FLOOD-serv

D6.1 Community of Interest Build up and Engagement strategy

Project acronym:	FLOOD-serv
Project full title:	**Public FLOOD Emergency and Awareness SERvice**
Grant agreement no.:	**693599**
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Document Reference:	**D6.1**
Dissemination Level:	**<PU>**
Version:	**FInal**
Date:	**27/02/18**
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History

Version	Date	Modification reason	Modified by
0.1	4.10.16	Initial draft	Alexandros Xenakis (Gov2U)
0.2	14.10.16	Second draft	Alexandros Xenakis (Gov2U)
0.3	18.10.16	Third draft	Alexandros Xenakis (Gov2U)
0.4	24.10.16	Final draft	Alexandros Xenakis (Gov2U)
0.5	25.10.16	Additions	Pantelis Kanellopoulos (Gov2U)
0.6	27.10.16	Additions	Pantelis Kanellopoulos (Gov2U)
0.7	31.10.16	Corrections	Pantelis Kanellopoulos (Gov2U)
0.8	13.02.18	Revision	Alexandros Xenakis (Gov2u)
0.9	21.02.18	Additions and Corrections	Pantelis Kanellopoulos (Gov2u)
1	27.02.18	Final revised document	Alexandros Xenakis (Gov2u)

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List of abbreviations

<Abbreviation>	<Explanation>
ICT	Information and Communications Technologies
R&D	Research and Development
Gov2U	Government To You
IPR	Intellectual Property Rights
EU	European Union
ECHO	European Commission's Humanitarian Aid and Civil protection department
ERCC	Emergency Response Coordination Centre
CESIS	Emergency Communication and Information System
EMSA	European Maritime Safety Agency
CMVNF	Municipio De Vila Nova De Famalicao
BSK	Bratislavsky Samospravny Kraj
TBD	To Be Defined
D&E Board	Dissemination and Exploitation Board
WP	Work Package
Dow	Description of Work
CMVNF	Municipio de Vila Nova de Famalicao

Executive summary

The current deliverable under the title D6.1 "Community of Interest Build Up and Engagement strategy" analyses the initial data base of FLOOD-serv Community of Interest, stakeholder's and end users motivation to participate in the project and the plan for creating a wider constituency within which the consortium that will operate and produce its work. Therefore, the consortium plans to recruit as members of Community of Interest the interested groups of citizens, businesses, grassroots activists, civil society organizations, local administrators, river basin authorities, educational facilities and other interested stakeholders from the pilot sites.

The Community of Interest will allow the consortium to identify real, actual needs in the potential user pool and take them into consideration; to adapt the platforms to meet those needs and to respond to feedback. The selection of the members of Community of Interest started with a slightly lower number of stakeholders and later new other members will be added. Key players were initially contacted and invited to join the Community of Interest and if necessary in the future they will contribute in expanding this community by recommending other stakeholders *(snow ball effect)*.

1 Introduction

1.1 The project: FLOOD-serv

FLOOD-serv is a **three year project** that was launched in August 2016 aiming to raise awareness on flood risks and enable collective risk mitigation solutions and response actions by using the collaborative power of ICT networks and citizens' involvement. It is an Innovation Action funded under the "ICT-enabled open government" topic *(INSO-1-2015)* of the Horizon 2020 programme - SOCIETAL CHALLENGES - Europe in a changing world - Inclusive, Innovative and Reflective Societies.

The **overall objective** of FLOOD-serv is to develop and to provide a pro-active and personalised citizen-centric public service application that will enhance the involvement of the citizen and will harness the collaborative power of ICT networks *(networks of people, of knowledge, of sensors)* to raise awareness on flood risks and to enable collective risk mitigation solutions and response actions.

The project **aims** at having a strong impact on the efficiency and overall adoption of new pro-active and personalised citizen-centric public service applications based on new web technologies and mobile technologies.

Technically the project will focus on developing a collaborative platform that will link citizen, public authorities and other stakeholders and enables the public to be warned en masse so that actions can be taken to reduce the adverse effects of the flood.

The project will prepare, develop and implement test pilots, which will test, verify, demonstrate and validate the project solutions in different conditions and different areas of Europe. The 5 pilot sites are:

- **Danube Delta**, Romania
- **Genova**, Italy
- **Bilbao**, Spain
- **Bratislava Self-Governing Region**, Slovakia
- **Ave Valley Region**, Portugal

1.2 The work package: WP6

This work package under the title "Stakeholders Engagement, Dissemination and Exploitation" is a subset of the FLOOD-serv project and according to the DoW, it is assigned to:

- Launch an effective internal and external communication and dissemination strategy while assisting other work packages to meet their outreach objectives.
- Establish a consistent and distinctive project identity and maintain a favorable reputation.
- Communicate and disseminate - widely and effective - the project's objective's, methodology, benefits and findings among wide variety of stakeholders, from public bodies who are involved in flood mitigation and response to policy-makers and academics, as well as the general public in order to maximize the project's impact and visibility and to ensure the take-up of the pilot methodologies and tools in the long-term.
- Reach and involve target groups through systematic use of a variety of dissemination techniques and means

- Link with other projects and CSAs funded under the ICT–enabled open government call as well as other international projects and organizations of relevance for the FLOOD-serv project, integrating knowledge coming from these projects, investigating collaboration opportunities and exploiting synergies.
- Define a post-project sustainability and exploitation strategy and planning to sustain project outcomes and maximize its impact.

1.3 The deliverable: D6.1

The current document analyses the typologies of stakeholders and end users for the FLOOD-serv Platform and their potential motivation to participate in the project. It presents a detailed plan for creating a wider constituency within which the consortium will operate and produce its work, including targeted actions to ensure the active management of the members of the Community of Interest.

To that effect we present an initial list of prospective stakeholders especially from pilot sites as required by the DoW in **Task 6.4***"Establishment and Maintenance of a Community of Interest".* The Community of Interest aims to gather and actively involve stakeholders and potential users of the platform and assist it in productive communication and gather valuable feedback regarding the FLOOD-serv platform. The stakeholders list has been created collaborative with input by all project partners and it is intended to be regularly updated upon all partners' contribution.

Therefore, the first version of the stakeholder's list, can provide an initial typology of prospective stakeholders that will be useful to the strategy that needs to be adopted with regards to exploitation of the project outcomes. More information about the exploitation actions will be included in the upcoming deliverables *(see **D6.4 "Sustainability and Exploitation First Plan"** and **D6.5 "Sustainability and Exploitation Final Plan")***

Beyond this list, some partners were able to draw a draft plan for organizing stakeholder's engagement events. However, taking into consideration that this deliverable is submitted in the very begging of the project (M3) the events that will be organized throughout the project's lifecycle will be discussed and detailed planed during the regular Telcos of the consortium, via email communication and within the project's meetings. The events will be organized and based on the stakeholder's engagement methodologies that is suggested by the Dissemination and Exploitation Board and are presented in this document.

2 Targeted Audience of FLOOD-serv Communication Actions

The target audience of the FLOOD-serv communication activities can be divided into six main categories:

1. **End-users** - Are the ones that direct benefit from the project results;
2. **Decision makers/replication actors** - Are those that have the decision power for the adoption of the project results in the countries where pilot cities will be implemented;
3. **Stakeholders** - Are the ones that have a direct or indirect benefit from the project;
4. **Policy makers** - Are those that can integrate project results into policies;
5. **Funding Authority**- Research Executive Agency *(REA)/*European Commission;
6. **General Public** from EU countries.

For each category of target audience, a detailed analysis of its typology and the reason why the group is targeted is presented in the following sub-chapters.

2.1.1 End-users

S/N	Group	Description
i	**End-users of the flood risk management pro-active and personalized citizen-centric public service application**	Individuals and institutions/organizations from the pilot sites *(Danube Delta - Romania, Genova- Italy, Bilbao - Spain, Bratislava Self-Governing Region - Slovakia, Ave Valley Region - Portugal).* The project plans to establish a Community of Interest consisting of existing communities of people from the pilot sites and engage with them to shape the direction in which the FLOOD-serv platform will be developed, tested and evaluated. They will be empowered by the project to share their ideas, knowledge, skills, and experiences in order to explore new methods and tools that can enhance their own disaster resilience and that of their communities. The Community of Interest will allow the Consortium to identify real, actual needs in the potential user pool and take them into consideration; to adapt the platforms to meeting these needs and to respond to feedback. The project will provide opportunities for community members to take leadership roles and this can motivate many members of the community to get involved in the process of flood risk mitigation and response. The following persons and institutions/organizations from the pilot sites will be targeted: **a.Grassroots groups and organizations** interested in the management and conservation actions regarding water and land **b. Land owners and administrators of properties** **c. Members of NGOs** that are service providers *(e.g.*

		shelter) and volunteers' organisations of civil protection
		d. Informal citizens networks*(offline and online)* that are engaged in social issues
		e. Trade organizations which are representatives of interest groups *(e.g. forestry and agriculture, tourism, hunting, fishery, etc.)*
		f. Persons that experienced a flood in the past or were affected with material losses due to a flood in the pilot sites
		g. University students who are tech-savvy and engaged in social issues
		h. School teachers
		i. Water users associations
		j. Emergency planners and services
		k. River basin authorities
		l. Public authorities dealing with emergency services
		m. Individuals with expertise in physical science and engineering, geographical science, social and behavioral science, economics, and public health with professional experience from research, public policy, emergency and disaster management
		n. Computer programmers and others involved in software development*(technology enthusiasts, early adopters, geeks, IT professionals from companies, SMEs and ICT start-ups)*
		o. The wider general public,
		i.e. communities/neighborhoods including the resident population as well as local businesses *(companies from the sectors concerned with water supply and purification, dredging, maritime activities, fishing activities, expert ecological consulting services, waste water treatment, irrigation, hydro power, mining, agriculture, tourism promotion, leisure activities, transport, architecture and construction etc.)* who could be affected by the flood risk management issues and impacted by measures.
ii.	**Research community**	Digital social innovation organisation and networks, researchers in areas such as flood risk management, participatory open government, open data integration, human sensing, content harvesting, distributed knowledge co-creation, decision support systems, collective intelligence, data mining etc. as well as international organisations involved in flooding issues *(e.g. IAHR- The International Association of Hydraulic Engineering and Research, IAHS-the International Association of Hydrological Sciences, EGS- the European Geophysical*

		Society etc.). They could be interested to feed the project results and know-how into further RTD projects related to ICT-enabled government, collective intelligence, PSI re-use, open data, etc.
iii.	**Academic Community**	European schools and training institutes focused on teaching and training on a variety of topics related to flood management, social science and technology, public affairs & administration. The know-how acquired in the context of the project could be exploited by the academic community for educational purposes with the main aim of defining and offering to students innovative topics for theses and projects, new courses contents, developing products such as books or manuals from research and lessons learned during the project.
iv.	**Business and industry**	including both ICT solution providers and consulting industry with interest in Public sector innovation They can develop commercial ICT applications based on research and technological innovations created by the project and consult governments and other public service organizations on how to harness the technology developed by the project to transform their businesses.

Table 1 : End users

2.1.2   Decision Makers/Replication Actors

Decision makers and practitioners of national civil protection authorities across Europe, National/Regional Hydrological Services, emergency planners and services, civil protection experts, municipal departments/government agencies in charge of water and sewage, electricity provision, broadband provision, municipal heating, spatial planning and construction, transportation, environment and health, IT/GIS.

