



# Information and Knowledge Management System for DRR & CCA in western Balkans and Turkey

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# Acknowledgements to the Team



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web master



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communication expert



# Why an IKMS for DRR and CCA?

- intensify the sharing of data, information and knowledge among beneficiary countries by using a web-portal
- Improve the coordination, efficiency and effectiveness of information and knowledge management in the DRR and CCA domains
- Support users in some tasks of the working activities
- From Global to Regional/National

EUROPE	Population (2012 Est. )	Internet Users, 30-June-12	Penetration (% Pop.)	Facebook 31-Dec-12
Albania	3,002,859	1,471,400	49.0 %	1,097,800
Bosnia-Herzegovina	3,879,296	2,327,578	60.0 %	1,345,020
Croatia	4,480,043	3,167,838	70.7 %	1,595,760
Kosovo (UN 1244)	1,836,529	377,000	20.5 %	n/a
FYROM	2,082,370	1,180,704	56.7 %	962,780
Montenegro	657,394	328,375	50.0 %	306,260
Serbia	7,276,604	4,107,000	56.4 %	3,377,340
Turkey	79,749,461	36,455,000	45.7 %	32,131,260
EUROPE	820,918,446	518,512,109	63.2 %	250,934,000

*information and solid knowledge mostly relies at National and regional level,*



# Phase 1-Completed: User need assessment and IKM System design

TASK	OUTPUTS	May 13	June 13	July 13	August 13	Sept 13	October 13
<b>Analysis and needs identification</b>	workplan						
	inventory of DRR website and draft content inventory preparation						
	questionnaire preparation						
	interviews/questionnaire with IPA countries						
	Analysis of survey, and needs report						
	updating draft inventory and audit content						
	final content inventory			deliverable - needs report and content inventory			
	content inventory tuning						
	analysis of preventionweb content management standards						
<b>System Infrastructure Development and KMS visual design</b>	identify KMS user's requirements (IT) - use case						
	design of KMS including data categorization and info labelling (IT)						
	site prototype with user-interface (on paper)						
	test prototype with key stakeholders (on paper)						



# Phase 2: IKMS Implementation

TASK	OUTPUTS	Nov 13	Dec 13	Jan 14	Feb 14	March 14	April 14	March 2014
<b>KMS implementation</b>	KMS implementation			IKM – first release				
	database population							
	testing							
	tuning							
<b>KMS guidelines and training</b>	develop english guidelines including maintenance							
	develop presentation material							
	training webmaster/IT							

**Hosted @ DPPI**



# Methodology for IKMS design

- Participatory approach
- Target to user needs (users: DRR national authorities, University and research centres, NGO, international organizations)
- Interviews and survey with end users and consultation during the development phase
- Multi-language for intensify the usage of end users
- Compatible and interoperable with Preventionweb



# User needs assessment

1. preliminary content analysis of principal DRR/CCA web portals
2. draft of an initial content inventory for KMS
3. preparation of a survey questionnaire for user needs assessment – GoogleForm  
[https://docs.google.com/forms/d/IEw0d\\_yp0YtG5pvMA2FTByx\\_TULbWzIKKYebeaup00Y/viewform](https://docs.google.com/forms/d/IEw0d_yp0YtG5pvMA2FTByx_TULbWzIKKYebeaup00Y/viewform)
4. identification of users and preparation of mailing list (around 250 contacts)
5. distribution of the questionnaires to users, tracking of the responses and reminders
6. interviews with users
7. analysis of the results



# User needs assessment



## UNISDR-WMO project "Building Resilience to Disasters in the Western Balkans and Turkey" - Task 2

In the framework of the Task 2 of the UNISDR-WMO project "Building resilience to Disasters in the Western Balkans and Turkey" supported by the European Commission, DG Enlargement (IPA) it is envisaged to strengthen the capabilities in knowledge sharing and information organization through a web-based Knowledge Management System (KMS) which will be hosted by Disaster Preparedness and Prevention Initiative for South Eastern Europe (DPPI SEE)

There is a wealth of material produced for Western Balkans and Turkey in Disaster Risk Management (DRM) and Climate Change Adaptation (CCA), and a need to enhance the dissemination capabilities among local, national and international stakeholders which are often not aware of the knowledge products available.

This new web-portal shall host a system in which documents, publications and media material dealing with DRR and CCA can be retrieved using a multiple language interface, this will help the coordination among different stakeholders dealing with DRM / CCA in the region and contribute to avoid duplication of initiatives and studies.

