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LINKS

Strengthening links between technologies and society
for European disaster resilience

D7.3 First demonstrator of the LINKS Community Center

Website

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EXECUTIVE SUMMARY

About the project

LINKS "Strengthening links between technologies and society for European disaster resilience" is a comprehensive study on disaster governance in Europe. In recent years, social media and crowdsourcing (SMCS) have been integrated into crisis management for improved information gathering and collaboration across European communities. The effectiveness of SMCS on European disaster resilience, however, remains unclear, the use of SMCS in disasters in different ways and under diverse conditions. In this context, the overall objective of LINKS is to strengthen links between technologies and society for improved European disaster resilience, by producing sustainable advanced learning on the use of SMCS in disasters. This is done across three complementary knowledge domains:

- Disaster Risk Perception and Vulnerability (DRPV)
- Disaster Management Processes (DMP)
- Disaster Community Technologies (DCT)

Bringing together 15 partners and 2 associated partners across Europe (Belgium, Denmark, Germany, Italy, Luxembourg, the Netherlands) and beyond (Bosnia & Herzegovina, Japan), the project will develop a framework to understand, measure and govern SMCS for disasters. The LINKS Framework consists of learning materials, such as scientific methods, practical tools, and guidelines, addressing different groups of stakeholders (e.g. researchers, practitioners, and policy makers). It will be developed and evaluated through five practitioner-driven European cases, representing different disaster scenarios (earthquakes, flooding, industrial hazards, terrorism, drought), cutting across disaster management phases and diverse socioeconomic and cultural settings in four countries (Denmark, Germany, Italy, the Netherlands). Furthermore, LINKS sets out to create the LINKS Community, which brings together a wide variety of stakeholders, including first-responders, public authorities, civil society organisations, business communities, citizens, and researchers across Europe, dedicated to improving European disaster resilience through the use of SMCS.

About this deliverable

The LINKS Community Center (LCC) is a web-based platform facilitating sustainable advanced learning for the LINKS Community by enabling the Community to exchange information and experiences and to access, discuss and assess research results of the project, such as the LINKS Framework and the LINKS case-based assessments. This deliverable briefly showcases the current state of the implementation of the LCC. It is based on deliverable 7.1 (D7.1), which elaborated the needs and potentials for the LCC and deliverable 7.2 (D7.2), which described the concept and architecture of the LCC.

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All basic functionality of the LCC has been implemented. A wiki is used to model, store and present the knowledge gathered in the LINKS project, a forum can be used for discussion and a cloud software is available for collaboration and sharing of large files. A common login system provides access to all systems, a basic permission model was established and regulatory aspects such as the General Data Protection Regulation were considered. No major obstacles were encountered during the implementation and no major deviations from the architecture described in D7.2 were required. This implementation is an artifact in the sense of design science, meaning that it will be iteratively tested and improved together with the consortium partners and external stakeholders.

The information contained within the LCC consists mostly of mockup data to showcase the various technological features. The next step will therefore be the iterative development of the LINKS Framework (WP5) and the embedding of the Framework and the information it contains in the LCC.

Although the LCC will be improved and evaluated iteratively, the next full version is due in M24 (May 2022, D7.4).

The LCC can be accessed online at https://links.communitycenter.eu/.

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LIST OF ACRONYMS

Abbreviation / Acronym	Description
D	Deliverable
DCT	Disaster Community Technology
DMP	Disaster Management Process
DRPV	Disaster Risk Perception and Vulnerability
LCC	LINKS Community Center
SMCS	Social Media and Crowdsourcing
WP	Work Package

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DEFINITION OF KEY TERMS[1]

Term	Definition
Crowdsourcing	Describes a distributed problem-solving model where the task of solving a challenge or developing an idea get "outsourced" to a cloud. It implies tapping into "the wisdom of the crowd" (LINKS Glossary, builds on Howe, 2006).
LINKS Community	A sustainable stakeholder community consisting of multidisciplinary stakeholders from several countries, professions, and schools of thought. The main stakeholders involved in the LINKS Community are: practitioners, industry, decision makers, researchers and networks (the scientific community), citizens and civil society (LINKS Glossary).
LINKS Community Center	The LCC brings together different stakeholders (LINKS Community) in one user-friendly and flexible web-based platform and enables them to exchange knowledge and experiences and to access, discuss and assess learning materials on the usage of SMCS in disasters (LINKS Glossary).
LINKS Framework	A set of learning materials, such as methods, tools and guidelines for enhancing the governance of diversity among the understanding of SMCS in disasters for relevant stakeholders. Methods in LINKS refer to approaches that will enable researchers and practitioners to assess the effects of SMCS for disaster resilience under diverse conditions. Tools are practical instruments supporting first-responders, public authorities and citizens with the implementation of SMCS in disaster and security contexts. Guidelines are recommendations for improving national and regional governance strategies on SMCS as well as introductions and explanations of how to apply the methods and tools under diverse conditions (LINKS Glossary).
LINKS Knowledge Bases	The outputs and knowledge obtained from the assessments of the three knowledge domains. The knowledge is used to develop the LINKS Framework (LINKS Glossary).
Social Media	A group of Internet-based applications that build on the ideological and technological foundations of the Web 2.0 and that allow the creation and exchange of user-generated content. Forms of media that allow people to communicate and share information using the internet or mobile phones. Web 2.0 is the Internet we are familiar with today in which people are not just

[1] Definitions are retrieved from the LINKS Glossary (forthcoming).

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	consumers of information but producers of knowledge through social networking sites and services like Facebook, Twitter, and Instagram (LINKS Glossary, builds on Kaplan & Haenlein, 2010).
Sustainable Advanced Learning	A maintainable and evolving collection of knowledge and best practices produced for and by relevant stakeholders. Sustainable advanced learning entails a cognitive dimension (the capability to gain in-depth knowledge of crises and crisis response) and a social dimension (the ability to implement the knowledge into new practices), and a transformative dimension whereby reflections are made on how knowledge was learned, what has changed in the process, and how and in what ways new knowledge might continue to evolve (LINKS Glossary).

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1. INTRODUCTION

A key objective of the LINKS project is to build a sustainable, multidisciplinary stakeholder community consisting of different actors from various countries, professions and schools of thought. It is intended that this LINKS Community, learn and benefit from the project development and outcomes while providing their knowledge and expertise to improve LINKS research. An important tool for this purpose is the LINKS Community Center (LCC) as it will be the gathering place for the online community.

> The LCC brings together different stakeholders (LINKS Community) in one user-friendly and flexible web-based platform and enables them to exchange knowledge and experiences and to access, discuss and assess learning materials on the usage of social media and crowdsourcing (SMCS) in disasters. (LINKS Glossary)

Through the LCC, stakeholders will be able to access materials for sustainable advanced learning (included in the LINKS Framework), such as methods, ready-implementable tools and easily applicable guidelines to achieve a more effective use of SMCS in disasters. The evaluation and practical application of the LINKS Framework will be carried out through case-based assessments (WP6). The LCC therefore plays a vital role in creating and fostering a lively community around the LINKS project and its results. Furthermore, the LCC can be a valuable tool for establishing and sustaining the LINKS Community beyond the duration of the LINKS project.

The LCC directly contributes to the LINKS project objectives by:

- **Sustainable advanced learning on SMCS in disasters (O1):** Integrating the LINKS Framework in an online environment in a dynamic way which enables stakeholders to access, learn and refine the LINKS Framework.
- **Achieve a consolidated understanding of SMCS in disasters (O2):** Supporting the LINKS case-based assessment of the Framework.
- **Govern the diversity of SMCS in disasters (O3):** Providing visibility of the Framework and project results and supporting the ongoing validation and evolution of the Framework by the LINKS Community.
- **Bring multidisciplinary SMCS stakeholders together (O4):** Providing an online interface for diverse stakeholders to learn through discussions, collaborations, and the exchange of knowledge.

The needs and potentials of the LCC were described in Deliverable 7.1 (Kiehl, et al., 2021) and the architecture of the LCC was described in Deliverable 7.2 (Kiehl, Tappe, Werner, Habig, & Marterer, 2021). In contrast to other deliverables (e.g. reports), this deliverable is a website that can be accessed online at https://links.communitycenter.eu/. This first version of the LCC implements the

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basic technical architecture. It also contains mockup data to showcase the various features and provides a first impression of how concrete outputs of the LINKS project could be structured and accessed. The next version of the LCC (D7.4, due in May 2022) will focus on elaborating the actual content of the LCC, streamlining the design, and iteratively improving the technical features.

This document is only a supplemental material documenting the current state of the website. It therefore consists mainly of screenshots documenting various features and short accompanying explanations. In the subsequent sections, different aspects of the LCC will be presented and in the end, a short conclusion and outlook on future work will be given.

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2. WIKI

The wiki is the main component providing access to the LINKS Framework and the practical knowledge generated within LINKS. It also serves as an entry point for the LCC.

