# D 6.1 - ONLINE PLATFORM OPEN AND IN OPERATION

**Project acronym:** BuildERS

**Project title:** Building European Communities' Resilience and Social Capital

**Call:** H2020-SU-SEC-2018-2019-2020/H2020-SU-SEC-2018

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| Project no. | 833496 |
| --- | --- |
| **Project acronym:** | BuildERS |
| **Project title:** | Building European Communities' Resilience and Social Capital |
| **Call:** | H2020-SU-SEC-2018-2019-2020/H2020-SU-SEC-2018 |
| **Start date of project:** | 01.05.2019 |
| **Duration:** | 36 months |
| **Deliverable title:** | D6.1 (*Online platform open and in operation*) |
| **Due date of deliverable:** | 30.09.2019 |
| **Actual date of submission**: | platform 30.9.2019; description document 14.10.2019 |
| **Deliverable Lead Partner** : | **PUC** |
| **Work Package**: | **WP6** |
| **No of Pages**: | **21** |
| **Keywords**: | **co-creation, co-design, online facilitation, online platform** |

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**Dissemination level**

| | |
| --- | --- |
| **PU** | Public |

**History**

| Version | Date | Reason | Revised by |
| --- | --- | --- | --- |
| 01 | 30/9/2019 | Platform open and in operation | KG/VTT |
| 02 | 2/10/2019 | Platform ethical review | MK/EKU |
| **03** | 11/10/2019 | Platform review 1 | SH/UTA |
| **04** | 11/10/2019 | Final version of platform paper submitted | MM/PUC, RM/VTT |

## Executive Summary

## D6.1 - Online Platform open and in operation

Work package 6 implements co-creation activities that engage all relevant parties involved in the project including end users, practitioners and researchers. It supports the work in other work packages by offering ways to validate, develop and test outputs in other deliverables. It facilitates the responsive, iterative project cycle.

As stated in the Grant Agreement (Annex 1 part A objectives p.38), WP 6 will use online and social media tools as part of the co-creation process to complement interviews and face-to-face workshops. Online tools support active user involvement with less physical and temporal limitations in order to engage a large group of participants in interactive discussions. The online tool will facilitate interaction between citizens, volunteer groups, NGOs, authorities, first responders, technology providers and other stakeholders.

The project will use an online platform (Howspace) for this purpose. This deliverable introduces the platform that is open for use and in operation.

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## List of Acronyms

| | |
|---|---|
| AB | Advisory Board |
| BuildERS | Building European Communities Resilience and Social Capital project |
| CANVAS | Concept with a template to design strategy for crisis communication. CANVAS concept is based on business model CANVAS and EU Horizon 2020 project Unity |
| D | Deliverable |
| DoA | Description of Action |
| NGO | Non-governmental organisation |
| PUC | Police University College |
| SWOT | Strategic planning technique used in the BuildERS project build up strategy in a context of information influencing. |
| VTT | Technical Research Centre of Finland |
| WP | Work Package |

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# D6.1 - ONLINE PLATFORM OPEN AND IN OPERATION

## 1. Introduction

The BuildERS project has different types of engagement activities in WP 6. The activities focus on either:

a) evaluation and validation of theories, concepts and approaches

b) end-user tests, simulations and demonstrations of technological tools and innovations

c) evaluation and co-creation of policy and innovation recommendations

To support these activities PUC and VTT have established a co-creation and co-design workspace on a Howspace platform (owned by Humap software), which enables users from various professional backgrounds to participate online. The service allows remote facilitation of activities via various types of workshops and leaning programs. This deliverable introduces the platform and the way it is used in the BuildERS project.

Chapter 2 presents the Howspace platform and explains how participants are recruited for the project. Chapter 3 showcases the BuildERS Howspace workspace with screenshots and gives an overview of how it is used and what information is offered to the participants upon registration and login. Chapter 4 introduces the user environment as well as the Privacy Statement (4.2) which has been drafted in accordance with Deliverables in work package 10.