The KMS will be designed with a participatory approach that aims at targeting the content of the portal to real needs and requirements of users. We have prepared a short survey that will help us to reach this goal

Please be informed that your identification will be kept confidential and the answers will be treated statistically.

Kindly complete the survey before the 19th of July. The results will be communicated by the end of July.

Thank you in advance for your participation.

1. **Name and Surname \***

\_\_\_\_\_

2. **Contacts \***

(emails, phone number)

User Needs Assessment Survey

8/29/13 3:55 PM

3. **Organization \***

\_\_\_\_\_

4. **Country \***

Mark only one oval.

- Albania
- Bosnia and Herzegovina
- Croatia
- Former Yugoslav Republic of Macedonia
- Kosovo (under UNSCR 1244/99)
- Montenegro
- Serbia
- Turkey
- International
- Other: \_\_\_\_\_

5. **In which category is your job classified? \***

Mark only one oval.

- National Authority
- University/Research Centre
- NGO
- Other: \_\_\_\_\_

6. **Q.1 Do you use Internet for working purposes? \***

Mark only one oval.

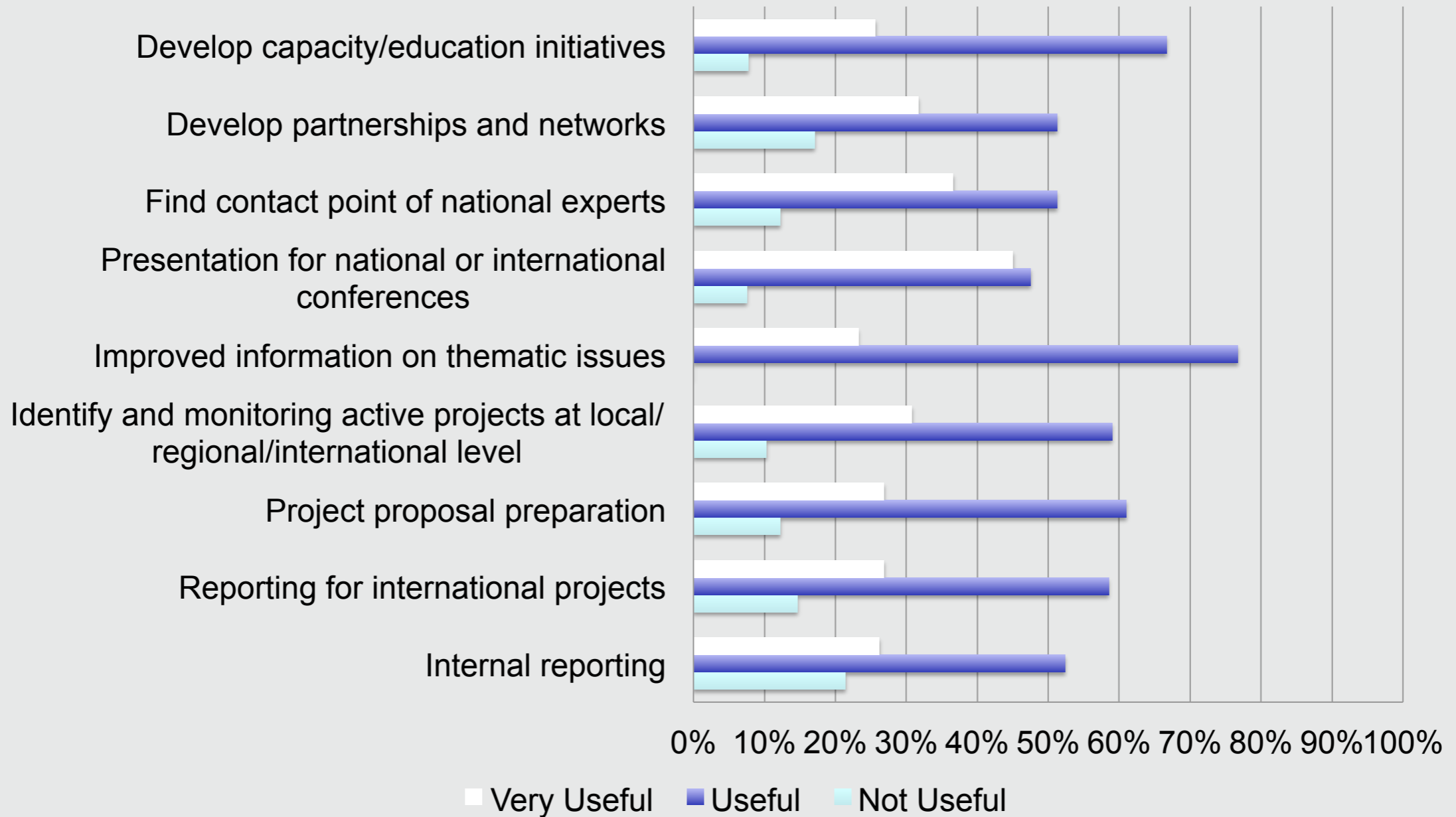
- yes, everyday
- yes, sometimes
- I don't

