



## D6.6 Final Communication and Dissemination Report

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## List of Abbreviations

<Abbreviation>	<Explanation>
ANO	A.N.O. SISTEMAS DE INFORMATICA E SERVICOS LDA
ANSWARETECH	ANSWARETECH SL
BILBAO	AYUNTAMIENTO DE BILBAO
BSK	BRATISLAVSKY SAMOSPRAVNY KRAJ
CELLENT	CELLENT AG
CMVNF	MUNICIPIO DE VILA NOVA DE FAMALICAO
D6.1	D6.1 Community of Interest Build-up & Engagement Strategy
D6.2	D6.2 Dissemination Plan
D6.3 Plan	D6.3 First Communication and Dissemination Report & Updated
D6.4	D6.4 Sustainability and Exploitation First Plan
D6.5	D6.5 Sustainability and Exploitation Final Plan
D6.6	D6.6 Final Communication and Dissemination Report
DDNI	INSTITUTUL NATIONAL DE CERCETARE - DEZVOLTARE DELTA DUNARII
DoA	Description of Action
EC	European Commission
EU	European Union
EXDWARF	EXDWARF CONSULTING SRO
GA	Grant Agreement
GENOVA	COMUNE DI GENOVA (Municipality of Genova)
GIS	Geographic Information System
GOV2U	GOVERNMENT TO YOU
ICT	Information and Communication Technologies
IP TULCEA	INSTITUTIA PREFECTULUI JUDETUL TULCEA
Mx	Month X
REA	Research Executive Agency
SIVECO	SIVECO S.A. ROMANIA
WPx	Work Package x

## Executive Summary

The current deliverable is titled “D6.6 Final Communication and Dissemination Report” constitutes a report on the communication and dissemination actions taken during the last 18 months of project’s implementation. Particularly it addresses four main aspects: a) the communication and dissemination tools (website, press releases, newsletter issues, social media etc.) that project partners who promoted the project and their outcomes, b) the communication and dissemination activities in which members of the consortium took part such as workshops and events organized by the FLOOD-serv, participation in public events (third party events), media coverage, publications and so on, c) the performance measurement of tools and activities and assessment of their effectiveness according to the KPIs set in deliverable “D6.2 Dissemination Plan”, d) an update of the Dissemination Plan and e) presents the set aims and their outcomes in their entirety and since the “D6.3 First Communication & Dissemination Report.

D6.6 is a public deliverable of the FLOOD-serv project, part of WP6, and it contains introductory information around the project’s scope and objectives as well as the work package. No prior knowledge of the project is needed since all the information required to grasp the concept and deepen the understanding on the project are included. Overall, the current document is based on, and is consistent with, the DoA and the Grant Agreement. Therefore, as requested, the Description of Action (DoA), and the other WP6 deliverables are included. However, the current deliverable is not a substitute of these documents.

NOTE: Updates/clarifications have been implemented to this document version following the comments/recommendations of the RP2 dated 24/10/2019.



# 1 Introduction

## 1.1 Overall Summary of the Project

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 personalized 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 to have a strong impact on the efficiency and overall adoption of new pro-active and personalized citizen-centric public service applications based on new web technologies and mobile technologies.

From a technical perspective the project focus is on developing a collaborative platform that will link citizens, public authorities and other stakeholders and enable the public to be warned en masse so that actions can be taken to reduce the adverse effects of floods. The project prepared, developed and implemented test pilots, which tested, verified, demonstrated and validated the project solutions in different conditions and different areas of Europe. This took place in the following 5 pilot sites:

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

The activities foreseen in the DoA for the realization of the project have been divided into 7 work packages:

<i>WP number</i>	<i>WP Title</i>
<b>WP1</b>	Project management and coordination
<b>WP2</b>	Comparative study and analysis on flood risk management public services in the selected regions
<b>WP3</b>	Development of FLOOD-serv system components
<b>WP4</b>	FLOOD-serv collaborative and personalized citizen-centric platform
<b>WP5</b>	Verification, Piloting, Evaluation and Validation

<b>WP6</b>	Stakeholders Engagement, Dissemination and Exploitation
<b>WP7</b>	Ethics requirements

Table 1: List of FLOOD-serv work packages

The current document is a public deliverable of WP6 “Stakeholders Engagement, Dissemination and Exploitation”.

## 1.2 About WP6

This work package under the title “Stakeholders Engagement, Dissemination and Exploitation” is a subset of the FLOOD-serv project and according to the DoA, 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 effectively - 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.

Within WP6 all consortium partners have an active role in participating and undertaking activities linked to its specific tasks. This work package is responsible for the deliverables listed in the table below.

<i>Deliverable number</i>	<i>Deliverable Title</i>	<i>Dissemination Level</i>
<b>D6.1</b>	Community of Interest Build-up & Engagement Strategy	Public
<b>D6.2</b>	Dissemination Plan	Public
<b>D6.3</b>	First Communication and Dissemination Report & Updated Plan	Public
<b>D6.4</b>	Sustainability and Exploitation First Plan	Confidential
<b>D6.5</b>	Sustainability and Exploitation Final Plan	Confidential
<b>D6.6</b>	Final Communication and Dissemination Report	Public

Table 2: List of WP6 deliverables

### 1.3 The Deliverable D6.6

#### 1.3.1 Scope

According to the DoA, the scope of this deliverable is to provide a full report on the communication and dissemination activities in which the FLOOD-serv consortium engaged from the beginning until the end of project's implementation. Moreover, it aims to assess the outcomes of these activities.

#### 1.3.2 Intended Audience

<i>Intended audience</i>	<i>Reasons to read the deliverable</i>
FLOOD-serv project partners	To be informed about the communication and dissemination activities that were undertaken during the whole project.
European Commission	To assess the implemented actions during the whole lifecycle of the project.
Target groups <i>End-users, decision makers/replication actors, stakeholders, policy makers</i>	To be informed about the project in general, its scope, the dissemination activities performed during the project and discover how they could be benefited and/or engaged.
Representatives of organizations involved into similar projects	To share knowledge, information, best practices and so on, that could be useful in implementing their respective activities. Also, this document can serve as an introduction to the FLOOD-serv project and potential synergies in the field of dissemination could be identified.
Anyone interested	To be informed about the available tools and methods of promoting and/or to learn more about the results of a project. Moreover, to raise awareness on project's topic.

Table 3: Intended Audience

#### 1.3.3 Structure

**Chapter one:** aims to familiarize the reader with the FLOOD-serv project and WP6 and also serves as an introduction to the current deliverable (D6.6) such as its scope, the intended audience etc.

**Chapter two:** describes the objectives and the audience of the communication and dissemination activities of the project.

**Chapter three:** presents the tools and channels employed. Moreover, it delineates all the actions that were undertaken by using them during the whole duration of the project.

**Chapter four:** lists the communication and dissemination activities in which the consortium partners engaged and highlights some of these actions.

**Chapter five:** provides an assessment of the reported activities.

**Chapter six:** is the conclusion which summarizes the main points and issues presented in this deliverable.

#### 1.3.4 Methodology Implemented

The current deliverable is the outcome of the collaboration among the consortium members with the purpose of reporting efficiently the dissemination activities that took place during the whole project duration. Throughout this period each partner updated the WP6 leader by sharing the latest project developments. Furthermore, the consortium provided Gov2u with a consolidated report listing their activities, so as to ensure the quality of the provided information. The initial draft version of the “D6.6 Final Communication and Dissemination Report” deliverable was written after accumulating all the aforementioned reports. Afterwards, it was circulated via email communication to the consortium for reviewing and commenting. After incorporating all comments/suggestions, WP 6 leader sent the final version to the project coordinator (SIVECO) for submission to REA.

#### 1.3.5 Quality of the Document

In order to ensure the quality of the current document, online communication on the topic via emails and teleconferences was conducted. Gov2u, as WP6 leader, prepared the initial draft and distributed it to the project partners for review and contribution. This deliverable uses the official template of the FLOOD-serv project and language quality control has been performed.

#### 1.3.6 Relation to the Other WP6 Deliverables

This deliverable constitutes a report about the communication and dissemination activities that the consortium members partook in during the whole project duration and serves as continuation of the previous deliverable “D6.3 First Communication and Dissemination Report & Updated Plan”. For this reason, it is interrelated with the rest of WP6 deliverables.

<i>WP6 Deliverables</i>	<i>Dependencies and relation</i>
<i>D6.1 Community of Interest Build-up &amp; Engagement Strategy</i>	It was released on Month 3 ( <i>October 2016</i> ). The deliverable presents the typologies of stakeholders and end users for FLOOD-serv Platform and their potential motivation to participate in the project. Moreover, it provides a detailed plan for creating a wider constituency within which the consortium will operate and produce its work. D6.6 also presents the totality of the actions taken with the purpose of engaging stakeholders.
<i>D6.2 Dissemination Plan</i>	It was released on Month 4 ( <i>November 2016</i> ). The deliverable describes the dissemination strategy and the respective actions that will be implemented by the FLOOD-serv consortium during the project's lifetime. Moreover, it defines partners' roles and responsibilities and sets the success criteria for the evaluation of the dissemination activities foreseen in the presented plan. D6.6 reports the actions implemented following the plan and KPIs as described in D6.2
<i>D6.3 First Communication and Dissemination Report &amp; Updated Plan</i>	It was released on February 2018. The deliverable described the dissemination Report & Updated Plan Report of the activities carried out during the first 18 months of the project. It also included future plans for communication and dissemination of the project till the end of its lifecycle. Respectively, the D6.6 deliverable will report the completed communication and dissemination activities that were undertaken during the whole project, so it serves as a continuation to this deliverable.
<i>D6.4 Sustainability and Exploitation First Plan</i>	It was released on Month 20 ( <i>March 2018</i> ). The strategy for exploitation of project results and for ensuring their sustainability after the end of the project depends on the effective dissemination strategy.
<i>D6.5 Sustainability and Exploitation Final Plan</i>	It was released on Month 35 (June 2019). This deliverable updates the D6.4 and it is also related to D6.2, since successful exploitation and sustainability depends on effective dissemination strategy.
<i>D6.6 Final Communication and Dissemination Report</i>	It has been released at Month 36 (July 2019). This deliverable updates the D6.3 and is also related to D6.2 and D6.5. D6.6 forms an update of the dissemination actions that were implemented during the whole project duration.

Table 4: Relation to the Other WP6 Deliverables

## 2 Objectives and Audience of Communication & Dissemination Actions

### 2.1 Objectives of the Communication and Dissemination Actions

- To widely and effectively communicate the project's objectives, 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;
- To show how the aims and outcomes of FLOOD-serv are relevant to flood risk management and to people's everyday lives;
- To establish a dialog with those who can contribute to development, evaluation, uptake and exploitation of the project results;
- To raise the profile of the organizations carrying out the project at local, national and international level and highlight the European added value of activities supported by Horizon 2020 programme;
- To link with other EU projects 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;
- To spread the word out about the project results and lessons learnt as far as possible in order to enable others to benefit from the activities and experiences of this project and to maximize the impact of research;
- To achieve a return of investment by reaching out to as many potential users of the project results;
- To transfer the research-based knowledge to the ones that can best make use of it
- To generate market demand for the products or services developed;
- To promote the developments of the project to potential end users aiming to attract their attention about the FLOOD-serv solution;
- To prepare the ground for the sustainability and further exploitation of the results beyond the project's lifetime;
- To raise public awareness that the EU money are well spent.

### 2.2 Audience of Communication & Dissemination Actions

The targeted audience that the project's communication and dissemination actions of the FLOOD-serv consortium (*also presented in D6.1, D6.2, D6.3, D6.4 and D6.5*) 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.

Detailed description of each category can be found in **Appendix I**.

### 3 Tools and Channels

The current chapter offers a detailed report on the communication and dissemination tools and channels that the consortium utilized during the whole duration of the project's lifecycle. Additionally, it describes all the actions taken using these tools and channels within that period.

#### 3.1 Website

The most crucial online communication channel is, of course, the website. The purpose of the website is to disseminate the latest project developments/activities and news related to the project and to the target groups. The website's role is of utmost importance, since it is responsible for transmitting the desired messages to target groups and ensures its presence in all available online search engines. In this context, the [FLOOD-serv website](#) was launched in September 2016 (M2) and since then it serves as the major mean of information for communicating with the stakeholders and disseminating its results to a wide audience.

##### 3.1.1 Website Content

The website contains information around the FLOOD-serv project, such as its objectives, the expected impact of the actions taken, the consortium, promotional materials, dissemination activities and so on. Moreover, the contents of the website provide information concerning the latest project news and results of the actions taken as well as news and events related to the project's topic.

Additionally, for the purpose of attracting more traffic to the website and in order to gain more visibility for the project, non-scientific articles (*original content*) were written by the consortium partners and uploaded at the FLOOD-serv news section. They can be found at the "[Project News](#)" section and more information is available in the table below with their respective links shown next to each article along with all other news relevant to the project; they are displayed in the chronological order of publication.

Month	Article	URL
<b>September 2019</b>	A new version of the Emergency Management Console (EMC) to be implemented in the Murcia Region, Spain	<a href="http://www.floodserv-project.eu/a-new-version-of-the-emergency-management-console-emc-to-be-implemented-in-the-murcia-region-spain/">http://www.floodserv-project.eu/a-new-version-of-the-emergency-management-console-emc-to-be-implemented-in-the-murcia-region-spain/</a>
<b>July 2019</b>	Association for Computing Machinery 11th ACM Conference on Web Science	<a href="http://www.floodserv-project.eu/association-for-computing-machinery-11th-acm-conference-%e2%80%8bon-web-science/">http://www.floodserv-project.eu/association-for-computing-machinery-11th-acm-conference-%e2%80%8bon-web-science/</a>
<b>July 2019</b>	The FLOOD-serv Project Final Conference	<a href="http://www.floodserv-project.eu/the-flood-serv-project-final-conference/">http://www.floodserv-project.eu/the-flood-serv-project-final-conference/</a>
<b>May 2019</b>	World Academy of Science, Engineering and Technology 2019: International Conference on Flood Risk	<a href="http://www.floodserv-project.eu/world-academy-of-science-engineering-and-technology-2019-international-conference-on-flood-risk-management-and-">http://www.floodserv-project.eu/world-academy-of-science-engineering-and-technology-2019-international-conference-on-flood-risk-management-and-</a>

	Management and Planning	<a href="#">planning/</a>
<b>April 2019</b>	EUROCITIES Environment Forum – Session 4B – Breakout session: How to create stakeholder partnerships for resilience at the city level	<a href="http://www.floodserv-project.eu/eurocities-environment-forum-session-4b-breakout-session-how-to-create-stakeholder-partnerships-for-resilience-at-the-city-level/">http://www.floodserv-project.eu/eurocities-environment-forum-session-4b-breakout-session-how-to-create-stakeholder-partnerships-for-resilience-at-the-city-level/</a>
<b>April 2019</b>	FLOOD-serv project “Innovation, Technologies, Participation” – Genova, Italy	<a href="http://www.floodserv-project.eu/flood-serv-project-innovation-technologies-participation/">http://www.floodserv-project.eu/flood-serv-project-innovation-technologies-participation/</a>
<b>March 2019</b>	DAREnet-1st Annual Practitioner Forum	<a href="http://www.floodserv-project.eu/darenet-1st-annual-practitioner-forum/">http://www.floodserv-project.eu/darenet-1st-annual-practitioner-forum/</a>
<b>January 2019</b>	The voice of the citizens from the workshop “Flood-serv: preventing and reducing the effects of the flood”	<a href="http://www.floodserv-project.eu/the-voice-of-the-citizens-from-the-workshop-flood-serv-preventing-and-reducing-the-effects-of-the-flood/">http://www.floodserv-project.eu/the-voice-of-the-citizens-from-the-workshop-flood-serv-preventing-and-reducing-the-effects-of-the-flood/</a>
<b>January 2019</b>	Piloting the FLOOD-serv System	<a href="http://www.floodserv-project.eu/piloting-the-flood-serv-system/">http://www.floodserv-project.eu/piloting-the-flood-serv-system/</a>
<b>December 2018</b>	Visit FLOOD-serv booth at ICT 2018 event	<a href="http://www.floodserv-project.eu/visit-flood-serv-booth-at-ict-2018-event/">http://www.floodserv-project.eu/visit-flood-serv-booth-at-ict-2018-event/</a>
<b>November 2018</b>	Partners’ Training in Social Media Component	<a href="http://www.floodserv-project.eu/partners-training-in-social-media-component/">http://www.floodserv-project.eu/partners-training-in-social-media-component/</a>
<b>November 2018</b>	I-REACT	<a href="http://www.floodserv-project.eu/i-react/">http://www.floodserv-project.eu/i-react/</a>
<b>November 2018</b>	ICT 2018: Imagine Digital – Connect Europe	<a href="http://www.floodserv-project.eu/ict-2018-imagine-digital-connect-europe-2/">http://www.floodserv-project.eu/ict-2018-imagine-digital-connect-europe-2/</a>
<b>November 2018</b>	FLOOD-serv liaison with IREACT	<a href="http://www.floodserv-project.eu/flood-serv-liaison-with-ireact/">http://www.floodserv-project.eu/flood-serv-liaison-with-ireact/</a>
<b>November 2018</b>	FLOOD-serv Workshop in Genova (October 2018)	<a href="http://www.floodserv-project.eu/flood-serv-workshop-in-genova-october-2018/">http://www.floodserv-project.eu/flood-serv-workshop-in-genova-october-2018/</a>



<b>November 2018</b>	FLOOD-serv Workshop in Genova (October 2018)	<a href="http://www.floodserv-project.eu/flood-serv-workshop-in-genova-october-2018/">http://www.floodserv-project.eu/flood-serv-workshop-in-genova-october-2018/</a>
<b>October 2018</b>	FLOOD-serv presented at the Brigaid event	<a href="http://www.floodserv-project.eu/flood-serv-presented-at-the-brigaid-event/">http://www.floodserv-project.eu/flood-serv-presented-at-the-brigaid-event/</a>
<b>July 2018</b>	Bratislava's Pilot: Sensors Installation for protecting the area from floods	<a href="http://www.floodserv-project.eu/bratislavas-pilot-sensors-installation-for-protecting-the-area-from-floods/">http://www.floodserv-project.eu/bratislavas-pilot-sensors-installation-for-protecting-the-area-from-floods/</a>
<b>July 2018</b>	Join the final event of ENLARGE Project	<a href="http://www.floodserv-project.eu/join-the-final-event-of-enlarge-project/">http://www.floodserv-project.eu/join-the-final-event-of-enlarge-project/</a>
<b>June 2018</b>	UAVs and FLOOD-serv testing in Bratislava	<a href="http://www.floodserv-project.eu/uavs-and-flood-serv-testing-in-bratislava/">http://www.floodserv-project.eu/uavs-and-flood-serv-testing-in-bratislava/</a>
<b>April 2018</b>	FLOOD-serv presented at Tel Aviv – Yafo Municipality and Tel Aviv University	<a href="http://www.floodserv-project.eu/flood-serv-presented-at-tel-aviv-yafo-municipality-and-tel-aviv-university/">http://www.floodserv-project.eu/flood-serv-presented-at-tel-aviv-yafo-municipality-and-tel-aviv-university/</a>
<b>March 2018</b>	Participation in Digital Transformation of Public Administrations Event	<a href="http://www.floodserv-project.eu/participation-in-digital-transformation-of-public-administrations-event/">http://www.floodserv-project.eu/participation-in-digital-transformation-of-public-administrations-event/</a>
<b>February 2018</b>	26th Scientific Symposium “Deltas and Wetlands” 2018	<a href="http://www.floodserv-project.eu/26th-scientific-symposium-deltas-wetlands-2018/">http://www.floodserv-project.eu/26th-scientific-symposium-deltas-wetlands-2018/</a>
<b>October 2017</b>	The FLOOD-serv Project went to Japan!	<a href="http://www.floodserv-project.eu/the-flood-serv-project-presented-in-japan/">http://www.floodserv-project.eu/the-flood-serv-project-presented-in-japan/</a>
<b>July 2017</b>	Project Meeting in Tulcea	<a href="http://www.floodserv-project.eu/project-meeting-tulcea-2/">http://www.floodserv-project.eu/project-meeting-tulcea-2/</a>
<b>July 2017</b>	FLOOD-serv meets the Mayor of Bratislava	<a href="http://www.floodserv-project.eu/flood-serv-meets-mayor-bratislava/">http://www.floodserv-project.eu/flood-serv-meets-mayor-bratislava/</a>
<b>July 2017</b>	Facing future Floods in Europe	<a href="http://www.floodserv-project.eu/facing-future-floods-europe/">http://www.floodserv-project.eu/facing-future-floods-europe/</a>
<b>July 2017</b>	Collaboration with Mobile Age project	<a href="http://www.floodserv-project.eu/collaboration-mobile-age-project/">http://www.floodserv-project.eu/collaboration-mobile-age-project/</a>

<b>June 2017</b>	FLOOD-serv in BVS Svet Magazine	<a href="http://www.floodserv-project.eu/flood-serv-bvs-svet-magazine/">http://www.floodserv-project.eu/flood-serv-bvs-svet-magazine/</a>
<b>June 2017</b>	Getting ready for next flooding	<a href="http://www.floodserv-project.eu/getting-ready-next-flooding/">http://www.floodserv-project.eu/getting-ready-next-flooding/</a>
<b>May 2017</b>	FLOOD-serv Project in the International Scientific Event “Deltas and Wetlands”	<a href="http://www.floodserv-project.eu/flood-serv-project-international-scientific-event-deltas-wetlands/">http://www.floodserv-project.eu/flood-serv-project-international-scientific-event-deltas-wetlands/</a>
<b>April 2017</b>	From reaction to prevention: The power of ICT combined with flood risk management tactics	<a href="http://www.floodserv-project.eu/reaction-prevention-power-ict-combined-flood-risk-management-tactics/">http://www.floodserv-project.eu/reaction-prevention-power-ict-combined-flood-risk-management-tactics/</a>
<b>March 2017</b>	FLOOD-serv Second Newsletter Issue now available!	<a href="http://www.floodserv-project.eu/flood-serv-second-newsletter-issue-now-available/">http://www.floodserv-project.eu/flood-serv-second-newsletter-issue-now-available/</a>
<b>March 2017</b>	25th International Symposium “DELTAS and WETLANDS”	<a href="http://www.floodserv-project.eu/title-25th-international-symposium-deltas-wetlands/">http://www.floodserv-project.eu/title-25th-international-symposium-deltas-wetlands/</a>
<b>March 2017</b>	FLOOD-serv signed a memorandum of cooperation with the Slovak Hydro-meteorological Institute (SHMU)	<a href="http://www.floodserv-project.eu/flood-serv-signed-memorandum-cooperation-slovak-hydro-meteorological-institute-shmu/">http://www.floodserv-project.eu/flood-serv-signed-memorandum-cooperation-slovak-hydro-meteorological-institute-shmu/</a>
<b>February 2017</b>	Workshop in Bilbao	<a href="http://www.floodserv-project.eu/workshop-in-bilbao/">http://www.floodserv-project.eu/workshop-in-bilbao/</a>
<b>February 2017</b>	A dedicated system to support public authorities in flood emergencies is under construction	<a href="http://www.floodserv-project.eu/dedicated-system-support-public-authorities-flood-emergencies-construction-2/">http://www.floodserv-project.eu/dedicated-system-support-public-authorities-flood-emergencies-construction-2/</a>
<b>February 2017</b>	Workshop in Famalicão	<a href="http://www.floodserv-project.eu/workshop-in-famalicao/">http://www.floodserv-project.eu/workshop-in-famalicao/</a>
<b>January 2017</b>	FLOOD-serv Workshop in Tulcea, Romania	<a href="http://www.floodserv-project.eu/flood-serv-workshop-tulcea-romania/">http://www.floodserv-project.eu/flood-serv-workshop-tulcea-romania/</a>
<b>January 2017</b>	FLOOD-serv Workshop In Bratislava	<a href="http://www.floodserv-project.eu/flood-serv-workshop-bratislava/">http://www.floodserv-project.eu/flood-serv-workshop-bratislava/</a>
<b>December 2016</b>	FLOOD-serv First Newsletter Issue is now available!	<a href="http://www.floodserv-project.eu/flood-serv-first-newsletter-issue-now-available/">http://www.floodserv-project.eu/flood-serv-first-newsletter-issue-now-available/</a>
<b>December 2016</b>	Workshop in Genova, Italy	<a href="http://www.floodserv-project.eu/workshop-genova-italy-2/">http://www.floodserv-project.eu/workshop-genova-italy-2/</a>
<b>October 2016</b>	FLOOD-serv project kicks off in Bucharest	<a href="http://www.floodserv-project.eu/flood-serv-project-kicks-off-in-bucharest/">http://www.floodserv-project.eu/flood-serv-project-kicks-off-in-bucharest/</a>

Table 5: Articles uploaded at Project News – FLOOD-serv website

### 3.1.2 Site Map

The **menu bar** of the FLOOD-serv website consists of six sections (Home section included) and 20 subsections. The **“About”** has 7 subsections which namely are: “Our Objectives”, “The Pilots”, “Work Overview”, “Expected Impact”, “Consortium”, “Meet the team”, “Advisory Board”.