2.1 Main Page

The main page is the first page a user of the LCC sees. It currently contains links to important pages and features within the LCC and an integration with the LCC Forum. This view corresponds to the mockup in Figure 7 of D7.2. Note that the structure of this page is only provisional and will be re-organized based on version 1 of the LINKS Framework. The individual items currently contained on the main page will be described in more detail in the upcoming sections.

In the future, target-group-dependant aspects, such as specific entry points for researchers, practitioners, or policy makers could also be implemented.

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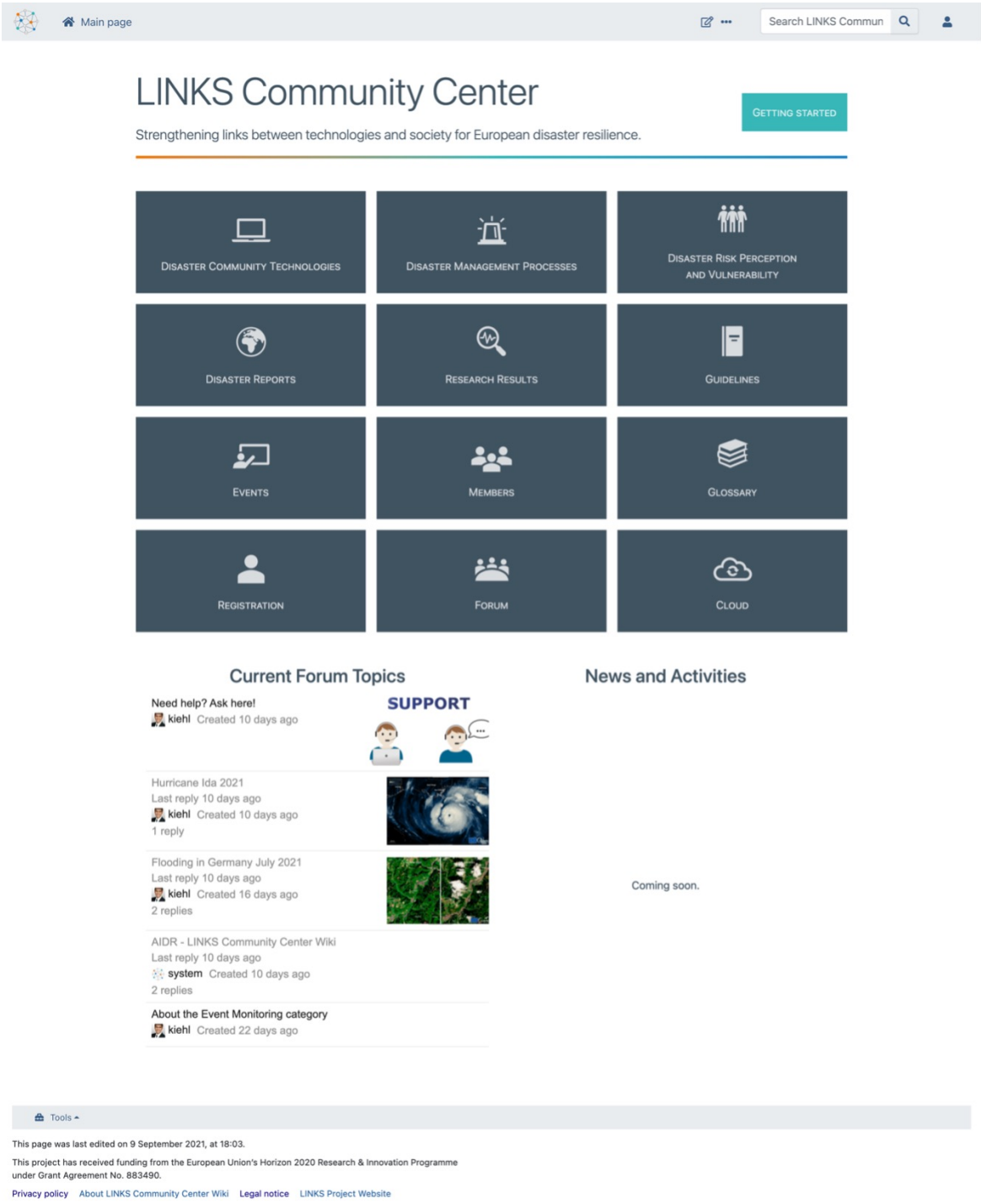
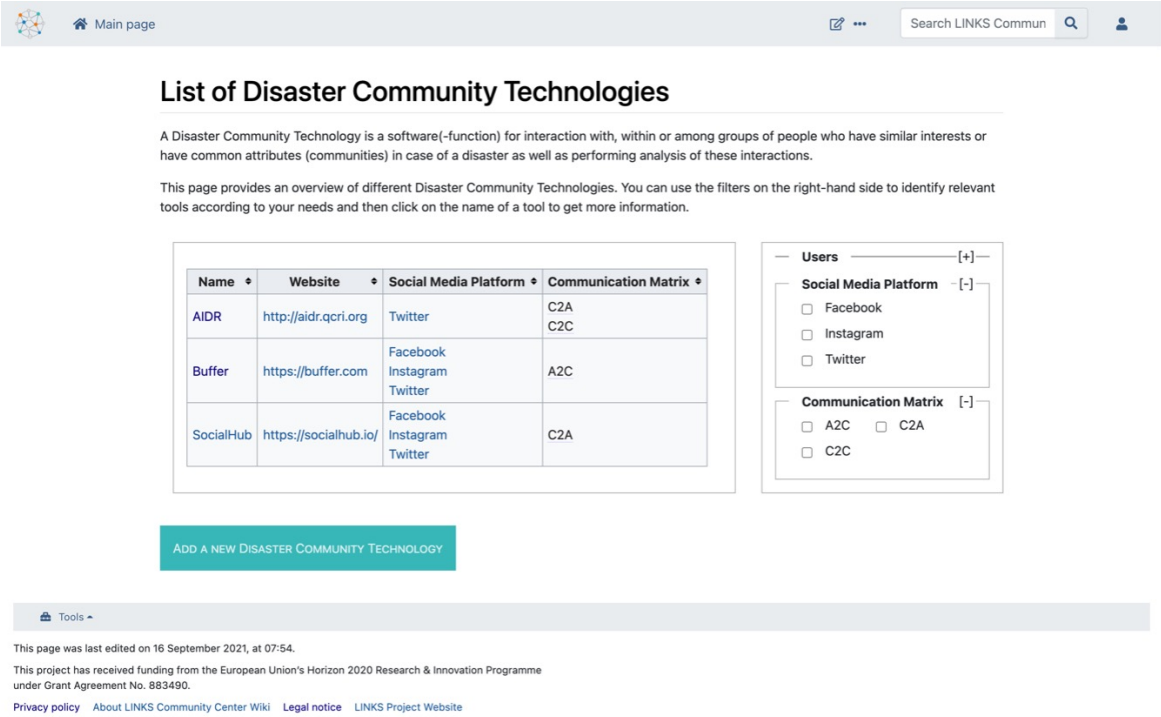


2.2 Disaster Community Technology List

The Disaster Community Technology list provides a filterable and sortable overview of all Disaster Community Technologies currently stored in the LCC. This view corresponds to the mockup in Figure 8 of D7.2.

Although only a small subset of columns and filters is shown in this example, support for all columns of the DCT schema (see Deliverable 4.1 (Habig, Lüke, Sauerland, & Tappe, 2021)) is possible. A pre-selection of relevant columns will be made together with WP4 and could also include data regarding the Disaster Management Cycle and specific functionality of the different DCTs. Furthermore, it is possible to create different versions of this view highlighting different data that might be more relevant for different user groups.



2.3 Disaster Community Technology Profile

The Disaster Community Technology profile displays the important information on one specific Disaster Community Technology on a single page. Additionally, text can be added, and users can post comments or ask questions using an integrated forum feature. This view corresponds to the mock-up in Figure 9 of D7.2.