They may be interested in the project results from the application side *(customers)* for adoption and/or extending this system to other policy areas related to sustainability *(e.g. management of other types of disasters, community policing, early warning etc.)*, to different sites in the pilot countries and to different countries, at the same level as the pilot system and at lower and higher scales.

2.1.3   Stakeholders

S/N	Group	Description
i.	**EU level, national and local non-governmental Organisations (NGOs)**	representatives of public bodies *(EUPAN – The European Public Administration Network),* of European Regions (AER - the Assembly of European Regions, EU-level and national NGOs and their networks active in the disaster reduction and emergency management field, open government data

		advocates and access to information advocates *(e.g. Open Knowledge Foundation, Access Info Europe, EDRi-European Digital Rights, Communia- the international association on the digital public domain etc.).*
		They can use the results of the project for advocacy activities aimed at institutional reforms at local level related to crisis management and emergency response process (e.g. adoption by the governments of platforms for collective awareness that can be used for feeding data contributed by distributed human and environmental sources for improved early warning system and for more participatory democratic processes for problem solving) They can also use the results of the project for influencing policies at national and EU level aimed at stimulating the creation and delivery of new public services utilising new web technologies, coupled with open public data. Some of them may have connections and collaborations with the local groups of interest for this project, thus helping us to reach them or to disseminate the project results among them.
ii.	**Multi-stakeholder group of partners across various disciplines for innovation**	*(e.g. research, industry, finance, NGO, ICT, etc.),* as well as the demand and supply sides of innovation- The Steering Group, Task Force and Action Groups under the European Innovation Partnership on Water, European Innovation Partnership on Smart Cities and Communities, European projects in the area of digital social innovation, other projects funded under the INSO-1-2014/2015 (ICT-enabled open government) topic - *CLARITY, DIGIWHIST, Euth, Mobile-Age, OpenBudgets.eu, OpenGovIntelligence, RECAP, ROUTE-TO-PA, SIMPATICO, smarticipate, smarticipate, STEP, WeGovNow, WeLive and YourDataStories* - as well as other international projects and organizations of relevance for the FLOOD-serv project.
		They can integrate knowledge coming from our project. The FLOOD-serv Consortium can investigate collaboration opportunities and exploiting synergies with these groups and projects.
iii.	**Science advisory bodies/Expert groups**	Horizon 2020 expert advisory group on Societal Challenge 6, Europe in a changing world – inclusive, innovative and reflective societies, the High Level Group of Scientific Advisors of the EC Scientific Advice Mechanism, The EU's Open Innovation Strategy and Policy Group etc..
		The project findings may be of interest for them when provide opinions, reports and recommendations for action at EU and at national level to foster the ICT-enabled public sector innovation

iv.	**DRM Knowledge Centre**	Within the European Flood Awareness System it provides a Forum of Information Exchange to have a harmonized approach to Disaster Monitoring. The results of FLOOD-serv are related to flood disasters monitoring, therefore are of interest to the DRM Knowledge Centre.
v.	**European and international Standardization bodies**	*(E.g. ISO, CEN-CENELEC-ETSI Coordination Group 'Smart and Sustainable Cities and Communities' SSCC-CG, OGC-Open Geodata Consortium etc.)* Standardization bodies have enormous influence within the European Union as they produce and recommend technical and legal standards to address the needs of affected adopters of new technologies. **BS 11200:2014** Crisis management, and **ISO 22320:2011** Societal security – Emergency management – Requirements for incident response are two standards offer guidance and good practice to help organisations plan, establish, operate, maintain and improve their crisis management capability. Compliance with these standards is crucial for ensuring interoperability and for this reason they will be followed by the partners in issuing the project requirements as much as possible. FLOOD-serv may contribute to the standardization process if specific extensions and refinements are required, by making recommendations in this regard to the standardization bodies.
vi.	**Media from pilot sites as well as national, European and international media.**	Media institutions are not only stakeholders in the project but also the means to raise awareness about the project. Therefore media serve both as a goal and as a means.

Table 2 : Stakeholders

2.1.4 Policy Makers

Policy makers in both legislative and executive bodies at local, national, regional and EU level *(MEPs, MPs, ministers, mayors)* from across Europe that holds the responsibility for the coordination and implementation of eGovernment services and for disaster risk management. They can use the project knowledge and results to drive better policies by embedding the results into policies and practices at local, regional, national and EU levels related to flood event management policy domain *(e.g. stimulating public participation and collective actions)* and to ICT enabled open government.

2.1.5 Funding Authority – European Commission

The FLOOD-serv Consortium has an informative dialogue with the Project Officer representing the Commission. The Project officer will be informed about interesting topics, news and events concerning the project. EC could also support the dissemination of the project. In this

regard, news and success stories related to the project can be submitted for publications and websites managed by the European Commission.

2.1.6 General Public from EU countries

The EU citizens will be informed about the European added value of activities supported by Horizon 2020 programme and how the aims and outcomes of FLOOD-serv are relevant to the people's own disaster resilience and that of their communities.

3   Methodology of D6.1

Taking into consideration the targeted audiences of the project's communication actions presented in **chapter 2**, this deliverable was created by using the pro-formas method and it consists of collective work of all project partners based on the input provided. The term "**pro forma**[1]**"** is most often used to describe a practice or document that is provided as a courtesy or satisfies minimum requirements, conforms to a norm or doctrine, tends to be performed perfunctorily or is considered a formality.

The pro-formas that we used for the creation of this document they were discussed and filled in by the nominated representatives of each project partner within the FLOOD-serv **Dissemination and Exploitation Board**. Thus, the templates of the pro-formas that WP6 leader created and circulated internally to the consortium for completion are introduced to the reader in order to understand the method followed. Moreover, within each pro-forma section explanation is provided for ensuring that no prior knowledge on the topic is needed for comprehending its rationale.

The first pro-forma was used for collecting contacts of potential stakeholders and end users *(within the framework of targeted audience of communication actions)* of the FLOOD-serv platform, the second pro-forma gathered the preferred by partners engagement methods of the above contacts *(and of the future updated list)* and the third one described a draft plan of the events that the consortium intends to organize the upcoming 12 months of the project i.e. until M15.

Lastly, a short description of the Dissemination and Exploitation Board, its scope and its composition completes this chapter for giving comprehensive information to anyone interested on the topic.

3.1   Pro-forma One

The **first pro-forma** aimed at capturing prospective stakeholders and end users of the FLOOD-serv that project partners were able to identify at this early stage. The basic premise was to capture 'who' could possibly be interested and also benefited at what we are about to start developing. The information that partners were asked to compete are the following:

- Organisation title
- Public or private entity?
- Area of expertise/operations related to civil protection
- Potential motivation for following FLOOD development
- Possible end user?
- Possible end user?
- Is there an existing form of collaboration?
- Known contact person
- Communication details

3.2   Pro-forma Two

The **second pro-forma** was a selection of engagement methods and partners were asked to choose at least two methods that they would prefer to use in engaging the audiences they had previously identified. As such the question here was 'how' we would go about engaging the above identified prospective stakeholders. The options that partners had follow:

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[1] Source: https://en.wikipedia.org/wiki/Pro_forma#Government (Wikipedia)

- Public hearings
- Deliberative polling
- Focus groups
- Citizen advisory groups
- Consultative groups
- Nominal group process
- Multi-actor policy workshops
- Delphi process
- Round tables
- Citizen task forces
- Study circles
- Scenario workshop

The analysis about the stakeholders' engagement methods is presented in **chapter 8**

3.3 Pro-forma Three

The **third pro-forma** aimed at providing a short description of a stakeholder engagement event that partners could organize in the next twelve months. The question here was 'when and where' we could start engaging audiences based on the project deployment.

Engagement event organisation table	
(please use this table to describe at least one engagement event that you intend to organise in the next 12 months in order to build up the FLOOD-serv community of interest).	
How soon do you believe it feasible for you to organise an engagement event for the FLOOD-serv platform?	
Which engagement methodology do you intend to use? *(out of those you have already selected in the previous stage of this process)*	
Would you address this event to all the possible stakeholders you have already specified in the previous stage of this process? *(if you intend to exclude some please justify your answer)*	
Where would you host an engagement event for FLOOD-serv?	
Do you intend to combine this initial engagement event to some other public event you have already scheduled?	
Do you have the means to finance a local engagement event for FLOOD-serv?	

Do you intend to co-organise an engagement event with another partner of this project?	
What short of input would you expect from the project consortium to support an initial engagement event?	
How do you intend to provide feedback to the rest of the project partners in order to share the results and the overall experience of organising an initial engagement event?	

Table 3 : Pro-forma three table

3.4 Dissemination and Exploitation Board

The Dissemination and Exploitation Board of the project includes representatives by all partners with high expertise in the commercialization of R&D and in the ICT market and issues concerning intellectual property rights (IPR) (e.g. patent filings and fees payment, IP licensing, royalty schemes and the like) was formed in month 2 of the project. The Board will be responsible for the knowledge management and will co-ordinate the dissemination and exploitation activities during the project lifecycle. A representative appointed among Gov2u staff will chair this Committee. The Dissemination and Exploitation Board will shape the post-project provisions in view of results exploitation after the project end, especially aimed at defining the management of those IPR which remain in force after the conclusion of the project.

In this regard Dissemination and Exploitation Board will be responsible to define which partner owns right over which exploitable result from FLOOD-serv project. In order to assess the interest of the Consortium partners in a joint exploitation strategy, eventual IPR concerns, interest in a joint venture, for which products, and in which markets, the Committee will design and apply a questionnaire among all Consortium Partners.

Finally, the Dissemination and Exploitation Board will design and compile the D6.4 Sustainability and Exploitation first plan (M20) and D6.5 Sustainability and Exploitation final plan (M35) for identifying the exploitable results of the project and assessment of the market that is likely to benefit from adopting the results of FLOOD-serv.

The composition of the Board is showed in the following table.

No.	Partner	Nominated representative
1.	**SIVECO S.A. ROMANIA**	Lavinia Panait Lavinia.Panait@siveco.ro
2.	**GOVERNMENT TO YOU**	Alexandros Xenakis xenakisalexandros@gmail.com
3.	**CELLENT AG**	Sonntagbauer Susanne Susanne.Sonntagbauer@cellent.at

4.	**ANSWARETECH SL**	Beatriz Rodriguez brodriguez@answare-tech.com
5.	**COMUNE DI GENOVA**	Stefano Trucco*(temporary)* stefanotrucco@comune.genova.it
6.	**DDNI**	Alexandru Banescu Alexandru.banescu@ddni.ro
7.	**AYUNTAMIENTO DE BILBAO**	Izaskun Llona illona@bilbao.eus
8.	**IP TULCEA**	Maria Naparu naparumaria@prefecturatulcea.ro
9.	**BRATISLAVSKY SAMOSPRAVNY KRAJ (BSK)**	Katarina Vargova Katarina.Vargova@region-bsk.sk
10.	**MUNICIPIO DE VILA NOVA DE FAMALICAO (CMVNF)**	Manuel Pinheiro manuelpinheiro@vilanovadefamalicao.org
11.	**ANO**	Teresa Pacheco Teresa_pacheco@ano.pt
12.	**EXDWARF CONSULTING SRO**	Tomáš Koreň koren@exdwarf.com

Table 4 : Dissemination and Exploitation Board

4 Community of Interest

This chapter consists of the initial list of the Community of Interested as proposed by the FLOOD-serv consortium and it will be updated and enriched with more contacts throughout the project's lifecycle.