## 2. Howspace platform

The Howspace co-creation platform is an AI-powered platform that allows users to collaborate on professional learning and organizational development initiatives. Artificial Intelligence (AI) enables quick analysis of large dialogues and qualitative data into word clouds and clustered categories and summaries. No personal data is handled with AI. AI is used in BuildERS WP6 activities to assist anonymization of data, creating summaries and generalizations of discussions and opinions. Participants may partake in discussions, take surveys, post ideas and give feedback. It allows the engagement of a diverse group of stakeholders in our workshops and exercises thus enhancing the outreach and efficiency of the project. The workspace can be built according to the subscriber's needs and new pages may be added during the project life cycle. Howspace makes it possible for the administrators to edit the look of the workspace, manage the participants' level of access and cluster, analyze and summarize data.

## 3. Recruitment of participants

BuildERS project will approach stakeholders who have provided support letters for the project (Builders Grant Agreement Part B, Annex 2) and recruit additional participants by using project partners' contact networks. Participants' personal data (name and e-mail address) are listed on an

Excel-sheet and stored by the data controllers in their secured IT-systems. This list of e-mail addresses is imported to the Howspace platform and is used in order to automatically send an e-mail to the participants via the platform. Each participant receives a personal link to his or her e-mail account.

As stated in D 10.2 Informed consent procedures, the BuildERS project will not collect personal data or informed consent forms from non-EU countries. Hence, the Howspace platform will not be used outside EU in Indonesia or in Washington DC, United States.

# 4. Preparation for co-creation and co-design

The following table gives an overview of Howspace use in each WP6 task. It describes the co-creation activity, states the methods (not including face-to-face workshops) and explains the value of the activity to the project (end result and feeds to).

| | Task | Co-creation activity | Working method | End result and feeds to |
|---|---|---|---|---|
| **Use of Howspace in WP6** | T6.1 | Validation of D1.1 draft | Howspace test: theme discussions | WP1 theory and concept validation |
| | T6.1 | Consortium partners contact organisations that have provided letters of support and discuss the draft online (PUC provides a list and template to be disseminated on Howspace). | Howspace: Online template/open questionnaire in English; Appr. 16 participants | WP1 theory and concept validation |
| | T6.2 | Elaborating challenges in situations where a) official information providers are considered trustworthy b) aggressive disinformation sharing is prevalent and trust questioned<br><br>Participants: Communication personnel of agencies responsible for crisis communication (first responders, cities & local communities, service providers) and NGO-sector<br><br>Exercise discusses the advantages and disadvantages of new communication technologies. | Online exercise in Germany (via Howspace) | WP2, D2.3 Social media campaign analysis and governments responses to disinformation<br><br>D6.3 Report of the challenges of disinformation<br><br>Feeding scenario design for full WP4 case studies (Italy, Germany, Finland, Estonia). |
| | T6.3 | End-user testing and feedback collection of the new tools and technologies for disaster management.<br><br>4 workshops with technology partners, first responders, service providers, cities and local communities, supportive NGOs and other stakeholders. | Workshops (4) in partnership with international conferences and technology exhibitions (Live simulations, technology experimentations and/or mockup demonstrations with end-used surveys incl. Howspace) | WP8 (Dissemination activities and events)<br><br>Evaluation results ready and reported in D6.4<br><br>Materials: videos, project website content, hand-outs and other visualizations. |

| | Task | Co-creation activity | Working method | End result and feeds to |
|---|---|---|---|---|
| **Use of Howspace in WP6** | T6.4 | CANVAS co-creation (cities, local communities, first responders and other service providers, NGOs)<br><br>With SWOT & other facilitation tools<br><br>Two-phase evaluation (critical assessment and feedback):<br>1) officials<br>2) previously identified strategic partners | 1st phase: Co-creative meeting with Consortium partners and Advisory Board (together with General Assembly meeting)<br><br>2nd phase: engagement of strategic stakeholder partners via Howspace | WP6 innovation: documented in detail in confidential deliverable D6.5 Concept for disaster communication design<br><br>WP5, D5.2, Innovation policy recommendations (CANVAS-model is here publicly presented as an example of innovations) |
| | T6.5 | Validation of WP1 and WP3 survey findings with first responders, NGOs and other stakeholders (road test) and the Advisory Board.<br><br>Two-phase evaluation produces:<br>• re-definition of vulnerability in WP1 and WP3<br>• assessment of policy recommendations proposed in D5.1<br>• order of precedence/priority for policy recommendations proposed in D5.1<br><br>1st phase: European level discussion<br>Experts from the selected countries and Advisory Board participate<br><br>2nd phase: An extended national level mini-survey | 1st phase: online via Howspace in English<br><br>2nd phase: structured questionnaire template with e-mail or single link for an online survey tool.<br><br>If needed, template provided in native language<br><br>Balanced selection (min. 8) from 12 WP3 survey countries | WP5, D5.3 Final report on Resilience policy recommendations<br><br>Innovations of new working models and policy recommendations for first responders and service providers<br><br>How to address a variety of needs of vulnerable groups and adjust operational practices and equipment accordingly.<br><br>Shared European level and country-specific policy recommendations. |

