



Driving Innovation in Crisis Management  
for European Resilience



## D932.12 – POS TUTORIAL AND RECOMMENDATIONS

SP93 - SOLUTIONS

JANUARY 2019 (M57)



This project has received funding from the European Union's 7th Framework Programme for Research, Technological Development and Demonstration under Grant Agreement (GA) N° #607798

## Project information

Project Acronym:	DRIVER+
Project Full Title:	Driving Innovation in Crisis Management for European Resilience
Grant Agreement:	607798
Project Duration:	72 months (May 2014 - April 2020)
Project Technical Coordinator:	TNO
Contact:	<a href="mailto:coordination@projectdriver.eu">coordination@projectdriver.eu</a>

## Deliverable information

Deliverable Status:	Final
Deliverable Title:	D932.12 – PoS tutorial and recommendations
Deliverable Nature:	Report (R)
Dissemination Level:	Public (PU)
Due Date:	January 2019 (M57)
Submission Date:	28/02/2019
Subproject (SP):	SP93 - Solutions
Work Package (WP):	WP932 – PoS design
Deliverable Leader:	ARMINES
Reviewers:	Maurice Sammels, XVR Pawel Gromek, SGSP Nicola Rupp, WWU
File Name:	DRIVER+_D932.12_PoS tutorial and recommendations.docx
Version of template used:	V2.0 – June 2018

### DISCLAIMER

The opinion stated in this report reflects the opinion of the authors and not the opinion of the European Commission. All intellectual property rights are owned by the DRIVER+ consortium members and are protected by the applicable laws. Except where otherwise specified, all document contents are: “©DRIVER+ Project - All rights reserved”. Reproduction is not authorised without prior written agreement.

The commercial use of any information contained in this document may require a license from the owner of that information.

All DRIVER+ consortium members are also committed to publish accurate and up to date information and take the greatest care to do so. However, the DRIVER+ consortium members cannot accept liability for any inaccuracies or omissions nor do they accept liability for any direct, indirect, special, consequential or other losses or damages of any kind arising out of the use of this information.

## Revision Table

Issue	Date	Comment	Author
V0.01	31/07/2018	Initial draft	Aur�lie Cong�s, ARMINES S�bastien Truptil, ARMINES, WP Leader Sabrina Scheuer, AIT
V0.02	21/12/2018	Second draft	Aur�lie Cong�s, ARMINES S�bastien Truptil, ARMINES, WP Leader Sabrina Scheuer, AIT Jaime Martin Perez, ATOS Maria Rosa Vieira Alvarez, ATOS
V0.03	15/01/2019	Third draft	Aur�lie Cong�s, ARMINES S�bastien Truptil, ARMINES, WP Leader
V0.04	21/01/2019	Peer review	Maurice Sammels, XVR Nicola Rupp, WWU Pawel Gromek,
V0.05	30/01/2019	Fourth draft	Aur�lie Cong�s, ARMINES S�bastien Truptil, ARMINES, WP Leader Denis Havlik, AIT Stine Bergersen, PRIO
V0.06	8/02/2019	Peer Review	Maurice Sammels, XVR Nicola Rupp, WWU Pawel Gromek,
V0.07	13/02/2019	Fifth draft	Aur�lie Cong�s, ARMINES S�bastien Truptil, ARMINES, WP Leader Denis Havlik, AIT Stine Bergersen, PRIO
V0.08	14/02/2019	Peer review	Maurice Sammels, XVR
V0.09	18/02/2019	Peer review	Nicola Rupp, WWU
V0.10	19/02/2019	Sixth draft	Aur�lie Cong�s, ARMINES S�bastien Truptil, ARMINES, WP Leader
V0.11	23/02/2019	Language review of entire document	Kerli Linnat, EASS
V0.12	25/02/2019	Final check and approval for submission	Tim Stelkens-Kobsch, DLR, Quality Manager
V0.12	25/02/2019	Final check	Marijn Rijken, TNO, Project Director
V1.00	28/02/2019	Final check and submission to the EC	Francisco Gala, ATOS

## The DRIVER+ project

---

Due to increasingly severe consequences of natural disasters and terrorist threats, current and future challenges require the development and uptake of innovative solutions that are addressing the operational needs of practitioners dealing with Crisis Management. DRIVER+ (Driving Innovation in Crisis Management for European Resilience) is a FP7 Crisis Management demonstration project aiming at improving the way capability development and innovation management is tackled. DRIVER+ has three main objectives:

1. Develop a pan-European Test-bed for Crisis Management capability development:
  - a. Develop a common guidance methodology and tool, supporting Trials and the gathering of lessons learnt.
  - b. Develop an infrastructure to create relevant environments for enabling the trialling of new solutions and to explore and share Crisis Management capabilities.
  - c. Run Trials in order to assess the value of solutions addressing specific needs using guidance and infrastructure.
  - d. Ensure the sustainability of the pan-European Test-bed.
2. Develop a well-balanced comprehensive Portfolio of Crisis Management Solutions:
  - a. Facilitate the usage of the Portfolio of Solutions.
  - b. Ensure the sustainability of the Portfolio of Solutions.
3. Facilitate a shared understanding of Crisis Management across Europe:
  - a. Establish a common background.
  - b. Cooperate with external partners in joint Trials.
  - c. Disseminate project results.

In order to achieve these objectives, five Subprojects (SPs) have been established. **SP91 Project Management** is devoted to consortium-level project management, and it is also in charge of the alignment of DRIVER+ with external initiatives on crisis management for the benefit of DRIVER+ and its stakeholders. In DRIVER+, all activities related to Societal Impact Assessment are part of SP91 as well. **SP92 Test-bed** will deliver a guidance methodology and guidance tool supporting the design, conduct and analysis of Trials and will develop a reference implementation of the Test-bed. It will also create the scenario simulation capability to support the execution of the Trials. **SP93 Solutions** will deliver the Portfolio of Solutions which is a database-driven web site that documents all the available DRIVER+ solutions as well as solutions from external organisations. Adapting solutions to fit the needs addressed in Trials will be done in SP93. **SP94 Trials** will organize four series of Trials as well as the Final Demo (FD). **SP95 Impact, Engagement and Sustainability** is in charge of communication and dissemination, and also addresses issues related to improving sustainability, market aspects of solutions, and standardisation.

The DRIVER+ Trials and the Final Demonstration will benefit from the DRIVER+ Test-bed, providing the technological infrastructure, the necessary supporting methodology and adequate support tools to prepare, conduct and evaluate the Trials. All results from the Trials will be stored and made available in the Portfolio of Solutions, being a central platform to present innovative solutions from consortium partners and third parties, and to share experiences and best practices with respect to their application. In order to enhance the current European cooperation framework within the Crisis Management domain and to facilitate a shared understanding of Crisis Management across Europe, DRIVER+ will carry out a wide range of activities. Most important will be to build and structure a dedicated Community of Practice in Crisis Management, thereby connecting and fostering the exchange of lessons learnt and best practices between Crisis Management practitioners as well as technological solution providers.

## Executive summary

---

The primary function of the PoS is to document all the relevant available solutions of crisis management across Europe in such a way that different stakeholders can easily use this information. It should also propose a "marketplace" where Trial owners can discover relevant solutions for their Trials.

The PoS supports the following functions:

- Description of solutions and Test-bed elements, and the relation between them.
- Linking of Solutions with CM functions and other relevant taxonomies for easier discovery.
- Advertising the relevant Solutions to Trial owners.
- Linking the similar solutions as a complement to search.

To achieve these objectives, the PoS DB is developed through a constellation of tasks, each task focusing on one aspect of the PoS DB. The design of the PoS DB began with the definition of an initial set of functionalities, available in **D932.11 Functional design of the PoS database** (1). This initial set of functionalities was used to realize the first version of the PoS DB. As explained in **D933.11 DRIVER+ online tools – implementation specifications** (2), the PoS DB is realized based on an iterative approach. When a version is finished, test sessions are performed. Here potential users get an explanation on the PoS DBs functionalities and then give their dedicated feedback. This feedback allows the development team to define and prioritize the development of the next version of the PoS DB. In parallel, other activities have studied the sustainability aspect of the PoS DB. More information about the sustainability aspect will be provided in **D954.31 DRIVER+ Portfolio of Solutions sustainability plan**, which will be delivered in February 2020.

The document at hand is produced under SP93 and **WP932 PoS design**. The WP objectives are to (i) conduct test sessions, (ii) provide tutorials and (iii) provide a list of recommendations for the PoS DB. Thus, the activities of this WP are mainly active each time when a version of the PoS DB is realized to gather feedback on the PoS DB and the tutorials in order to improve them for the next version. The content of this deliverable is mainly focused on the description of the work done to achieve these three objectives. The tutorials are available online (<https://pos.driver-project.eu/knowledge/tutorials>) and in annexes 5, 6 and 7 of the document. Please note that the content of this deliverable corresponds to the status of the PoS DB after version 2, but before version 2.2.

The test sessions were organised through several teleconferences with several types of users in order to identify missing functionalities and the users' wishes. In addition to these organized test sessions, spontaneous sessions were realized. Spontaneous means that feedback (such as suggested new requirements) was gathered during a presentation of the PoS DB (e.g. during a DRIVER+ meeting) or that the feedback was sent directly to the **WP932** team by a PoS DB user. Based on the organized as well as spontaneous sessions, a list of recommendations was built. Notably, the feedback described the importance of making the PoS DB as user-friendly as possible, with more images and less text, while also making the text understandable to any kind of users, even outside of the consortium. Besides, the need to complete the creation form of solutions and Trials appeared: many information was missing according to the solution and Trial owners interviewed. The test sessions also allowed the development team to determine which functionalities need to be improved, such as the creation of a solution or a Trial, or the implementation of a search functions. The test sessions are presented with more details in section 3.

The feedback on the tutorials are presented in section 5. These recommendations must be considered when a tutorial is created or updated. Mostly, tutorials should be short and focus on one precise objective. They should reflect the latest version of the PoS DB.

## TABLE OF CONTENT

---

1.	Introduction .....	18
1.1	Methodology used to develop the PoS DB .....	18
1.2	Methodology used to improve PoS and Tutorials.....	19
1.3	Structure of the deliverable .....	20
2.	PoS DB: overviews and History .....	21
2.1	Overview of the Portfolio of Solution .....	21
2.2	Overview of the different iterations .....	22
3.	Test sessions.....	24
3.1	Methodology.....	24
3.2	Type and number of testers.....	24
3.3	Feedback .....	25
3.3.1	First test session .....	26
3.3.2	Second test session .....	27
4.	Tutorials.....	29
5.	Feedback on tutorials.....	31
5.1	Methodology used to gather feedback.....	31
5.2	Feedback gathered.....	32
5.2.1	Detailed feedback.....	32
5.2.2	General feedback.....	32
6.	Recommendations to PoS DB.....	33
6.1	Status of the functionalities initially identified .....	34
6.2	Requests based on test sessions.....	36
6.3	Wishes system.....	37
7.	Conclusion .....	39
	References.....	40
	Annexes .....	41

Annex 1 – DRIVER+ Terminology .....	41
Annex 2 – Questionnaire used for the test sessions .....	43
Annex 3 – Participants of the testing sessions .....	44
Annex 4 – Overview of the feedback of the tutorials.....	45
Annex 5 – Tutorials about PoS user management .....	48
How to request an account? .....	48
How to request a new password?.....	52
How to log in? .....	54
How to find and use the contextual help and helpdesk? .....	55
Annex 6 – Tutorials about solutions .....	58
How to add a new solution .....	58
How to add a use case to a solution .....	63
How to add a member to a solution group.....	66
How to add Solution references to a solution .....	69
How to add Solution documentation to a solution.....	72
How to add a feedback to a solution .....	74
How to manage feedback of one’s own solution.....	76
How to find and access one’s own solutions .....	77
How to edit a solution.....	79
How to delete a solution.....	80
How to find a published solution .....	81
Annex 7 – Tutorials about Trials .....	84
How to add a new Trial .....	84
How to add Trial gaps.....	86
How to add Trial objective .....	95
How to add research questions .....	100
How to add data and evaluation.....	105
How to add a Trial scenario.....	110

How to add a related solution.....	113
How to add a test case to a Trial.....	118
How to add lessons learned to a Trial.....	123
How to retrieve your own Trial.....	127
How to delete a Trial.....	129
How to edit a Trial.....	130

## List of Figures

---

Figure 1.1: Overview of the methodology used to develop the PoS DB .....	19
Figure 1.2: overview of the activities performed .....	20
Figure 2.1: Overview of the relations between the main PoS DB design elements.....	21
Figure 2.2: Overview of the iterations and the different steps of the work .....	23
Figure 3.1: Distribution of the different types of users who tested the PoS DB.....	25
Figure 5.1: Detailed feedback on tutorial.....	31
Figure 5.2: Gathered general feedback on tutorial.....	31
Figure 5.3: Example of detailed feedback on tutorial.....	31
Figure 5.4: Results of detailed feedback on the tutorials of the PoS DB .....	32
Figure 6.1. Overview of the PoS database improvement process .....	33
Figure 6.2 Development state of initial list of functionalities .....	34
Figure 6.3: Overview of the wishes system.....	38
Figure 6.4: Status of the tickets.....	38
Figure 6.5. Status of the wishes.....	38
Figure A5.1: Home page of the PoS website .....	48
Figure A5.2: Log in screen .....	49
Figure A5.3: Create a new account form.....	50
Figure A5.4: Email received after requesting an account .....	51
Figure A5.5: Email received after approval from the PoS administrators.....	51
Figure A5.6: My account screen .....	52
Figure A5.7: Edit your account form .....	53

Figure A5.8: Reset your password link .....	54
Figure A5.9: Reset your password.....	54
Figure A5.10: Log in button .....	55
Figure A5.11: Log in form .....	55
Figure A5.12: Question mark button.....	56
Figure A5.13: Helpdesk.....	56
Figure A5.14: Helpdesk view .....	57
Figure A6.1: "Add new solution" link .....	58
Figure A6.2: Add group page .....	59
Figure A6.3: Administrative tab of the add group form .....	59
Figure A6.4: Solution summary tab.....	60
Figure A6.5: Illustration field .....	61
Figure A6.6: Illustration field (after adding a picture).....	61
Figure A6.7: Meta information.....	62
Figure A6.8: Stage of innovation field .....	62
Figure A6.9: Supported standards view .....	62
Figure A6.10: Supported standards list .....	63
Figure A6.11: Create a solution button .....	63
Figure A6.12: Solutions page and use case button .....	64
Figure A6.13: View of the use cases of the solution .....	64
Figure A6.14: Edit view of use case – part 1.....	65
Figure A6.15: Edit view of use case – part 2.....	65

Figure A6.16: Select CM functions view .....	66
Figure A6.17: Edit view of use case – part 3.....	66
Figure A6.18: Group’s member page and link to add a member.....	67
Figure A6.19: Edit view of the group’s member.....	68
Figure A6.20: List of members and edit or remove options.....	68
Figure A6.21: Are you sure you want to delete a member page .....	69
Figure A6.22: Solution references page -create a new reference to a Trial or Trial-like event .....	69
Figure A6.23: Edit view of solution Trial.....	70
Figure A6.24: Edit view of solution Trial - Trial reference .....	70
Figure A6.25: Select entities window .....	71
Figure A6.26: Edit view of solution Trial – External reference .....	71
Figure A6.27: Edit view of solution Trial – Documentation.....	71
Figure A6.28: Solution page .....	72
Figure A6.29: View of the solution documentation page .....	73
Figure A6.30: Edit view of solution documentation.....	73
Figure A6.31: Edit view of solution documentation.....	74
Figure A6.32: Solution page .....	75
Figure A6.33: Solution’s feedback page .....	75
Figure A6.34: Edit view of the feedback.....	76
Figure A6.35: Feedback left but not accepted yet .....	77
Figure A6.36: Home page and my account link.....	78
Figure A6.37: My solution link.....	78

Figure A6.38: Table of your solutions.....	79
Figure A6.39: My solution page.....	80
Figure A6.40: My solution page.....	81
Figure A6.41: Delete a solution page .....	81
Figure A6.42: Search field.....	82
Figure A6.43: Filter by CM function.....	82
Figure A6.44: Filters on the solutions page .....	83
Figure A7.1: Create a Trial link .....	84
Figure A7.2: Add group page .....	84
Figure A7.3: Add a Trial – Administrative tab.....	85
Figure A7.4: Add a Trial - Trial summary tab .....	85
Figure A7.5: Add a Trial - Meta information tab .....	86
Figure A7.6: Add Trial gaps view .....	86
Figure A7.7: Trial gaps view.....	87
Figure A7.8: Select gap view.....	88
Figure A7.9: Select gap view – Title.....	88
Figure A7.10: Trial gaps view.....	89
Figure A7.11: Create a Trial gap view .....	89
Figure A7.12: Create a Trial gap view.....	90
Figure A7.13: Select CM functions view .....	91
Figure A7.14: Removing CM function references .....	92
Figure A7.15: List of Trial gaps.....	93

Figure A7.16: Are you sure you want to delete gap page .....	93
Figure A7.17: Edit gap page – Checklist.....	94
Figure A7.18: Edit gap page – Status.....	95
Figure A7.19: Trial page.....	96
Figure A7.20: Create new Trial objective .....	96
Figure A7.21: Edit view of Trial objective .....	97
Figure A7.22: List of Trial objectives.....	98
Figure A7.23: Edit objective – References.....	98
Figure A7.24: Edit objective – Checklist .....	99
Figure A7.25: Edit objective - Status .....	100
Figure A7.26: Trial page.....	101
Figure A7.27: Create research question link .....	101
Figure A7.28: Edit view of research question.....	102
Figure A7.29: List of research questions .....	103
Figure A7.30: Edit research question – References .....	104
Figure A7.31: Edit research question – Checklist .....	104
Figure A7.32: Edit research question - Status .....	105
Figure A7.33: Trial page.....	106
Figure A7.34: Trial Data and Evaluation page .....	106
Figure A7.35: Edit view of Data and Evaluation .....	107
Figure A7.36: List of data and evaluation entries.....	107
Figure A7.37: Edit data and evaluation entry – References.....	108

Figure A7.38: Edit data and evaluation entry – Checklist .....	109
Figure A7.39: Edit data and evaluation entry – Status .....	109
Figure A7.40: Trial page .....	110
Figure A7.41: Create Trial scenario link .....	111
Figure A7.42: Trial scenario page .....	111
Figure A7.43: Edit scenario .....	112
Figure A7.44: Edit status of the scenario .....	113
Figure A7.45: Trial page .....	114
Figure A7.46: Create Trial solution link .....	114
Figure A7.47: Add Trial solution page – Trial-specific information .....	115
Figure A7.48: Add Trial solution page - Solution in PoS .....	115
Figure A7.49: Select solution page .....	116
Figure A7.50: Solution in PoS tab .....	116
Figure A7.51: Edit status and references page .....	117
Figure A7.52: Test cases button .....	118
Figure A7.53: Trial page .....	118
Figure A7.54: Edit view of Trial test case .....	119
Figure A7.55: Trial page .....	120
Figure A7.56: Edit view of test case .....	120
Figure A7.57: Edit view of test case .....	121
Figure A7.58: Edit view of the test case .....	122
Figure A7.59: Edit view of the test case .....	123

Figure A7.60: Trial page.....	124
Figure A7.61: Lessons learned page .....	124
Figure A7.62: Edit page of lessons learned .....	125
Figure A7.63: Lessons learned page .....	126
Figure A7.64: Edit and references page .....	126
Figure A7.65: Home page and my account link.....	127
Figure A7.66: My solution link.....	128
Figure A7.67: My Trials page .....	128
Figure A7.68: Trial description and delete button .....	129
Figure A7.69: Are you sure you want to delete the Trial? .....	130
Figure A7.70: Trial page and edit link.....	131

## List of Tables

---

Table 1.1: Overview of the main objectives of TGT and PoS.....	18
Table 2.1: PoS DB user types and their expectations.....	22
Table 3.1: Summary of the feedback for several versions of the PoS.....	25
Table 4.1: A list of the available tutorials.....	30
Table 6.1: Status significations .....	33
Table 6.2: Overview of the missing functionalities .....	35
Table 6.3: Overview of the out of date functionalities .....	35
Table 6.4: Summary of the requirements gathered during the testing session .....	36
Table A1.1: DRIVER+ Terminology.....	41
Table A3.1: Participants to the testing sessions.....	44
Table A4.1: Feedback of tutorials.....	45

## List of Acronyms

---

Acronym	Definition
PoS	Portfolio of solutions
PoS DB	Portfolio of solutions database
TGT	Trial Guidance Tool
CM	Crisis Management
I4CM	Innovation for Crisis Management (an event organized by DRIVER+)
TGM	Trial Guidance Methodology
WIP	Work in progress

## 1. Introduction

Crisis Management (CM) is a complex process where a multitude of relevant actors have to perform CM functions in a timely and satisfactory manner in order to reduce the effects of a crisis situation. To achieve this, CM organizations use specific CM solutions. These CM solutions could combine software, hardware, methods, concepts or recommendations in order to support or realize specific CM functions. Designing such solutions and ensuring they combine innovation with a good fit to a CM organization's profile is often perceived as a lengthy and costly process. The decision to invest in a specific CM solution can therefore be rather complicated. This fact is the very reason why DRIVER+ has developed the Trial Guidance Methodology (TGM) that allows for an objective assessment of socio-technical innovation. In order to support the user in applying the TGM, different artefacts have been developed: A) the Training Module provides the interested user with key information on the TGM and how to use it; B) the Trial Guidance Tool guides the user through the preparation phase of the TGM and C) the Portfolio of solutions database (PoS DB) stores and presents various information about CM solutions. Table 1.1 contrasts the PoS DB and the TGT:

**Table 1.1: Overview of the main objectives of TGT and PoS**

Trial Guidance Tool	Portfolio of solutions
<ul style="list-style-type: none"> <li>• Guides through TGM preparation phase.</li> <li>• Provides information about all TGM phases.</li> <li>• Searchable knowledge database about Trial like events of the past decade.</li> <li>• Information about all Trials.</li> </ul>	<ul style="list-style-type: none"> <li>• CM solutions repository (their functionalities, relation to CM functions, etc.).</li> <li>• In case the solution was trialed, the PoS DB presents this (direct link to TGT).</li> </ul>
<b>Target audience:</b> <ul style="list-style-type: none"> <li>• Mainly Trial Owner respectively high-level CM practitioner.</li> </ul>	<b>Target audience:</b> <ul style="list-style-type: none"> <li>• Solution provider.</li> <li>• Solution Coordinator.</li> <li>• Trial Owner respectively high-level CM practitioner.</li> </ul>

An initial functional design of the PoS DB was defined in **D932.11 Functional design of the PoS database** (1). Based on this initial functional design, the first version of the PoS DB was realized. This version was tested and feedback was gathered in order to develop the 2nd version of the PoS DB. Section 1.1 presents an overview of the methodology used to develop the PoS DB. The main purpose of this deliverable is to describe the process of the improvement of the PoS DB and tutorials. Section 1.2 focuses on the methodology of this improvement process. Section 1.3 outlines the deliverable structure.

### 1.1 Methodology used to develop the PoS DB

The methodology used to define the functional design of the PoS DB is inspired by Zehtaban and Roller (3) and is illustrated in Figure 1.1. This methodology is based on an iterative approach and described in Deliverable **D932.11** (1). The different iterations are illustrated by Figure 2.2.

As already described in Deliverable **D932.11** (1), this methodology covers **WP932** (elaborating the functional design of the PoS DB) and **WP933** (implementation of the PoS) activities. During each Trial of DRIVER+, lessons learned and potentially more requirements have been collected. This feedback will be implemented in an updated version of the PoS DB, and this work will continue until the end of the project.

Each time an updated version of the PoS DB is finished, test sessions will be performed and tutorials created in order to explain how to use the new version of the PoS. Feedback will be gathered and based on this feedback, new functionalities or modifications will be designed in order to develop and update the next version of the PoS DB, ensuring the highest possible quality.

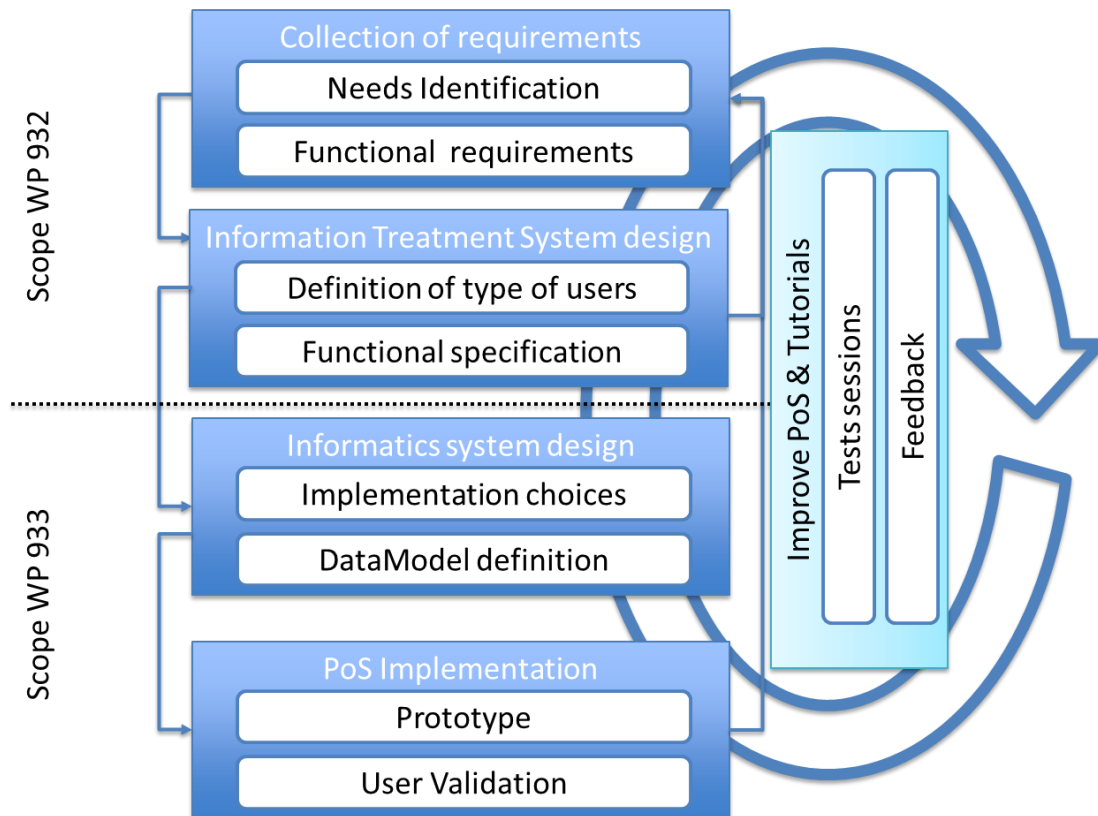


Figure 1.1: Overview of the methodology used to develop the PoS DB

## 1.2 Methodology used to improve PoS and Tutorials

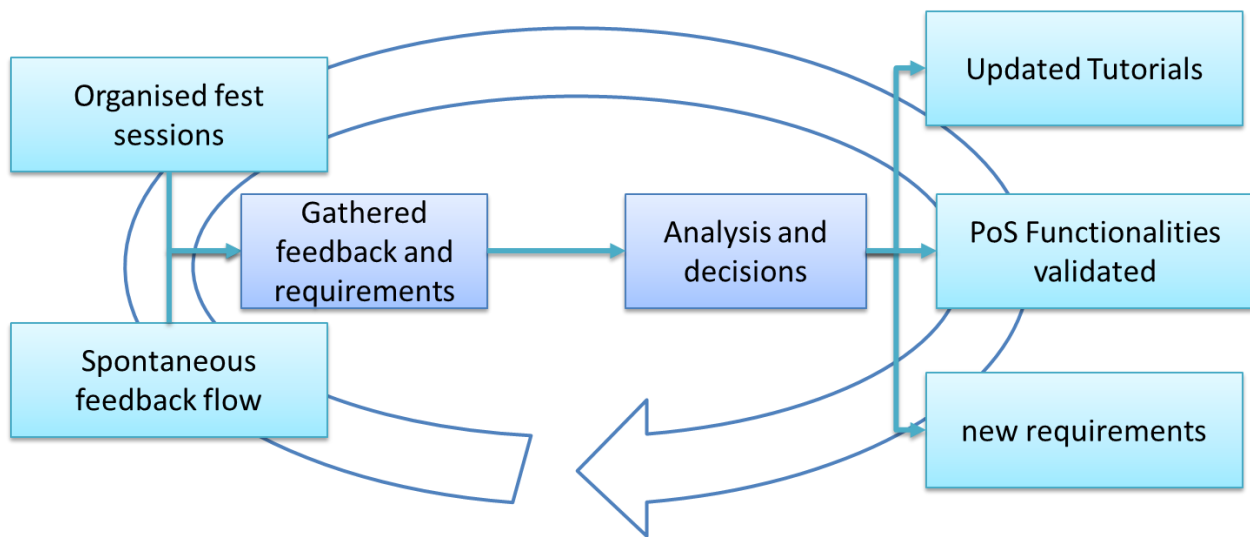
As explained in the Section 1.1, the PoS DB is developed based on an iterative approach. In order to check if the PoS DB fits the users' requirements, test sessions are performed at each iteration. There are two kinds of test sessions:

- The organized test sessions: This kind of session aims to validate the content and the usability of the PoS DB based on a user's point of view. Thus, this kind of session is performed with a specific user on specific functionalities of the PoS DB. For example, the way to describe solutions is explained to the solution providers and feedback is gathered from them.
- The spontaneous feedback flow: This is based on spontaneous feedback from users. This spontaneous feedback came either in relation to a PoS DB presentation during DRIVER+ meeting or from an active user of the PoS DB.

Based on these two kinds of test sessions, feedback and new requirements are gathered. These elements are analysed, and they are prioritized in order to decide:

- What kind of development is needed for the next version of the PoS DB (based on new requirements or modifications suggested by users).
- How to improve the tutorials.
- If a new tutorial is needed.

Figure 1.2 is an illustration of the process that was followed to develop the PoS DB as described above. These elements are the starting point to define the future development of the PoS DB and to improve the tutorials.



**Figure 1.2: overview of the activities performed**

### 1.3 Structure of the deliverable

This document focuses on the methodology used to (i) gather feedback and wishes from PoS DB users and (ii) to develop and evaluate the tutorials. It is important to note that this deliverable relates the actions done for the organised test sessions. Regarding the spontaneous feedback flow, this deliverable takes into account the feedback from the users but it does not explain in detail the activities where this feedback was gathered. Moreover, this document describes the state of the work at M58 of the project, but the activities will continue until the end of the project.

The deliverable is organized as follows:

- Section 2 describes the key concepts of the PoS DB as well as the history of the different versions of the PoS DB.
- Section 3 provides the results from the test sessions.
- Section 4 explains how the tutorials were produced based on the feedback gathered.
- Section 5 provides the evaluation of the tutorial.
- Section 6 provides the recommendations to the PoS DB issued from the testing sessions.
- Section 7 provides the conclusions and way forward.
- The Annexes include the latest versions of the tutorials.

## 2. PoS DB: overviews and History

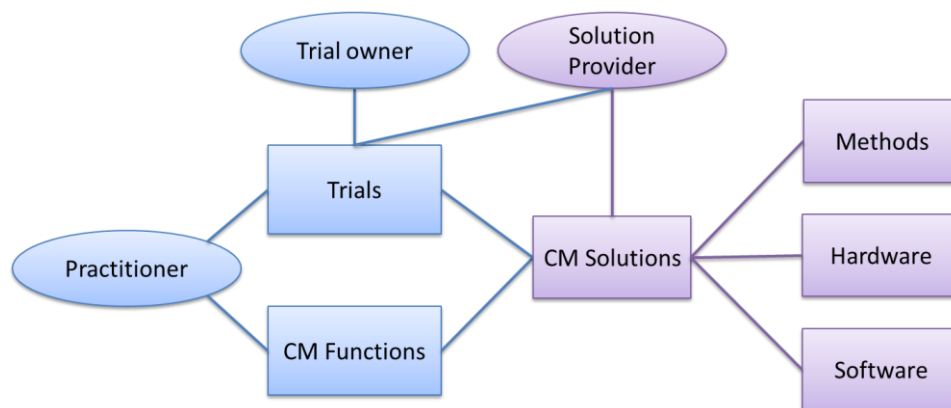
This section presents the main concept of the PoS DB as well as the different iterations performed according to the methodology presented in section 1.1. More information can be found in Deliverable **D932.11** (1) and more precisely in its section 2.

### 2.1 Overview of the Portfolio of Solution

The DRIVER+ PoS website, available at the public address <http://pos.driver-project.eu/>, is a central repository of CM solutions. It allows solution providers to advertise their solutions and simplifies the task of finding the solutions (e.g. for use in Trials) for the CM practitioners and other stakeholders.

Therefore, the PoS aims to provide a shared place where stakeholders meet around a solution. On the one hand, the PoS aims to propose solutions to CM professionals which are looking for solutions that achieve CM Functions. On the other hand, solution providers aim to communicate about their solutions. Both groups involve stakeholders who are interested in trailing solutions and reporting on the findings.

As a part of this work, a better understanding of the key elements of the PoS DB design has been developed in Deliverable **D932.11** (1), including the main user types (in spheres in Figure 2.1 and in Table 2.1) and the data elements these users may contribute to summarize the relations between these elements. On the one hand, either practitioners (e.g. CM professionals) are looking for solutions that achieve CM Functions or they want to evaluate the adequacy of solutions and its CM functions during a Trial. On the other hand, solution providers aim at developing their solution(s) that can be either methods, software, hardware or a mix of those. They also want to have their solution(s) assessed during Trials in order to facilitate their further development by obtaining trial feedback or gain new customers by showcasing their solutions. The Trial owner is the organization that organizes the Trial and uses the PoS DB to find information. (In the extended Trial Committee also the solution coordinator is a main user of the PoS DB.).



**Figure 2.1: Overview of the relations between the main PoS DB design elements**

**Table 2.1: PoS DB user types and their expectations**

Type of user	Main expectation for the PoS DB
Practitioner	Find solutions that address their needs. Assess the solutions in Trials. Provide feedback or evaluation on the use of these solutions in the trial context.
Trial owner	Store information about the Trials. Select solutions. Store the evaluations of solutions.
Solution provider	Describe their solution(s). Document the way to use their solution(s) in a Trial. Read evaluation outcomes of Trials.
Editorial Board (EB)	Ensure the quality of the content. The shared understanding of the used terminology.
All	Facilitate group discussion on specific data items (e.g. solutions, Trials). Facilitate the usage of a shared vocabulary.

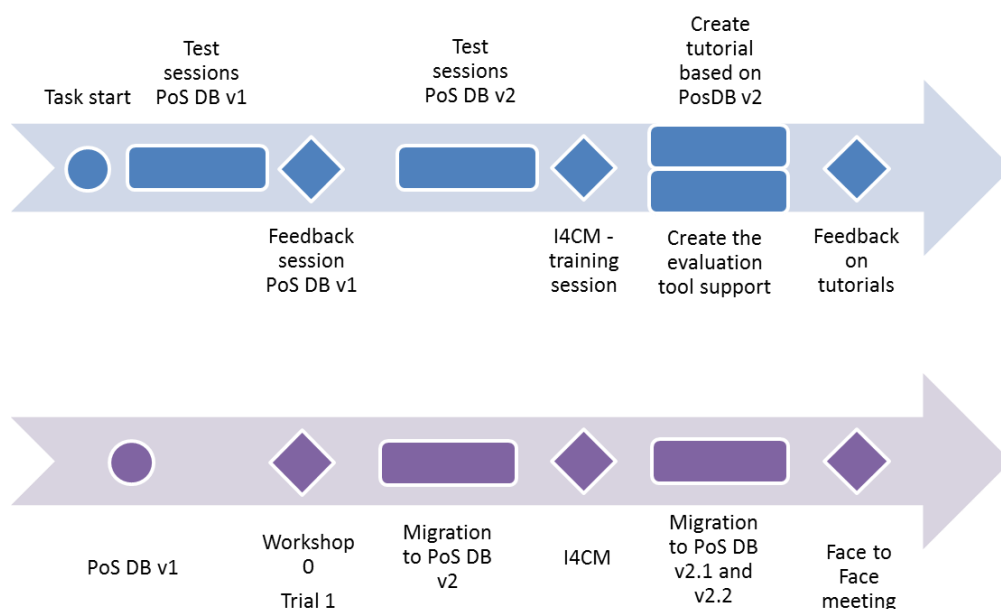
## 2.2 Overview of the different iterations

As explained in the introduction, the development of the PoS DB is based on a methodology enforcing several iterations. In order to explain the work done, it is important to introduce the different versions of the PoS DB.

When the deliverable was written, three versions of the PoS DB had already been realized and another version was under development:

- The first version of the PoS DB (PoS DB v1): it was realized for the first version of the Workshop 0 and the Trial 1. This version was realized based on Drupal 7.
- The second version of the PoS DB (PoS DB v2): it was realized for the Innovation 4 Crisis Management (I4CM) event. This version was realized based on Drupal 8. Therefore, there are major differences between this version and the previous one.
- The updated second version of the PoS DB (PoS DB v2.2): this version is an update of the PoS DB v2 based on the feedback gathered during the I4CM event and the test sessions.

The aim of the work done is 1) to gather feedback on the PoS in order to improve it and 2) to develop tutorials. Therefore, the work follows the iterations of the PoS DB. Figure 2.2 illustrates the work done based on the version of PoS DB. The blue arrow lists the activities of the tasks and the purple arrow lists the major events of the PoS DB development.



**Figure 2.2: Overview of the iterations and the different steps of the work**

It was decided at the beginning of the project that the first version of the PoS DB was based on Drupal 7 and the next version based on Drupal 8. This choice was made in order to have a version ready for the Workshop 0 and Trial 1. This decision implies that there will be major differences between the first version and the next versions. Thus, it was decided to only make test sessions without tutorials for PoS DB v1.

The test sessions will be described in section 3. Based on the feedback gathered on the PoS DB v1 during the test sessions, the second version, PoS DB v2, was realized based on Drupal 8. When the PoS DB v2 was ready to use, test sessions were performed and the tutorials were written.