4.1 Generic EU Stakeholders

The organisations presented can use the results of the project for advocacy activities aimed at institutional reforms at local level related to crisis management and emergency response process (e.g. adoption by the governments of platforms for collective awareness that can be used for feeding data contributed by distributed human and environmental sources for improved early warning system and for more participatory democratic processes for problem solving) They can also use the results of the project for influencing policies at national and EU level aimed at stimulating the creation and delivery of new public services utilising new web technologies, coupled with open public data. Some of them may have connections and collaborations with the local groups of interest for this project, thus helping us to reach them or to disseminate the project results among them.

The following information related to the project will be disseminated:

- **Project expectations -** What is expected from this project i.e. expected outputs and impacts
- **Project achievements -** Anything that has been achieved and how it was achieved, i.e. completion of project events, deliverables, tasks, work packages, milestones
- **Project results -** new knowledge items, new products that FLOOD-serv will deliver, i.e. public deliverables, good practice and methodologies applied for implementing and delivering the project results
- **Lessons learnt –** Anything related to the project that is useful for third parties to become aware and either endorse or avoid.

For external communications, the consortium will use the project website's digital collaboration space for electronic communication and cooperation with the members of the Community of Interest.

4.1.1 European Commission's Humanitarian Aid & Civil Protection department

The **European Commission's Humanitarian Aid and Civil Protection department** (ECHO) has been increasing its involvement in Disaster Risk Reduction and preparedness projects over the last decade both in terms of funding and activities. Launched in 1996, the Disaster Preparedness ECHO programme (DIPECHO) is the core element of ECHO's DRR global efforts, in which it has thus far invested €325 million. The key goal of the programme is to increase communities' resilience and reduce their vulnerability. DIPECHO is a people-oriented programme, helping communities at risk of disasters to better prepare themselves by undertaking training, establishing or improving local early warning systems and contingency planning. It also encourages citizens, civil society groups and local, regional and national authorities to work more effectively together.

4.1.2 Emergency Response Coordination Centre (ERCC)

The **Emergency Response Coordination Centre** (ERCC), operating within the European Commission's Humanitarian Aid and Civil Protection department (ECHO), was set up to support a coordinated and quicker response to disasters both inside and outside Europe using

resources from the countries participating in the EU Civil Protection Mechanism. With a capacity to deal with several simultaneous emergencies in different time zones, around-the-clock, the ERCC is a coordination hub facilitating a coherent European response during emergencies helping to cut unnecessary and expensive duplication of efforts. It collects and analyses real-time information on disasters, monitors hazards, prepares plans for the deployment of experts, teams and equipment, and works with Member States to map available assets and coordinate the EU's disaster response efforts by matching offers of assistance to the needs of the disaster-stricken country. Better planning and the preparation of a set of typical disaster scenarios will further enhance the ERCC's capacity for rapid response.

4.1.3   EU Civil Protection Mechanism

In 2001, the **EU Civil Protection Mechanism** was established, fostering cooperation among national civil protection authorities across Europe. The Mechanism currently includes all 28 EU Member States in addition to Iceland, Montenegro, Norway, Serbia, the Former Yugoslav Republic of Macedonia and Turkey. The Mechanism was set up to enable coordinated assistance from the participating states to victims of natural and man-made disasters in Europe and elsewhere. It helps in marine pollution emergencies, where it works closely with the European Maritime Safety Agency (EMSA). When the crisis occurs in developing countries, civil protection assistance typically goes hand in hand with EU humanitarian aid. The Mechanism also provides participating countries with the opportunity to train their civil protection teams. By exchanging best practices and learning, teams increase their ability and effectiveness in responding to disasters. Additionally, the Mechanism provides emergency communications and monitoring tools, overseen by the ERCC through the Common Emergency Communication and Information System (CECIS), a web-based alert and notification application enabling real time exchange of information between participating states and the ERCC.

Finally, the European Commission supports and complements the prevention and preparedness efforts of participating states, focusing on areas where a joint European approach is more effective than separate national actions. These include improving the quality of and accessibility to disaster information, encouraging research to promote disaster resilience, and reinforcing early warning tools.

4.1.4   European Emergency Response Capacity

The **European Emergency Response Capacity** consists of a voluntary pool of resources to be used to respond to emergencies, which are pre-committed by the countries participating in the EU Civil Protection Mechanism. The voluntary pool allows for a more predictable, faster and reliable EU response to disasters. It is also intended to facilitate better planning and coordination at European and national levels. The European Medical Corps is part of the EERC. It brings together a range of relief teams, experts and equipment from a number of EU countries. These assets are kept on standby and made available as soon as needed for EU civil protection missions all over the world. In times of increasing disaster risks, this new body steps up the preparedness of EU civil protection response and allows for better organized, swifter and more coherent EU operations. Since its launch in October 2014, ten countries have committed their response capacities within the EERC. These are: Belgium, the Czech Republic, Finland, France, Germany, Luxembourg, Poland, Spain, Sweden, and the Netherlands. 18 response units are already registered; this includes for example 'urban search and rescue' teams, specialized medical air evacuation capacity, water purification equipment, high capacity pumping units, and forest fire fighting teams. Further capacities from Member

States *(flood containment, labs for environmental emergencies, marine pollution to name some)* are in the process of being registered.

4.2   Stakeholders List

For the purposes of this project stakeholders can be characterised as individuals or groups who have anything of value that can be affected by an extreme natural phenomenon as floods or by the actions taken to manage flood risks. They can be policy-makers, scientists, communities and managers in the sectors and regions most at risk now and/or in the future. In flood risk management, a list of possible stakeholders can include: the general public; demographic groups, residents, representatives or elected officials of local communities; national/regional government ministries/departments; regulators; national/local NGOs, local pressure groups; the media; the scientific research community; implementing organisations.

The selection of the members of Community of Interest started off with a slightly lower number of stakeholders and later on new other members will be added. Key players were initially contacted and invited to join the Community of Interest. Additionally, they will be asked, if possible, to recommend other stakeholders if necessary *(snowball system).*After confirming all members' participation, interviews or surveys among interested organizations and people will be undertaken in order to clarify their role within the Community of Interest. Some members may be interested to be involved only into the process of identifying local needs related to the flood risks and in user requirements elicitation, while other prospective end users will be asked to contribute to the design process or in testing the platform.

Partners were asked to identify prospective stakeholders for FLOOD-serv and through the pro-forma one proposed the contacts presented in the table that follows:

No.	Organisation title	Public or private entity?	Area of expertise/ operations related to civil protection	Potential motivation for following FLOOD development	Possible end user?	Is there an existing form of collaboration?	Known contact person	Communication details	Proposed by :
1.	SMARTICIPATE Project	Public	Access proposed urban planning changes on a 3D map of the city	Not defined	Yes	Yes	Jan Peters-Anders	Austrian Institute of Technology - jan.peters-anders@ait.ac.at	SIVECO
2.	CLARITY Project	Public	Open eGovernment Services	Not defined	Yes	Yes	Waag Society	Postal address: SintAntoniesbreestra at 69, 1011 HB, Amsterdam +31 (0)20-5579898	SIVECO
3.	Major Cities of Europe – IT Users Group	Private	Is an IT Users Group, composed of leading experts of Innovation in cities	To support the cities in emergency management	Municipalities and cities threatened by flooding	Close collaboration with the members (around 60 cities)	Mr. Giorgio Prister	www.majorcities.eu	CELLENT
4.	Ministry of Interior Department II/13 (Operation Crisis and Disaster	Public	Responsible for the coordination of the federal emergency management	Reduction of flood disasters	Municipalities and cities threatened by flooding	Collaboration with organisations mentioned below		+43 1 53126-3657	CELLENT

	coordination									
5.	**Federal Ministry for Agriculture, Forestry, Environment and Water Management**	Public	Responsible for flood control and individual precautions	Minimisation of flood damage	Areas threatened by flood (municipalities	Collaboration with provinces		service@bmlfuw.gv.at https://www.bmlfuw.gv.at/english/water/Protection-against-natural-hazards/Floodcontrol.html	CELLENT
6.	**Central Institute for Meteorology and Geodynamics**	Public	Weather forecast and weather warnings	To support weather forecast	Institute	Collaboration with areas threatened by flood disasters (according to current information)		0043-1-36026	CELLENT
7.	**Civil Protection of Region of Murcia (CECARM)**	Public	Civil Protection management in the Region of Murcia, including responsibilities about 112 emergencies phone	Experience in flood emergencies across the Region of Murcia	Yes	They could test our platform and improve with their suggestions and recommendations	Maria Fernanda Arbáizar Barrios	mfernanda.arbaizar@carm.es	ANSWARE & BILBAO

8.	**Ayuntamiento de Lorca**	Public	Emergencies in Lorca city	Experience in flood emergencies and earthquake in the city of Lorca	Yes	They could test our platform and improve with their suggestions and recommendations	Juan Miguel Bayonas López	112lorca@lorca.es, proteccioncivil@lorca.es	ANSWARE & BILBAO
9.	**Civil Protection of Catalonia (CECAT)**	Public	Civil Protection management in Catalonia, including responsibilities about 112 emergencies phone	Experience in emergencies in Catalonia, including important events like Olimpic Games in 1992	Yes	They could test our platform and improve with their suggestions and recommendations	Cristina Vicente	c.vicente@gencat.cat	ANSWARE & BILBAO
10.	**Fire fighters of Barcelona**	Public	Fire and other issues regarding firefighters in Barcelona City	Experience in emergencies in a large city, like Barcelona	Yes	They could test our platform and improve with their suggestions and recommendations	Manel Pardo Sabartés	mpardos@bcn.cat	ANSWARE & BILBAO

11.	**Basque Government (Emergency Section)**	Public	Responsible of coordinating the local and provincial emergency plans.	They collaborate with different administrations and they have experience in different critical events.	They could take part in dissemination activities.	Bilbao City Council already collaborates with it.	Not a specific person, we will contact them when necessary.		ANSWARE & BILBAO
12.	**URA (Water Basque Agency)**	Public	Responsible of water level measurement in Bilbao	Their knowledge in floods is really important for flood analysis.	They could take part in dissemination activities.	Bilbao City Council already collaborates with it.	Not a specific person, we will contact them when necessary.		ANSWARE & BILBAO
13.	**Euskalmet (Basque Weather Agency)**	Public-private	Responsible of weather prediction in the Basque Country. They send the warnings in case of significant weather events.		They could take part in dissemination activities.	Bilbao City Council already collaborates with it.	Not a specific person, we will contact them when necessary.		ANSWARE & BILBAO
14.	**VOST Euskadi**	Private	They are expertise in the management of emergency	They know how social media work in Bilbao and	They could take part in dissemina	Bilbao City Council already collaborates	Not a specific person, we will contact them when necessary.		ANSWARE & BILBAO

				situation in Social Media.	how emergency messages are distributed.	tion activities.	with it.			
15.	**Tulcea Municipality**	Public	Public administration	Not defined	Yes	Yes	MARINESCU PETRE, *Deputy Mayor*	petros_marinescu@yahoo.com	IP TULCEA & DDNI
16.	**Isaccea Town**	Public	Public administration	Not defined	Yes	Yes	MORARU ANASTASE , Mayor	primarisaccea@gmail.com	IP TULCEA & DDNI
17.	**National Agency for Territorial Development**	Public	Prepare and implement annual improvement plans for public utility land	Not defined	Yes	Yes	DAMIAN MARIUS, *Deputy executive*	tulcea@anif.ro	IP TULCEA & DDNI
18.	**"DELTA" Tulcea Emergency Intervention Inspectorate**	Public	Risk management and intervention	Not defined	Yes	Yes	GUGOAŞĂ CRISTEA, *Civil protection colonel*	isudelta@isudelta.ro	IP TULCEA & DDNI
19.	**Romanian Water System**	Public	Water resources management	Not defined	Yes	Yes	ROSU BOGDAN, *Officer*	bogdan.rosu@dadl.rowater.ro	IP TULCEA & DDNI
20.	**Beştepe Commune**	Public	Public administration	Not defined	Yes	Yes	IFRIM MARIUS, Deputy *Mayor*	marius_ifrim79@yahoo.com	IP TULCEA & DDNI