7. **Q.2 If you have answered a) or b) in the last question, please state some of the DRR/CCA websites you normally visit.**



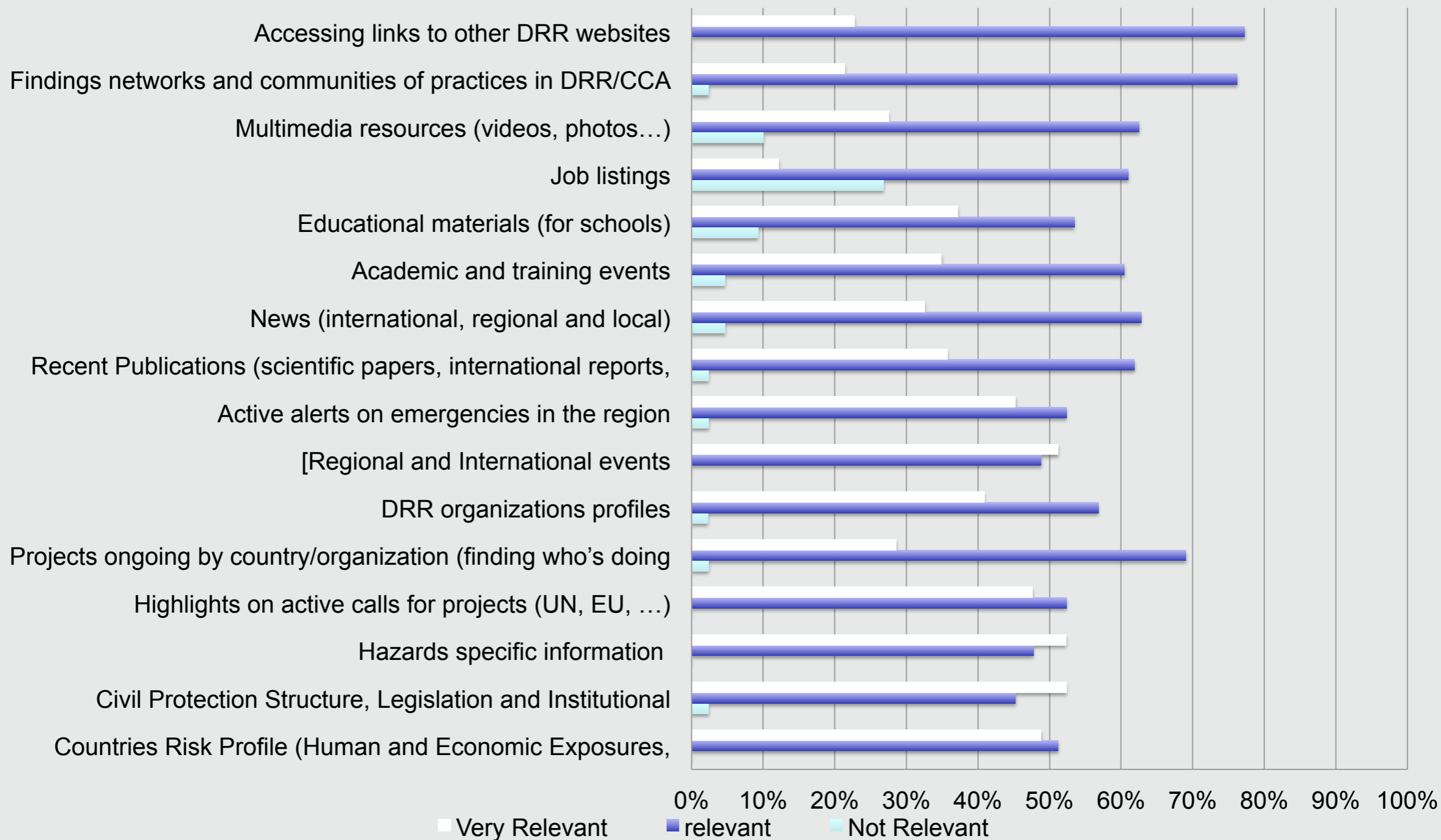


### Q.3 How useful existing DRR/CCA websites are for implementing your working tasks?





### Q.4. Please state which type of information would you consider as being the most relevant to your work?





# KMS Content Inventory

## Relevance for Interviewees

Medium	High	Very High
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**Countries Risk Profile (Human and Economic Exposures, Hazards Statistics, Loss Statistics, etc.)**