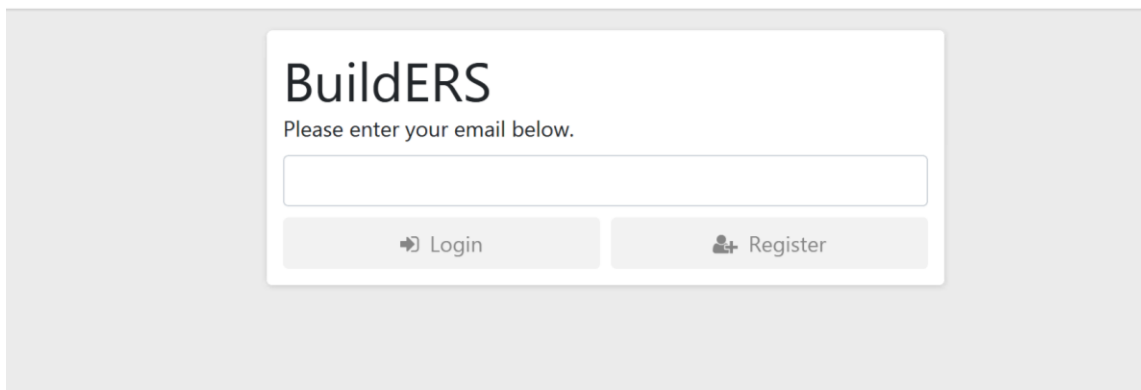| | Task | Co-creation activity | Working method | End result and feeds to |
|---|---|---|---|---|
| **Use of Howspace in WP6** | T 6.5 | First responders and emergency management agencies will evaluate current practices (evacuation, food supply, crisis communication, health care) and co-create social innovations | Italy & Germany: Stakeholders validate case study materials before formulation of final recommendations (either online or face-to-face workshop) | Final case study reports: D4.1 (Finland) D4.2 (Italy) D4.5 (Germany)<br><br>Summary of case studies and policy and practice innovations (D4.8)<br><br>For WP5 (D5.1) European, national and esp. local level resilience policy recommendations and D5.4 |
| | T6.3 | First responders and emergency management agencies will test technological innovations<br><br>WP4 demonstrators presented via Howspace and/or workshops in partnership with international technology conferences and exhibitions | Workshops (3) in partnership with international conferences and technology exhibitions<br><br>Live simulations, test beds and/or mockup demonstrations with end-user surveys (incl. Howspace) | Final WP4 demonstrators D4.3 (Estonia) D4.4 (Estonia) D4.7 (Indonesia)<br><br>For WP5 (D5.2) European, national and local level innovation policy recommendations<br><br>Summary of case studies and policy and practice innovations (D4.8) |
| | T 6.5 | First responders and emergency management agencies will evaluate current practices (evacuation, food supply, crisis communication, health care) and co-create social innovations | Stakeholders validate case study materials before formulation of final recommendations (face-to-face workshop) | Final USA case study report (D4.6)<br><br>Summary of case studies and policy and practice innovations (D4.8)<br><br>For WP5 (D5.3) reference to European, national and local level policy recommendations from USA experiences. |

Table 1. Use of Howspace in WP6

# 5. User environment

VTT and PUC have created an URL for the BuildERS Howspace platform that may be accessed by using a personal, single-use link. The data controllers/administrators (PUC and VTT) manage access to known users and e-mail addresses. The user can enter the workspace of each individual activity by using their preapproved e-mail address and their individualized link (pictures 1 and 2).