21.	**Ostrov Commune**	Public	Public administration	Not defined	Yes	Yes	ONEA NICOLAE, Mayor	+40 745 511 244	IP TULCEA & DDNI
22.	**Mahmudia Commune**	Public	Public administration	Not defined	Yes	Yes	MEUŢĂ ION, *Deputy Mayor*	+40 748 617 326	IP TULCEA & DDNI
23.	**Pardina Commune**	Public	Public administration	Not defined	Yes	Yes	TIMOFAN ELENA, *Deputy mayor*	primaria_pardina@yahoo.ro	IP TULCEA & DDNI
24.	**Maliuc Commune**	Public	Public administration	Not defined	Yes	Yes	SEVASTIAN AURELIAN, *Mayor*	primar@maliuc.ro	IP TULCEA & DDNI
25.	**Nufăru Commune**	Public	Public administration	Not defined	Yes	Yes	DĂNILĂ ION, *Mayor*	+40 747 070 944	IP TULCEA & DDNI
26.	**Ceatalchioi Commune**	Public	Public administration	Not defined	Yes	Yes	CERNEGA TUDOR, *Mayor*	primariaceatalchioi@gmail.com ; +40 745 495 708	IP TULCEA & DDNI
27.	**Peceneaga Commune Commune_**	Public	Public administration	Not defined	Yes	Yes	MATEI EUGEN, *Mayor*	primaria_peceneaga @yahoo.com +40 745 060 427	IP TULCEA & DDNI
28.	**Windesheim University of Applied Sciences**	Public	Education Entity	Not defined	Yes	Yes	Marcel Rompleman	am.rompelman@windesheimflevoland.nl	IP TULCEA & DDNI
29.	**University of Minho –**	Public	Expertise in city planning and	Not defined	No	Yes	Professor Doutor	sec@geografia.uminho.pt	ANO & CMVNF

	Geography Department		geo mapping					Francisco Costa	+351 253510560	
30.	**ANPC – District Command of Cávado-Lima**	Public	Responsibilities in civil protection	Not defined	Yes	Yes	Cmd.Hercílio Campos	cdos.braga@prociv.pt +351 253201350	ANO & CMVNF
31.	**EDP – Production Center of Cávado-Lima**	Private	Power Grid Provider	Not defined	No	No	Eng. HélderCarvalho	helder.carvalho@edp.pt +351 253371122	ANO & CMVNF
32.	**Volunteer Fireman of Famalicão**	Public	Responsibilities in civil protection	Not defined	Yes	Yes	Cmd. Carlos Freitas	sec.comando@bvfamalicao.org +351 252301113	ANO & CMVNF
33.	**Volunteer Fireman Famalicenses**	Public	Responsibilities in civil protection	Not defined	Yes	Yes	Cmd. Bruno Alves	brunoalves@bvfamalicenses.org +351 252330201	ANO & CMVNF
34.	**Volunteer Fireman of Riba of Ave**	Public	Responsibilities in civil protection	Not defined	Yes	Yes	Cmd. Manuel Antunes	comando.ribadeave@hotmail.com +351 252900200	ANO & CMVNF
35.	**BSK - Bratislava Self-Governing Region**	Public	Coordination of majors/cities in region, Bratislava	FLOO-serv project partner, reduction of	Yes	Yes	Mgr. Jaroslav Jasik		EXDWARF & BSK

			district flood committee membership	flood damages, improved assessment of flood-risks and other related to duties of self-governing region as per law						
36.	**Slovak Hydrometeoro logical Institute (SHMU)**	Public	Flood and meteo-forecasting, warning, news/intelligence	TBD	Yes	No	Ing. Danica Lešková, PhD.		EXDWARF & BSK
37.	**Slovak Water management Enterprise (SVP) and its branches (odstepnezavo dy BA, BB, KE, PN)**	Public	Management of Slovak water flows: maintenance of water flows and to-them-attached properties, management of quantity and quality of surface- and underground-	reduction of flood damage	Yes	Yes	Ing. MariánSupek		EXDWARF & BSK

				waters					
38.	**Municipality Pila (heavy flood 2011)**	Public	Direct involvement in emergency management	reduction of flood damage	Yes	Yes	Radovan Micunek PhD		EXDWARF & BSK
39.	**Ministry of environment (MZP)**	Public	Central state administrative authority and supreme inspection authority in environmental affairs	TBD	Yes	No	TBD		EXDWARF & BSK
40.	**Bratislava Water Company (BVS)**	PLC	Production of drinking water, supplying drinking water, collecting wastewater, cleaning wastewater as well as executing chemical, technical and lab activities	TBD	Yes	Yes	Ing Peter Kmeťko	http://www.bvsas.sk/sk/o-nas/zakladne-informacie/	EXDWARF & BSK
41.	**Public ports**	PLC	Management	TBD	Yes	No	Ing. Pavel Virág	http://www.vpas.sk/	EXDWARF

	(VPAS)		and building of public ports and port areas						& BSK
42.	**Slovak Fishing Union**	NGO	Fishing union	TBD	Yes	No	Emanuel Seemann		EXDWARF & BSK
43.	**Vodohospodár skavýstavba, š.p.**	Public	Water constructions & buildings	TBD	Yes	No	Ing. TomášSlovák		EXDWARF & BSK
44.	**Vodnímotoristi**	NGO	Union for water transport	TBD	Yes	No	Ing. JurajFencl		EXDWARF & BSK
45.	**Watermanship**	NGO	Union for water sports	TBD	Yes	No	Ing. Tibor Soós		EXDWARF & BSK
46.	**Povapsys Flood Warnign System**	Project	Part of the complex flood mitigation programme of the Slovak Republic. The project has been financed from the European Regional Development Funds	TBF	Yes	No			EXDWARF & BSK
47.	Belgium Civil	Public	The Civil	Experience in	Yes	No	No	Phone: 02 / 500 22 31	Gov2u

	Protection		Protection renders assistance to the population when minor and major disasters occur. It provides reinforcement to emergency services with heavy and specialized equipment.	minor and major disasters. It can assist their actions by providing timely information.				Fax: 02 / 500 21 12 www.civieleveiligheid .be/en	
48.	**Municipality of Antwerpen**	Public		Antwerpen cityis located at a vulnerable spot along the Antwerp river where there is high possibility flooding by the river.	Yes	No	No	Phone: 03 22 11 333 info@stad.antwerpen .be www.antwerpen.be/ nl/home	Gov2u
49.	**Municipality of Geraardsberge n**	Public		Located in the Flemish Dender basin has been very vulnerable to floods the last	Yes	No	No	Telephone: 054 43 44 45 Fax: 054 43 44 90 info@geraardsbergen .be	Gov2u

				two decades				www.geraardsbergen .be	
50.	**Brandweer Geraardsberge n (Fire Fighters of Geraardsberge n)**	Public	Fire and other issues	Experience in risk situations. Could also provide assistance during floods	Yes	No	No	Telephone: 054 43 43 00 Fax: 054 43 43 20 www.bwgeraardsber gen.be	Gov2u
51.	**Brandweer Poperinge (Fire Fighters of Poperinge)**	Public	Fire and other risk issues in the area	Experience in risk situations. Could also provide assistance during floods	Yes	No	No	Telephone: 057 33 40 81 Fax: 057 33 75 81 www.poperinge.be	Gov2u
52.	**Brandweer Blankenberge (Fire Fighters of Blankenberge)**	Public	Fire and other risk issues in the area	Experience in risk situations. Could also provide assistance during floods	Yes	No	No	Telephone: 050/41.10.46 - 050/41.10.10, Fax: 050/41.00.10 www.brandweerblan kenberge.be centrale.blankenberg e@zone1.be	Gov2u
53.	**Brandweer Zottegem (Fire Fighters of Zottegem)**	Public	Fire and other risk issues in the area	Experience in risk situations. Could also provide assistance	Yes	No	No	Telephone: 09/364.64.00 info@brandweerzott egem.be, communicatie@bvlar.	Gov2u

				during floods				be http://zottegem.bvlar.be/	
54.	**Municipality of Corfu**	Public	Public administration	Interest on egov issues, citizens participation, timely notice citizens in risk situations (such as floods from heavy rain) and provide assistance to the citizens of Corfu municipality	Yes	Yes	Costas Nicolusos, Mayor	mayor@corfu.gov.gr	Gov2u
55.	**University of Thessaly, School of Engineering** **Department of Planning and Regional Development**	Public		Academic use	Yes	Yes	Pantoleon Skayannis (Professor – Infrastructure Policy)	Telephone: (+30) 24210 74469 Fax: (+30) 24210 74389 http://www.prd.uth.gr/en/staff/p_skayannis	Gov2u
56.	**MUNICIPIO BASSA VAL**	Public	Collaboration in emergency	Public Authority in	Yes	Yes	Dr. Massimo	municipio3segrpres@comune.genova.it	Genova

	BISAGNO III		activities with Civil Protection Department of Com Ge	high flood risk area Involvement in dissemination activities			Ferrante	tel. + 39 010 5579723	
57.	**MUNICIPIO MEDIO LEVANTE IV**	Public	Collaboration in emergency activities with Civil Protection Department of Com Ge	Public Authority in high flood risk area Involvement in dissemination activities	Yes	Yes	Dr. Francesco Vesco	municipio8presidente @comune.genova.it tel. + 39 010 5579436	Genova
58.	**University of Genoa, DAD** *(Department of Architecture and Design)*	Public	Collaboration in Hydrogeological and territory studies	Involvement in dissemination activities and training	Yes	Yes	Prof. Gerardo Brancucci Prof. Franca Balletti	geomorfolab@arch.u nige.it +39 010 2095858	Genova
59.	**University of Genoa, DISPO** *(Department of Political Science)*	Public	collaboration in the study of citizen involvement methods	Involvement in dissemination activities	Yes	Yes	Prof. Andrea Pirni	andrea.pirni@unige.it +39 010 20951164	Genova
60.	**ASTER**	In House Company (Public/	Public utility services: maintenance of	Activities of prevention and post flood	Yes	Yes	Luigi Zuccarelli	Luigi.zuccarelli@aster genova.it	Genova

		private)	streets and green areas in municipal areas	intervention					

Table 5 : Stakeholders List

5   Stakeholder typology

Based on a preliminary analysis of the stakeholder list presented in **chapter 4** we can extract the following typology parameters.

5.1   Public entities, private entities and hybrid legal status

The legal status of the 60 gathered stakeholders is divided into 54 of them under the legal form of public entities, 3 of them are private entities and 3 have hybrid legal status of private/public entity.