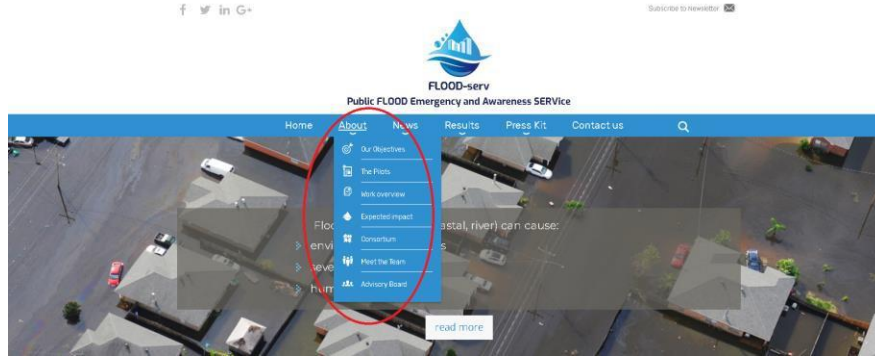


Figure 1: About section – FLOOD-serv website

The **“News”** section has 4 subsections: “Project News”, “News from the Web”, “Events”, and “Videos”.

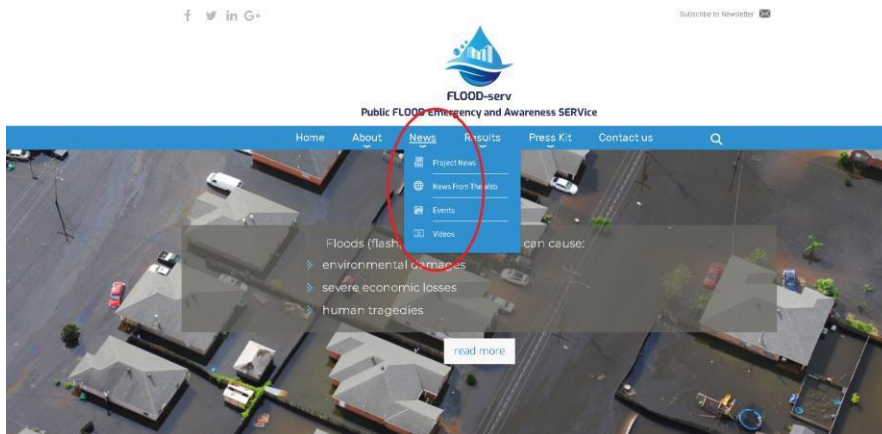


Figure 2: News section – FLOOD-serv website

The “Results” section has 5 subsections: “Deliverables”, “Publications’, Related Projects, “FLOOD-serv System” and “Dissemination”.

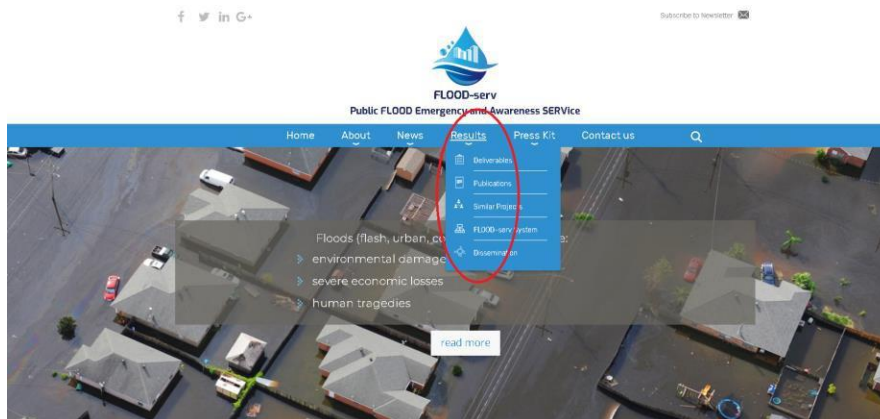


Figure 3: Results section – FLOOD-serv website

The “Press Kit” section has the following 4 subsections: “Newsletter”, “Press Releases”, “Promotional Materials” and “Presentations”.

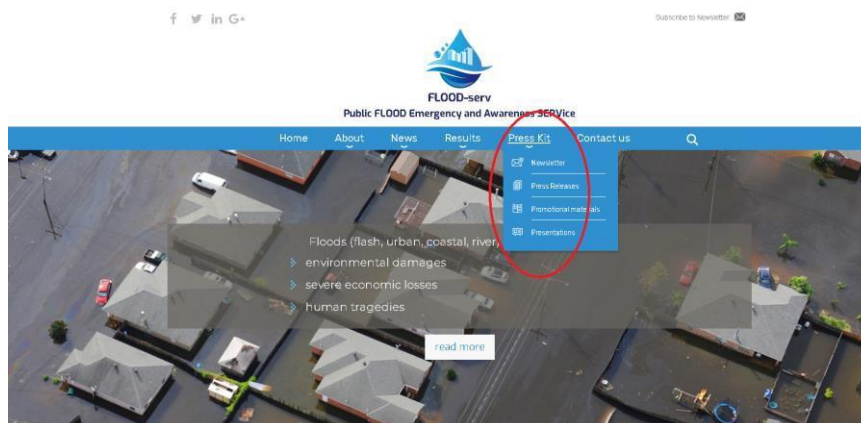


Figure 4: Press Kit section – FLOOD-serv website

Lastly, the section “Contact us” contains a contact form by which the website visitors are able to send their message and communicate with the consortium.

### 3.1.3 Website Analytics

The success of the activities undertaken for maintaining and updating the FLOOD-serv website is highly interrelated with its performance during the reporting period. For this reason, this report includes the performance measurement of the website (*analytics*) which is presented within the current section. The analytics are provided by the AWstats service and the glossary of terms used can be found in **Appendix III**.

<i>No.</i>	<i>Month</i>	<i>Unique Visitors</i>	<i>Number of Visits</i>	<i>Pages</i>	<i>Hits</i>	<i>Bandwidth</i>
M1	Aug 2016	13	48	900	4,154	76.84 MB
M2	Sep 2016	60	215	23,127	261,305	4.96 GB
M3	Oct 2016	314	759	6,781	40,499	2.21 GB
M4	Nov 2016	264	775	9,049	28,028	343.04 MB
M5	Dec 2016	371	927	7,806	31,052	292.15 MB
M6	Jan 2017	498	936	6,211	23,380	244.18 MB
M7	Feb 2017	2,741	3,331	16,909	43,065	452.65 MB
M8	Mar 2017	1,076	1,526	16,173	51,503	596.24 MB
M9	Apr 2017	1,500	1,869	13,145	20,460	300.10 MB
M10	May 2017	830	1,555	11,698	19,104	317.27 MB
M11	Jun 2017	1,343	2,208	16,611	32,738	339.00 MB
M12	Jul 2017	955	1,468	16,562	39,111	496.26 MB
M13	Aug 2017	920	1,400	7,658	18,351	247.89 MB
M14	Sep 2017	965	1,578	7,518	18,791	273.73 MB
M15	Oct 2017	1,196	1,829	10,507	33,726	480.33 MB
M16	Nov 2017	3,410	4,070	15,596	57,585	1.56 GB
M17	Dec 2017	1,380	1,939	7,319	19,124	556.32 MB
M18	Jan 2018	1,240	1,589	6,633	21,915	682.05 MB
M19	Feb 2018	1,475	1,929	15,020	28,531	544.14 MB
M20	Mar 2018	1,235	1,919	21,646	33,855	471.06 MB
M21	Apr 2018	892	1,438	10,873	21,320	344.65 MB
M22	May 2018	1,153	1,741	11,413	23,648	378.18 MB
M23	Jun 2018	930	1,485	8,233	19,441	325.41 MB
M24	Jul 2018	1,591	2,458	20,510	56,911	910.57 MB
M25	Aug 2018	1,225	1,998	17,723	61,619	733.84 MB

M26	Sep 2018	1,543	2,305	23,374	74,196	743.72 MB
M27	Oct 2018	1,912	2,691	30,361	87,695	884.72 MB
M28	Nov 2018	2,368	3,567	30,308	89,383	1.09 GB
M29	Dec 2018	2,066	3,144	20,220	58,689	785.67 MB
M30	Jan 2019	2,074	3,154	37,030	89,292	1.12 GB
M31	Feb 2019	2,379	3,528	25,383	67,780	862.19 MB
M32	Mar 2019	2,086	2,971	10,452	35,897	710.10 MB
M33	Apr 2019	1,842	3,779	13,407	32,416	706.94 MB
M34	May 2019	2,449	3,811	14,318	34,742	675.60 MB
M34	Jun 2019	1,854	3,768	31,345	69,469	867.37 MB
M36	Jul 2019	2,011	3,337	33,424	76,779	1.01 GB
<b>Total M36</b>		<b>14,695</b>	<b>24,348</b>	<b>165,359</b>	<b>406,375</b>	<b>5.86 GB</b>

Table 6: FLOOD-serv Website Analytics by AWstats

### 3.1.4 Website Sustainability after Completion of the Project

The project website is a versatile and resourceful dissemination tool, also serving the sustainability purposes since it aims to sustain the projects results for a year after the end of the project as per DoW. All papers such as preprints, reprints, technical reports, public documents about the project's activities, links to other established connections and relevant projects for joint activities and collaborations will be made freely accessible on the project's website. With regards to the project's deliverables the vast majority of them are public (PU) and will be made freely accessible through the project's website during the project duration and a year after the end of the project. Furthermore, project related news (dissemination, up-take of results) will continue to be posted for at least one year following the completion of the project.

Notably, if there is a need for the website visibility duration to be extended beyond the DoW's requirements, it will be reviewed and implemented to support the project's sustainability.

## 3.2 Social Media

Social media are powerful tools for ensuring outreach to a wider audience, since through one source many recipients can be reached and thus communicate the concept and solutions of FLOOD-serv more effectively. For greater outreach and also taking advantage of the benefits that these means offer, the FLOOD-serv project has been making its presence known through accounts in Twitter, LinkedIn, Google+ and the project's page on Facebook since the very beginning of its lifecycle.

The Facebook page as well as the Twitter and LinkedIn accounts were created in M1 (*August 2016*) and the Google+ account in M2 (*September 2016*); this account was active until April of 2019, when it was shut down for business use and consumers. Additionally, in M6 (*January 2017*) the Community of

Interest LinkedIn group was created (based on the FLOOD-serv LinkedIn account) in order to promote the FLOOD-serv results in a more targeted manner concerning the pilot sites.

The project's social media accounts were updated with posts of:

- FLOOD-serv **publications**;
- FLOOD-serv **events** organized by the consortium;
- FLOOD-serv **e-newsletter issues**;
- Non-scientific articles written by the FLOOD-serv consortium and published at the project's website;
- Results from **other EU funded projects** that respectively support FLOOD-serv by sharing information about it;
- FLOOD-serv profiles on **digital publishing platforms** (*i.e. Issuu, SlideShare and Scribd*);
- **Other project news** (*participation in public events, presence in press and media etc.*);
- News and events related to the project's topic.

More audience was attracted and visibility was increased by adding the following hashtags in the aforementioned types of posts:

- #FloodEmergency
- #MobileTechnologies
- #OpenGovernment
- #SocialMedia
- #AwarenessService
- #Transparency
- #CitizenEmpowerment
- #EU\_Project
- #H2020
- Locations of pilot sites
- Other words relevant with project's publications
- Official hashtags of public events where consortium partners presented the project

### 3.2.1 Facebook Page

**Facebook** is an online social media and social networking service. After registering to use the site, users can create a user profile indicating their name, occupation, schools attended and so on. Users can add other users as "friends", exchange messages, post status updates and digital photos, share digital videos and links, use various software applications ("*apps*"), and receive notifications when others update their profiles or make posts<sup>1</sup>. The FLOOD-serv Facebook page was created in August 2016 (*M1*) and posts started to be made with the launch of the project's website (*end of September 2016 – M2*). It has been promoted through the project's website, newsletter issues and partners' networks. The number of page likes in Y1 was 71 and increased to 118 in M18 and then to 167 in M36.

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<sup>1</sup> Source: <https://en.wikipedia.org/wiki/Facebook> (Wikipedia)

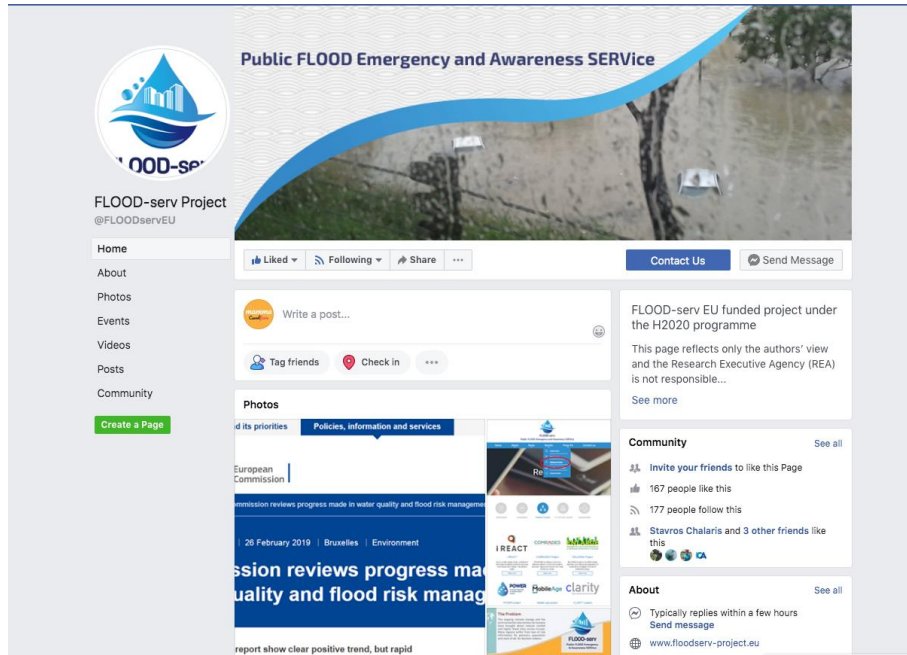


Figure 5: FLOOD-serv Facebook Page

Overview of Facebook Page	
Created in	August 2016 (M1)
URL	<a href="https://www.facebook.com/FLOODservEU/">https://www.facebook.com/FLOODservEU/</a>
Mention	@FLOODservEU
Page Likes in M6	54
Page Likes in M12 (Y1)	71
Page Likes in M18	118
Page Likes in M36	167

Table 7: Overview of Facebook Page



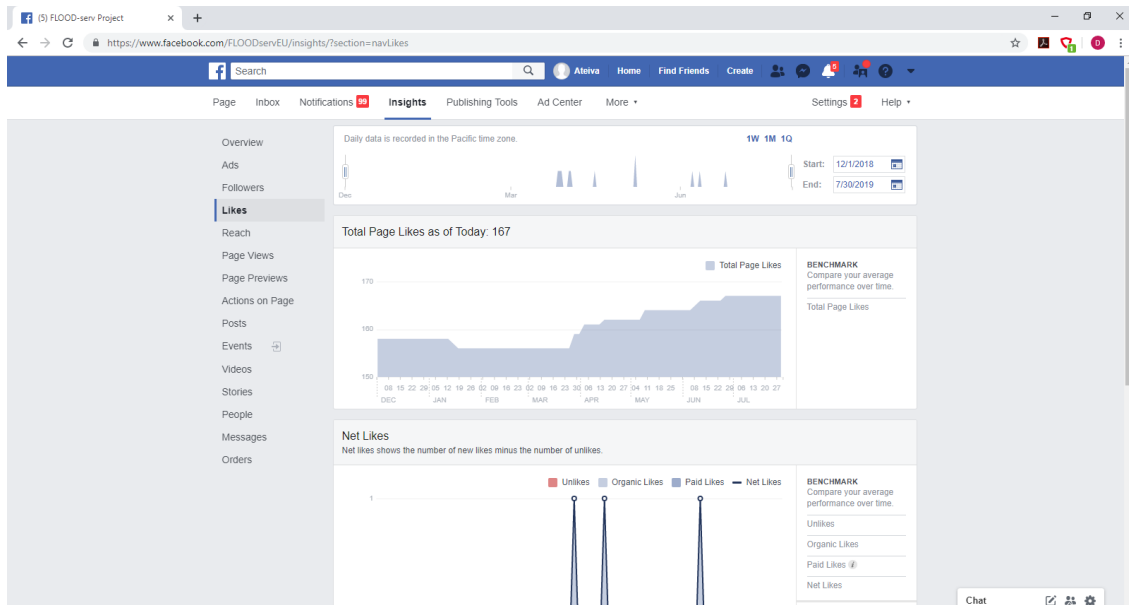


Figure 6: Facebook Total Page Likes as of July 2019: 167

### 3.2.2 Twitter Profile

**Twitter** is an online news and social networking service where users post and interact with messages, "tweets", restricted to 280 characters for all languages (except Japanese, Korean and Chinese that have limit of 140 characters). Registered users can post tweets, but those who are unregistered can only read them<sup>2</sup>. The profile of FLOOD-serv project on Twitter was created in August 2016 (M1) and its first post was made at the end of September 2016 for announcing the launch of the project's website. By the end of Y1 this profile had 42 followers, 226 profile visits and 6,605 tweet impressions. These numbers were increased in M18 to 50 followers, 277 profile visits and 8,933 tweet impressions. In month 36 the number of the followers increased to 161.



Figure 7 FLOOD-serv Twitter page

<sup>2</sup> Source: <https://en.wikipedia.org/wiki/Twitter> (Wikipedia)

<i>Overview of Twitter Account</i>		
<b>Created in</b>	August 2016 (M1)	
<b>URL</b>	<a href="https://twitter.com/FLOODservEU">https://twitter.com/FLOODservEU</a>	
<b>Mention</b>	@FLOODservEU	
<b>Followers</b>	in M6	28
	in M12 (Y1)	42
	in M18	50
	in M36	161
<b>Tweet Impressions</b>	in M6	1,679
	in M12	6,605
	in M18	8,933
	in M36	1,250
<b>Profile visits</b>	in M6	147
	in M12	226
	in M18	277
	in M36	3

Table 8: Overview of Twitter account

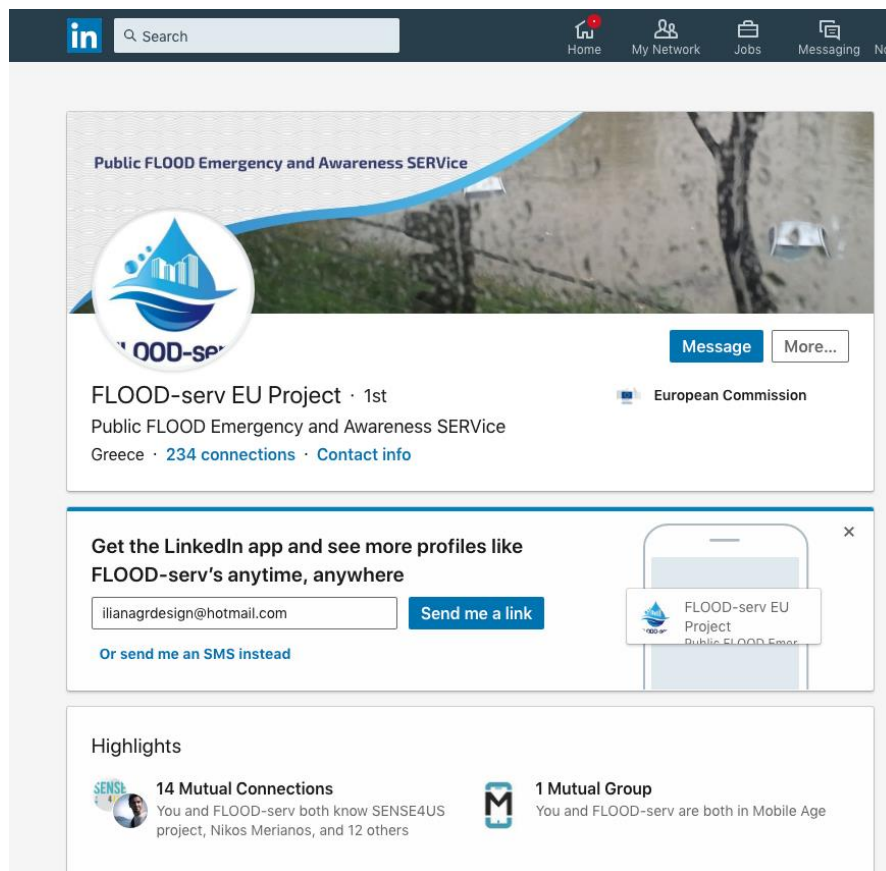


Figure 8 FLOOD-serv LinkedIn Account

### 3.2.3 LinkedIn Account

**LinkedIn** is a business-and employment-oriented social networking service that operates via websites and mobile apps. It is mainly used for professional networking, including employers posting jobs and job seekers posting their CVs. LinkedIn allows members (both workers and employers) to create profiles and "connections" to each other in an online social network which may represent real-world professional relationships. Members can invite anyone (whether an existing member or not) to become a connection. The "gated-access approach" (where contact with any professional requires either an existing relationship or an introduction through a contact of theirs) is intended to build trust among the service's members<sup>3</sup>. The LinkedIn account of the project was created in M1 and its first post was made at the end of September 2016 for announcing the launch of the project's website. In Y1 the connections of the account were 107 and in M18 were increased to 131. In M36 the connections were increased to 236.

<sup>3</sup> Source: <https://en.wikipedia.org/wiki/LinkedIn> (Wikipedia)

Overview of LinkedIn Account	
Created in	August 2016 (M1)
URL	<a href="https://www.linkedin.com/in/flood-serv-eu-project-b0361b126/">https://www.linkedin.com/in/flood-serv-eu-project-b0361b126/</a>
Mention	@FLOODservEU
Connections in M12 (Y1)	107
Connections in M18	131
Connections in M36	234

Table 9: Overview of LinkedIn account

### 3.2.4 Google+ Account

**Google+** is an Internet based social network that is owned and operated by Google<sup>4</sup>. The FLOOD-serv account was created in September 2016 and first posts were made in October 2016 for announcing the launch of the project’s website and the release of the project’s Factsheet. However, Google+ is a social media network that is not very popular to social media users and thus consortium’s expectations for spreading FLOOD-serv messages is very low. Within this framework in section 5 “Performance Measurement of Dissemination Activities” of the deliverable D6.2 the set indication of success for this account was 10 followers. Also as mentioned above this social media mean was shut down for business use and consumers in April of 2019. The measurement of connections in Y1 showed 4 and in M18 raised to 5. At M33 the number of connections was 8.

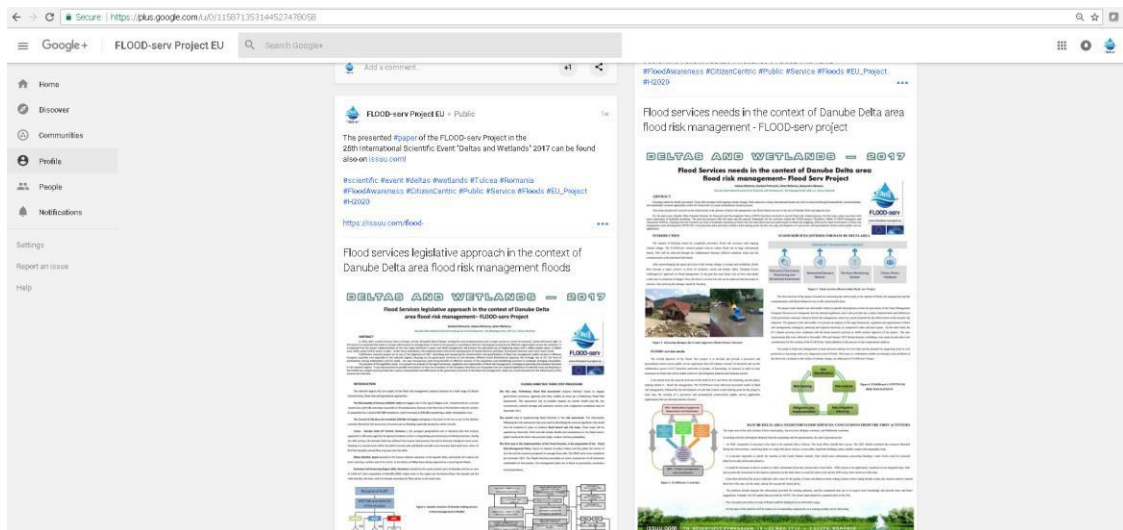


Figure 9: FLOOD-serv Google+ Account

<sup>4</sup> Source: <https://en.wikipedia.org/wiki/Google%2B> (Wikipedia)

<i>Overview of Google+ Account</i>	
<b>Created in</b>	M2 (September 2016)
<b>URL</b>	<a href="https://plus.google.com/u/0/115871353144527478058">https://plus.google.com/u/0/115871353144527478058</a>
<b>Connections in M12 (Y1)</b>	4
<b>Connections in M18</b>	5
<b>Connections in M33</b>	8

Table 10: Overview of Google+ account

### 3.3 Newsletter

The newsletter is a dissemination tool (see D6.2 Dissemination Plan) that assists WP6 in reaching the target audiences and conveying to them the major FLOOD-serv developments and results with main aim to attract their attention and engage them.

During the reporting period we published 6 newsletter issues in M5, M8, M12, M22 and M32 that followed the activity of the project and the produced results. A special Newsletter issue was circulated alerting subscribers of the project's compliance to the GDPR. The design was made by Gov2u with tailor made approach for each issue that was depended from the unique content of each one. All issues were created with easy-to read content by WP6 leader while all partners contributed and gave feedback. In order to avoid "spamming" the target audiences with little content we published the first issue in M5 (December 2016) not in M4 as foreseen in D6.2. Moreover, for the same reason we did not publish in November 2017 the planned issue as there was not much information to share.