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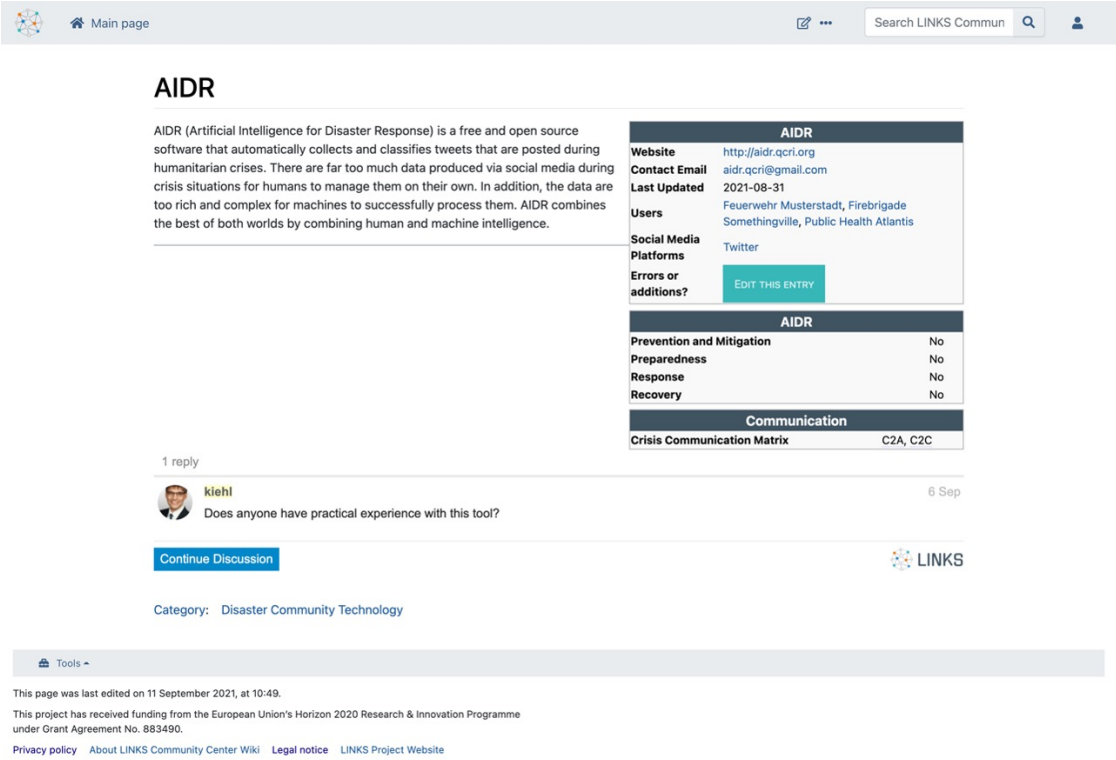

2.4 Editing a Disaster Community Technology

This view allows the addition or modification of DCTs. It can be interpreted as a backend for the Disaster Community Technology profile shown in Section 2.3. Like Wikipedia, every user will be able to access this page and edit content. For more information on the quality assurance procedures, please refer to Section 5.3 of D7.2.

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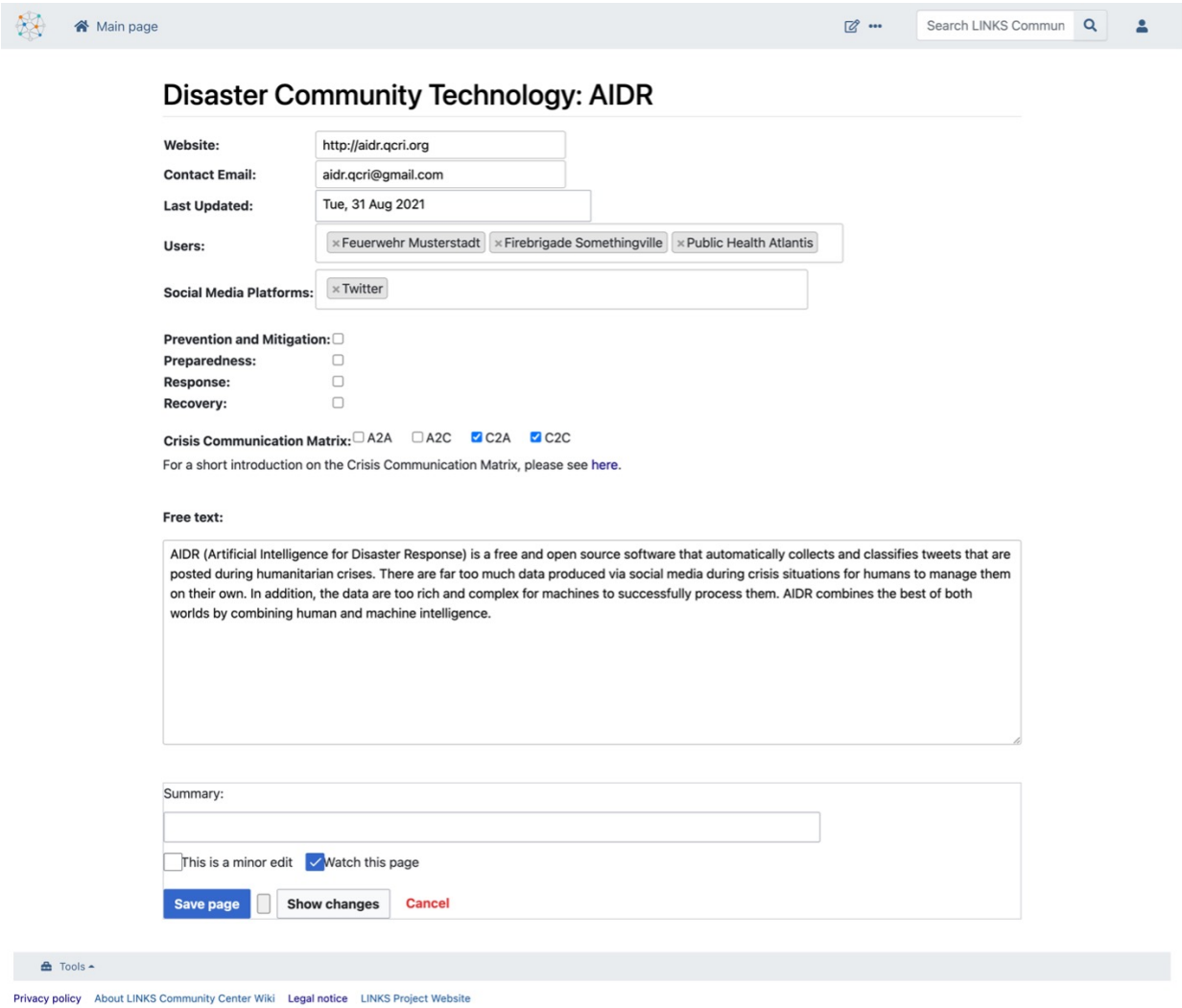

2.5 Disaster Management Process Page

This page will be the Disaster Management Process overview page, containing a short introduction on the topic and an entry point for diving into the DMP-related content. Key DMP-related outputs such as the DMP Resilience Wheel (see Deliverable 3.1 (Nielsen & Raju, 2020)) could also be converted into learning material formats and included here.

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Disaster Management Processes

In a changing technological landscape to address disasters, and with an increasing diversity of stakeholders in disaster risk management, the first activites regarding the assessment of disaster management processes contributed to the project with two research based analyses:

- first, an overview of the existing academic literature linking the use of **social media and crowdsourcing platforms with disaster governance for improved European disaster resilience**,
- second, a mapping of existing international, **European and national guidelines and policy frameworks** that currently govern the use of social media and crowdsourcing in the management of disasters.

Together, these two analyses show that social media and crowdsourcing technologies provide a window of opportunity to govern disasters more efficiently and inclusively, and governmental actors are increasingly making use of social media and crowdsourcing platforms in disaster management processes. Nevertheless, existing research shows that social media and crowdsourcing platforms are often used in an ad-hoc and passive manner without utilising the management potential provided by these technologies. This points to the need to develop capacities in national governments' for the use of social media and crowdsourcing technologies in disaster risk management and calls for greater integration of social media and crowdsourcing technologies in disaster risk management plans. If these platforms are to play a key role in disaster risk management, their aim and function ought to be reflected in relevant legal frameworks, policies, and guidelines.

Going forward, and to create a more strategic and holistic approach for the use of social media and crowdsourcing in disaster risk management, there is a need for an inclusive approach to the use of these technological platforms. Such **inclusion** involves an increased focus on social media and crowdsourcing in both response and prevention plans and policies, as well as a deeper understanding, and integration of, a **people-centred approach** where **technology**, **culture**, **risk perceptions and norms** are considered important for how social media and crowdsourcing can play a role in disaster governance. Facilitating such a holistic and integrated approach will be at the heart of the next steps of the project.

From: The first LINKS project newsletter

Tools

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2.6 Disaster Risk Perception and Vulnerability Page

This page will be the Disaster Risk Perception and Vulnerability overview page, containing a short introduction on the topic and an entry point for diving into the DRPV-related content.

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Disaster risk perception and vulnerability

This section will contain a methodology, a set of tools and guidelines, to understand how the use of virtual platforms can be integrated in disaster management processes reducing their impact on vulnerability and how practitioners and people's trust in these tools can be implemented. (From: The first LINKS project newsletter)

The following schema visualizes an example of information from the Disaster Risk Perception and Vulnerability knowledge base. An example of this schema being applied to evaluate a specific app regarding can be found on this page.