Public entities	Private entities	Hybrid legal status
54	3	3

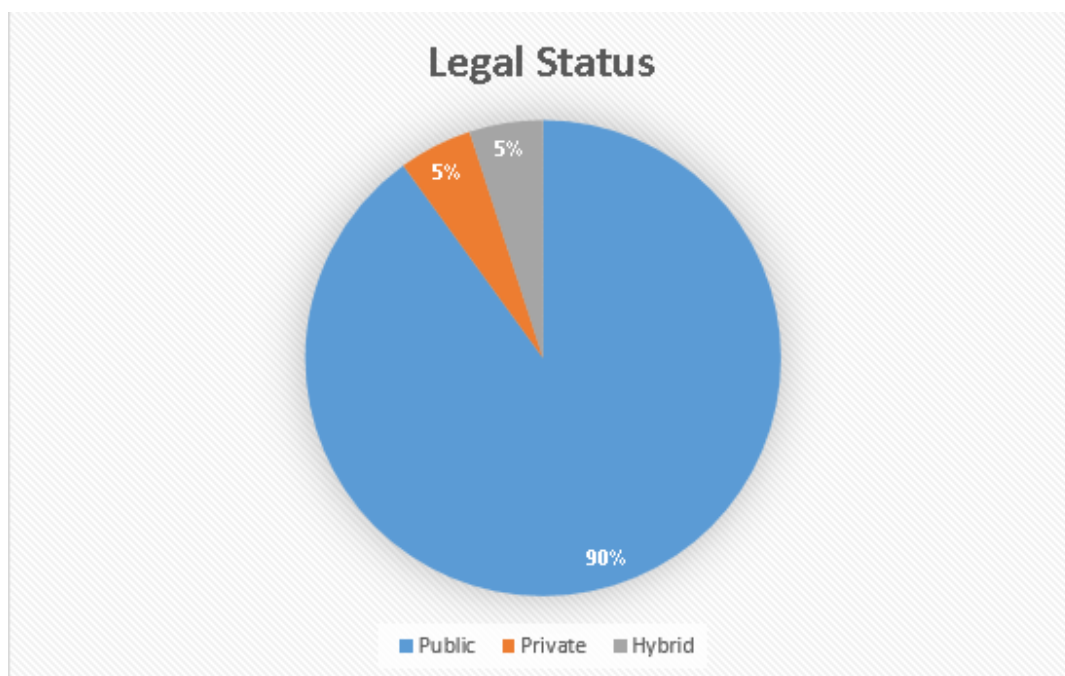*Table 6 : Legal status typology*

Figure 1 : Legal status

5.2   Motivation of participation

The motivation for participation is defined to 36 stakeholders and undefined to 24 by the partners who proposed them.

Defined	Undefined
36	24

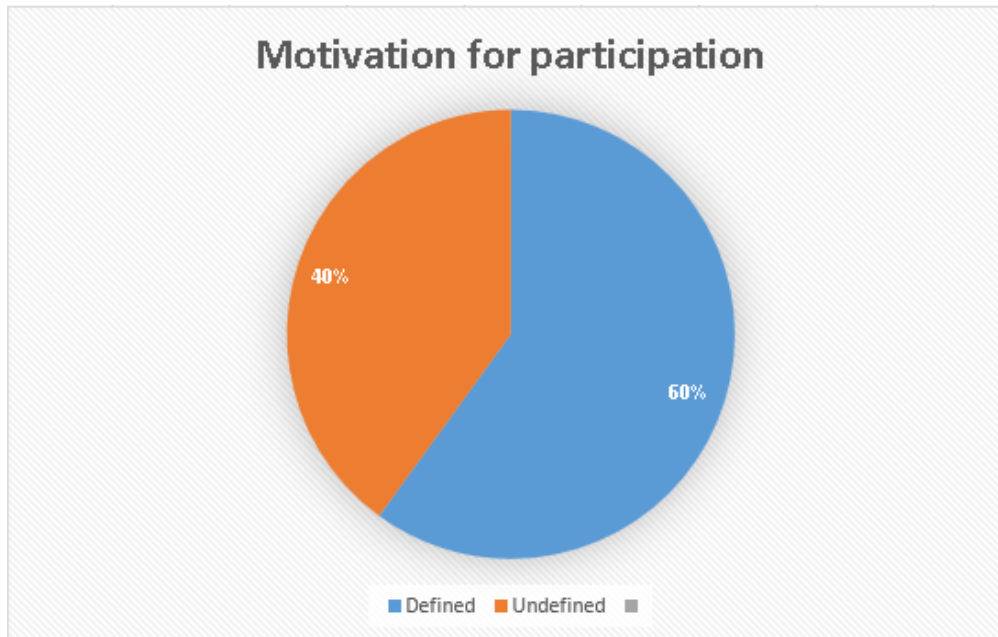*Table 7 : Motivation of participation*

Figure 2 : Motivation for participation

5.3   Possible end users

According to the project partners input 58 stakeholders have been characterized as possible end users while 2 of them are not from the total list of 60 contacts.

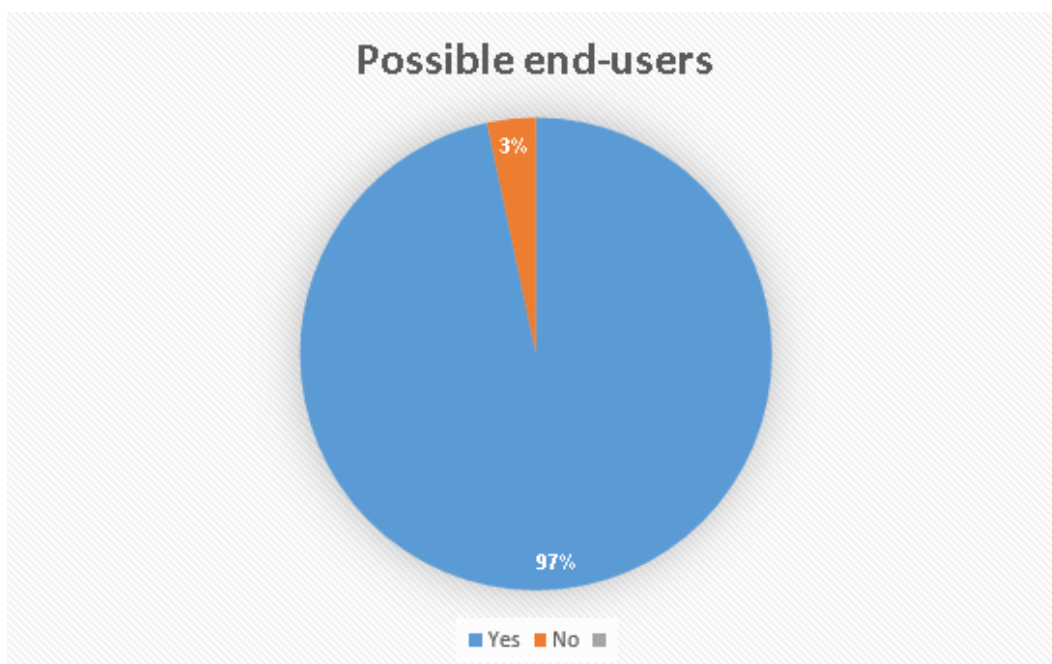| Yes	No
58	2

Table 8 : Possible end users

Figure 3 : Possible end-users

5.4 Existing form of collaboration

Partners stated that 38 out of 60 gathered contacts have an existing form of collaboration while 12 of the suggested ones have not any kind of collaboration with project partners.

Yes	No
38	12

Table 9 : Existing form of collaboration
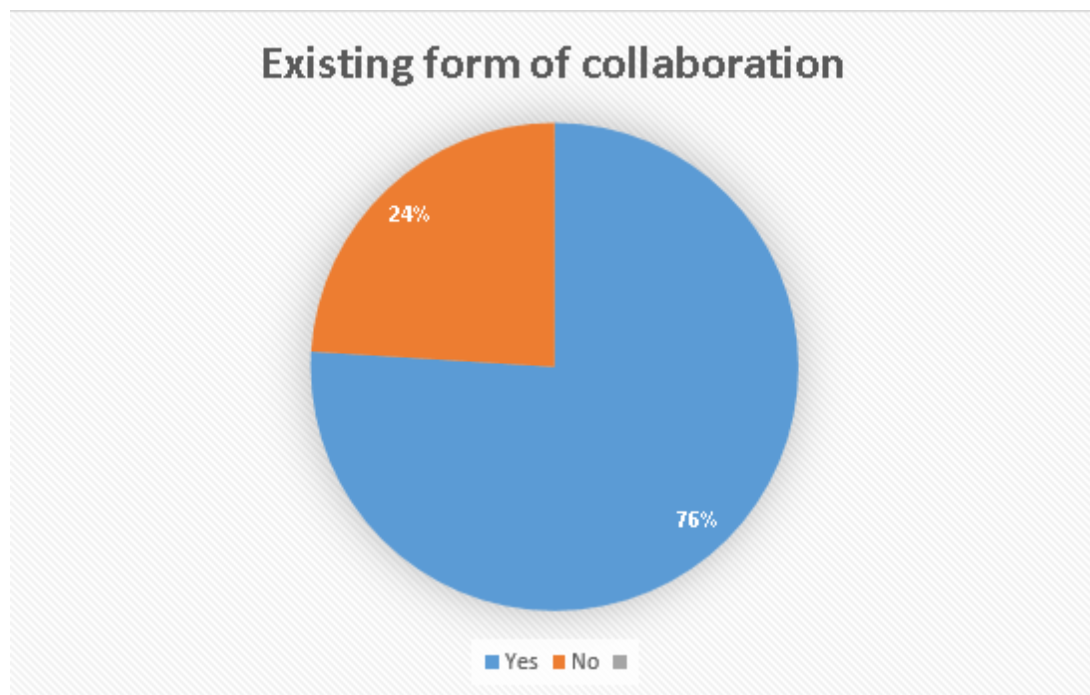
Figure 4 : Existing form of collaboration

5.5 Contact person and communication details

Nine contacts that were provided by partners had no contact person while 51 had available information.

Yes	No
51	9

Table 10 : Contact person
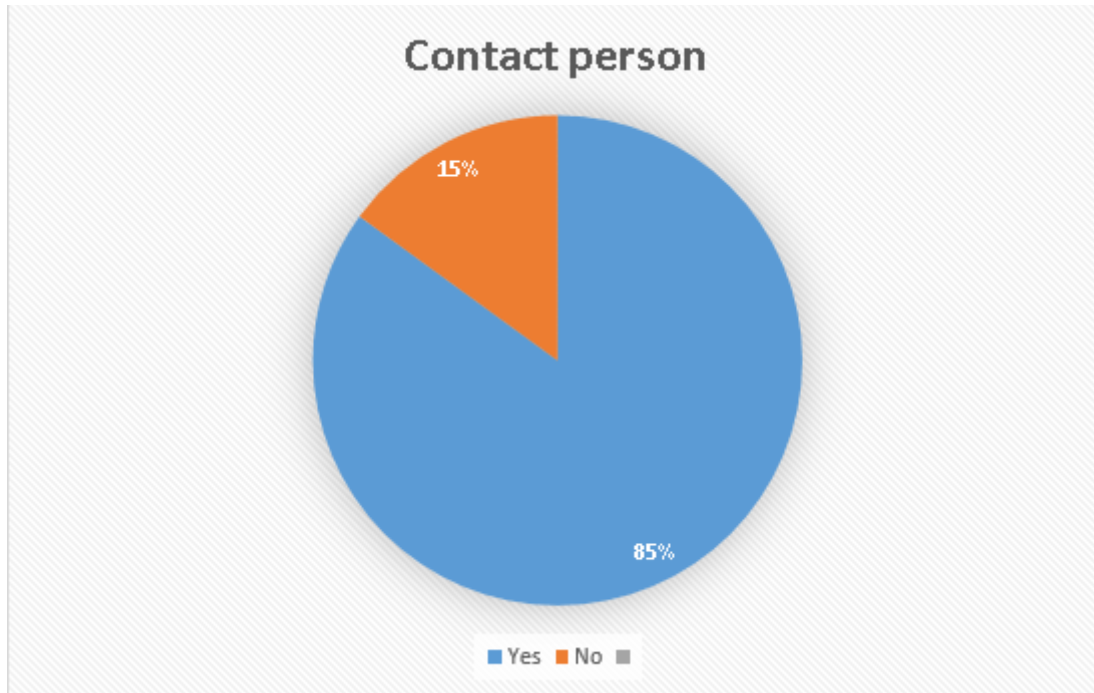
Contact person

Figure 5 : Contact person

Communication details were available in 47 contacts while 13 had not.

