly presents an update on the quantitative (Section 3) and qualitative (Section 4) evaluation indicators. A short summary and an outlook on future work is presented in Section 5.

## 2 Significant updates since the last report

This section will showcase the significant updates implemented since the last report.

### 2.1 Content recommendations

In line with suggestions gathering during formative evaluation sessions at Joint Activities, a new forum section for promoting recommended content (shown in Figure 1) was introduced. This new forum section provides easy access to content produced by third parties that eNOTICE network members have deemed interesting or beneficial for users of the ECC. It is intended to showcase helpful resources relevant for the CBRNe community at large, thus increasing the overall discoverability of the community.

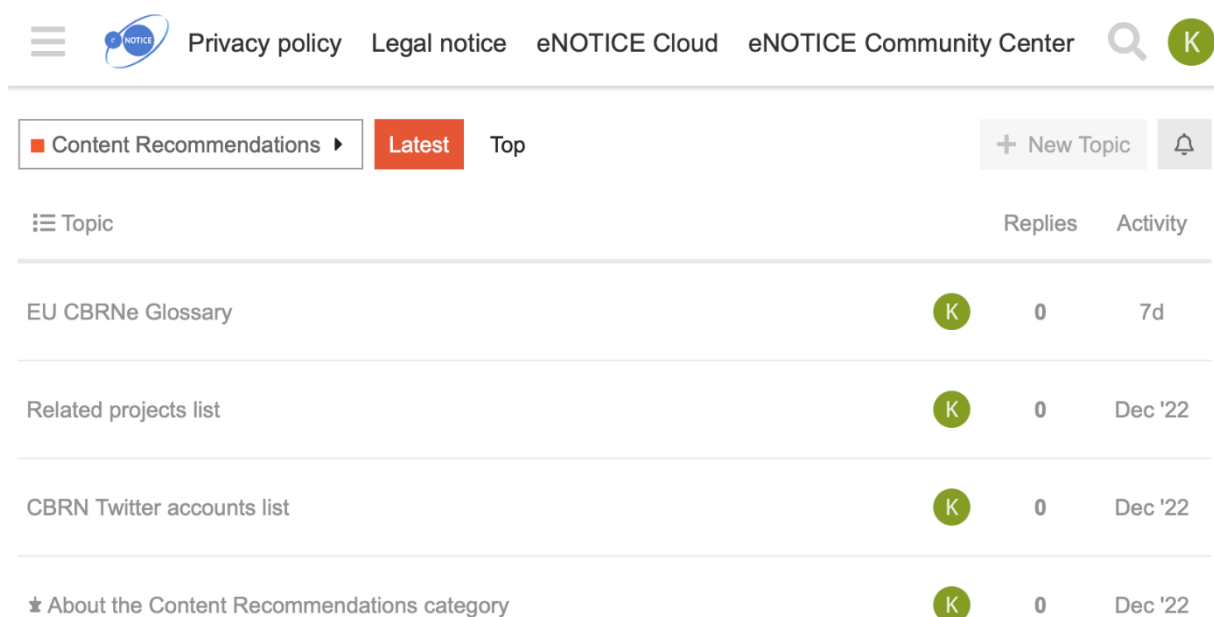


Figure 1: The content recommendations forum section

In addition to the forum, the homepage of the ECC has been extended with a small panel in the “What’s New” section that showcases some featured content from the recommendation section of the forum and offers a direct link to both the content and the forum section.

### 2.2 Improved TC Catalogue overview page

The overview page of the TC Catalogue (accessible online<sup>6</sup> and shown in Figure 2) was improved to provide more functionality regarding the eNOTICE capacity label. The search function was augmented to allow users to directly filter for training centers that have been awarded the capacity label in specific areas of expertise. Each training center’s labels are now also displayed directly in the list of training centers, allowing users to see a TC’s specific areas of expertise at a glance without opening the detailed TC profile.