Vulnerability	Physical/Material	Social/Cultural	Institutional
Accessibility	Access to resources to be connected; physical and digital accessibility to the information/connection system	Knowledge disparities, linguistic difficulties, difficulty to access quality information	Access to representativeness into the system
	- low income people; people with disabilities; homeless people +	- migrants; minorities; low income people +	- migrants; refugees, homeless people; people with disabilities +
Connectivity	The level of connection (i.e. efficient system of infrastructures and services); capacity to transfer moneys, to use them	Capacity to pass information, to be connected with the others and share worries, but also connect hate	Capacity to connect people to the rescue system, facilitate communication among places and solve disruptions to infrastructures
	- remote, isolated communities +	+ women; migrants; minorities; LGBTQ+ community; people with disabilities; minors	- +
Mobility	The ability to move (also temporarily) and the availability of means of transportation, such as the capacity to use them	Mobilize ideas and networks (to increase resilience but also to feed hate and violence)	Capacity to mobilize resources, aid, rescue system
	- low income people; elderly; people with disabilities; women victim of violence +	- victims of hate and discrimination + young people; minorities	- +

Overview of different vulnerabilities and their relation to vulnerable groups

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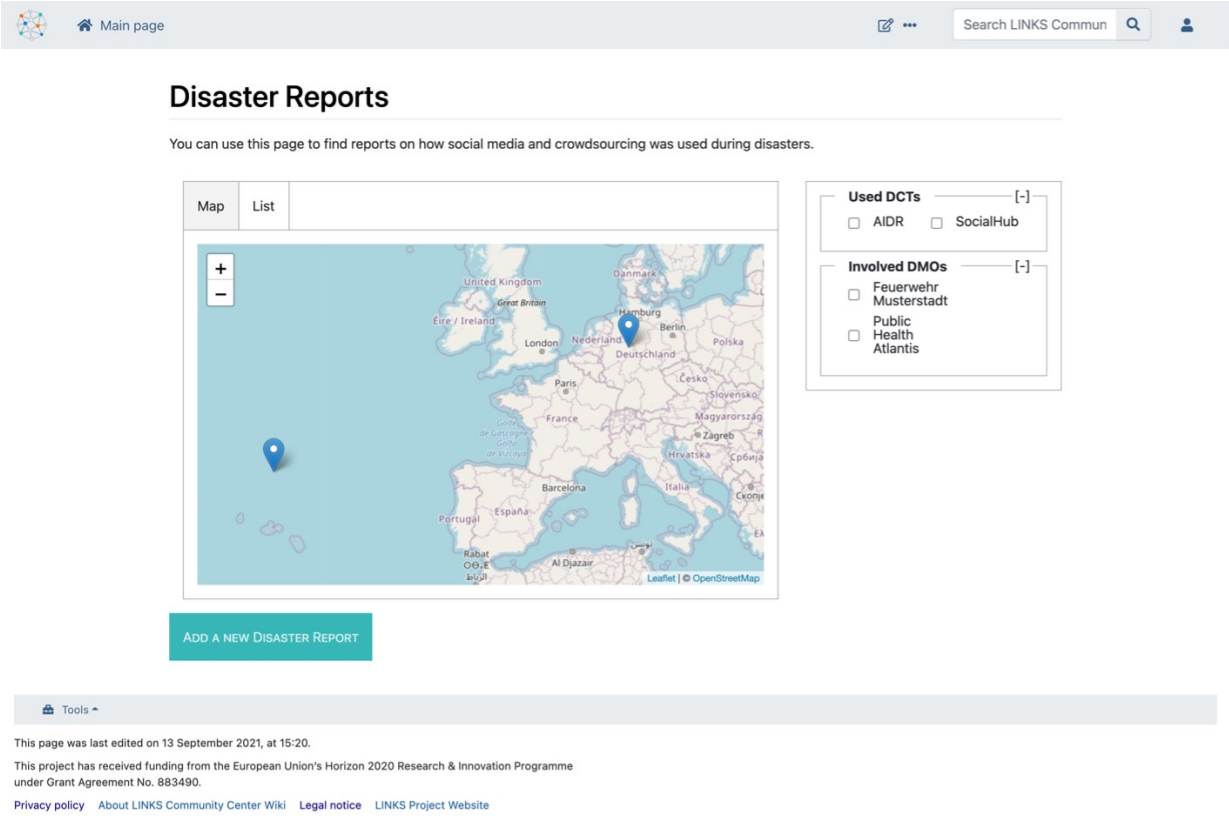
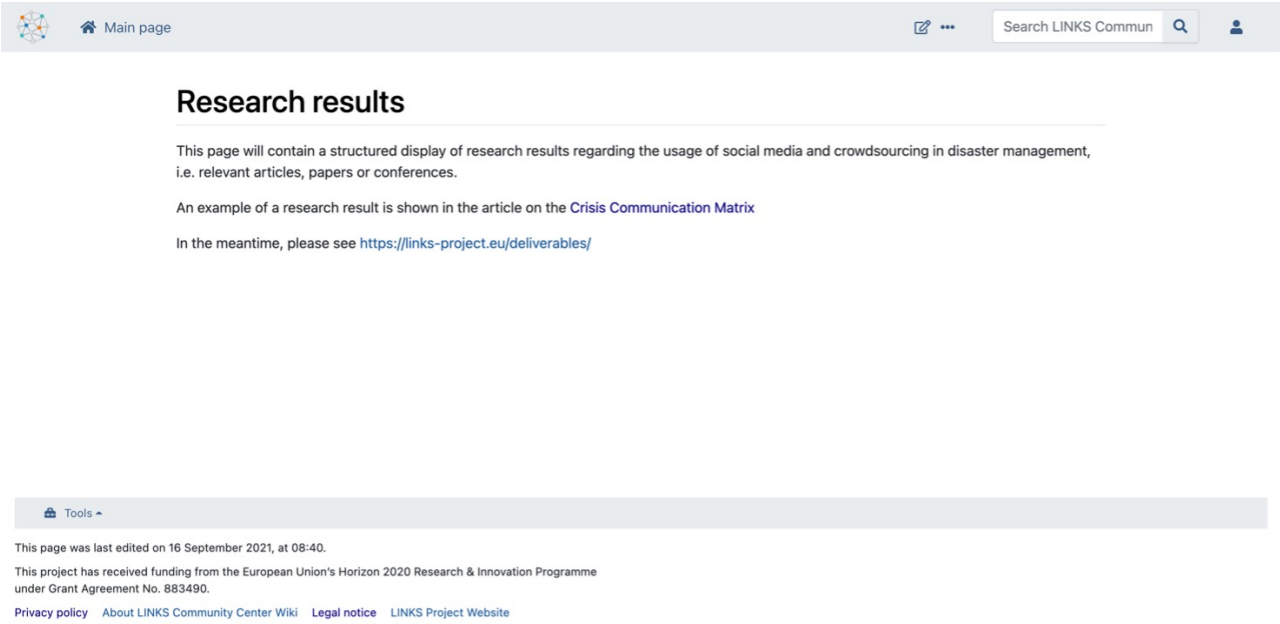
2.7 Disaster Report Map

Like the DCT list shown in Section 2.2, this view shows information on disasters reports stored within the LCC. However, a map is used as the visualization method instead of a table. In the future, this section could be renamed to Practise Reports to better capture the idea of gathering reports on how social media and crowdsourcing was used in disaster response in practise. Such reports could include the DCTs used, the guidelines applied, and the vulnerable groups involved.



2.8 Research Results Page

The research results page will contain a structured display of research results regarding the usage of social media and crowdsourcing in disaster management, i.e. relevant articles, papers or conferences.



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2.9 Research Result: Crisis Communication Matrix

Content from the LINKS deliverables can be made more accessible to visitors of the LCC by converting it to pages inside the wiki. The following screenshot shows an example of the Crisis Communication Matrix explained in D4.1. Further improvements regarding the accessibility of content could be made by e.g., providing short abstracts explaining the key elements in simple language.

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Crisis Communication Matrix

A fundamental description of SMCS-communication can be made by the Crisis Communication Matrix. The division of the DCT into the respective directions of communication creates comparability among the DCT and applicability towards specific aims in the draft DCT-schema.

In terms of the communication matrix for social media in crisis (Reuter et al., 2011) four different directions for using social media in such a situation were identified (see image) depending on the distinction between authorities (A) and the citizens (C) as the senders and the receivers of information. The reason why 'authority' is chosen is that (especially with social media), citizens may be communicating with somebody that is not e.g. local police, county council, etc. The direction of communication is defined from a sender to a receiver and divides the crisis communication in four channels of communication: A2A, A2C, C2A and C2C. The four communication channels can be used by DCT either directly or as a source of information. In the following, the communication channels from the Crisis Communication Matrix are explained in more detail and supplemented with examples and the context of the DCT.

Crisis Communication Matrix (Source: Authors' adaption of (Reuter & Kaufhold, 2018))

Contents [hide]

Authorities to Citizens (A2C) [edit | edit source]

A2C communication is the dissemination of information and official messages from public authorities to the public. In modern crisis communication public authorities increasingly integrate the use of social media in DMP (analysed in detail D3.1). The authorities are thus (at least in theory) able to provide the broad mass of the population with information via social media platforms such as Facebook or Instagram. Official bodies are thus able to support information channels such as warning apps (KatWarn , NiNa) or official press releases. For example, the London police used expressive communication through Twitter while riots were ongoing. Every relevant police action and information for the citizens was published. A comparative study (Denef et al., 2013) shows that this expressive approach allows a close relation to the public and increases the possible reach. On the other hand, it requires high maintenance and resources and the limit of informationen that can be legally published is quickly reached. The truthfulness of the information must be verified and no rights of persons or other organisations must be violated (Denef et al., 2013).