Yes	No
47	13

Table 11 : Available communication details

Available communication details

Figure 6 : Available communication details

6   Engagement strategy

The Engagement strategy can be deployed based on the following two broad areas:

a) **Involvement:** the engagement events are aimed to involve the pre-identified interested stakeholders in the project, fostering their participation in tailored activities, based on the engagement methods selected by the organizers and receive prospective end-user feedback on the project and its progress;

b) **Networking:** effective networking is about building strong and useful relationships over time that can lead to mutual understanding and trust and which can help the raising of project's positive reputation and take-up of its solution by prospective end users in the long term.

The most appropriate engagement method will be selected, depending on audience characteristics and the type of engagement event. The project plans to recruit as members of Community of Interest the interested groups of citizens, businesses, grassroots activists, civil society organizations, local administrations, river basin authorities, educational facilities and other interested stakeholders from the pilot sites.

As part of the strategy for prospective stakeholder networking, a database of contacts containing stakeholders and interested parties from local, regional, national and European levels was created in the first 2 months and it will updated throughout project's lifetime. This will help the consortium to get in touch with them, communicate project information and request feedback. In order to allow the pilots to achieve the desire impact and engagement of the local communities, the project will carry out a communication strategy for each of the pilot sites, adapted to the specific needs and language requirements of each one of them.

Common strategies that will be used for engagement of new users during the pilot phase are: Posting newspaper, radio, or local TV ads; Advertising *(e.g. flyers and posters)* in public spaces; Placing Internet ads *(e.g. on social networks or relevant webpage*s); recruiting them personally though invitations; Visiting intermediaries *(e.g. community groups, local NGOs).*The table below shows the purpose of communication, the channels and tools for communications and the timing for communication for each target audience.

Target Audience (WHO?)		Purpose of communication (WHY?)	Type of information/ communication tools (WHAT?)	Specific channels (HOW?)	Timing (WHEN?)
1. End-users	**i. Persons and institutions from the pilot sites/Community of Interest**	- Raise awareness about the project. - To create and maintain a Community of Interest around the project formed by potential stakeholders/users of FLOOD-serv solution - To engage them as potential end-users of the platform - To gather their feedback regarding the platform and its applications - To disseminate the project outcomes	- Brochures, Posters, Flyers and press releases - Questionnaires - Description of use cases and scenarios	- e-Newsletters - E-mail - LinkedIn group - Direct contact via e-mail, phone, face-to-face meetings, one-to-one interviews - Collaboration space on FLOOD-serv website - Local Media in the pilot sites - Project partners' own channels of communication	M3 – M36
	ii. Research community	To promote the project and its findings	- Articles published in scientific journals - Project public deliverables, - Research brief	- Direct contact via e-mail, skype, telephone - Scientific journals - External events such as conferences targeting	M10 – M36

			- Posters for conferences - PPT presentations, - Promotional materials, - Invitation letters - Feedback questionnaires	the scientific community	
iii. Academic community	- To promote the project and its outcomes - To raise awareness about the potential uses of project results in education and training programmes.		- Articles published in non-scientific publications and websites - Project public deliverables, - PPT presentations, - Promotional materials, - Invitation letters - Feedback questionnaires	- Direct contact via e-mail, skype, telephone - Academic websites and publications - External events such as conferences targeting the academic community	M10 – M36
iv. Business and industry	- To promote the project and its outcomes - To raise awareness about the potential uses of the project knowledge in the development of new products, services and innovations		- Project public deliverables, - PPT presentations, - Promotional materials, - Invitation letters	External events such as exhibitions, trade fairs, and business and IT industry related events	M17 – M36
2. Decision makers/replication actors	To present the FLOOD serv technology developments		- Non-scientific articles	- Specialized publications and	M24 – M36

		in order to accelerate *market* take-up and *commercial exploitation*	- Video tutorials and/or demos related to project's developments - PPT presentations - Promotional materials	websites - External events such as technology exhibitions, and related events on civil protection and disaster management - Project website and newsletters	
3. Stake-holders	**i. EU level, national and local NGOs**	- To create awareness about the project - To demonstrate the potential of innovative methods and technologies for addressing societal challenges such as management of the flood risks. - To inform about the lessons learned and project impact and to encourage the reuse of the project approach and solution by local communities from other regions and countries.	- Project public deliverables, - PPT presentations, - Press releases	- Direct contact via e-mail - Project website and newsletters - Communication channels and events of European networks of NGOs and of national NGOs and their coalitions in the EU countries. - Pan-European media	M10 – M36
	ii. Multi-stakeholder group of partners across various	- To communicate information about the	- Project's public deliverables,	- Direct contact via e-mail	M10 – M36

	disciplines for innovation	project	- PPT presentations,	- Project events	
		- To support networking opportunities and develop synergies between the project and related initiatives	- Promotional materials,	- Events and communication channels of related initiatives	
			- Invitation letters		
		- To engage with these groups for stimulating project results take-up by market and society			
		- To promote the project and its outcomes and encourage up-take of new methods, functions and services developed by the project			
	iii. Science advisory bodies/Expert groups	To promote the project and its outcomes	- Research brief - Project final brochure - Invitation letters	- Direct contact via e-mail - Project events - Project website	M30-M36
	iv. DRM Knowledge Centre	To submit information about specific project developments and results in order to contribute to the enhancing the Knowledge base to support	E-mail communication	Internet	M24-M36

		Disaster Risk Management			
	v. European and international Standardization bodies	To submit information about specific project developments and results that could impact existing standards and/or require new standards to be developed.	E-mail communication	E-mail CEN National Standardization Bodies/CENELEC National Committees	M15-M36
	vi. Media from pilot sites as well as national, European and international media	To obtain support for wide dissemination of the project and its results	- Press release - Press kit on the project website - e-mail communication - Invitation letters	- Project website - Direct contact via e-mail - Project events	M1-M36
4. Local, national and European Policy makers		- To raise awareness about the project. - To promote project's public events and attract interest for participation among intended participants - To receive feedback about project's initial results - To disseminate the final findings of the project and raise awareness about the	- Press releases, brochures, posters - Invitation letters - Research briefs - PPT presentations - Final publishable summary report	- Direct contact via e-mail - Project events (international expert workshops, final conference) - Conferences and events organised by the European Commission - Pan European media and local media	M10-M36

	potential uses of project knowledge in different policy fields			
5. Funding Authority-European Commission (REA)	To communicate the consortium's Communication and Dissemination strategy and to report on dissemination activities	WP6 Deliverables	- Email Communication - Review Meeting	M1 – M36
6. General Public from EU countries	- Project visibility at national and EU level - Inform about the project progress and key achievements - Increase public awareness of the potential of innovative services for addressing societal challenges - Raise awareness of the added value of Community assistance and communicate the key events and findings of the project to European citizens	- Press releases - Posts on social media - Newsletters - Articles in non-scientific magazines	- Traditional and new media - Social media - Project website and newsletters - Project partners and third party communication channels	M1 – M36

Table 12 : Actions to reach targeted audience

7 Methods for Stakeholders' Engagement

In this chapter we present the methods of stakeholders' engagement that consortium partners prefer to use according to their input as extracted via pro-forma two. They were asked to choose at least two of the methods provided in **table 13**. Moreover, partners were free to suggest any other methodology they considered would fit for that purpose.

No.	Method	Description
1.	**Public hearings**	regulated, formal arrangements for times and places at which members of the general public and other types of stakeholders can give evidence or question public authorities about decisions under consideration.
2	**Deliberative polling**	views are collected after different persons have been introduced to the issue and have thought about it. The purpose is to have an indication of what people would think if they had the time and information to consider the issue. This technique includes a feedback session, sometimes with a high media profile.
3.	**Focus groups**	these are small groups of invited or recruited persons to discuss a theme or proposal; provides insight on their reactions, values, concerns and perspectives, and give an indication of how group dynamics influence opinions.
4.	**Citizen advisory groups**	these are small groups of persons who represent various interests or expertise (e.g. community leaders) who meet on a regular or ad hoc basis to discuss concerns and provide informed input.
5.	**Consultative groups**	these are forums that call together the key representatives of civil society (NGOs and CSOs), economic and political spheres, to make policy recommendations and to improve the ongoing dialogue between these actors.
6.	**Nominal group process**	is a structured group interaction technique designed to generate a prioritized list of high-quality ideas within two hours or less. This technique is particularly helpful for setting goals, defining obstacles, and gathering creative responses to a particular question.
7.	**Multi-actor policy workshops**	in this case small groups mixing key stakeholders and technical experts, aimed at collecting a range of viewpoints on what are the important question raised by the dialogue issue. This technique may allow an innovative view of the problem to emerge, along with new approaches to its solution.
8.	**Delphi process**	persons with different expertise or interests relevant to a given problem participate in a series of planned and facilitated discussions (face-to-face or by correspondence). The method is

		used to develop fact-based decisions and strategies reflecting expert opinion on well-defined issues.
9.	**Round tables**	in this case representatives of different views or interests come together to make decisions on an equal footing. The method is most valuable when it is used at the beginning of a process to set broad policy orientations.
10.	**Citizen task forces**	a group of persons with some special knowledge or representing some interest of the community may be appointed to a temporary task force, organised to consider in depth some issue on which decision is required. The group need to meets a number of times in the company of organising entity representatives, the purpose being to consider information and to formulate recommendations.
11.	**Study circles**	a number of 5 to 20 people agree to meet together a number of times to discuss a specific topic. The information materials are provided over time. It is useful to monitor or document the evolution of a group's thinking in regard to a particular issue and generate recommendations based on a shared body of knowledge.
12.	**Scenario workshop**	in this case a local meeting will be organized. Many different scenarios are used to stimulate vision making and dialogue between policy makers, experts, business and concerned citizens. The technique allows the exploration of different possible future strategies and at the same time facilitates actual cooperation in the direction of the strategy chosen.

Table 13 : Methods for stakeholders' engagement

Table 14 presents in detail each partner's preferences on the topic. The collective choice of stakeholder engagement is depicted in **figure 8** where it shows the method that gathered most of the partners' "votes", *Mode (M_0)* in terms of statistics, was the **Round Tables**. This method involves representatives of different views or interests who are asked to make decisions together on an equal footing. The method is most valuable when it is used at the beginning of a process to set broad policy orientations. It is evident that most project partners feel familiarised with the round tables method and this can be attributed to the informality and stakeholder freedom that this method allows. As such it is a suitable research methodology to explore stakeholders' existing views and feelings on the main issues to be addressed. Once documented, this common understanding will in turn form the basis for stakeholder engagement on the prospective outcomes that the project has to offer in the service of the main issues initially identified during these early round tables.