Since the objective of the work, described in this deliverable, is to evaluate the tutorials, an evaluation tool support (described in section 5.1) was set up for the SP93 face-to-face meeting. During this meeting, the tutorials realized for the PoS DB V2 version were evaluated by all type of users defined in Table 2.1. Annex 5, 6 and 7 present the updated version of the tutorials based on the results of this evaluation.

### 3. Test sessions

---

In order to get some feedback on the implementation of the PoS, and on the pertinence and efficiency of the tutorials, we organized test sessions with several end-users. Those sessions are documented below. Please note that the sessions described are the formally organised test sessions. However, next to the organized sessions, feedback was provided via various direct and indirect means such as mailing, face-to-face talks and discussions during other project meetings. Note that the indirect feedback flow has been taken into account in the PoS designs but only the organized sessions are described in this document.

#### 3.1 Methodology

---

Three different test sessions were organised: the first one was about the first implementation of the PoS, based on Drupal version 7. The second one consisted of a survey and was about the second implementation of the PoS, based on Drupal version 8. The last one consisted of evaluating the tutorials in order to enable their further improvement.

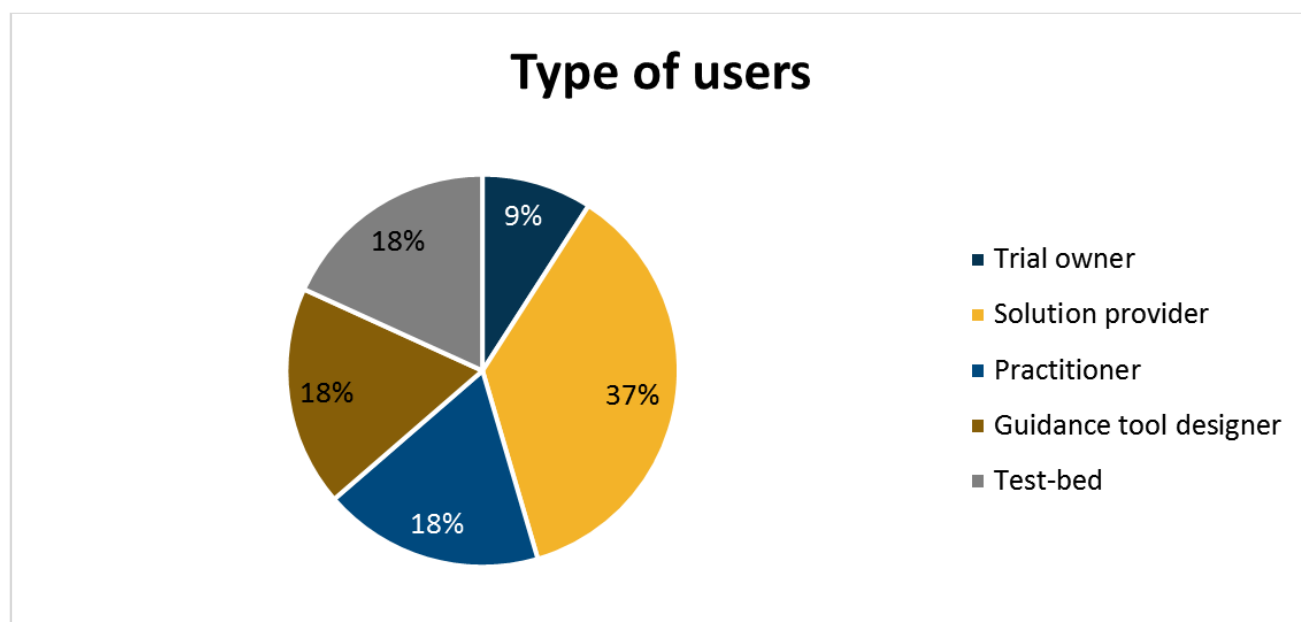
The feedback from the first test session was taken into account during the second version of the PoS DB. The first and second test sessions were done in two parts. First, the development team would present the PoS in a telco. Showcasing the different functionalities that were implemented and getting direct feedback whilst presenting. This presentation allowed the development team to validate if the presented functionalities were perceived as needed and good. During or after this presentation, the participants would present their feedback and tell the development team what they thought of the functionalities, what was missing or what was good according to them, with regard to their role (solution provider, Trial owner, etc.). The participants also had the opportunity to take a look at the PoS on their own before the test session, and they could go through the website independently after the session and give the development team any further feedback at any time. The last test session about tutorials will be explained in section 5.

#### 3.2 Type and number of testers

---

Several people volunteered to test the PoS DB during the test sessions. Some of them participated in all sessions mentioned above, which allowed the development team to have feedback on the evolution of the PoS DB.

Some of them were solutions owners and were able to give precise feedback on the creation of a solution in the PoS. Others were involved in the organisation of Trials or in the writing of the Trial Action Plan document, and thus they were able to guide the development team to structure the Trial information capitalized in the PoS DB in order to have an efficient and relevant tool for Trial owners. The third type of testers involved in the test sessions were End-users, particularly interested in the form of the website. They, for instance, pointed out the part of the PoS that were not easy to understand for candid users, for example, people outside of the DRIVER+ consortium, or people who were neither solution providers nor Trial owner.



**Figure 3.1: Distribution of the different types of users who tested the PoS DB**

### 3.3 Feedback

The next part presents the results of the test sessions, and the summary of the feedbacks that was provided by the end users of the PoS.

In order to guide the test sessions, be able to validate functionalities and get as many new requirements as possible on the remaining questions, the development team provided the participants with a questionnaire. This questionnaire is composed of three parts (one about the Trials, one about the solutions, and one more general) and is available in Annex 2. This questionnaire was built for the second version of the PoS DB due to the feedback on the first set of the test sessions. The answers to this questionnaire were then analysed, and the most frequent ideas are listed in Table 3.1.

For each tester, the answers of the questionnaire and the feedback were gathered in order to validate the functionalities and to identify recommendations. Section 3.3.1 presents the results of the test sessions realized with the first version of PoS DB and Section 3.3.2 presents the results of the test sessions based on the second version of the PoS DB. Table 3.1 summarizes the feedback gathered for each version of the PoS DB whereas Section 6 focused on the state of PoS DB functionalities and the recommendations.

**Table 3.1: Summary of the feedback for several versions of the PoS**

PoS DB v1	PoS DB v2
The PoS should be more user-friendly (too many texts, not enough pictures).	The PoS is mostly clear and intuitive.
The PoS should be understandable by non-technical users.	The help texts are appreciated.
DRIVER+ should be presented in the PoS.	The look of the website is appreciated.
Solutions providers should be allowed to add screenshots or to link their own website.	Some information is still hard to understand for people outside of the consortium.
Some more information is needed during the creation of a solution.	Solution offer, QA status are not clear.

PoS DB v1	PoS DB v2
The difference between solution and tool is unclear.	Search function is needed.
Search function is needed.	

Based on this feedback, the following actions were taken:

- More pictures were added to the first page.
- Texts were shortened.
- The process of creating a solution or a Trial was divided into several parts. Those parts can be added to the solution or to the Trial separately.
- Texts were also simplified to be understandable by all users.
- The possibility to add some documents and pictures was added to the process of creating a solution or a Trial.
- Information was added to solutions in order to make them more complete, others were removed because they were no longer useful, or they had been improved and changed.
- Solution offer was removed.
- QA status was made clearer on the PoS DB.
- Search function was added to the PoS DB.

### 3.3.1 First test session

As mentioned above, this first test session was conducted during M44 and M45, with the Drupal 7 version of the website. The list below presents the key points of feedback that were received during the session.

- Try to make the PoS easier to understand to non-technical people: the explanations should be made clearer for end users who are not technical, especially about what should be put in each field during the entry of a solution or a Trial. The development team should try to avoid too technical terms that may not be understood. Besides, make sure that the explanations are close enough to the field they relate to in order to be sufficiently visible. The same is true for abbreviations as they should be clearly explained when used. Introduction at the top of each page explaining what can be done in that page could be interesting.
- A text presenting DRIVER+ and the PoS should be written in the introduction page or the about us page, and in such a way to be easily understandable even by people outside of the consortium.
- Allow tool providers to add screenshots or links to their website so that there is not only text but also picture, to make it clearer and easier to understand for end users.
- Regarding the Trials: add another tab where you can add some unforeseen things that were not considered when the Trial was designed, or a possibility to add things that are interesting but do not fall in the rest of tabs.
- Trial owners would like to be able to export a document (Word file) in order to be able to work on a more suitable format when modifying the Trial description. The idea is that they might prefer to work on a Word document and then copy-paste it in the PoS, and then if there are changes to be made, they'd like to be able to export a Word document on which they can work before copy-paste it again.
- End-users would like to be able to know the word limit in each field so that they would know where to stop writing before validating the creation of a solution or a Trial.
- Solution entry: it would be useful to add another field where the phase of the crisis that is addressed by the solution can be stated precisely. A possibility to precisely state that a solution fits every single crisis type would also be needed.
- A possibility to specify the target audience of this solution (children, old people) would be needed.
- It would be useful for the solution provider to be able to add more crisis types, like for instance a "generic" one.

- If solution providers cannot find a crisis type that suits, they would like to contact the PoS developer and say “I need this”, and then would expect a feedback like “OK, this was addressed, you can update your solution’s post” or “no, this can’t be addressed”.
- Solution entry and size crisis: add an “all” option.
- In the solution entry, it may be interesting to add an option to specify if the solution is easily translatable or not, in order to know if it can easily cross borders.
- The separation between the different tabs is not clear when you enter a solution: maybe the tabs should be renamed more precisely?
- It is nice to have the possibility to preview the solution or the Trial before validating it.
- Add a part on training requirements, skills needed of people who will work with this solution. If a certification is possible or not, required or not, etc.
- It is quite complicated to find the place where to add a solution or a tool; it would be easier to have a button or a direct link for adding a tool or a solution.
- Be careful that the different users are able to do everything they need with regard to their role (e.g. some solution owners were unable to add solutions used in Trials or the tools used).
- Additional material: it would be good to allow people to upload material, reports or something different than a website during the entry of the solution or the Trial.
- The difference between solution and tool is unclear.
- The interfaces are not user-friendly. There is too much text and not enough pictures.
- A search function is needed to be able to search the solutions and the Trials.
- In the solution entry, links to CM gaps addressed by the solution should be added.

### 3.3.2 Second test session

The second test session was conducted during M51 and M52, with the Drupal 8 version of the PoS DB (e.g. PoS DB v2). During this session, the development team prepared a questionnaire (see Annex 2) in order to conduct all the tests in the same way. The idea was to focus especially on the open questions by the development team and to avoid having the same general feedback as in the first test session. Please note that this questionnaire was only used during the second set of tests. The main questions about the aesthetic of the websites had already been discussed and agreed upon by the member of SP93 during several teleconferences. In the same way, the contents and different fields to be filled in during the entry of a solution or a Trial had been agreed on, for instance thanks to work on the TAP (Trial Action Plan) document and its team. Mostly, it was agreed that the texts should be as short as possible and that pictures should be prioritized, in order to not discourage the users. The development team consequently needed to guide the test session in order to prevent the tester from focusing too much on the form and to make them focus on the remaining questions.

About 10 people answered the questionnaire. The lists below present the feedback gathered during the test session.

Feedback on the general questions:

- The main page is mostly said to be intuitive. It is easy for the user to find what s/he needs.
- It is confusing that the creation link of a solution or a Trial both redirect to a page where you have to choose between creating a Trial or a solution. It would be more user-friendly if clicking the “create a solution” link redirected straight to the creation form of a solution, and if clicking the “create a Trial” link redirected immediately to the creation form of a Trial.
- It is, however, clear how to create a solution or a Trial.
- It is relatively easy to go back to a solution or a Trial previously created through the “my account” link, but maybe it would be easier to have a more direct link from the front page.
- It is easy to understand that when one creates a solution or a Trial, one becomes a member of the group of that solution or Trial.
- The order of the step in the creation of a Trial or a solution is clear and seems logical.

- It seems easy to understand how to manage one's team, however, in the creation of a new member, the "about" field is not easy to fill. Users often do not understand what is needed in that field.
- The QA status in several creation forms is not easy to understand.
- Help texts are needed everywhere with fields to fill so that the tool could be supportive and easy enough to be truly used.
- The development team should be careful to provide explanations that are understandable even to users outside of the consortium.
- It would be good to be able to invite people who are not registered to the website to be part of a group through the website.
- Participants liked the look of the website.
- They also liked to be able to access help texts and contextual help when going through the website and when creating a Trial or a solution.

#### Feedback on the questions about Trials:

- The way to add a new CM gap is clear, and it is easy to understand how to edit it.
- The way to add a new CM objective is clear, and it is easy to understand how to edit it.
- The way to add a new trialled solution is clear, and it is easy to understand how to edit it.
- About the text filled with auto completion, it is really important to have a sentence explaining that when filling this particular field, the user will have to choose among several propositions in a pulldown list. This sentence is not always present, and it was missed.
- The way to add a new research question is clear, and it is easy to understand how to edit it.
- The way to add new data and evaluation plan and indicators is clear, and it is easy to understand how to edit it.
- The way to add a new analysis technique is clear, and it is easy to understand how to edit it.
- The difference between "data and evaluation" and "analysis technique" is clear for some of the testers, but for some others it would need some more precision.
- The way to add and structure a new Trial scenario is clear, and it is easy to understand how to edit it.
- The discussion feature is needed. It could be arranged to be tidier and clearer maybe more like a forum.
- It is clear how to get back to the Trial overview.
- According to a participant, it would be interesting to be able to choose the solutions to link to a Trial in the form of a clickable list where one could add the wanted solutions to some kind of a basket.

#### Feedback on the questions about solutions:

- The CM function step is understood. It is clear how to link the CM functions to the solution.
- It is not clear for every tester what a solution offer is, it often required more explanations.
- The solution in Trial step is clear, and it is easy to understand how the link to the Trial works.
- The feedback system is understood, and the difference between feedback and feedback admin is clear.
- The solution of the day functionality got different feedback. For some people it was very useful and should be extended to the Trials, for others it was not useful, and some participants were wondering if it would be helpful to practitioners. According to them, it has little or nothing to do with what they are using the tool for.
- The need for a search function had been raised for several times.
- When one clicks on the contextual help, it would be good if the help opens in another tab or another window instead of replacing the page one is working on, in order not to lose what one has been working on.

## 4. Tutorials

---

In order to guide the user through the PoS, tutorials were written. Those tutorials are the result of an iterative process that began with the second version of the PoS DB. During test sessions of the website, the developers conducting the session began by a short demonstration of the PoS DB in order to show the user what was possible to do. Afterward, the users were asked to perform some tasks such as the creation of a solution or a trial. It was determined that some tasks were hard to do by the users alone. The aim of the tutorial is to provide the help needed to users. Therefore, these test sessions of the PoS DB were also used to define the needed tutorials and if the tutorials needed to be improved or not. Please note that after discussing with the users about the format that the tutorials should take, the paper format (i.e. tutorials written in a Word document) was prioritized, but other formats can be envisioned if need be. The tutorials are also present directly in the PoS (<https://pos.driver-project.eu/knowledge/tutorials>), to make them more easily accessible by the users in need of them.

As explained in section 1.2, the creation of the tutorials followed an iterative process, with writing sessions separated by an informal feedback flow. The tutorials were then updated according to the feedback gathered during those sessions, until they are clear enough for the users, whether they are in the consortium or outside of it. Finally, they had been tested during the formal testing session presented above.

Based on the type of users of the PoS, see Table 2.1, three groups of tutorials have been created. The first group is about PoS user management. In this group, you can find all the tutorials allowing a user to create an account and manage it. The second group is about solutions. It is meant for solution providers and explains how to create a solution, how to find one, and how to add-edit-delete its information. The last group is about Trials, intended for Trial owners, and explains how to create them and add solutions to them, how to delete, edit and find them.

The tutorials were written according to the following structure:

1. The objective of the tutorial is defined. It has to be noted that each tutorial must fulfil only one very clear objective in order to answer only one specific functionality.
2. The target audience is defined: to whom this tutorial is addressed?

Those first two parts allow the readers of the tutorial to confirm that it answers their need, and that they can find an answer to their question in this tutorial.

3. The third part describes the sequence of activities to follow in order to fulfil the objective stated in the first part of the tutorial. This structure might also later be used in order to provide a filtering system or a search system for the tutorials in the PoS DB.

In order to lighten this deliverable, the tutorials were put in annex 5, 6 and 7. Please note that the tutorials presented in the annex have been updated after the last test sessions presented in the previous section, and that they reflect the status of the PoS as of November 2018. They will be updated again in order to reflect the changes of the latest version of the PoS DB later in the project.

**Table 4.1: A list of the available tutorials**

PoS user management	Solutions	Trials
How to request an account?	How to add a new solution?	How to add a new Trial?
How to request a new password?	How to add a use case to a solution?	How to add Trial gaps?
How to log in?	How to add a member to a solution?	How to add Trial objective?
How to find and use the contextual help and helpdesk?	How to add solution reference to a solution?	How to add research questions?
	How to add solution documentation?	How to add data and evaluation?
	How to add feedback to a solution?	How to add a Trial scenario?
	How to manage feedback of a solution?	How to add a related solution?
	How to find and access our own solution?	How to add a test case to a Trial?
	How to edit a solution?	How to add lessons learned to a Trial?
	How to delete a solution?	How to retrieve our own Trial?
	How to find a published solution?	How to delete a Trial?
		How to edit a Trial?

## 5. Feedback on tutorials

This section focuses on the methodology used to gathered feedback on the provided tutorial (see list in Table 4.1 and tutorials in Annex 5, 6 and 7). The aim of the feedback, described in this section, is to improve the tutorials (contrary to the feedback of the previous sections which are focused on the PoS).

This section begins by explaining the website developed to gather the feedback. This tool is a website able to gather detailed feedback (including comments on specific sentences or sections) as well as general feedback about a tutorial.

### 5.1 Methodology used to gather feedback

In order to gather feedback on the tutorials, the tutorials were presented on a website where each tester could create an account and give feedback on tutorials. Two types of feedback were gathered for each tutorial:

- Detailed feedback: tester could underline parts of each tutorial in different colours. Figure 5.3 illustrates the use of the tool. Each colour has a specific meaning, represented by Figure 5.1:
  - Green for clear and useful sections.
  - Yellow for unclear sections.
  - Red for useless information.
- General feedback: for each tutorial testers had the opportunity to write feedback on the whole tutorial. Each general feedback is composed of two sections, illustrated in Figure 5.2:
  - Overall feeling on the tutorial: used to gather the feedback on the tutorial in a short sentence.
  - Comments: used to gather all the specific comments of the tester.



Figure 5.1: Detailed feedback on tutorial

Figure 5.2: Gathered general feedback on tutorial

In Figure 5.3 an example is given only on the objective of a tutorial, but the detailed feedback could be used all along the tutorial.



Figure 5.3: Example of detailed feedback on tutorial

## 5.2 Feedback gathered

The following section presents the result of the tutorial's evaluation sessions. The feedback is based on the first version of the tutorial from November 2018 and the PoS DB version 2. They were gathered during the face-to-face SP93 meeting in Vienna on the 20<sup>th</sup> of November 2018. They were then used to update and improve the tutorials. The tutorials presented in Annex 5, 6 and 7 of this deliverable are the result of those improvements.

It is important to note that some tutorials were missing (due to some delay in PoS development activities), such as the tutorials on contextual help, which were added to this document after the testing session. Others were obsolete since the PoS DB had changed since the writing of the tutorials (due to the new iteration of the PoS DB), those have been changed or deleted. One of the main remarks was that the tutorials on adding a Trial or a solution were way too long. Consequently, those tutorials have been split into several shorter tutorials.

### 5.2.1 Detailed feedback

Thirteen people participated in this testing session. Mostly, the tutorials appeared to be clear and easy to follow as shown in Figure 5.4. In this figure, the y axis is the number of paragraphs of tutorials which had been tagged clear, unclear or useless.

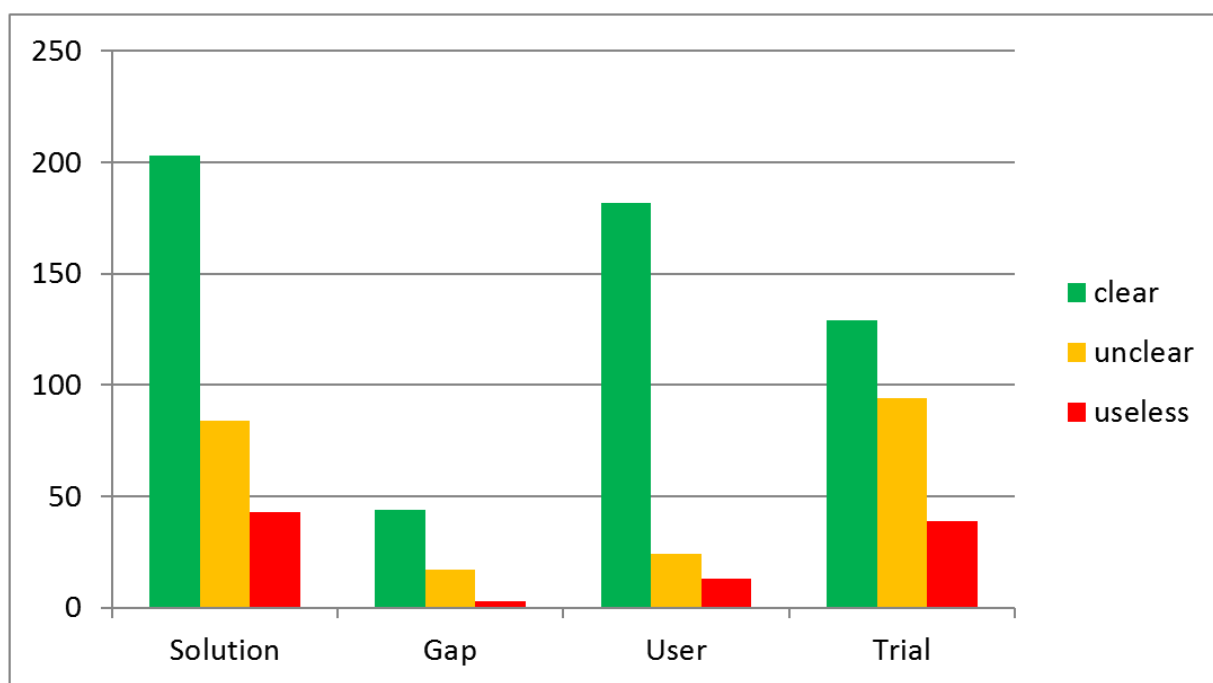


Figure 5.4: Results of detailed feedback on the tutorials of the PoS DB

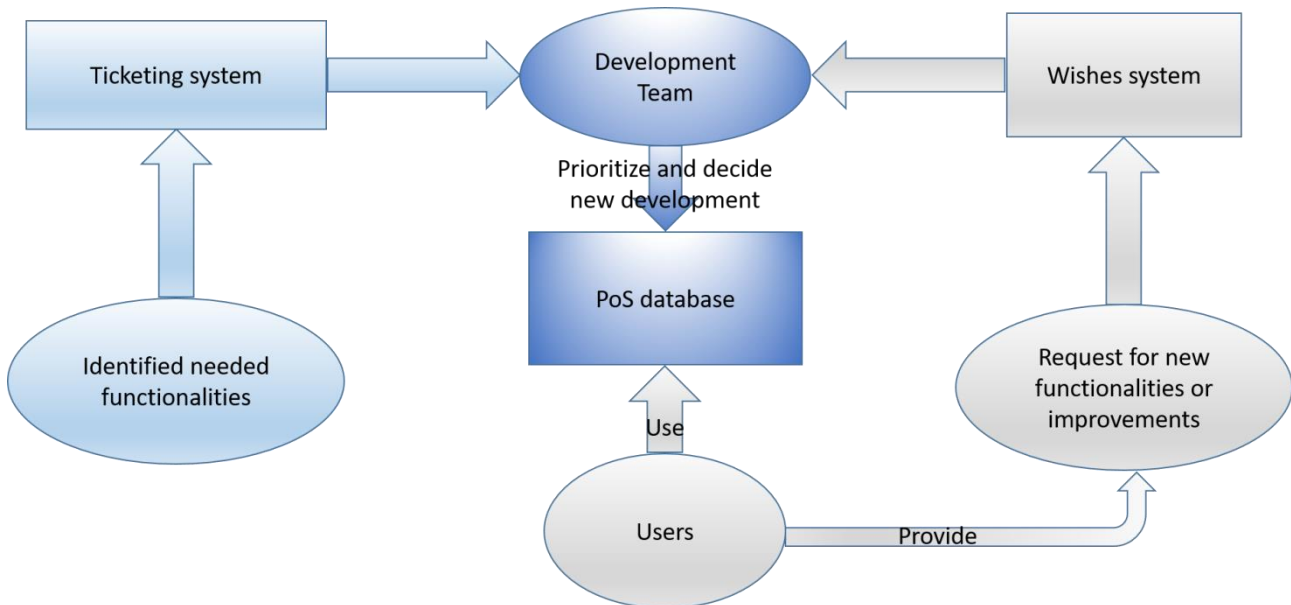
### 5.2.2 General feedback

Annex 4 presents the general feedback gathered during the tutorials testing. The most frequent feedback is:

- Tutorials should be short.
- Tutorials should explain only one precise objective.
- The text should be easier to find between the images.
- The pictures should be updated.
- Some tutorials were missing (e.g. contextual help).

## 6. Recommendations to PoS DB

This section focuses on further development and the possibilities to improve the design and the usability of the PoS DB. As illustrated in Figure 6.1, the identification of further development could come from two sources: on the one hand, from the established list of identified and needed functionalities, and on the other hand, from the feedback provided by users.



**Figure 6.1. Overview of the PoS database improvement process**

The established list of identified needed functionalities was described in deliverable **D932.11: *Functional design of the PoS database*** (1). This list is continuously updated with feedback provided by users. The feedback is gathered thanks to: 1) the testing session implemented during the project and described in section 3 and 2) a wishes system designed to gather and manage the users' requests. Please note that this wishes system is detailed in section 6.3.

Based on the functionalities and the new requests, a development team will prioritize and realize the new developments for the PoS database. To do so, the development team uses a ticketing system where each task to do is entered as a ticket. Each week during a teleconference, the tickets are reviewed, the need of the functionality described in it is determined, as well as the date when it should be addressed. The tickets are then attributed to the developers. Different status can be attributed to the tickets, such as done, working, cancelled. Those statuses and their meaning are presented in Table 6.1. At the end of the project, a sustainability plan will propose an alternative of this improvement process. This sustainability plan will be described in deliverable **D954.51 *DRIVER+ Portfolio of Solutions sustainability plan***.

**Table 6.1: Status significations**

Status name	Signification
Done	The status done indicates that the ticket or wish has been answered and the modification is validated by testers. Nothing more needs to be done about it.
Requested	A ticket or wish has the requested status when it is created, and it keeps this status so long as nobody changes it. It means that the ticket or wish needs to be analysed, but nothing has been started yet.
Need more info	The need more info status means that the information available in the ticket or wish description is not sufficient to answer the need expressed.

Status name	Signification
Working	The working status means that somebody started to work on the ticket or wish, but the work is not entirely done yet.
Duplicate	The duplicate status means that this ticket or wish is a duplicate of another existing ticket or wish.
Cancelled	When a ticket or wish is cancelled, it means that the need expressed longer requires an answer.

## 6.1 Status of the functionalities initially identified

The first list of functionalities was established for the PoS database during the task **T932.11 Functional design of the PoS database**. This list of functionalities has been updated based on the feedback of the users and the clarification of the needs. Nevertheless, functionalities established during this task and available in the previous deliverable **D932.11 Functional design of the PoS database** (1) were still missing at the time when this deliverable at hand (**D932.12**) was written.

Figure 6.2 provides an overview of the implementation of the initial wish list of functionalities. Most of these functionalities have been implemented by the time this deliverable was written. The missing functionalities, listed in Table 6.2, are mostly related to the Test-bed. More precisely, an explanation about the integration of the solutions in the technical Test-bed was required. As a reminder, this list was made when the deliverable was written. Regarding the out of date functionalities, these functionalities are linked to the tools of a solution. The tools of a solution are described in **D932.11 Functional design of the PoS database** (1) as some hardware or software a solution was composed of. A solution can be composed of one or several tools. In order to avoid confusion, it was decided on the basis of user feedback that the tool will not be described anymore as a concept of the PoS database but each solution could describe its own tools.

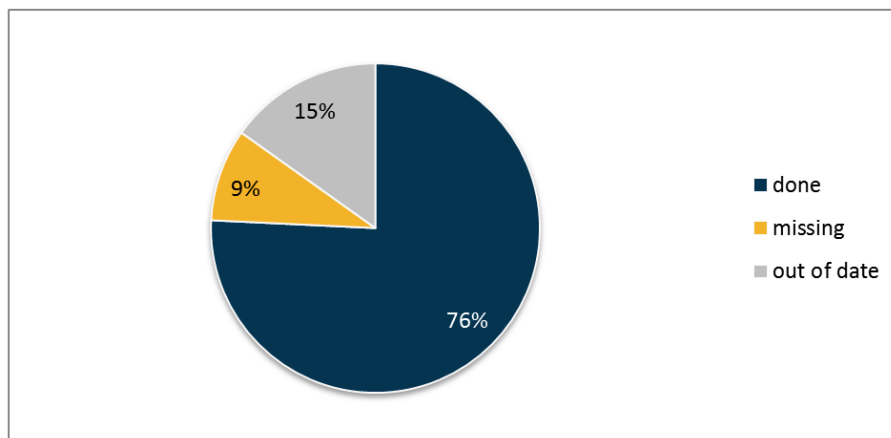


Figure 6.2 Development state of initial list of functionalities

**Table 6.2: Overview of the missing functionalities**

ID	Requirement	Type of user	Description
FR14	Mechanism for maintaining the terminology and taxonomies that are used in the PoS DB	Editorial Board (EB), management	PoS DB SHALL provide a mechanism to assure that term descriptions can be improved and new terms added in an orderly manner with minimal overhead.
FR15	Validate test cases	Tool and solution providers, Trial stakeholders, managers	The PoS DB SHALL provide a way to validate the test cases. Trial-specific test cases should be validated through Trials, whereas the integration test cases will be validated through integration testing.
FR19	Recommendations system	End-user / Practitioner	PoS DB COULD provide a functionality that will recommend solutions to a user based on his previous navigation or marks ("this Trial seems interesting") to enhance that practitioners can find solutions in an effective way.

**Table 6.3: Overview of the out of date functionalities**

ID	Requirement	Type of user	Description
FR3	Describe Test-bed	Test-bed stakeholders	The PoS DB SHALL provide a way to describe the elements of the Test-bed so that the tool providers can plan the integration work and the Trial stakeholders can decide which elements of the Test-bed to use in a Trial and how. This COULD be implemented by describing the Test-bed components as a type of solutions. The advantage of this approach is that it allows the same components and solutions to be either tested or used to facilitate testing of other solutions as a part of the Test-bed, depending on the Trial needs.
FR6	Describe Tool	Tool provider	PoS DB SHALL allow the tool providers to fulfil at least the following metadata on their tools: Tool name, summary description, Technology readiness level (TRL), license terms and other conditions for use, responsible party or parties, etc. It SHOULD also allow the tool providers and other stakeholders to indicate the level of integration of the tool in the DRIVER+ Test-bed.
FR10	Describe the level of integration of a Tool or Solution in the Test-bed.	Solution providers	The PoS DB SHALL provide a way to indicate how the tool or a solution is or will be integrated into the Test-bed as well as to indicate who and when verified the claims and the results of this verification. For practical reasons, this COULD also be modelled as a Test Case.

FR12	Help the solution providers to apply the Trials	Solution providers	The PoS DB SHOULD help the solution providers in finding the appropriate Trial Calls for participation and answering to such calls. This COULD be facilitated by means of the Trial-specific test cases that are explicitly linked with one or more of the Trial User Stories.
FR13	Validate tool integration	Test-bed	The results of the tests to be performed in order to validate the interaction between the tool and the Test-bed SHALL be included in the PoS DB.

## 6.2 Requests based on test sessions

As explained in the introduction of this section 6, the PoS DB will evolve based on the requirements of the users. This section aims to summarize the feedback gathered during the PoS DB testing sessions presented in section 3.

More than ten testers took part in the testing sessions and several of them gave the same feedback. Table 6.4 provides a synthesis of the feedback requirements. These requirements have been classified into two types: 1) a new feature, which means that the requirement was not identified previously 2) improvement of existing features, which means that the requirement already existed but it is now more precise or developed. They also have a status. The status corresponds to the progress of the integration of the functionalities to the PoS as it was when this deliverable was written. Indeed, as explained in section 2, the PoS database is realized based on an iterative approach, and even if the requirements are met, it is needed to have a feedback loop with the users.

**Table 6.4: Summary of the requirements gathered during the testing session**

Requirements	Type of requirements	State
The PoS should be more user-friendly. This means that it should present much less text and more images. Besides, it is important that the texts could be understood by everyone, including users outside of the consortium and non-technical users.	Improvement	Work in Progress (WIP)
DRIVER+ should be presented in the PoS. There should be a page presenting the project.	New feature	Done
Solutions providers should be allowed to add a link or at least a screenshot of their website. This is meant to enable the user to find the solution or to communicate with its owner more easily.	New feature	Done
Some information is missing in the creation of a solution, such as the crisis phase that is addressed, who is addressed by the solution, which crisis type is addressed.	Improvement	Done
Links to the CM gaps addressed by a solution should be added.	Improvement	Done
It would be good to allow solution owners and Trial owners to add some other material.	New feature	Done
The way to create a solution is not really intuitive; the different tabs should be better differentiated.	Improvement	Done

Requirements	Type of requirements	State
The difference between solution and tool is not clear; it should be explained somewhere or clarified.	Improvement	Out of date
The help texts, when present, are appreciated. There should be more of them. Besides, it would be interesting to have a contact form, so that users can ask questions that were not answered by the help texts.	Improvement	WIP
The solution offer paragraph is not clear, it should be explained better.	Decision to take	Done. Tool will not be used in the PoS
The QA status paragraph is not clear, it should be better explained.	Improvement	WIP
Some search function is needed in the website.	Improvement	Done

### 6.3 Wishes system

As explained in the introduction of this section, the development team has to prioritize and develop new functionalities for the PoS DB. In order to gather new functionalities, a wishes system has been designed. This system is based on a ticketing system. This means that each user could provide a request and follow its status. Moreover, the development team could have an overview of all the requests, as illustrated by Figure 6.3. Thus, they could prioritize and update the status of each requirement. The difference between this wishes system and the ticketing system presented in the introduction of section 6 is that where the tickets of ticketing system are created by the development team, the wishes are created by the users of the PoS when they feel that some functionality is missing. They can then require the development team to add this functionality to the PoS DB, if they judge it relevant. Each week, the wishes are reviewed during the same teleconference as for the tickets. The development team decide whether the wish is relevant or not, and if so, it is attributed to a developer with a deadline. The wishes are also attributed a status from the Table 6.1.

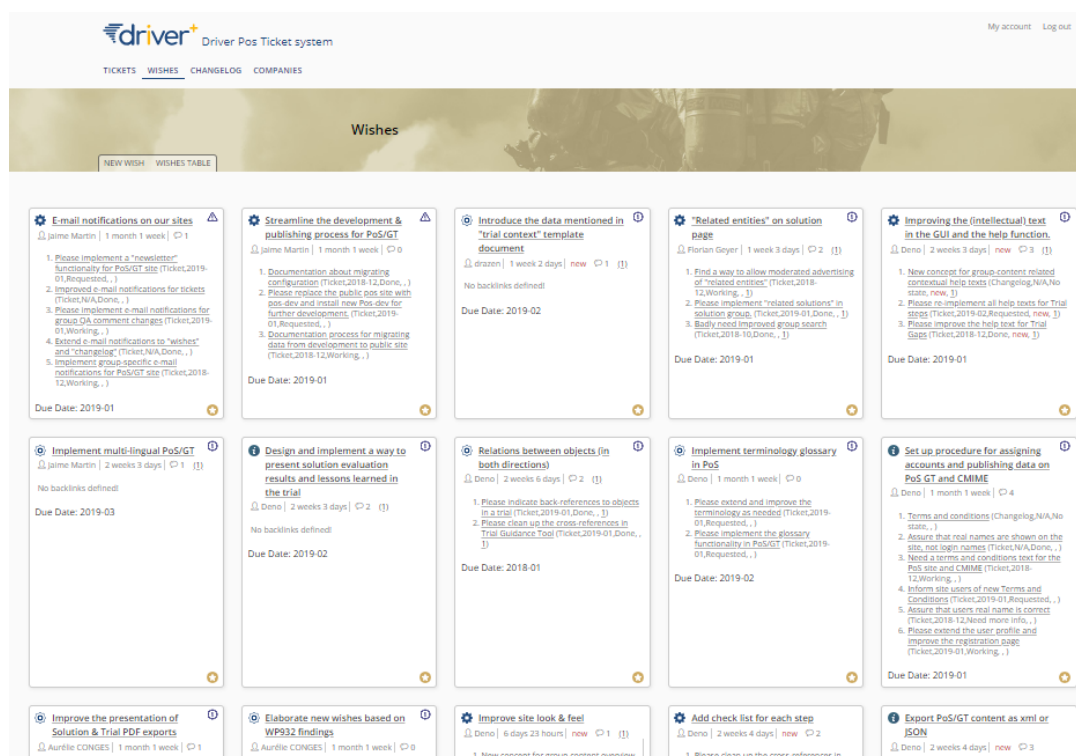


Figure 6.3: Overview of the wishes system

The development team uses another ticketing system besides the wishes system. These tickets are created for the development team, in order to prioritize the tasks created from the work to do, as explained in the introduction of section 6. Those tasks can, for instance, be missing functionalities to be added to the PoS DB. The wishes system allows the users of the PoS to express their wishes, what they think should be in the PoS and what they would like to see. The development team receives the list of wishes and can decide to answer them or not.

Figure 6.4 and the Figure 6.5 show the status of the tickets and wishes at the time when this deliverable was written. There are six different possible statuses as explained in Table 6.4. Please note that the statuses are the same for tickets and wishes.