<sup>6</sup> <https://www.h2020-enotice.eu/static/catalogue.html>

# Catalogue of Training Centers

↶
↷

Countries
Expertise
Accessibility
Training area
Accommodations
Capacity Label

Only show training centers with the following capacity label:

- Chemical (C)
- Biological (B)
- Radiological (R)
- Serious Gaming

List view

Map view










Organisation	Location
<b>Ausbildungszentrum der Feuerwehr Dortmund</b> Chemical, explosive, fire, medical, nuclear, radiological, rescue & relief 	 Germany, Dortmund 
<b>Campus Vesta APB</b> Biological, chemical, explosive, fire, international humanitarian actions, medical, other, police, radiological, r 	 Belgium, Emblem 
<b>CBRN Defense, Safety and Environmental Protection School</b> Biological, chemical, explosive, fire, medical, nuclear, radiological, rescue & relief 	 Germany, Sonthofen 

Figure 2: The improved overview page of the TC Catalogue, including a filter function for the capacity label and a quick visualization of each TC's labels

## 2.3 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” was introduced. This group consists only of members who are affiliated with an eNOTICE-registered training center that is visible in the catalogue of training centers. Members of this group have exclusive access to a special section in the eNOTICE forum (shown in Figure 3) and the eNOTICE cloud (shown in Figure 4). Access rights and user group synchronization are realized through the user management platform SafetyID which was developed in-house based on the open-source software Keycloak<sup>7</sup>.

<sup>7</sup> <https://www.keycloak.org>

## D5.18 – eNOTICE evaluation report on the functioning of the information and communication platform Y5

The screenshot shows the 'Network Members' forum section. At the top, there is a navigation bar with the eNOTICE logo, 'Privacy policy', 'Legal notice', 'eNOTICE Cloud', and 'eNOTICE Community Center'. Below this, there are tabs for 'Network Members' (selected), 'Latest', and 'Top'. A '+ New Topic' button and a notification bell icon are also present. The forum lists several topics, each with a user profile picture, the number of replies (all are 0), and the date. The topics are:

Topic	Replies	Activity
CBRNE training programme in Athens	0	Jun 20
Presentation on the eNOTICE plan to pool resources	0	Oct '21
Presentation at the final TRANSTUN event on the sustainability of the eNOTICE network	0	Sep '21
★ About the Network Members category	0	Sep '21

Figure 3: The forum section of the members only area

The screenshot shows the 'Network Members' cloud section. At the top, there is a navigation bar with the eNOTICE logo, a home icon, a folder icon, a lightning bolt icon, a calendar icon, a globe icon, a search icon, a notification bell icon, a user profile icon, and a profile picture. Below this, there is a 'Network Members' breadcrumb and a '+ New' button. The main content area has a text input field with the placeholder 'Add notes, lists or links ...'. Below this is a table listing files:

Name	Size	Modified
2020-02-25_UNITOV_eNOTICE Pooling resources_Ank... .pdf	1.3 MB	a year ago
2021-09-26_V4.1_Building a sustainable network.pdf	834 KB	a year ago

Figure 4: The cloud section of the members only area

### 2.4 Data protection updates

Changes in the regulatory landscape, in particular those related to the General Data Protection Regulation (GDPR), necessitated an update of the ECC to ensure compliance. Previously, an excerpt from the eNOTICE's official Twitter feed was directly embedded on the homepage. This feature has been replaced with a simple link to the eNOTICE Twitter profile to avoid user data being tracked beyond EU jurisdiction. Similarly, ECC utilized web fonts that were previously loaded from the cloud-based provider Google Fonts. Since those web font files were not located in the EU and could be used to track users, the fonts were transferred to ECC's own servers.

**D5.18 – eNOTICE evaluation report on the functioning of the information and communication platform Y5**

### 3 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. A direct comparison with the previous deliverable D5.13 is not possible, as this deliverable covers a longer timespan due to the extension of the project by one year. Nevertheless, trends will be identified and analyzed whenever possible.