*Picture 1. User enters his or her e-mail address in order to receive the individual link*
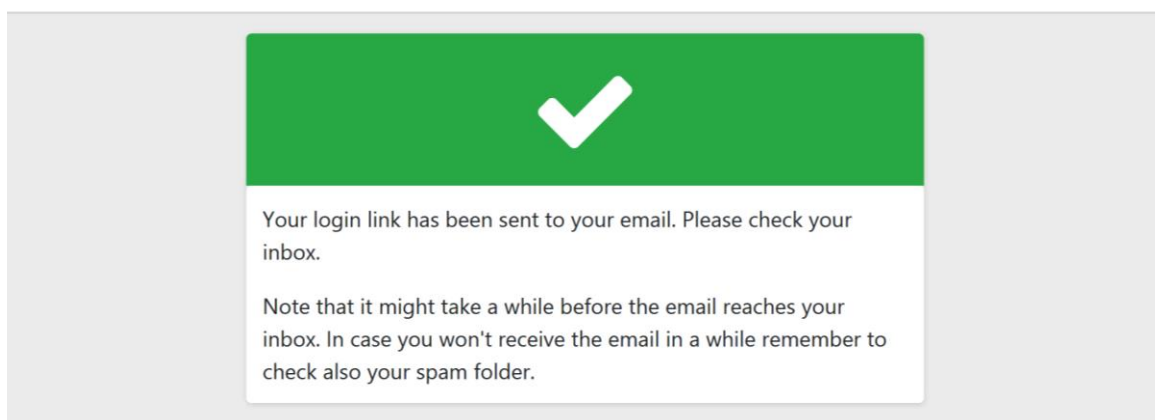


*Picture 2. A personal link has been sent to the participant's e-mail address*

The participant uses the e-mail link to access the BuildERS platform. The user will first see a pop-up window with background questions concerning the participant's work environment and level of expertise and contains no protected personal data (picture 3). This will help with the subsequent analysis of the co-creation activities. The collected background information consist of three questions:

How long have you worked in your current field:

- less than 5 years
- 5 to 10 years
- 10 to 20 years
- over 20 years

The organization you work for is in which of the following:

- Public sector (state authority)
- Public sector (local or regional authority)
- Public sector (rescue and crisis management organization)
- Public sector (security organization/law enforcement)
- Private sector (technology development)
- Private sector (business or self-employed)
- Not-for-profit sector (NGO)
- Not-for-profit sector (volunteer)
- Academia and RDI
- Education and training field
- Other

Which of the following best describes your role in industry?

- Upper Management
- Middle Management
- Supervisor
- Operative work (communications specialist)
- Operative work (First responder: paramedics, emergency medical technicians, police officers, firefighters, rescuers etc.)
- Operative work (other)
- Volunteer
- Researcher
- Teacher/trainer
- Other

As the user scrolls down, he/she will be able to read the Privacy Statement (described in detail under 4.2.). The user then has to agree to the terms of the statement before accessing the actual workspace by saving his/her response (picture 4).

*Picture 3. The user has to accept the terms of the Privacy Statement before access to the workspace*

Upon entering the actual BuildERS workspace, the participant first enters a general introductory page that introduces the project and gives an overview of the purpose of activities and the kind of participants that we are going to engage (picture 5).  The participants can also once more view the Privacy Statement in this window.
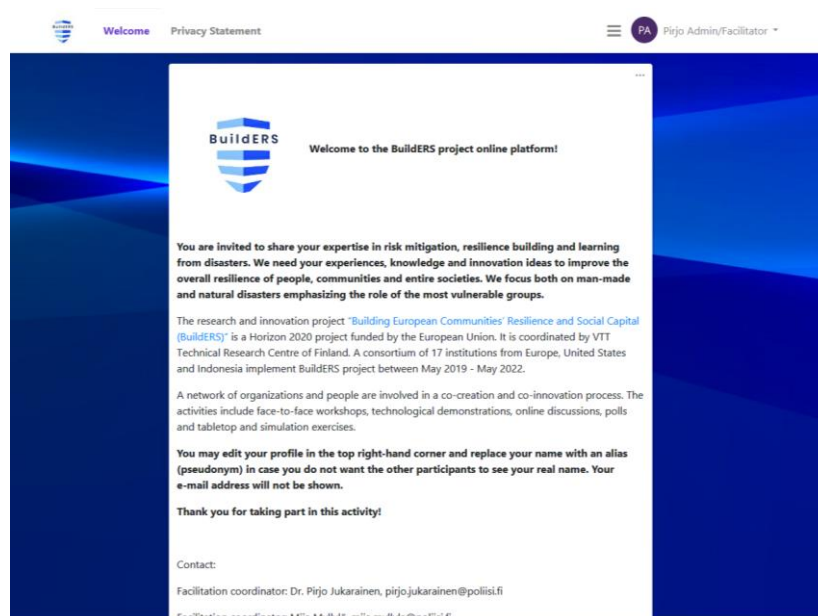