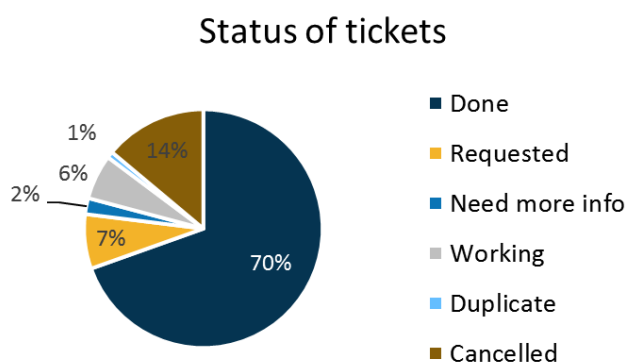


Figure 6.4: Status of the tickets

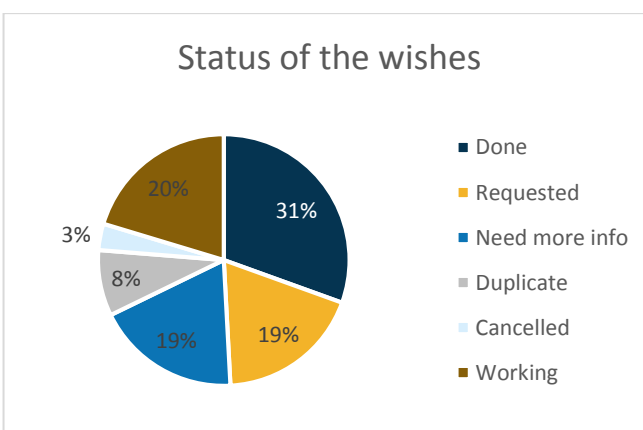


Figure 6.5: Status of the wishes

## 7. Conclusion

---

The Portfolio of Solutions Database (PoS DB) documents the available Crisis Management solutions. PoS DB includes information on the experiences with a solution (i.e. results and outcomes of Trials), the needs it addresses, the type of practitioner organisations that have used it, the regulatory conditions that apply, societal impact considerations, a glossary, and the design of the Trials. Despite all the data available on the PoS DB, users shall be able to find the information they need easily, and therefore the objective is to make the PoS DB as easy to use as possible. This deliverable presents the activities performed to work towards this objective. These activities are divided into several types:

- Perform test sessions.
- Gather feedback during these sessions.
- Provide tutorials.
- Evaluate the provided tutorials in order to improve them.

As the PoS DB is developed via an iterative approach, all these types of actions have been realized several times, and more iterations are probably to come before the end of the project since the PoS DB will evolve again. At each iteration, new wishes from PoS users are gathered. Based on these wishes, the development team defines and prioritizes the further development for the PoS DB.

When this deliverable was written, two versions of the PoS had been realized and the third version was about to be finished. Therefore, the presented results are mainly focused on the first two versions of the PoS DB.

Regarding the test sessions, they were organised through several teleconferences with several types of users in order to detect missing functionalities and the users' wishes. They resulted in a list of several recommendations. Mostly, it is important to make the PoS database as user-friendly as possible, with more images and less text and understandable by any kind of users, even outside of the consortium. More information is now required in the creation form of a solution or a Trial. Those testing sessions also allowed the development team to determine which functionalities need to be improved: a search function was added, the quality assurance status had been made clearer.

Regarding the tutorials, they were written following an iterative process. The first version was presented to a panel of users from different types, and they were improved and completed thanks to the feedback of those users. The feedback on tutorials could be synthesised as the recommendations listed below. These recommendations have to be taken into account when a tutorial is created or updated.

- Tutorials should be short.
- Tutorials should explain only one precise objective each.
- The texts should be easier to find between the images.
- The images should be sharp, and the important information in those pictures should be outlined in red or clearly pointed.
- The pictures should reflect the latest version of the website.
- Some tutorials are missing, such as the one on contextual help.
- The tutorials should present the actions of a real user: a real name should be used (no 'username' or 'user1'...) so that people can relate to them.

Finally, The PoS DB will be further improved and enriched through the project as new wishes appeared, and with the changes on the website, the tutorials will have to be updated: some tutorials may become obsolete or useless, and some other may appear to be missing.

## References

---

1. **DRIVER + project.** *D932.11 - Functional design of the PoS database.* 2018.
2. **DRIVER+ project.** *D933.11 - DRIVER+ online tools – implementation specifications.* 2018.
3. *Systematic functional analysis methods for design retrieval and documentation.* **ZEHTABAN, L. and ROLLER, D.** s.l. : Proceedings of World Academy of Science, Engineering and Technology (WASET), 2012.
4. **DRIVER+ project .** *D922.41 - Trial guidance methodology and guidance tool specifications.* 2018.

## Annexes

### Annex 1 – DRIVER+ Terminology

In order to have a common understanding within the DRIVER+ project and beyond and to ensure the use of a common language in all project deliverables and communications, a terminology is developed by making reference to main sources, such as ISO standards and UNISDR. This terminology is presented online as part of the Portfolio of Solutions and it will be continuously reviewed and updated<sup>1</sup>. The terminology is applied throughout the documents produced by DRIVER+. Each deliverable includes an annex as provided hereunder, which holds an extract from the comprehensive terminology containing the relevant DRIVER+ terms for this respective document.

**Table A1.1: DRIVER+ Terminology**

Terminology	Definition	Source
Portfolio of Solutions (PoS)	A database-driven web site that documents the available Crisis Management solutions. The PoS includes information on the experiences with a solution (i.e. results and outcomes of Trials), the needs it addresses, the type of practitioner organisations that have used it, the regulatory conditions that apply, societal impact consideration, a glossary, and the design of the Trials.	Initial DRIVER+ definition
Trial Guidance Methodology (TGM)	A structured approach from designing a Trial to evaluating the outcomes and identifying lessons learned.	Initial DRIVER+ definition
I4CM - Innovation for Crisis Management	Regular international meeting on innovation for crisis management organised in the context of DRIVER+.	Initial DRIVER+ definition
Trial	An event for systematically assessing solutions for current and emerging needs in such a way that practitioners can do this following a pragmatic and systematic approach.	Initial DRIVER+ definition
Solution	A solution is a means that contributes to a crisis management function. A solution is either one or more processes or one or more tools with related procedures.	Initial DRIVER+ definition.
Lessons Learned	Lessons learned: a process of distributing the problem information to the whole project and organization as well as other related projects and organizations, warning if similar failure modes or mechanism issues exist and taking preventive actions.	ISO 18238:2015(en) Space systems — Closed loop problem solving management, 3.3.

<sup>1</sup> Until the Portfolio of Solutions is operational, the terminology is presented in the DRIVER+ Project Handbook and access can be requested by third parties by contacting [coordination@projectdriver.eu](mailto:coordination@projectdriver.eu).

Terminology	Definition	Source
Content Management System (CMS)	CMS is an application (more likely web-based) that provides capabilities for multiple users with different permission levels to manage (all or a section of) content, data or information of a website project, or internet/ intranet application. Managing content refers to creating, editing, archiving, publishing; collaborating on, reporting, distributing website content, data and information.	Initial DRIVER+ definition
Crisis management function (CM Function)	Crisis management functions aim at achieving effects, e.g. coordination, a direction of effort, shared awareness, etc., in a crisis management system-of-systems. The “function” focuses on what is to be achieved, not how or by whom. Several systems, tools, building blocks, etc. may individually or in concert deliver a given function and, conversely, may support several different functions. Crisis management functions are grouped in three functional areas: operational (protection, response, recovery), preparatory (mitigation, capability development, strategic adaptiveness) and common (security management, logistics, C3, comms & Info management).	Initial DRIVER+ definition
Glossary	Document or part of a document which contains a selected list of words from one or a few given texts which are deemed to require punctiform explanation but the explanations do not necessarily follow a uniform pattern.	ISO 5127:2017(en) Information technology — Modeling Languages — Part 2: Syntax and Semantics for IDEF1X97 (IDEFobject), 3.5.5.04.
End-users	Individual persons who ultimately benefit from the outcomes of the system. Note 1 to entry: The End-user can be a regular operator of the software product or a casual user such as a member of the public. DRIVER+ Note 1: In the context of DRIVER+ End-user encompasses practitioners, solution providers and other stakeholders.	ISO/IEC 25010:2011(en) Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — System and software quality models

## Annex 2 – Questionnaire used for the test sessions

---

### General questions:

- Is the main page intuitive?
- Is it clear how to add a new Trial/solution?
- Is it clear how you can get back to your Trial/solution again later?
- Do you like the solution/Trial table? Can you see how it states that you are part of a Trial/solution (is only visible after creation of one's own Trial or joining of an existing Trial).
- Do you like the order of the steps and is it clear with the buttons on the left side?
- Do you understand how to manage your Trial/solution team?

### Trial questions:

- Can you add a new CM Gap and do you understand the way to add a new CM Gap?
- Do you understand how to edit your Gap later?
- Can you add a new CM Objective and do you understand the way to add a new objective?
- Can you add a new trialled solution and do you understand the way to add all solutions you want to Trial?
- Can you add a new Research Question and do you understand the way to add new Research Questions?
- Can you add a new Data and evaluation plan and do you understand the way to add new Indicators?
- Can you add a new Analysis technique and do you understand the way to add new ones?
- Do you understand the difference between the Data and Evaluation and the Analysis Technique step?
- Is it clear how to add and structure the Trial scenarios?
- Can you work with the discussion feature and is it clear how it works? Do you think you need the Discussion feature?
- Is it clear how to get back to your Trial overview?

### Solution questions:

- Do you understand the CM functions step and how you can link the cm functions to your solution?
- Can you make a new solution offer as an answer to a Trial? Is it clear?
- Do you understand what the solution in Trials step is and how the link to the Trial works? Does it need some changes?
- Is the Feedback system clear? Is the difference between Feedback and the Feedback Admin button to publish the feedback understandable?
- Do you like the solution of the day functionality?

## Annex 3 – Participants of the testing sessions

The table below presents the different participants of the testing sessions.

**Table A3.1: Participants to the testing sessions**

Date	Name	Company	Role	PoS DB version	Testing session
10/01/2018	Andre de Rond	SRH (city of Hague)	Trial owner	PoS DB v1	1st
10/01/2018	Martha Bird	DRC	Solution Provider	PoS DB v1	1st
09/01/2018	Martin Bjerregaard	DWR	Solution Provider	PoS DB v1	1st
12/12/2017	Camilo Palacio	ARC	Practitioner	PoS DB v1	1st
12/12/2017	Ludwig Katsner	FRQ	Solution Provider	PoS DB v1	1st
15/12/2017	Stine Bergersen	PRIO	Candid user	PoS DB v1	1st
21/08/2018	Nicola Rupp	WWU	Guidance Tool designer	PoS DB v2	2nd
22/08/2018	Alexander Scharnweber	DLR	Test-bed	PoS DB v2	2nd
06/08/2018	Camilo Palacio	ARC?	Practitioner	PoS DB v2	2nd
07/08/2018	Lisette De Koning	TNO	Test-bed infrastructure	PoS DB v2	2nd
09/08/2018	Michael Middelhoff	WWU	Guidance Tool designer	PoS DB v2	2nd
06/06/2018	Laurent Dubost	Thales	Solution Provider	PoS DB v2	2nd
20/11/2018	Andre de Rond	SRH	Trial owner	PoS DB v2.2	Tutorials
20/11/2018	Camilo Palacio	ARC	Practitioner	PoS DB v2.2	Tutorials
20/11/2018	Christian Niermann	DLR	Solution Provider	PoS DB v2.2	Tutorials
20/11/2018	Denis Havlik	AIT	PoS DB Expert	PoS DB v2.2	Tutorials
20/11/2018	Jaime Martin	ATOS	PoS DB Expert	PoS DB v2.2	Tutorials
20/11/2018	Gunnar Schwoch	DLR	Trial owner	PoS DB v2.2	Tutorials
20/11/2018	Angelika Kebharta	AIT	Candid user	PoS DB v2.2	Tutorials
20/11/2018	Laurent Dubost	Thales	Solution Provider	PoS DB v2.2	Tutorials
20/11/2018	Andreas Martin	AIT	Candid user	PoS DB v2.2	Tutorials
20/11/2018	Todor Tagarev	CSDM	Solution Provider	PoS DB v2.2	Tutorials
20/11/2018	Michael Middelhoff	WWU	Solution Provider and guidance tool designer	PoS DB v2.2	Tutorials
20/11/2018	Mehrnoosh Zangeneh	AIT	Candid user	PoS DB v2.2	Tutorials

## Annex 4 – Overview of the feedback of the tutorials

Table A4.1: Feedback of tutorials

Tutorial name	Feedback and comments
How to request an account?	<ul style="list-style-type: none"> <li>• Good tutorial, clear.</li> <li>• Entrance via the login is not intuitive.</li> <li>• Without an account you can access other pages but you can't add content.</li> </ul>
How to request a new password?	<ul style="list-style-type: none"> <li>• Good tutorial, clear.</li> <li>• The order of actions is not correct.</li> <li>• The approval by an administrator should be explained first or at the end, not in between other information.</li> </ul>
How to log in?	<ul style="list-style-type: none"> <li>• Clear.</li> <li>• Maybe add one screenshot to show some initial help messages, when the user sees their own login page. This step should also point to "lost username/password" step at the end</li> </ul>
How to find help?	<ul style="list-style-type: none"> <li>• Check the English language.</li> <li>• End users could be better specified.</li> <li>• Good tutorial.</li> <li>• Target audience should be PoS users.</li> <li>• Picture quality could be better.</li> <li>• Add the part on contextual help.</li> </ul>
How to add a new gap?	<ul style="list-style-type: none"> <li>• Objective is not precise, when should a gap be added?</li> <li>• Target audience could be better explained.</li> <li>• The preview feature should be explained before the "save" step.</li> <li>• Check spelling errors.</li> <li>• The tutorials about CM gaps are to be removed, because it is not possible to do it anymore for end-users.</li> <li>• Obsolete.</li> </ul>
How to retrieve a CM gap?	<ul style="list-style-type: none"> <li>• Obsolete.</li> </ul>
How to delete a CM gap?	<ul style="list-style-type: none"> <li>• Are there any restrictions on when a gap can be deleted? What about dependent entries using that gap? "You have to find" is not a tutorial, it should be explained how to find a gap.</li> <li>• You can remove a CM gap from your Trial but you are not able to delete one.</li> <li>• Maybe add a screenshot of the list.</li> <li>• Obsolete.</li> </ul>
How to add a new solution?	<ul style="list-style-type: none"> <li>• The text is hard to find between the images.</li> <li>• Feedback that has to be accepted by the solution owner and not a neutral person could be put to misuse.</li> <li>• The section on adding a solution is too complex and mixed with aspects, which go beyond the objective. It should be more</li> </ul>

Tutorial name	Feedback and comments
	<p>structured and aspects like solution offers or feedback should be brought to their own tutorial.</p> <ul style="list-style-type: none"> <li>• Check the language.</li> <li>• The TRL image is too big.</li> <li>• The tutorial is very long.</li> </ul>
How to retrieve my solution?	<ul style="list-style-type: none"> <li>• Tutorial good and clear.</li> <li>• The tutorials should focus only on the actions and information needed to accomplish the objective. Sometimes, there is information given or menus described which are not needed to follow the tutorial.</li> </ul>
How to edit a solution?	<ul style="list-style-type: none"> <li>• Tutorial good and clear.</li> <li>• Maybe add another screenshot.</li> </ul>
How to find a solution?	<ul style="list-style-type: none"> <li>• It should be pointed out that the keyword search is trying to be clever. E.g., it will also find a solution if you type some words that only appear in the text of the associated CM functions.</li> <li>• Principle of keywords could be explained. Are the solution descriptions searched for the keyword? Or does a solution owner specify keywords?</li> </ul>
How to delete a solution?	<ul style="list-style-type: none"> <li>• Is it correct that on clicking "delete" one first needs to pass through the creation form and save it?</li> <li>• We need to warn the solution owners against doing this (think twice, please!!) and explain what happens with the Trials where their solution is referenced too.</li> </ul>
How to add a Trial?	<ul style="list-style-type: none"> <li>• The tutorial is too long.</li> <li>• The day of today: the day when the person is doing the tutorial? Or when a person is creating a Trial?</li> <li>• It would be easier saying "fields marked with a star are mandatory".</li> </ul>
How to retrieve my own Trial?	<ul style="list-style-type: none"> <li>• Tutorial good and clear.</li> <li>• Trial audience should not only be Trial owners but also Trial committee.</li> <li>• The language used is not clear.</li> <li>• My Trials image is repeated.</li> <li>• Images are not sharp.</li> </ul>
How to edit a Trial?	<ul style="list-style-type: none"> <li>• Good tutorial, clear.</li> <li>• An image with the edit view would be helpful.</li> </ul>
How to delete a Trial?	<ul style="list-style-type: none"> <li>• It would be good to have a clickable link in the text and to have the picture under each step.</li> </ul>
Global feedback	<ul style="list-style-type: none"> <li>• The order of the tutorials is not logical (e.g. changing password before logging in).</li> <li>• Pictures to be updated according to the website's changes</li> </ul>

Tutorial name	Feedback and comments
	<ul style="list-style-type: none"><li>• Use a real name in the tutorials because users will have to use a real name.</li><li>• Link tutorials when referencing tutorials in other tutorials.</li><li>• Explain what groups are before the tutorials, a "generic" tutorial explaining the concept of groups and group nodes too.</li><li>• Mention that deletion cannot be undone.</li><li>• The tutorials should also try to explain possible problems the users could encounter.</li><li>• The aspect of the QA setting is not a key aspect, it is explained too often and not critical to do the task. Maybe it is better to explain it once in a separate tutorial.</li></ul>

## Annex 5 – Tutorials about PoS user management

---

The first group of tutorials deals with the user and their accounts.

### How to request an account?

#### Objectives

This tutorial aims to show the user how to request an account for the PoS website.

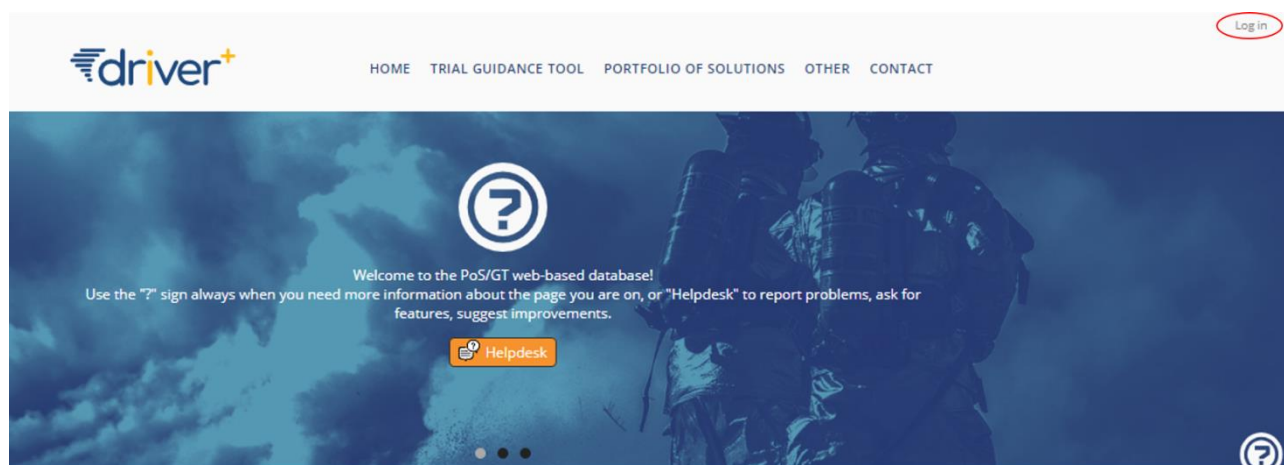
#### Target audience

Users of the PoS. People who are interested in proposing a solution or a Trial, people who are looking for a solution.

#### Sequence of activities

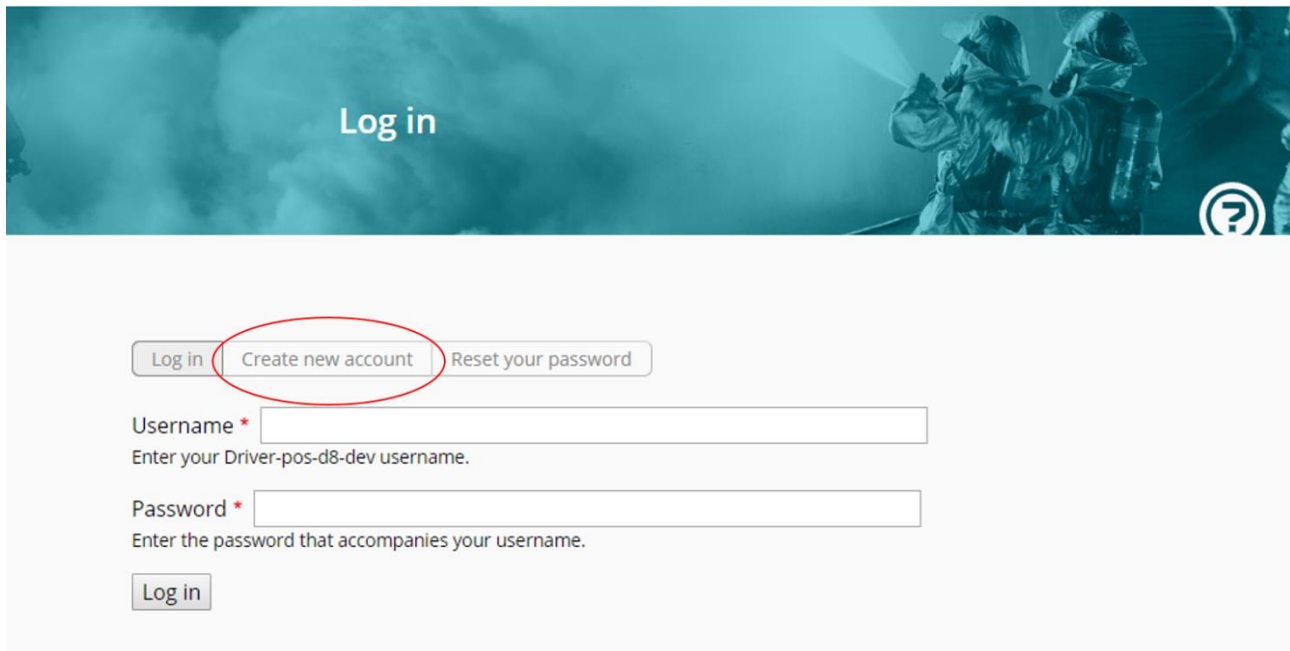
The starting page of the PoS is shown in Figure A5.1. In order to post or edit content on the website, one needs to be logged in. To do so, an account needs to be requested.

The first step is to click on the **Log in** button.



**Figure A5.1: Home page of the PoS website**

Then, a new account can be created by clicking on the **Create new account** tab.



**Figure A5.2: Log in screen**

The form presented in Figure A5.2 has to be filled in. Fields indicated with red stars are mandatory fields.

The initial information requested is a valid email address. A company email address needs to be used. Any request with a public email address such as gmail.com will be rejected. Thereafter, a username needs to be chosen. This username is only used for login in and will not be shown to other users of the site. Then, the real name has to be provided, as well as a picture for the profile. Personal settings, such as local time can also be entered. In future versions of the PoS, users will also have to indicate their affiliation and provide a reason for requesting the account.


After requesting an account, notification emails will be sent, which confirm that the request has been received and to indicate that the request has been accepted and the account has been activated.

Validation process at a glance:

- E-mail address belongs to a company that is relevant for the crisis management (e.g. first responders' organisations, research organisations, solution providers).
- Real name is aligned with the email and appears genuine.
- Company listed under "Affiliation" is the same as the company that owns the e-mail address (not implemented yet).
- Reason for requesting the account is related to the PoS mission. E.g. "To advertise solution X on the PoS site".

In order to verify the relevance of an application, the applicant will be asked to explain the professional background and the intention to request an account. They can, for example, mention their company and the role they have in it, and that they want to describe a solution or a Trial.

## Create new account



[Log in](#)
[Create new account](#)
[Reset your password](#)

☐ **Terms and Conditions confirmation \***  
 Please read the [PoS Terms and Conditions](#) and indicate that you agree with them. Most importantly: (1) this is a professional site and you are representing your company here; and (2) everything that you post on this site must be factual, non-inflammatory and you must have the Intellectual Property right to post it (especially the illustrations of Trials and Solutions).

**Login information \***

**Email address \***
  
 A valid email address. All emails from the system will be sent to this address. The email address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by email.

**Username \***
  
 Several special characters are allowed, including space, period (.), hyphen (-), apostrophe ('), underscore (\_), and the @ sign.  
  
 Your "username" is only used for login and will not be shown to other site users. Feel free to use any name that you can easily remember (hint: you can also use your e-mail address as username).  
  
 Please **use your company e-mail address for registration**. All registration requests with public e-mail addresses (e.g. name@gmail.com) will be rejected.

**Your real world identity \***

**Real name \***
  
 Please enter your real name here. This name will be shown to other site users.

**Picture**

Aucun fichier choisi  
 Your virtual face or picture.  
 One file only.  
 512 MB limit.  
 Allowed types: png gif jpg jpeg.

**Profile \***

[About text formats](#)

No HTML tags allowed.  
 Lines and paragraphs break automatically.  
 Web page addresses and email addresses turn into links automatically.

Please add a few sentences explaining who you are and why you are on this site.

**▼ Contact settings**

☒ **Personal contact form**  
 Allow other users to contact you via a personal contact form which keeps your email address hidden. Note that some privileged users such as site administrators are still able to contact you even if you choose to disable this feature.

**▼ Locale settings**

**Time zone**

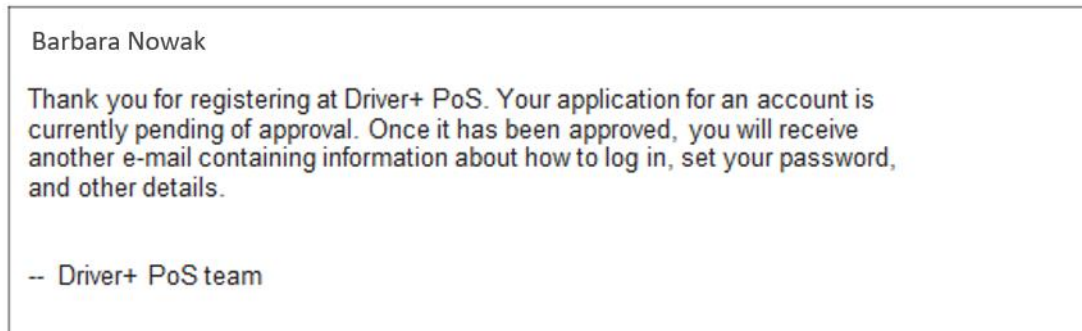

Select the desired local time and time zone. Dates and times throughout this site will be displayed using this time zone.

Figure A5.3: Create a new account form

Page 50 of 131

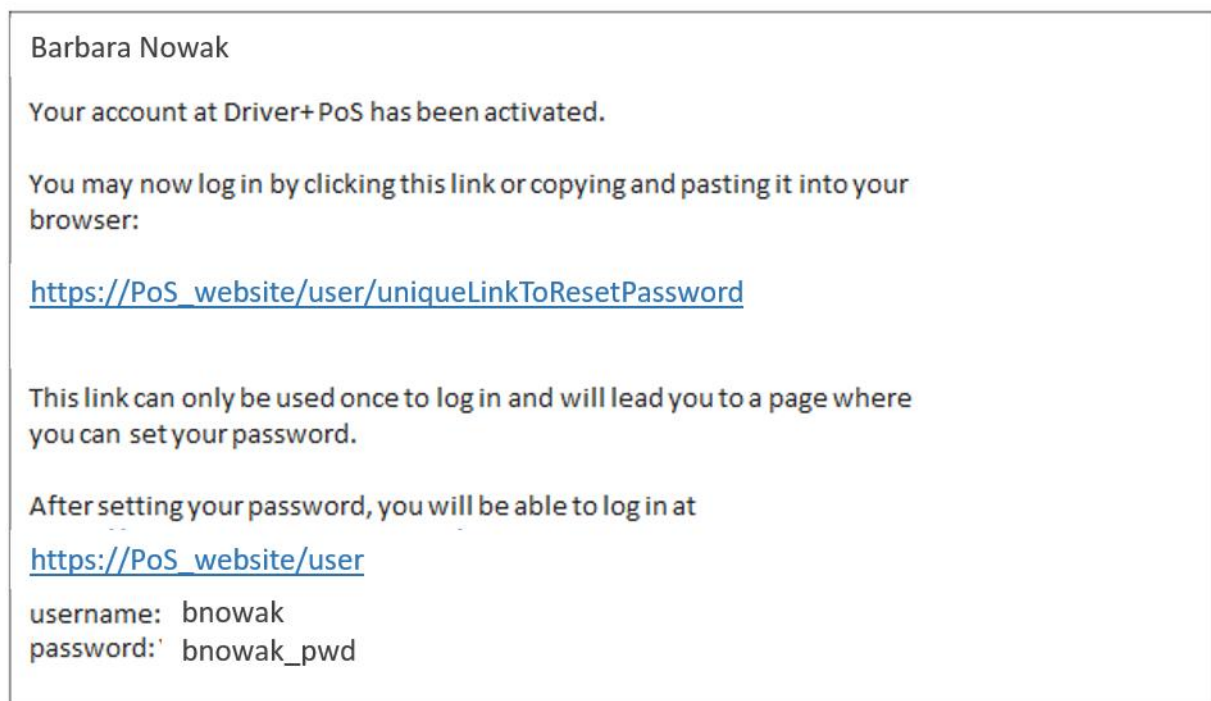
Once the required data has been entered, a click on the **Create new account** button will initiate the registration process.

An email will be sent to the provided email address (see figure below).



**Figure A5.4: Email received after requesting an account**

Once the PoS administrators approve the registration request, another email with further instructions will follow up:



**Figure A5.5: Email received after approval from the PoS administrators**

After following the instruction of the email and clicking on the provided link, the user will be redirected to the welcoming page of the PoS. By clicking on the **Log in** button the PoS will be entered.

The user will be able to create a new password afterwards. To do so, the tutorial on how to request a new password can be followed.

## How to request a new password?

### Objectives

This tutorial aims to show you how to reset your password.

### Target audience

Users who already have an account on the PoS and want to change their password.

### Sequence of activities

Once you have an account, you can change your password anytime. On the following occasions, the site will also demand that you change the password: (1) at first login; and (2) when the password is “too old”. Please note that you cannot change your password into one already used previously, up till 5 changes ago.

If you are logged in, you can click on the **my account** button on the menu at the top of each page.

You will be redirected to a page where you can see how long you have been a member of the website. In order to change your password, click on the **Edit** button.

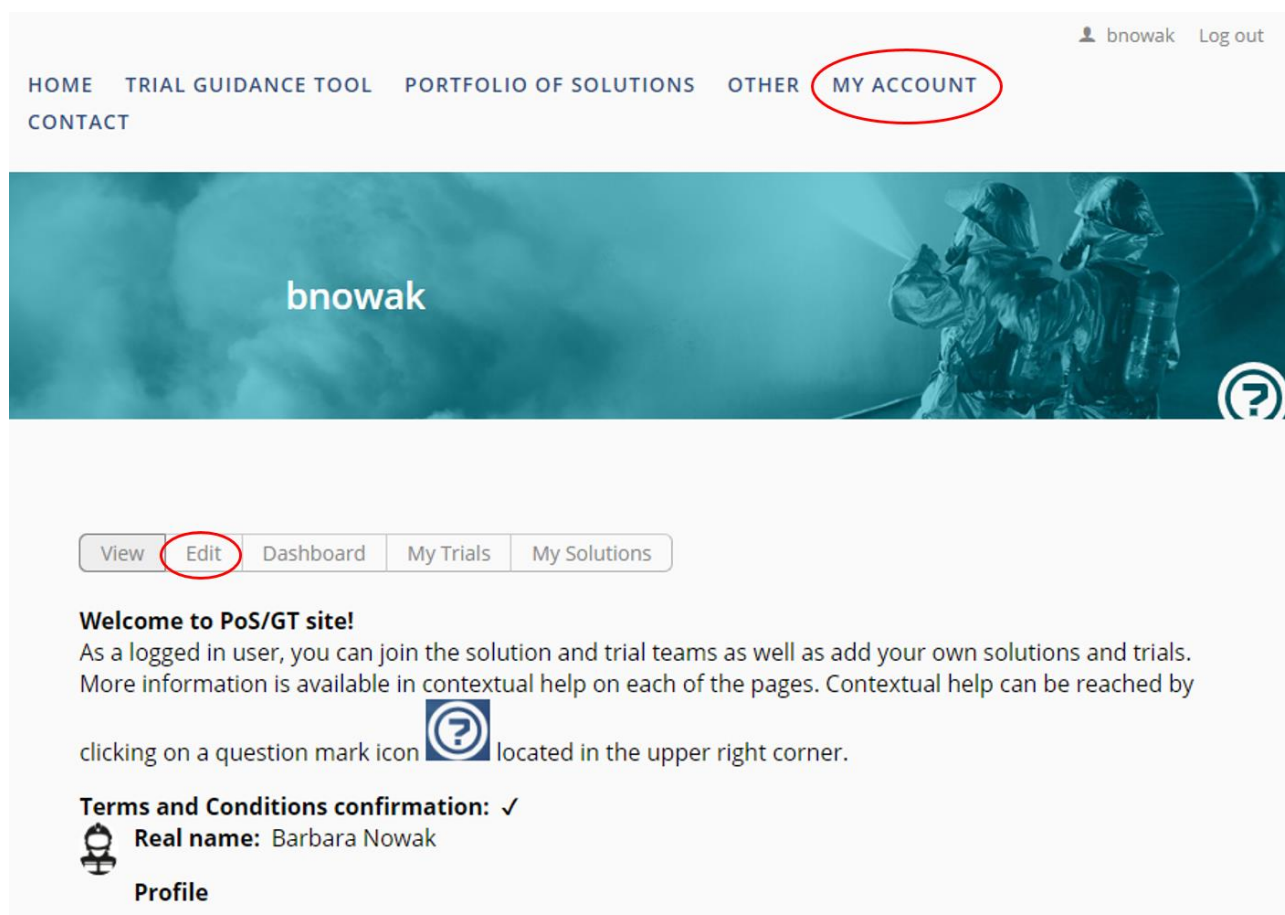


Figure A5.6: My account screen

You are then redirected to the following form where you can change your password along with your other information.

In order to change your password, you must enter your current password in the **Current password** field and fill the **Password** and **Confirm password** fields. You can then click on the **Save** button.

**LOGIN INFORMATION \***

**Current password**

Required if you want to change the *Email address* or *Password* below. [Reset your password.](#)

**Email address \***

A valid email address. All emails from the system will be sent to this address. The email address is not made public and will or notifications by email.

**Username \***

Several special characters are allowed, including space, period (.), hyphen (-), apostrophe ('), underscore (\_), and the @ sign.

**Password**

Password strength:

**Confirm password**

Passwords match:

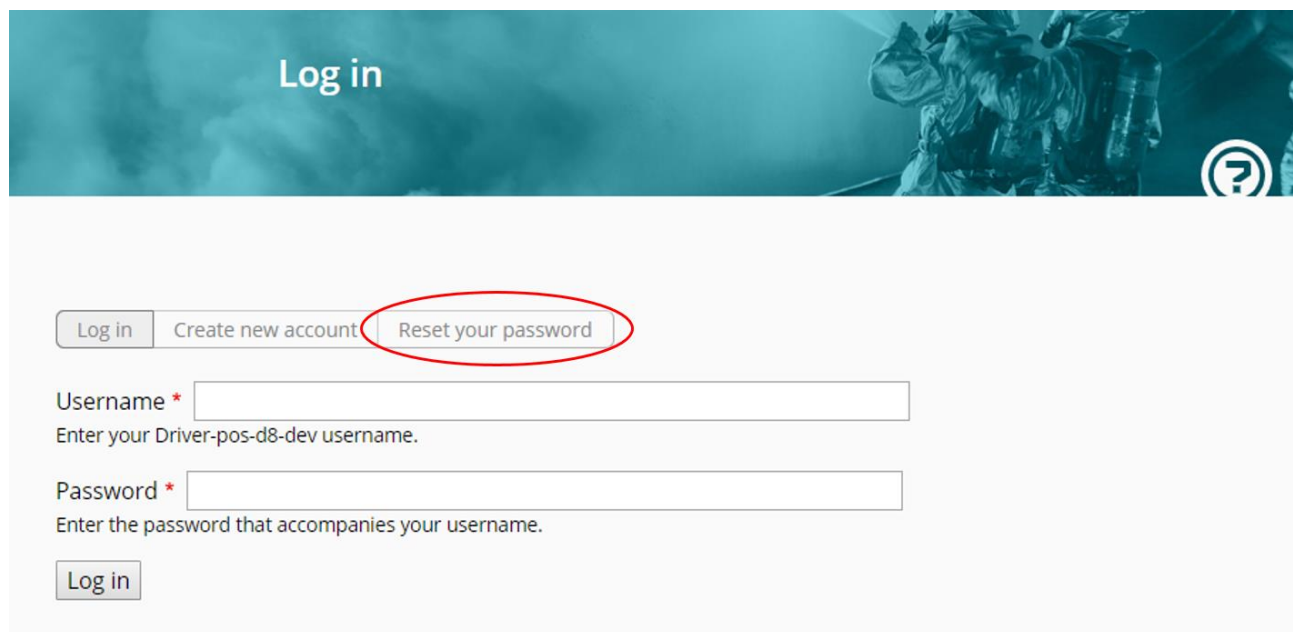
To change the current user password, enter the new password in both fields.

Your "username" is only used for login and will not be shown to other site users. Feel free to use any name that you can easi

If you prefer to receive site notification on your private e-mail address, feel free to change it now. Your e-mail address will o

**Figure A5.7: Edit your account form**

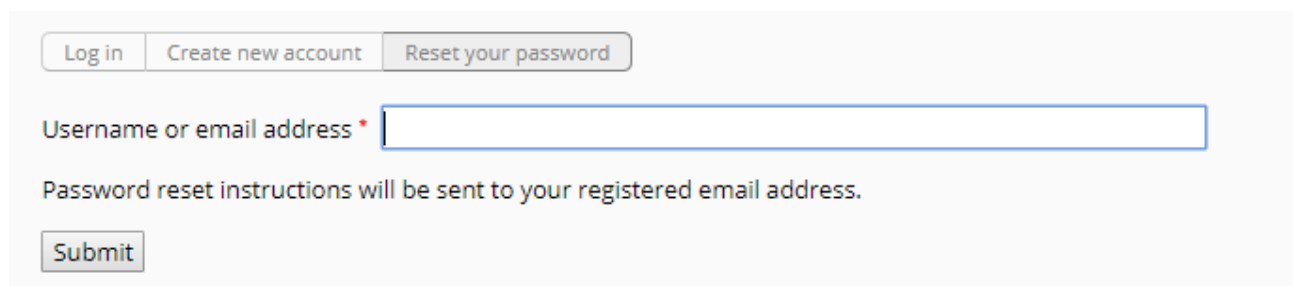
If you want to change your password without being logged in (for example, if you don't remember it), you can click on the **Reset your password** link on the log in page.