The time period of all indicators presented here extends from the 1<sup>st</sup> of July 2021 to the end of May 2023. This timespan was set so that it would not only align with the reporting periods used in the deliverable series D3.10–D3.14, but, considering that this is the last report in the series, would also include the final exercise in Ranst on 13<sup>th</sup> of May 2023.

#### 3.1 Visits per week

The number of visits per week is shown in Figure 5. In general, a positive trend can be identified, meaning that the ECC usage increases. The peaks of visits are often related to specific eNOTICE events, such as Joint Activities or promotions at conferences. This indicates that the ECC is an important instrument in supporting dissemination for these events. As an example, the week with the most visits was at the beginning of November 2022, preceding the Joint Activity in Rieti together with PROACTIVE.

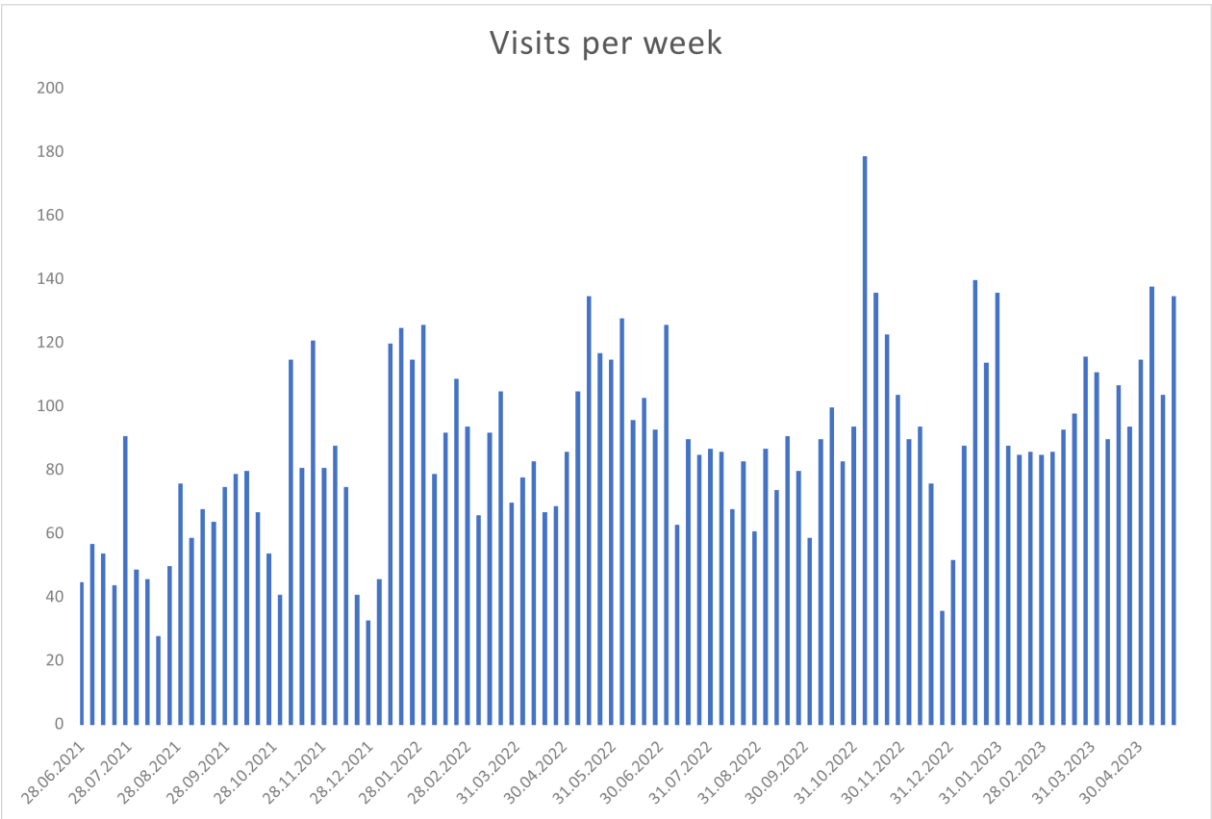


Figure 5: Number of visits per week

**D5.18 – eNOTICE evaluation report on the functioning of the information and communication platform Y5**

3.2 Geography

The ECC has received visits from 123 countries. The top five countries with most visits are presented in Table 1. Compared to the previous monitoring period, visitors from more countries visited the ECC. Furthermore, the distribution of countries changed slightly in accordance with the countries where Joint Activities took place during the monitoring period.