*Picture 4. Top of the introductory welcome page*
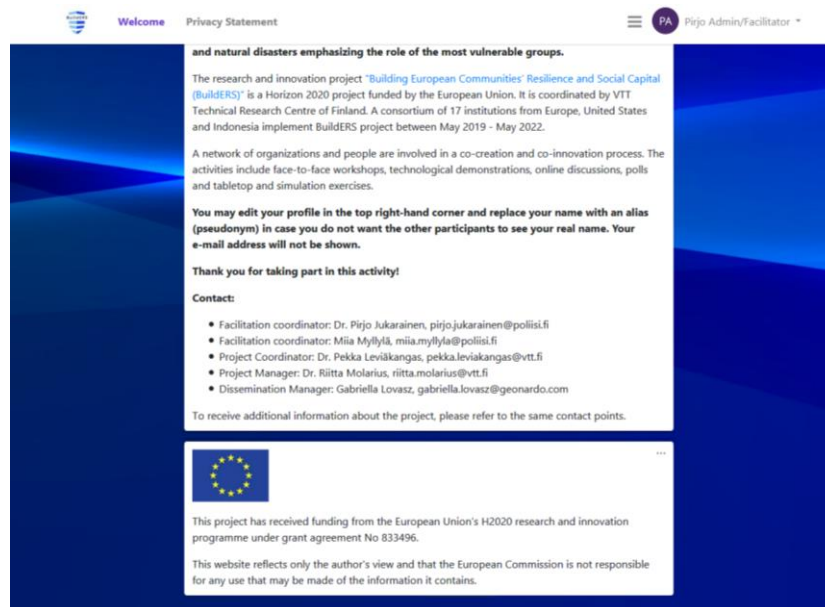
*Picture 5. The Bottom of the welcome page with the contact information*

Administrators will use their first names and add admin/facilitator in parenthesis to stand out from the rest of the users. The administrators can anchor a page so that the selected participants, upon new log-ins, enter the page that has been created for each individual activity. Different language versions may be deployed. The participants can choose to use aliases that are visible e.g. in the chat box. Poll results can be analyzed on the page and participants can receive a visualization of the responses in a chart form. Administrators receive a separate document of the answers divided into the background categories (picture 7).
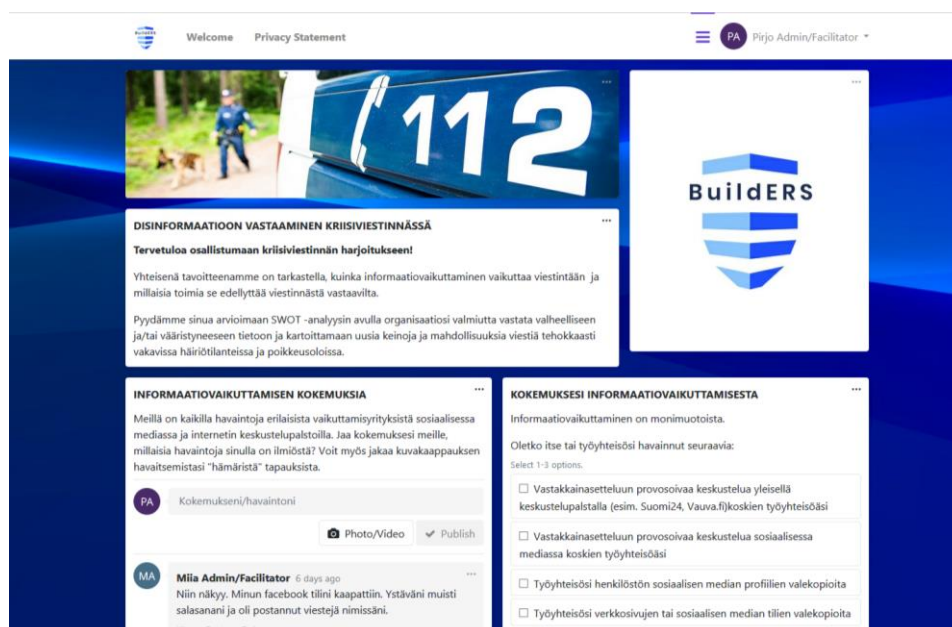