Citizens to Citizens (C2C) [edit | edit source]

On the public level, citizens and volunteers communicate with each other, via conventional media like telephones or social media such as Twitter or Facebook. One goal is to support or inform each other to offer mutual help and support. These communication channels are usually not monitored, which means that authorities have no influence on the content and credibility of the information. Self-organized groups, in most cases, do not have direct and organized lines of communication to authorities or local DMOs during a hazardous situation. The communication gaps between these agencies can easily lead to problems in practice. Through a DCT, communication within the population could be monitored, controlled, and analyzed so that, for example, self-organized communities can be effectively involved in responding to and handling disaster situations. In this way, the potential and manpower of these groups can be optimally integrated. The emergency forces of the public services are thus supported in a meaningful way.

During the flood disaster that occurred in parts of Germany in the summer of 2021, several communities were set up to provide mutual assistance in the form of labor and donations or swaps of material via an online platform independent of authorities or organizations. The website https://www.ahrhelp.com is an example that was created in a very short time and lives from people's willingness to help. Either a request for help or an offer of help can be posted on this website. These offers can then be used to contact the person directly.

Authorities to Authorities (A2A) [edit | edit source]

The inter-organisational communication of authorities is often not supported by social media. Mostly official and protected information channels are used first as social media raises concerns about integrity and privacy, among other things. Social media could help to improve inter-organisational awareness and informal processes. A2A communication is likely to play a minor role in DCT within the context of LINKS, as defined communication channels and means between government organizations already exist. The communication direction A2A has no overlap with Citizens and therefore does not primarily fulfil the project requirement to increase the resilience of citizens through SCMS. However, a potential could occur in the compilation of collected and structured data across agencies.

Citizens to Authorities (C2A) [edit | edit source]

C2A communication works by collecting information and data from the population by collecting and analysing digital content such as news, videos, images, metadata and other information sources from the creators. The primary communication structure, which generates the actual content, essentially takes place at the C2C level. Accordingly, the data is used in two ways. The pure observation, collection and evaluation of social media activity, as well as the processing of this collected data, will be referred as indirect C2A (Reuter et al., 2016). In this case, the producer of information from the population does not actively participate in the acquisition of information by the authority. There are currently some software programs that collect and process the above-mentioned data and can be used by authorities and organizations with security tasks. Indirect C2A communication is the most common variant. It includes, for example, the evaluation of publicly available social media posts that are of interest to the respective DMO but are not addressed to them. Furthermore, as soon as people from the population are actively requested to send information and data to specific agencies for the purpose of C2A communication, this process is referred as direct C2A (Reuter et al., 2016). An example of direct C2A communication is the involvement of citizens in suitable early warning systems. Another example is presented by Romano et al. in (Romano et al., 2021). They present the use of a gamification app with which citizens can obtain certain information for the authorities. This is packaged in so-called missions and grants points for completing the tasks. The focus here is on the control of public places, streets, and other facilities. With the help of the citizens' reports, the authority can then initiate further measures to eliminate deficiencies or combat hazards.

Source [edit | edit source]

All information presented on this page is an excerpt from Deliverable 4.1 of the LINKS project:

Habig, T., Lüke, R., Sauerland, T. & Tappe, D. (2020). DCT Knowledge Base – A consolidated understanding of Disaster Community Technologies for social media and crowdsourcing. *Deliverable 4.1 of LINKS: Strengthening links between technologies and society for European disaster resilience*, funded by the European Union's Horizon 2020 Research and Innovation Programme (No. 883490). Available at: http://links-project.eu/deliverables/

Tools

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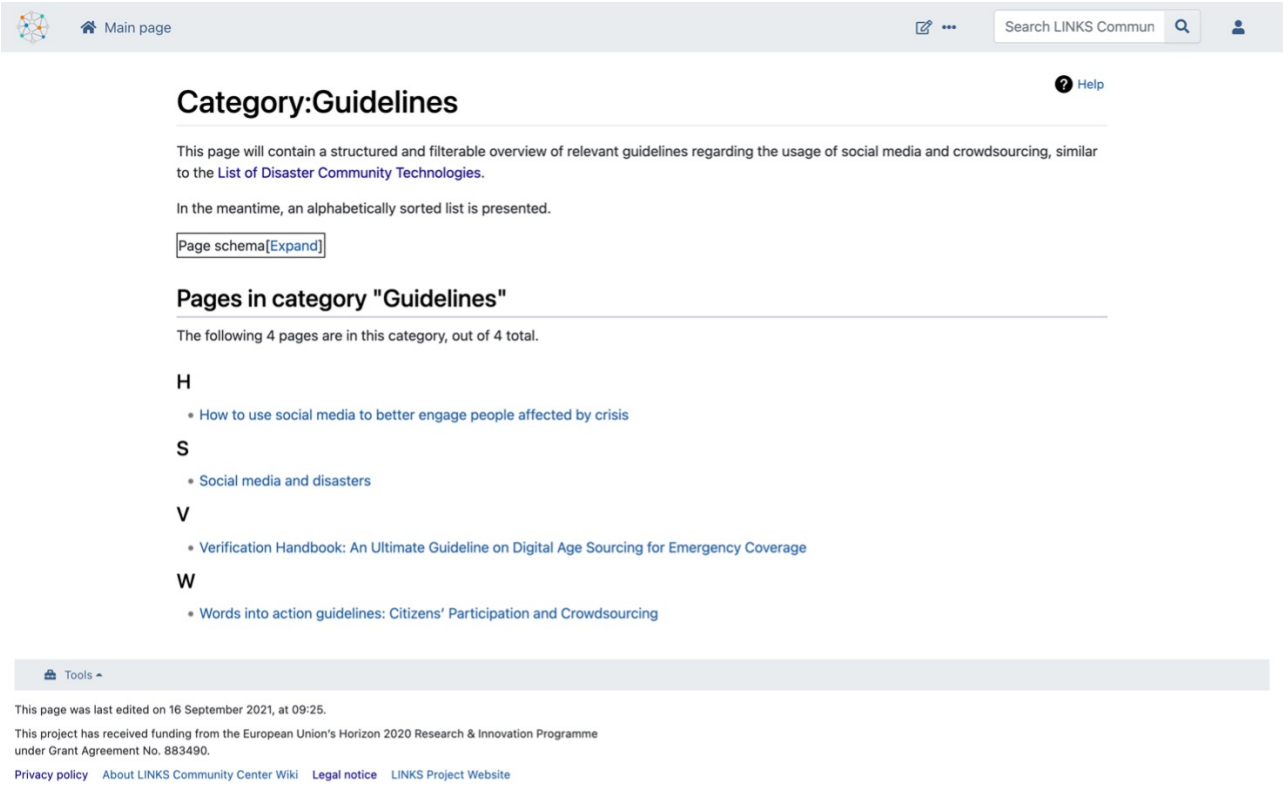
2.10 Guidelines Page

The guidelines page will contain a structured and filterable overview of relevant guidelines.



2.11 Glossary

To make the usage of the LCC as easy as possible, the usage of abbreviations is minimized. However, to explain key terms and to provide a single source of truth for definitions, a glossary is introduced.

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Main page

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Glossary

Term	Definition	Explanation
A2A	Authorities to Authorities	
A2C	Authorities to Citizens	
C2A	Citizens to Authorities	
C2C	Citizens to Citizens	
DCT	Disaster Community Technology	A DCT is a software(-function) for interaction with, within or among groups of people who have similar interests or have common attributes (communities) in case of a disaster as well as performing analysis of these interactions.
DMO	Disaster Management Organization	
DMP	Disaster Management Processes	A collective term encompassing a systematic series of actions or steps taken to reduce and manage disaster risk. Disaster management processes are often associated directly with the phases of the Disaster Management Cycle. In the context of LINKS, we specifically refer to DMP as the policy frameworks, tools and guidelines developed to govern disasters across all phases of the Disaster Management Cycle.
DRPV	Disaster Risk Perception and Vulnerability	
LCC	LINKS Community Center	The LCC brings together different stakeholders (LINKS Community) in one user-friendly and flexible web-based platform and enables them to exchange knowledge and experiences and to access, discuss and assess learning materials on the usage of SMCS in disasters.
SMCS	Social Media and Crowdsourcing	

Source: LINKS project glossary

Tools

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Privacy policy About LINKS Community Center Wiki Legal notice LINKS Project Website

2.12 Privacy Policy

The privacy policy is required to be in accordance with the General Data Protection Regulation of the European Union. It identifies the party responsible for data processing, subject rights of people whose personal data is being processed and provides opt-out opportunities.

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Main page

Search LINKS Commun

LINKS Community Center Wiki:Privacy policy

We are very delighted that you have shown interest in our enterprise. Data protection is of a particularly high priority for the management of the safety innovation center e.V.. The use of the Internet pages of the safety innovation center e.V. is possible without any indication of personal data; however, if a data subject wants to use special enterprise services via our website, processing of personal data could become necessary. If the processing of personal data is necessary and there is no statutory basis for such processing, we generally obtain consent from the data subject.