Contact lists of stakeholders from pilot sites and across Europe have been created in order to disseminate the FLOOD-serv news. Also, 25 individuals have voluntarily subscribed through the respective form at project's website. For distributing (via email) the e-newsletter issues we use Moosend. It is an email marketing service provider where its users can manage their mailing lists, craft their newsletters, schedule their delivery and track and evaluate their performance. According to the General Data Protection Regulations (GDPR<sup>5</sup>) regulations the service foresees and Unsubscribe link at the bottom of the mailing. All newsletter issues can be found at project's website on section "Press Kit", subsection "Newsletter".

#### 3.3.1 Newsletter Issue No. 1

The [first newsletter issue](#) of the project was published in December 2016 (M5) and briefly introduced to the readers the project. Additionally, the very first FLOOD-serv results were presented. The performance of the first issue was measured by Moosend.

<sup>5</sup> Source: [https://en.wikipedia.org/wiki/General\\_Data\\_Protection\\_Regulation](https://en.wikipedia.org/wiki/General_Data_Protection_Regulation) (Wikipedia)

<i>Measured indicators</i>	<i>Achieved</i>
Unsubscribe rate	0.7%
Unique opens:	11.0%
Link clicks:	0.9%
Bounce rate for the email version of the newsletter	4.4%
Spam complaint rate for the email version of the newsletter	0

Table 11: Analytics of Newsletter Issue No.1

### 3.3.2 Newsletter Issue No. 2

The [second newsletter issue](#) was published in March 2017 (M8) and had as main topic the WP3 workshops conducted in pilot sites. In addition, the project was embraced by the local press and media in pilot sites and we presented what they said about FLOOD-serv. The performance of the second issue is shown in **Table 12**.

<i>Measured indicators</i>	<i>Achieved</i>
Unsubscribe rate	0.8%
Unique opens:	17.3%
Link clicks:	0.8%
Bounce rate for the email version of the newsletter	0.8%
Spam complaint rate for the email version of the newsletter	0

Table 12: Analytics of Newsletter Issue No.2

### 3.3.3 Newsletter Issue No. 3

The [third newsletter issue](#) was published in July 2017 (M12) and results of the project were presented. The performance of the third issue is displayed in Table 13.

<i>Measured indicators</i>	<i>Achieved</i>
Unsubscribe rate	2.7%
Unique opens:	19.7%
Link clicks:	1.2%

<b>Bounce rate for the email version of the newsletter</b>	1.4%
<b>Spam complaint rate for the email version of the newsletter</b>	0

Table 13: Analytics of Newsletter Issue No.3

### 3.3.4 Newsletter Issue No. 4

The [fourth newsletter issue](#) was published in May 2018 (M22) and results of the project were presented. The performance of the fourth issue is displayed in Table 14.

<i>Measured indicators</i>	<i>Achieved</i>
<b>Unsubscribe rate</b>	1.5%
<b>Unique opens:</b>	21.6%
<b>Link clicks:</b>	1.4%
<b>Bounce rate for the email version of the newsletter</b>	4%
<b>Spam complaint rate for the email version of the newsletter</b>	0

Table 14: Analytics of Newsletter Issue No.4

### 3.3.5 Newsletter Issue No. 5

The [fifth newsletter issue](#) was published in February 2019 (M32) and the promotion of the project through workshops, events and training sessions were presented. The performance of the fourth issue is displayed in Table 15.

<i>Measured indicators</i>	<i>Achieved</i>
<b>Unsubscribe rate</b>	1.8%
<b>Unique opens:</b>	19.4%
<b>Link clicks:</b>	0.8%
<b>Bounce rate for the email version of the newsletter</b>	2.3%
<b>Spam complaint rate for the email version of the newsletter</b>	0

Table 15: Analytics of Newsletter Issue No.5

### 3.3.6 Special Newsletter Issue

The [Special Newsletter Issue](#) was circulated in February 2019 (M32) to alert our subscribers of the FLOOD-serv Project's compliance to GDPR . The performance of this issue is displayed in **Table 16**.

<i>Measured indicators</i>	<i>Achieved</i>
<b>Unsubscribe rate</b>	0.9%
<b>Unique opens:</b>	22.5%
<b>Link clicks:</b>	0.3%
<b>Bounce rate for the email version of the newsletter</b>	0%
<b>Spam complaint rate for the email version of the newsletter</b>	0

Table 16: Analytics of Special Newsletter Issue

### 3.4 Press Releases

A press release consists in written communication mostly with members of news media with the purpose of announcing news that would interest the general public, in our case the project's stakeholders. It is considered as a very efficient tool for disseminating FLOOD-serv developments since their distribution to a large number of recipients (media outlets, similar organizations, similar initiatives and projects, academia, communities and networks, etc.) help promote the project at local and pan-European level.

During the reporting period sixteen press releases (see Table 17) have been published by the project partners. They can be found on the project website at this [link](#).

<i>Title of press release</i>	<i>Language</i>	<i>Published in</i>
Camara adere a projeto europeu para prevencao do risco de cheias	Portuguese	O Povo Famalicense (newspaper)
Famalicao participa em projeto europeu para prevencao do risco de cheias	Portuguese	Opinião Pública (newspaper)
Kraj posilňuje protipovodňovú ochranu	Slovak	Teraz, 24hod, regional press Pezinsko
BSK: Konferencia o ochrane vody	Slovak	BSK website
Raca dostane viac ochrany pred vodou	Slovak	Račiansky výber (monthly magazine)
Natural disasters – major concern for European authorities	English	Nine o'clock



Inundațiile consumă 2,1% din PIB- ul României	Romanian	Agerpres, Comunicate de Presa, Web PR, AMOS News, HotNews, Ziare pe net, Comunicate de a faceri, Agora, Live PR, PR wave, STIRI EVENIMENTE, Press mania, M-security NEWS, Science HotNews, Comunicate online, Curierul de Ramnic, Cronica de Iasi, infoBRASOV.net, SANSA News, 008.ro, pescurt.ro, Centrul de presa
Floods are consuming 2.1% from Romania's GNP	English	American Chamber of Commerce in Romania
“Nasce una APP sugli allagamenti per segnalazioni e “mugugni”	Italian	Newspaper LA STAMPA
“FLOOD-serv - Innovazione, tecnologie, partecipazione”	Italian	Mentelocale Local Newspaper online <a href="http://www.mentelocale.it">www.mentelocale.it</a> Press Release <a href="#">here</a>
Il progetto FLOOD-serv	Italian	<a href="#">Unige-DAD- Geomorfolab</a>
V Bratislave testujú meracie stanice, upozornia ľudí na povodne	Slovak	<a href="#">Web site of national television</a>
INCDDD testează platforma FLOOD-Serv, referitoare la managementul riscului la inundații	Romanian	<a href="http://Tulceanoastra.ro">Tulceanoastra.ro</a>
Simpozion Internațional „Delte și Zone Umede” la Tulcea	Romanian	<a href="http://Tulceanoastra.ro">Tulceanoastra.ro</a>
“Deltas & Wetlands 2019” DDNI Scientific Event Community, 27th edition	English	Delta Newspaper
Floods are consuming 2.1% from Romania's GNP	Romanian	<a href="#">SIVECO's website</a>

Table 17: List of published press releases

### 3.5 Promotional Materials

Promotional materials (i.e. brochure, flyer, poster, factsheet) are a collection of dissemination and promotional tools used to support the project's identity, to raise awareness and visibility of the project, to attract and motivate stakeholders to get engaged to the project, as well as to be distributed to audiences during the project's presentation in events, workshops and conferences.

Their content was prepared by WP6 leader and circulated to the consortium for review. Later on, Gov2u designed, created and made them available in digital format at the project's website (see section Press Kit, subsection [Promotional Materials](#)). The produced materials are:

Factsheet (EN);

Brochure (EN);

Flyer (EN, ES, IT, SK, PT, RO);

Poster (EN, ES, IT, SK, PT, RO).



Figure 10: Promotional Materials



Figure 11: Flyer's versions (ES, IT, SK, PT, RO)



Figure 12: Poster's versions (ES, IT, SK, PT, RO)

The project's flyer as well as its poster have been translated by the respective partners in Spanish (Answare, BILBAO), Italian (GENOVA), Portuguese (ANO, CMVNF), Slovak (Exdwarf, BSK) and Romanian (SIVECO, IP Tulcea, DDNI). The task of translating the materials and the work division was discussed via emails and consortium's conference calls. Partners from the same countries worked together for the translations and the content's review in order to achieve the best outcome. The promotional materials have been printed upon partners' request (for workshops conducted in pilot cities). Additionally, the overall presentation of the project has been created and distributed to all partners.



Figure 13: Flyer's versions 2018 (ES, IT, PT, RO)



Figure 14: Poster's versions 2018



Figure 15 Final Project Brochure's versions (EN, IT,)



Figure 16 Rollup Banner 2019

# FLOOD-serv Project: Piloting of Public Emergency and Awareness Services ICT Platform

Tomas Koren, Exdwarf consulting s.r.o., Bratislava, Slovakia, EU

www.floodserv-project.eu  
www.floodserv.eu



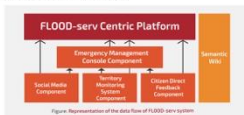
Presented at the 11th International ACM Web Science Conference, Boston, MA 30 June – 3 July 2019

## Background

- Climate changes increasingly contribute to extreme weather conditions such as droughts, hyper hurricanes or floods, all of them representing a growing threat for humans, environment and economies over the globe.
- Flooding cannot be wholly prevented. Further factors like socio economic development, urbanisation, land cover change, vulnerability of people in risk area but also lack of dedicated ICT-infrastructure contribute to the magnitude and frequency of floods.
- Many regions suffer from lack of risk information for planners, population and most of all, for decision makers.

## Rationale

- Risk reduction in large international basins can only be achieved through transnational, interdisciplinary and stakeholder oriented approaches within the framework of a joint transnational research project. 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.
- Integrated solution capable of generating awareness data in all flood phases is required: Preparedness, Flood-emergency response and Flood-recovery.



<sup>12</sup> Data from 3b cycle are not included in the result tables

## Acknowledgments

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## System Architecture

- Integrated approach to include all stakeholders by two way communication via: Mobile, Web and Social media
- Five R&D prototypes integrated in one platform (see Figure). In addition, a portal implemented for a central access point to the functionalities www.floodserv.eu

## Pilots

- Genova (Italy)
- Danube Delta (Romania)
- Bilbao (Spain)
- Bratislava (Slovakia)
- Ave Valley Region (Portugal)



## Methods

- The pilot phase of FLOOD-serv aimed to demonstrate that the system is ready for wide-scale implementation and to identify any problems that might affect a full-scale roll-out.
- Five European flood-risk pilot municipalities in Italy, Spain, Portugal, Romania and Slovakia with both urban and rural character were involved in project to generate spectrum of requirements. Pilots link citizens, public authorities and relevant stakeholders to experience how FLOOD-serv enables actions through innovation to reduce the adverse effects of a flood.
- Three piloting phases took place during September-October 2018, January-February 2019 and April-May 2019.
- Respective pilot municipalities took different approaches in testing the platform (collective - individual, supervised - individual, target group specific - combined etc.)
- Different work instruments were used to support piloting:
  - Consent forms
  - Templates for reporting test results

- General questionnaire for the internet use and attitudes
- End of testing session questionnaire

## Results

- Perceived usefulness of the system varied by pilot city, but the system was overall perceived useful (Table 1). Tulcea and Genova evaluated the platform as very useful, with EMC and CDF app leading the statistics.<sup>1</sup>

Table 1. Average Perceived Usefulness by Pilot City and Component

Component	Bilbao		Bratislava		CMVNF		Genova		Tulcea	
	Average	N	Average	N	Average	N	Average	N	Average	N
CDF	NC	NC	2.70	205	3.00	15	NA	NA	3.29	230
CDF app	NC	NC	2.13	34	4.00	4	2.64	37	NA	NA
EMC	2.33	7	2.00	6	4.00	4	NC	NC	3.61	159
Portal	2.00	20	2.82	307	2.90	84	3.32	83	3.30	211
SMC	NC	NC	NC	NC	3.00	3	NC	NC	NA	NA
SW	1.60	16	2.74	393	1.60	13	3.24	55	3.29	204

- Perceived ease of use of the system varied by pilot city and by component (Table 2). Components EMC and Portal reached the highest weighted ease-of-use score in testing sessions.<sup>2</sup>

Table 2. Average Perceived Ease of Use by Pilot City and Component

Component	Bilbao		Bratislava		CMVNF		Genova		Tulcea	
	Average	N	Average	N	Average	N	Average	N	Average	N
CDF	NC	NC	2.74	19	2.40	5	NA	NA	3.27	70
CDF app	NC	NC	1.88	16	4.00	1	3.50	10	NA	NA
EMC	3.00	3	3.00	3	3.00	1	NC	NC	3.32	44
Portal	2.50	10	2.91	109	3.00	29	3.68	25	3.29	70
SMC	NC	NC	NC	NC	2.00	1	NC	NC	NA	NA
SW	1.90	10	2.84	111	2.40	5	3.71	17	3.24	62

## Conclusions

- Piloting revealed importance of training process i.e. how to use the system, how to perform testing when done by citizen testers.
- FLOOD-serv system is fit-for-purpose and perceived useful by users, but still needs improvements for usability.



Figure 17 Scientific Poster 2019



Figure 18 Flyer 2019

All the official templates of the project (Deliverable template, Power point presentation template, Letterhead, Press release template, Meeting minutes, Meetings/ ConCall Agenda Template) have been produced and distributed to the consortium in order to ensure that all FLOOD-serv's communication activities are consistent with the visual identify of the project.

Screenshots of the promotional materials in English version can be found in Appendix II.

### 3.6 Digital Publishing Platforms

Electronic publishing (also referred to as e-publishing or digital publishing or online publishing) includes the digital publication of e-books, digital magazines, and the development of digital libraries and catalogues.

In our project's case we created profiles in Issuu, Scribd and LinkedIn Slideshare for digital publishing and they will serve as dissemination tools for promoting the FLOOD-serv outcomes public deliverables (approved by REA), publications, the newsletter issues and promotional materials.

#### 3.6.1 Issuu

**Issuu** is a free electronic publishing platform for magazines, catalogs, and newspapers.<sup>6</sup> The FLOOD-serv profile was created in November 2016 (M4) where the promotional materials in English version were initially uploaded and the months that followed it was enriched with the materials translated in partners' language and project's publications. It can be found at: <https://issuu.com/flood-serveuproject>

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<sup>6</sup> Source: <https://en.wikipedia.org/wiki/Issuu> (Wikipedia)

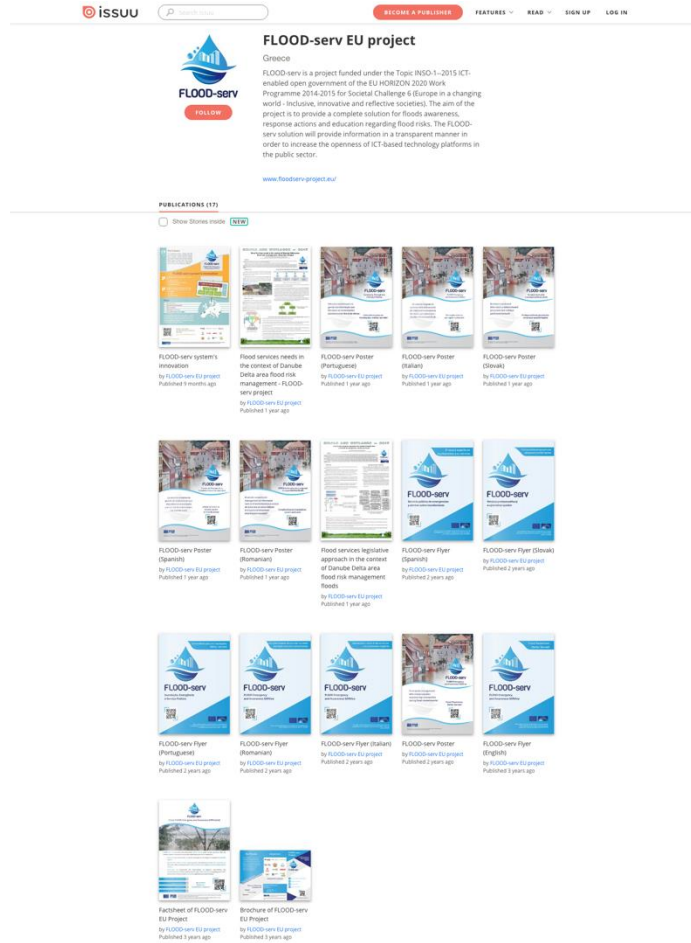


Figure 19: Issuu profile

The platform provides some free statistics concerning the overall performance of the profile as well as per published item.

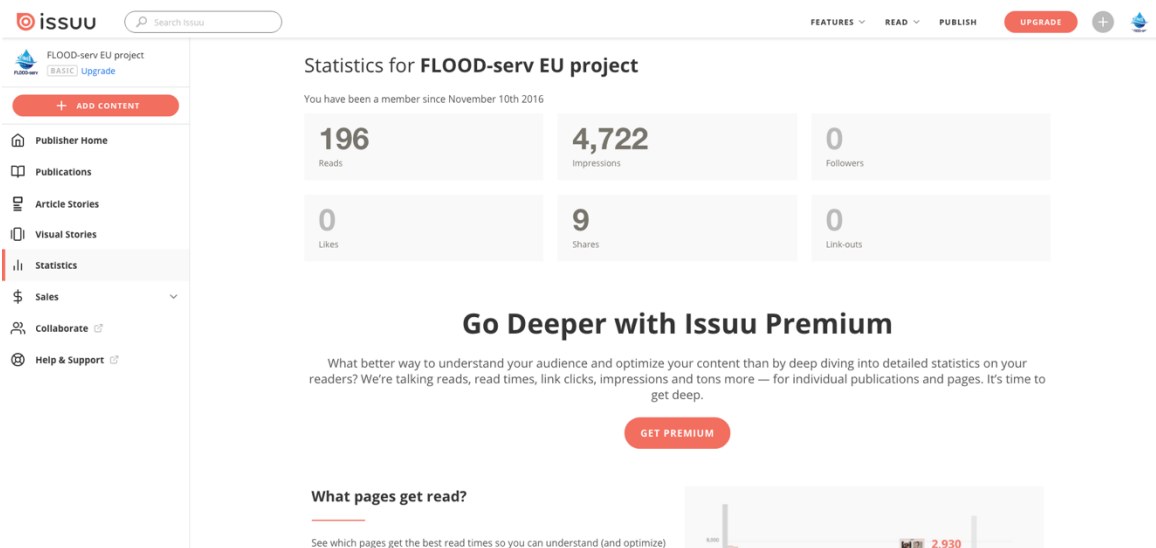


Figure 20: Overall performance – Issuu profile

The explanation of the metrics terms (as given by Issuu) that are showcased in the above Figure is:

Reads: Counted each time a user opened a publication for more than 2 seconds.

Impressions: Counted each time a publication was displayed to a user in an embedded or on Issuu.

Followers: The number of users following your Issuu profile.

Likes: The number of users following your Issuu profile.

Shares: The number of times a user shared your publication from Issuu.

Link-outs: Number of clicks on a publisher made link.

Average time spent: The average time readers spent reading this publication.

Read time: The total time readers spend reading this.

The list with the published items on the FLOOD-serv profile is presented in the table below.

S/N	Title of the published item	URL	Type	Reads	Impressions	Average time spend	Read time
1.	Brochure of FLOOD-serv EU Project	<a href="https://issuu.com/flood-serveuproject/docs/flood-serv_brochure">https://issuu.com/flood-serveuproject/docs/flood-serv_brochure</a>	Marketing Material	33	138	0:02:29	<b>1:22:08</b>
2.	Factsheet of FLOOD-serv EU Project	<a href="https://issuu.com/flood-serveuproject/docs/flood-serv_factsheet">https://issuu.com/flood-serveuproject/docs/flood-serv_factsheet</a>	Marketing Material	16	261	0:01:33	<b>0:24:57</b>
3.	FLOOD-serv Flyer (English)	<a href="https://issuu.com/flood-serveuproject/docs/flyer_for-web">https://issuu.com/flood-serveuproject/docs/flyer_for-web</a>	Marketing Material	13	49	0:01:48	<b>0:23:27</b>
4.	FLOOD-serv Flyer (Spanish)	<a href="https://issuu.com/flood-serveuproject/docs/flyer_for-web-spanish">https://issuu.com/flood-serveuproject/docs/flyer_for-web-spanish</a>	Marketing Material	10	36	0:02:29	<b>0:24:53</b>
5.	FLOOD-serv Flyer (Portuguese)	<a href="https://issuu.com/flood-serveuproject/docs/flyer_for-web-portuguese">https://issuu.com/flood-serveuproject/docs/flyer_for-web-portuguese</a>	Marketing Material	6	33	0:03:51	<b>0:23:10</b>

6.	FLOOD-serv Flyer (Romanian)	<a href="https://issuu.com/flood-serveuproject/docs/flyer_for-web-romanian">https://issuu.com/flood-serveuproject/docs/flyer_for-web-romanian</a>	<i>Marketing Material</i>	17	65	0:02:36	<b>0:44:13</b>
7.	FLOOD-serv Flyer (Italian)	<a href="https://issuu.com/flood-serveuproject/docs/flyer_for-web-italian">https://issuu.com/flood-serveuproject/docs/flyer_for-web-italian</a>	<i>Marketing Material</i>	4	52	0:04:43	<b>0:18:54</b>
8.	FLOOD-serv Flyer (Slovak)	<a href="https://issuu.com/flood-serveuproject/docs/flyer_for-web-slovak">https://issuu.com/flood-serveuproject/docs/flyer_for-web-slovak</a>	<i>Marketing Material</i>	6	29	0:02:27	<b>0:14:42</b>
9.	FLOOD-serv Poster	<a href="https://issuu.com/flood-serveuproject/docs/poster_v5_for-web">https://issuu.com/flood-serveuproject/docs/poster_v5_for-web</a>	<i>Marketing Material</i>	3	84	0:02:42	<b>0:08:07</b>
10.	FLOOD-serv Poster (Spanish)	<a href="https://issuu.com/flood-serveuproject/docs/poster_es_webv">https://issuu.com/flood-serveuproject/docs/poster_es_webv</a>	<i>Marketing Material</i>	1	12	0:07:40	<b>0:07:40</b>
11.	FLOOD-serv Poster (Romanian)	<a href="https://issuu.com/flood-serveuproject/docs/floodserv_poster_romanian">https://issuu.com/flood-serveuproject/docs/floodserv_poster_romanian</a>	<i>Marketing Material</i>	1	13	0:07:40	<b>0:07:40</b>
12.	FLOOD-serv Poster (Italian)	<a href="https://issuu.com/flood-serveuproject/docs/floodserv_poster_italian">https://issuu.com/flood-serveuproject/docs/floodserv_poster_italian</a>	<i>Marketing Material</i>	1	13	0:08:40	<b>0:08:40</b>



13.	FLOOD-serv Poster (Portuguese)	<a href="https://issuu.com/flood-serveuproject/docs/floodserv_poster_portuguese">https://issuu.com/flood-serveuproject/docs/floodserv_poster_portuguese</a>	Marketing Material	1	13	0:08:40	<b>0:08:40</b>
14.	FLOOD-serv Poster (Slovak)	<a href="https://issuu.com/flood-serveuproject/docs/floodserv_poster_slovak">https://issuu.com/flood-serveuproject/docs/floodserv_poster_slovak</a>	Marketing Material	1	14	0:12:40	<b>0:12:40</b>
15.	Flood services legislative approach in the context of Danube Delta area flood risk management floods	<a href="https://issuu.com/flood-serveuproject/docs/flood_services_legislative_approach">https://issuu.com/flood-serveuproject/docs/flood_services_legislative_approach</a>	Paper	15	91	0:02:39	<b>0:39:54</b>
16.	Flood services needs in	<a href="https://issuu.com/flood-serveuproject/">https://issuu.com/flood-serveuproject/</a>	Study	8	78	0:02:23	<b>0:19:08</b>
17.	the context of Danube Delta area flood risk management - FLOOD-serv project	<a href="https://issuu.com/flood-serveuproject/docs/flood_services_needs_in_the_context">docs/flood_services_needs_in_the_context</a>	Marketing Material	13	37	00:03:05	<b>0:40:12</b>

Table 18: Published items on Issuu

### 3.6.2 LinkedIn Slideshare

**LinkedIn SlideShare** is a Web 2.0–based slide hosting service where users can upload files privately or publicly in the following file formats: PowerPoint, PDF, Keynote or OpenDocument presentations. Slide decks can then be viewed on the site itself, on hand held devices or embedded on other sites. Although the website is primarily a slide hosting service, it also supports documents, PDFs, videos and webinars. It also provides to the users the ability to rate, comment on, and share the uploaded

content<sup>7</sup>.