*Picture 6. Participant view of activity in Finnish*

*(Photo copyright: Finnish Police Administration)*

Howspace AI-features are used to support qualitative content analysis: to assist in creating summaries of views and opinions. Below is an example of a SWOT-exercise, which will take place within Task 6.2 Tabletop exercises on disinformation (Picture 8.). Information may be visualised and classified in a form of word cloud or thematic clustering (Picture 9.).
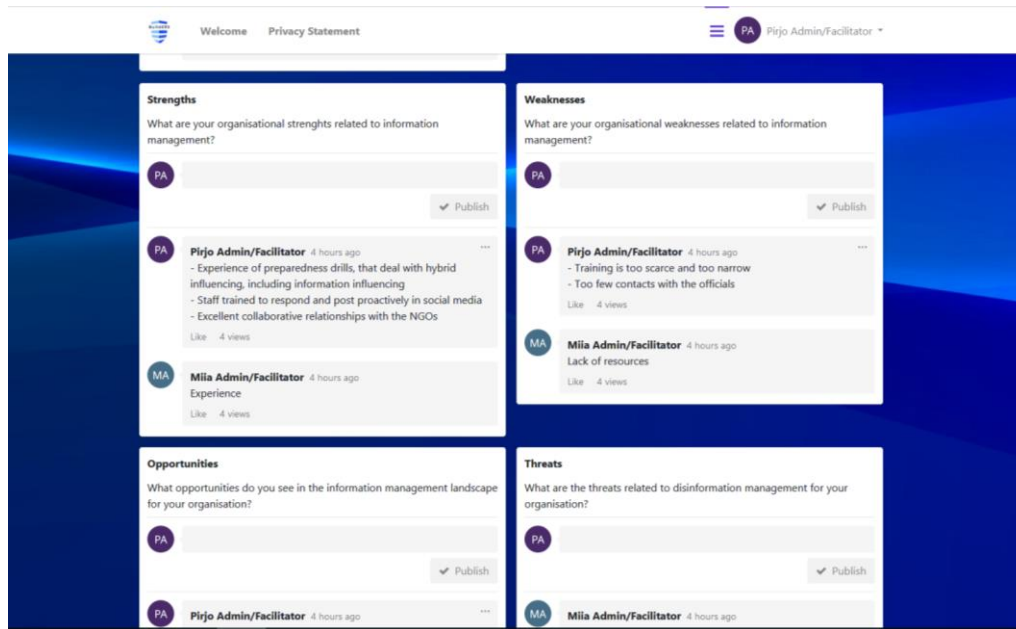


*Picture 7. Participant view of SWOT -activity*
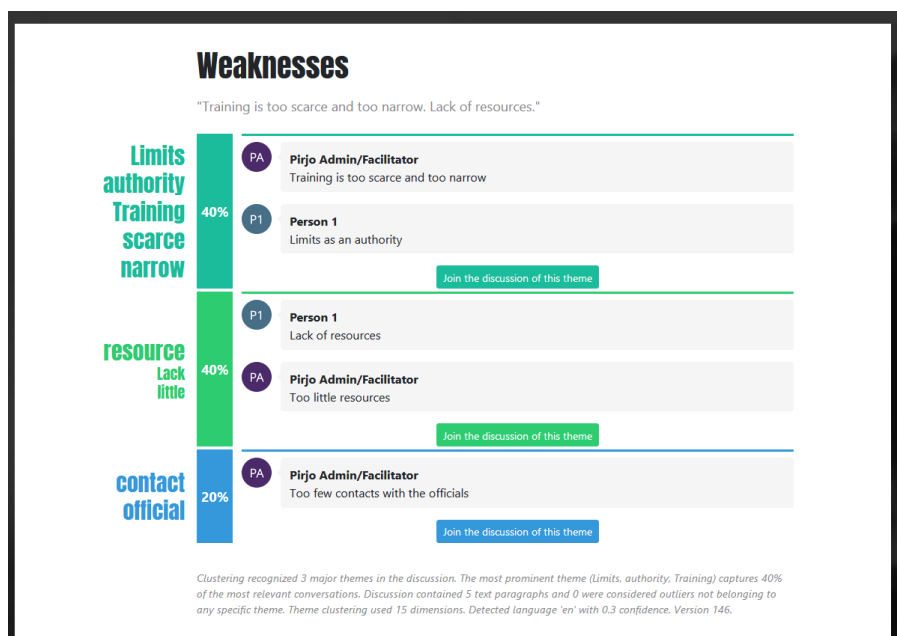


*Picture 8.Example of a cluster analysis of SWOT -activity*

# 6. Technological considerations

The Howspace platform can be used on a personal computer but is scalable to other devices such as a pad or a phone.