		<b>VH</b>
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Civil Protection Structure, Legislation and Institutional Framework

	H	
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**Projects ongoing by country/organization (**

		<b>VH</b>
--	--	-----------

DRR organizations profiles

	H	
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Recent Publications (scientific papers, international reports, etc)

	H	
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Academic and training events

	H	
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**DRR/CCA policies, Strategies, Procedures, Best practices, Methodologies and Guidelines**

		<b>VH</b>
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Thematic information

Capacity Development

	H	
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Climate Change

	H	
--	---	--

Community based DRR and Social Resilience

	H	
--	---	--

Education Initiatives

	H	
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Disaster Insurance and Risk Transfer/Disaster Risk Financing

	H	
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Land Use Planning

	H	
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Media

	H	
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Public-Private Partnership in DRR/CCA

	H	
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**Risk Identification and Assessment, Trans-boundary Risk Assessment**

		<b>VH</b>
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Space Technology

M		
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*Disaster loss database*

	H	
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**Disaster Preparedness**

		<b>VH</b>
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**Early Warning System (alert forms, EWS in practices, technologies)**

		<b>VH</b>
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# 8 information categories has been identified

1. Organizations profile
2. Ongoing and completed Activities
3. Capacity Building opportunities
4. Document Resources
5. Multimedia
6. Maps, Data and statistics
7. News and announcement
8. Jobs



## Organization profiles Database

- General information
- Contacts
- country
- Organization type (i.e. governmental, NGO, Research)
- Short Description
- Hazard covered (i.e. Flood, earthquake, wildfire)
- Theme covered (i.e capacity building, early warning)

## Activities Database (inventory)

- Type of activity: project or networking
- Leader name
- Country
- Beneficiaries (i.e. policy makers, SME, citizen, researchers)
- Short Description
- Hazard covered (i.e. Flood, earthquake, wildfire)
- Theme covered (i.e capacity building, early warning)



# Capacity building opportunities

- professional training
- academic programme
- education initiatives
- workshop
- exercise

# Documents resources

- publication
- report
- policy
- plan
- legislative acts

- Hazard covered (i.e. Flood, earthquake, wildfire)
- Theme covered (i.e capacity building, early warning)
- Country
- Language



# Visual Design

**BALT.KMS**  
Building Resilience to Disasters in the Western Balkans and Turkey

LANGUAGE SELECTION  
BOSNIAN AND HERZEGOVINA - CROATIAN - MONTENEGROAN - SERBIAN | ALBANIAN | MACEDONIAN | TURKISH | ENGLISH

Search...

HOME | COUNTRIES | ACTIVITIES & STAKEHOLDERS | DISASTER RISK REDUCTION | CLIMATE CHANGE ADAPTATION | HAZARDS | RESOURCES & TOOLS

GOES FROM PAGE 2 TO PAGE 20 | GOES FROM PAGE 21 TO PAGE 30 | GOES FROM PAGE 31 TO PAGE 35 | GOES FROM PAGE 36 TO PAGE 40 | PAGE 41 | GOES FROM PAGE 42 TO PAGE 50

SLIDER WITH:  
 I) SHORTCUTS PHOTOS TO MAIN MENU (EX: PHOTO OF A FLOOD LINKS TO "HAZARD MENU" - FLOOD);  
 II) NEWS (IF ANY)  
 III) EVENTS (IF ANY)

EVENTS | NEWS | TRAINING CALENDAR

DISASTERS VIDEO

SHARE YOUR VIDEO

Global Assessment Report  
GVR  
Disaster Risk

Making Cities Resilient  
1351  
Resilient cities to make your life resilient to disasters

Section for initiatives logos and info

LAST DRR and CCA PUBLICATIONS

TURKEY: This report, which is based on a yearly Global Risks Perception Survey involving over 1000 experts from industry, government and academia, analyses (...)

ALBANIA: This report, which is based on a yearly Global Risks Perception Survey involving over 1000 experts from industry, government and academia, analyses (...)



# Ongoing activities and open issues

- Languages
- Centralized or de-centralized upload of material in the web portal
- Support for the collection of material from the countries (documents, activities, trainings, video, news) – online forms and emails





Thank you for your attention