The processing of personal data, such as the name, address, e-mail address, or telephone number of a data subject shall always be in line with the General Data Protection Regulation (GDPR), and in accordance with the country-specific data protection regulations applicable to the safety innovation center e.V.. By means of this data protection declaration, our enterprise would like to inform the general public of the nature, scope, and purpose of the personal data we collect, use and process. Furthermore, data subjects are informed, by means of this data protection declaration, of the rights to which they are entitled.

As the controller, the safety innovation center e.V. has implemented numerous technical and organizational measures to ensure the most complete protection of personal data processed through this website. However, Internet-based data transmissions may in principle have security gaps, so absolute protection may not be guaranteed. For this reason, every data subject is free to transfer personal data to us via alternative means, e.g. by telephone.

1. Definitions

The data protection declaration of the safety innovation center e.V. is based on the terms used by the European legislator for the adoption of the General Data Protection Regulation (GDPR). Our data protection declaration should be legible and understandable for the general public, as well as our customers and business partners. To ensure this, we would like to first explain the terminology used.

In this data protection declaration, we use, inter alia, the following terms:

2.13 Legal Notice

The legal notice is a requirement by German law to identify the operators and responsible parties of the website.

Main page

Search LINKS Commun

LINKS Community Center Wiki:Legal notice

Information according to § 5 TMG:

safety innovation center e.V.
Schildern 1-7, 33098 Paderborn

Represented by:

Board: Robin Marterer, Therese Habig, Torben Sauerland

Contact:

Phone: +49 (0) 5251 53 23 300
E-Mail: info@safetyinnovation.center

Register entry:

Entry in the register of associations.
Registry court: Amtsgericht Paderborn
Registry number: VR 3455

Value Added Tax Registration Number:

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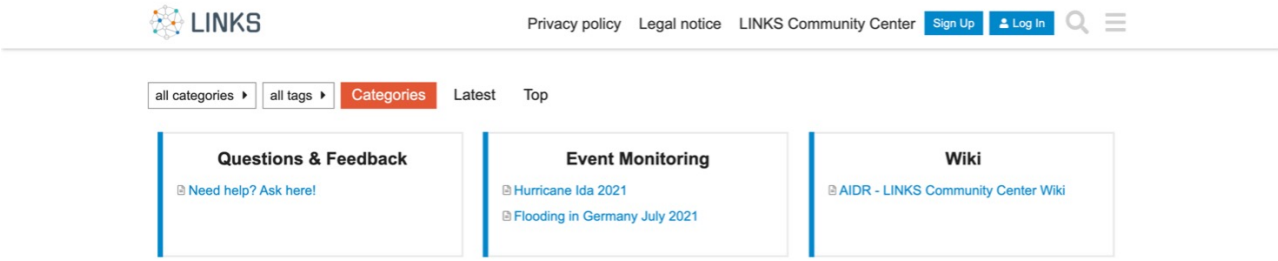
3. FORUM

The forum provides an interactive meeting place for the LINKS Community and integrates tightly with the wiki.

3.1 Overview

The overview page displays all categories with their recent posts. Additionally, filtering functionality (e.g. by keyword or by tag) is available.



3.2 Category

The category page provides an overview of all topics associated with a single category.

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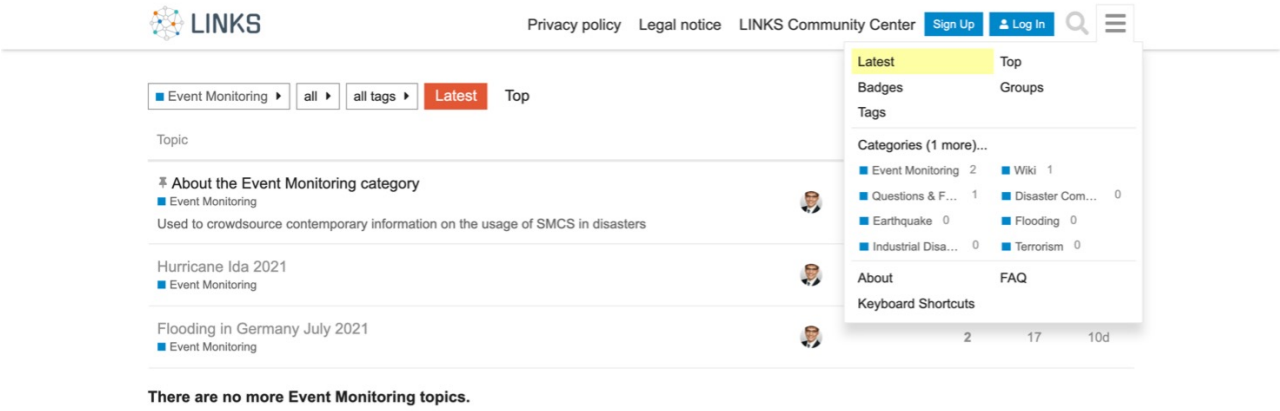

3.3 Single Thread

The single thread view allows users to view information and to communicate regarding one specific topic.

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LINKS Privacy policy Legal notice LINKS Community Center Sign Up Log In

Flooding in Germany July 2021

Event Monitoring

kiehl 1 16d

Credit: European Union, Copernicus Sentinel-2 imagery
Find a short description here: 2021 European floods - Wikipedia

I'd like to collect examples on how SMCS was used during these floods

created 16d | last reply 10d | 2 replies | 17 views | 1 user

Aug 31
1 / 3
Aug 31

kiehl 15d

There is a Facebook group being used to organize voluntary helpers: Hochwasser in AW - freiwillige Helfer

kiehl 10d

Apparently SAHANA is used as a platform/DCT to organize volunteer help (https://fluthilfe.rlp.de) by the official government agency.
I've also found this instance of Sharetribe for providing help offers and this site for crowd-organized transportation of volunteers into the region

Reply

Suggested Topics

Topic	Replies	Views	Activity
Hurricane Ida 2021 Event Monitoring	1	11	10d
Welcome to Discourse	0	32	Jul 1
Need help? Ask here! Questions & Feedback	0	12	6d
AIDR - LINKS Community Center Wiki Wiki	2	17	10d

Want to read more? Browse other topics in Event Monitoring **or** view latest topics.

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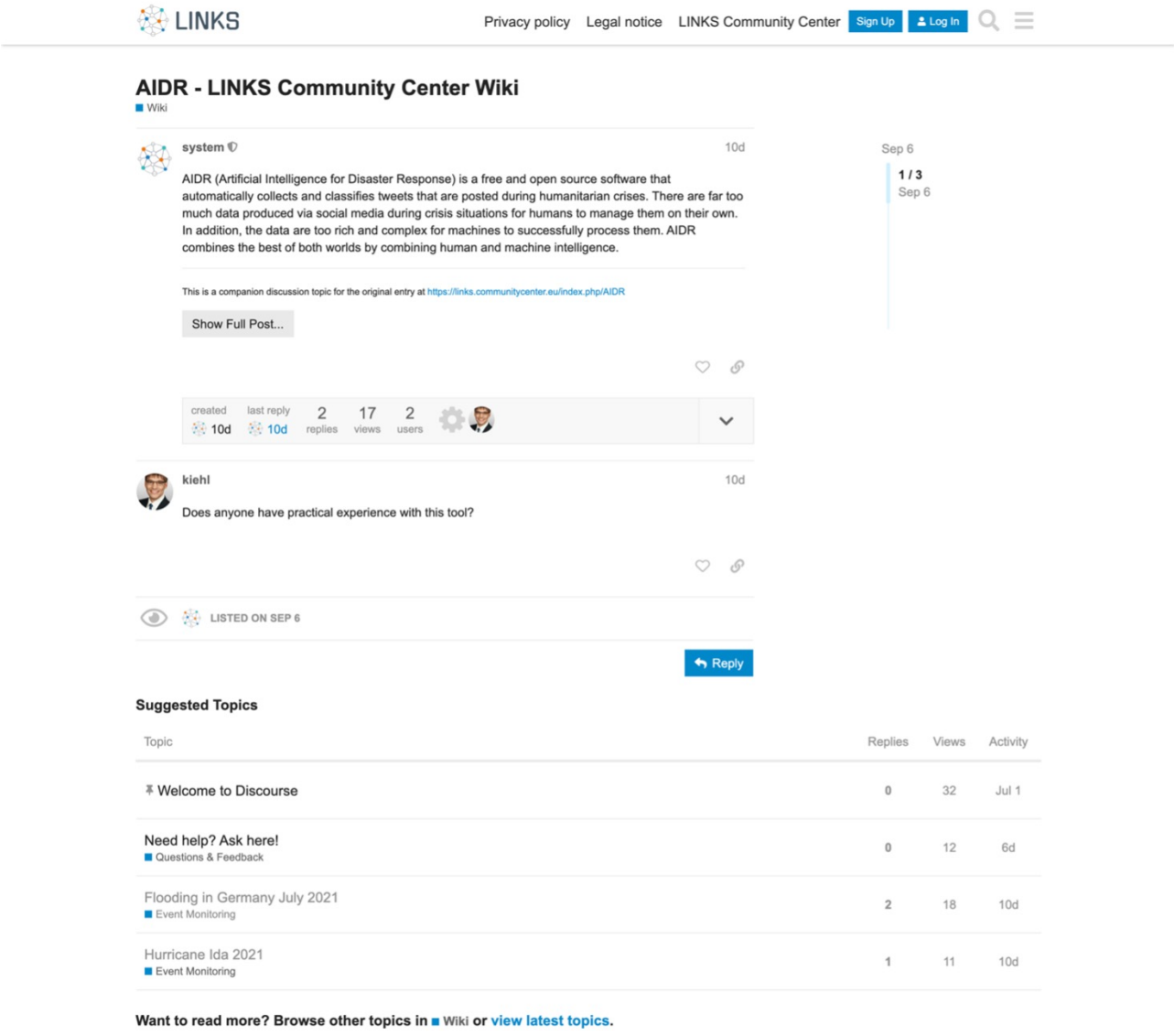
3.4 Integration of Wiki and Forum

When users comment on a specific wiki page, a corresponding forum thread is automatically created and accessible via the "Wiki" category of the forum.