The FLOOD-serv profile on Slideshare was created in September 2016 (M2) and can be found at: <https://www.slideshare.net/FLOODservProjectEU>

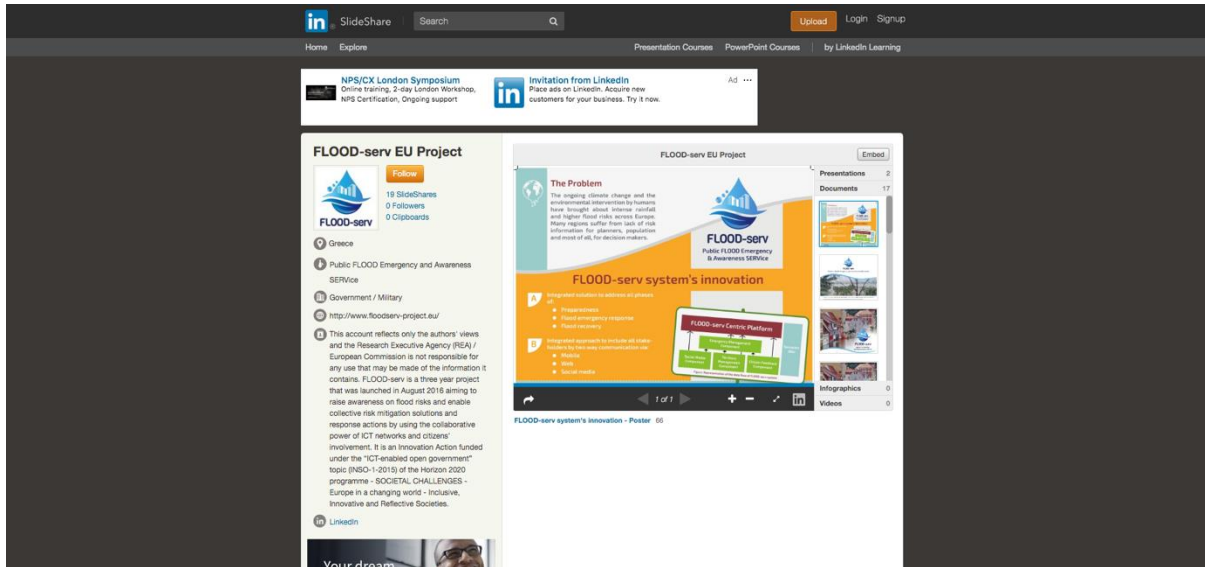


Figure 21: Slideshare profile

The published items on the platform are shown in the following table:

S/N	Title of published item	URL	Type	Total Views
1.	Brochure of FLOOD-serv EU Project	<a href="https://www.slideshare.net/FLOODservProjectEU/floods_serv-project-brochure">https://www.slideshare.net/FLOODservProjectEU/floods_serv-project-brochure</a>	Marketing Material	126
2.	Factsheet of FLOOD-serv EU Project	<a href="https://www.slideshare.net/FLOODservProjectEU/flood_serv-factsheetforweb">https://www.slideshare.net/FLOODservProjectEU/flood_serv-factsheetforweb</a>	Marketing Material	60
3.	FLOOD-serv Flyer (English)	<a href="https://www.slideshare.net/FLOODservProjectEU/floods_serv-flyer-english">https://www.slideshare.net/FLOODservProjectEU/floods_serv-flyer-english</a>	Marketing Material	46
4.	FLOOD-serv Flyer (Spanish)	<a href="https://www.slideshare.net/FLOODservProjectEU/floods_serv-flyer-spanish">https://www.slideshare.net/FLOODservProjectEU/floods_serv-flyer-spanish</a>	Marketing Material	33
5.	FLOOD-serv Flyer (Portuguese)	<a href="https://www.slideshare.net/FLOODservProjectEU/floods_serv-flyer-portuguese">https://www.slideshare.net/FLOODservProjectEU/floods_serv-flyer-portuguese</a>	Marketing Material	43

<sup>7</sup> Source: <https://en.wikipedia.org/wiki/SlideShare> (Wikipedia)

6.	FLOOD-serv Flyer (Romanian)	<a href="https://www.slideshare.net/FLOODservProjectEU/floods_erv-flyer-romanian">https://www.slideshare.net/FLOODservProjectEU/floods_erv-flyer-romanian</a>	Marketing Material	34
7.	FLOOD-serv Flyer (Italian)	<a href="https://www.slideshare.net/FLOODservProjectEU/floods_erv-flyer-italian">https://www.slideshare.net/FLOODservProjectEU/floods_erv-flyer-italian</a>	Marketing Material	34
8.	FLOOD-serv Flyer (Slovak)	<a href="https://www.slideshare.net/FLOODservProjectEU/floods_erv-flyer-slovak">https://www.slideshare.net/FLOODservProjectEU/floods_erv-flyer-slovak</a>	Marketing Material	43
9.	FLOOD-serv Poster	<a href="https://www.slideshare.net/FLOODservProjectEU/floods_erv-poster">https://www.slideshare.net/FLOODservProjectEU/floods_erv-poster</a>	Marketing Material	71
10.	FLOOD-serv Poster (Spanish)	<a href="https://www.slideshare.net/FLOODservProjectEU/floods_erv-poster-in-spanish">https://www.slideshare.net/FLOODservProjectEU/floods_erv-poster-in-spanish</a>	Marketing Material	10
11.	FLOOD-serv Poster (Romanian)	<a href="https://www.slideshare.net/FLOODservProjectEU/floods_erv-poster-in-romanian">https://www.slideshare.net/FLOODservProjectEU/floods_erv-poster-in-romanian</a>	Marketing Material	9
12.	FLOOD-serv Poster (Italian)	<a href="https://www.slideshare.net/FLOODservProjectEU/floods_erv-poster-italian">https://www.slideshare.net/FLOODservProjectEU/floods_erv-poster-italian</a>	Marketing Material	11
13.	FLOOD-serv Poster (Portuguese)	<a href="https://www.slideshare.net/FLOODservProjectEU/floods_erv-poster-portuguese">https://www.slideshare.net/FLOODservProjectEU/floods_erv-poster-portuguese</a>	Marketing Material	11
14.	FLOOD-serv Poster (Slovak)	<a href="https://www.slideshare.net/FLOODservProjectEU/floods_erv-poster-slovak">https://www.slideshare.net/FLOODservProjectEU/floods_erv-poster-slovak</a>	Marketing Material	25
15.	Flood services legislative approach in the context of Danube Delta area flood risk management floods	<a href="https://www.slideshare.net/FLOODservProjectEU/flood-services-legislative-approach-in-the-context-of-danube-delta-area-flood-risk-management-floodserv-project">https://www.slideshare.net/FLOODservProjectEU/flood-services-legislative-approach-in-the-context-of-danube-delta-area-flood-risk-management-floodserv-project</a>	Paper	7
16.	Flood services needs in the context of Danube Delta area flood risk management – FLOOD-serv project	<a href="https://www.slideshare.net/FLOODservProjectEU/flood-services-needs-in-the-context-of-danube-delta-area-flood-risk-management-floodserv-project">https://www.slideshare.net/FLOODservProjectEU/flood-services-needs-in-the-context-of-danube-delta-area-flood-risk-management-floodserv-project</a>	Study	11
17.	FLOOD-serv Brochure Updated	<a href="https://www.slideshare.net/FLOODservProjectEU/floods_erv-brochure-updated">https://www.slideshare.net/FLOODservProjectEU/floods_erv-brochure-updated</a>	Marketing Material	20

18	Factsheet of FLOOD-serv EU Project Updated	<a href="https://www.slideshare.net/FLOODservProjectEU/factsheet-of-floodserv-eu-project-updated">https://www.slideshare.net/FLOODservProjectEU/factsheet-of-floodserv-eu-project-updated</a>	Marketing Material	20
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Table 19: Published items on Slideshare

### 3.6.1 Scribd

**Scribd** is a digital library, e-book and audiobook subscription service.<sup>8</sup> The profile of FLOOD-serv was created in November 2016 (M4) and can be found at:

<https://www.scribd.com/user/337345109/FLOOD-serv-Project>

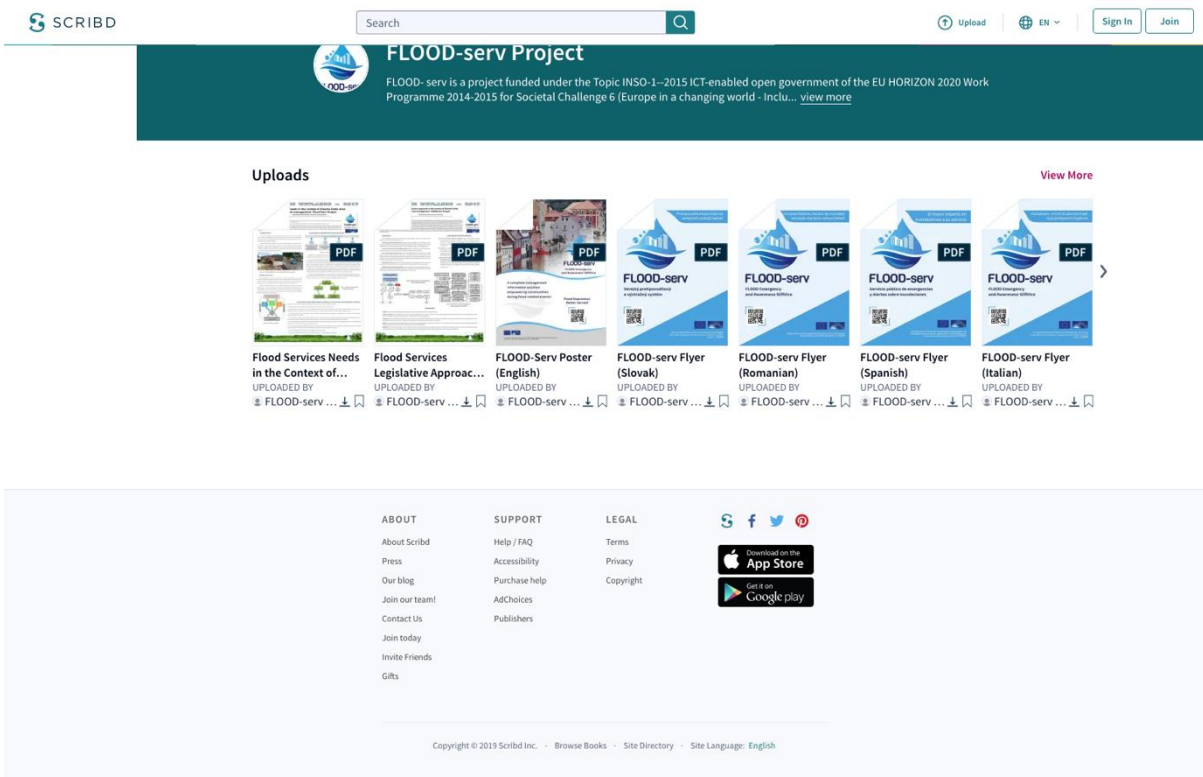


Figure 22: Scribd profile

At the current profile we have uploaded 11 items (publications and promotional materials) that are freely accessible to anyone interested for reading and/or downloading them. The following table lists the published items and their analytics (views):

<sup>8</sup> Source: <https://en.wikipedia.org/wiki/Scribd> (Wikipedia)

S/N	Title of published item	URL	Type	Total Views
1.	FLOOD-serv Brochure	<a href="https://www.scribd.com/document/330278498/FLOOD-serv-Brochure">https://www.scribd.com/document/330278498/FLOOD-serv-Brochure</a>	Marketing Material	44
2.	FLOOD-serv Factsheet	<a href="https://www.scribd.com/document/330278415/FLOOD-serv-Factsheet">https://www.scribd.com/document/330278415/FLOOD-serv-Factsheet</a>	Marketing Material	16
3.	FLOOD-serv Flyer (English)	<a href="https://www.scribd.com/document/332793541/FLOOD-serv-Flyer-English">https://www.scribd.com/document/332793541/FLOOD-serv-Flyer-English</a>	Marketing Material	16
4.	FLOOD-serv Flyer (Spanish)	<a href="https://www.scribd.com/document/338217469/FLOOD-serv-Flyer-Spanish">https://www.scribd.com/document/338217469/FLOOD-serv-Flyer-Spanish</a>	Marketing Material	2
5.	FLOOD-serv Flyer (Portuguese)	<a href="https://www.scribd.com/document/338217415/FLOOD-serv-Flyer-Portuguese">https://www.scribd.com/document/338217415/FLOOD-serv-Flyer-Portuguese</a>	Marketing Material	4
6.	FLOOD-serv Flyer (Romanian)	<a href="https://www.scribd.com/document/338217472/FLOOD-serv-Flyer-Romanian">https://www.scribd.com/document/338217472/FLOOD-serv-Flyer-Romanian</a>	Marketing Material	3
7.	FLOOD-serv Flyer (Italian)	<a href="https://www.scribd.com/document/338217418/FLOOD-serv-Flyer-Italian">https://www.scribd.com/document/338217418/FLOOD-serv-Flyer-Italian</a>	Marketing Material	4
8.	FLOOD-serv Flyer (Slovak)	<a href="https://www.scribd.com/document/338217480/FLOOD-serv-Flyer-Slovak">https://www.scribd.com/document/338217480/FLOOD-serv-Flyer-Slovak</a>	Marketing Material	4
9.	FLOOD-serv Poster	<a href="https://www.scribd.com/document/338217771/FLOOD-Serv-Poster-English">https://www.scribd.com/document/338217771/FLOOD-Serv-Poster-English</a>	Marketing Material	4
10.	Flood services legislative approach in the context of Danube Delta area flood risk management floods	<a href="https://www.scribd.com/document/370774284/Flood-Services-Legislative-Approach-in-the-Context-of-Danube-Delta-Area-Flood-Risk-Management-FLOOD-serv-Project">https://www.scribd.com/document/370774284/Flood-Services-Legislative-Approach-in-the-Context-of-Danube-Delta-Area-Flood-Risk-Management-FLOOD-serv-Project</a>	Paper	7
11.	Flood services needs in the context of Danube Delta area flood risk management – FLOOD-serv project	<a href="https://www.scribd.com/document/370778591/Flood-Services-Needs-in-the-Context-of-Danube-Delta-Area-Flood-Risk-Management-FLOOD-serv-Project">https://www.scribd.com/document/370778591/Flood-Services-Needs-in-the-Context-of-Danube-Delta-Area-Flood-Risk-Management-FLOOD-serv-Project</a>	Study	14

Figure 23: Published items on Scribd

## 4 Communication and Dissemination Activities

During the 36-month duration of the project's implementation, the consortium organized workshops in the pilot cities, participated in third party events, contacted directly with stakeholders, gave interviews to press and generally promoted the project through media. The sections that follow provide in detail all the related information concerning the communication and dissemination activities performed within the reporting period and lifetime of the project (*August 2016 - July 2019*).

### 4.1 Organization of Events

#### 4.1.1 List of FLOOD-serv Events

In the table below are listed all the events including pilots and workshops not only through the reporting period of M19-36, but also throughout the duration of the project. Lists of attendance and registry information of participants is available upon request. In compliance to GDPR, they cannot be published as proof in this deliverable. Further information can be seen through the respective links in the table below, but also in the [Project News section](#) of the website as well as the [Pilot section](#). Furthermore, interviews regarding the event can be found at the [Video section](#) of the FLOOD-serv website and presentations can be found [here](#).

<i>Partner (s)</i>	<i>Name of the event</i>	<i>Date</i>	<i>Location</i>	<i>Description of the event (type, aim, size of the audience, type of the audience)</i>
IP Tulcea	Local closing event of the Public Flood Emergency and Awareness Project, FLOODServ 693599	11 July, 2019	IP Tulcea headoffice, 18, Pacii str, Tulcea	IP Tulcea organized the local final event of the Public Flood Emergency and Awareness Project, FLOODServ 693599, during the Ordinary Meeting of the Tulcea Emergency Situations Committee.
ANO	Workshop on Public Procurement	10 July, 2019	Lisboa	Workshop for around 100 public authorities and businesses, organized by ANO
ANO	Workshop on Public Procurement	9 July, 2019	Porto	Workshop for around 100 public authorities and businesses, organized by ANO
All project partners	<a href="#">Final conference</a>	26 June, 2019	Bucharest, Romania	Final Project Conference-An international conference, aiming at launching FLOOD-serv system. There were about 50 people, both from public and private sectors, from research institutions, decision makers in the field.
BSK, Cellent	Social Media Platform Training and Evaluation	20 June, 2019	Vienna, Austria	Training in testing SMC component

IP Tulcea	“Danube Delta Challenges-FLOODserv Responses”	7-8 June, 2019	Mihail Koglaniceanu Hall & Dobrogea Hall, County Council Tulcea- 20, Pacii str., Tulcea.	IP Tulcea organized the public event " <a href="#">Danube Delta challenges - FLOODserv responses</a> ". The agenda included a presentation the experience in the FLOODserv international consortium, the presentation of the flood risk management models in the national legislation of the partners (Italy, Portugal, Spain and Slovakia), the piloting of the components of the FLOODserv IT platform - implications for the public administration and citizens, development and FLOODserv innovation (FLOODserv portal, Emergency Management Console, CDF, Semantic Wiki and mobile telephony applications) Appreciation for supporting the event to DDNI and Tulcea County Council. Photos can be found at <a href="#">this link</a>
DDNI	“Deltas & Wetlands 2019” DDNI Scientific Event Community, 27 <sup>th</sup> edition	5-9 June 2019	sala Mihail Kogălniceanu, CJ Tulcea	ROUND TABLE
ANO	Workshop on Public Procurement	15 May, 2019	Lisboa	Workshop for around 100 public authorities and businesses, organized by ANO
ANO	Workshop on Public Procurement	8 May, 2019	Porto	Workshop for around 100 public authorities and businesses, organized by ANO
Exdwarf	Slovak University of Technology in Bratislava (STU) 32 University Students, Citizens	17 April, 2019	STU premises, Bratislava	Pilot testing and demonstration of Flood-serv platform



Exdwarf	Slovak University of Technology in Bratislava (STU) 20 University Students, Citizens	16 April, 2019	STU premises, Bratislava	Pilot testing and demonstration of Flood-serv platform
GENOVA In collaboration with UNIGE - DISPO	“FLOOD-serv - Innovazione, tecnologie, partecipazione”	2nd April, 2019	Salone di Rappresentanza di palazzo Tursi	Conference for Citizenship, experts in the field including the Order of Architects. Presentation of the activities and the output of the Genoa Pilot Project.
All project partners	Project meeting	21-22, March 2019	Athens, Greece	Review of 2nd Phase of testing
ANO	Workshop on Public Procurement	28 February, 2019	Porto	Workshop for around 100 public authorities and businesses, organized by ANO
ANO	Workshop on Public Procurement	26 February, 2019	Lisboa	Workshop for around 100 public authorities and businesses, organized by ANO
GENOVA	Meetings with students and teachers	28th January; 1st, 6th, 8th, 12th - 15th February; 2019	1 - Technical school Firpo - Buonarotti 2 - Technical school for Agriculture Marsano 3 - Secondary school - classical studies - Liceo D'Oria	Dissemination of the pilot project activities. To explain and inform of the next step of the activities in order to realize the test (2th cycle) of the Genoa pilot project.

GENOVA	<a href="#">Flood – serv Workshop. Rischio alluvione: conoscenza, territorio, tecnologia</a>	12th October, 2018	Sala Ligna Biblioteca Berio	Dissemination of the pilot project activities, topics and its output. The Municipality of Genoa has organized a Flood-serv workshop in October in concomitance with the IONON RISCHIO National Campaign: <a href="http://iononrischio.protezionecivile.it/en/homepage/">http://iononrischio.protezionecivile.it/en/homepage/</a>
BSK, Exdwaf	Pilot workshop	19-20, September 2018	Office of Bratislava Self-Governing Region, Bratislava, Slovakia	Aim: Workshop for pilot preparation Size of Audience: 19 participants from consortium and Slovak stakeholders Type of Audience: Involved key project stakeholders from Slovakia, incl. mayors of pilot municipalities Bratislava Raca and Bratislava Devin who gave presentations.
GENOVA	<a href="#">“Partecipazione alla prevenzione e alla gestione del rischio idrogeologico a Genova” in collaboration with UNIGE - DAD</a>	13th February, 2018	UniGe-DAD	Dissemination of the Pilot project to SENIORITY People (UNITE: UNIVERISTY OF THE THIRD AGE).
ANO	Workshop on Public Procurement	30 January, 2018	Porto	Workshop for around 100 public authorities and businesses, organized by ANO.
ANO	Workshop on Public Procurement	23 January, 2018	Lisbon	Workshop for around 100 public authorities and businesses, organized by ANO.

GENOVA	<a href="#">PRE-TEST APP technical presentation (in collaboration with UNIGE – DAD)</a>	15th December, 2017	Istituto PROFESSIONALE TECNICO AGRARIO “MARSANO”	Aim: a) Presentation of the activities and the output of the Genoa Pilot Project; b) Technical presentation of the PRE-TEST app (Mugugn.app) Size of Audience: 61 participants Type of Audience: Students of TECNICO AGRARIO “MARSANO” (n. 2 IV class and 1 V class).
ANO	Workshop on Public Procurement	14 December, 2017	Porto	Workshop for around 100 public authorities and businesses, organized by ANO.
GENOVA	<a href="#">PRE-TEST APP technical presentation (in collaboration with UNIGE – DAD)</a>	01 December 2017	Liceo Classico Statale “Andrea Doria”	Aim: a) Presentation of the activities and the output of the Genoa Pilot Project; b) Technical presentation of the PRE-TEST APP (Mugugn.app) Size of Audience: 49 participants Type of Audience: Students of LICEO CLASSICO STATALE “Andrea Doria” Genova (n.1 I class and 1 III class)
GENOVA	<a href="#">PRE-TEST APP technical presentation (in collaboration with UNIGE – DAD)</a>	21 November, 2017	Istituto PROFESSIONALE TECNICO AGRARIO “MARSANO”	Aim: a) Presentation of the activities and the output of the Genoa Pilot Project; b) Technical presentation of the PRE-TEST app (Mugugn.app) Size of Audience: 61 participants Type of Audience: Students of TECNICO AGRARIO “MARSANO” (n. 2 IV class and 1 V class).
ANO	Workshop on Public Procurement	9 November, 2017	Lisbon	Workshop for around 100 public authorities and businesses, organized by ANO.
GENOVA	<a href="#">PRE-TEST app technical presentation and training on</a>	6 November, 2017	Ordine degli Ingegneri di Genova- suasede (headquarters)	Aim: a) Presentation of the activities and the output of the Genoa Pilot Project; b) Training about the hydrological risk of the territory; c) Technical presentation of the PRE-TEST app (Mugugn.app)

	<a href="#">hydrological risk (in collaboration with UNIGE – DAD)</a>			Size of Audience: 48 participants Type of Audience: Engineers
GENOVA	Presentation of Genoa pilot	26 October, 2017	UNIGE DAD	Aim: Presentation of the activities and the output of the Genoa Pilot Project; Size of Audience: 10 participants Type of Audience: Students of the University of Genoa (UNIGE – DAD) – II class Bachelor’s Degree in science of architecture.
GENOVA	<a href="#">Pre-test APP Training in collaboration with UNIGE - DAD</a>	25 October, 2017	MUNICIPIO BASSA VAL BISAGNO III	Aim: a) Presentation of the pilot project activities and its output. B) Dissemination of the pre-test c) Training for use of the pre-test APP (Mugugn.app) Size of Audience: 25 participants Type of Audience: Mayors of municipalities around Genova area, civil protection representatives, local associations and organizations, representatives from academia.
BSK, Exdwaf	Pilot workshop	19-20, September 2018	Office of Bratislava Self-Governing Region, Bratislava, Slovakia	Aim: Workshop for pilot preparation Size of Audience: 19 participants from consortium and Slovak stakeholders Type of Audience: Involved key project stakeholders from Slovakia, incl. mayors of pilot municipalities Bratislava Raca and Bratislava Devin who gave presentations.

GENOVA	<a href="#">Seminar "COMUNITA' E RISCHI NATURALI"</a>	23 May, 2017	Municipio Medio Levane – Genova, Italy	Aim: Dissemination of the project and its goals to involve citizen for active contributions. <a href="http://www.comune.genova.it/node/77277">http://www.comune.genova.it/node/77277</a> Size of Audience 19 participants Type of Audience: Local stakeholders and citizens
BSK, Exdwarf	<a href="#">Mayors Workshop</a>	30 March, 2017	Bratislava, Slovakia	Aim: Community buildup, networking and dissemination. Size of Audience: 10 participants Type of Audience: Mayors of flood-risk areas in Bratislava, Slovak Water Enterprise, BSK
BSK, Exdwarf	World Water Day- Press conference within the event	22 March, 2017	Bratislava, Slovakia	Aim: Presentation about the project the pilot in BSK, current status and progress in the project. Interview with Katarina Vargová with local media. Type of Audience: Local media
CELLENT, ANO, Answare, CMVNF, SIVECO	<a href="#">WP3 Workshop in Famalicão Workshop</a>	26-27, January 2017	Vila Nova de Famalicao, Portugal	Aim: Provision of an overview to the stakeholders of the pilot in Vila Nova de Famalicão. Workshop D3.1 related to the clarification of Vila Nova de Famalicão requirements. Dissemination activities for other stakeholders that participated. Size of Audience: 24 participants Type of Audience: Project partners and local stakeholders
ANO, CELLENT, Bilbao, SIVECO, Answare	<a href="#">WP3 Workshop in Bilbao</a>	17 – 18 January, 2017	Bilbao, Spain	Aim: Provision of an overview to the stakeholders of the pilot in Bilbao. Workshop D3.1 related to the clarification of Bilbao's requirements Size of Audience: 29 participants Type of Audience: Project partners and local stakeholders.