The rest of the methods were clustered according to the votes received by the consortium members. The following list gives the votes that each method received.

- **4 votes:** Focus groups and Scenario workshop,
- **3 votes:** Public hearing, Citizen advisory groups and consultative groups
- **1 vote:** Deliberative polling, Nominal group process, Multi-actor policy workshops, Delphi process, Citizen task forces and Study circles

All the above methods will be used by the FLOOD-serv partners according the needs of the project, the audience that will be approached, any cultural or sources limitations and so on.
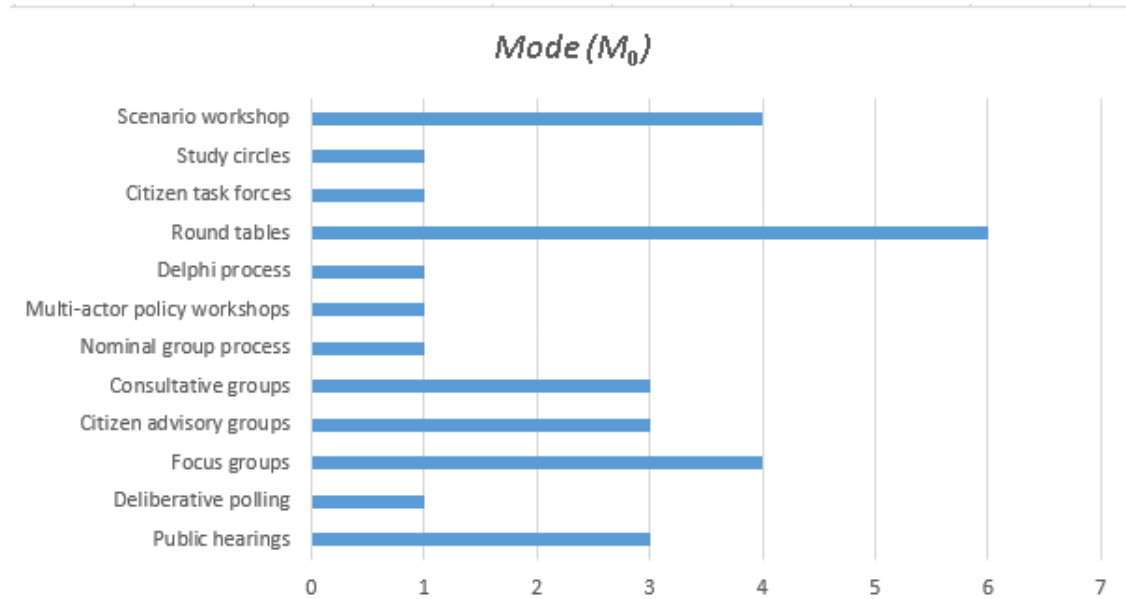
Figure 7 : Partners' preference on stakeholder engagement methods
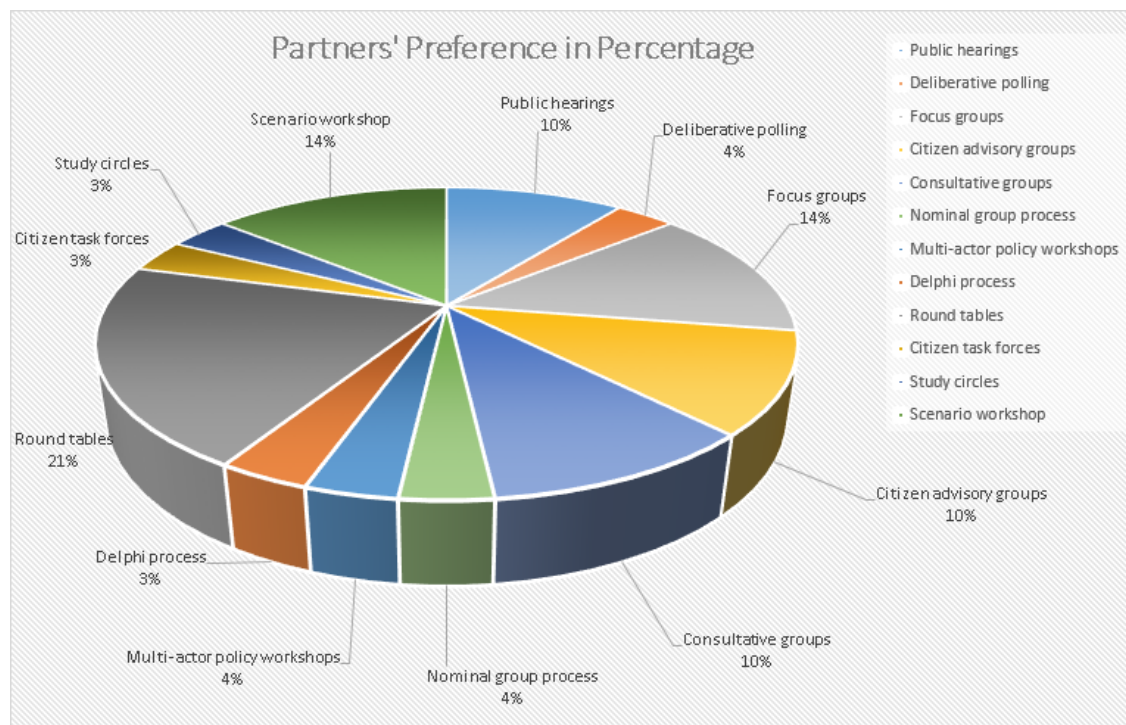
Figure 8 : Partners' preference in percentage

Method/ Partner	EXDWARF&BSK	CELLENT	ANO & CMVNF	ANSWARE	BILBAO	IP TULCEA & DDNI	SIVECO	GOV2U	GENOVA	TOTALS
Public hearings	√		√			√				3
Deliberative polling	√									1
Focus groups	√	√		√				√		4
Citizen advisory groups	√		√	√						3
Consultative groups	√					√		√		3
Nominal group process	√									1
Multi-actor policy workshops	√									1
Delphi process	√									1

Round tables	√	√			√	√	√		√	6
Citizen task forces	√									1
Study circles	√									1
Scenario workshop	√	√			√		√			4
Others	Questionnaires Interviews									

Table 14 : Stakeholder engagement methods

8   Stakeholder Engagement Events

At this early stage of project's lifecycle we have identified events that project partners could participate and use the methods presented in **chapter 7** for stakeholders' engagement. The consortium will primarily promote and communicate its outcomes to the target audiences but engaging stakeholders via this action cannot be excluded. Such events can be:

- Information Systems for Crisis Response and Management;
- international ISCRAM Conference;
- Gi4DM International Conference on Geo-information for Disaster Management,
- International Conference on Flood Risk;
- IADIS International Conferences *(e.g. on WWW/Internet, on e-Society, on Applied Computing, on Web Based Communities, on Cognition and Exploratory Learning in Digital Age)*;
- The International Conference on Information Society *(i-Society);*
- IEEE International Conference on Communications;
- Annual ACM Conferences on Web Science *(WebSci)* on Web Search and Data Mining *(WSDM).*

Moreover, as foreseen in the DoW within the annual conferences of the **Major Cities of Europe** three workshops will be organized by the FLOOD-serv consortium for presenting the project's objectives and research outputs as well as to elicit feedback from representatives of key stakeholder groups.

However, beyond the aforementioned events, the consortium will organize its own for attracting potential end-users and stakeholders primarily in local level at pilot sites. For this reason, we asked project partners to provide their plans about organizing a stakeholder engagement event *(or more than one)* within the upcoming 12 months *(i.e. M15)* as well as to describe the basic aspects required for scheduling such an event.

According to the information extracted by the pro-forma three, nine partners were able to describe a possible event at the current phase of the project and given that certain partners intend to co-organize these events a total of five prospective ones are described in the following table.

No.	Partner(s)	Date of the event (estimation)	Place	Addressed to	Engagement methodology
1.	BSK & Exdwarf	May 2017 or September 2017	Premises of Bratislava Self Govern Region	All possible stakeholders	Multi-actor policy workshops, round tables, scenario workshops
2.	ANO & CMVNF	After WP5 is up and running	Headquarters of Famalicao Municipality	All possible stakeholders	Presentation with round table
3.	Answare	January 2017	Barcelona	All possible stakeholders	Citizen advisory group

4.	Answare	April 2017	Murcia	All possible stakeholders	Focus group
5.	SIVECO, DDNI & IP TULCEA	end of 2017	Tulcea or Bucharest	All possible stakeholders	Round tables, Scenario workshop
6.	Genova	Spring or fall 2017	Great Hall of Genova municipality or similar public space	All possible stakeholders	Round tables

Table 15 : Draft plan of the FLOOD-serv stakeholder engagement events

The rest of the partners were not able to schedule such an event as the project is in its third month of its lifecycle without though omitting to organize it in a more mature phase of the project and after the first FLOOD-serv results will be available i.e. M18. Few partners also mentioned that they do not have the necessary resources for such actions or they are not able to co-organize one with other partners. Nevertheless, partners' participation in local third party events for stakeholders' engagement is not excluded. **Appendix I** provides the engagement event organisation table per partner.

9 Board co-ordination & planning

This chapter provides the plan for the activities of the Dissemination& Exploitation Board. Nevertheless this plan will be improved and modified when necessary in order to achieve the optimum outcome.

Generally, the Board will be convene every month via Telcos and each member will be able to discuss, exchange ideas and practices with the rest of the Boards in order to ensure that the actions followed in local level *(pilot sites)* will be the appropriate for stakeholders engagement. Additionally, regularly conversion will be made for identifying more stakeholder engagement opportunities and events that the consortium could participate.

The content of WP6 deliverables, the actions taken that will be reported in it as well as the design of the plan will be made within the Board's convocation. Special focus will be made in exploitation actions after the second half of the project's lifecycle.

Project month	Actual calendar month	Panel Con-calls	Deliverables
M1	8/2016	--	
M2	9/2016	--	
M3	10/2016	2	D6.1 Community of Interest Build up and Engagement strategy
M4	11/2016	1	D6.2 Dissemination Plan
M5	12/2016	1	
M6	1/2017	1	
M7	2/2017	1	
M8	3/2017	1	
M9	4/2017	1	
M10	5/2017	1	
M11	6/2017	1	
M12	7/2017	1	
M13	8/2017	1	
M14	9/2017	1	
M15	10/2017	1	
M16	11/2017	1	

M17	12/2017	1	Task 6.5 Sustainability and Exploitation Planning
M18	1/2018	1	
M19	2/2018	1 (PLANNED)	D6.3 First Communication and Dissemination Report & Updated Plan
M20	3/2018	1 (PLANNED)	D6.4 Sustainability and Exploitation First Plan
M21	4/2018	1 (PLANNED)	
M22	5/2018	1 (PLANNED)	
M23	6/2018	1 (PLANNED)	
M24	7/2018	1 (PLANNED)	
M25	8/2018	1 (PLANNED)	
M26	9/2018	1 (PLANNED)	
M27	10/2018	1 (PLANNED)	
M28	11/2018	1 (PLANNED)	
M29	12/2018	1 (PLANNED)	
M30	1/2019	1 (PLANNED)	
M31	2/2019	1 (PLANNED)	
M32	3/2019	1 (PLANNED)	
M33	4/2019	1 (PLANNED)	
M34	5/2019	1 (PLANNED)	
M35	6/2019	1 (PLANNED)	D6.5 Sustainability and Exploitation Final Plan
M36	7/2019	1 (PLANNED)	D6.6 Final Communication and Dissemination Report Final Communication and Dissemination Report

Table 16 : Board coordination & planning

10 Conclusion

The Community of Interest was established with the aim to gather and actively involve stakeholders and potential users of the platform that can facilitate productive communication and feedback regarding the platform and its applications. Thus, the current document analyses the prospective members of the Community of Interest that are initially identified and have been or they will be invited to join the project.