Figure 6 visualizes the overall geographic coverage of eNOTICE. The overall geographic distribution of visits remained steady with no major changes.

Country	Visits
United Kingdom	1188
United States	1091
Germany	1059
Belgium	699
Italy	484
Others	4135

Table 1: Number of visits per country

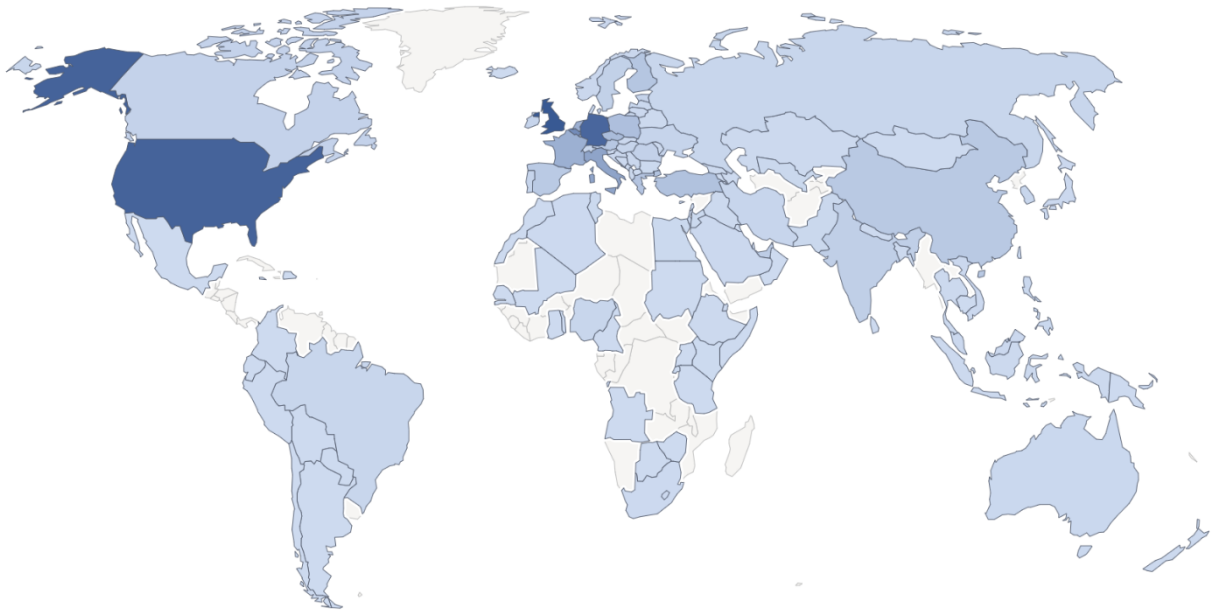


Figure 6: Geographic distribution of visits from different countries

3.3 User Acquisition

The distribution of user acquisition channels has remained mostly the same in terms of proportions when compared to the previous deliverable in the series, as can be seen in Figure 7. The relative share of user acquisition via search engines has experienced a slight increase from 49% to 51%. Similarly, the relative proportion of direct entries has slightly increased from 40% to 44%. This can potentially be explained by the longer reporting period used in this



**D5.18 – eNOTICE evaluation report on the functioning of the information and communication platform Y5**

---

deliverable and the resulting increase in the number of project-related events and activities covered by it. These marginal increases in percentages came at the expense of entries from websites which went down from 9% to 4%, as the acquisition via social networks has remained unchanged. This can be speculatively explained by the fact that the project has been running long enough for its regular visitors to memorize or bookmark the URL by now, rather than enter via affiliated websites.