BSK, Exdwarf	<a href="#">TV interview in TV Bratislava channel</a>	15 December, 2016	Bratislava, BSK	Aim: Present the project and the pilot in BSK through the local media. Karin Bartošová from BSK and Tomas Koren from Exdwarf gave interview. Size of Audience: The interview was given to TV Bratislava channel (1 reporter and the crew). The actual audience was the viewers of the TV Bratislava channel. Type of Audience: Local Media
CELLENT, BSK, Exdwarf, Answare	<a href="#">WP3 Workshop in Bratislava</a>	14-15 December, 2016	Bratislava, Slovakia	Aim: Technical partners presented potential systems and their possible use within the pilot in Slovakia. The workshop D3.1 was related to the clarification of Bratislava's requirements Size of Audience: 26 participants Type of Audience: Project partners and local stakeholders.
CELLENT, IP Tulcea, DDNI, SIVECO	<a href="#">WP3 Workshop in Tulcea</a>	12-13 December, 2016	Tulcea, Romania	Aim: Provision of an overview to the stakeholders of the pilot in Tulcea. Workshop D3.1 related to the clarification of Tulcea's requirements Size of Audience: 20 participants Type of Audience: Project partners and local stakeholders.
CELLENT, GENOVA, Answare, ANO	<a href="#">WP3 Workshop in Genova</a>	6 - 7 December, 2016	Genova, Italy	Aim: Provision of an overview to the stakeholders of the pilot in Genova. Workshop D3.1 related to the clarification of Genova's user requirements Size of Audience: 25 participants (24 physical presence +1 online) Type of Audience: Project partners and local stakeholders.

Table 20 List of FLOOD-serv events

#### 4.1.2 Highlights from FLOOD-serv Events

The following Figure depicts some of the images captured from various project event highlights.



Figure 24: Highlights from FLOOD-serv Events

## 4.2 Participation to Third-Party Events

### 4.2.1 Listed Third-Party Event Participation

In the table below are listed all the Third-Party Event Participations not only through the reporting period of M19-36, but also throughout the duration of the project. Lists of attendance and registry information of participants is available upon request. In compliance to GDPR, they cannot be published as proof in this deliverable. Presentations can be found [here](#).

<i>Partner (s)</i>	<i>Name of the event</i>	<i>Date</i>	<i>Location</i>	<i>Description of the event (type, aim, size of the audience, type of the audience)</i>
SIVECO	8th Annual Forum- “Building cohesion for a shared prosperity in the Danube Region”, as a key event of the 2019 EUSDR Presidency	27th-28th June 2019	Bucharest, Romania	<a href="http://suerd.gov.ro/en/about/">http://suerd.gov.ro/en/about/</a>
Exdwarf	<a href="#">Association for Computing Machinery 11th ACM Conference on Web Science</a>	30 June-03 July 2019	North-Eastern University, Boston, USA	Presentation of Scientific Poster at the Web Science conference. Websci brings together researchers from multiple disciplines, including computer science, sociology, economics, information science, anthropology, and psychology. Ca 150 researchers and professionals from renowned organizations (MIT, Yale, Harvard, Yahoo, Microsoft etc.)
DDNI, IP Tulcea, SIVECO	<a href="#">“Deltas &amp; Wetlands 2019” DDNI Scientific Event Community, 27th edition</a>	5th-9th June 2019	Sala Mihail Kogălniceanu, CJ Tulcea, Romania	Poster Challenges in Wetlands- FLOODserv Responses - scientific symposium organized by DDNI Tulcea Scientific Symposium, 170 participants from 17 countries. SIVECO made a presentation: FLOOD-serv system components



Exdwarf	<a href="#">World Academy of Science, Engineering and Technology 2019: International Conference on Flood Risk Management and Planning</a>	20-21 May, 2019	Blue Horizon Hotel. Vancouver, Canada	Flood-serv presentation incl. abstract inclusion in conference proceedings. 20 researcher participants, researchers
GENOVA	Territory Conference	15th April, 2019	MUNICIPALITY OF GENOA Municipio IV Media Val Bisagno	Public Conference
DDNI SIVECO	International Workshop on SUSTAINABLE WATER ECOSYSTEMS MANAGEMENT- SWEM 2019, Faculty of Veterinary Medicine, Bucharest, Romania	5th-6th April, 2019	Bucharest	International Workshop on SUSTAINABLE WATER ECOSYSTEMS MANAGEMENT
SIVECO	<a href="#">EUROCITIES Environment Forum – Session 4B - Breakout session: How to create stakeholder partnerships for resilience at the city level</a>	4th April, 2019	Genova, Italy	Aims: Identify the key stakeholders in developing an effective resilience strategy Explore the main challenges to developing stakeholder partnerships and discuss different city mechanisms for overcoming these barriers Consider the important of stakeholder involvement in the context of both finance and expertise. Number of participants around 30 people. Stakeholders from Amsterdam, Stockholm presenting their Smart City projects. SIVECO made a presentation of FLOOD-serv project.

GENOVA, SIVECO	Eurocities environment forum. Building resilient cities: from challenges to opportunities	3 – 5 April, 2019	Municipality of Genoa	Public meeting, Workshop and networking. The aim for WG members was to present their challenges with implementing the Water framework directive, identifying a common EUROCITIES position to input on the WFD evaluation by the European Commission. Number of participants around 70.
SIVECO	<a href="#">FLOOD-serv project “Innovation, Technologies, Participation”</a>	2nd April 2019	Genova, Italy	The event was organized by the Municipality of Genova in order to disseminate FLOOD-serv project and to present the Genova pilot session and the citizen interaction and activation during the piloting phase. There were around 50 people. SIVECO made a presentation of FLOOD-serv portal and tools.
SIVECO	COMMUNITY OF USERS ON SECURE, SAFE AND RESILIENT SOCIETIES	25th-29th March 2019	Brussels, Belgium	Thematic Group 3-Standardisation coordination, comprising governance discussions, prenormative research in the areas of civil protection and security- <a href="https://www.securityresearch-ou.eu/node/9200">https://www.securityresearch-ou.eu/node/9200</a>
GENOVA	“Mitigazione del rischio ambientale: letture geostoriche e governance territoriale”	13 March, 2019	Municipio IV Media Val Bisagno	Public meeting on Perception and mitigation of risk in Val Bisagno
SIVECO	<a href="#">DAREnet-1st Annual Practitioner Forum</a>	1 March, 2019	Budapest, Hungary	DAREnet is a European project aiming at strengthening flood resilience in the Danube river region. The aim is to connect national and European practitioners/stakeholders in order to enable them to identify and analyze by and for themselves relevant innovation gaps and to translate the gaps into a joint innovation strategy to improve flood resilience in the future. DAREnet offers a unique opportunity to bring together all civil protection practitioner organizations in the Danube River region and to enable the exchange between them. The number of participants was around 50- <a href="http://darenetproject.eu/">http://darenetproject.eu/</a>

ANO	DREAM-GO Project Workshop	16 February, 2019	Porto	R&D and Students
BSK	<a href="#">ICT Vienna2018 SIVECO</a>	4 December, 2018	Vienna	Innovation of digital Europe – event by EC
ANO	<a href="#">ICT 2018</a>	4-6 December, 2018	Vienna	All types
SIVECO	<a href="#">ICT 2018: Imagine Digital - Connect Europe</a>	4th-6th December, 2018	Vienna, Austria	It was a research and innovation event, which attracted 4800 visitors and focused on the European Union’s priorities in the digital transformation of society and industry. It presented an opportunity for the people involved in this transformation to share their experience and vision of Europe in the digital age the audience was represented by science community members, policymakers, and fellow ICT-enthusiasts.
SIVECO	<a href="#">Smart City Brokerage Event and Smart City Expo</a>	13th-14th November, 2018	Barcelona, Spain	994 exhibitors- <a href="http://www.smartcityexpo.com/en/home">http://www.smartcityexpo.com/en/home</a>
ANO	ATAM Conference	5-7 November, 2018	Aveiro	Public Authorities
Answare	<a href="#">Brigaid Consortium meeting</a>	October 2018	Cartagena, Murcia (Spain)	Answare has participated in the event celebrated in Cartagena (Spain) by the EU project Brigaid. It took place in October 2018
GOV2U	<a href="#">DigiNET Training Week</a>	28th Aug.-1st Sept, 2018	Athens, Greece	The audience of the training consisted of youth and potential entrepreneurs who wish to create their own e-enterprise and come from Spain, Malta, Greece, Bulgaria and UK.
SIVECO	<a href="#">Deltas and Wetlands the 26th Scientific Symposium</a>	16th-20th May 2018	Tulcea, Romania	International Conference organized by DDNI, about 150 participants; SIVECO made a presentation: FLOOD-serv Semantic Wiki Based on an Ontology Evaluation

GENOVA	“Lo sguardo sul Bisagno”	21 April, 2018	Centro sportive Campi dello Zerbino	Public meeting
GENOVA with Unige DAD	FOOS4G-it 2018	19-22 February, 2018	University of La Sapienza Rome	Conference
ANO	ENEG 2017	21 -24 November, 2017	Evora, Portugal	National Gathering of Public and Private Water Management Companies and Authorities
IP TULCEA	Prefectural Collegium	20 November, 2017	Tulcea, Romania	Reunion of public administration authorities, chaired by the Prefect, where important problems of the community are debated/presented.
SIVECO	Food Security, Sustainable Agriculture and Forestry, Marine, Maritime and Inland Water Research and the Bio economy	15 November, 2017	Brussels, Belgium	H2020 E-Government projects – Biodiversity
GENOVA	SALONE ORINTAMENTI Open Maps per la Scuola: il Geoportale, i servizi e gli openDATA cartografici della regione Liguria”	14 November, 2017	SALONE ORIENTAMENTI Magazzini del Cotone Porto Antico GENOVA	Promotion of the Pilot project and the pre-test APP (mugugn.app)
SIVECO	SOCIETAL CHALLENGE 5 CLIMATE ACTION, ENVIRONMENT, RESOURCE EFFICIENCY & RAW MATERIALS	8-9 November, 2017	Brussels, Belgium	H2020 E-Government projects

GENOVA	“Linux day” GENOVA	27 October, 2017	GREAT CAMPUS Parco scientifico e tecnologico - Genova	Promotion of the Pilot project and the pre-test APP (mugugn.app) in the “Corner: GFOSS & OpenData in Regione Liguria- Liguria Digitale, Sviluppo Sistemi Amministrativi e Territoriali”
Exdwarf	Cities and Water conference	25 October, 2017	Bratislava, Slovakia	Aim: Networking and FLOOD-serv dissemination Size: large, international Type of audience: Local Mayors and Ministers, policy makers, representatives from: European Environment agency, Integrated Water Assessment, UNESCO, water management.
SIVCO, Gov2u	<a href="#">ICT-enabled open government and public sector</a> innovation through digital solutions	24 October, 2017	Brussels, Belgium	H2020 E-Government projects - Digital Transformation of Public Administrations. Project Cluster Event on Sustainability and Exploitation of Project Results
Exdwarf	EC Communication Campaign on H2020 Financial Rules	18 October, 2017	Bratislava, Slovakia	Workshop, seminar with approximately 70 attendees. Most of them participate in H2020 projects (SMEs, corporate, academia, public, NGOs) with local support of Slovak Centre of Scientific and Technical Information.
Exdwarf, BSK	Conference Bratislava Smart Region BSK	17 October, 2017	Bratislava, Slovakia	Smart cities conference with mixed audience incl. public and SMEs. Focus – smart solutions for cities and region, size of audience 100+, propagation of Flood-serv among conference visitors, project flyers.
Gov2u	<a href="#">51st ICA International conference</a>	11 - 14 September, 2017	Tokyo, Japan	The Conference themed Bold Digital Government- dealing with disruptive technologies attended by governmental CIOs local stakeholders and national ministerial representatives.
SIVCO	LIFE Closer to you - LIFE CAPACITY BUILDING	18 July, 2017	Bucharest, Romania	More information on this event can be found <a href="#">here</a>

BSK	Smart Region Conference 2.0, Helsinki	1-2 June, 2017	Helsinki, Finland	More information on this event <a href="#">here</a>
SIVECO	Trust in Digital Life Working Group Meeting	23-24 May, 2017	Heidelberg, Germany	More information on this event can be found <a href="#">here</a>
IP Tulcea,	<a href="#">Water and Wetlands</a>	18-21 May, 2017	Tulcea, Romania	Presentation of the paper “Flood Services legislative approach in the context of Danube Delta area flood risk management– FLOOD-serv Project”.
Exdwarf	World Water Day	22 March, 2017	Bratislava, Slovakia	FLOOD-serv project propagation, mixed audience mostly from BSK and Bratislava Water Company (BVS)
BSK	"Synergies between European Structural and Investment Funds (ESIF) & Research and Innovation Funding"	8 March, 2017	Brussels, Belgium	More information on this event <a href="#">here</a>
IP TULCEA	Tulcea County Prefect's Office Annual Report 2017	20 February, 2017	Tulcea, Romania	Official presentation of the annual report, in the presence of all central and territorial authorities of the public administration, mass media, NGOs, public.
SIVECO	Lead Applicants Seminar - 2nd call for proposals - Interreg Danube	9 February, 2017	Budapest, Hungary	More information on this event can be found <a href="#">here</a>
Exdwarf	EC Communication Campaign on H2020	07 February, 2017	Bratislava, Slovakia	EC communication campaign aimed at H2020 financial rules presentation and networking other projects. Size: large, national.
SIVECO	Open Forum / UEFISCDI	3 February, 2017	Bucharest, Romania	More information on this event can be found <a href="#">here</a>
SIVECO	ICT for Water Management: Enabling Smart Data	20 January, 2017	Bucharest, Romania	<a href="https://www.eventbrite.com/e/ict-for-water-management-enabling-smart-data-tickets-3561820501">https://www.eventbrite.com/e/ict-for-water-management-enabling-smart-data-tickets-3561820501</a>

SIVECO	Supporting the implementation of eGovernment regional and local level	15 November, 2016	Brussels, Belgium	Organized by European Commission (DG CONNECT) Addressed to regional and local public administrations implement the eGovernment Action Plan 2016-2020
SIVECO	<a href="#">SMART CITY WORLD CONGRESS</a>	14-16 November, 2016	Barcelona, Spain	SCEWC international summit of discussion about the link between urban reality and technological revolution, 591 exhibitors, 600 cities, 420 participants.
ANO, Exdwarf	ICT Proposers day 2016 - Bratislava	26-27 October, 2016	Bratislava, Slovakia	The event focused on the Horizon 2020 Work Programme 2016-17 in the field of Information & Communication Technologies. It offered a unique and exceptional opportunity to build quality partnerships with academics, researchers, industrial stakeholders, SMEs and government actors from all over Europe.
Answare	Meteorological Technology World Expo 2016	27 September, 2016	Madrid, Spain	<a href="https://eko-eu.com/events/meteorological-technology-world-expo-2016-madrid-spain-27-09-2016-till-27-09-2016">https://eko-eu.com/events/meteorological-technology-world-expo-2016-madrid-spain-27-09-2016-till-27-09-2016</a>

Table 21: Consortium participation to 3rd party events

### 4.3 Collaboration with Other Projects

Synergies (*collaboration*) with EU funded projects that are related with the project's topic were established. These synergies assisted (*and will continue to assist*) in the communication activities of the FLOOD-serv project in promoting its developments and news also through the networks of these EU projects. In parallel, WP6 leader has undertaken to do the same for these projects (*cross dissemination synergies*). Beyond the communication activities, collaborations have been established in order to exchange knowledge on meteorological risks. Information can be found also on the project website [here](#).

<i>Partner</i>	<i>Collaboration established with</i>	<i>Date</i>	<i>Description of the collaboration activity</i>
ANO	DREAM-GO Contact Organization ISEP	16 February, 2019	Participation in Workshop
Answer	<b>I-REACT</b> Contact Person Jesús Martínez from Answer	July 2016 -June, 2019	Answer is also participating in the I-REACT project ( <a href="http://www.i-react.eu/">http://www.i-react.eu/</a> ), which is very related to FLOOD-serv. The collaboration in this case is clear, because Answer is part of both. Relation established. I-REACT is the result of a three-year European Project that developed the first European-wide platform to integrate emergency management data coming from multiple sources, including that provided by citizens through social media and crowdsourcing. This way, we are able to produce information faster and allow citizens, civil protection services and policymakers to effectively prevent and/or react against disasters. <b>Website:</b> <a href="http://project.i-react.eu/#top">http://project.i-react.eu/#top</a>
CELLENT	<b>SmartGov</b> <u>Contact person:</u> Malgorzata Goraczek	17 – 19 May 2017,	Presentation of FLOOD-serv at CEDEM conference in Krems
GENOVA	<b>ANYWHERE</b> <u>Contact organization:</u> Fondazione CIMA, Dir. Civil Protection	5-8 September, 2016 (During the duration of the project)	Comparison and coordination between project activities regarding meteorological risk management studied by both projects
GENOVA	<b>CLIMAT ADAPTATION PARTNERSHIP</b>	19 January, 2017- ON GOING	Contribution about the natural risks management items in order to the candidature for the network coordination
Gov2u	<b>Mobile Age</b> Contact: Niall Hayes, Lancaster University	March, 2017	Assistance in communication activities of the FLOOD-serv project via promoting its developments and news through the networks of Mobile Age project.
Gov2u	<b>POWER</b> Contact Person- Project Officer:	March, 2018	The project “Political and sOcial awareness on Water EnviRonmental challenges” (POWER) is an EU funded project under the call H2020 call which started in



	Madlie Le Bihan		December 2015. It supports cities throughout the world to improve their water management to modifications caused by climate change and urbanisation. The project aims to set up an interactive Digital Social Platform (DSP) for the expansion and governance of existing water networks. This is reached by engaging on a large scale with stakeholders in the co-creation and delivery of digital products and services to citizens involving awareness-raising, new policy initiatives and deployment. <b>Website:</b> <a href="http://www.power-h2020.eu">www.power-h2020.eu</a>
Gov2u	<b>ENLARGE</b> Contact Person <u>Coordinator:</u> <u>Erica Melloni</u>	July, 2018	ENLARGE focuses on the effectiveness, legitimacy, and institutional sustainability of collaborative processes in the field of sustainable energy. The project brought together representatives of over 31 real-life cases from the whole enlarged Europe, to discuss their experiences – particularly the factors that hindered or favored the collaborative processes they worked on. <b>Website:</b> <a href="http://www.enlarge-project.eu">www.enlarge-project.eu</a>
Gov2u	<b>COMRADES</b> Contact Person <u>Coordinator:</u> Harith Alani	July, 2018	COMRADES is creating a community resilience platform to help communities to reconnect, respond and recover from crisis events (e.g. floods, hurricanes, earthquakes, wildfires etc.). The platform will encourage community-wide participation, by enabling local (communities in crisis zones) and remote (digital activists and responders) individuals and communities to come together and share knowledge through their crises reports (community reporters), to produce and access filtered and quality collective information, and to be connected with others based on emergency needs and offers. The project has received funding from the European Union’s Horizon 2020 research and innovation programme. <b>Website:</b> <a href="http://www.comrades-project.eu">www.comrades-project.eu</a>
IP Tulcea	<u>SCENT</u> Contact Person Eleni Velgaki, General Director within the Region of Attica	20-21 June, 2019	Daniela Petroschi participated at the Roundtable Discussion on new perspective to why people engage in citizen science and how to sustain that engagement
SIVECO	<b>CLARITY</b> Contact: Thordis Sveinsdottir, Trilateral	November, 2016	Assistance in communication activities of the FLOOD-serv project via promoting its developments and news through the networks of CLARITY project.

Table 22: List of established collaborations with Other Projects

#### 4.4 Direct Contact with Stakeholders

The Consortium partners established face to face meetings and interacted with stakeholders in order to promote the project and also acquire further knowledge on water management risks, meteorological aspects and so on. The activities that were undertaken by partners included:

- presentations in software companies where feedback about the FLOOD-serv platform was received;
- meetings with representatives of universities for possible collaborations and testing the FLOOD-serv platform;
- meetings with representatives of municipalities and ministries for collaboration and testing the FLOOD-serv platform;
- Identification and involvement of stakeholders;
- dissemination and networking the project;
- signing a memorandum of cooperation for free-of-charge hydrometeo advisory. The full list of activities made as well as their description can be found at the table below.

The full list of activities made throughout the project as well as their description can be found at the table below as listed by partner engagement:

Partner (s)	Name of contact	Date	Venue/ location of the meeting	Activity description
ANO	Meeting with Civil Protection of Famalicão	17 January 2017	Famalicão, Portugal	Pilot Discussion
ANO	Meeting with Civil Protection of Famalicão		Famalicão, Portugal	Presentation and Dissemination of the project
ANO	ISEP	Various	Dissemination and Pilot	Various Meetings and phones for brainstorming the project approach and the Portuguese pilot
Answare	Face to face meeting with the Emergency Coordination Center 112 of the Region of Murcia and its Civil Protection Service	17 November 2016	Civil Protection/11 2 office in Murcia, Spain	Answare presented its expertise in emergency response (including presentation of Flood-serv project). This meeting allowed Answare to obtain the opportunity to explore new ways of collaboration on projects related to emergency management.
Answare	INFO - Development Institute of the	05 December 2017	Answare Office	Flood-serv presentation. With the aim to provide Flood-serv with visibility at regional level, Answare presented the main

	Region of Murcia Joaquín Gómez Gómez (Director)			objectives and achievements of the project to the Director of the INFO, who is the responsible for funding innovative projects in the Region of Murcia.
Answare	Alterna Tecnologías S.L. Francisco Javier Sigüenza Martínez (Director)	18 December 2017	Alterna Tecnologías Office	Flood-serv presentation. Alterna is the company which is now implementing the emergency management software to the 112 Service in Murcia. They provided Answare with some feedback about the EMC and they are interested in the possible exploitation of the EMC.
Answare	112 Emergencies services of Murcia (Spain)	10.09.2018 18.02.2019	Murcia	Answare is in close collaboration with the 112 Emergencies services of Murcia. They have already seen the EMC and have provide us with valuable feedback for the design and usability.
Bilbao	Stakeholders: Bilbao Firefighters Team, Basque Agency of Meteorology, Emergency departments of the Bizkaia public administration	10th of December, 2018	General presentation of the project and the components developed.	The meeting was used to present the results obtained along the whole duration of the project especially the platform and components. All the components developed were explained, showing the main utilities and functionalities. The category of stakeholders that were invited includes public entities and which are related to this area.
BSK, Exdwarf	Slovak hydrometeorologic al Institute	11 November 2016	Bratislava, Slovakia	Member of the Advisory board of the project, signed Memorandum on cooperation within the pilot in BSK
BSK	Bratislava Water Company	18 November 2016	Bratislava, Slovakia	Local stakeholder, cooperation within the pilot in BSK

BSK	Slovak Water Enterprise	14 November 2016	Bratislava, Slovakia	Local stakeholder, cooperation within the pilot in BSK
BSK	MPS system, s.r.o.	13 December 2017	Bratislava – Office of BSK	Cooperation within the installation of hydrologic measuring stations
BSK	Participants: BSK employees, PDAwin s.r.o. Face to face meeting	1.8.2018	BSK, Sabinovská street Nr. 12, Bratislava, Slovakia	Transmitting of data from data sensors to BSK website
BSK	Participants: BSK employees, SHMU Face to face meeting	23.8.2018	BSK, Sabinovská street Nr. 12, Bratislava, Slovakia	Discussion on cooperation in project – publicity, alarm levels setting
BSK	Participants: BSK employees Face to face meeting	15.4.2019	BSK, Sabinovská street Nr. 12, Bratislava, Slovakia	Internal testing 3A
BSK	Participants: BSK employees, Exdwarf employee, students Face to face meeting	16.-17.4.2019	Slovak technical university, Vazovova 5, Bratislava, Slovakia	Internal testing 3A
BSK	Participants: BSK employees, stakeholder of district Rača Face to face meeting	19.6.2019	BSK, Sabinovská street Nr. 12, Bratislava, Slovakia	Internal testing 3B
BSK	PDAwin s.r.o e-mail	28.5.2019	Movement of data sensors	Terms of movement of one data sensor in Rača
BSK	OZ Devínska cesta e-mail	April – June 2019	Commenting during testing of components in 3A cycle	D5.4 report
CELLENT	Mr. Giorgio Prister (President of MCE)	13 October & 21 October 2016	MCE conference	Discussed the activities of CELLENT during the conference (Info Booth, presentation, etc.)
CMVNF	CMPC - Municipal Civil Protection Commission, meeting	21 November 2016	Vila Nova de Famalicão	Project presentation
CMVNF	Leaders of the municipality, meeting	10 November 2016	Vila Nova de Famalicão	Project presentation
CMVNF	Department of	25 October	Guimarães	

	geography of Minho university, meeting	2016		Project presentation
CMVNF	CDOS - District Commands for Relief Operations, meeting	13 October 2016	Braga	Project presentation
CMVNF	EDP - Entity responsible for the management of the Guilhofrei dam, meeting	14 October 2016	Braga	Project presentation
CMVNF	Department of geography of Minho university, meeting	02/04/2019	Famalicão	project presentation
CMVNF	Volunteer firefighters from Vila Nova de Famalicão, group of Turkish students from the erasmus program	30-05-2019	Famalicão	project presentation
Exdwarf	Lubica Kolkova, Mayor Bratislava Devin	17 July 2017	Bratislava Devin	Dissemination and cooperation for pilot
Exdwarf	Town: Ilava Viktor Wiedermann, Mayor	March - April 2019	Town Ilava expressed interest in Flood-serv platform/services due to urban floods problem.	After several rounds of communication, a Test access have been created and provided to city Ilava by the end of July 2019.
Exdwarf	Institute for Forensic Engineering (The Faculty of Civil Engineering STU) Assoc. Prof. Ing. Zora PETRÁKOVÁ, PhD.	July 2018	STU premises, Bratislava	FLOOD-serv presentation and planning of pilot activities
Exdwarf	Institute of Managment (STU) Head of the Department: Ms. Mária Zúbková, Assoc. Prof. MSc., PhD.	July 2018	STU premises, Bratislava	FLOOD-serv presentation, planning of pilot activities, potential involvement in Smart Cities project
Exdwarf	Department of Structural Mechanics (STU) Head of	July 2018	STU premises, Bratislava	FLOOD-serv presentation and discussed the potential of future testing of FLOOD-serv tools

