Civil Protection operators training set

Final Version of 30/06/2022

Deliverable Number D.4.1.2.

Project Acronym	E-CITIJENS
Project ID Number	10044361
Project Title	Civil Protection Emergency DSS based on CITIzen Journalism to ENhance Safety of Adriatic Basin
Priority Axis	2
Specific objective	2.2
Work Package Number	4
Work Package Title	Development, testing and release of "social media based" Emergency Decision Support System platform
Activity Number	4.2.
Activity Title	Realisation of "social media based" platform of Emergency Decision Support System
Partner in Charge	LP, PP2
Partners involved	All
Status	Final
Distribution	Public

Summary

List of abbreviations and terms

(if applicable)

Abstract/Executive Summary

Within the E-Citijens project, three separate sessions aimed at illustrating the platform's behaviour and training its operators.

First session – november 2021

The first training session was aimed at all project partners and involved the use of the EDSS system by Beta 80. It was delivered in two editions, one in Italian and one in English.

The editions took place respectively on 2021/11/24 09-30 12-30 (morning) and 14.30 - 17.00 (afternoon) in Italian and 2021/11/25 09-30 12-30 (morning) and 14.30 - 17.00 (afternoon) in English.

In both editions the training was provided remotely with the help of Microsoft Teams and was used the environment accessible at https://e-citijens.eu/account/login on which the tenant of the province of Campobasso was used.

The training was organized in four stages organized as follows:

- **Stage 1 – The possible uses of social media in the context of emergency**

  The training provided a historical overview of the use of social media and the possibilities that technology can offer.

- **Stage 2 –EDSS Overview**

  The training provided a theoretical overview of the functioning of the EDSS system focusing on the classification algorithm used. The platform was then illustrated and the operating mode of use explained. The training also had a practical part in which participants had the opportunity to access the system and become familiar with the system.

- **Stage 3 – Simulation**

  The training was dedicated to verifying the functioning of the message classification algorithm and the introduction of the simulation concept. Some simulations were presented and the results verified. The training also had a practical part in which participants had the opportunity to access the system and enter their simulations.

- **Stage 4 – Mass simulation**

The formative moment was dedicated to verify the criteria of aggregation of messages and the need to make massive simulations. Examples of massive loading were presented. There was also a hands-on session where users did massive simulations to see how the system reacted and how messages were classified.

Second session – june 2022

The second training session aimed at all project partners and related to the use of the EDSS system was provided jointly by Beta 80 and GoInfoTeam. Also in this case two editions were held, one in Italian and one in English.

The editions were held on 2022/06/09 09-15 12-45 in Italian and 2022/06/09 14-00 17-30 in English.

In both editions the training was provided remotely with the help of Microsoft Teams and was used the environment accessible at https://e-citijens.eu/account/login on which the tenant of the province of Campobasso was used.

The formation was divided into four formative moments organized as follows:

- **Stage 1 – System Overview**

  The training provided an overview of the system, retracing its main features.

- **Stage 2 – Practical Tests with social media**

  The training was dedicated to illustrate and verify the functioning of the components that collect data from social channels illustrating the principles of operation.

  The formative moment also had a practical part in which messages were posted on social channels twitter and facebook and it was followed by the processing by the system.

- **Stage 3 – Connection of institutional sources**

  The training was dedicated to illustrate and verify the functioning of the components that collect data from institutional sources (INGV) illustrating the principles of operation and to follow the processing by the system.

- **Stage 4 – Other tools**

  The training moment was dedicated to illustrate the behavior of the additional features released such as the collaborative mode between tenants, the chat between tenants, the configuration of the connectors, the configuration of the data aggregation algorithm.

Third session – june 2022

The third training session aimed at the Civil Protection lead partner of the Molise region and related to the use of the EDSS system as a whole was provided by Beta 80. In this case it was a single session in Italian held on 2022/06/27 09:00-14:00.

The training was provided remotely with the help of Microsoft Teams and was used the environment accessible at https://e-citijens.eu/account/login on which the tenant of the province of Campobasso was used.

- **Stage 1 – System Overview**

  The training provided an overview of the system, retracing its main features.

- **Stage 2 – Data sources**

  The training was dedicated to illustrate and verify the functioning of the components that collect data from various sources, be they social channels or traditional sensors illustrating the principles of operation.

- **Stage 3 – Simulation**

  The training was dedicated to illustrate and verify the functioning of the components that collect and analyze the data taken from the various sources. To this end, sample messages have been posted on social twitter and facebook. We also focused on the analysis of the results obtained and their representation within the system.

- **Stage 4 – Other tools**

  The training moment was dedicated to illustrate the behavior of the additional features released such as the simulator, the collaborative mode and the chat between tenants, the configuration of the data aggregation algorithm.

Conclusions

The training sessions' videos are available on the platform.