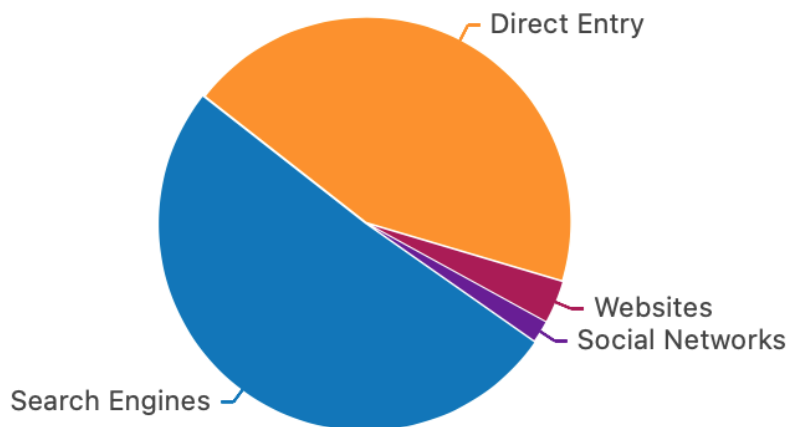


Figure 7: Distribution of different acquisition channels

## 4 Qualitative evaluation indicators

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

### 4.1 Surveys conducted

A dedicated ECC quality evaluation survey was conducted in 2020 and the survey and results were described in D5.9. Furthermore, 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. Further evaluation of the ECC was also performed with regards to the capacity labels and the search function and is published in parallel to this deliverable in D5.19. Given that the past surveys identified a high satisfaction with the ECC and all suggested changes were implemented, it was decided that another dedicated evaluation survey would not lead to significant improvements. Therefore, the following sections will contain an overview of how the points identified in past surveys were addressed and the results of formative evaluation sessions conducted, e.g., at Joint Activities.

### 4.2 Major points addressed

#### 4.2.1 Extend the TC profile page

The extension of the TC profile page with more information regarding research, offered courses and the civilian/military status was already described in D5.13. However, it has been further improved by including the capacity label in the search function as described in Section 2.2.

#### 4.2.2 Enhanced and integrated JA experience

To further promote the eNOTICE Joint Activities and to provide additional material, a forum section mirroring the Joint Activities was set up. Each Joint Activity (JA) is described by text providing additional information, e.g., on the purpose and organization of the JA. After the activity has concluded, relevant materials (like press releases or after-action reports) are collected in the forum thread to provide all the information in one convenient place. The forum thread for the Joint Activity with PROACTIVE in Rieti is shown in Figure 8.

# D5.18 – eNOTICE evaluation report on the functioning of the information and communication platform Y5



## Joint Activity in Rieti, Italy with PROACTIVE 2022

Joint Activities



Maximilian K kiehl

Aug 3

Our next Joint Activity will be conducted from the 15th of November 2022 to the 17th of November 2022 in Rieti, Italy. The Joint Activity will be organized together with the PROACTIVE project. Please find below more information on the objective of the Joint Activity:

### Organising partner: SCUOLA INTERFORZE PER LA DIFESA NBC (SCNBC)

The exercise aims to test the capabilities of the assets involved in the intervention in the contaminated area following a CBRN event (accidental or voluntary).

The measures that will be verified start from the dissemination of the alarm (warning) and from the application of the related measures. "Voluntary" civilian personnel will take part in the exercise in order to integrate the evaluation of the European partner project PROACTIVE (PReparedness against CBRNE threats through cOMmon Approaches between security praCTitioners and the Vulnerable civil society) whose main goal is to enhance preparedness against and response to a CBRNe incident through a better harmonization of procedures between various categories of practitioners, and a better understanding of the needs of vulnerable citizen groups.