	Department Prof. Ing. Norbert Jendželovský, PhD. and Prof. Ing. Milan Sokol, PhD.			combining the research activities of the Department
Exdwarf	Slovak Hydrometeorological Institute (SHMU): Type: stakeholder, hydrometeo.advisor SHMU: Vladimír Benko, General Director. Valeria Wendlova, Hydrologist/Advisor.	30 June 2017	SHMU, Bratislava. BSK Bratislava	Signing of memorandum about cooperation, dissemination of project. Outcome: free-of-charge hydrometeo advisory (Mrs.Wendlova is official advisor of FLOOD-serv) and free- of-charge access to SHMU data (weather, water levels etc.). Requirements
Exdwarf	Slovak Hydrometeorological Institute (SHMU): Type: stakeholder, hydrometeo. advisor SHMU: Vladimír Benko, General Director. Valeria Wendlova, Hydrologist/Advisor.	14 June 2017	SHMU, Bratislava. BSK Bratislava	Signing of memorandum about cooperation, dissemination of project. Outcome: free-of-charge hydrometeo advisory (Mrs.Wendlova is official advisor of FLOOD-serv) and free- of-charge access to SHMU data (weather, water levels etc.) Requirements
Exdwarf	Slovak Hydrometeorological Institute (SHMU): Type: stakeholder, hydrometeo.advisor SHMU: Vladimír Benko, General Director. Valeria Wendlova, Hydrologist/Advisor.	02 March 2017	SHMU, Bratislava. BSK Bratislava	Signing of memorandum about cooperation, dissemination of project. Outcome: free-of-charge hydrometeo advisory (Mrs.Wendlova is official advisor of FLOOD-serv) and free- of-charge access to SHMU data (weather, water levels etc.) Requirements
Exdwarf	Slovak Hydrometeorological Institute (SHMU): Type: stakeholder, hydrometeo advisor SHMU: Vladimír Benko, General Director. Valeria Wendlova, Hydrologist/Advisor.	11 November 2016	SHMU, Bratislava. BSK Bratislava	Signing of memorandum about cooperation, dissemination of project. Outcome: free-of-charge hydrometeo advisory (Mrs.Wendlova is official advisor of FLOOD-serv) and free- of-charge access to SHMU data (weather, water levels etc.) Requirements.
Exdwarf	Bratislava Water Company (BVS)	03 May 2017	BVS, Bratislava	Visit of BVS premises, excursion of water

				management processes and information systems, Dissemination of project and stakeholders network buildup,2016: Dissemination of project and stakeholders network build-up
Exdwarf	Bratislava Water Company (BVS)	15 November 2016	BVS, Bratislava	Visit of BVS premises, excursion of water management processes and information systems, Dissemination of project and stakeholders network buildup,2016: Dissemination of project and stakeholders network build-up
Exdwarf	Boris Kovac, Head	14 November 2016	Slovak Water-management Bratislava Enterprise (SVP)	Dissemination, networking for FLOOD-serv project, requirement collection
Exdwarf	Boris Kovac, Head	30 June 2017	Slovak Water-management Bratislava Enterprise (SVP)	Dissemination, networking for FLOOD-serv project, requirement collection
Exdwarf	Jozef Mruskovic, Mayor Dolany	01 March 2017	Municipality Dolany, Slovakia	Dissemination and requirement collection, pilot planning. Interested in pilot especially done testing in Dolany
Exdwarf	RNDr. Radovan Micunek, PhD. Mayor Pila	01 March 2017	Municipality Pila, Slovakia	Dissemination and requirement collection. Not interested in pilot
Exdwarf	Miroslava Gregorova - Head of DoE, Karol Sloboda – Head of DoCM	30 January 2017	Department of Environment (DoE), Bratislava District office. Department of Crisis Management (DoCM)	Dissemination, networking for FLOOD-serv project, requirement collection
Exdwarf	Tel Aviv Municipality Simona Leibovich, Project Manager – EU Programmes	24 January 2018	Tel Aviv Municipality, Israel	Presentation of Floodserv project, discussed possible collaboration and testing for emergencies (Floods but also other emergencies prevalent in Israel), Solution raised interest (esp. social media,

				EMC), interest in knowing the user stories and exact possibilities to use the platform. Another call will be scheduled with IT and resilience manager included.
Exdwarf	Tel Aviv University Bruria Adini, PhD and Gili Shenhar, EMBA (Department for emergency and disaster management)	25 January 2018	Tel Aviv University, Department for emergency and disaster management, School of Public Health, Israel	Presentation of Floodserv project, discussed possible collaboration and testing within academia and research projects. During the meeting I gained some valuable insights about used solutions in Israel (buzlla for social media, reporty – app for municipalities). Interested in testing the platform but Herbrev localization would be needed. Another call to be scheduled.
Exdwarf	Slovak University of Technology in Bratislava (STU) Ing. Tomas Satura, Registrar of Faculty	March 2019	STU premises, Bratislava	Flood-serv Pilot presentation
GENOVA	A. Morgante – Pres. Municipio Medio Levante	28 February 2017	Municipio Bassa Val Bisagno - GENOVA	Identification and involvement of stakeholders
GENOVA	M. Ferrante – Pres. Municipio Bassa Valbisagno	28 February 2017	Municipio Bassa Val Bisagno - GENOVA	Identification and involvement of stakeholders
GENOVA	University of Genoa – DISPO Department of Social Polities	28 March 2017, 19 April 2017, 10 May 2017	Municipality of Genoa and University of Genoa DISPO	Contribution of the methodology to citizen involvement
GENOVA	University of Genoa DAD – Department of Architecture	28 March 2017, 19 April 2017, 10 May 2017	Municipality of Genoa and University of Genoa – DAD	Identification of the tools to citizen involvement and to receive data.
GENOVA	University of Genoa – DISPO Department of Social Polities	15 June 2017	Municipality of Genoa and University of Genoa	Contribution of the methodology to citizen involvement
GENOVA	University of Genoa – DISPO Department of	6 July 2017	Municipality of Genoa and University of	Contribution of the methodology to citizen



	Social Politics		Genoa	involvement
GENOVA	University of Genoa – DAD Department of Architecture	28 July 2017	Municipality of Genoa and University of Genoa	Identification of the tools to citizen involvement and to receive data
GENOVA	CONSORZIO DEI COMUNI TRIDENTINI in collaboration with UNIGE - DAD	21 September 2017	CONSORZIO DEI COMUNI TRIDENTINI TRENTO	Comparison between the ICT tools to involve citizen in the safety and maintenance of the territory
GENOVA	Dr. Massimo Ferrante (Presidente Municipio Bassa Val Bisagno III) Dr. Francesco Vesco (Presidente Municipio Medio Levante IV) Prof. F. Balletti (UniGe – DAD) Dr. Luca Raffini (Unige- DISPO)	11 September 2017	MUNICIPALITY OF GENOVA	Planning of the next step of the activities in order to realize the pre-test (mugugn.app) of the Genoa pilot project in collaboration with UNIGE - DAD
GENOVA	President of the Municipality IV Media Val Bisagno Dr. R. D'Avolio and Councillor L. Torretta	10th April 2019	MUNICIPALITY OF GENOVA Municipio IV Media Val Bisagno	To explain and inform of the next step of the activities in order to realize the test (3th cycle) of the Genoa pilot project
GENOVA	Communication with target audiences about the project via Social media (Facebook)	From 1th February 2018 to 31th July 2019	Dissemination	Dissemination of the pilot project activities, topics and its output.
GENOVA	E-MAIL contact Municipi III-IV -VIII District associations, Schools AMIU ASTER Association of Engineers Genoa Architects' Association Genoa Association of Geologists Genoa Associations of craftsmen and traders	3rd September 2018	Invitation to the conference of the 12th October 2018 c/o Sala Lignea Biblioteca Berio	Dissemination of the pilot project activities and its output.
GENOVA	TELEPHONE CALL Secondary School	From June 2018 to Dec	Invitation to the teacher training	Invitation to the use the pre-test and requests for

		2018	use the test and Invitation workshop organization to dissemination the project	workshop organization to dissemination the project
GENOVA	Social Media	17 <sup>th</sup> December 2018		Genova has used a dedicated hashtag on the official Municipality of Genoa Fb page. Tag @FLOODservEU
GENOVA	E-MAIL contact Municipi III-IV -VIII District associations, Schools AMIU ASTER Association of Engineers Genova Architects' Association Genova Association of Geologists Genova Associations of craftsmen and traders	12 <sup>th</sup> March 2019	Invitation to the conference of the 02th April 2019 c/o Salone di Rappresentanza di palazzo Tursi	Dissemination of the pilot project activities and its output.
GENOVA	E- MAIL-CONTACT All participants at meeting. Employees of the Municipality and the University	From 8 <sup>th</sup> April to 14 <sup>th</sup> May 2019	Invitation to test (3th cycle)	Dissemination of the pilot project activities and its output. Training to test project components (APP, Portal, WIKI)
GENOVA	TELEPHONE CALL Local municipality Secondary School Territory Association Technical stakeholder	From 8 <sup>th</sup> April to 14 <sup>th</sup> June 2019	Feedback of previous meetings	Information gained from meeting
IP Tulcea	Petre MARINESCU Tulcea Municipality, Deputy-mayor	13 December 2016	DDNI	Local seminar organized to identify the end users' specifications
IP Tulcea	Paul CONONOV, Water Management System, Director	13 December 2016	DDNI	Local seminar organized to identify the end users' specifications
IP Tulcea	Anastate MORARU, Isaccea Municipality, Mayor	13 December 2016	DDNI	Local seminar organized to identify the end users' specifications

IP Tulcea	Marius IFRIM- Bestepe town hall, Deputy-mayor	13 December 2016	DDNI	Local seminar organized to identify the end users' specifications
BSK, Exdwarf	Ministry of Interior of Slovakia – Bratislava District office, Department of Environment and Crisis management	30 January 2017	Bratislava, Slovakia	Local stakeholders, cooperation within the pilot in BSK
BSK, Exdwarf	Municipality of Pila and Dolany	1 March 2017	Pila, Dolany, Slovakia	Local stakeholders, cooperation within the pilot in BSK
BSK, Exdwarf	Municipality of Devín	Several meetings from April 2017 – July 2017	Bratislava - Devín	Cooperation within the pilot in BSK
BSK, Exdwarf	Municipality of Rača	Several meetings from June 2017 – July 2017	Bratislava - Rača	Cooperation within the pilot in BSK
BSK, Exdwarf	Slovak hydrometeorologic al Institute	Several meetings from June 2017 – July 2017	Bratislava, Slovakia	Member of the Advisory board of the project, cooperation within the pilot in BSK

Table 23: List of Communication Actions Taken by Partners

## 4.5 Media Coverage

### 4.5.1 List of Media Coverage

Throughout the duration of the project, the consortium placed great emphasis on the promotion of the project, its objectives and developments with special focus in local level (pilot sites) without omitting to communicate the project in pan-European and international level. The media coverage of the project was under the form of press articles and press releases at the traditional press (i.e. newspapers, magazines), articles and press releases at the web on informational websites and electronic version of newspapers, references around FLOOD-serv on social media of third party organizations related to the topic of the project, interviews on TV and radio, and lastly FLOOD-serv news uploaded at websites and social media of other EU funded projects.

The following table presents in detail the items published in media for the period August 2016 to July 2019 and listed by partner. This activity can also be found online at the FLOOD-serv website on section "Results", subsection "[Dissemination](#)".

Partner	Title of the media item	Media	URL	Date
Answare	Answare has participated in a national TV program where it has been mentioned the FLOOD-serv project as well as the poster of the project has been recorded. The interview took place on 7th of October 2018. The program will be issued during the last week of November or first week of December 2018	RTVE – Fábricas de ideas	<a href="http://www.rtve.es/television/20181224/fabrica-ideas-tve-pgm-12-decima-temporada/1858140.shtml">http://www.rtve.es/television/20181224/fabrica-ideas-tve-pgm-12-decima-temporada/1858140.shtml</a>	
Bilbao	"Flood Service-Meeting" jardunaldiak	Bilbao Newspaper (No.322)	<a href="http://www.floodse-rv-project.eu/bilbao-newspaper/">http://www.floodse-rv-project.eu/bilbao-newspaper/</a>	February 2017
Bilbao	EXPERTOS ANALIZAN EN BILBAO LA GESTIÓN DEL RIESGO DE INUNDACIONES Y LA ADOPCIÓN DE MEDIDAS PREVENTIVAS INUNDACIONES	20 minutos	<a href="https://www.20minutos.es/noticia/3170557/0/expertos-analizan-bilbao-gestion-riesgo-inundaciones-adopcion-medidas-preventivas/">https://www.20minutos.es/noticia/3170557/0/expertos-analizan-bilbao-gestion-riesgo-inundaciones-adopcion-medidas-preventivas/</a>	26 October 2017
Bilbao	Una treintena de expertos debaten en Bilbao sobre la gestión de inundaciones	ABC.es	<a href="http://agencias.abc.es/agencias/noticia.asp?noticia=2645553">http://agencias.abc.es/agencias/noticia.asp?noticia=2645553</a>	26 October 2017
Bilbao	UNA TREINTENA DE EXPERTOS DEBATEN EN BILBAO SOBRE LA GESTIÓN DE INUNDACIONES	ORAIN bizkaia	<a href="http://bizkaia.orain.eus/una-treintena-de-expertos-debaten-en-bilbao-sobre-la-gestion-de-inundaciones/">http://bizkaia.orain.eus/una-treintena-de-expertos-debaten-en-bilbao-sobre-la-gestion-de-inundaciones/</a>	26 October 2017
Bilbao	Expertos analizan en Bilbao la gestión del riesgo de inundaciones y la adopción de medidas preventivas	GENTE en Bilbao	<a href="http://www.gentedigital.es/bilbao/noticia/2255085/expertos-analizan-en-bilbao-la-gestion-del-riesgo-de-inundaciones-y-la-adopcion-de-medidas-preventivas/">http://www.gentedigital.es/bilbao/noticia/2255085/expertos-analizan-en-bilbao-la-gestion-del-riesgo-de-inundaciones-y-la-adopcion-de-medidas-preventivas/</a>	26 October 2017
Bilbao	UNA TREINTENA DE EXPERTOS EUROPEOS	Bilbao 24 horas	<a href="http://bilbao24horas.com/una-treintena-de-expertos-europeos-debatiran-en-bilbao-sobre-los-">http://bilbao24horas.com/una-treintena-de-expertos-europeos-debatiran-en-bilbao-sobre-los-</a>	26

	DEBATIRÁN EN BILBAO SOBRE LOS RIESGOS DE INUNDACIONES DENTRO DEL PROYECTO EUROPEO FLOOD-SERV		<a href="#">riesgos-de- inundaciones- dentro-del- proyecto-europeo- flood-serv/</a>	October 2017
Bilbao	Expertos analizan en Bilbao la gestión del riesgo de inundaciones y la adopción de medidas preventivas	Eldiario.es	<a href="http://www.eldiario.es/norte/euskadi/Expertos-analizan-Bilbao-inundaciones-preventivas_0_7013_30125.html">http://www.eldiario.es/norte/euskadi/Expertos-analizan-Bilbao-inundaciones-preventivas_0_7013_30125.html</a>	26 October 2017
Bilbao	UNA TREINTENA DE EXPERTOS EUROPEOS DEBATIRÁN EN BILBAO SOBRE LOS RIESGOS DE INUNDACIONES DENTRO DEL PROYECTO EUROPEO FLOOD-SERV	NoticiaPress.es	<a href="https://www.noticiapress.es/2017/10/una-treintena-de-expertos-europeos-debatiran-en-bilbao-sobre-los-riesgos-de-inundaciones-dentro-del-proyecto-europeo-flood-serv/">https://www.noticiapress.es/2017/10/una-treintena-de-expertos-europeos-debatiran-en-bilbao-sobre-los-riesgos-de-inundaciones-dentro-del-proyecto-europeo-flood-serv/</a>	26 October 2017
BSK	Kraj poslinuje protipovodňov u ochranu	PEZINSKO (page 14)	<a href="https://issuu.com/regionpress.pezinsko/docs/pk1637?e=5519374/38850113">https://issuu.com/regionpress.pezinsko/docs/pk1637?e=5519374/38850113</a>	16 Sept. 2016
BSK	“Povodne v bratislavskom región mali byť minulosťou” e by	BSV Svet II.Q	<a href="http://www.floodserv-project.eu/wp-content/uploads/2017/07/BVS_Svet_BS_K.pdf">http://www.floodserv-project.eu/wp-content/uploads/2017/07/BVS_Svet_BS_K.pdf</a>	July 2017
BSK	„Efektívnejší manažment povodňových rizík otestujú Devín“	“Devincan”	<a href="http://www.devincan.sk">www.devincan.sk</a>	August 2017
BSK	“Úrad aktívne rieši záplavy na Mrázovej ulici”	Website of municipality of Rača	<a href="https://www.raca.sk/urad-aktivne-riesi-zaplavy-na-mrazovej-ulici/">https://www.raca.sk/urad-aktivne-riesi-zaplavy-na-mrazovej-ulici/</a>	21 August 2017
BSK	“Rača dostane viac ochrany pred vodou”	“Račiansky výber” webpage also in print copies	<a href="https://www.raca.sk/data/att/4186.pdf">https://www.raca.sk/data/att/4186.pdf</a>	9 Sept. 2017
BSK	“Kraj súčasťou projektu výstražného povodňového systému”	“Senecko” No. 39	<a href="https://issuu.com/regionpress.senecko/docs/sc1739">https://issuu.com/regionpress.senecko/docs/sc1739</a>	28 Sept. 2017

BSK	“Rozvoj povodňového výstražného servisu”	Webnoviny	<a href="https://www.webnoviny.sk/bsk-rozvoj-povodnoveho-vystrazneho-servisu/">https://www.webnoviny.sk/bsk-rozvoj-povodnoveho-vystrazneho-servisu/</a>	27 October 2017
BSK	“Rozvoj povodňového výstražného servisu”	Dobré noviny	<a href="https://www.dobrenoviny.sk/c/114639/rozvoj-povodnoveho-vystrazneho-servisu">https://www.dobrenoviny.sk/c/114639/rozvoj-povodnoveho-vystrazneho-servisu</a>	27 October 2017
BSK	V Bratislave testujú meracie stanice, upozornia ľudí na povodne	Web site of national television TA3	<a href="https://www.ta3.com/clanok/1133612/v-bratislave-testuju-meracie-stance-upozornia-ludi-na-povodne.html">https://www.ta3.com/clanok/1133612/v-bratislave-testuju-meracie-stance-upozornia-ludi-na-povodne.html</a> <a href="https://www.ta3.com/zoznam.html?fulltext=V+Bratislave+testuj%C3%BA+meracie+stance%2C+upozornia+%C4%BEud%C3%AD+na+povodne">https://www.ta3.com/zoznam.html?fulltext=V+Bratislave+testuj%C3%BA+meracie+stance%2C+upozornia+%C4%BEud%C3%AD+na+povodne</a>	12 August 2018
CMVNF	Famaliao participa em projeto europeu para prevencao do risco de cheias (page 9)	Opinião Pública	<a href="http://www.opiniaopublica.pt/pt/opiniaopublica/2017-02-02">http://www.opiniaopublica.pt/pt/opiniaopublica/2017-02-02</a>	2 February 2017
CMVNF	Camara adere a projeto europeu para prevencao do risco de cheias (page 12)	O Povo Famalicense	<a href="http://www.opovofamalicense.com/edi-coes/860.pdf">http://www.opovofamalicense.com/edi-coes/860.pdf</a>	7 February 2017
Exdwarf	Protipovodňový systém Dunaj neskrotí, včas nás varuje	TV Bratislava	<a href="http://www.tvba.sk/home/okolo-dunaja-bude-vystrazny-protipovodnovy-system/">http://www.tvba.sk/home/okolo-dunaja-bude-vystrazny-protipovodnovy-system/</a>	10 January 2017
Exdwarf	Reference on Webpage of Association for Computing Machinery	Conference Homepage	<a href="https://websci19.webscience.org/posters.html">https://websci19.webscience.org/posters.html</a>	
Exdwarf	Reference on Webpage of World Academy of Science, Engineering and Technology	Conference Homepage	<a href="https://waset.org/conference/2019/05/vancouver/program">https://waset.org/conference/2019/05/vancouver/program</a>	
GENOVA	flood-serv	Le Vie dell'Acqua	<a href="http://www.leviedellacqua.it/2017/05/27/flood-serv-uniniziativa-horizon-2020-che-coinvolge-il-comune-di-genova/flood-serv/">http://www.leviedellacqua.it/2017/05/27/flood-serv-uniniziativa-horizon-2020-che-coinvolge-il-comune-di-genova/flood-serv/</a>	27 May 2017
GENOVA	FLOOD-serv,	Le Vie dell'Acqua	<a href="http://www.leviedellacqua.it/2017/05/27/flood-serv-">http://www.leviedellacqua.it/2017/05/27/flood-serv-</a>	

	un'iniziativa Horizon 2020 che coinvolge il Comune di Genova		<a href="#">uniniziativa- horizon-2020-che-coinvolge-il- comune-di-genova/</a>	27 May 2017
GENOVA	ARCHITETTURA LANCIA L'APP "MUGUGN.AP P"	IL SECOLOXIX Regional newspaper	<a href="http://www.agenziaefficienzaenergetica.it/area- riservata/rassegna-stampa- enea/rassegna- stampa-archivio/anno- 2017/dicembre-2017/Rassegna%20stampa%20del%2003_12_2017.pdf">http://www.agenziaefficienzaenergetica.it/area- riservata/rassegna-stampa- enea/rassegna- stampa-archivio/anno- 2017/dicembre-2017/Rassegna%20stampa%20del%2003_12_2017.pdf</a>	3 Dec. 2017
GENOVA	GENOVA – LA PRIMA FASE DEL PROGETTO SPERIMENTALE FLOOD-SERV	giornalino ORDINE degli INGEGNERI di Genova	<a href="#">n/a</a>	n/a
GENOVA	"Nasce una APP sugli allagamenti per segnalazioni e "mugugni"	Newspaper LA STAMPA		27th March 2018
GENOVA	"FLOOD-serv - Innovazione, tecnologie, partecipazione"	Ordine architetti website	<a href="http://Ordinearchitetti.ge.it">Ordinearchitetti.ge.it</a>	14th March 2019
GENOVA	"FLOOD-serv - Innovazione, tecnologie, partecipazione"	Oppla.eu	<a href="http://oppla.eu/events">http://oppla.eu/events</a>	14th March 2019
GENOVA	"FLOOD-serv - Innovazione, tecnologie, partecipazione"	Mentelocale Local Newspaper online	<a href="http://www.mentelocale.it">www.mentelocale.it</a>	2nd April 2019
Gov2u	Another successful Flood-serv workshop took place in Tulcea, Romania on the 12th and 13th of December 2016 at the DDNI.	ICA - International Council for IT in Government Administration (Official Facebook page)	<a href="https://www.facebook.com/ICA.IT.ORG/posts/1794994990768067">https://www.facebook.com/ICA.IT.ORG/posts/1794994990768067</a>	January 2017
Gov2u	FLOOD-serv project: Public FLOOD Emergency and Awareness SERVICE – 2nd Newsletter Issue now available!	Joinup platform	<a href="https://joinup.ec.europa.eu/news/flood-serv-project-public-flood-emergency-and-awareness-service-%E2%80%93-2nd-newsletter-issue-now-available">https://joinup.ec.europa.eu/news/flood-serv-project-public-flood-emergency-and-awareness-service-%E2%80%93-2nd-newsletter-issue-now-available</a>	5 April 2017
Gov2u	From reaction to prevention: The	ICA - International	<a href="https://www.facebook.com/ICA.IT.ORG/">https://www.facebook.com/ICA.IT.ORG/</a>	12 May 2017