The screenshot shows a login page with a teal header. The header contains the text "Log in" and a circular help icon with a question mark. Below the header, there are three buttons: "Log in", "Create new account", and "Reset your password". The "Reset your password" button is circled in red. Below the buttons, there are two input fields: "Username \*" and "Password \*". The "Username \*" field has a placeholder text "Enter your Driver-pos-d8-dev username." and the "Password \*" field has a placeholder text "Enter the password that accompanies your username." Below the input fields, there is a "Log in" button.

Figure A5.8: Reset your password link

You will be redirected to the page bellow, where you can enter your username or the email address. An email will be sent to you with the instructions to reset your password, just like the one sent after requesting an account for your first connection.



The screenshot shows a password reset page. At the top, there are three buttons: "Log in", "Create new account", and "Reset your password". Below the buttons, there is a single input field labeled "Username or email address \*". Below the input field, there is a text line "Password reset instructions will be sent to your registered email address." and a "Submit" button.

Figure A5.9: Reset your password

## How to log in?

### Objectives

This tutorial will show you how to log in the PoS website.

### Target audience

Users with an account.

### Sequence of activities

The first step is to click on the **Log in** button on the home page.

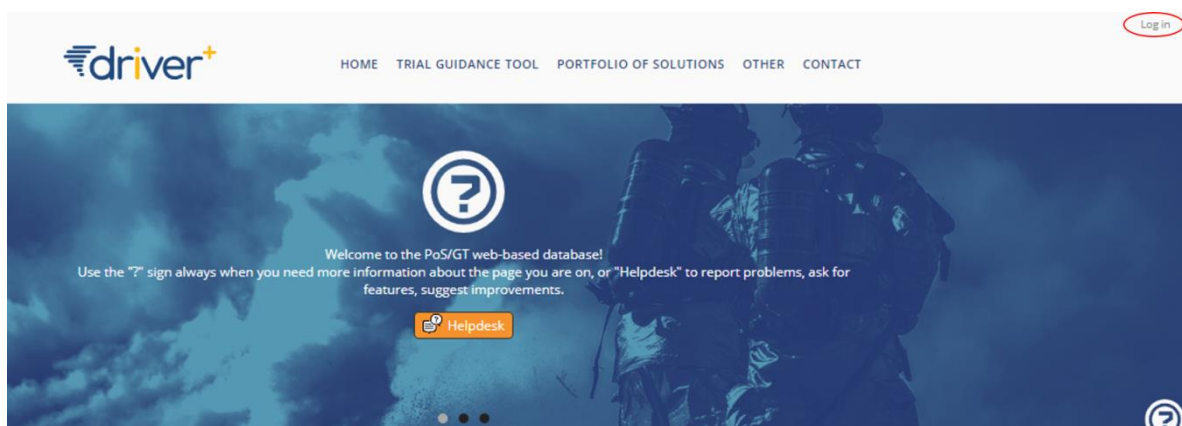


Figure A5.10: Log in button

You are then redirected to a form where you can enter your **Username** and your **Password**. Then, click on the **Log in** button. You will then be redirected to your user page: you are now logged in.

Figure A5.11: Log in form

## How to find and use the contextual help and helpdesk?

### Objectives

Throughout the PoS, you can access the contextual help and the helpdesk, where you can provide feedback and ask questions about the use of the PoS. This tutorial aims to show the user how he can find those help texts and contact the helpdesk.

### Target audience

End users.

### Sequence of activities

Throughout the website, and also on users' login page, you will notice question marks under the title of the page you are in (see figure below). In order to get help, you just have to click on that question mark.

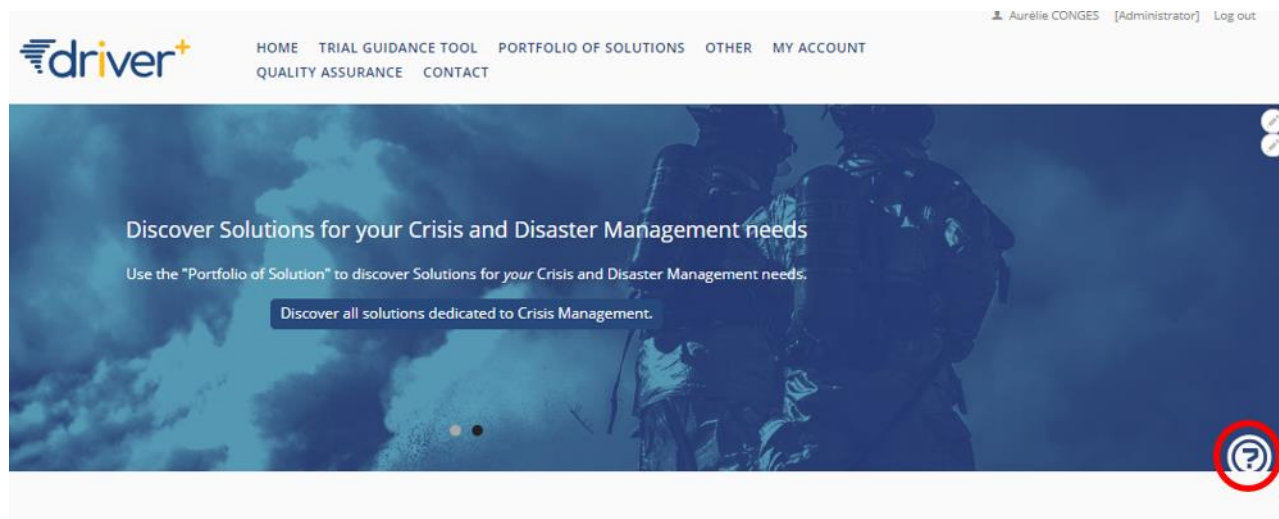


Figure A5.12: Question mark button

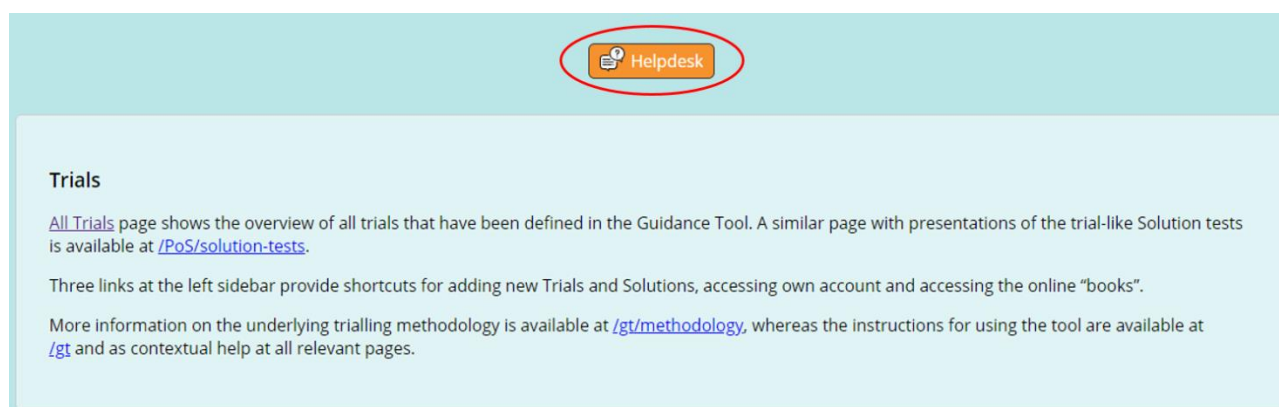
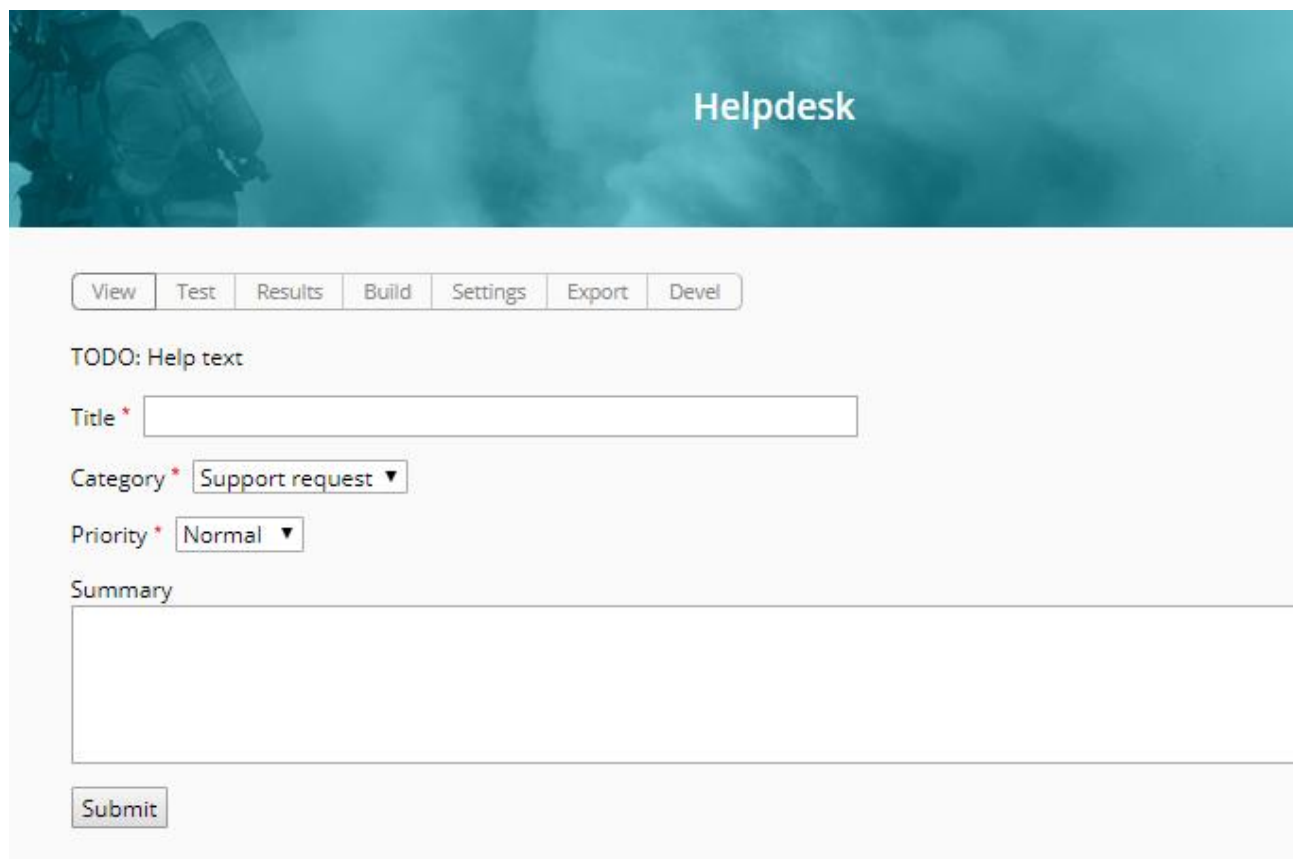


Figure A5.13: Helpdesk

When you click on the question mark, a window opens where you can find a short help text with contextual help that is relevant to the currently viewed page. If this help text doesn't resolve your issues, you can also access the helpdesk, clicking on the **Helpdesk** button.

If you click on that button, you are redirected to a contact form where you can ask your question. You have to fill in the **Title**, **Category** and **Priority** fields. The category and priority must be chosen from the menu. You also have the possibility to write a **Summary** of why you are contacting the helpdesk. The URI of the page from which this contact form was called as well as your contact information is automatically added to the form (not shown)

Once you are done, click on the **Submit** button. Please note that the PoS support team will receive a mail with your question and will treat your demand as soon as possible.



The image shows a web-based helpdesk form. At the top, there is a teal header with the word "Helpdesk" in white. Below the header is a navigation bar with buttons for "View", "Test", "Results", "Build", "Settings", "Export", and "Devel". The main form area has a "TODO: Help text" label. It contains a "Title \*" field, a "Category \*" dropdown menu with "Support request" selected, and a "Priority \*" dropdown menu with "Normal" selected. Below these is a "Summary" label and a large text area. At the bottom left of the form is a "Submit" button.

Helpdesk

View Test Results Build Settings Export Devel

TODO: Help text

Title \*

Category \* Support request ▼

Priority \* Normal ▼

Summary

Submit

Figure A5.14: Helpdesk view

## Annex 6 – Tutorials about solutions

### How to add a new solution

#### Objectives

The objective of the tutorial is to show the solution owners how to add their own solution to the PoS.

#### Target audience

Solution providers

#### Sequence of activities

The first thing to do is to access to the editor of solutions. To do so, you need to start at the **Home** page. On this page you can scroll down until you see the part Portfolio of Solutions, where you can click on the link **create a new solution**.

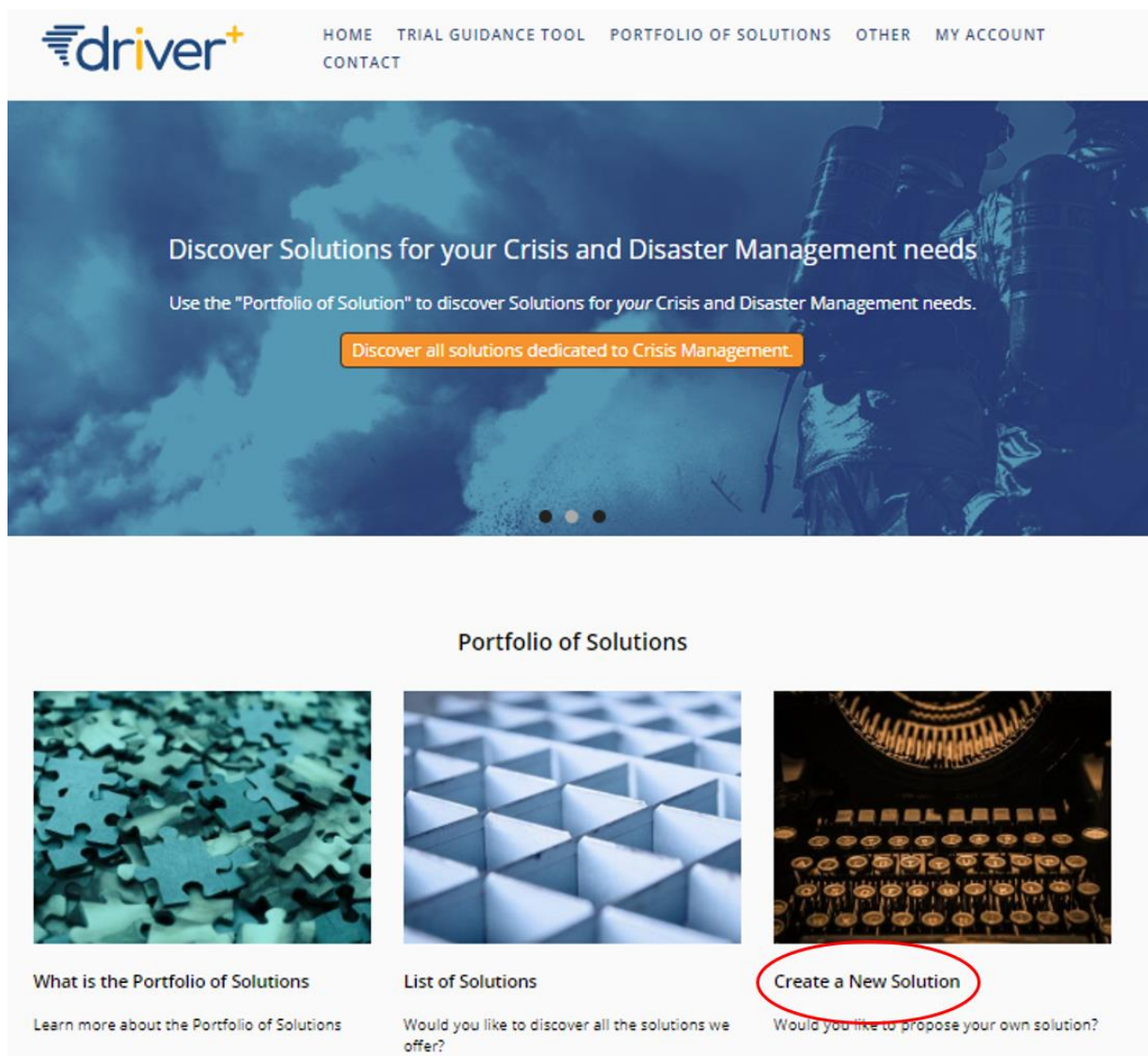


Figure A6.1: "Add new solution" link

You will be redirected to a page where you have to choose which type of group you want to create, either a solution or a Trial. In this case, click on the **Solution** link.

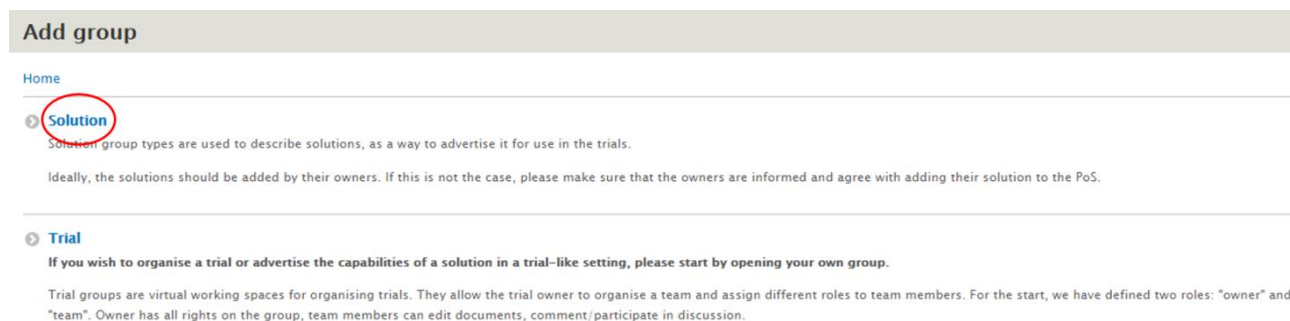


Figure A6.2: Add group page

Please note that in the solution editor, every field with a red star is mandatory.

The solution creation process is divided into three steps. First, you have to fill the information needed in the **Administrative** tab. You have to confirm that you are either the owner of the solution or that you have the necessary rights to publish on the PoS. You must also confirm that you have read the PoS site terms and conditions and that you accept them. You can also check the **request publication** checkbox if you want to indicate that your solution is ready to be checked by the editor and published on the PoS. The **QA comments** field must be used for communication between group owner/team and the site editor. For instance, the site editor can use this field in order to explain his reasons for refusing the publication.

Figure A6.3: Administrative tab of the add group form

Then, you have to fill the **Solution summary** tab.

In the **Title field**, you have to write the title of your solution. This title will appear on the list of solutions page, and it will appear in the results of the research by a solution name.





In the **Summary** field, solution providers must add a brief presentation of the solution provided in the form of a short text.

You also have the possibility to add a link to your website with the **Website** field.

Basic Solution description, link to the external description (if any) and some illustrations.

**Title \***

**Summary \***

**B**
*I*




Format

Source

[About text formats ?](#)

Brief explanation of the solution. What does this solution do?

[Show row weights](#)

**WEBSITE**

**URL**

⊕ This must be an external URL such as *http://example.com*.

**Link text**

Use this field to add an external link to your solution's company website.

**Add another item**

**▼ ILLUSTRATIONS**

One or more images illustrating the solution. First image will be used whenever the solution is referenced (e.g. from a trial), whereas the remaining ones will only be shown in a carrusell on the group front page.

**Add a new file \***

Sélect. fichiers

Aucun fichier choisi

Unlimited number of files can be uploaded to this field.  
512 MB limit.  
Allowed types: png gif jpg jpeg.

[Show row weights](#)

**VIDEO ILLUSTRATIONS**

⊕

Illustrate your solution by exposing the video materials (optional). Videos are not uploaded here but hosted on YouTube. To copy the correct link from youtube, please select the "Share" button below the video on the right side and copy this link.

**Add another item**

**Figure A6.4: Solution summary tab**

You must also add at least one illustration to your solution. You can add more with the button **add another item**.

The illustration must have a **Name** and an **Alternative text** to be displayed if the picture can't be uploaded. The fields **Authored by** and **Authored on** are automatically filled, but their values can be changed.

Be aware that the pictures must be less than 512 MB and allowed file types are png, gif, jpg and jpeg.

**ILLUSTRATIONS \***

+

**▼ ILLUSTRATIONS \***

**Name \***

**Image \***

Choisir un fichier

Aucun fichier choisi

One file only.  
512 MB limit.  
Allowed types: png gif jpg jpeg.

**Authored by**

admin (1) ○

The user ID of the author.

**Authored on**

31/07/2018

10:28:30

Format: 2018-07-31 10:28:30. Leave blank to use the time of form submission.

**Revision log message**

Briefly describe the changes you have made.

☒ Published

Add at least one illustration of your solution.

**Add another item**

Figure A6.5: Illustration field

**Alternative text \***

This text will be used by screen readers, search engines, or when the image cannot be loaded.

driver-logo.png (241.94 KB)

Remove

Figure A6.6: Illustration field (after adding a picture)

You can also optionally add video illustrations. Those videos are hosted on Youtube and not uploaded on the PoS. In the picture below you can see the field where you can add the link to the video.

Here again, you can have more than one video thanks to the **Add another item** button.

Finally, you must fill the **Meta information** tab. In this tab, you will be able to add more information to your solution, such as the **Crisis cycle phase** or the **Crisis size** addressed by your solution, the **Innovation stage** of your solution, and the **Readiness** of your solution.

Meta information is used for search and matching of the solutions.

**Crisis Cycle Phase \***

☐ Preparedness  
☐ Response  
☐ Recovery  
☐ Mitigation

Which phase(s) of the crisis cycle management is/are targeted by this solution?

**Innovation stage \***

- Select a value -

Stage of innovation is compulsory, because it is defined for all solutions. Please also fill in the Technology readiness level if possible.

**Readiness**

- None -

Technical Readiness Level. This field is optional but highly recommended to fill in for all solutions that are "technological in nature".

**Crisis size**

☐ Cross-border  
☐ Large scale  
☐ Local  
☐ Regional

Which size(s) of the crisis are addressed by this solution?

▼ **SUPPORTED STANDARDS**

Select standards that are supported by your solution from the list below:

Select supported standards

Figure A6.7: Meta information

The field **Stage of innovation** is a list where the solution provider can select the phase of innovation in which the solution is.

**Solution Stage of Innovation \***

- Select a value -

- Select a value -

Stage 1: Concept  
 Stage 2: Research and Developement  
 Stage 3: Initial Piloting  
 Stage 4: Early Adoption/ Distribution  
 Stage 5: Market Growth  
 Stage 6: Wide-scale Adoption

Figure A6.8: Stage of innovation field

In the **supported standards** field, please choose the standards that are supported by your solution from the provided list. This list is available when you click on the **Select supported standards** button.

▼ **SUPPORTED STANDARDS**

Select standards that are supported by your solution from the list below:

Select supported standards

Figure A6.9: Supported standards view

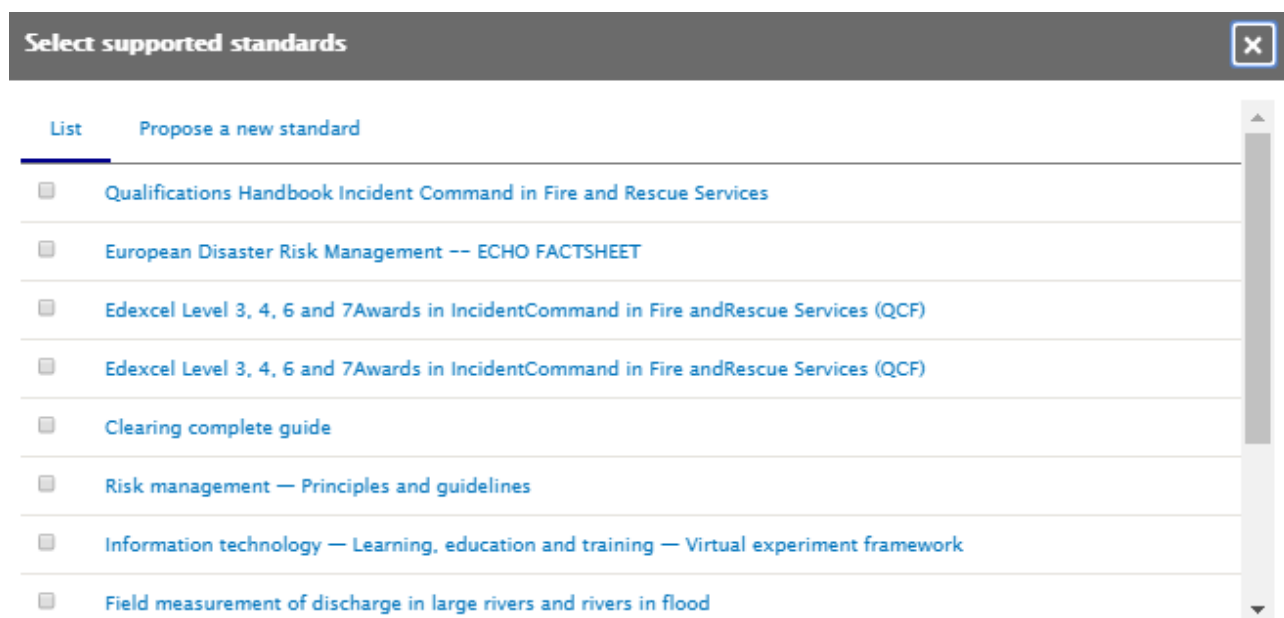


Figure A6.10: Supported standards list

The last step of the creation of a solution is to click on the button below.

Create Solution and become a member

Figure A6.11: Create a solution button

Once this is done, you are redirected to the page of your solution.

## How to add a use case to a solution

### Objectives

The objective of the tutorial is to show the solution owners how to add a use case to a solution.

### Target audience

### Solution providers

### Sequence of activities

When you are on the page of your solution, you can click on the **Use case** button in the left menu.

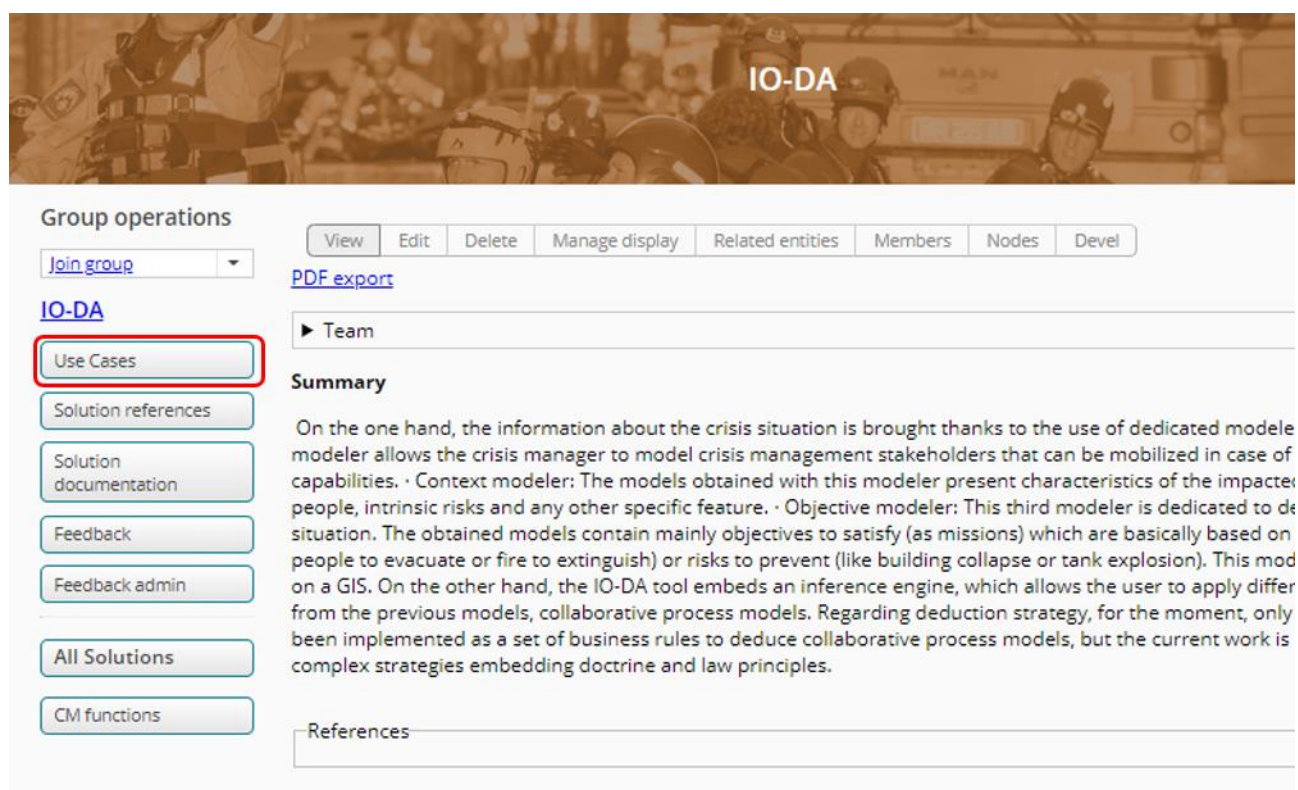


Figure A6.12: Solutions page and use case button

You will be redirected to the page presenting the list of use case of your solution. You can add a new use case by clicking the **Create use case** button.

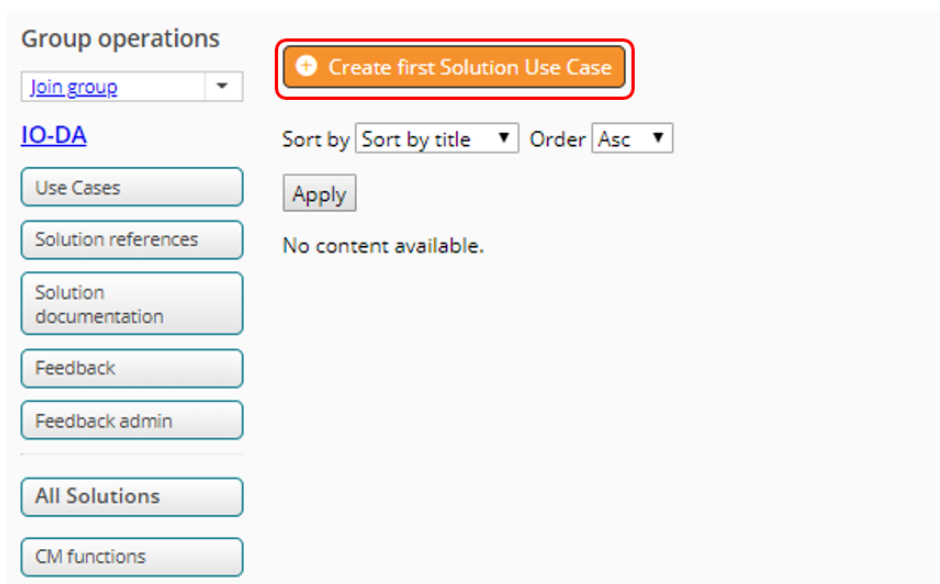


Figure A6.13: View of the use cases of the solution

When you click on that button, you are redirected to the edit view of the use case. In the **Title** field, please enter the name of your use case. In the **Summary** field, you must explain what the use case stands for. In the **Illustration** field, you have the opportunity to add a picture to your use case. This is an alternative to the attachment of the complete use case description (see below). You can only add one file whose size is under 512Mb. Please note that the supported formats are png, gif, jpg and jpeg.

**Title \***

**Summary (Edit summary)**

**B I** [link icon] [unlink icon] [bulleted list icon] [numbered list icon] [quote icon] [image icon] | Format | Source

**Text format** Basic HTML

Summary of the Use Case explains what the Use Case stands for.

**Illustrations**

Choisir un fichier | Aucun fichier choisi

Adding the illustrations (e.g. UML diagrams) is an alternative to attaching the complete Use Case descriptions :  
One file only.  
512 MB limit.  
Allowed types: png gif jpg jpeg.

**Figure A6.14: Edit view of use case – part 1**

You must then relate CM functions to your use case. This will allow the users to find your solution when searching for solutions that address specific CM functions. To do so, please click on the **Select CM functions** button.

▼ **RELATED CM FUNCTIONS \***

Associate one or more CM functions with this Use Case.

Select CM Functions

**Figure A6.15: Edit view of use case – part 2**

A new window will open, where you will be able to search CM functions and select the one(s) you are interested in.

Figure A6.16: Select CM functions view

Then, you can attach a description of the use case or accompanying document in the **Attachment** field if you need it. You can add as many files as you like, but their size must not exceed 512 Mb. The supported types are txt, pdf, doc, docx, ppt and pptx.

Figure A6.17: Edit view of use case – part 3

When you are done, you can click the **Save** button. You will then be redirected to the page of the use cases.

## How to add a member to a solution group

### Objectives

The objective of the tutorial is to show the solution owners how to add a member to a solution group.

### Target audience

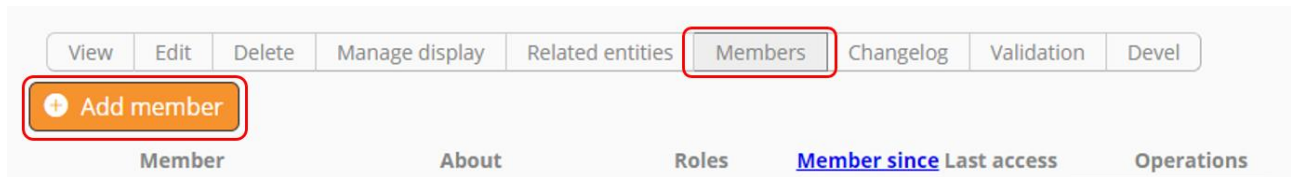
Solution providers

### Sequence of activities

When you are on the page of your solution, you can click on the **Member** tab.

The **Member** link redirects you to a page where you can see the members of the solution's group, add some or remove some.

In order to add a member, you have to click on the **+Add member** link.



**Figure A6.18: Group's member page and link to add a member**

In the edit view of a member, you will have to indicate the name of the member that you want to add. Please note that they have to be registered in the website. When you start typing their real name in the **Username** field, you will be proposed several matching names and you will have to choose among them.

Then, you can choose a role for the member:

- Team members with "Solution owner" role have full control over the solution description. They can add and edit other users, assign roles to users, edit and even delete all materials and the whole solution.
- Team members with the "Team" role can edit all solution materials but they cannot delete them.
- Team members with the "Contact" role are listed as contacts on the solution front page. This role is usually assigned to team members in addition to "Team" or "Owner" roles.

Finally, you have to write a few words about the person you're adding: who he/she is, what is his/her role in the solution group?

When you're done, hit the **Save** button.

**Username \***

**Roles**

☐ Solution owner  
☐ Solution team  
☐ Contact

**About \***

B I | | | | Format | Source

Text format: Basic HTML

Explain who you are and why you are in this solution group.

Figure A6.19: Edit view of the group's member

You will be redirected to the group members' page, where you will be able to see the member you just added in the list of members at the end of the page.

There, in the **Operations** menu, you can find two links: **Edit member** and **Remove member**. If you click on the **Edit member** link, you will be redirected to the edit view of the member, where you will be able to change any field you need.

<div> <input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Manage display"/> <input type="button" value="Related entities"/> <input type="button" value="Members"/> <input type="button" value="Changelog"/> <input type="button" value="Validation"/> <input type="button" value="Devel"/> </div>						
<div> <input type="button" value="Add member"/> </div>						
Member	About	Roles	Member since	Last access	Operations	
<a href="#">Barbara Nowak</a>	Solution team member	<ul style="list-style-type: none"> <li>Solution team</li> </ul>	2019-01-22	2019-01-22	<div> <a href="#">View member</a>  <a href="#">Edit member</a>  <a href="#">Remove member</a> </div>	

Figure A6.20: List of members and edit or remove options

If you click on the **Remove member** link, you will be redirected to a new page, asking you if you're sure you want to delete the member.

If yes, click the **Delete** button, otherwise click on the **Cancel** button. You will then be redirected to the members' page.

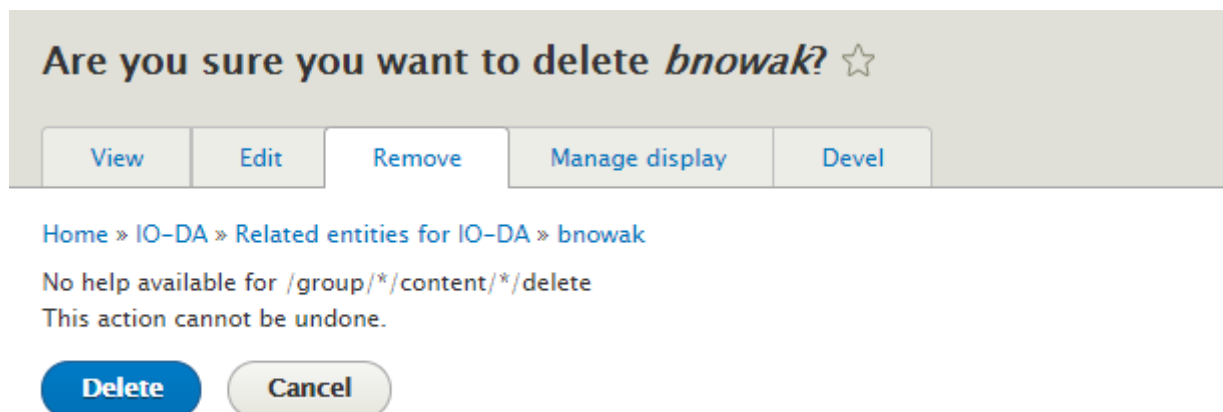


Figure A6.21: Are you sure you want to delete a member page

## How to add Solution references to a solution

### Objectives

The objective of the tutorial is to show the solution owners how to add a solution reference to a solution.