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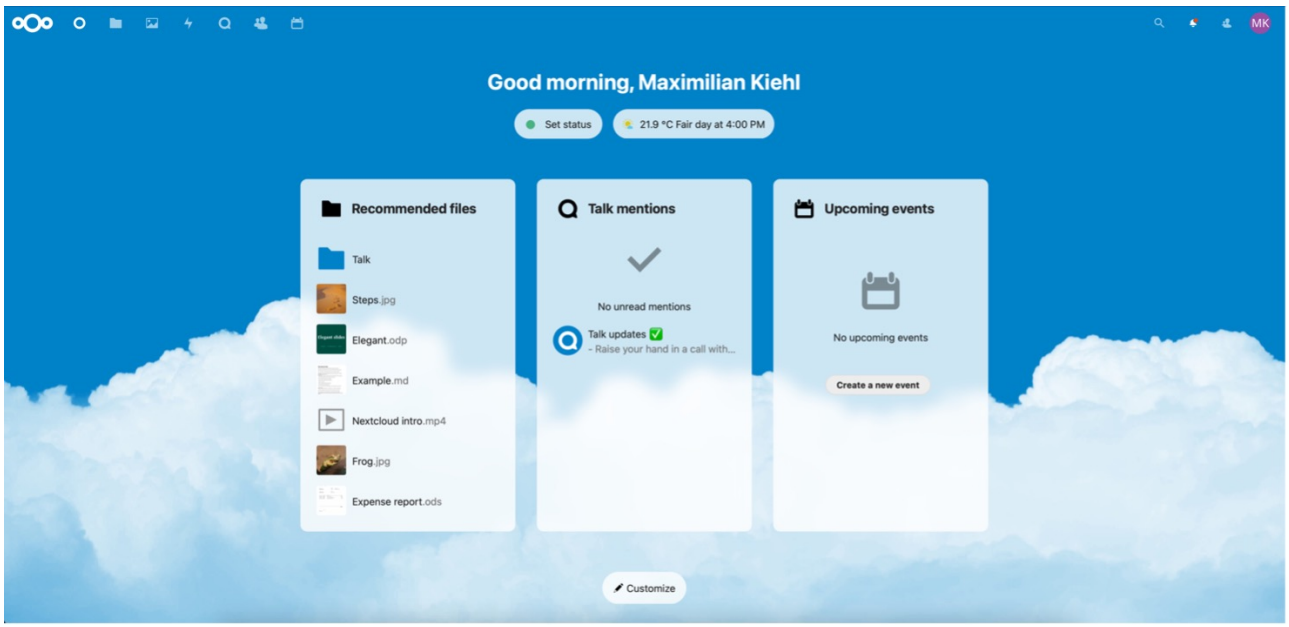
4. CLOUD

The cloud software allows users to share large files and to collaborate on office documents. Additional functionality, like access to an online meeting tool and a calendar, is also available.

4.1 Dashboard

The dashboard can be customized by each user and provides access to the most relevant information upon login.



4.2 File Sharing

The file sharing tab allows users to share files with individual other users, user groups and the public.

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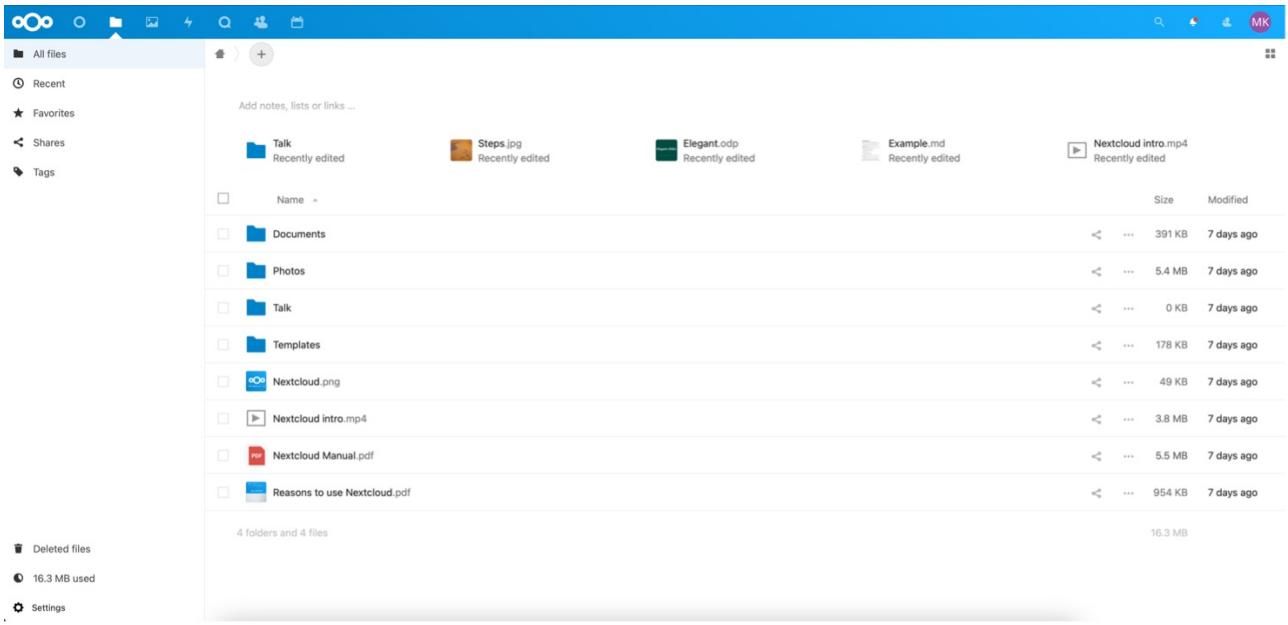
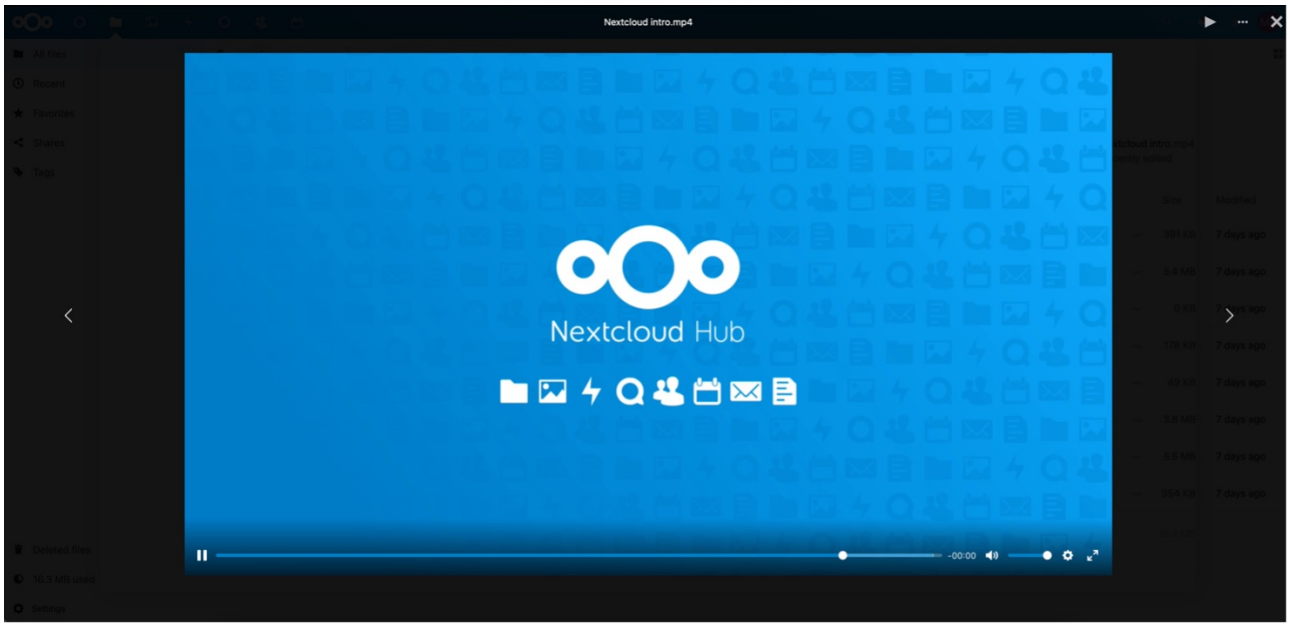


4.3 Multimedia Sharing

The multimedia sharing tab allows users to upload, share and access videos, photos and audio files.