	power of ICT combined with flood risk management tactics	Council for IT in Government Administration (Official Facebook page)	<a href="https://www.facebook.com/posts/1854514621482770">posts/1854514621482770</a>	
Gov2u	Links to Similar Projects	Mobile Age project	<a href="http://www.mobile-age.eu/useful-links/links-to-similar-projects/131-flood-serv.html">http://www.mobile-age.eu/useful-links/links-to-similar-projects/131-flood-serv.html</a>	27 July 2017
IP Tulcea	Local News	Radio Delta Tulcea	n/a	Dec. 2016
IP Tulcea	INCDDD testează platforma FLOOD-Serv, referitoare la managementul riscului la inundații	Tulceanoastra.ro Online newspaper	<a href="https://www.tulceanoastra.ro/delta/incddd-testeaza-platforma-flood-serv-referitoare-la-managementul-riscului-la-inundatii/">https://www.tulceanoastra.ro/delta/incddd-testeaza-platforma-flood-serv-referitoare-la-managementul-riscului-la-inundatii/</a>	
IP Tulcea	Simpozion Internațional „Delte și Zone Umede” la Tulcea	Tulceanoastra.ro Online newspaper	<a href="https://www.tulceanoastra.ro/delta/simpozion-international-delte-si-zone-umede-la-tulcea/">https://www.tulceanoastra.ro/delta/simpozion-international-delte-si-zone-umede-la-tulcea/</a>	
IP Tulcea	INCDDD testează platforma FLOOD-Serv, referitoare la managementul riscului la inundații	Tulceanoastra.ro Online newspaper	<a href="https://www.tulceanoastra.ro/delta/incddd-testeaza-platforma-flood-serv-referitoare-la-managementul-riscului-la-inundatii/">https://www.tulceanoastra.ro/delta/incddd-testeaza-platforma-flood-serv-referitoare-la-managementul-riscului-la-inundatii/</a>	
IP Tulcea	Simpozion Internațional „Delte și Zone Umede” la Tulcea	Tulceanoastra.ro Online newspaper	<a href="https://www.tulceanoastra.ro/delta/simpozion-international-delte-si-zone-umede-la-tulcea/">https://www.tulceanoastra.ro/delta/simpozion-international-delte-si-zone-umede-la-tulcea/</a>	
IP Tulcea	Deltas & Wetlands 2019” DDNI Scientific Event Community, 27-th edition	Delta Newspaper		
SIVECO	Inundațiile consuma 2,1% din PIB-ul României	Comunicate de Presa	<a href="http://www.comunicatedepresa.ro/sive-co-romania/inundatiile-consuma-2-1-din-pib-ul-romaniei/">http://www.comunicatedepresa.ro/sive-co-romania/inundatiile-consuma-2-1-din-pib-ul-romaniei/</a>	4 August 2016
SIVECO	Inundațiile consuma 2,1% din PIB-ul României	Web PR	<a href="http://www.webpr.ro/stiri-it_c-21203094-inundatiile-consuma-2-1-din-pib-romaniei.htm">http://www.webpr.ro/stiri-it_c-21203094-inundatiile-consuma-2-1-din-pib-romaniei.htm</a>	4 August 2016
SIVECO	Inundațiile		<a href="http://www.amosn.ro">http://www.amosn.ro</a>	



	consumă 2,1% din PIB-ul României	AMOS News	<a href="http://ews.ro/inundatiile- consuma-21-din- pib-ul-romaniei- 2016-08-04">ews.ro/inundatiile- consuma-21-din- pib-ul-romaniei- 2016-08-04</a>	4 August 2016
SIVECO	Inundatiile consuma 2,1% din PIB-ul Romaniei	HotNews	<a href="http://m.hotnews.ro/stire/21203801">http://m.hotnews.ro/stire/21203801</a>	4 August 2016
SIVECO	Inundațiile consumă 2,1% din PIB-ul României	Ziare pe net	<a href="https://www.ziare-pe-net.ro/stiri/inundatiile-consuma-2-1-din-pib-ul-romaniei-4656855.html">https://www.ziare-pe-net.ro/stiri/inundatiile-consuma-2-1-din-pib-ul-romaniei-4656855.html</a>	4 August 2016
SIVECO	Inundatiile consuma 2,1% din PIB-ul Romaniei	Comunicate de a faceri	<a href="http://www.comunicateafaceri.ro/it-c/inundatiile-consuma-21-din- pib-ul-romaniei">http://www.comunicateafaceri.ro/it-c/inundatiile-consuma-21-din- pib-ul-romaniei</a>	4 August 2016
SIVECO	Inundațiile consumă 2,1% din PIB-ul României	Agora	<a href="http://www.agora.ro/stire/inundatiile-consuma-21-din- pib-ul-romaniei">http://www.agora.ro/stire/inundatiile-consuma-21-din- pib-ul-romaniei</a>	4 August 2016
SIVECO	Inundatiile consuma 2,1% din PIB-ul Romaniei	Live PR	<a href="https://www.livepr.ro/inundatiile-consuma-2-1-din- pib-ul-romaniei/">https://www.livepr.ro/inundatiile-consuma-2-1-din- pib-ul-romaniei/</a>	4 August 2016
SIVECO	Inundațiile consumă 2,1% din PIB-ul României	PR wave	<a href="https://www.prwave.ro/inundatiile- consuma-2-1-din- pib-ul-romaniei/">https://www.prwave.ro/inundatiile- consuma-2-1-din- pib-ul-romaniei/</a>	4 August 2016
SIVECO	Inundatiile consuma 2,1% din PIB-ul Romaniei	STIRI EVENIMENTE	<a href="http://www.stirieve-nimente.ro/stiri/Inundatiile-consuma-2- 1--din-PIB-ul-Romaniei-/9316">http://www.stirieve-nimente.ro/stiri/Inundatiile-consuma-2- 1--din-PIB-ul-Romaniei-/9316</a>	4 August 2016
SIVECO	FLOOD-serv, proiect european derulat în 7 state: Inundațiile consumă 2,1% din PIB-ul României	CursDeGuvernare.ro	<a href="http://cursdeguvernare.ro/inundatiile- consuma-21-din- pib-ul-romaniei- flood-serv-proiect- european-derulat- in-7-state.html">http://cursdeguvernare.ro/inundatiile- consuma-21-din- pib-ul-romaniei- flood-serv-proiect- european-derulat- in-7-state.html</a>	4 August 2016
SIVECO	Inundatiile consuma 2,1% din PIB-ul Romaniei	Press mania	<a href="http://www.pressmania.ro/stiri/societate/stiinta/inundatiile-consuma-2-1- din-pib-ul-romaniei-1757318.html">http://www.pressmania.ro/stiri/societate/stiinta/inundatiile-consuma-2-1- din-pib-ul-romaniei-1757318.html</a>	5 August 2016
SIVECO	Inundațiile consumă 2,1% din PIB-ul României	M-security NEWS	<a href="http://m-securitynews.ro/content/inunda%C8%9Bile-consum%C4%83-21- din-pib-ul-rom%C3%A2niei">http://m-securitynews.ro/content/inunda%C8%9Bile-consum%C4%83-21- din-pib-ul-rom%C3%A2niei</a>	5 August 2016
SIVECO	Inundatiile consuma 2,1% din PIB-ul Romaniei	Science HotNews	<a href="http://science.hotnews.ro/stiri-tehnologie- 21204902-inundatiile- consuma-2-1-din- pib-romaniei.htm?utm_source=feedburner&amp;utm_medium=feed&amp;utm_campaign=Feed%3A+hotnews%2Fyvoq+%28Hotnews.ews.ro%29">http://science.hotnews.ro/stiri-tehnologie- 21204902-inundatiile- consuma-2-1-din- pib-romaniei.htm?utm_source=feedburner&amp;utm_medium=feed&amp;utm_campaign=Feed%3A+hotnews%2Fyvoq+%28Hotnews.ews.ro%29</a>	5 August 2016

SIVECO	Inundatiile consuma 2,1% din PIB-ul Romaniei	Comunicate online	<a href="https://www.facebook.com/permalink.php?story_fbid=995003140617978&amp;id=154287148022919">https://www.facebook.com/permalink.php?story_fbid=995003140617978&amp;id=154287148022919</a>	
SIVECO	Inundațiile consumă 2,1% din PIB-ul României	Curierul de Ramnic	<a href="http://ramnic.ro/articole/pnbspspan-stylefont-size-mediumnbspb-styletext-align-justifyspan-stylefont-family-timesromanrinundatiile-consuma-21-din-pib-ul-romacircnieispanbspanspan-stylefont-size-mediumb-styletext-align-justifyspan-stylefont-family-timesromanrbrspanbspanspanp-80096/2016-08-08">http://ramnic.ro/articole/pnbspspan-stylefont-size-mediumnbspb-styletext-align-justifyspan-stylefont-family-timesromanrinundatiile-consuma-21-din-pib-ul-romacircnieispanbspanspan-stylefont-size-mediumb-styletext-align-justifyspan-stylefont-family-timesromanrbrspanbspanspanp-80096/2016-08-08</a>	
SIVECO	Inundatiile consuma 2,1% din PIB-ul Romaniei	Cronica de Iasi	<a href="http://www.cronica.deiasi.ro/stiri/nationale-externe/Inundatiile-consuma-21-din-PIB-ul-Romaniei-/62816">http://www.cronica.deiasi.ro/stiri/nationale-externe/Inundatiile-consuma-21-din-PIB-ul-Romaniei-/62816</a>	
SIVECO	Guvernanti atentie – inundatiile consuma 2,1% din PIB-ul Romaniei!!	infoBRASOV.net	<a href="http://infobrasov.net/guvernanti-aten-tie-inundatiile-consuma-21-din-pib-ul-romaniei/">http://infobrasov.net/guvernanti-aten-tie-inundatiile-consuma-21-din-pib-ul-romaniei/</a>	
SIVECO	Floods are consuming 2.1% from Romania's GNP	American Chamber of Commerce in Romania	<a href="https://www.amcham.ro/index.html/articles?articleID=2703">https://www.amcham.ro/index.html/articles?articleID=2703</a>	
SIVECO	(P) Inundațiile consumă 2,1% din PIB-ul României	SANSA News	<a href="http://www.sansanews.ro/stiri/publicitate/buzau/inundatii-le-consuma-21-din-pib-ul-romaniei.html">http://www.sansanews.ro/stiri/publicitate/buzau/inundatii-le-consuma-21-din-pib-ul-romaniei.html</a>	
SIVECO	Inundatiile consuma 2,1% din PIB-ul Romaniei   Index de Stiri si Articole de Ultima Ora din Romania	008.ro	<a href="http://008.ro">008.ro</a>	August 2016

SIVECO	Inundațiile consuma 2,1% din PIB-ul României	pescurt.ro	<a href="http://pescurt.ro">pescurt.ro</a>	August 2016
SIVECO	Inundațiile consuma 2,1% din PIB-ul României	Centrul de presa	<a href="http://centruldepresa.ro">centruldepresa.ro</a>	August 2016
SIVECO	Un proiect european de cercetare, coordonat de o companie românească, mobilizează cetățenii din regiuni cu risc de inundații crescut precum Genova, Delta Dunării, Bilbao, Bratislava și Porto	IT Trends	<a href="https://ittrends.ro/2016/09/un-proiect-european-de-cercetare-coordonat-de-o-companie-romaneasca-mobilizeaza-cetatenii-din-regiuni-cu-risc-de-inundatii-crescut-precum-genova-delta-dunarii-bilbao-bratislava-si-porto/">https://ittrends.ro/2016/09/un-proiect-european-de-cercetare-coordonat-de-o-companie-romaneasca-mobilizeaza-cetatenii-din-regiuni-cu-risc-de-inundatii-crescut-precum-genova-delta-dunarii-bilbao-bratislava-si-porto/</a>	1 Sept. 2016
SIVECO	Natural disasters – major concern for European authorities	Nine O'clock.ro	<a href="http://www.nineoclock.ro/natural-disasters-major-concern-for-european-authorities/">http://www.nineoclock.ro/natural-disasters-major-concern-for-european-authorities/</a>	6 Sept. 2016
BSK, Exdwarf	Ochrana pred povodňami	Zapadoslovenska televizia	<a href="https://www.youtube.com/watch?v=EWIz59cEbD8&amp;index=2&amp;list=PLmeWD86yY0Hlcx4cMVRyaN_WAKY8F4XOsJ">https://www.youtube.com/watch?v=EWIz59cEbD8&amp;index=2&amp;list=PLmeWD86yY0Hlcx4cMVRyaN_WAKY8F4XOsJ</a>	20 Dec. 2016
BSK, Exdwarf	Protipovodňová výstraha v Bratislavskom kraji	Radio REGINA	<a href="https://reginazapad.rtv.slovakia.sk/clanky/z-regionov/123161/pr-otipovodnova-vystraha-v-bratislavskom-kraji">https://reginazapad.rtv.slovakia.sk/clanky/z-regionov/123161/pr-otipovodnova-vystraha-v-bratislavskom-kraji</a>	22 Dec. 2016

Table 24: List of the Project's Media Coverage

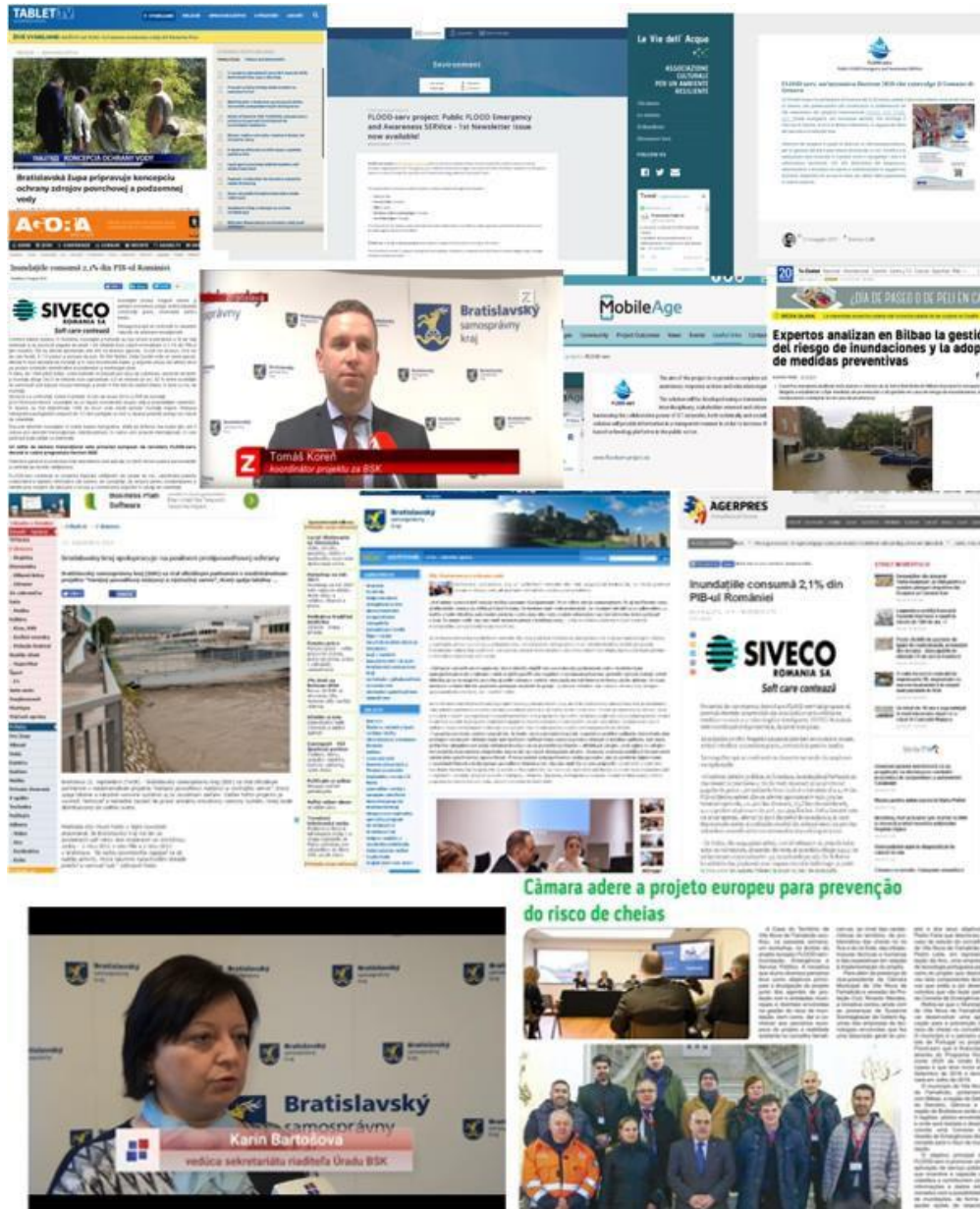


Figure 25: Highlights of the Project's Media Coverage

#### 4.5.2 Communication activities on partners' channels

Beyond the items published in third party media referred to FLOOD-serv, the project partners used their organization's communication channels e.g. partners' website, press releases, newsletters, other media pages etc. Respective information is included at the table below.

Partner	Article's Title	Channel	URL
ANO	ANO has embraced a new project	ANO's Website	<a href="http://www.ano.pt/noticias/-/asset_publisher/WbhLLSnWyej3/content/ano-software-desenvolve-aplicacao-para-a-prevencao-de-cheias?redirect=http%3A%2F%2Fwww.ano.pt%2Fnoticias%3Fp_p_id%3D101_INSTANCE_WbhLLSnWyej3%26p_p_lifecycle%3D0%26p_p_state%3Dnormal%26p_p_mode%3Dview%26p_p_col_id%3Dcolu mn-1%26p_p_col_count%3D1">http://www.ano.pt/noticias/-/asset_publisher/WbhLLSnWyej3/content/ano-software-desenvolve-aplicacao-para-a-prevencao-de-cheias?redirect=http%3A%2F%2Fwww.ano.pt%2Fnoticias%3Fp_p_id%3D101_INSTANCE_WbhLLSnWyej3%26p_p_lifecycle%3D0%26p_p_state%3Dnormal%26p_p_mode%3Dview%26p_p_col_id%3Dcolu mn-1%26p_p_col_count%3D1</a>
ANO	FLOOD-serv advances: Workshop in Portugal	ANO's Website	<a href="http://www.ano.pt/en/noticias/-/asset_publisher/WbhLLSnWyej3/content/ano-software-avanca-com-projeto-europeu-para-a-prevencao-do-risco-das-cheias?redirect=http%3A%2F%2Fwww.ano.pt%2Fnoticias%3Fp_p_id%3D101_INSTANCE_WbhLLSnWyej3%26p_p_lifecycle%3D0%26p_p_state%3Dnormal%26p_p_mode%3Dview%26p_p_col_id%3Dcolu mn-1%26p_p_col_count%3D1">http://www.ano.pt/en/noticias/-/asset_publisher/WbhLLSnWyej3/content/ano-software-avanca-com-projeto-europeu-para-a-prevencao-do-risco-das-cheias?redirect=http%3A%2F%2Fwww.ano.pt%2Fnoticias%3Fp_p_id%3D101_INSTANCE_WbhLLSnWyej3%26p_p_lifecycle%3D0%26p_p_state%3Dnormal%26p_p_mode%3Dview%26p_p_col_id%3Dcolu mn-1%26p_p_col_count%3D1</a>
ANO	FLOOD-serv moves forward!	ANO's Website	<a href="http://www.ano.pt/noticias/-/asset_publisher/WbhLLSnWyej3/content/projeto-flood-serv-soma-e-segue-a-passos-largos?redirect=http%3A%2F%2Fwww.ano.pt%2Fnoticias%3Fp_p_id%3D101_INSTANCE_WbhLLSnWyej3%26p_p_lifecycle%3D0%26p_p_state%3Dnormal%26p_p_mode%3Dview%26p_p_col_id%3Dcolu mn-1%26p_p_col_count%3D1">http://www.ano.pt/noticias/-/asset_publisher/WbhLLSnWyej3/content/projeto-flood-serv-soma-e-segue-a-passos-largos?redirect=http%3A%2F%2Fwww.ano.pt%2Fnoticias%3Fp_p_id%3D101_INSTANCE_WbhLLSnWyej3%26p_p_lifecycle%3D0%26p_p_state%3Dnormal%26p_p_mode%3Dview%26p_p_col_id%3Dcolu mn-1%26p_p_col_count%3D1</a>
ANO	Press Article	Various Projects Updates	ANO's Site and Social Media
ANO	Project FLOOD-SERV on target for success!	ANO's Website and Social Media	<a href="https://goo.gl/cUU5Dg">https://goo.gl/cUU5Dg</a>
Answare	Flood Serv	Answare's webpage	<a href="http://answare-tech.com/en/flood-serv/">http://answare-tech.com/en/flood-serv/</a>

Answer	Our team is now presenting our EMC component (Emergency Management Console) in Tulcea @FLOODservEU #FloodAwareness #FloodEmergency	Answer's Twitter	<a href="https://twitter.com/answaretech/status/862606209257537540">https://twitter.com/answaretech/status/862606209257537540</a>
Answer	Floods are consuming 2.1% from Romania's GNP	Answer's webpage	<a href="http://answare-tech.com/en/blog-post/floods-are-consuming-2-1-from-romanias-gnp/">http://answare-tech.com/en/blog-post/floods-are-consuming-2-1-from-romanias-gnp/</a>
Answer	Our team is now presenting our EMC component (Emergency Management Console) in Tulcea @FLOODservEU #FloodAwareness #FloodEmergency	Answer's Facebook Page	<a href="https://www.facebook.com/answareTech/posts/1980097062223628">https://www.facebook.com/answareTech/posts/1980097062223628</a>
Answer	Answer-Tech presentation about our Emergency Management Console (EMC) at the FLOOD-serv Project EU 2nd Consortium Meeting in Tulcea!	Answer's staff LinkedIn profile	<a href="https://www.linkedin.com/feed/update/urn:li:activity:6268711924335153152/">https://www.linkedin.com/feed/update/urn:li:activity:6268711924335153152/</a>
Answer	Our team is today at Bilbao presenting the actual status of our prototypes during the 1st review meeting of the @FLOODservEU project #H2020 <a href="https://t.co/eHSPms08s5">https://t.co/eHSPms08s5</a>	Answer Facebook Page	<a href="https://www.facebook.com/answareTech/posts/2059305027636164?pnref=story">https://www.facebook.com/answareTech/posts/2059305027636164?pnref=story</a>
Answer	Our team is today at Bilbao presenting the actual status of our prototypes during the 1st review meeting of the @FLOODservEU project #H2020 <a href="https://t.co/eHSPms08s5">https://t.co/eHSPms08s5</a>	Answer Twitter account	<a href="https://twitter.com/answaretech/status/923894983178031104/photo/1?utm_source=fb&amp;utm_medium=fb&amp;utm_campaign=answaretech&amp;utm_content=923894983178031104">https://twitter.com/answaretech/status/923894983178031104/photo/1?utm_source=fb&amp;utm_medium=fb&amp;utm_campaign=answaretech&amp;utm_content=923894983178031104</a>

BSK	Kraj posilňuje protipovodňovú ochranu	BSK website	<a href="http://www.region-bsk.sk/clanok/kraj-posilnuje-protipovodnovu-ochranu-875880.aspx">http://www.region-bsk.sk/clanok/kraj-posilnuje-protipovodnovu-ochranu-875880.aspx</a>
BSK	Zamestnanci BSK otestovali prvý z 5 vyvíjaných komponentov systému FLOODserv	BSK website	<a href="http://www.region-bsk.sk/clanok/projekt-flood-serv-zamestnanci-bsk-otestovali-prvy-z-5-vyvijanych-komponentov-systemu-floodserv.aspx">http://www.region-bsk.sk/clanok/projekt-flood-serv-zamestnanci-bsk-otestovali-prvy-z-5-vyvijanych-komponentov-systemu-floodserv.aspx</a>
BSK	Testovanie FLOODserv 15.4.2019 na Úrade BSK	BSK website	<a href="http://www.region-bsk.sk/clanok/testovanie-floodserv-15-4-2019-na-urade-bsk.aspx">http://www.region-bsk.sk/clanok/testovanie-floodserv-15-4-2019-na-urade-bsk.aspx</a>
BSK	Prvá fáza testovani systému FLOODserv je za nami	BSK website	<a href="http://www.region-bsk.sk/clanok/projekt-flood-serv-prva-faza-testovani-systemu-floodserv-je-za-nami.aspx">http://www.region-bsk.sk/clanok/projekt-flood-serv-prva-faza-testovani-systemu-floodserv-je-za-nami.aspx</a>
BSK	Pokračujeme v testovaní vyvíjaných komponentov	BSK website	<a href="http://www.region-bsk.sk/clanok/projekt-flood-serv-pokracujeme-v-testovani-vyvijanych-komponentov.aspx">http://www.region-bsk.sk/clanok/projekt-flood-serv-pokracujeme-v-testovani-vyvijanych-komponentov.aspx</a>
BSK	BSK: Konferencia o ochrane vody	BSK website	<a href="http://www.region-bsk.sk/clanok/bsk-konferencia-o-ochrane-vody-133597.aspx">http://www.region-bsk.sk/clanok/bsk-konferencia-o-ochrane-vody-133597.aspx</a>
BSK	Rozvoj povodňového výstražného servisu	BSK website	<a href="http://www.region-bsk.sk/clanok/rozvoj-povodnoveho-vystrazneho-servisu-247474.aspx">http://www.region-bsk.sk/clanok/rozvoj-povodnoveho-vystrazneho-servisu-247474.aspx</a>
BSK		BSK Instagram page	<a href="https://www.instagram.com/p/BZN7IxUFyL1/">https://www.instagram.com/p/BZN7IxUFyL1/</a>
CMVNF	Projeto europeu para a prevenção do risco de cheias avança	Webpage of the municipality	<a href="http://www.vilanovadefamalicao.org/?it=printnewbreve&amp;co=35008">http://www.vilanovadefamalicao.org/?it=printnewbreve&amp;co=35008</a>