### Target audience

Solution providers

### Sequence of activities

Thanks to the **Used/Tested in** link, you can relate Trials and other Trial-like events to your solution. In the **Used/Tested in** page, you will be able to see all the Trials in which the solution has been or will be tested.

**Solution Trials** can also be used to define your solution in a more detailed way. Solution owners can create their own solution Trial to indicate where and how the solution was used/tested if necessary. After creating this Solution Test Trial, it can be linked in this step to the Solution.

As an explanation of the Solution Test Trial please have a look at the Tutorial about Trials.

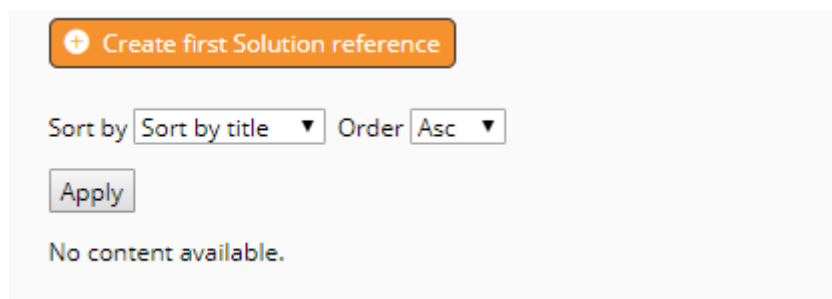


Figure A6.22: Solution references page -create a new reference to a Trial or Trial-like event

To add a new relation to a Trial, you have to click on the **+Create Solution reference** link. Please note that the creation of a new solution Trial is done in two steps.

First, you have to write a **Title** to the Trial. You can then write a short text to describe the reference in the **Summary** field.

**CONTENT**

**Title**

As part of the advertisement of your Solution, you can reference it with Trials your Solution was part of. Solutions which were part of a Trial can have a better opportunity to be selected for another test or generally by a company to satisfy their needs. You can also add external references that show how your solution performs. For further information, please consult the contextual help (click on "?" above).

You can name your objective now if you wish to do so. Otherwise, a name of the form "SOR-[current-user:name]-[current-date:html\_date]" will be assigned automatically. **Press "save" to continue.**

**Summary**

B I [link icon] [unlink icon] [list icon] [list icon] [quote icon] [image icon] | Format | Source

Text format: Basic HTML | About text formats ?

Use this field to shortly describe the reference.

Figure A6.23: Edit view of solution Trial

Then, you have the possibility to add **Trial reference**. To do so, you have to click on the **Select entities** link.

▼ TRIAL REFERENCE

Use this field to reference to a full Trial description. Alternatively, you can leave this field empty and add external reference instead.

Select entities

Figure A6.24: Edit view of solution Trial - Trial reference

A new window opens, which allows you to search for Trials and to select the Trials you want to link to your solution. Once you have picked all the Trials you want, click on the **Select Trial** button.

Figure A6.25: Select entities window

You can add **External reference** to your solution, where it has been tested. To do so, please enter the URL of your reference in the **URL** field. You can also provide a **Link text**.

Figure A6.26: Edit view of solution Trial – External reference

Finally, you can add **Documentation** to your solution. Please note that unlimited number of files can be uploaded to this field. The supported formats are pdf, doc, and docx, and the file size must not exceed 512MB.

Figure A6.27: Edit view of solution Trial – Documentation

Then, click the **Save** button.

## How to add Solution documentation to a solution

### Objectives

The objective of the tutorial is to show the solution owners how to add a solution documentation to a solution.

### Target audience

Solution providers

### Sequence of activities

The **Solution documentation** allows you to store all documentation related to your solution.

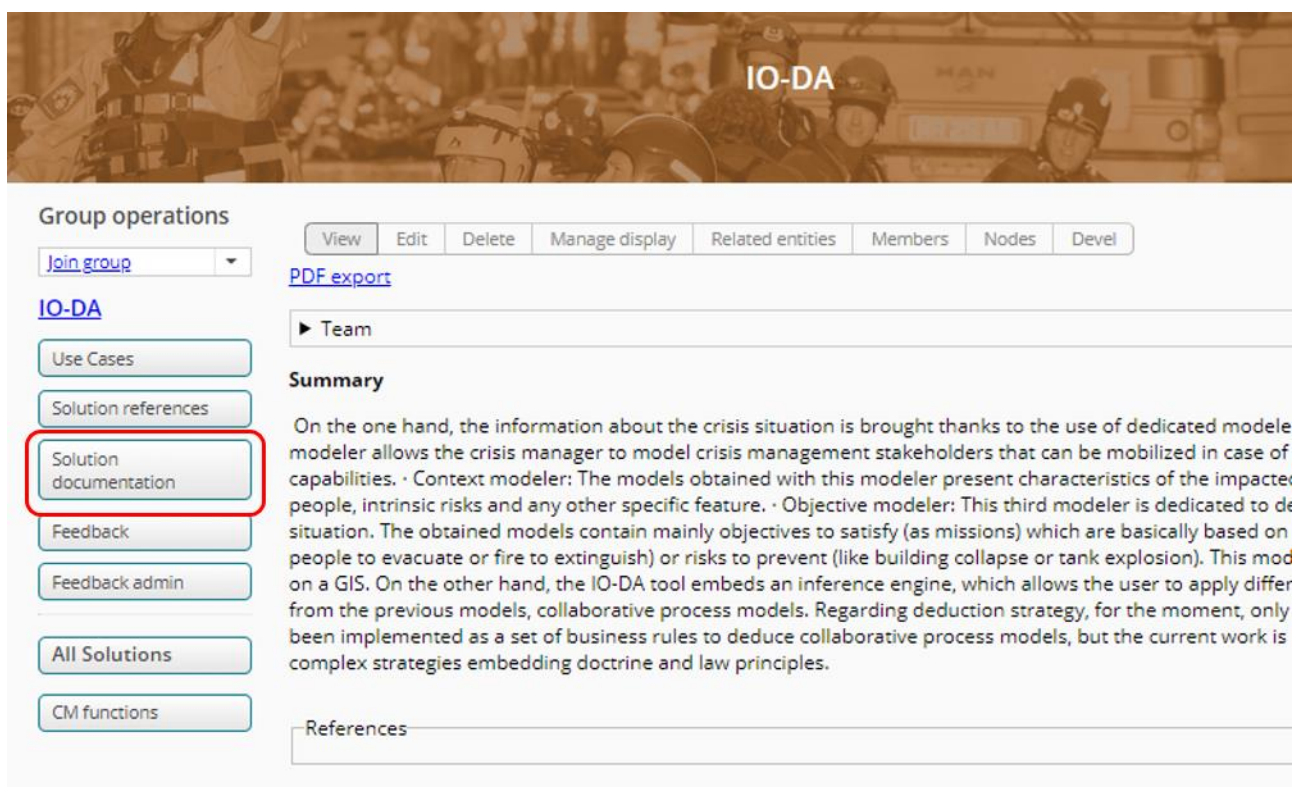


Figure A6.28: Solution page

When you click on that button, you can access the list of solution documentation of that solution and create a new solution documentation with the **Create solution documentation** button.

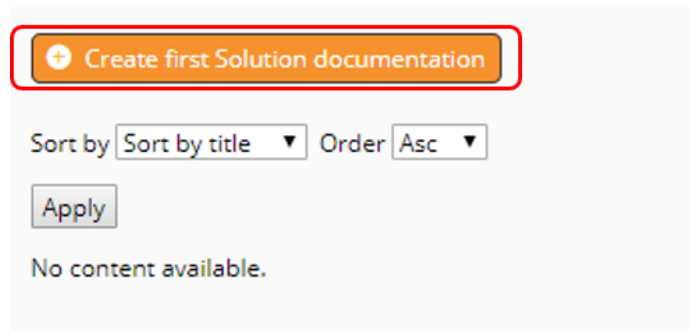


Figure A6.29: View of the solution documentation page

You will then be redirected to the edit page of solution documentations. First of all, you can enter a title to your documentation in the **Title** field. Please note that if you choose not to name your documentation, it will be given a name in the form "DOC-[current-user:name]-[current-date:html\_date]". Then, you can write a description of your documentation in the **Summary** field.

 A screenshot of the "Edit view of solution documentation" form. The form is divided into several sections. The first section is titled "CONTENT" and contains a "Title" label followed by a text input field. Below the input field, there is explanatory text: "Here you can store all documentation that is related to your solution. For further information, please consult the" and "You can name your objective now if you wish to do so. Otherwise, a name of the form 'DOC-[current-user:name]' 'save' to continue." The second section is titled "Documentation type \*" and contains a dropdown menu with the text "- Select a value -". Below this, it says "Use this field to choose the category of the attached document." The third section is titled "Summary" and contains a rich text editor with a toolbar showing icons for bold, italic, link, unlink, list, ordered list, quote, image, and a "Format" dropdown, along with a "Source" button. The fourth section is titled "Text format" and contains a dropdown menu with "Basic HTML" selected. Below this, it says "Use this field to describe the document you wish to attach to your solution."

Figure A6.30: Edit view of solution documentation

Then, you can attach your files in the **Documentation** field. You can add as many files as you like, provided that its size is under 512 Mb. Please note that the supported formats are pdf, doc, docx, ppt.

In the **External reference** field, you can provide an URL redirecting the user to an external reference.

**▼ DOCUMENTATION**

Use this field to attach a document to your solution.

**Add a new file \***

Aucun fichier choisi

Unlimited number of files can be uploaded to this field.  
512 MB limit.  
Allowed types: pdf doc docx ppt.

---

**EXTERNAL REFERENCE**

**URL**

✚ This must be an external URL such as *http://example.com*.

**Link text**

---

Use this field to add a link to external content, such as documentation/presentation located on solution website.

---

**Figure A6.31: Edit view of solution documentation**

Once you are done, click on the **Save** button. You will be redirected to the list of solution documentations.

## How to add a feedback to a solution

### Objectives

The objective of the tutorial is to show the end users how to add a feedback to a solution.

### Target audience

End users

### Sequence of activities

The **Feedback** tab allows end users to provide feedback on the solution.

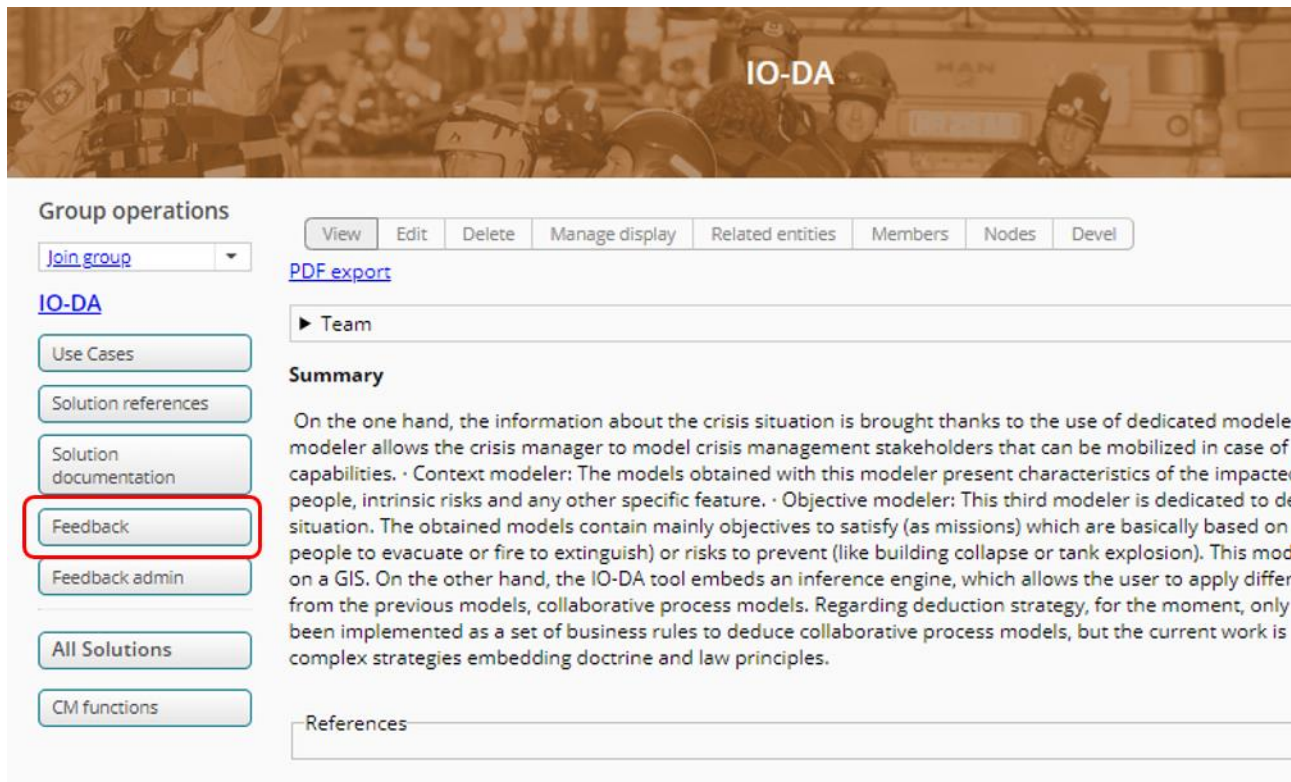


Figure A6.32: Solution page

Thanks to the **Feedback** button, the users of the website can give feedback about the solution and see other feedback. Please note that the feedback is visible only after it is accepted by the solution owner.

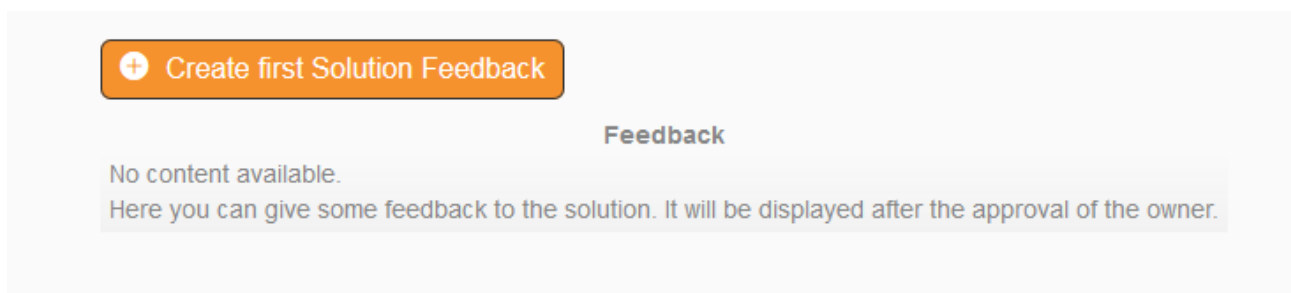


Figure A6.33: Solution's feedback page

In order to create a new feedback, please click on the **+Create Solution Feedback**. You will be redirected to the edit view of the feedback.

First of all, you have to write a **Title** to your feedback.

In the **Feedback** field, you can write your opinion of the solution.

You also have the possibility to **rate** the solution.

Once you're done, click on the **Save** button. You will be redirected to the feedback page. Please note that you won't be able to see your feedback on this page until the solution's owner accepts it.

The screenshot displays the 'Edit view of the feedback' interface. At the top, there is a 'Title' field with a red asterisk, containing the text 'title of feedback'. Below this is the 'Feedback' section, which includes a rich text editor. The text editor has a toolbar with icons for bold, italic, link, unlink, bulleted list, numbered list, image, quote, and a 'Normal' dropdown. The text area contains the text 'This solution is good because...'. To the left of the text area, a dropdown menu is open, showing a list of numbers from 0 to 10, with '0' selected. Below the text area, there is a 'Basic HTML' dropdown and a link 'About text formats ?'. At the bottom of the form, there is a blue 'Save' button.

Figure A6.34: Edit view of the feedback

## How to manage feedback of one's own solution

### Objectives

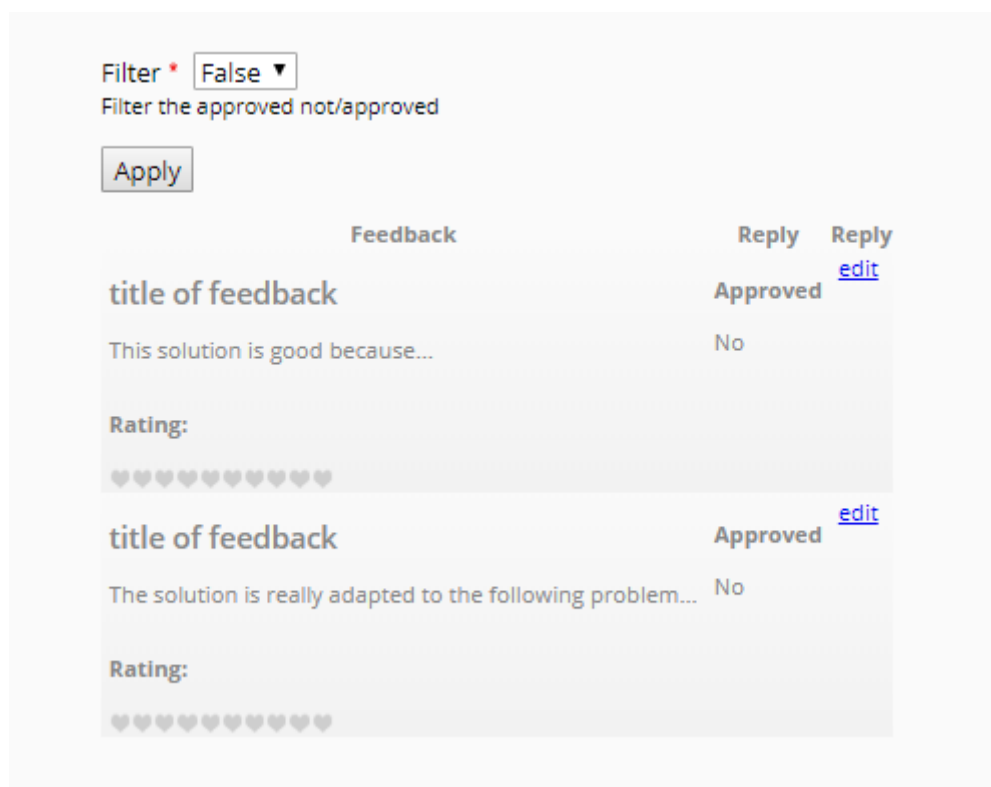
The objective of the tutorial is to show the solution owners how to manage the feedback given on their solutions.

### Target audience

End users

### Sequence of activities

In order to see the feedback left by users, to accept or refuse them, the solution owner must click on the **Feedback admin** link. There he/she will be able to see all the feedback left by users and not accepted yet.



**Figure A6.35: Feedback left but not accepted yet**

In order to accept or refuse the feedback, the solution owner must click on the **edit** link of the feedback he/she wants to approve or refuse.

## How to find and access one's own solutions

### Objectives

This tutorial will show you how to find a solution you have created.

### Target audience

Solution owners and team members looking for their own solutions – especially the ones that are not listed on the solutions search/overview page.

### Sequence of activities

Once you're logged in, you can see the link **my account** on the home page.

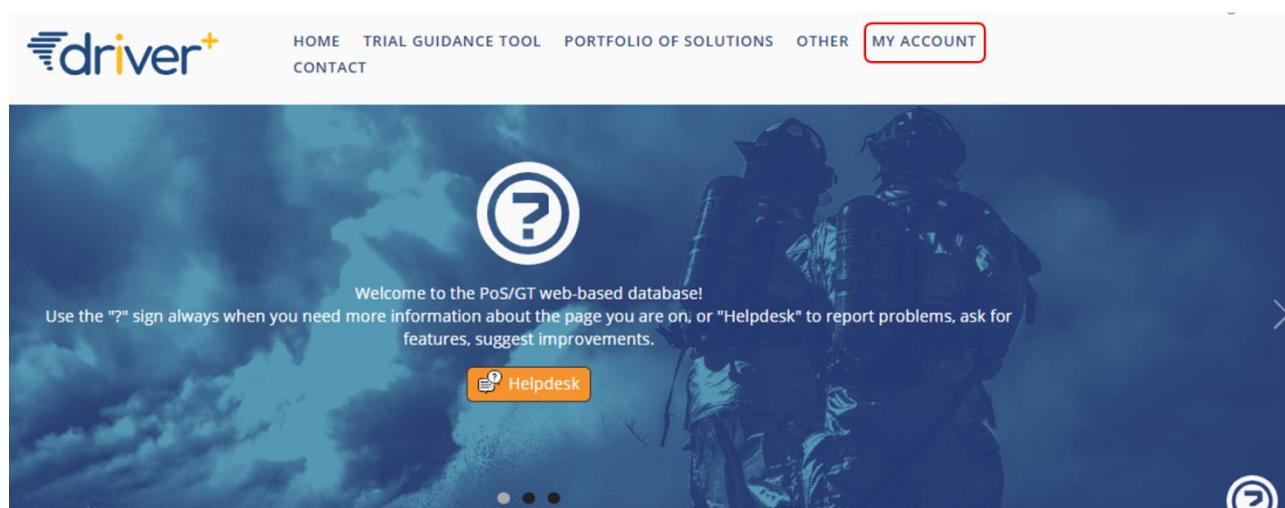


Figure A6.36: Home page and my account link

When you click on that link, you are redirected to your personal page. On this page, you can see a menu and a short text indicating how long you've been a member of the site. On the menu, click on the **My solutions** link.

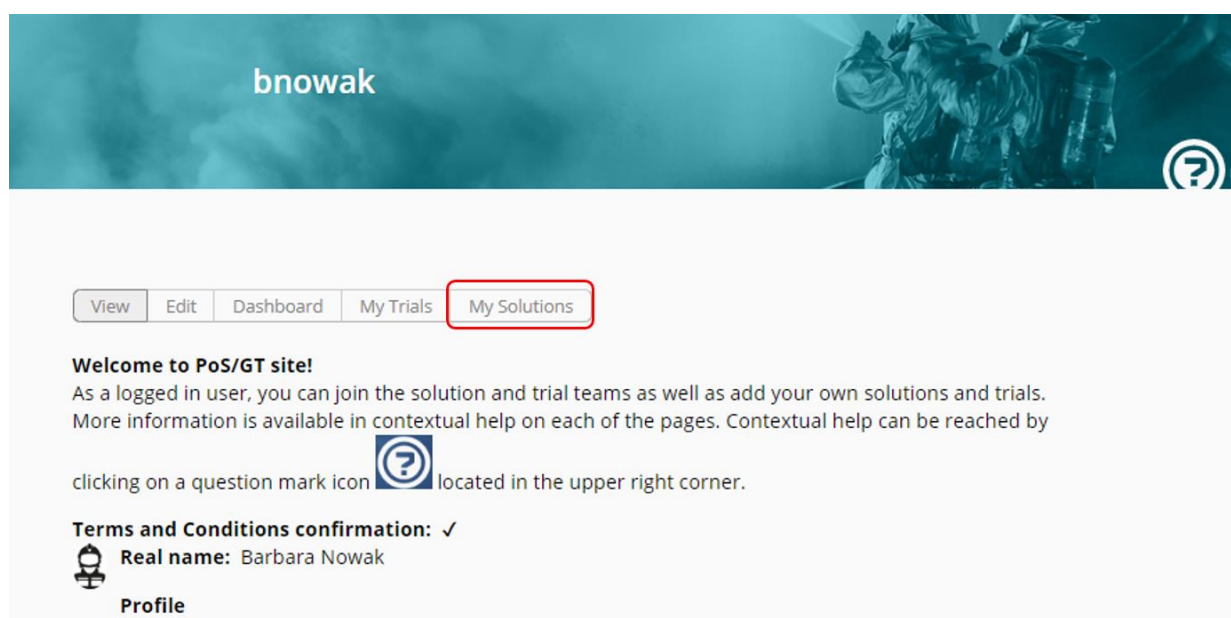
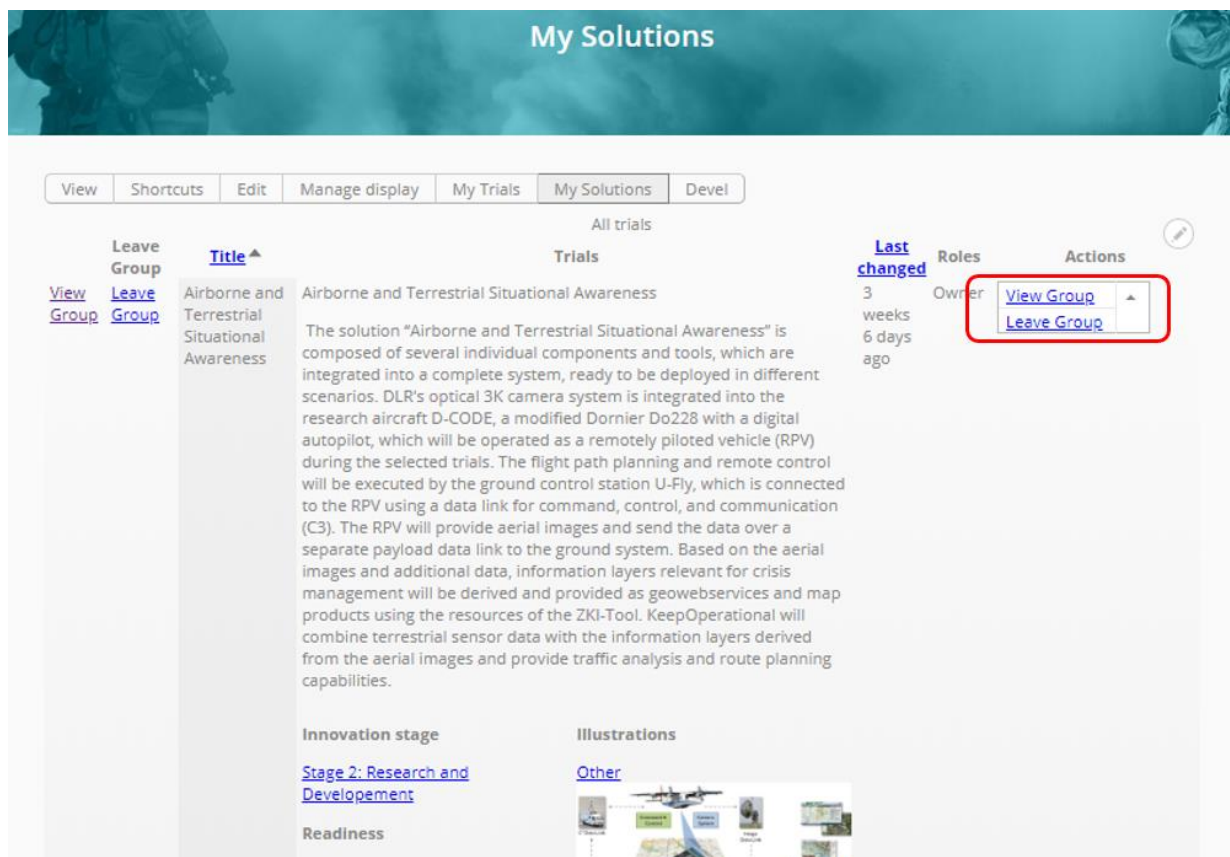


Figure A6.37: My solution link

On this page, you can see a table with all the solutions that you've created. From there, you can either see your solution with the **view group** link of the **Actions** menu or leave the group of the solution with the **leave group** link.

If you click on the **view group** link, you will be redirected to the page of the solution.



Leave Group	Title	Trials	Last changed	Roles	Actions
<a href="#">View Group</a> <a href="#">Leave Group</a>	Airborne and Terrestrial Situational Awareness	<p>The solution "Airborne and Terrestrial Situational Awareness" is composed of several individual components and tools, which are integrated into a complete system, ready to be deployed in different scenarios. DLR's optical 3K camera system is integrated into the research aircraft D-CODE, a modified Dornier Do228 with a digital autopilot, which will be operated as a remotely piloted vehicle (RPV) during the selected trials. The flight path planning and remote control will be executed by the ground control station U-Fly, which is connected to the RPV using a data link for command, control, and communication (C3). The RPV will provide aerial images and send the data over a separate payload data link to the ground system. Based on the aerial images and additional data, information layers relevant for crisis management will be derived and provided as geoweb services and map products using the resources of the ZKI-Tool. KeepOperational will combine terrestrial sensor data with the information layers derived from the aerial images and provide traffic analysis and route planning capabilities.</p> <p><b>Innovation stage</b>  <a href="#">Stage 2: Research and Development</a></p> <p><b>Readiness</b></p> <p><b>Illustrations</b>  <a href="#">Other</a></p>	3 weeks 6 days ago	Owner	<a href="#">View Group</a> <a href="#">Leave Group</a>

Figure A6.38: Table of your solutions

## How to edit a solution

### Objectives

This tutorial aims to show the solution provider how to edit its solution.

### Target audience

Solution provider of that particular solution and their team members.

### Sequence of activities

Solution owners and team members can edit the solutions that they created.

First of all, they need to find their solution. For this, please refer to the tutorial how to find and access your own solutions.

When you are on the page of your solution, you can click on the **Edit** button.

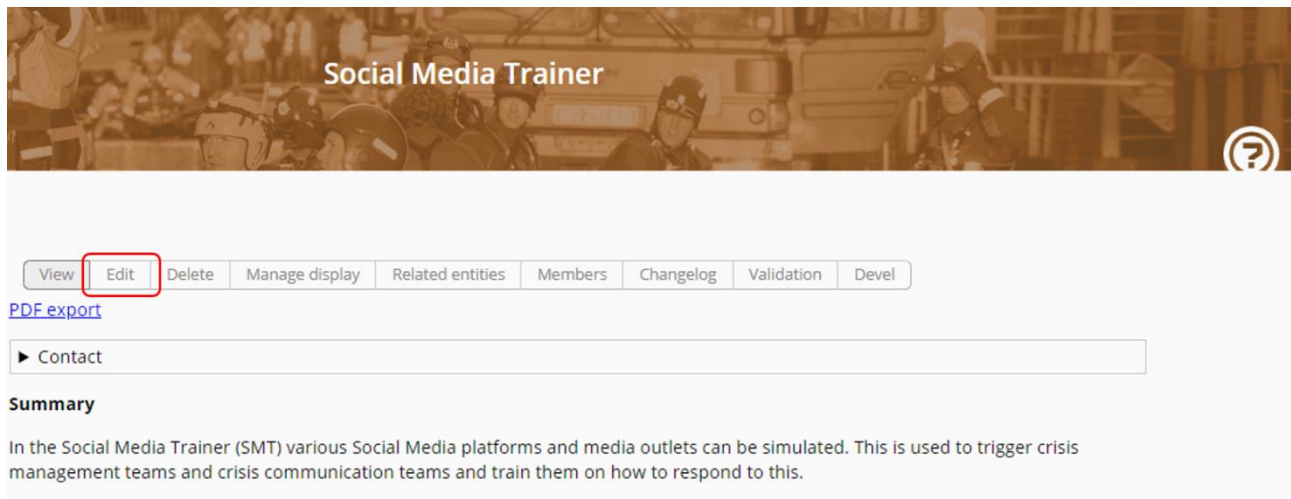


Figure A6.39: My solution page

When you click that button, you arrive at the creation form, where you can edit the fields needed. When you're done, you can click the **save** button.

## How to delete a solution

### Objectives

This tutorial aims to show solution providers how they can delete the solution they created.

### Target audience

Solution provider of that particular solution.

### Sequence of activities

Solution owners can delete the solutions that they created. This function is not available to other team members. Please be aware that deleting a solution is irreversible. If the solution was linked from a Trial, this link will disappear, but a stub with a solution name and short description will still be available within the Trial.

First of all, you need to find your solution. For this, please refer to the tutorial on how to find and access one's own solutions.

When you are on the page of your solution, you can click on the **Delete** button.

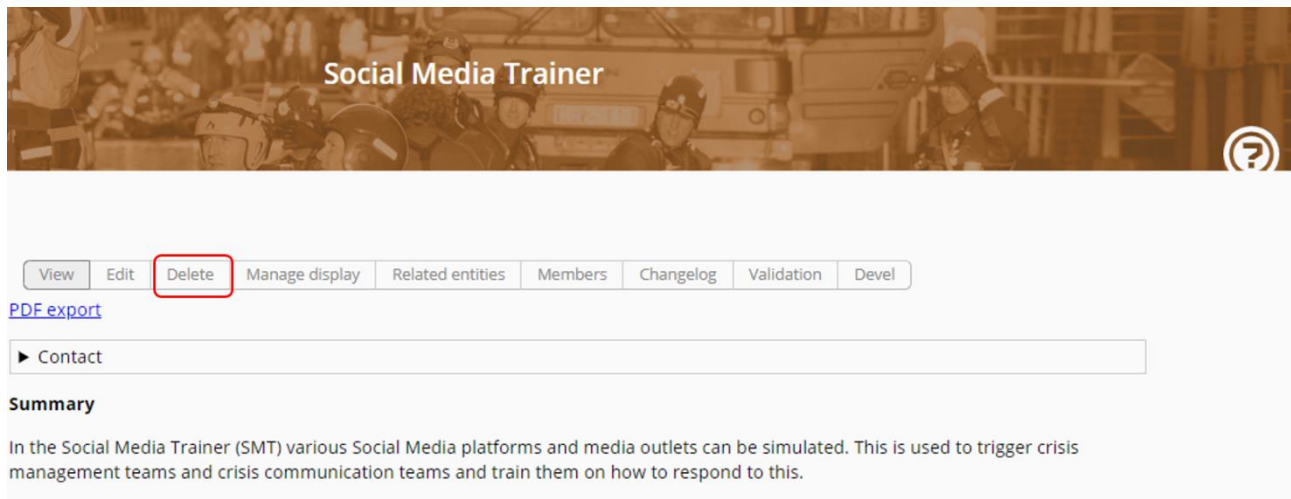


Figure A6.40: My solution page

You will be redirected to a page asking you if you are sure of your choice. If you are, you can click on the **Delete** button, else you can click on the **Cancel** button.

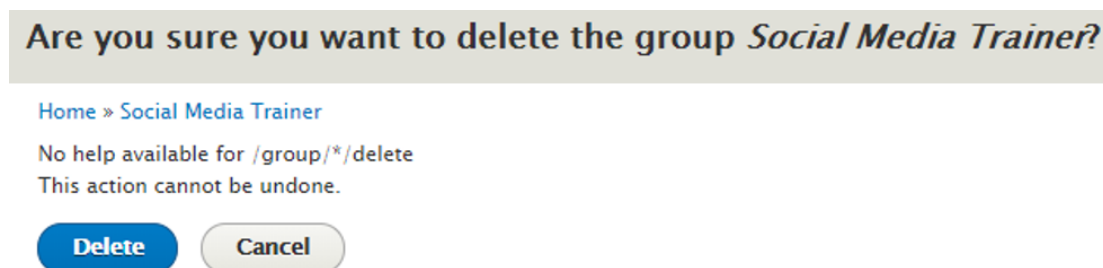


Figure A6.41: Delete a solution page

## How to find a published solution

### Objectives

This tutorial will show you how to find a solution among the list of solutions in the PoS.

This only works for the solutions that have been accepted for publication by the site editor. How to find one's own solutions that haven't been published yet is explained in the tutorial with the identical name.

### Target audience

End user looking for a solution in the list of solutions of the PoS.

### Sequence of activities

Once you're on the home page, click on the **List of Solutions** link. You will be redirected to a page showing all the solutions registered in the PoS. From here you have two possibilities to find a solution. If you want to search for a solution with keywords, please follow instructions of the Search by keyword paragraph. If you want to search a solution according to the CM functions referenced in the solutions, please follow the Search by CM functions paragraph.

## Full text search

In order to find solutions related to a keyword, please write this keyword on the **Search** text field and click the **Apply** button. The list of solutions will be shortened to the solutions where this keyword is present in any of the solution-related contents or in the CM functions that are associated with the solution through use cases.

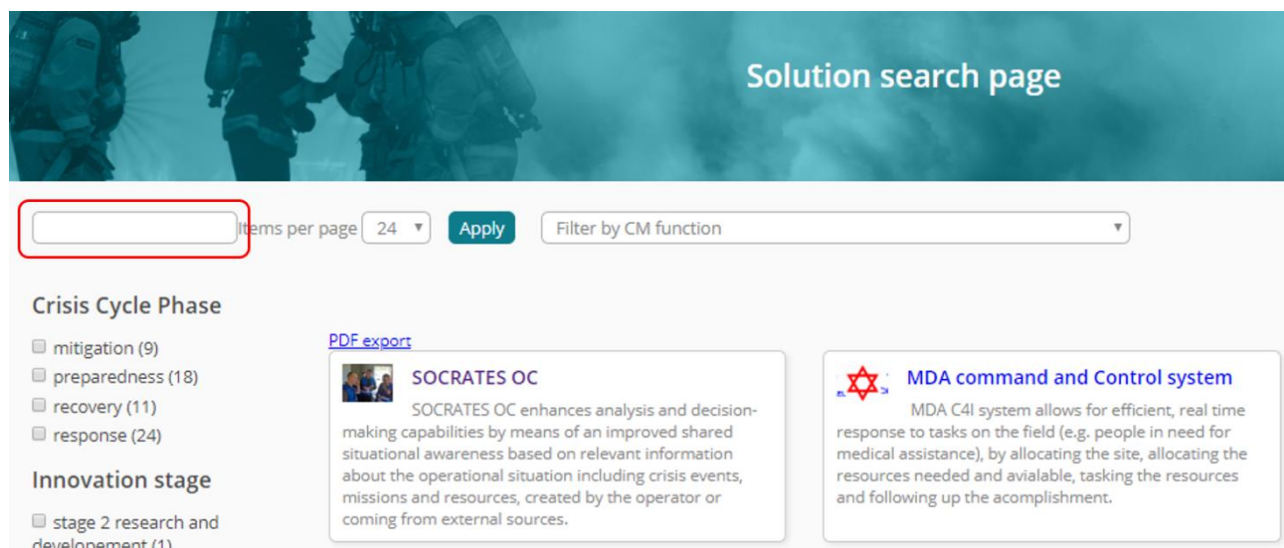


Figure A6.42: Search field

## Search by CM functions

In order to limit the search to solutions that are related to a CM function, please **choose one of the CM functions listed under “Filter by CM function”**. Once you’re done, click the **Apply** button. The list of solutions will be shortened to the solutions referencing this particular CM function.