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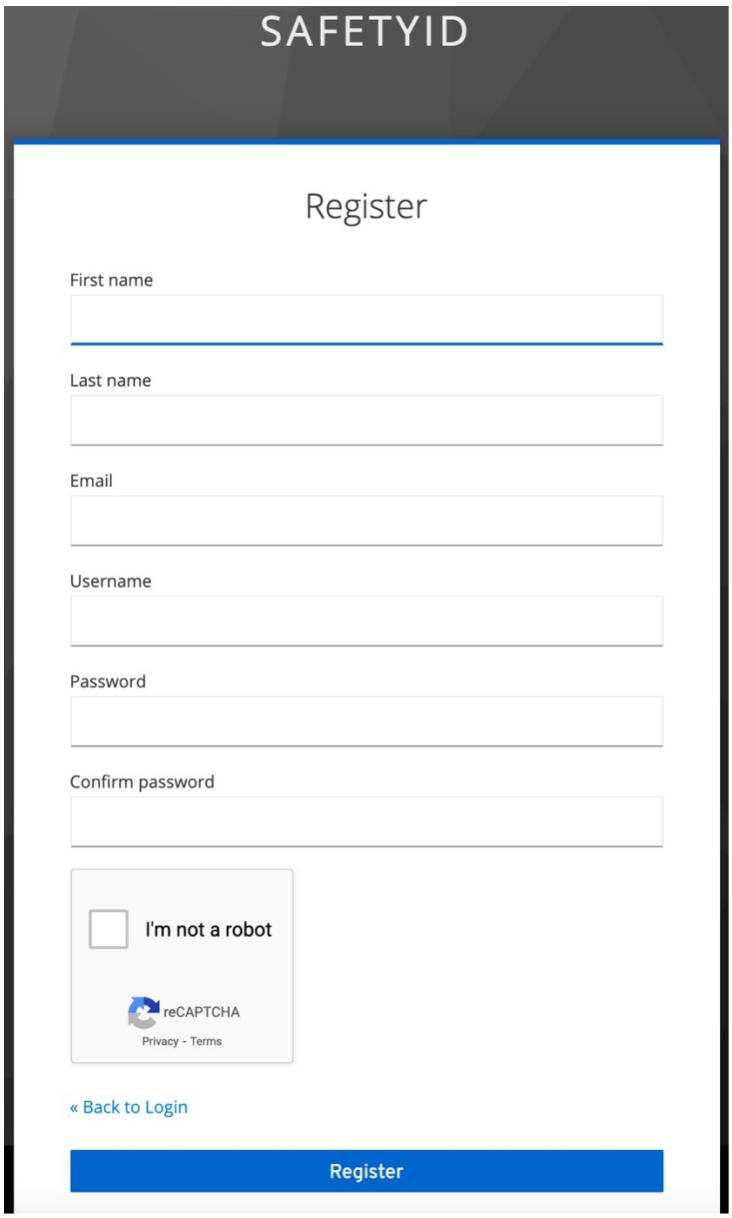
5. LOGIN SYSTEM

The LCC uses the login system "SafetyID", developed by SIC based on the open-source software Keycloak, as a common login system for all components.

5.1 Registration form

Only basic information needed to identify the users is required for signing up. In the future, this process can be simplified by optionally registering with existing social media accounts (i.e. "Login with Google/Facebook/Apple")



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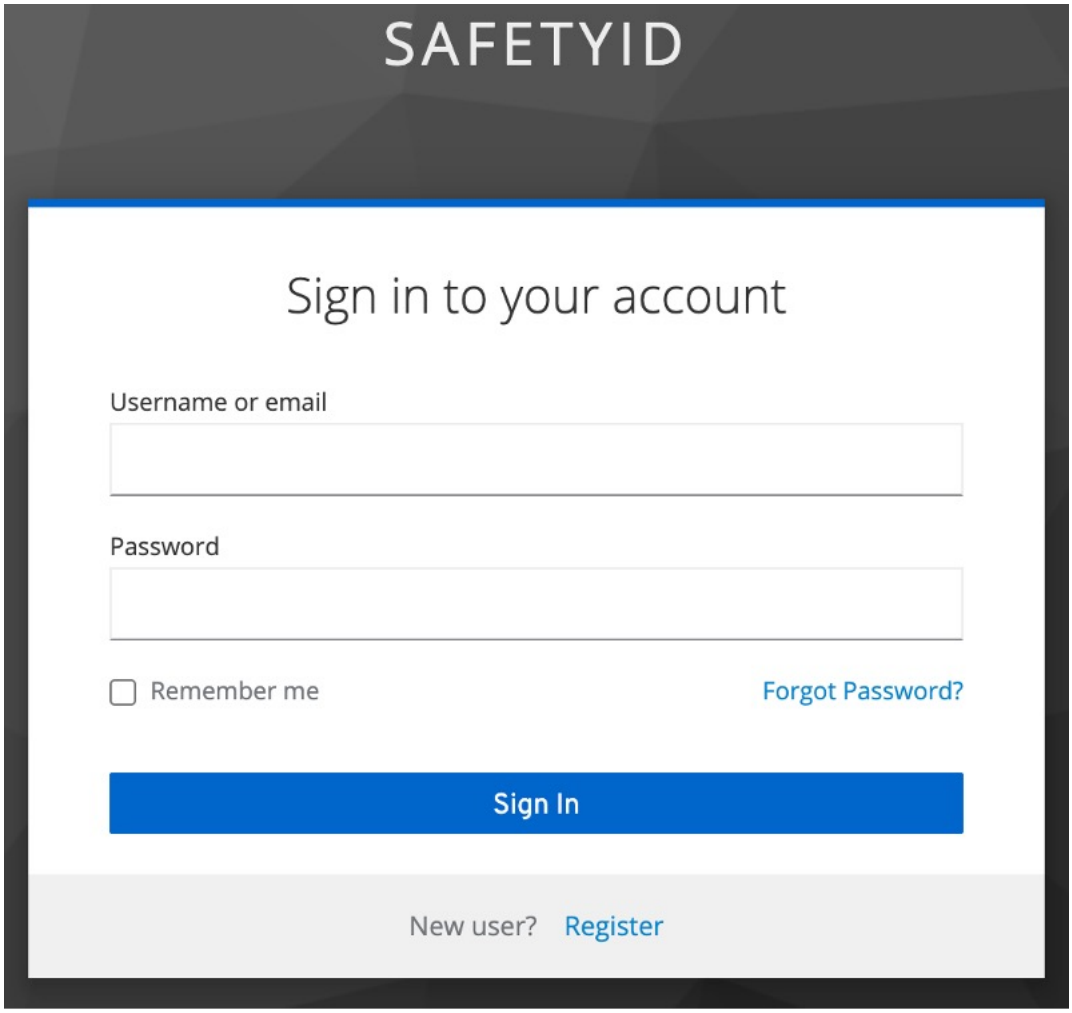
5.2 Login form

Basic login functionality is provided by a simple username/password combination. This can be extended to support two-factor-authentication if the need for a more secure authentication should arise.



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6. CONCLUSION

The technical foundation of the LCC has been implemented and was demonstrated using mockup data. All basic functionality is available and ready-to-use. The implementation is based on the needs and potentials outlined in D7.1 and the architecture described in D7.2. A wiki provides the possibility to access the structured knowledge generated by the LINKS project. At the same time, the wiki allows interested collaborators outside the LINKS project to contribute their own knowledge and ideas directly to LINKS. Furthermore, the wiki provides standardised software interfaces for accessing the stored knowledge. A forum supports the community aspect of the LCC and can be used as a low-barrier entry point for contributors of the LCC. Where relevant, the forum is integrated with the wiki, i.e., to provide commenting features for DCTs. A cloud software augments the software tools available to the users of the LCC and provides collaboration and file sharing features. All systems use one common login system with single sign-on capabilities.

The next steps will focus on the integration of content into the LCC, in line with the remarks made in the previous sections. As the content of the LCC is linked tightly to the development and evaluation of the LINKS Framework, this step will be performed in coordination with the first version of the LINKS Framework (D5.3, November 2021). The integration of content will also include the addition of more help texts or tutorials on the usage of the LCC to ensure a user-friendly and inclusive design. Further elaboration and improvement of the content and the technical features of the LCC will be performed at LINSK Advisory Committee meetings and during the LINKS case-based assessments and LINKS Community Workshops which begin from November 2021. These activities will also be used to start building the community within the LCC in accordance with the LINKS community strategy. After the full version of the LCC is delivered in May 2022 (D7.4), the evaluation will start, and continuous improvement will commence.

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7. BIBLIOGRAPHY

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