CMVNF	Portugal 2020	Webpage of municipality	<a href="http://www.cm-vnfamalicao.pt/_portugal_2020">http://www.cm-vnfamalicao.pt/_portugal_2020</a>
DDNI	Facebook Post	Social Media	<a href="https://www.facebook.com/INCDDD/posts/315980285758817">https://www.facebook.com/INCDDD/posts/315980285758817</a>
DDNI	Project Presentation	DDNI Webpage	<a href="http://ddni.ro/wps/project/floodserv_en/">http://ddni.ro/wps/project/floodserv_en/</a>
Exdwarf	Diverse Social Media Posts to increase project visibility (during pilot testing sessions, at the conferences etc.)	Linkedin, Twitter	<a href="https://twitter.com/exdwarf?lang=de">https://twitter.com/exdwarf?lang=de</a> <a href="https://www.linkedin.com/in/tomaskoren/">https://www.linkedin.com/in/tomaskoren/</a>
GENOVA	Progetto europeo Flood-serv sui rischi naturali: il caso studio di Genova	website	<a href="http://www.comune.genova.it/content/progetto-europeo-flood-serv-sui-rischi-naturali-il-caso-studio-di-genova">http://www.comune.genova.it/content/progetto-europeo-flood-serv-sui-rischi-naturali-il-caso-studio-di-genova</a>
GENOVA	The Municipality of Genoa has written one article about the results of the workshop done in October	FLOOD-serv website	
GENOVA	Genova e la fase di sperimentazione della piattaforma ICT	FLOOD-serv website	
GENOVA	Progetto europeo Flood-serv sui rischi naturali: il caso studio di Genova	COMUNE DI GENOVA - WEBSITE	<a href="http://www.comune.genova.it/content/progetto-europeo-flood-serv-sui-rischi-naturali-il-caso-studio-di-genova">http://www.comune.genova.it/content/progetto-europeo-flood-serv-sui-rischi-naturali-il-caso-studio-di-genova</a>
GENOVA	FLOOD-serv Genova	Social Media Facebook	<a href="https://www.facebook.com/groups/flood.serv.genova/">https://www.facebook.com/groups/flood.serv.genova/</a>
GENOVA	LINUX DAY Genova	Social Media Facebook	<a href="https://www.facebook.com/linuxdaygenova/">https://www.facebook.com/linuxdaygenova/</a>



GENOVA	“Partecipa la progetto europeo Flood-serv con la mugugn.app”	INTRANET server COMGE	<a href="https://intranet.comune.genova.it/search/node/flood">https://intranet.comune.genova.it/search/node/flood</a>
GENOVA		University of Genoa WEBSITE	<a href="http://geomorfolab.arch.unige.it">http://geomorfolab.arch.unige.it</a> and news section <a href="https://architettura.unige.it/node/422">https://architettura.unige.it/node/422</a>
Gov2U	FLOOD-serv Project kicks off in Bucharest	Gov2u Facebook Page	<a href="https://www.facebook.com/Gov2u/posts/10154571561011057">https://www.facebook.com/Gov2u/posts/10154571561011057</a>
Gov2U	FLOOD-serv project kicks off in Bucharest!	Gov2u Twitter account	<a href="https://twitter.com/Gov2u/status/781886404682977280">https://twitter.com/Gov2u/status/781886404682977280</a>
Gov2U	<a href="#">#FLOODservEU website has been launched!!!</a>	Gov2u Twitter account	<a href="https://twitter.com/Gov2u/status/783978918994857984">https://twitter.com/Gov2u/status/783978918994857984</a>
Gov2U	<a href="#">#FLOODservEU website has been launched!!!</a>	Gov2u Facebook Page	<a href="https://www.facebook.com/Gov2u/posts/10154589161946057">https://www.facebook.com/Gov2u/posts/10154589161946057</a>
Gov2U	FLOOD-serv Project Brochure is available online - designed by Gov2U	Gov2u Facebook Page	<a href="https://www.facebook.com/Gov2u/posts/10154675373916057">https://www.facebook.com/Gov2u/posts/10154675373916057</a>
Gov2U	<a href="#">Brochure of FLOOD- serv Project EU available on http://issue.com</a>	Gov2u Facebook Page	<a href="https://www.facebook.com/Gov2u/posts/10154707458046057">https://www.facebook.com/Gov2u/posts/10154707458046057</a>
Gov2U	<a href="#">Brochure of FLOOD- serv Project EU available on http://issue.com</a>	Gov2u Twitter account	<a href="https://twitter.com/Gov2u/status/796689878964731904">https://twitter.com/Gov2u/status/796689878964731904</a>

Gov2U	FLOOD-serv Project Brochure is available online - designed by Gov2U	Gov2u Twitter account	<a href="https://twitter.com/Gov2u/status/793067746862833664">https://twitter.com/Gov2u/status/793067746862833664</a>
IP Tulcea	Facebook Post	Social Media	<a href="https://www.facebook.com/daniela.petroschi/media_set?set=a.10214737861659784&amp;type=3">https://www.facebook.com/daniela.petroschi/media_set?set=a.10214737861659784&amp;type=3</a>
IP Tulcea	Facebook Post	Social Media	<a href="https://www.facebook.com/daniela.petroschi/media_set?set=a.10214737906140896&amp;type=3">https://www.facebook.com/daniela.petroschi/media_set?set=a.10214737906140896&amp;type=3</a>
SIVECO	Inundațiile consumă 2,1% din PIB-ul României	SIVECO website	<a href="http://www.siveco.ro/ro/despre-siveco-romania/presa/comunicate-de-presa/flood-serv">http://www.siveco.ro/ro/despre-siveco-romania/presa/comunicate-de-presa/flood-serv</a>
SIVECO	Piloting the FLOOD-serv System	Company website	<a href="http://www.siveco.ro/en/about-siveco-romania/press/press-releases/piloting-flood-serv-system">http://www.siveco.ro/en/about-siveco-romania/press/press-releases/piloting-flood-serv-system</a>

Table 25 Communication Activities on Partners' Channels

#### 4.6 Publications

Throughout the project’s lifecycle, a total of eleven publications were created. The full list can be found in the Table below, but also on the project website, in the section labelled [Publications](#).

<i>Partner(s)</i>	<i>Title of publication</i>	<i>Date</i>	<i>Authors</i>	<i>Journal, Publishing House</i>	<i>Status</i>
DDNI, IP Tulcea	Flood Services needs in the context of Danube Delta area flood risk management– Flood Serv Project	18-21 May 2017	Nichersu Iuliana, Petroschi Daniela, Nichersu Iulian, Bănescu Alexandru		<a href="#">Presented in the 25th International Scientific Event “Deltas and Wetlands” 2017</a>
DDNI, IP Tulcea	Flood Services legislative approach in the context of Danube Delta area flood risk management– Flood Serv Project	18-21 May 2017	Petroschi Daniela, Nichersu Iuliana, Nichersu Iulian		<a href="#">Presented in the 25th International Scientific Event “Deltas and Wetlands” 2017</a>

Municipality of Genoa	The FLOOD-serv Project Experience in Genoa Hydrogeological Risk, Citizens, Institutions, Technology	29th July 2019	Edited by Municipality of Genoa. Authors: F.Balletti; S.Bonabello; G.Brancucci; S.Campailla; A.M.Colombo; C.Giusso; V.Marin; A.Pastorino; A.Pirni; R.Prampolini; L.Raffini; C.Ragucci; D.Rimondi; P.Salmona	Book	<a href="#">Educational-popularist publication</a>
DDNI	Challenges in Wetlands-FLOODserv Responses		Daniela Petroschi	Deltas and Wetlands (Book of abstracts), DDNI	Published
DDNI Scientific Annals	Challenges in Wetlands-FLOODserv Responses		Daniela Petroschi	DDNI Scientific Annals	To be published

DDNI and SIVECO	A new approach to enhance the involvement of stakeholders through the collaborative FloodServ platform in flood risk management		Iuliana NICHERSU, Iulian NICHERSU, Andrei OGREZEANU, Dragos BALAIKAN	JEPE, <a href="http://www.jepe-journal.info/">http://www.jepe-journal.info/</a>	Accepted/to be published in the second half of 2019
DDNI	Implementation of a citizen-centric public service application in Danube Delta area for Flood-Serv Horizon2020 project		Iuliana I. NICHERSU, Iulian NICHERSU, Edward BRATFANOF, Dragos BALAIKAN	Deltas and Wetlands (Book of abstracts), DDNI	<a href="#">Published</a>
Exdwarf	Conference Proceedings, World Academy of Science, Engineering and Technology	20.05.2019	Tomas Koren	pISSN:2010-376X	Submitted, Accepted and Presented at the conference. Included in conference proceedings. Won the Best presentation award.

Exdwarf	FLOOD-Serv Project: Piloting of Public Emergency and Awareness Services Platform (ACM WebSci 19)	01.07.2019	Tomas Koren		Submitted, accepted and presented scientific poster at the ACM Webscience 19 conference.
Siveco, DDNI	FLOOD-serv Semantic Wiki: Un instrument pentru modelarea semantică a cunoaşterii despre inundaţii şi managementul inundaţiilor	15.11.2017	Andrei OGREZEANU; Monica Florea; Iulian Nichersu; Iuliana Nichersu		<a href="#">Presentation delivered at the national Conference: Water, an Essential Resource for Life</a>
Siveco, DDNI	FLOOD-serv Semantic Wiki Based on an Ontology Evaluation	19.05.2018	Andrei OGREZEANU, Iulian Nichersu; Iuliana Nichersu		Presentation delivered at the Scientific Symposium Deltas and Wetlands 16-20 May 2018.

Table 26: Publications List



Figure 26 Best Presentation Award

## 5 Performance

### 5.1 Website Performance and KPIs

The measurement of website's performance was made via AWstats.

Measured Indicators	KPIs	Achieved number
Pages per month in M12 (on average)	≥ 400	12,081
Pages per month in M18 (on average)	n/a	11,122
Pages per month in M36 (on average)	n/a	25.000
Visits per month in M12 (on average)	≥ 80	1,301
Visits per month in M18 (on average)	n/a	1,479
Visits per month in M36 (on average)	n/a	3.000

Table 27: Website Performance & KPIs

### 5.2 Social Media Performance and KPIs

Facebook Page	KPIs	Achieved number
Total Page Likes in M12	≥100	71
Total Page Likes in M18	n/a	118
Total Page Likes in M36	n/a	167

Table 28: Facebook Page Performance

Twitter Account	KPIs	Achieved number
Followers in M12	≥100	42
Followers in M18	n/a	50
Followers in M36	n/a	161
Followers growth per year	n/a	59.5
Tweet impressions per month (average of M12)	≥300	600
Tweet impressions per month (average of M18)	n/a	496
Tweet impressions per month (average of M36)	n/a	2381
Profile visits per month (average of M12)	≥30	20.5
Profile visits per month (average of M18)	n/a	15.4
Profile visits per month (average of M36)	n/a	10,8
Tweets per month (average of M12)	≥4	3
Tweets per month (average of M18)	n/a	3
Tweets per month (average of M36)	n/a	3

Table 29: Twitter Account Performance

LinkedIn Account	KPIs	Achieved number
Connections in M12	≥100	107
Connections in M18	n/a	131
Connections in M36		234



Connections growth per year (average)	≥(number)%	78,5%
Posts per month (average of M12)	≥4	3.5
Posts per month (average of M18)	n/a	2.4
Posts per month (average of M36)	n/a	3.3

Table 30: LinkedIn Account Performance

Google+ Account	KPIs	Achieved number
Followers in M12	≥10	4
Followers in M18	n/a	5
Followers in M33	n/a	8
Posts per month (average of M12)	≥4	2.3
Posts per month (average of M18)	n/a	1.8

Table 31: Google+ Account Performance

### 5.3 Newsletter Performance and KPIs

Information regarding the newsletter subscribers is accessed through the backend of the project website.

Measured Indicators	KPIs	Achieved number
Subscribers to e- Newsletter in M12	≥60	22
Subscribers to e-Newsletter in M18	n/a	25
Subscribers to e-Newsletter in M36	n/a	284

Table 32: Newsletter's Indicators Measurement

#### 5.4 Digital Publishing Platforms Performance & KPIs

<i>Measured Indicators</i>	<i>KPIs</i>	<i>Achieved number</i>
Number of documents related to the project published per year on Scribd, Slideshare and Issuu	≥	48

Table 33: Digital Publishing Platforms Indicators measurement

#### 5.5 YouTube Performance and KPIs

<i>Measured Indicators</i>	<i>KPIs</i>	<i>Achieved number</i>
Number of videos published per year	3	2
Number of views ( <i>on average</i> ) per video	≥100	58

Table 34: You tube Performance & KPIs

#### 5.6 Overview of WP6 activities (M19-M36)

<i>Type of Tool or Activity</i>	<i>Measurement Unit</i>	<i>Number</i>
FLOOD-serv Website	Unique visitors	5,958
	Pages	200,203
	Articles uploaded at Project news	63
Social Media	Facebook Page likes	167
	Twitter followers	171
	LinkedIn connections	234
	Google+ connections	8
	Items uploaded at Scribd	11

Digital Publishing Platforms	Items uploaded at Slideshare	18
	Items uploaded at Issuu	16
Newsletter	Newsletter Issues published	5
	Newsletter subscribers <i>(voluntarily subscription via the project's website)</i>	384
Press releases	Press releases published	16
Promotional materials	Types of promotional materials created <i>(flyer, factsheet, poster &amp; brochure)</i>	4
	Types of promotional materials translated <i>(flyer, poster, rollup banner)</i>	3
	Languages translated <i>(Italian, Spanish, Portuguese, Slovak, Romanian)</i>	5
Outreach activities	Events organized by the FLOOD-serv consortium	37
Third party events <i>(public events)</i>	Participated & presented the project in third party events	54
Media coverage	References in press & media <i>(third party)</i>	69
	Number of interviews/news broadcasted at radio and/or TV	6
	Links/articles/references in FLOOD-serv partners' institutional websites, newsletters, social media accounts	31
Collaboration with other projects	Total number of formal and informal collaborations with other projects	11 (in total)

	Established collaborations in dissemination synergies (cross-links) with other EU funded projects	11
Publications	Number of publications	9

Table 35: Overview of WP6 Activities

## 5.7 Evaluation

After providing to the reader all the available information around the performance of tools and channels employed and activities made within the reporting period on communication activities few aspects need to be addressed.

The KPIs set in the deliverable D6.2 have as time frame measurements either per year or throughout project's duration. The current report covers the period from the beginning to the end of the project's duration. According to the presented information in previous sections, the achieved numbers in project's website compared to the KPIs can be characterized as successful. Concerning the social media accounts, FLOOD-serv LinkedIn account met the goal of 100 connections in Y1 (i.e. 107 connections in Y1) while in Facebook, Twitter and Google+ by (Y3) these goals were met. Also, the number of posts (average) for each account was not met in M12 with only exception the Facebook page with an average of posts slightly over the KPI of 5 posts per month.

The newsletter subscribers were low (22 subscribers) for Y1 and the target of 60 subscribers at the end of the first year was not achieved and in M18 the number was still low (25 subscribers). However, in M36 they were 384. The performance of the FLOOD-serv profiles in digital publishing platforms was successful.

Overall, the communication and dissemination activities such as media coverage, number of interviews in TV and radio, references in press, events organized by the consortium participation in 3rd party events have already reached and exceeded the set KPIs that were referred to the whole duration of the project.

## 6 Implementation of the Dissemination Plan

According to the plan presented in D6.2, the communication activities during the final phase as depicted in Figure 36, the communication activities of the project during its lifecycle have been divided into the following three phases:

- **First Phase** - Communication for Awareness (August 2016 - January 2017)
- **Second Phase** - Communication for Action (February 2017 - March 2018)
- **Final Phase** - Communication of Final Results (April 2018 - July 2019)



Figure 27: Dissemination Phases

The final phase involved the promotion of the project’s final results, motivated further participation of stakeholders in the project events, and promoted the exchange of experience/knowledge sharing with related initiatives. It included the following communication actions:

- **Press releases for announcing:** a) in each pilot country the implementation of the national pilots, b) demonstrated the FLOOD-serv Integrated System, and c) announced the final results of the project;
- **Newsletter issues:** were published in M22 and M32;
- **Video creation:** for presenting D4.6 Integrated system;
- Design and creation of the **final project brochure** which describes the final results of the project;
- Uploading at project’s website on section “Deliverables” all **public FLOOD-serv deliverables**;
- Upload at project’s website on section “Publications” the papers and research work of the project;
- Submission of **Research Briefs** to similar projects, scientific and academic communities;
- Expand the network and collaboration with other **EU funded projects**;
- Present the FLOOD-serv in **public events**;
- Organize events for engaging potential end-users and attract more visibility around the project and its results;
- Submission of **non-scientific articles** to EU magazines;
- Articles submission to scientific journals.

## 7 Conclusions

This document forms a report of the communication and dissemination activities that took place by the FLOOD-serv consortium during the totality of the project’s lifecycle (M1-M36). The communication tools and channels are also outlined. The actions described within this report were planned in the preceded deliverables (D6.1, D6.2, D6.3 and D6.4).

All the activities performed were evaluated and corrective actions were taken in some channels and tools employed because they were not as successful as expected in comparison with the key performance indicators set in the Dissemination plan. However, most of the communication activities of the consortium attracted a lot of attention from a wide range of audience either in local (national) or international level. In terms of KPIs these activities have already reached and exceeded the set ones

in time frame referred to the whole duration of the project.

Summarizing, during the reporting period we have used a mixture of tools and activities in order to achieve the objectives of the project's set goals. The actions undertaken will also be made in respect to the exploitation of the results of the project after the end of EC funding.

The current deliverable was submitted in July 2019 (M36) as foreseen in the DoA.

Note: The updated version was submitted in December 2019 following PO's recommendations.

## APPENDIX I TARGET AUDIENCES

### End Users

No.	Group	Description
i	<p><b>End-users of the flood risk management proactive and personalized citizen-centric public service application</b></p>	<p>Individuals and institutions/organizations from the pilot sites (<i>Danube Delta - Romania, Genova- Italy, Bilbao - Spain, Bratislava Self-Governing Region - Slovakia, Ave Valley Region - Portugal</i>).</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>The following persons and institutions/organizations from the pilot sites will be targeted:</p> <ul style="list-style-type: none"> <li>a. Grassroots groups and organizations interested in the management and conservation actions regarding water and land</li> <li>b. Land owners and administrators of properties</li> <li>c. Members of NGOs that are service providers (<i>e.g. shelter</i>) and volunteers' organisations of civil protection</li> <li>d. Informal citizens networks (<i>offline and online</i>) that are engaged in social issues</li> <li>e. Trade organizations which are representatives of interest groups (<i>e.g. forestry and agriculture, tourism, hunting, fishery, etc.</i>)</li> <li>f. Persons that experienced a flood in the past or were affected with material losses due to a flood in the pilot sites</li> <li>g. University students who are tech-savvy and engaged in social issues</li> <li>h. School teachers</li> <li>i. Water users associations</li> <li>j. Emergency planners and services</li> </ul>

		<p>k. River basin authorities</p> <p>l. Public authorities dealing with emergency services</p> <p>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</p> <p>n. Computer programmers and others involved in software development (<i>technology enthusiasts, early adopters, geeks, IT professionals from companies, SMEs and ICT start-ups</i>)</p> <p>o. The wider general public, i.e. communities/neighborhoods including the resident population as well as local businesses (<i>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.</i>) who could be affected by the flood risk management issues and impacted by measures.</p>
ii.	<b>Research Community</b>	<p>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 (<i>e.g. IAHR- The International Association of Hydraulic Engineering and Research, IAHS-the International Association of Hydrological Sciences, EGS- the European Geophysical Society etc.</i>).</p> <p>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.</p>
iii.	<b>Academic Community</b>	<p>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 &amp; administration.</p> <p>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.</p>
iv.	<b>Business and Industry</b>	<p>including both ICT solution providers and consulting industry with interest in Public sector innovation</p> <p>They can develop commercial ICT applications based on research and technological innovations created by the project and consult governments and other public service</p>



		organizations on how to harness the technology developed by the project to transform their businesses.
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Table 36: End Users

### 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.

### Stakeholders

No.	Group	Description
i.	<b>EU level, national and local non-governmental Organisations (NGOs)</b>	<p>Representatives of public bodies (<i>EUPAN – The European Public Administration Network</i>), 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. <i>Open Knowledge Foundation, Access Info Europe, EDRI-European Digital Rights, Communia- the international association on the digital public domain etc.</i>).</p> <p>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.</p>
ii.	<b>Multi-stakeholder group of partners across various disciplines for innovation</b>	<p>(E.g. <i>research, industry, finance, NGO, ICT, etc.</i>), 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</p>

		<p>of digital social innovation, other projects funded under the INSO-1-2014/2015 (ICT-enabled open government) topic - <i>CLARITY, DIGIWHIST, Euth, Mobile-Age, OpenBudgets.eu, OpenGovIntelligence, RECAP, ROUTE-TO-PA, SIMPATICO, smarticipate, smarticipate, STEP, WeGovNow, WeLive and YourDataStories</i> - as well as other international projects and organizations of relevance for the FLOOD-serv project.</p> <p>They can integrate knowledge coming from our project. The FLOOD-serv Consortium can investigate collaboration opportunities and exploiting synergies with these groups and projects.</p>
iii.	<b>Science advisory bodies / Expert groups</b>	<p>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.</p> <p>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</p>
iv.	<b>DRM Knowledge Centre</b>	<p>Within the European Flood Awareness System, it provides a Forum of Information Exchange to have a harmonized approach to Disaster Monitoring.</p> <p>The results of FLOOD-serv are related to flood disasters monitoring, therefore are of interest to the DRM Knowledge Centre.</p>
v.	<b>European and international Standardization bodies</b>	<p><i>(E.g. ISO, CEN-CENELEC-ETSI Coordination Group ‘Smart and Sustainable Cities and Communities’ SSSC-CG, OGC-Open Geodata Consortium etc.)</i></p> <p>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.</p> <p><b>BS 11200:2014</b> Crisis management, and <b>ISO 22320:2011</b> 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.</p>
vi.	<b>Media from pilot sites as well as national,</b>	<p>Media institutions are not only stakeholders in the project but also the means to raise awareness about the project.</p>

<b>European and international media.</b>	Therefore, media serve both as a goal and as a means.
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*Table 37: Stakeholders*

### 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.

### 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.

### 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.

## APPENDIX II – Promotional Materials

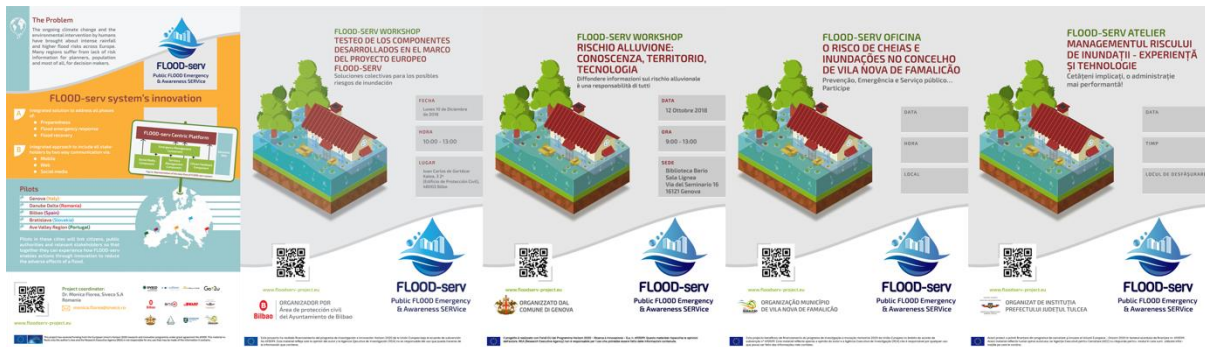
The current appendix includes screenshots of the promotional materials of the FLOOD-serv project.



Figure 28: FLOOD-serv Flyer



Figure 29: FLOOD-serv Brochure



## APPENDIX III – AWstats Glossary

The following table presents in detail the explanation of each term used for measuring the performance of the FLOOD-serv website. The information presented are extracted by the following link: [https://awstats.sourceforge.io/docs/awstats\\_glossary.html](https://awstats.sourceforge.io/docs/awstats_glossary.html)

<i>Term</i>	<i>Explanation</i>
<b>Unique Visitor</b>	<p>A unique visitor is a person or computer (host) that has made at least 1 hit on 1 page of your web site during the current period shown by the report. If this user makes several visits during this period, it is counted only once. Visitors are tracked by IP address, so if multiple users are accessing your site from the same IP (such as a home or office network), they will be counted as a single unique visitor.</p> <p>The period shown by AWStats reports is by default the current month. However, if you use AWStats as a CGI you can click on the "year" link to have a report for all the year. In such a report, period is a full year, so Unique Visitors are number of hosts that have made at least 1 hit on 1 page of your web site during the year.</p>
<b>Visits</b>	<p>Number of visits made by all visitors. Think "session" here, say a unique IP accesses a page, and then requests three other pages within an hour. All of the "pages" are included in the visit; therefore, you should expect multiple pages per visit and multiple visits per unique visitor (<i>assuming that some of the unique IPs are logged with more than an hour between requests</i>)</p>
<b>Pages</b>	<p>The number of "pages" viewed by visitors. Pages are usually HTML, PHP or ASP files, not images or other files requested as a result of loading a "Page" (like js, css... files). Files listed in the NotPageList config parameter (and match an entry of OnlyFiles config parameter if used) are not counted as "Pages".</p>
<b>Hits</b>	<p>Any files requested from the server (<i>including files that are "Pages"</i>) except those that match the SkipFiles config parameter.</p>
<b>Bandwidth</b>	<p>Total number of bytes for pages, images and files downloaded by web browsing.</p> <p>Note 1: Of course, this number includes only traffic for web only (<i>or mail only, or ftp only depending on value of LogType</i>).</p> <p>Note 2: This number does not include technical header data size used inside the HTTP or HTTPS protocol or by protocols at a lower level (TCP, IP...).</p> <p>Because of two previous notes, this number is often lower than bandwidth reported by your provider (<i>your provider counts in most cases bandwidth at a lower level and includes all IP and UDP traffic</i>).</p>

Table 38: AWstats Glossary