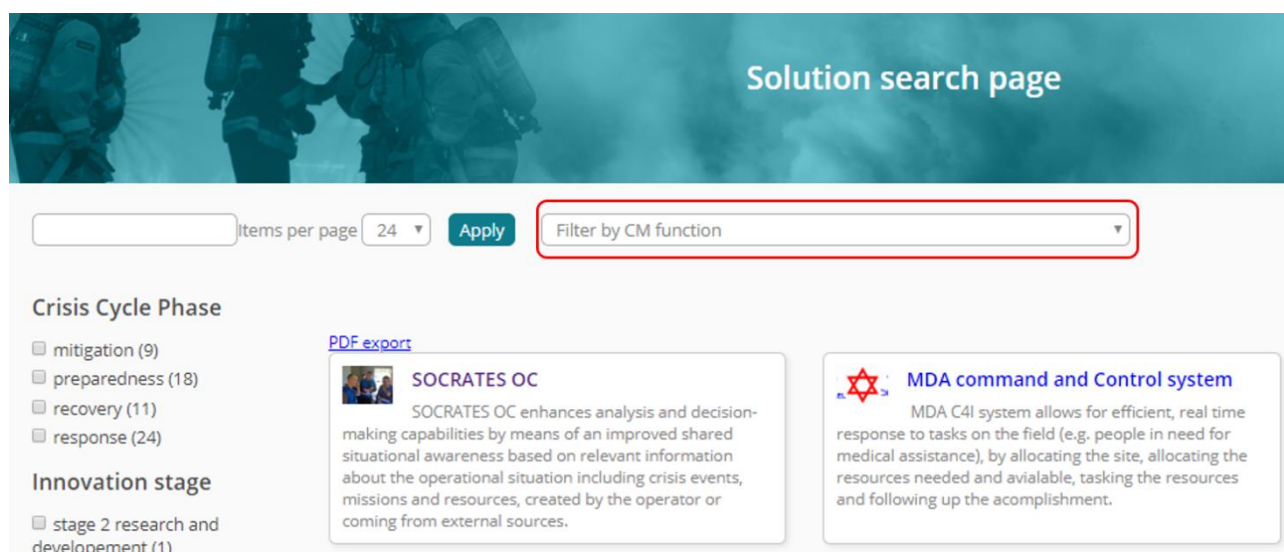


Figure A6.43: Filter by CM function

Filtering by CM function works best in combination with a full text search. Execute the full text search first, then filter the remaining solutions by CM functions.

## Filters

You can also apply different filters in order to select the solutions according to the crisis cycle phase addressed, the innovation stage of the solutions, or the crisis size it refers to.

The screenshot displays the DRIVER+ solutions page. At the top, there is a search bar, a dropdown for 'Items per page' set to 24, an 'Apply' button, and a dropdown for 'Filter by CM function'. On the left side, there is a sidebar with three filter sections: 'Crisis Cycle Phase' (with options: mitigation (9), preparedness (18), recovery (11), response (24)), 'Innovation stage' (with options: stage 2 research and development (1), stage 3 initial piloting (6), stage 4 early adoption distribution (10), stage 5 market growth (6), stage 6 widescale adoption (5)), and 'Crisis size' (with options: crossborder (13), large scale (10), local (23), regional (24)). The main area displays six solution cards: 'SOCRATES OC' (enhances analysis and decision-making), 'MDA command and Control system' (MDA C4I system for medical assistance), 'LifeX COP' (web-centric multi-user solution for Crisis Management), 'GDACSmobile' (support platform for situational awareness), 'Rapid Mapping' (DroneRapidMapping for incident/crisis area), and 'CrisisSuite' (online crisis management software).

Figure A6.44: Filters on the solutions page

## Annex 7 – Tutorials about Trials

### How to add a new Trial

#### Objectives

This tutorial aims to show the user how to add a new Trial.

#### Target audience

Trial owners.

#### Sequence of activities

Once you're logged in, you have to click on the **Create a Trial** link.

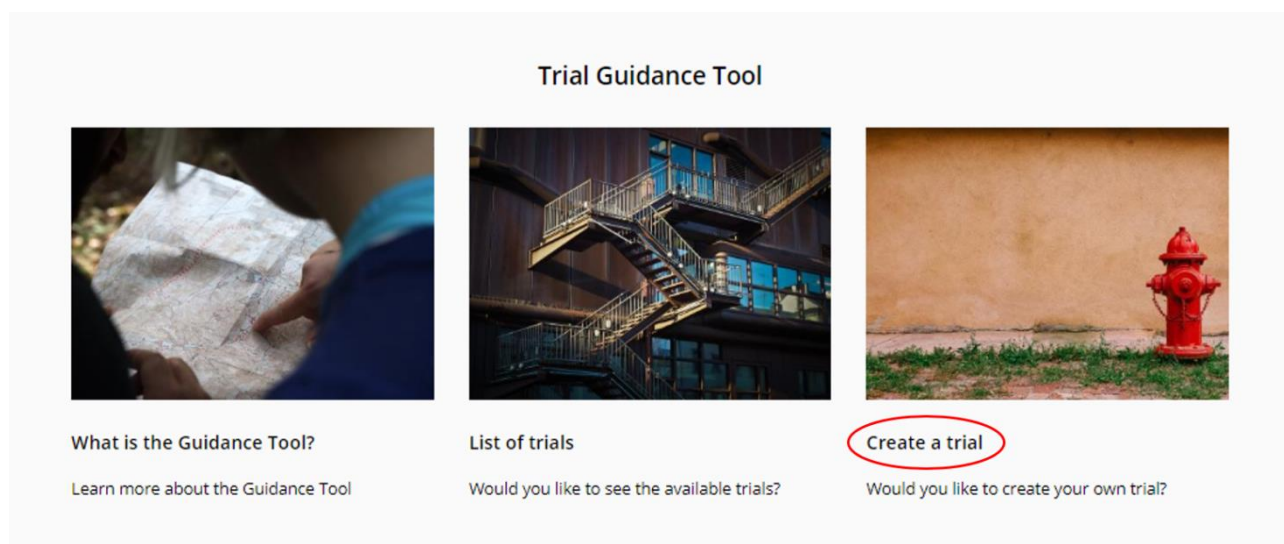


Figure A7.1: Create a Trial link

You will be redirected to a page where you have to choose which type of group you want to create, either a solution or a Trial. In this case, click on the **Trial** link.

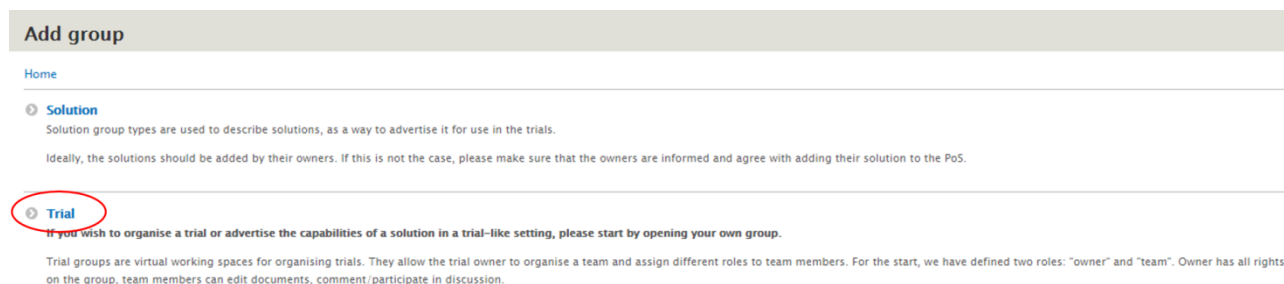


Figure A7.2: Add group page

You will be redirected to the Trial editing form. This form is made of three tabs, one regarding administrative information, one with the Trial summary, and the last one regarding meta information.

In the **Administrative** tab, you have to confirm that you have read the PoS terms and conditions and that you accept them. You also have to determine the **Trial type**. Please specify if it is a Trial or a solution test. A

solution test is made for advertising the capabilities of a solution in a Trial-like setting. Then, you can indicate if your Trial is ready to be checked by the site editor and published by checking the **Request publication** checkbox.

### Group Add

All the user-contributed content in the PoS/GT site is stored in "groups". This allows the users to form teams that can jointly co-develop the content without adding administrative overhead. The "group add" page provides information about the types of groups that users can add to the site and explains what these groups do. Currently, this is limited to "Trials" or "solutions", "Gaps" or "Reference Scenarios" in the future.

**Administrative \***

**Trial Summary \***

**Meta Information \***

**Note:**

- "IPR confirmation" and "Terms & conditions" fields *must* be checked in order to save the solution description.
- **Request publication?** field should only be checked when the solution description is complete. **QA comments** field is mainly used for Solution owner and the site editor.

☒ Terms and conditions confirmation \*

I herewith confirm that I have read the [PoS site terms and conditions](#) and accept them.

**Trial type \***

☒ Solution Test

☐ Trial

Select the type of your Trial. **Solution test:** for advertising the capabilities of a solution in a trial-like setting. Todo: what other types are really needed?

☐ Request publication?

Please indicate if this trial description is ready to be checked by the site editor and published on [Trials overview page](#). As long as this field is not set, the trial will not be published.

This allows you to test the site and to start the initial trial development without immediately advertising it on the site. Beware: the trial will nevertheless be visible on the user pages of other trial members and publicly accessible using a direct link.

**Figure A7.3: Add a Trial – Administrative tab**

Then, you have to provide the information needed in the **Trial Summary** tab. You need to provide a **Title**, an **Acronym** (a short and unique name for your Trial), and a **Trial description** in which you have to briefly explain what the Trial is about. Please note that this summary is limited to 10–150 words. Finally, you must add at least one illustration to your Trial. You can add as many as you want in png, gif, jpg or jpeg. Please note that the size of the file is limited to 512MB.

Basic Trial description, link to the external description (if any) and some illustrations.

**Title \***

**Acronym \***

Unique short name of your trial

**Trial Description \***

**B I** [link icon] [unlink icon] [list icon] [indent icon] [quote icon] [image icon] **Format** [dropdown] **Source**

[About text formats](#)

Please explain briefly what this Trial is about. It is limited to 10 - 150 words, as this text will also appear as a mouseover for your Trial on the Trials overview page.

**▼ TRIAL ILLUSTRATIONS**

One or more illustrations of the trial. The idea is to use the illustration(s) to improve the look of the trial "overview" page and the search pages.

**Add a new file \***

**Sélectionner des fichiers** Aucun fichier choisi

Unlimited number of files can be uploaded to this field.  
512 MB limit.  
Allowed types: png gif jpg jpeg.

**Figure A7.4: Add a Trial - Trial summary tab**

Finally, you have to provide the information needed on the **Meta information** tab. You need to provide the **Location** of the Trial. Please note that this field is an auto completion-field. You can start to type the location, and you will have to choose among the proposed locations. Please note that currently only the state-level information can be added.

Figure A7.5: Add a Trial - Meta information tab

Once this is done, you can click on the **Create Trial and become a member** button.

You will be redirected to your Trial page. On this page you can see a menu on the left. This menu will allow you to add information to your Trial.

## How to add Trial gaps

### Objectives

This tutorial aims to show the user how to add Trial gaps to their Trial.

### Target audience

Trial owners.

### Sequence of activities

Once you are on the page of your Trial, you can click on the **Trial gaps** button on the left of the screen.

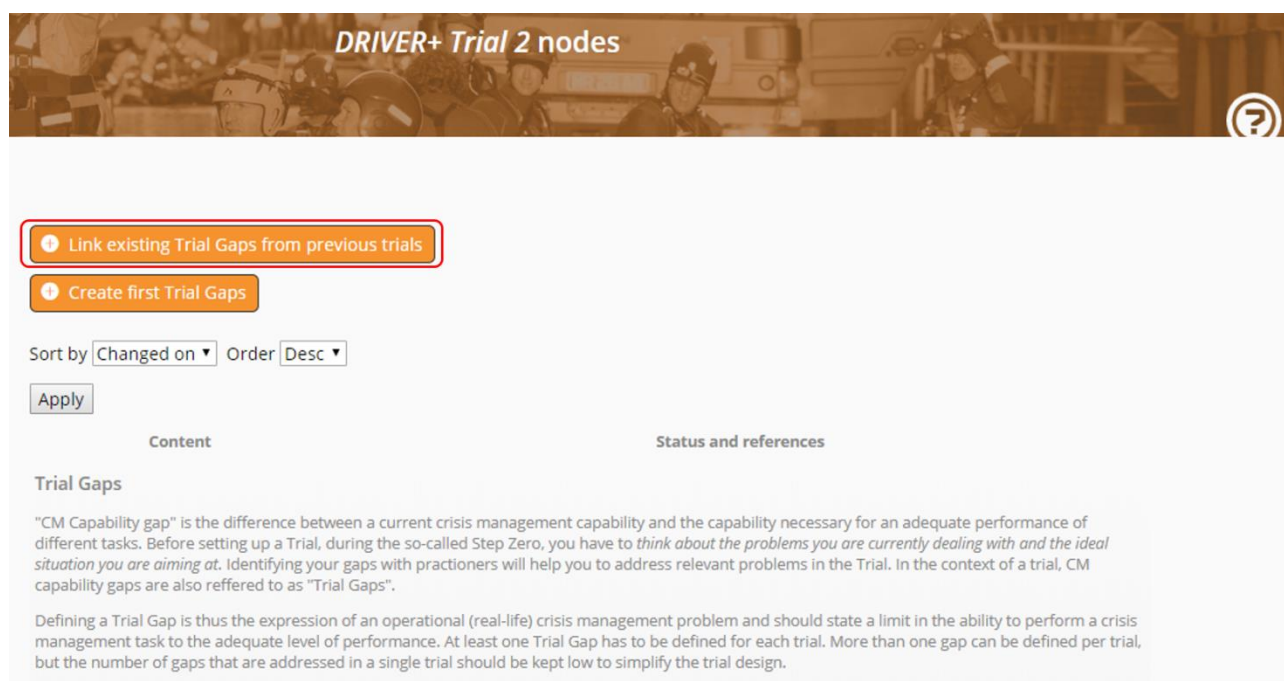
Figure A7.6: Add Trial gaps view

When you click on that button, you can see the list of the previously created Trial gaps, if there are any. Otherwise a help text will be shown, explaining what a Trial gap is and how to add it to the Trial.

Defining a gap is the expression of an operational (real-life) crisis management problem and should state a limit in the ability to perform a crisis management task to the adequate level of performance.

To add a Trial gap to your Trial, you have two possibilities. First, you can choose a gap from those already created in previous Trials. The other possibility is to create your own gap.

If you want to choose a gap from the existing ones, please click on the **Link existing Trial gaps from previous Trials** button.



**Figure A7.7: Trial gaps view**

You are then redirected to the view which allows you to relate content to your Trial.

First of all, you have to choose a gap to relate to your Trial. You can search among the gaps by keyword with the **Keyword search** field. Pick the gap you want to link to your Trial and click on the **Select a gap** button. Please note that you can only select one gap.

**Select Gaps** ×

gap\_select\_view

**Keyword Search**

Search to find relevant gaps, then select **one** gap and press "Select Gap" button at the page bottom.

**Apply**

☐ Use of virtual reality to enhance preparedness for large scale evacuation

☐ Assessment of cross vulnerabilities

☐ Adequate COP environment

**Select a gap**

Figure A7.8: Select gap view

The **Title** field is automatically filled in with the name of the gap you picked. If you want to change this gap, click on the **Remove** button and choose another one.

**▼ TITLE \***

The title of the node to add to the group

**Use of virtual reality to enhance preparedness for large scale evacuation**

**Remove**

Figure A7.9: Select gap view – Title

Then, click on the **Save** button.

If you want to create your own Trial gaps, please click on the **Create Trial gaps** button.

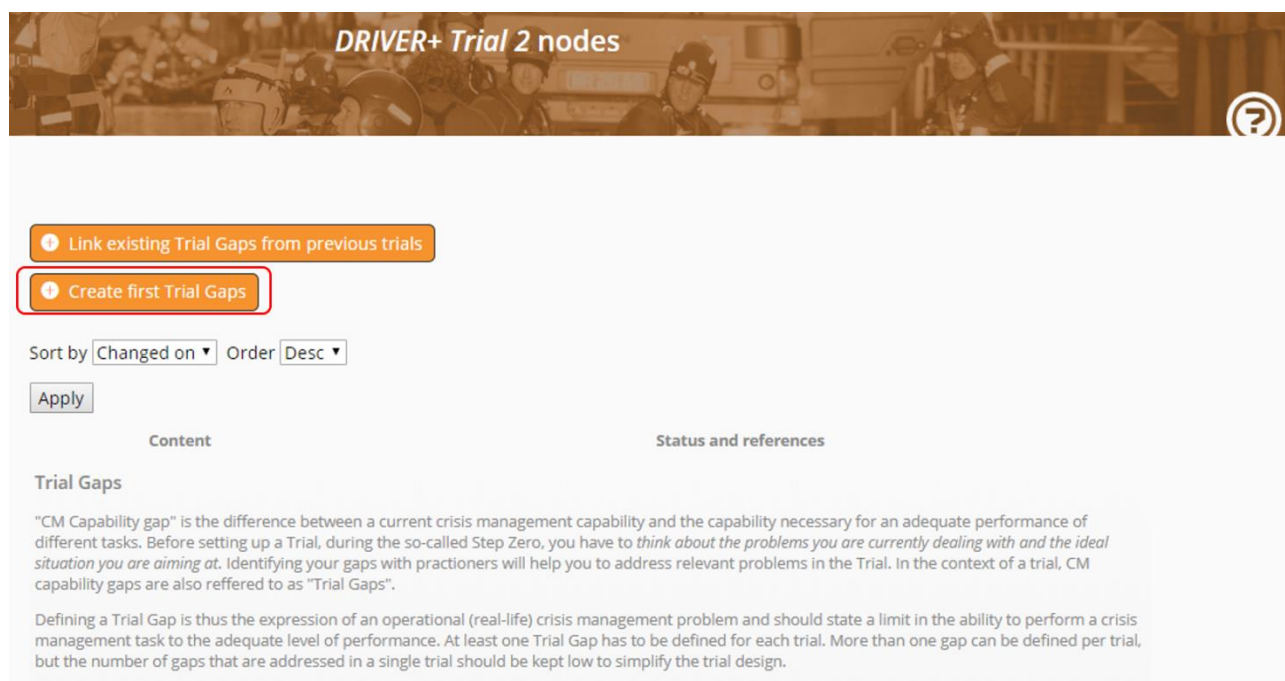


Figure A7.10: Trial gaps view

You are redirected to the edit view of the Trial gaps. In the **Title** field, please enter the name of your Trial gap. In the **Gap description** field, you can write a text to describe your gap.

**Title \***

**Gap description \***

**B** *I* | | | | Format | Source

[About text formats ?](#)

Short description of the gap

Figure A7.11: Create a Trial gap view

Then, you must add CM function related to your gap in the **Rationale and CM function(s)** field.

**RATIONALE & RELATED CM FUNCTION(S) \***

✚ Rationale and related CM fu...

Remove

▼ CM FUNCTION REFERENCE \*

Press on button(s) below to indicate which CM function(s) should be referenced with this rationale.

Select CM Functions

Rationale \*

Explain why/how the entity is related to this CM function.

One or more CM functions that are related to this gap, with rationales explaining why these functions are linked to the gap. Please choose with care: three to five rationales, each with one or more related functions is usually a good measure. You can see a list at <https://pos.driver-project.eu/views/gaps>

Add Rationale and related CM functions

Save

Cancel

Figure A7.12: Create a Trial gap view

In the **Rationale** part, explain why and how your gap is related to the CM function. On the **CM function reference** field, you have to click on the **Select CM functions** button. A popup window will open, where you will be able to choose CM functions. You can use the full text search to narrow the list of CM functions. Pick one or several CM functions and click on the **Select entities** button.

Select CM Functions

view

Instructions

1. Use the fulltext search to narrow the list of CM functions shown below

2. Choose one or more (if allowed by the container) of the CM functions

3. Click on "Select entities" button at the page bottom to exit this form.

Search

response transition rec

Fulltext Search for CM functions

Apply

☐

Establish coordination in transition from response to recovery

Establish recovery coordination task group to manage the transition from response to recovery.

☐

Manage the transition from response to recovery

Manage the transition from response to recovery and implementation of long-term consequence management plans; Implement demobilization and deactivation plans.

Select entities

Figure A7.13: Select CM functions view

You can remove any chosen CM functions if you change your mind with the **Remove** button under each CM function (red circles in Figure A7.14 below).

**RATIONALE & RELATED CM FUNCTION(S) \***

✚ Rationale and related CM functions

Remove

**▼ CM FUNCTION REFERENCE \***

Press on button(s) below to indicate which CM function(s) should be referenced with this rationale.

Select CM Functions

**Establish coordination in transition from response to recovery**

Establish recovery coordination task group to manage the transition from response to recovery.

SOLUTIONS ADDRESSING THIS CM FUNCTION

Remove

**Review and adjust the response plan**

Review and adjust the response plan, i.e.:

a. Decide on initial engagement of government agencies, local authorities and non-governmental organisations.

b. Adjust the management procedures according to the situation.

c. Adjust the chain of command and decide on deploying mobile crisis management command centres.

d. Assess critical resource needs and ways of delivery.

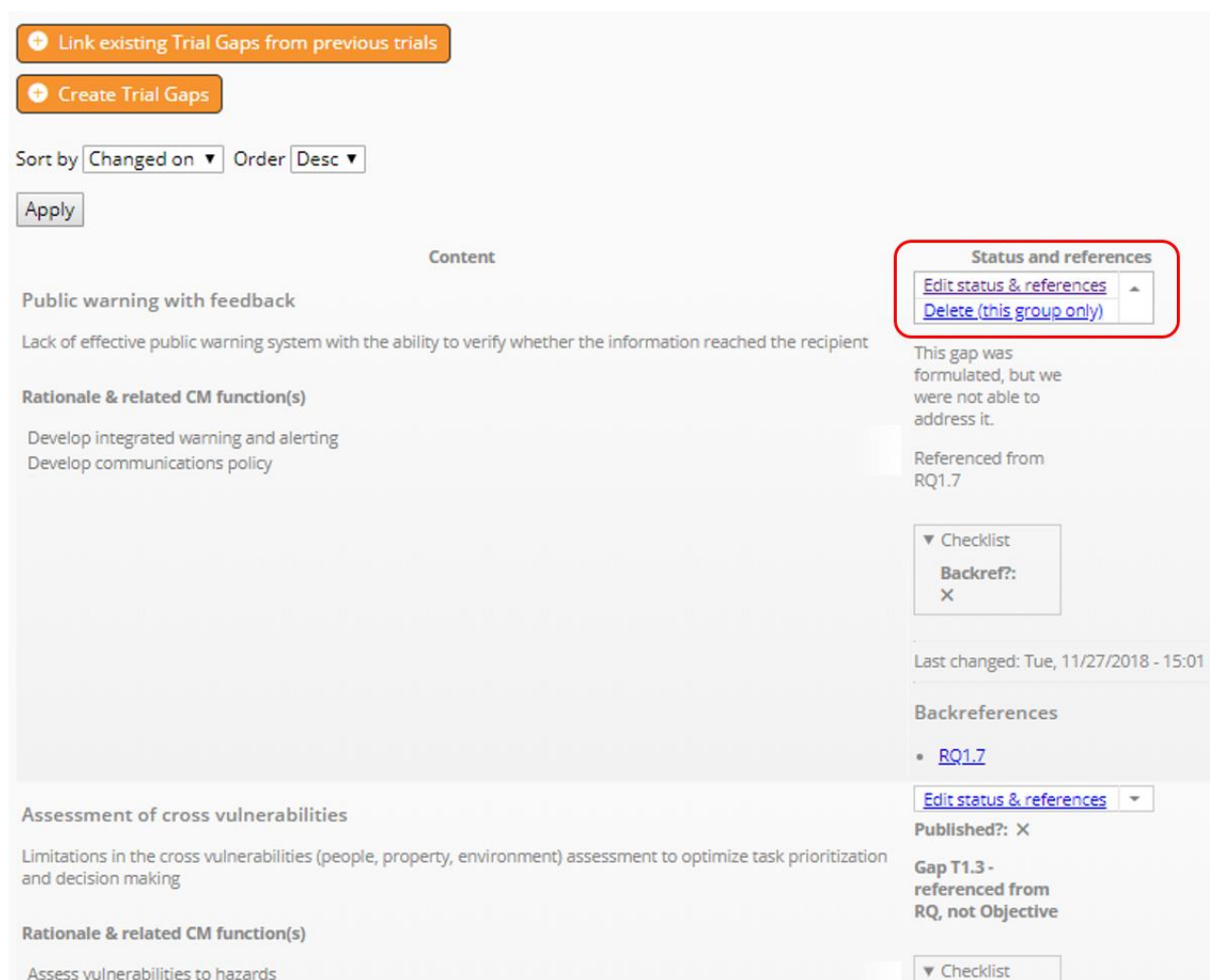
SOLUTIONS ADDRESSING THIS CM FUNCTION

Remove

**Figure A7.14: Removing CM function references**

When this is done, you can see your gap in the Trial gaps list of your Trial.

From here, you can edit the status and references of your gap or delete it. To do so, click on the **Status and references** menu of the gap you want to modify in the Trial gaps list.



Link existing Trial Gaps from previous trials

Create Trial Gaps

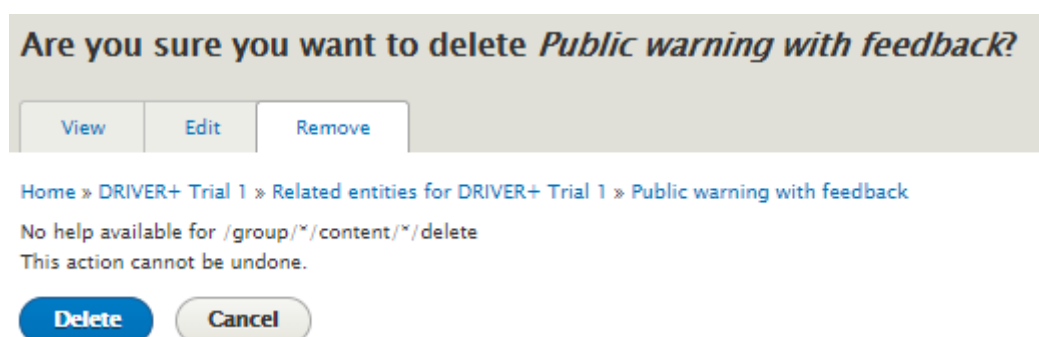
Sort by Changed on ▼ Order Desc ▼

Apply

Content	Status and references
<p><b>Public warning with feedback</b></p> <p>Lack of effective public warning system with the ability to verify whether the information reached the recipient</p> <p><b>Rationale &amp; related CM function(s)</b></p> <p>Develop integrated warning and alerting Develop communications policy</p>	<p><a href="#">Edit status &amp; references</a> ▲</p> <p><a href="#">Delete (this group only)</a></p> <p>This gap was formulated, but we were not able to address it.</p> <p>Referenced from RQ1.7</p> <p>▼ Checklist</p> <p><b>Backref?:</b> X</p> <p>Last changed: Tue, 11/27/2018 - 15:01</p> <p>Backreferences</p> <ul style="list-style-type: none"> <li>RQ1.7</li> </ul> <p><a href="#">Edit status &amp; references</a> ▼</p> <p>Published?: X</p> <p>Gap T1.3 - referenced from RQ, not Objective</p> <p>▼ Checklist</p>
<p><b>Assessment of cross vulnerabilities</b></p> <p>Limitations in the cross vulnerabilities (people, property, environment) assessment to optimize task prioritization and decision making</p> <p><b>Rationale &amp; related CM function(s)</b></p> <p>Assess vulnerabilities to hazards</p>	

Figure A7.15: List of Trial gaps

In order to delete you gap, click on the **Delete** link. You will be redirected to a window where you will be asked if you are sure of your choice. If you are, click on the **Delete** button, otherwise click on **Cancel**.



Are you sure you want to delete *Public warning with feedback*?

[View](#) [Edit](#) [Remove](#)

Home » DRIVER+ Trial 1 » Related entities for DRIVER+ Trial 1 » Public warning with feedback

No help available for /group/\*/content/\*/delete

This action cannot be undone.

**Delete** **Cancel**

Figure A7.16: Are you sure you want to delete gap page

If you click on **Edit status and references**, you can access a page with two tabs where you will be able to edit the references and the status of the gap. The first tab is the **Checklist** tab. On this tab, you must indicate if your gap is linked to an objective or not. Please note that each gap must eventually be referenced from at least one objective.

## Edit *Public warning with feedback*

[View](#)[Edit](#)[Remove](#)

[Home](#) » [DRIVER+ Trial 1](#) » [Related entities for DRIVER+ Trial 1](#) » [Public warning with feedback](#)  
No help available for `/group/*/content/*/edit`

**Checklist\***

**Status\***

*Checklist helps the Trial Team to produce high quality content.*

**For discussion:**

- *Should we keep the checklist here or move it to the content entity?*
- **For discussion:** *Do we need the checkboxes for links & backlinks?*

**Backreferenced?\***

☒ Not defined  
☐ Defined

Each Gap MUST (eventually) be referenced from at least one Objective.

[Save](#)[Delete](#)[Cancel](#)

Figure A7.17: Edit gap page – Checklist

The second tab, **Status**, allows you to indicate the status of the gap. You can indicate if it is still a draft version or if you want it to be published on the website. Please note that only the content marked as “published” will be shown on the group landing page. In the **QA status** field, you can write a short text to provide any information that is relevant for the team, such as instructions about what still needs to be changed.

## Edit *Public warning with feedback*

[View](#)
[Edit](#)
[Remove](#)

Home » DRIVER+ Trial 1 » Related entities for DRIVER+ Trial 1 » Public warning with feedback

No help available for /group/\*/content/\*/edit

Checklist\*

Status\*

Only the content that is market as "published" will be shown on the group landing page.

**Publication Status \***

☒ Draft

☐ Published

Indicate if the Gap definition has been finalized and should be shown on the Trial overview page or not.

**QA Summary**

**B**
*I*

Format

Source

This gap was formulated, but we were not able to address it.

Referenced from RQ1.7

Free text, used to write down any information that is relevant for the team e.g. instructions what still needs to be changed.

**Examples:**

- Description needs to be simplified
- For discussion: is this relevant for our trial?
- Elaborate ethical and Legal implications.

[Save](#)
[Delete](#)
[Cancel](#)

Figure A7.18: Edit gap page – Status

## How to add Trial objective

### Objectives

This tutorial aims to show the user how to add a Trial objective to their Trial.

### Target audience

Trial owners.

### Sequence of activities.

In this step, the most important gaps that have been described before are reformulated as prioritized **SMART** objectives in a Trial. In addition, it will be determined which effect(s) a solution or solutions should have in order to solve operational problems.

In the Guidance Tool context, you should identify at least one objective for every Gap you have defined in the previous step.

To create a new Trial objective, you have to click on the tab **Trial Objectives**.

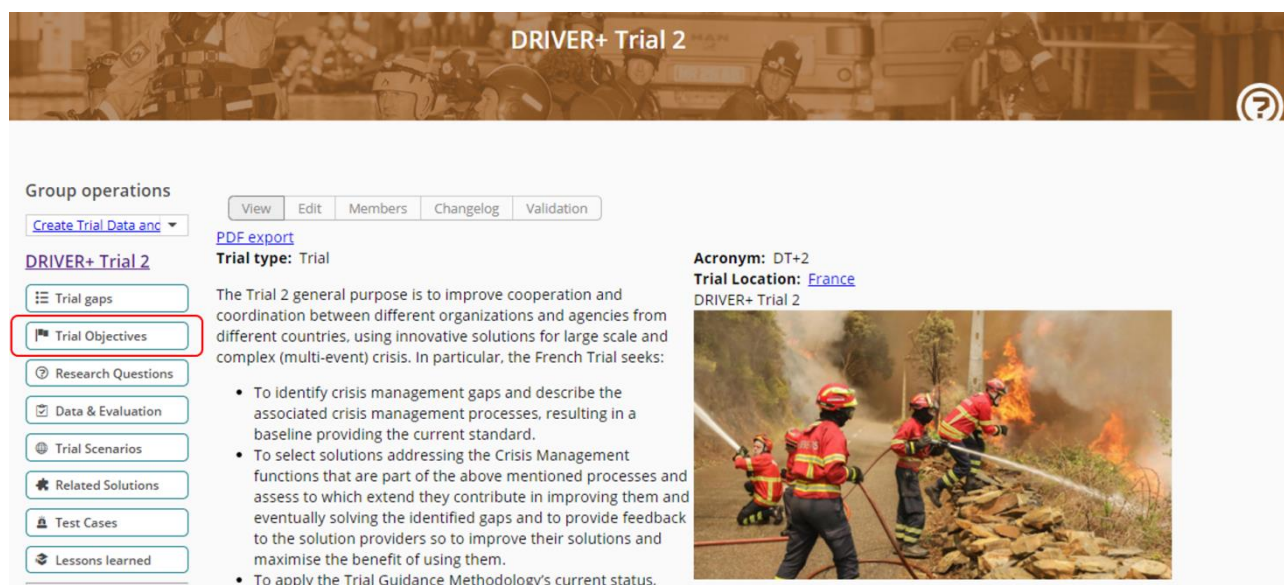


Figure A7.19: Trial page

Then, click on the **Create**

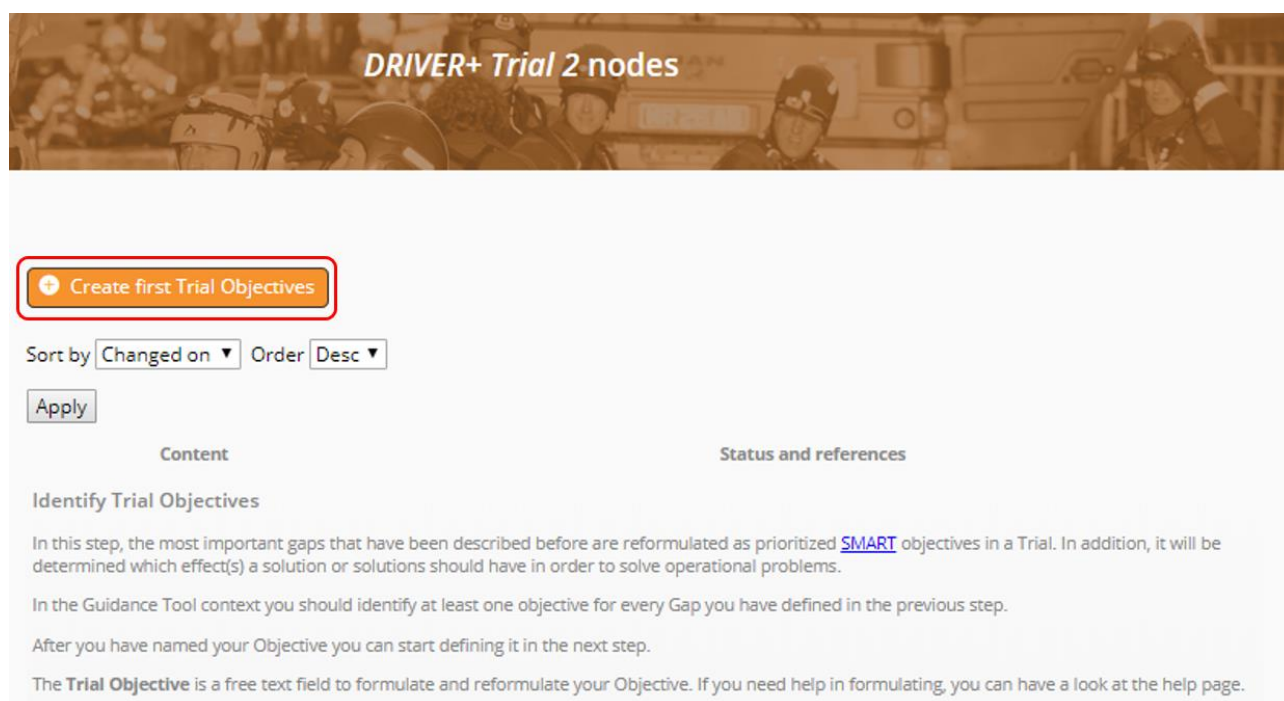


Figure A7.20: Create new Trial objective

First, you can fill in the **Title** field. This field is not mandatory. Then, you have to choose a dimension to your Trial. You have to pick a value in the menu between Solution, Trial and Crisis Management. Pick Trial dimension if you want to define an objective related to the Trial. Pick Crisis Management dimension if you want to define an objective that indicates whether a change of a process, the application of a new technology or a training module has an impact on the CM performance. Pick the solution dimension if your objective is related to the selected solutions. Finally, you have to fill the **Trial objective** field. Please define the Trial objective in a clear and precise way that is also SMART.

### CONTENT

**Title**

In "define objectives" step, the gaps that have been described in the previous step are reformulated as prioritized SMART objectives of a Trial. At least one objective should be defined for each Gap. For further information, please consult the contextual help (click on "?" above).

You can name your objective now if you wish to do so. Otherwise, a name of the form "OBJ-[current-user:name]-[current-date:html\_date]" will be assigned automatically. Press "save" to continue.

---

**Trial dimension \***

- Select a value - ▾

The Trial Dimension covers Objectives related to the Trial, the CM dimension covers all mission objectives that indicate whether a change of a process, the application of a new technology or a training module has an impact on the CM performance. The solution dimension includes objectives related to the selected solutions.

**Trial objective \***

B
I
☐
🔗
⌵
⌶
|
☰
≡
|
”
”
|
🖨
|
Format
 ▾
|
📄 Source

About text formats ?

Please define the trial objective in a clear and precise way that is also SMART.

Save
Cancel

### Figure A7.21: Edit view of Trial objective

When you're done, you can hit the **Save** button. You will be redirected to the objectives page where your Trial objective will appear in the list.

From here, you can edit the status and references of your objective. To do so, click on the **Status and references** link of the gap you want to modify in the Trial objectives list.