### Joint Research project

In such CBRN events, activities of cordonation, zoning, aid of the strikes, triage, decon (for those necessary) and survey CBRN (performed by the fire brigade) are the main focus for life saving. Sampling and identification of encountered CBRN agent(s) is of key importance for the determination of further action.

That action may be strictly military operational, but it will often extend to a legal-political level. Typically, military action will require mitigation or elimination of the effects of the CBRN agent on the primary mission.

As concerns the sampling, a qualified level of confidence can only be obtained by the application of proper procedures.

As concerns the analysis in agent identification, a qualified level of confidence can only be obtained from proper analysis equipment and skilled personnel that is generally only available in a laboratory environment.

PROACTIVE project will have its own objectives:

- IDENTIFY behavioural issues associated with responding to a CBRNe incident and potential shortcomings in existing practitioner procedures and tools with respect to vulnerable groups;
- IMPROVE real-time communication and collaboration with the use of new tools such as mobile apps for better situational awareness and better response coordination;
- TEST combinations of selected tools in joint field exercises which deliberately involve a diverse population that encompasses vulnerable citizens and non-trained staff;
- PROVIDE human-centred recommendations for EU standards concerning the integration of CBRNe technologies and innovations that are better adapted to the needs of all citizens.

If you would like to know more about this Joint Activity or if you would like to participate, please [contact us](#) !



created	last reply	1	85	1	1	
Aug 3	17d	reply	views	user	link	▼

4 MONTHS LATER



Maximilian K kiehl

17d

A report on the Joint Activity was just published by UIC at <https://uic.org/com/enevs/article/proactive-eu-project-held-its-second-field-exercise-in-conjunction-with-project-11273>



Figure 8: The forum page accompanying each Joint Activity

**D5.18 – eNOTICE evaluation report on the functioning of the information and communication platform Y5**

---

#### 4.2.3 Increased usage of the forum

Increasing the usefulness and usage of the forum has been a key focus during this period. To this end, the following changes and activities have been implemented and conducted in the forum:

- News related to the project and relevant related projects have been regularly posted and disseminated;
- The members-only section has been introduced to provide content to a closed audience (see Section 2.3);
- A new section for recommending and promoting content related to the wider CBRN community has been introduced (see Section 2.1);
- An integrated Joint Activities experience has been used to promote the announcements and after-action reports of Joint Activities.

Posts in the forum have also been used to regularly email subscribed users of the ECC. These users have received summaries of the content posted in the forum in emails for their convenience, enabling them to enjoy the content posted on the forum without having to access it directly.

#### 4.3 Formative evaluation sessions

At each Joint Activity as well as in interim online meetings, all stakeholders of the ECC were asked to provide feedback and suggestions for improvements of the ECC. The stakeholders expressed a general satisfaction with the ECC and did not raise any major points for improvement or any missing features. The ECC is therefore considered to fulfill the needs of its stakeholders and to provide them with adequate added value.

#### 4.4 Feedback form and contact details

The ECC offers an ongoing method of providing feedback via the contact page. Visitors can use the contact information to make suggestions, ask questions or to inquire about the project in general. Previously, an additional feedback form was embedded on every page of the ECC. However, it was removed due to privacy considerations as it was hosted with an external cloud provider.

No direct feedback regarding the ECC was received during the reporting period, but the contact page was used several times by visitors to inquire about the possibility of attending JAs or joining the network as a training center. This indicates that visitors are satisfied with the overall concept of the ECC and use it for its intended purposes.

## 5 Summary and future work

Major points addressed and changes implemented during the reporting period were described in Section 2. Quantitative usage indicators were presented and briefly analyzed in Section 3. The indicators show a general positive trend in the usage numbers for the ECC. The qualitative evaluation aspects were described in Section 4.

As no major points to be addressed or improved are currently identified, the work going forward will be to continue formative qualitative evaluation of the ECC and to address any issues found. Furthermore, the monitoring and analysis of quantitative indicators and the implementation of subsequent improvements will continue.