Personal data processed by the data controllers and contracted service provider (Humap Software) is protected with user name, password, multi-factor authentication (MFA), user monitoring (log) and access control.

# 7. Personal data protection and ethics

The rights of the data subjects are listed in D 10.9 POPD - Requirement No. 9 (Informed Consent Procedures). Once consents are given online, they can be cancelled at any time in the My profile - section by editing the profile (personal information). Participants are however instructed to also contact the data controllers and request the platform provider to delete their personal data and all or part of all backups. Consents (and related personal information: consent giver's name/pseydonym and email address) are not stored non-digitally, but only in the Howspace platform. The participants' names and email addresses are also stored by the data controllers as a separate file (contact list) to enable sending invitations and for reporting and auditing purposes (to show the number of participants in each WP6 activity). Personal information is not shared with other project partners; all research data is anonymized before sharing.

The purpose of personal data processing is:

- to ensure that the BuildERS project's aims and results will be achieved

- to enable BuildERS project activities and engagement of individual persons and communities in co-design and cocreation.

Legal basis of processing (GDPR Art 6.) are:

- Participant's consent,

- Public interest regarding with scientific research purpose and statistical purposes.

Participants are not requested to provide any special categories of personal data (GDPR Art. 9 and Art. 10).

Police University College of Finland and VTT Technical Research Centre of Finland together with the Service Provider (Humap Software) are responsible for the data protection of the Howspace cocreation and codesign platform in accordance with the terms of the Service Agreement. Howspace Service Provider does not deal with third-party personal data, is GDPR compliant.and does not transfer any personal data to countries outside the European Union and the European Economic Area.

BuildERS -project does not carry out any automated decision making concerning personal information.

Personal data is deleted after the project is completed. Anonymized project outcomes are maintained for five years after the project completion. Anonymization means that the outcomes cannot be linked to any natural person.

Howspace content (discussions, poll responses etc.) is first linked with the user name (alias) and the background information that has been provided. The alias can be linked with the e-mail address only by the data controllers. This list of aliases and the respective e-mail addresses is kept in separate file only accessible to the data controllers. Before sharing Howspace content to other project partners or third parties it is anonymized. This means that all personal data that is identifiable is removed from the files.

Rights of the data subjects

The participant in the BuildERS project have the following general rights:

After log in and before entering the Howspace platform the participants are requested to provide consent to process their personal data. Participation in the online platform is voluntary. Participation may be discontinued or declined at any time without any negative consequences.

If they agree to the privacy terms, the data controllers may store their personal data in the Howspace platform and in a separate file in their secure IT-systems following the protection principles described in the Privacy statement. The Privacy statement is at all times visible for the participants.

Participants may at any time withdraw their consent by editing their profile information and selecting no. In such case they should also request the platform provider to delete their personal data and all or part of all backups. Participants are instructed to contact the data controllers' contact person.

Participants may change their personal information in the upper right hand corner drop-down menu (choose personal - edit profile). If they wish to remain anonymous to the other Howspace-platform participants, they can create a fictional name (pseudonym) for their profile. Adding and/or changing a profile picture is also optional. The only personal data required and collected is the email address, which is only visible to the data controllers.

The participant has the right to receive the data concerning him or herself which they have provided to the data controller.

The data subjects have a right to lodge a complaint with a supervisory authority if the data subject considers that the processing of personal data breaches the data subject's rights pursuant to applicable law. The address for complaints has been provided.

The data protection officer (DPO) is in charge to provide the participants more information about how the data is stored, used and deleted in the project course. They may also contact the person who is responsible for the research. The participant may exercise their rights concerning processing of personal data by contacting the DPO or the contact person below. The controllers, data protection officers and contact persons contact information has been provided.

# CONTACT US

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