**Create Trial Objectives**

Sort by **Changed on** Order **Desc**

**Apply**

Content	Status and references
<b>OBJ-1</b> <b>Trial objective</b> Some objective - TODO <b>Trial dimension:</b> Crisis Management	<a href="#">Edit status &amp; references</a> Published?: X First draft - for discussion. Checklist: Gap ref?: X Backref?: X Last changed: Fri, 01/18/2019 - 18:29 Backreferences:
<b>O1.1 Realistic real time calculation of chemical and radiological threat dynamics</b> <b>Trial objective</b> Trial innovative solution(s) that provide realistic model of the <i>chemical and/or radiological threats</i> dynamics in a relatively short time, using calculation models based on limited and accessible data input. The solution(s) should be universal in a sense of practical usage in different situations (areas), with a practitioner-friendly interface. <b>Trial dimension:</b> Solution	<a href="#">Edit status &amp; references</a> Published?: ✓ From D943.11, chapter 3.1.2 Checklist: Gap ref?: ✓ Backref?: ✓ S.M.A.R.T? <a href="#">SPECIFIC</a> <a href="#">MEASURABLE</a> <a href="#">ASSIGNABLE</a> <a href="#">REALISTIC</a> <a href="#">TIME-ORIENTED</a>

Figure A7.22: List of Trial objectives

The edit form of a Trial objective is made of three tabs. The first one, **References**, allows you to pick gaps to which your objective refers. Please note that each Trial objective must refer to at least one Trial gap. You have to choose among the gaps that you have previously linked to your Trial.

**Edit OBJ-1**

**View** **Edit**

Home » DRIVER+ Trial 1 » Related entities for DRIVER+ Trial 1 » OBJ-1

No help available for /group/\*/content/\*/edit

**References**

**Checklist\***

**Status\***

**Trial gap reference**

☐ Adequate COP environment

☐ Public warning with feedback

☐ Modelling and visualization of chemical and radiological threats' dynamics

☐ Assessment of cross vulnerabilities

Each trial objective MUST refer to at least one trial gap

Linking objectives to more than one gap is discouraged. Ideally, there should be a 1:1 relationship between gaps and objectives.

**Save** **Cancel**

Figure A7.23: Edit objective – References

The second tab, **Checklist**, helps you and the Trial team to produce high quality content. On this tab, you have to indicate whether your objective reference has at least one gap in the **References gaps** field. Please note that eventually each objective must reference at least one Trial gap. In the **Backreferenced** field, you must indicate whether your objective is referenced from at least one research question. Please note that eventually, each objective must be referenced from at least one research question. Finally, you have to indicate whether your objective is SMART.

**Edit OBJ-1**

View Edit

Home » DRIVER+ Trial 1 » Related entities for DRIVER+ Trial 1 » OBJ-1

No help available for /group/\*/content/\*/edit

<b>References</b>	<p>Checklist helps the Trial Team to produce high quality content</p> <p><b>References gaps? *</b></p> <p><input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>Each objective MUST (eventually) reference at least one trial gap.</p> <p><b>Backreferenced? *</b></p> <p><input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>Each objective MUST (eventually) be referenced from at least one Research Question.</p> <p><b>S.M.A.R.T?</b></p> <p><input type="checkbox"/> SPECIFIC <input type="checkbox"/> MEASURABLE <input type="checkbox"/> ASSIGNABLE <input type="checkbox"/> REALISTIC <input type="checkbox"/> TIME-ORIENTED</p> <p>SMART criteria for setting of objectives:</p> <ul style="list-style-type: none"> <li>• <i>Specific</i> for the crisis management processes, tasks and roles that are envisioned in the Trial.</li> <li>• <i>Measurable</i> in a sense that indicators of achievement of the objective can be defined and measured during the Trial.</li> <li>• <i>Assignable</i> in a sense that it is clear whose performance is improved and whose solution is assessed.</li> <li>• <i>Realistic</i> in that desired improvement can realistically be achieved, given the setup of the Trial.</li> <li>• <i>Time-related</i> in a sense of being achievable within the the duration of the (final) Trial.</li> </ul>
<b>Checklist *</b>	
<b>Status *</b>	

Save Cancel

**Figure A7.24: Edit objective – Checklist**

The third tab, **Status**, allows you to indicate the status of the objective. You can indicate if it is still a draft version or if you want it to be published on the website. Please note that only the content marked as “published” will be shown on the group landing page. In the **QA status** field, you can write a short text to provide any information that is relevant for the team, such as instructions about what still needs to be changed.

**Edit OBJ-1**

View Edit

Home » DRIVER+ Trial 1 » Related entities for DRIVER+ Trial 1 » OBJ-1

No help available for /group/\*/content/\*/edit

**References**

**Checklist\***

**Status\***

Only the content that is market as "published" will be shown on the group landing page.

**Publication Status\***

☒ Draft

☐ Final

This field indicates if the objective is considered "finalized" and approved for publishing or still being drafted by the trial team.

**QA Summary**

**B I** | | | Format Source

First draft - for discussion.

Free text, used to write down any information that is relevant for the team e.g. instructions what still needs to be changed.

**Examples:**

- Description needs to be simplified
- For discussion: is this relevant for our trial?
- Elaborate ethical and Legal implications.

Save Cancel

Figure A7.25: Edit objective - Status

## How to add research questions

### Objectives

This tutorial aims to show the user how to add a research question to their Trial.

### Target audience

Trial owners.

### Sequence of activities

A research question is the specification of the Trial objective. Each objective has one research question and every research question can have sub-research questions to help to structure the questions. Please formulate it **SMART**.

Research questions are formulated to identify the appropriate mix of research methods and data analysis techniques and to capture relevant data during the execution phase. Moreover, RQs are needed to be able to evaluate the solutions in the Trial.

To create a new research question, you must click on the **Research Questions** tab.

**DRIVER+ Trial 2**

Group operations

[Create Trial Data and](#)

**DRIVER+ Trial 2**

Trial gaps

Trial Objectives

**Research Questions**

Data & Evaluation

Trial Scenarios

Related Solutions

Test Cases

Lessons learned

[PDF export](#)

**Trial type:** Trial

The Trial 2 general purpose is to improve cooperation and coordination between different organizations and agencies from different countries, using innovative solutions for large scale and complex (multi-event) crisis. In particular, the French Trial seeks:

- To identify crisis management gaps and describe the associated crisis management processes, resulting in a baseline providing the current standard.
- To select solutions addressing the Crisis Management functions that are part of the above mentioned processes and assess to which extend they contribute in improving them and eventually solving the identified gaps and to provide feedback to the solution providers so to improve their solutions and maximise the benefit of using them.
- To apply the Trial Guidance Methodology's current status,

**Acronym:** DT+2

**Trial Location:** [France](#)

DRIVER+ Trial 2

Figure A7.26: Trial page

Then, click on the **Create research question** link.

**DRIVER+ Trial 2 nodes**

**Create Trial Research Question**

Sort by [Changed on](#) Order [Desc](#)

[Apply](#)

Figure A7.27: Create research question link

You can first provide a **Title** to your research question. This field is not mandatory.

The **Research Question** itself is only a text field with a predefined text to help you formulate your question.

CONTENT

Title

A research question is the specification of the trial objective. Each objective has one research question and every research question can have sub-research questions to help to structure the questions. For further information, please consult the contextual help (click on "?" above).

You can name your objective now if you wish to do so. Otherwise, a name of the form "OBJ-[current-user.name]-[current-date:html\_date]" will be assigned automatically. **Press "save" to continue.**

Research Question \*

B I [link icon] [list icon] [quote icon] | Format - | [source icon] Source

Some examples (define your RQ in a similar way):

- HOW can the MISSION OBJECTIVE be supported by socio-technical solutions?
- HOW can the socio-technical solutions support the MISSION OBJECTIVE?
- Other? (TODO - define a couple of good forms)

About text formats ?

Save Cancel

**Figure A7.28: Edit view of research question**

When the fields are filled, you can click on the **Save** button. Your research question is then added to the list of research questions at the bottom of the research question page.

From here, you can edit the status and references of your research question. To do so, click on the **Status and references** link of the gap you want to modify in the research question list.

[+ Create Trial Research Question](#)

Sort by Changed on ▼ Order Desc ▼

[Apply](#)

Content	Status and references
<b>RQ1</b> How can cross-border communication, coordination and resource management be supported through socio-technical solutions?	<a href="#">Edit status &amp; references</a> Published?: ✓ D943.11, section 3.2 This is the overarching RQ of the trial that relates to all trial gaps and objectives. <div>                         ▼ Checklist                          References Objectives?: Yes                          Backreferenced?: X                     </div> <div>                         ▼ References                          Trial Objectives  <a href="#">O1.1 Realistic real time calculation of chemical and radiological threat dynamics</a>  <a href="#">O T1.2 Integration and comparison of model results and situational data</a> </div> <div>                         Last changed: Fri, 01/18/2019 - 16:29                     </div> <div>                         Backreferences                          •                     </div>
<b>RQ1.1</b> How can visualisation of the chemical threat dynamics support communication and information exchange?	<a href="#">Edit status &amp; references</a> Published?: ✓ D943.11, section 3.2

**Figure A7.29: List of research questions**

The edit form of a research question is made of three tabs. The first one, **References**, allows you to pick objectives to which your research question refers. Please note that each research question must refer to at least one Trial objective. You have to choose among the objectives that you have previously linked to your Trial.

**Edit RQ1**

View Edit

Home » DRIVER+ Trial 1 » Related entities for DRIVER+ Trial 1 » RQ1

No help available for /group/\*/content/\*/edit

**References**

Each Research Question MUST reference at least one Trial Objective

**Trial Objectives**

- ☒ O1.1 Realistic real time calculation of chemical and radiological threat dynamics
- ☒ O T1.2 Integration and comparison of model results and situational data
- ☐ Test bed evaluation
- ☐ Trialing methodology validation
- ☐ OBJ-1

Linking Research Questions to more than one Objective is discouraged. Keep it simple.

Save Cancel

Figure A7.30: Edit research question – References

The second tab, **Checklist**, helps you and the Trial team to produce high quality content. On this tab, you have to indicate whether your research question references at least one objective in the **References objectives** field. Please note that eventually each research question must reference at least one Trial objective. In the **Backreferenced** field, you must indicate whether your research question is referenced from at least one data and evaluation entry. Please note that eventually each research question must be referenced from at least one data and evaluation entry.

**Edit RQ1**

View Edit

Home » DRIVER+ Trial 1 » Related entities for DRIVER+ Trial 1 » RQ1

No help available for /group/\*/content/\*/edit

**References**

**Checklist**

Checklist helps the Trial Team to produce high quality content

**Backreferenced? \***

☒ No

☐ Yes

Each research question MUST be (eventually) referenced from at least one Data & Evaluation entry.

**References Objectives? \***

☐ No

☒ Yes

Each Research Question MUST (eventually) reference at least one Trial Objective.

Save Cancel

Figure A7.31: Edit research question – Checklist

The third tab, **Status**, allows you to indicate the status of the research question. You can indicate if it is still a draft version or if you want it to be published on the website. Please note that only the content marked as “published” will be shown on the group landing page. In the **QA status** field, you can write a short text to provide any information that is relevant for the team, such as instructions about what still needs to be changed.

**Edit RQ1**

View Edit

Home » DRIVER+ Trial 1 » Related entities for DRIVER+ Trial 1 » RQ1

No help available for /group/\*/content/\*/edit

**References**

**Checklist\***

**Status\***

Only the content that is market as "published" will be shown on the group landing page.

**Publication Status\***

☐ Draft

☒ Final

This field indicates if this Research Question is considered "finalized" and approved for publishing or still being drafted by the trial team.

**QA Summary**

**B I** | | Format | Source

D943.11, section 3.2

This is the overarching RQ of the trial that relates to all trial gaps and objectives.

Summary of the reasoning behind the QA assessment status, e.g. instructions what still needs to be changed.

Save Cancel

Figure A7.32: Edit research question - Status

## How to add data and evaluation

### Objectives

This tutorial aims to show the user how to add data and evaluation to their Trial.

### Target audience

Trial owners.

### Sequence of activities

Every research question should have one or more indicators/ metrics to represent the success or failure of the Trial. Every indicator is related to one of the [3 CM dimensions](#) and should be formulated [SMART](#).

In the Guidance Tool context, you should define in which way, by whom or which means all relevant data should be collected. This plan should enable answering the research questions.

To create a new Indicator, you must click on the **Data and Evaluation** link.

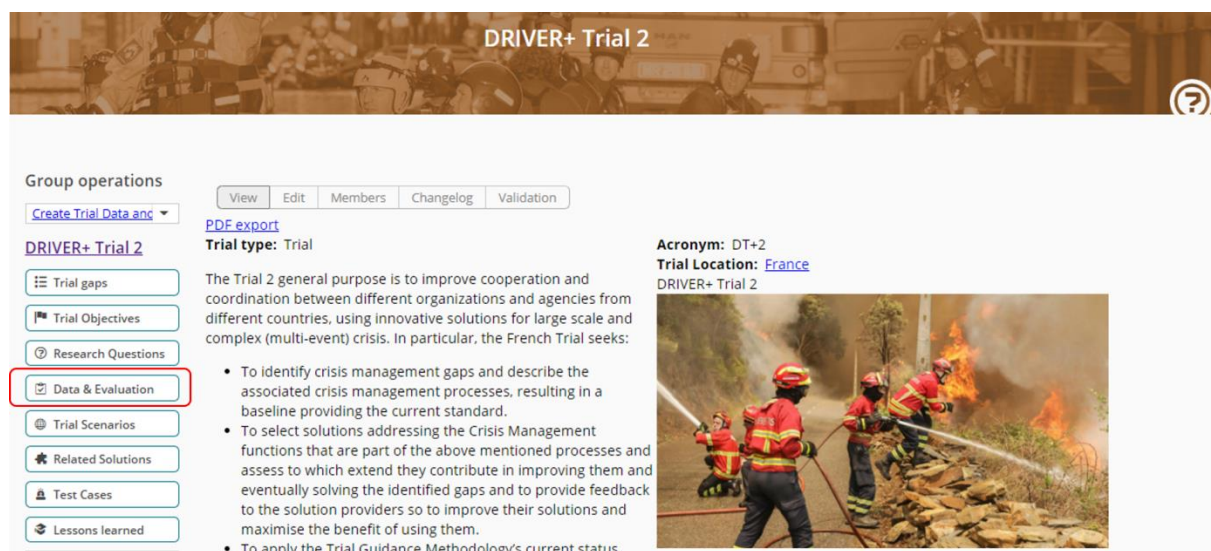


Figure A7.33: Trial page

Then, click on the **Create Trial Indicator** link. The creation is separated in two steps. The first step only consists of the **Title**.

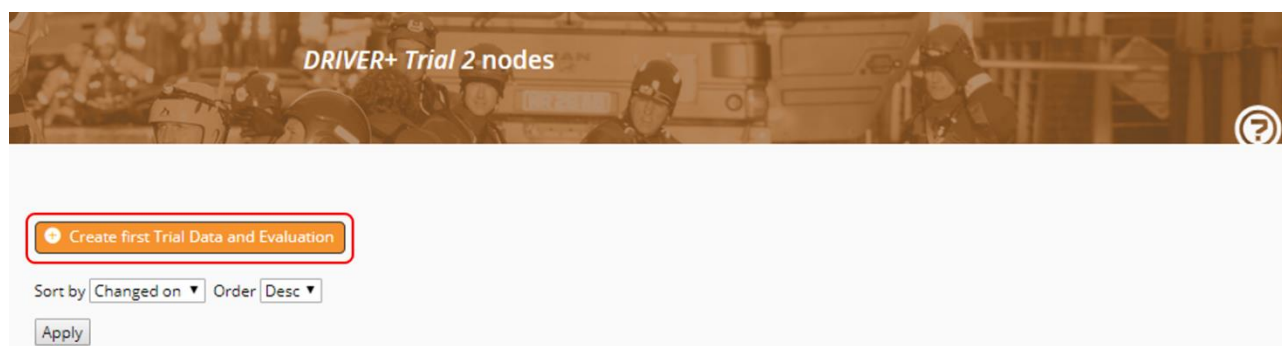


Figure A7.34: Trial Data and Evaluation page

First, you can choose a **Title** to your data and evaluation entry. Then, you have to indicate the **dimension** of this data and evaluation entry between Crisis management, solution or Trial dimension. You can add a **Summary** to describe the data collection plan. Finally, you have to upload an edited version of a data collection and evaluation template from the proposed ones. Please note that you are limited to one file the size of which does not exceed 512MB. The supported format is xlsx.

### CONTENT

**Title**

You can assign a name to this set of indicators now if you wish to do so. Otherwise, a name of the form "DAE-[current-user:name]-[current-date:html\_data]" will be assigned automatically.

**Dimension \***

☐ Crisis Management dimension  
☐ Solution dimension  
☐ Trial dimension

Please indicate the dimension (Trial, Crisis Management or Solution) of this Data & Evaluation entry.

**Summary**

**B** *I* |

Format ▾ | Source

About text formats ?

Short description of data collection plan.

**Evaluation plan \***

Aucun fichier choisi

Download one of the following data collection and evaluation templates (depending on the dimension you wish to add), edit it, and upload it to this field: [Trial dimension template](#), [CM dimension template](#), [Solution dimension template](#).

One file only.  
512 MB limit.  
Allowed types: xlsx.

**Figure A7.35: Edit view of Data and Evaluation**

When the fields are filled, you can click on the **Save** button. Your entry is then added to the list at the bottom of the Data and Evaluation page.

From there, you will be able to edit the status and reference of your entry, clicking on the **Edit status and references** link.

Sort by Changed on ▾ Order Desc ▾

Content	Status and references
<p><b>Dimension</b></p> <p>Trial dimension</p> <p><b>Summary</b></p> <p>test</p> <p><b>Evaluation plan</b></p> <p> <a href="#">test</a></p>	<div> <div><a href="#">Edit status &amp; references</a></div> <div>Published?: <input checked="" type="checkbox"/></div> <div>First draft - for discussion.</div> <div>Last changed: Mon, 01/21/2019 - 15:09</div> <div>Backreferences</div> <div>*</div> </div>

**Figure A7.36: List of data and evaluation entries**

The edit form of a data and evaluation entry is made of three tabs. The first one, **References**, allows you to pick research questions to which your data and evaluation entry refers. Please note that each data and

evaluation entry must refer to at least one research question. You have to choose among the research questions that you have previously linked to your Trial.

**Edit test**

View Edit

Home » DRIVER+ Trial 1 » [Related entities for DRIVER+ Trial 1](#) » test

No help available for /group/\*/content/\*/edit

**References**

**Checklist \***

**Status \***

**RQ reference**

- ☐ RQ1
- ☐ RQ1.1
- ☐ RQ1.2
- ☐ RQ1.3
- ☐ RQ1.4
- ☐ RQ1.5
- ☐ RQ1.6
- ☐ RQ1.7

Use this field to add a reference to an objective(s) defined in the previous step.

Save Cancel

**Figure A7.37: Edit data and evaluation entry – References**

The second tab, **Checklist**, helps you and the Trial team to produce high-quality content. On this tab, you have to indicate whether your data and evaluation entry references at least one research question in the **References RQ** field. Please note that eventually each data and evaluation entry must reference at least one research question. In the **Covers necessary dimensions** field, you must indicate whether your data and evaluation entry covers the necessary dimensions.

**Edit test**

View Edit

Home » DRIVER+ Trial 1 » Related entities for DRIVER+ Trial 1 » test

No help available for /group/\*/content/\*/edit

**References**

**Checklist\***

**Status\***

Checklist helps the Trial Team to produce high quality content

**References RQ? \***

☐ No

☐ Yes

Each Data and Evaluation plan should reference at RQs.

**Covers necessary dimensions? \***

☐ No

☐ Yes

Save Cancel

Figure A7.38: Edit data and evaluation entry – Checklist

The third tab, **Status**, allows you to indicate the status of the data and evaluation entry. You can indicate if it is still a draft version or if you want it to be published on the website. Please note that only the content marked as “published” will be shown on the group landing page. In the **QA status** field, you can write a short text to provide any information that is relevant for the team, such as instructions about what still needs to be changed.

**Edit test**

View Edit

Home » DRIVER+ Trial 1 » Related entities for DRIVER+ Trial 1 » test

No help available for /group/\*/content/\*/edit

**References**

**Checklist\***

**Status\***

Quality assurance fields are used to indicate the development status of the content. Only the content that is marked as "approved" will be shown on the group landing page.

**Publication status \***

☒ Draft

☐ Approved

This field indicates if the entry is considered "finalized" or still being drafted by the trial team.

**QA Summary**

**B I** | | **Format** - | **Source**

First draft - for discussion.

Summary of the reasoning behind the QA assessment status, e.g. instructions what still needs to be changed.

Save Cancel

Figure A7.39: Edit data and evaluation entry – Status

## How to add a Trial scenario

### Objectives

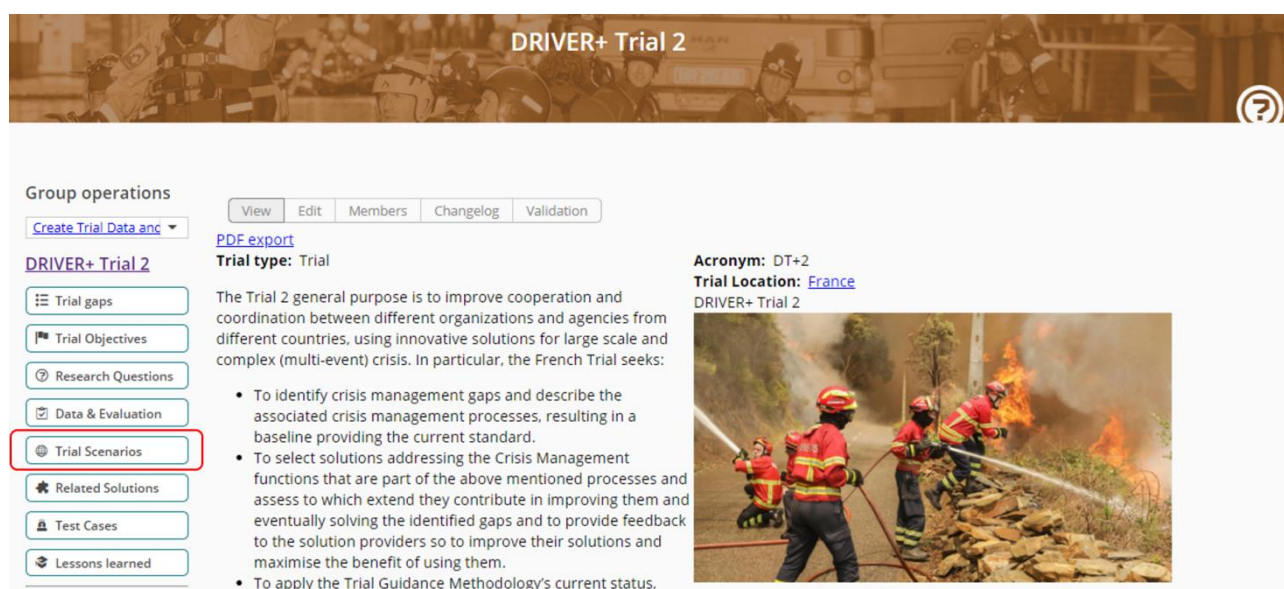
This tutorial aims to show the user how to add a Trial scenario to their Trial.

### Target audience

Trial owners.

### Sequence of activities

When you click the **Trial scenarios** link, you are redirected to the Trial scenario page where you can see the scenarios related to your Trial.



The screenshot shows the 'DRIVER+ Trial 2' interface. On the left, under 'Group operations', the 'Trial Scenarios' link is highlighted with a red box. The main content area displays the trial's purpose and objectives, along with a list of goals. A sidebar on the right shows the trial's location as France and a photo of firefighters.

**DRIVER+ Trial 2**

Group operations: [View](#) [Edit](#) [Members](#) [Changelog](#) [Validation](#)

[Create Trial Data anc](#)

**DRIVER+ Trial 2**

[PDF export](#)

**Trial type:** Trial

The Trial 2 general purpose is to improve cooperation and coordination between different organizations and agencies from different countries, using innovative solutions for large scale and complex (multi-event) crisis. In particular, the French Trial seeks:

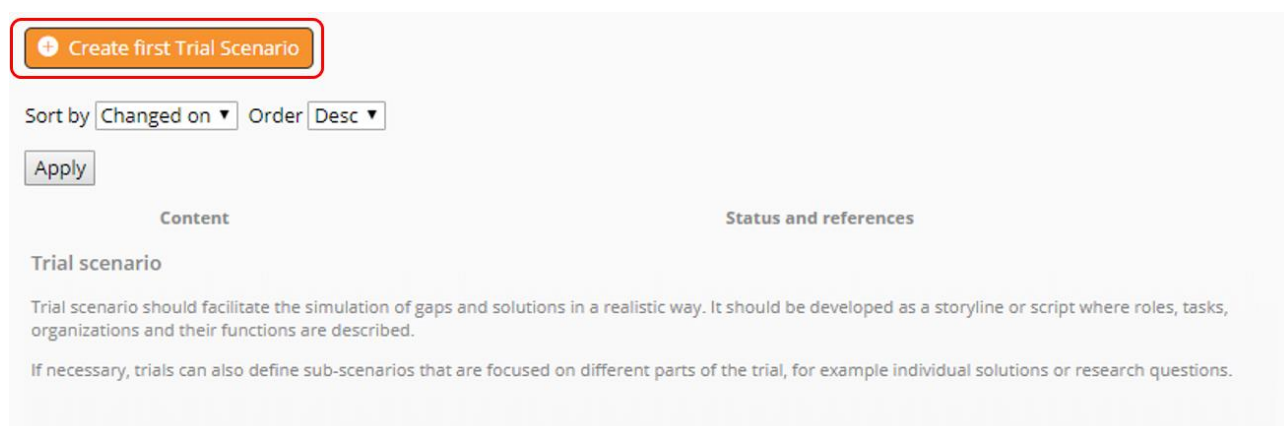
- To identify crisis management gaps and describe the associated crisis management processes, resulting in a baseline providing the current standard.
- To select solutions addressing the Crisis Management functions that are part of the above mentioned processes and assess to which extend they contribute in improving them and eventually solving the identified gaps and to provide feedback to the solution providers so to improve their solutions and maximise the benefit of using them.
- To apply the Trial Guidance Methodology's current status,

**Acronym:** DT+2  
**Trial Location:** [France](#)  
 DRIVER+ Trial 2

Figure A7.40: Trial page

The aim of the scenario is to facilitate the simulation of gaps and solutions in a realistic way. It should be developed in a storyline or scripts where roles, tasks, organizations and their functions are described. A scenario should have an overall Trial scenario and one or more sub-scenarios that are focused on different parts of the Trial, for example, individual solutions or research questions.

To add a new scenario description, you have to click on the **Create Trial Scenario** link.



The screenshot shows the 'Create first Trial Scenario' button highlighted with a red box. Below it, the 'Trial scenario' content area is visible, showing a table with columns for 'Content' and 'Status and references'.

[Create first Trial Scenario](#)

Sort by [Changed on](#) Order [Desc](#)

[Apply](#)

Content	Status and references
<b>Trial scenario</b> Trial scenario should facilitate the simulation of gaps and solutions in a realistic way. It should be developed as a storyline or script where roles, tasks, organizations and their functions are described. If necessary, trials can also define sub-scenarios that are focused on different parts of the trial, for example individual solutions or research questions.	

Figure A7.41: Create Trial scenario link

First, you can enter a **Title** to your scenario. Then, you must provide a summary to your scenario. The **Scenario Summary** is a text field that should briefly describe the overall Trial scenario and additionally give short information on the different sub-scenarios. The **Scenario** field can be used to upload Word or PowerPoint documents that are displayed directly in the scenario. This should be used for a detailed description of the scenarios. Please note that the authorized file types are the following: pdf, doc, docx, xls, xlsx, ppt, pptx.

**CONTENT**

**Title**  
  

Trial scenario should facilitate the simulation of gaps and solutions in a realistic way. It should be developed as a storyline or script where roles, tasks, organizations and their functions are described. For further information, please consult the contextual help (click on "?" above).

You can name your scenario now if you wish to do so. Otherwise, a name of the form "SCE-[current-user:name]-[current-date:html\_date]" will be assigned automatically. Press "save" to continue.

**Summary\***

**B** *I*

Format

Source

[About text formats ?](#)

Here you can fill in the description for the scenario.

**Scenario**

Aucun fichier choisi

Upload a full scenario description as attachment. The file content will then be shown on the scenario overview page.

One file only.

512 MB limit.

Allowed types: pdf doc docx xls xlsx ppt.

Save

Cancel

Figure A7.42: Trial scenario page

When you're done, hit the **Save** button to be redirected to the Trial scenario page. Here you can see your scenario in a list of scenarios at the bottom of the page.

From here you can access the edit page of the status and references of the scenario with the **Edit status and references** link.

**Create Trial Scenario**

Sort by **Changed on** Order **Desc**

**Apply**

**Content**

### 01 Scenario outline

**Summary:** The scenario of the exercise includes a massive release of liquid toxic substances as a result of maintenance failure in a reservoir collecting chemical wastes. A valve failure causes that pumps pumping chemical waste liquid to the reservoir cannot be switched off. Due to this, there is a rapid inflow of a significant amount of a liquid, mud like toxic chemical to the retention reservoir. Dikes of the reservoir are weakened after prolonged rainfall during past few days and under the influence of pressure the reservoir, the dikes break.

**Scenario**

**Outline of the Trial scenario**

The scenario of the exercise includes a massive release of liquid toxic substances as a result of maintenance failure in a reservoir collecting chemical wastes. A valve failure causes that pumps pumping chemical waste liquid to the reservoir cannot be switched off. Due to this, there is a rapid inflow of a significant amount of a liquid, mud like toxic chemical to the retention reservoir. Dikes of the reservoir are weakened after prolonged rainfall during past few days and under the influence of pressure the reservoir, the dikes break.

The broken control station prevents a quick intervention and the increased pressure causing approximately 700 000 cubic meters of toxic, mud like, fluid as a massive 1-2 meter high wave that floods nearby localities in a matter of minutes. Included in the path of the spill are several villages and towns, where initially 15 people died and 200 people suffer severe toxic injuries. The eventual 30 square kilometres of affected land includes a river that crosses the border with a neighbouring country. There is a high risk of contamination for the river water. The river is a source of water intake for various industries, agriculture and fresh water companies. Consequential impact could result with destroyed crops, toxic injuries to livestock, a disturbance in the water supply causing immediate water shortage. The incident requires a coordinated response involving emergency services management and civil protection assets which are able to realize such functions as medical rescue, search and rescue,

Page 1 of 2

**Status and References**

**Edit status & references**

QA Status: ✓

**QA Summary:**  
From section 2.1.2 of the D943.11

Last changed: Fri, 12/21/2018 - 12:07

**Backreferences**

Figure A7.43: Edit scenario

You can then edit the status of your scenario. You can specify if the entry is considered “finalized” or still being drafted by the Trial team. The **QA summary** field allows you to sum up the reasoning behind the QA assessment status, such as instructions about what still needs to be changed.

## Edit 01 Scenario outline

ViewEdit

[Home](#) » [DRIVER+ Trial 1](#) » [Related entities for DRIVER+ Trial 1](#) » [01 Scenario outline](#)

No help available for `/group/*/content/*/edit`

**QA Status \***

☐ Draft

☒ Approved

This field indicates if the entry is considered "finalized" or still being drafted by the trial team.

**QA Summary**

**B** *I* | | | Format | Source

From section 2.1.2 of the D943.11

Summary of the reasoning behind the QA assessment status, e.g. instructions what still needs to be changed.

SaveCancel

Figure A7.44: Edit status of the scenario

## How to add a related solution

### Objectives

This tutorial aims to show the user how to add related solutions to their Trial.

### Target audience

Trial owners.

### Sequence of activities

In this step, one or more Solutions are related to the Trial. Ideally, these solutions should already be available in the PoS, in which case the link to the PoS description can be established and a "teaser" with solution name and illustration will be automatically added to the "related solutions" table.

*We encourage the users to add PoS descriptions for solutions that aren't currently available in the PoS or ask their owners to do so for all the solutions that are trialled or considered for trialling.*

In the Guidance tool context, it is advised to first select all relevant and interesting solutions and later decide which of these solutions should actually be part of the Trial. These solutions can then get the status “Trialled”.

To create a new Trial solution, you must click on the **Related solution** link.

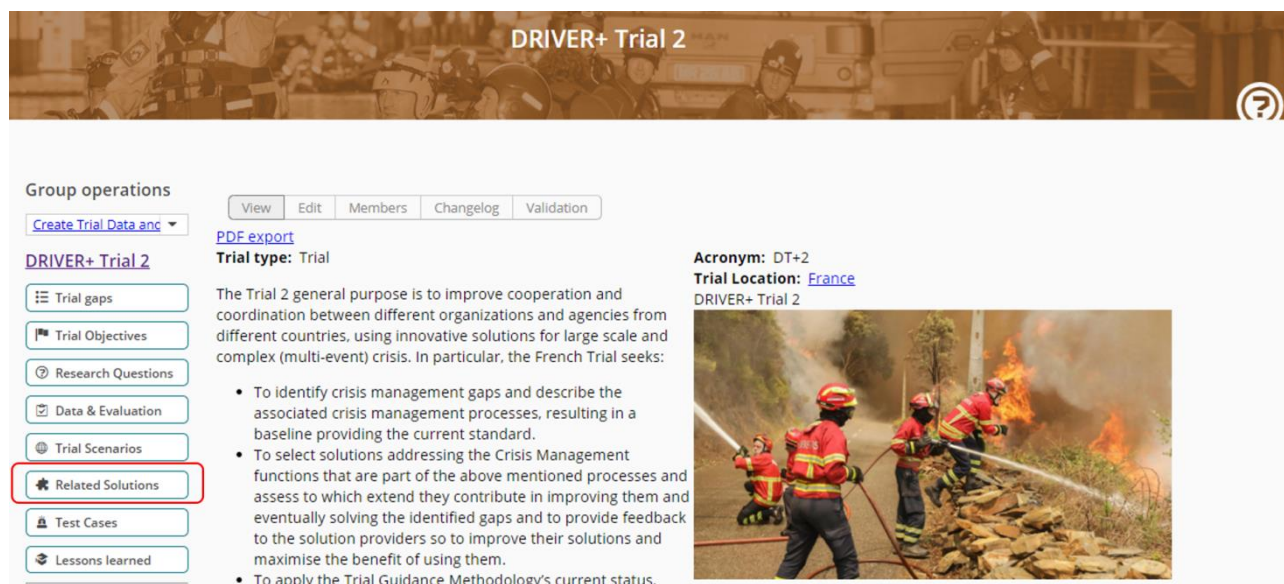


Figure A7.45: Trial page

Then, click on the **Create Trial solution** link.

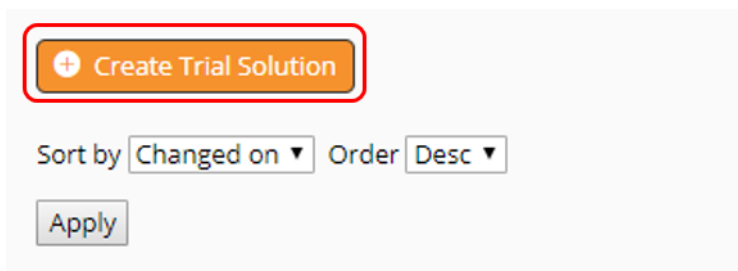


Figure A7.46: Create Trial solution link

The creation of a Trial solution is made of two parts. First, you have to fill the information needed in the **Trial-specific information** tab. You can give a **Title** to your solution. Please note that if you choose not to name the solution, it will be given a name under the form RSO-[current-user:name]-[current-date:html\_date]. You can add a **Summary** to describe the solution from the point of view of the Trial. Finally, you can add documentation to your Trial solution. In the simplest case, this could be a PDF printout of the Solution description in the PoS, documenting the solution as it was at a Trial design/execution time. Several documents can be uploaded if needed. Please note that the size is limited to 512MB.

Trial-specific information

Solution in PoS

If this solution doesn't exist in the PoS yet, you can simply add some information about it here and continue developing your trial.

**Warning:** Even if the solution is already available in the PoS, it is recommended to document its current status here. Solution description might change in the future and the solution might even be deleted from the PoS at a later time.

ACRONYM

Title

You can assign an acronym to the solution within your trial (e.g. "COP-3") or let the system assign it "**RSO-[current-user:name]-[current-date:html\_date]**" name automatically.

Summary

B I [icon] [icon] [icon] [icon] [icon] [icon] Format Source

About text formats ?

Short description of the solution, from the point of view of the trial.

▼ DOCUMENTATION

In simplest case, this could be a PDF printout of the Solution description in the PoS, documenting the solution as it was at a trial design/execution time. Several documents can be uploaded if needed.

Add a new file

Select fichiers Aucun fichier choisi

Unlimited number of files can be uploaded to this field.  
512 MB limit.  
Allowed types: pdf.

**Figure A7.47: Add Trial solution page – Trial-specific information**

If your solution already exists in the PoS, you can use the second tab, **Solution in PoS**, in order to link the solution to your Trial. To do so, click on the **Select solutions** button.

Trial-specific information

Solution in PoS

If the solution description already exists in PoS, you just need to link it.

▼ SOLUTION REFERENCE:

Establish a link between your trial and the solution description in the PoS. A "teaser" with solution name and illustration will be automatically added to your trial.

If the solution description is missing in the PoS, please encourage its owners to add it!

Select solutions

**Figure A7.48: Add Trial solution page - Solution in PoS**

A popup window opens where you can search among the solutions with the full text search functionality. Please note that you cannot pick more than one solution. Once you have chosen a solution, please click on the **Select solution** button.

**Select solutions** [X]

Solutions

Search

suit

Apply

- ☐ HumLogSuite
- ☐ CrisisSuite
- ☐ Scenario enabled Psychological First Aid (PFA) training
- ☐ 3Di
- ☐ Emergency Mapping Tool (EMT)

Select solution

Figure A7.49: Select solution page

You can remove this link thanks to the **Remove** button if needed.

**Trial-specific information**

**Solution in PoS**

If the solution description already exists in PoS, you just need to link it.

▼ **SOLUTION REFERENCE:**

Establish a link between your trial and the solution description in the PoS. A "teaser" with solution name and illustration will be automatically added to your trial.

If the solution description is missing in the PoS, please encourage its owners to add it!

**SOCRATES OC**

Remove

Save Cancel

Figure A7.50: Solution in PoS tab

Once you are done, click on the **Save** button. You will be redirected to the list of Trial solutions. From here, you can click on the **Edit status and references** link in order to edit the status and the quality assurance of the Trial solution.