The initial identification of potential stakeholders is consisted by a short a list for this early stage of the project but it will be further enriched as the interest in local communities as well in pan-European level will be raised through the consortium's actions. The methods suggested for stakeholder engagement are purely indicative and do not intend to pose a limitation to the means that partners can implement to create engagement and build interest to the project outcomes and deliverables

Finally the effective co-operation of the Dissemination and Exploitation Board depends on the regular contribution of its members in terms of information and actions that will further extend the FLOOD-serv community of interest.

APPENDIX I – Engagement event organization tables

This appendix presents partners' input via the third pro-forma concerning the organization of engagement events. In few tables partners from the same pilot sites have filled in together the pro formas.

Engagement event organisation table of EXDWARF& BSK	
How soon do you believe it feasible for you to organise an engagement event for the FLOOD-serv platform?	May 2017 or September 2017
Which engagement methodology do you intend to use? *(out of those you have already selected in the previous stage of this process)*	Multi-actor policy workshops, Round tables, Scenario workshop
Would you address this event to all the possible stakeholders you have already specified in the previous stage of this process? *(if you intend to exclude some please justify your answer)*	At this stage yes to all possible stakeholders, final guest list depends on functionality of FLOOD-serv and its target group
Where would you host an engagement event for FLOOD-serv?	Premises of Bratislava Self Governing Region (BSK)
Do you intend to combine this initial engagement event to some other public event you have already scheduled?	Not at this stage
Do you have the means to finance a local engagement event for FLOOD-serv?	Details TBD: Depends on the event extent / logistics. Required probably: - Invites (probably some official writing) - Brochures, promo-material - Catering - Press-release / Press-article - Premises
Do you intend to co-organise an engagement event with another partner of this project?	Yes – with BSK
What short of input would you expect from the project consortium to support an initial engagement event?	Clear expectations (output) from the event. FLOOD-serv functionality- and end-user requirement as well as target-group definition. One pager presentation of every-partner would be good to have.

	Share their ideas of the event.
How do you intend to provide feedback to the rest of the project partners in order to share the results and the overall experience of organising an initial engagement event?	-

Table 17: EXDWARF& BSK input

Engagement event organisation table of **ANO & CMVNF**	
How soon do you believe it feasible for you to organise an engagement event for the FLOOD-serv platform?	After we have the WP5 up and running to have something to show to the participants.
Which engagement methodology do you intend to use? *(out of those you have already selected in the previous stage of this process)*	It can vary but a presentation with round tables for further discussion.
Would you address this event to all the possible stakeholders you have already specified in the previous stage of this process? *(if you intend to exclude some please justify your answer)*	Yes
Where would you host an engagement event for FLOOD-serv?	Municipality of Famalicão HQ
Do you intend to combine this initial engagement event to some other public event you have already scheduled?	No
Do you have the means to finance a local engagement event for FLOOD-serv?	It will depend on the type of event. Big events organisation were not planned or included when we asked for the grant.
Do you intend to co-organise an engagement event with another partner of this project?	Yes. ANO and The Municipality of Famalicão.
What short of input would you expect from the project consortium to support an initial engagement event?	Help setting the approach and methodology, based on their experience, and defining the expected outputs, and inviting guest speakers.
How do you intend to provide feedback to the rest of the project partners in order to share the results and the overall experience of organising an initial engagement event?	Yes, with a written description of the conclusions.

Table 18: ANO & CMVNF input

Engagement event organisation table of **Answare**	
How soon do you believe it feasible for you to organise an engagement event for the FLOOD-serv platform?	In two months (January 2017) we are going to have a Citizen advisory group in Barcelona with two of the stakeholders. And in the following months (April 2017) it is planned a focus group with the other two stakeholders in Murcia.
Which engagement methodology do you intend to use? *(out of those you have already selected in the previous stage of this process)*	Citizen advisory group and focus group.
Would you address this event to all the possible stakeholders you have already specified in the previous stage of this process? *(if you intend to exclude some please justify your answer)*	Answare has proposed four stakeholders. Two of them will be addressed in a Citizen advisory group and the other two in a focus group.
Where would you host an engagement event for FLOOD-serv?	Barcelona and Murcia.
Do you intend to combine this initial engagement event to some other public event you have already scheduled?	We take a time from another project event to organize the Citizen advisory group.
Do you have the means to finance a local engagement event for FLOOD-serv?	Not at this moment.
Do you intend to co-organise an engagement event with another partner of this project?	Not yet.
What short of input would you expect from the project consortium to support an initial engagement event?	Show the demos if it is required. Maybe not now, we can wait until it is ready.
How do you intend to provide feedback to the rest of the project partners in order to share the results and the overall experience of organising an initial engagement event?	We can provide minutes of the events.

Table 19: Answare input

Engagement event organisation table of **Bilbao**	
How soon do you believe it feasible for you to organise an engagement event for the FLOOD-serv platform?	Once the WP5 is running. In our opinion, it is important to have something to show to those who will attend the event. Moreover, we would like to get a

	feedback of the work that has been done until the event to enhance our participation and the results of the testing period. That's why we think that we have to wait until the tools can be shown and tested.
Which engagement methodology do you intend to use? *(out of those you have already selected in the previous stage of this process)*	It will depend on what is the purpose of the event, who will be invited, what kind of event it is (active participation of the attendees, or speakers).
Would you address this event to all the possible stakeholders you have already specified in the previous stage of this process? *(if you intend to exclude some please justify your answer)*	Probably yes, and depending on the event, perhaps more people would be invited.
Where would you host an engagement event for FLOOD-serv?	Probably in one of the municipal buildings.
Do you intend to combine this initial engagement event to some other public event you have already scheduled?	We don't have any public event organised by our department scheduled in such a long period of time.
Do you have the means to finance a local engagement event for FLOOD-serv?	It will depend on the type of event. Big events organisation were not planned or included when we asked for the grant.
Do you intend to co-organise an engagement event with another partner of this project?	We haven't talked about this yet with any partner.
What short of input would you expect from the project consortium to support an initial engagement event?	If the event needs any international speaker to introduce the project, it would be good if the consortium could help with that.
How do you intend to provide feedback to the rest of the project partners in order to share the results and the overall experience of organising an initial engagement event?	With a written description of the conclusions.

Table 20: Bilbao input

Engagement event organisation table of *Cellent*	
How soon do you believe it feasible for you to organise an engagement event for the FLOOD-serv platform?	Our intention is to participate at the Major Cities of Europe Conference in Zagreb in June 2016.
Which engagement methodology do you intend	Our intention is to have an information

to use? *(out of those you have already selected in the previous stage of this process)*	booth
Would you address this event to all the possible stakeholders you have already specified in the previous stage of this process? *(if you intend to exclude some please justify your answer)*	Yes
Where would you host an engagement event for FLOOD-serv?	No
Do you intend to combine this initial engagement event to some other public event you have already scheduled?	No
Do you have the means to finance a local engagement event for FLOOD-serv?	No
Do you intend to co-organise an engagement event with another partner of this project?	No
What short of input would you expect from the project consortium to support an initial engagement event?	Not applicable
How do you intend to provide feedback to the rest of the project partners in order to share the results and the overall experience of organising an initial engagement event?	Report

Table 21: Cellent input

Engagement event organisation table of	
Gov2u	
How soon do you believe it feasible for you to organise an engagement event for the FLOOD-serv platform?	Participation in local 3rd party events for promoting the project. Not available event – Gov2U will continue to search and contact event organizers for possible participation in 3rd party events.
Which engagement methodology do you intend to use? *(out of those you have already selected in the previous stage of this process)*	Information booth
Would you address this event to all the possible stakeholders you have already specified in the previous stage of this process? *(if you intend to exclude some please justify your answer)*	Yes. Mainly local stakeholders will be informed

Where would you host an engagement event for FLOOD-serv?	No
Do you intend to combine this initial engagement event to some other public event you have already scheduled?	No
Do you have the means to finance a local engagement event for FLOOD-serv?	No
Do you intend to co-organise an engagement event with another partner of this project?	No
What short of input would you expect from the project consortium to support an initial engagement event?	Not applicable
How do you intend to provide feedback to the rest of the project partners in order to share the results and the overall experience of organising an initial engagement event?	Report

Table 22: Gov2u input

Engagement event organisation table of	
SIVECO, DDNI & IP TULCEA	
How soon do you believe it feasible for you to organise an engagement event for the FLOOD-serv platform?	The first event will be organised earliest at the end of 2017, considering that after month 18th there will be many of the deliverables uploaded
Which engagement methodology do you intend to use? *(out of those you have already selected in the previous stage of this process)*	Round tables, Scenario workshop
Would you address this event to all the possible stakeholders you have already specified in the previous stage of this process? *(if you intend to exclude some please justify your answer)*	Yes
Where would you host an engagement event for FLOOD-serv?	IP Tulcea/Bucharest
Do you intend to combine this initial engagement event to some other public event you have already scheduled?	Not at this stage
Do you have the means to finance a local engagement event for FLOOD-serv?	IP Tulcea has the budget to organize two events. Required probably:

	- Invites (probably some official writing) - Brochures, promo-material - Press-release / Press-article - Conference room
Do you intend to co-organise an engagement event with another partner of this project?	Yes – DDNI, IP TULCEA
What short of input would you expect from the project consortium to support an initial engagement event?	Share their ideas of the event.
How do you intend to provide feedback to the rest of the project partners in order to share the results and the overall experience of organising an initial engagement event?	- quality evaluation form that will be filled in by the participants; - provide the consortium an assessment of the event from our point of view as organizers; - interview footage with some of the participants.

Table 23 : SIVECO, DDNI & IP TULCEA input

Engagement event organisation table of *Genova*	
How soon do you believe it feasible for you to organise an engagement event for the FLOOD-serv platform?	In the spring or fall 2017
Which engagement methodology do you intend to use? *(out of those you have already selected in the previous stage of this process)*	Round Tables
Would you address this event to all the possible stakeholders you have already specified in the previous stage of this process? *(if you intend to exclude some please justify your answer)*	Yes
Where would you host an engagement event for FLOOD-serv?	In the Great Hall (Salone di Rappresentanza) of the Comune or other similar public space
Do you intend to combine this initial engagement event to some other public event you have already scheduled?	The event could be organised together or contemporary with the SMART WEEK, or during the annual meeting of the National Urban Institute, Ligurian Section

Do you have the means to finance a local engagement event for FLOOD-serv?	----
Do you intend to co-organise an engagement event with another partner of this project?	Not for the moment, but it could be an opportunity
What short of input would you expect from the project consortium to support an initial engagement event?	Active participation and engagement
How do you intend to provide feedback to the rest of the project partners in order to share the results and the overall experience of organising an initial engagement event?	We'll send a report to the partner and will publish foto/videos on the institutional site/channel

Table 24 : Genova input