The **Demonstrated** field allows you to tell if the solution has been demonstrated to the Trial committee. Please note that a demonstration is mandatory in the DRIVER+ context. In the **Documented** field, you have to specify whether your solution has a documentation attached to it as pdf, and if this documentation contains all the information requested by the Trial owner. The **Trialled** field allows you to indicate whether the solution has been trialled or not. The **Publication status** field indicates if the entry is considered "finalized" and approved for publishing or still being drafted by the Trial team. Finally, in the **QA summary** field, you can write a summary of the reasoning behind the QA assessment status, for instance, instructions about what still needs to be changed.

Edit *S01 – 3Di*

View
Edit

Home » DRIVER+ Trial 1 » Related entities for DRIVER+ Trial 1 » S01 – 3Di

No help available for /group/\*/content/\*/edit

STATUS \*

Demonstrated? \*

☐ Not demonstrated
☒ Demonstrated

Has the Solution been demonstrated to the trial committee?

Demonstration is compulsory in DRIVER+ context

Documented? \*

☐ Incomplete
☒ Complete

Do we have a documentation of the solution (attached as PDF)? Does this documentation contain all the information that was requested by the trial owners?

Tried? \*

☐ Not trialed
☒ Trialed

Has the solution been trialed or not?

QUALITY ASSURANCE \*

Publication Status \*

☐ Draft
☒ Approved

This field indicates if the entry is considered "finalized" and approved for publishing or still being drafted by the trial team.

QA Summary

B
I
|
|
|
|
|
|
|
|
|
|
Format
|
Source

Selected for trialing & trialed; summary from D943.11 Section 5.1

Summary of the reasoning behind the QA assessment status, e.g. instructions what still needs to be changed.

Quality assurance fields are used to indicate the development status of the content. Only the content that is market as "approved" will be shown on the group landing page.

Save

Cancel

Figure A7.51: Edit status and references page

## How to add a test case to a Trial

### Objectives

This tutorial aims to show the user how to add a test case to their Trial.

### Target audience

Trial owners.

### Sequence of activities

Click on the **Test cases** button.

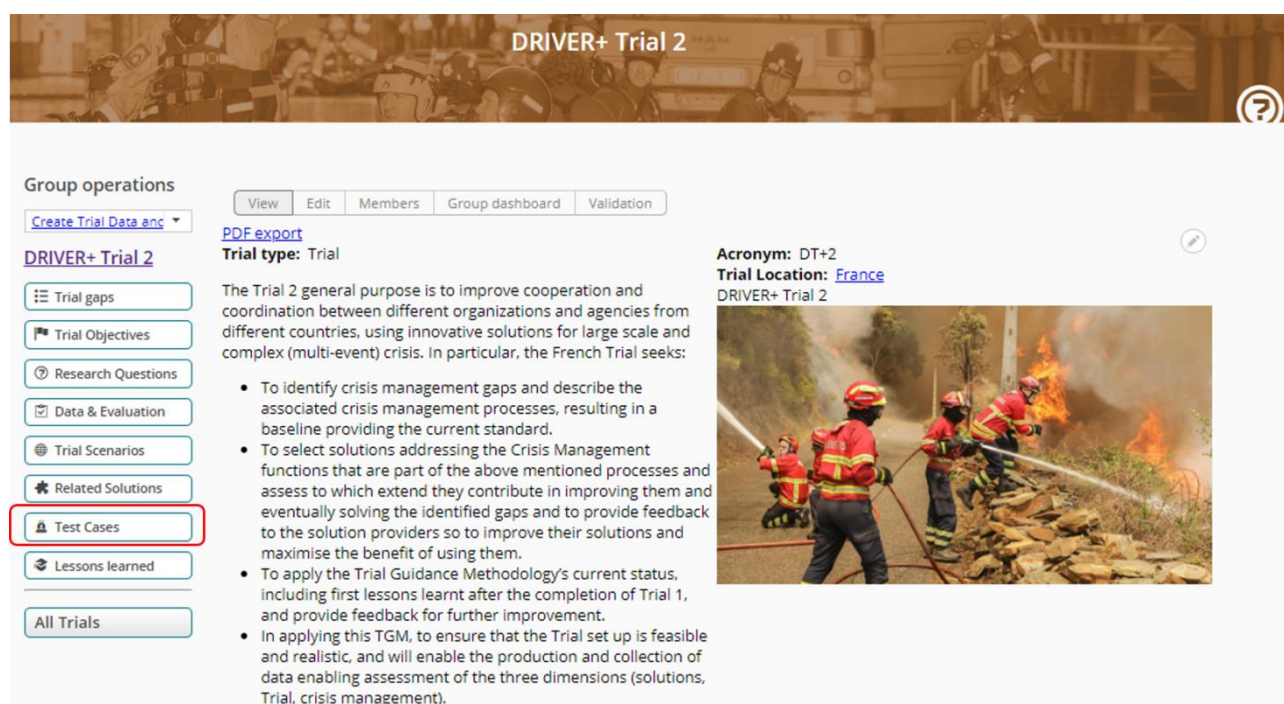


Figure A7.52: Test cases button

You are then redirected to the page showing the list of the test cases related to your Trial, if some already exist. To add more test cases, you have two possibilities. The first one is to link an existing Trial test case from previous Trials. The second is to create a new test case for your Trial.

To link an existing test case, please click on the **Link existing Trial test case from previous Trials** button.

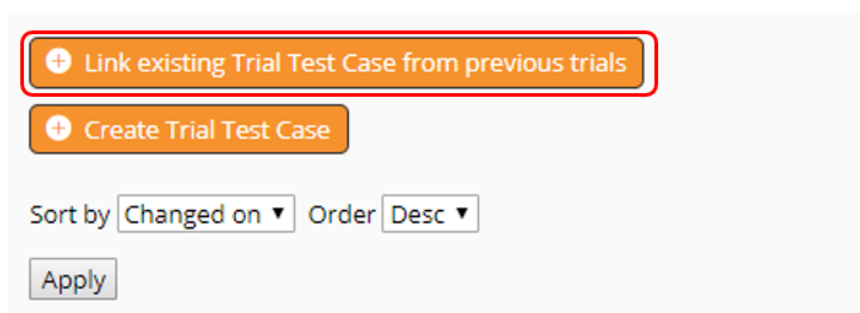


Figure A7.53: Trial page

You are redirected to the view where you can relate content to your Trial. In the **Title** field, you have to choose from the menu the name of the Trial test case that you want to relate to your Trial. In the **Solution** field, you can select the solutions required to fulfil this test case. Those solutions must be in the Portfolio of Solution. The **Result** field allows you to indicate if the results of the test case were okay, not okay or partially okay. In the **Result summary** you have to write a short text to comment on the results.

## Create Trial: Group node (Trial Test Case) ☆

Home » DRIVER+ Trial2 » Related entities for DRIVER+ Trial2 » Relate content to group

**Title \***

- Select a value - ▼

The title of the node to add to the group

▼ SOLUTION

Use this field to list all solutions required to fulfill this test case

Select solutions








Results

**Results \***

- Select a value - ▼

Select a value form the list to indicate if the results were okay, not okay or partialy ok.

**Result summary \***

B I   |   |   | Format ▼ |  Source

**Text format** Basic HTML ▼

Use this field to comment on the resault outcomes.

Figure A7.54: Edit view of Trial test case

Once all the fields are completed, please click on the **Save** button. You will be redirected to the list of test cases of your Trial.

The second way to add a test case to your Trial is to create one. To do so, please click on the **Create Trial test case** button.

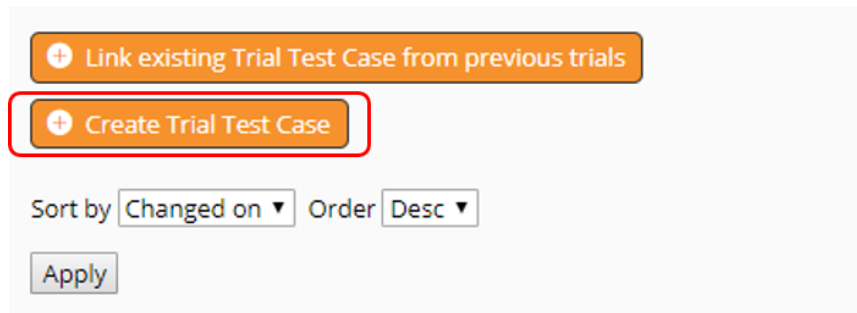


Figure A7.55: Trial page

You are then redirected to the edit view of the Trial test case.

First of all, you can provide a **Title** to your test case. Please note that this step is not obligatory, but that if you don't name your test case yourself, it will be given a name of the form "TTC-[current-user:name]-[current-date:html\_date]".

Then, you can fill the **Objective** field. You can write a short text about the test case used in a Trial.

**Create Trial: Group node (Trial Test Case)** ☆

[Home](#) » [DRIVER+ Trial2](#) » [Related entities for DRIVER+ Trial2](#) » [Create content in group](#)

**CONTENT**

**Title**

A Trial Test Case is as a specification of the inputs, execution conditions, testing procedure, and expected results tha objective. For further information, please consult the contextual help (click on "?" above).

You can name your objective now if you wish to do so. Otherwise, a name of the form "TTC-[current-user:name]-[cur  
"save" to continue.

**Objective**

**B** *I*

Format Source

**Text format** Basic HTML

Use this field to write a short summary of the test case used in a Trial.

Figure A7.56: Edit view of test case

In the **Sequence of actions** field, you can write the list of actions required to perform the test case.

In the **Preconditions/Test data** field, please write preconditions and test data needed for this test case.

The image shows a web form for editing a test case. It contains two main sections, each with a rich text editor and a text format dropdown.

**Sequence of actions**

The first section is titled "Sequence of actions". It features a rich text editor with a toolbar containing icons for bold (B), italic (I), link, unlink, bulleted list, numbered list, quote, and image. To the right of the icons are the words "Format" and "Source" with a dropdown arrow. Below the toolbar is a large, empty text area for writing the sequence of actions. At the bottom of this section is a "Text format" dropdown menu currently set to "Basic HTML". Below the dropdown is a small instruction: "Use this field to write the sequence of actions required to perform this test case."

**Preconditions/Test data**

The second section is titled "Preconditions/Test data". It has an identical layout to the first section, with a rich text editor toolbar, a large text area, a "Text format" dropdown set to "Basic HTML", and the instruction: "Use this field to write preconditions and test data that are needed for this test case."

**Figure A7.57: Edit view of test case**

In the **Criteria for success** field, please explain the methodology and criteria for success for this test case: what is needed for the test case to be successful.

In the **Expected results** field, please define the results that are expected after performing the test case.

**Criteria for success**

B I [link icon] [image icon] | [bulleted list icon] [numbered list icon] [quote icon] [insert icon] | Format - | [source icon] Source

This is an example of what criteria for success should look like:

- provide a written summary of the problem in your own words
- use an appropriate strategy
- explain the process used or the working out
- have an accurate answer, which uses correct terminology
- provide evidence of having checked the answer

Text format Basic HTML ▼

Use this field to define methodology and criteria for success for this test case.

**Expected results**

B I [link icon] [image icon] | [bulleted list icon] [numbered list icon] [quote icon] [insert icon] | Format - | [source icon] Source

Text format Basic HTML ▼

Use this field to define what results are expected after performing this test case.

**Figure A7.58: Edit view of the test case**

Thanks to the **Illustration** field, you can attach some pictures to your test case. Please note that the size of the uploaded file cannot exceed 512MB. You can upload as many files as you like in png, gif, jpg or jpeg format.

The **Test case attachment** field allows you to attach the test case as a docx or pdf file. Please note that the size of the uploaded file cannot exceed 512 MB. Unlimited number of files can be uploaded.

Once you are done, please click on the **Save** button. You will then be redirected to the list of the test cases of your Trial.

**▼ ILLUSTRATION**

Use this field to add illustrations to this test case

**Add a new file**

Sélect. fichiers    Aucun fichier choisi

Unlimited number of files can be uploaded to this field.  
512 MB limit.  
Allowed types: png gif jpg jpeg.

**▼ TEST CASE ATTACHMENT**

Use this field to attach test case as a docx or pdf file.

**Add a new file**

Sélect. fichiers    Aucun fichier choisi

Unlimited number of files can be uploaded to this field.  
512 MB limit.  
Allowed types: docx pdf.

Cancel    Save

Figure A7.59: Edit view of the test case

## How to add lessons learned to a Trial

### Objectives

This tutorial aims at showing you how to add the lessons learned of your Trial.

### Target audience

Trial owners.

### Sequence of activities

Click on the **Lesson learned** button.

**DRIVER+ Trial 2**

Group operations

[Create Trial Data and...](#)

**DRIVER+ Trial 2**

Trial gaps

Trial Objectives

Research Questions

Data & Evaluation

Trial Scenarios

Related Solutions

Test Cases

**Lessons learned**

All Trials

View Edit Delete Related entities Members Group dashboard Validation

[PDF export](#)

**Trial type:** Trial

The Trial 2 general purpose is to improve cooperation and coordination between different organizations and agencies from different countries, using innovative solutions for large scale and complex (multi-event) crisis. In particular, the French Trial seeks:

- To identify crisis management gaps and describe the associated crisis management processes, resulting in a baseline providing the current standard.
- To select solutions addressing the Crisis Management functions that are part of the above mentioned processes and assess to which extend they contribute in improving them and eventually solving the identified gaps and to provide feedback to the solution providers so to improve their solutions and maximise the benefit of using them.
- To apply the Trial Guidance Methodology's current status, including first lessons learnt after the completion of Trial 1, and provide feedback for further improvement.
- In applying this TGM, to ensure that the Trial set up is feasible and realistic, and will enable the production and collection of data enabling assessment of the three dimensions (solutions, Trial, crisis management).

**Acronym:** DT+2  
**Trial Location:** [France](#)  
 DRIVER+ Trial 2

Figure A7.60: Trial page

You are redirected to the page presenting the lessons learned from your Trial. You then have to click on the **Create Trial lessons learned** button.

**+ Create first Trial Lessons Learned**

Sort by **Changed on** Order **Desc**

Apply

Figure A7.61: Lessons learned page

You will be redirected to the edit page of the lessons learned. First of all, you can write a **Title** for your lesson learned. If you do not want to name it yourself, please note that a name of the form "LER-[current-user:name]-[current-date:html\_date]" will be assigned automatically. You then have to describe what you have learned and what could be relevant to others in the **Lessons learned** text field. Finally, you can add any number of pdf files that contain information relevant to the lesson learned with the **Documentation** field. Please note that the size of the document must not exceed 512MB.

Once you are done, click on the **Save** button.

## Create Trial: Group node (Trial Lessons Learned)

[Home](#) » [DRIVER+ Trial 1](#) » [Related entities for DRIVER+ Trial 1](#) » [Create content in group](#)

### Trial Lessons learned

Todo: write help text for lessons learned in regards to the Trials

#### CONTENT

##### Title

Here you can store all lessons learned for added value. For further information, please consult the contextual help (click on "?" above).

You can name your objective now if you wish to do so. Otherwise, a name of the form "LER-[current-user:name]-[current-date:html\_date]" will be assigned automatically. Press "save" to continue.

#### Lessons learned \*

**B** *I* Format Source

[About text formats](#) ?

Describe what have you learned and what could be relevant to the others.

#### ▼ DOCUMENTATION

Add any pdf files that contain information relevant to lessons learned.

##### Add a new file

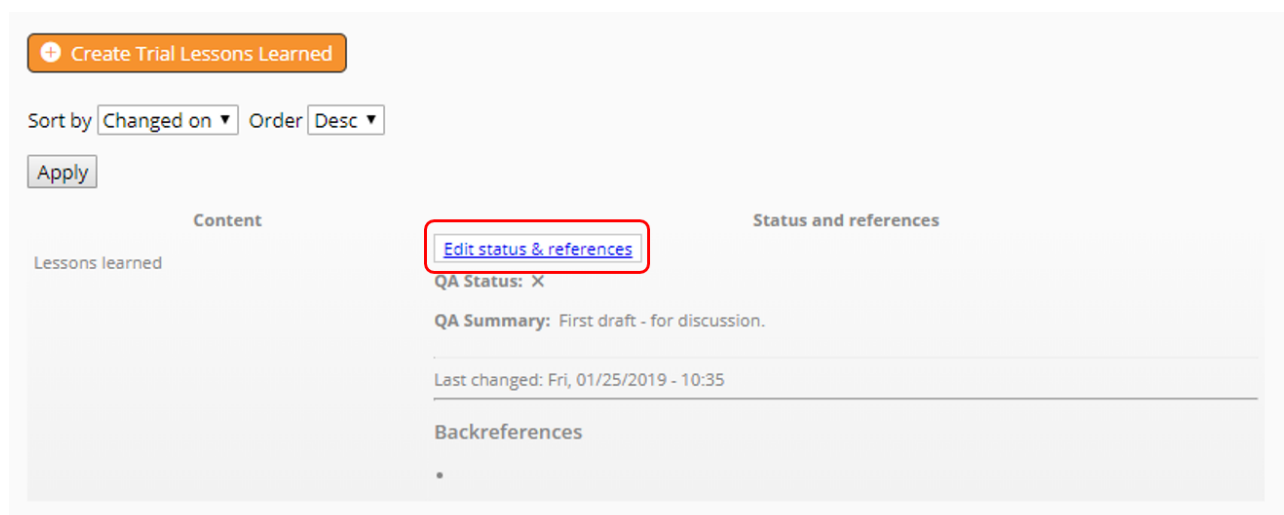
Unlimited number of files can be uploaded to this field.  
512 MB limit.  
Allowed types: pdf.

Save

Cancel

Figure A7.62: Edit page of lessons learned

You will be redirected to the list of the lessons learned. From there, you will be able to access the edit and references page.



**+ Create Trial Lessons Learned**

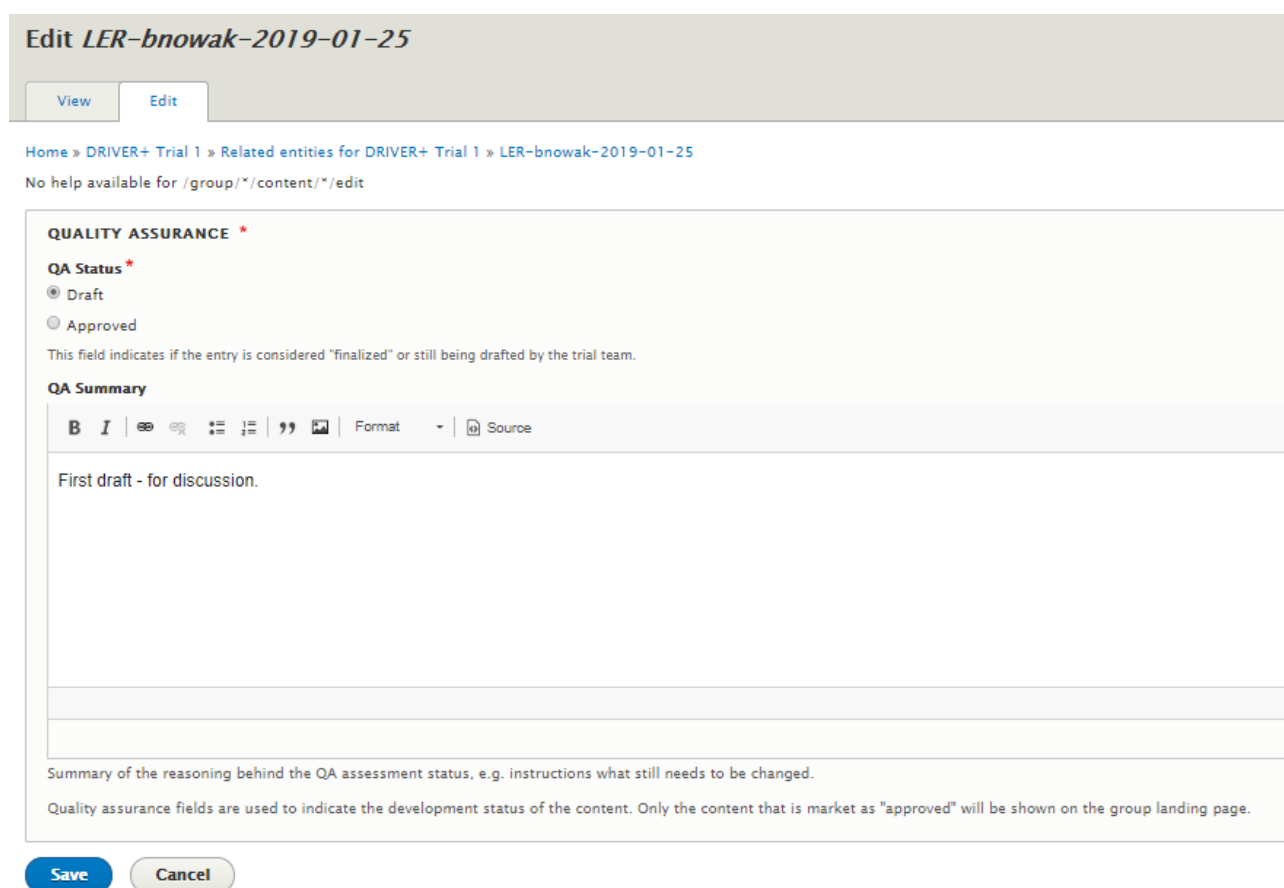
Sort by **Changed on ▼** Order **Desc ▼**

**Apply**

Content	Status and references
Lessons learned	<a href="#">Edit status &amp; references</a> <b>QA Status:</b> X <b>QA Summary:</b> First draft - for discussion. <hr/> Last changed: Fri, 01/25/2019 - 10:35 <hr/> <b>Backreferences</b> <ul style="list-style-type: none"> <li></li> </ul>

**Figure A7.63: Lessons learned page**

You are then able to change the status of your lesson learned in the **QA status** field. Please indicate whether your entry is considered “finalized” or still being drafted by the Trial team. In the **QA summary** field, please sum up the reasoning behind the QA assessment status.



**Edit LER-bnowak-2019-01-25**

**View** **Edit**

Home » DRIVER+ Trial 1 » Related entities for DRIVER+ Trial 1 » LER-bnowak-2019-01-25

No help available for /group/\*/content/\*/edit

**QUALITY ASSURANCE \***

**QA Status \***

☒ Draft

☐ Approved

This field indicates if the entry is considered “finalized” or still being drafted by the trial team.

**QA Summary**

**B I** | | **Format** ▼ | **Source**

First draft - for discussion.

Summary of the reasoning behind the QA assessment status, e.g. instructions what still needs to be changed.

Quality assurance fields are used to indicate the development status of the content. Only the content that is marked as “approved” will be shown on the group landing page.

**Save** **Cancel**

**Figure A7.64: Edit and references page**

## How to retrieve your own Trial

### Objectives

This tutorial aims at showing you how to find a Trial that you've created.

### Target audience

Trial owners.

### Sequence of activities

Once you're logged in, you can see the link **my account** on the home page.

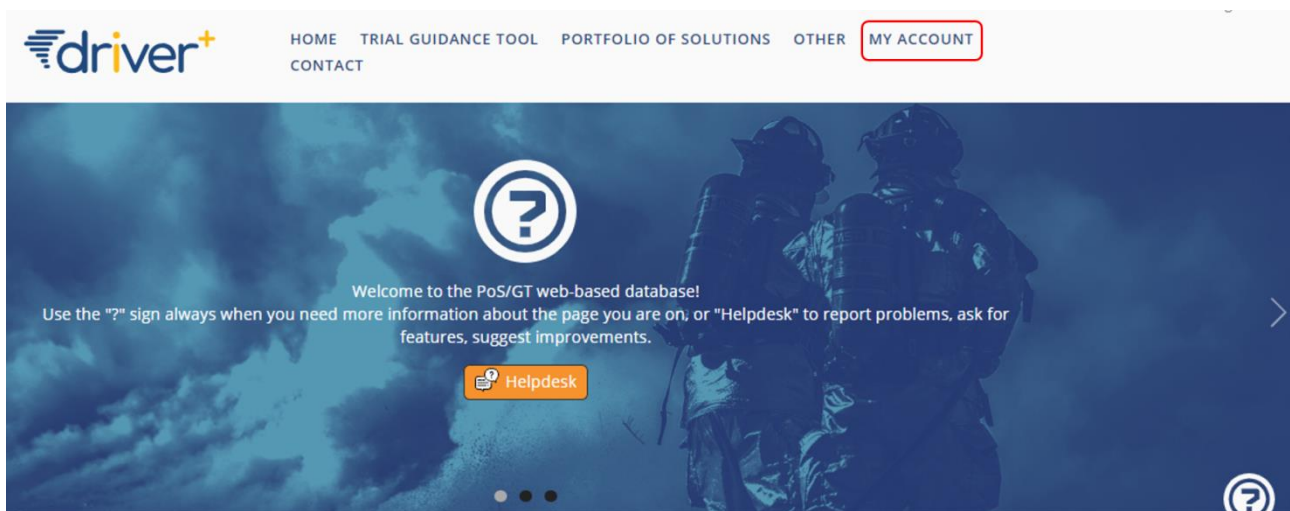


Figure A7.65: Home page and my account link

When you click on that link, you are redirected to your personal page. In this page, you can see a menu and a short text indicating how long you've been a member of the site. On the menu, click on the **My Trials** link.

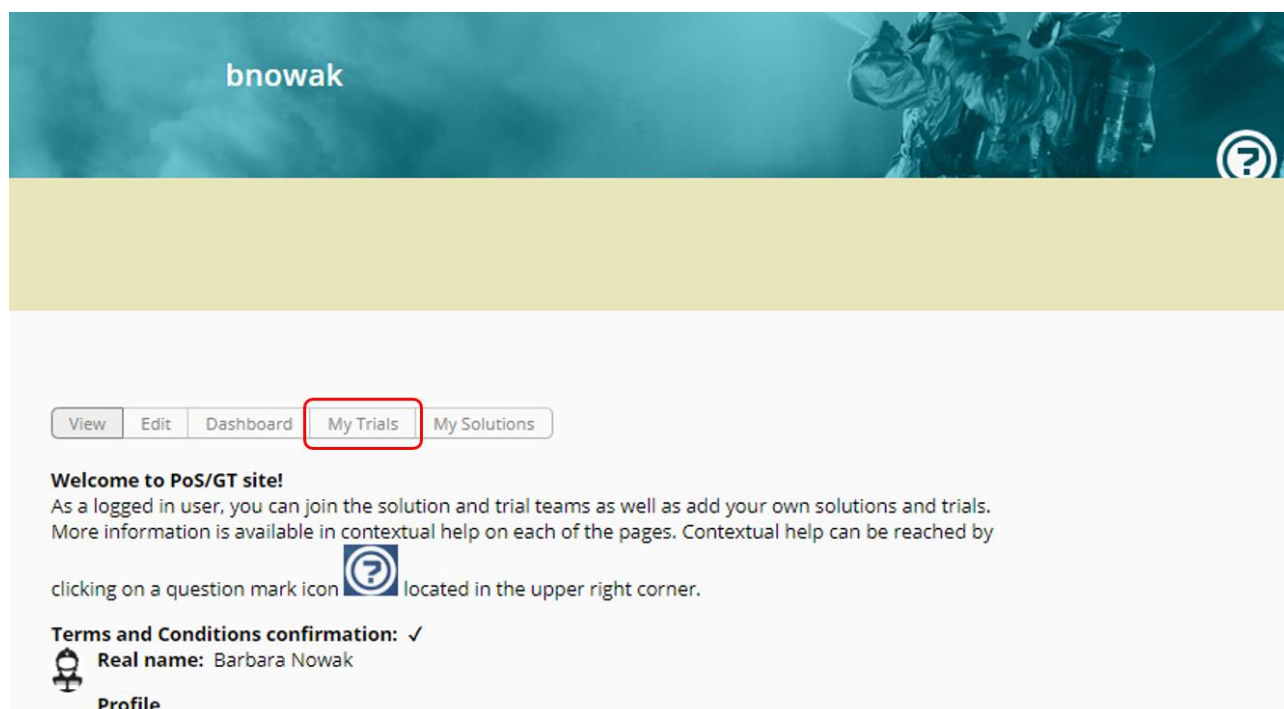


Figure A7.66: My solution link

On this page, you can see a table with all the Trial groups that you are in. From there, you can click on the name of a Trial in order to be redirected to this Trial's page.

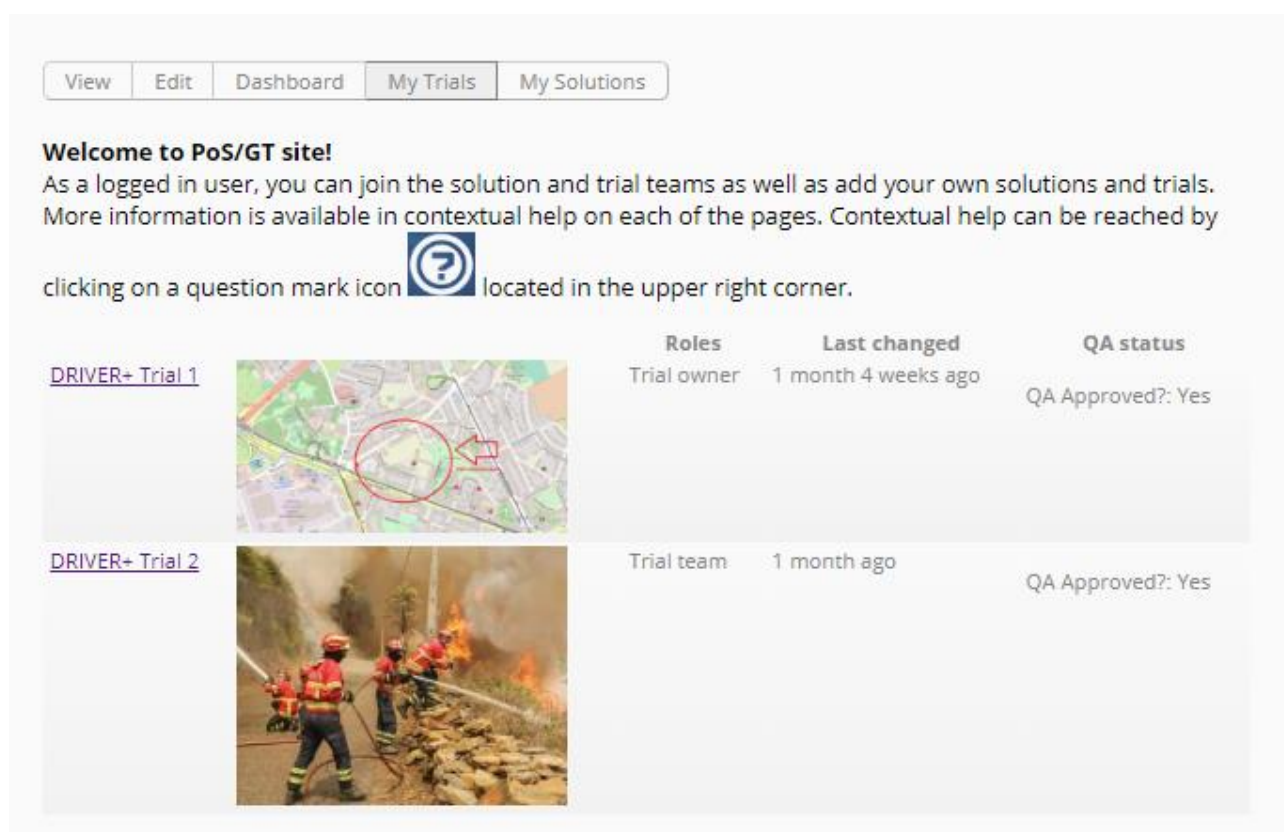


Figure A7.67: My Trials page

## How to delete a Trial

### Objectives

This tutorial aims to show the user how to delete a Trial.

### Target audience

Trial owners.

Please note that you can only delete your own Trials.

### Sequence of activities

In order to delete a Trial, you must first find it. Please refer to tutorial how to retrieve our own Trial. Please be aware that deleting a Trial is irreversible.

Once you've found it, click on it in order to access the full description of the Trial. On that page, you'll find a menu with a **Delete** link. If you click on that link, you will be redirected to a page asking you whether you're sure you want to delete the Trial. If you are, click on the **Delete** button, else click on the **Cancel** button.

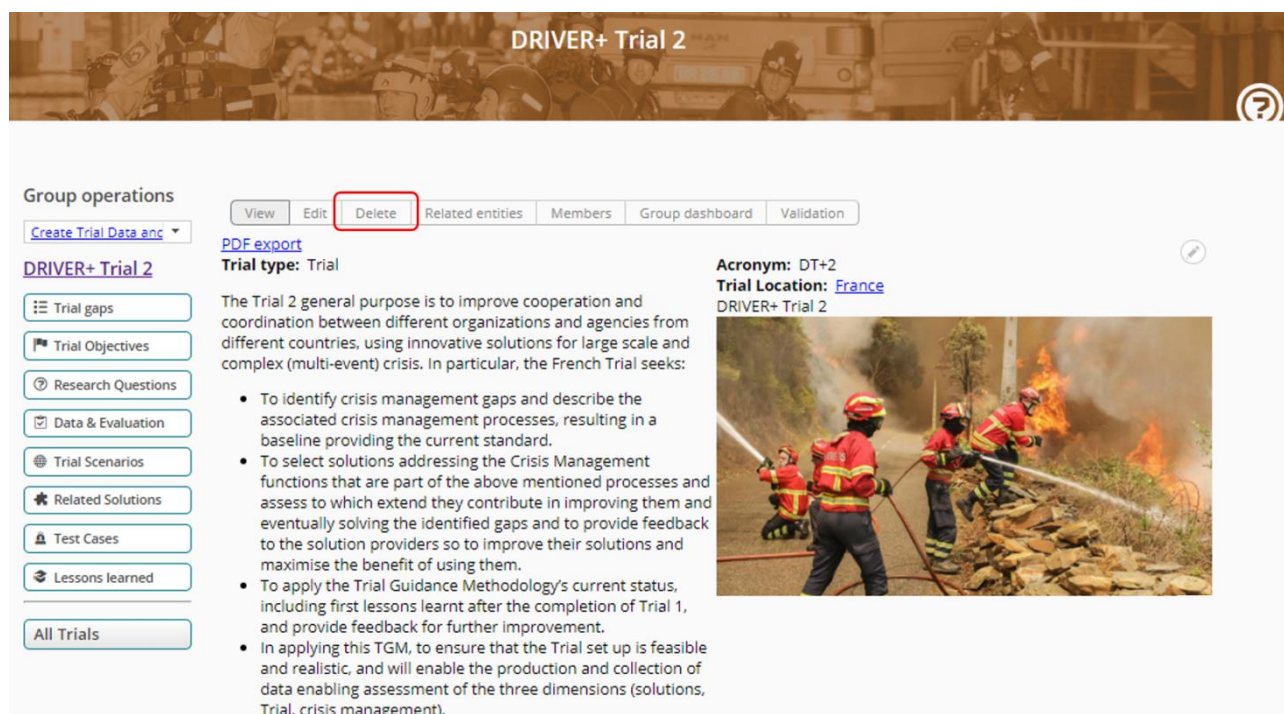


Figure A7.68: Trial description and delete button

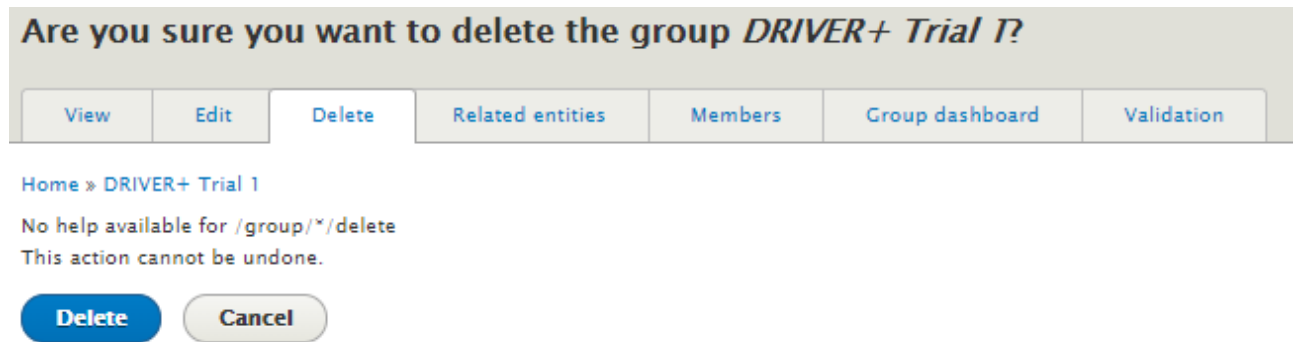


Figure A7.69: Are you sure you want to delete the Trial?

## How to edit a Trial

### Objectives

This tutorial aims to show the user how to edit its Trial.

### Target audience

Trial owners.

Please note that you can only edit your own Trials.

### Sequence of activities

First of all, you need to find your own Trial. Please refer to the tutorial how to retrieve your own Trial.

Once you've found it, click on it to access the Trial page.

On the Trial page, click on the **Edit** link. You will be redirected to the edit view of the Trial.

DRIVER+ Trial 2

Group operations

[Create Trial Data anc](#)

DRIVER+ Trial 2

Trial gaps

Trial Objectives

Research Questions

Data & Evaluation

Trial Scenarios

Related Solutions

Test Cases

Lessons learned

All Trials

View

Edit

Delete

Related entities

Members

Group dashboard

Validation

[PDF export](#)

**Trial type:** Trial

The Trial 2 general purpose is to improve cooperation and coordination between different organizations and agencies from different countries, using innovative solutions for large scale and complex (multi-event) crisis. In particular, the French Trial seeks:

- To identify crisis management gaps and describe the associated crisis management processes, resulting in a baseline providing the current standard.
- To select solutions addressing the Crisis Management functions that are part of the above mentioned processes and assess to which extend they contribute in improving them and eventually solving the identified gaps and to provide feedback to the solution providers so to improve their solutions and maximise the benefit of using them.
- To apply the Trial Guidance Methodology's current status, including first lessons learnt after the completion of Trial 1, and provide feedback for further improvement.
- In applying this TGM, to ensure that the Trial set up is feasible and realistic, and will enable the production and collection of data enabling assessment of the three dimensions (solutions, Trial, crisis management).

**Acronym:** DT+2  
**Trial Location:** [France](#)  
 DRIVER+ Trial 2




Figure A7.70: Trial page and edit link