Co-financed by the EU-Union
Civil Protection Mechanism

Final Technical Implementation Report

Grant Agreement
ECHO/SUB/2014/693249

Beneficiary
Fondazione Hallgarten Franchetti Centro Studi Villa Montesca

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2.1 Project Objectives

More than 50% of the world population now lives and works in cities and estimates suggest this may rise to 70% by 2050. Large or small, urban or rural communities, cities, towns today are facing many challenges and, for answering them, they have to start wondering how to do that and how to act for becoming more resilient, strengthening prevention and response measures to deal more effectively with potential future shocks and disasters.

Frequent disasters, as in the last years, put cities and local communities in the necessity to acquire the ability to recover from them or from natural and anthropic criticalities and, first of all, to have the capability to include disaster withstanding into their usual planning.

Resilience is herein intended as the ability of local organizations, in particular Municipalities, to respond and adapt to unexpected changes in a collaborative way.

For the purpose of helping communities adopting a resilient answer there is the need of a frequent exchanges of information and practices – that in particular happens when we speak about the more suburban communities and little towns. They should pay attention in what other communities have done and what are the wrong processes adopted that they must not repeat. The circularity of information, the practice of open learning and the dissemination of positive experiences are very important especially for those towns, communities that don't have the opportunity to be connected daily with centres of knowledge.

What CPMODEL intended to do was to create new online educational instruments at all the potentially interested communities disposal, from the largest to the smallest ones. In this sense internet and the web represent the means for enhancing and disseminating knowledge and good practices.

The CPMODEL project defined resilient strategies and increased the ability of communities involved to become "can-do communities", diffusing knowledge and practices and creating a massive learning strategy for resilient learning communities and self-resilient communities. People in a "can-do community" are open to new ideas, to learning and to diversity. A strategy towards the resilience needs that people cooperate in order to change the approach.

To this purpose the main project actions were in fact based on a new and massive approach to the development and implementation of innovative training opportunities addressed to different categories of professionals, staff, volunteers and leaders of local communities in order to put at their disposal a large range of information and educative materials for increasing and guiding the development of strategies towards the resilience.

The e-learning resources were created in an actual framework defined as MOOC (Massive Open On-line Courses) platform, addressed to learning practices and procedures for involving a large scale category of people, experts and volunteers.

With a MOOC the approach to learning is not conventional, learners are free to follow any path they choose. By its nature, a MOOC does not offer a personal learning experience in which a learner's work is individually monitored, but relies heavily on the concept of collaboration and sharing.

In CPMODEL the platform is not merely a learning space with learning resources but it is also a practical and applicative Guideline with indications and suggestions about how to stimulate the debate and how to find solutions for the application of strategies towards the resilience. The project in fact created also a specific framework defined as MOOG (Massive Open Online Guidelines).
The basis of the resilience platforms as the CPMODEL MOOC and MOOG is to sustain and support the adoption of strategies addressed to increase the level of response in case of disaster or crisis, stimulating learning communities where the ideas can be Appreciated, Evaluated, Adopted and Disseminated (AEAD Index).
The first step of the project was to carry out a survey for defining a Resilience Map of criticalities in order to have a practical and scientific starting point and verify the reasons that make difficult in some communities the adoption of strategies of auto-organization and response to natural and anthropic crisis.
For completing the learning offer CPMODEL created also a 'Resilience learning game' (the game of the resilient towns, entitled 'Super Mayor'). The game player's tasks are related to the ability to absorb crisis, to face the changes and to reorganise. One of the main goal of using a game was also, by using a simple and interactive communicative strategy, to disseminate the concept of resilience as a common idea and not as something addressed basically to specialists and professionals. It can contribute to diffuse this idea among stakeholders as well as among citizens: resilience in fact is not a technical term addressed to experts, but it is a part of the community life, also in the very small and peripheral places and towns.

2.2 Partnership

A European network of Partners was created to cooperate at the improvement of knowledge about the main project topics and to guarantee quality and effectiveness of the deliverables and the results to be achieved.
The partnership included the coordinating beneficiary: Fondazione Hallgarten Franchetti Centro Studi Villa Montesca (IT) and the following associated beneficiaries: INGV (IT); NHMC, University of Crete (EL); Xunta de Galicia, Dirección Xeral de Emerxencias (ES); alpS GmbH, Austria and Northamptonshire County Council (UK).
After more than one year from the project beginning, so after the realization of the Resilience Analysis and the first phases of MOOC platform and learning resources preparation, the Northamptonshire County Council (NCC), following a significant internal organisation restructure of the Council, informed the Coordinator to not being anymore in the position to provide the necessary resources to support the CPMODEL project and so to be forced to terminate the participation in the CPMODEL project.
The Coordinator, in agreement with the remaining partners, asked the DG ECHO for an amendment to the contract. The request of amendment was approved (ref. Ares(2016)3227900).
The Coordinator and the other partners, overcoming the withdrawal of the NCC, continued to work in strict collaboration and contributed, with their own experience, to the best carrying out of the activities and the actions implementation, also taking over and dividing among themselves the tasks that were initially attributed to the NCC.

2.3 Expected Deliverables

The main expected deliverables, according to the core tasks, were the following:

- **Questionnaires and Focusing activities for the investigation of the degree of resilience, the main criticalities related to the ability to recover from disasters, the level of capability to withstand disaster into planning** (in at least 5 municipalities in each participating country).
- **Report of the results gathered from the focus groups realized in all the involved municipalities for the resilience analysis refinement** and the creation of a **Final Report (Booklet) about the resilience analysis.**

  The report gives precise information about:
  - the processes of decision making, service provision, and resource allocation for the resilience;
  - how the municipalities can ride through the difficult periods and promptly rebuild or recover what they have lost checking if they already have positive coping strategies as important aspects of resilience, such as strategies based on available skills and resources to face, manage and recover from adverse conditions, emergencies or disasters in the short term;
  - the factors that underlie the municipalities vulnerability, their available resources and the ability to use them in appropriate ways in order to recover from disasters.
- **Resilience Map of Criticalities**: tool for identifying the main criticalities about resilience in order to check what can be the main opportunities for reducing exposure and for acting in a resilient way. Maps can be used to explore strengths, weaknesses, opportunities and threats toward resilience.
- **Resilience MOOC Platform**: The platform will be organized in a portal containing the following sectors: Training courses split in units, Assessments, Optional Readings and deepening materials.
- **E-learning resources and open on-line courses of the MOOC platform**: e-learning tools related to the issues/topics gathered from the previous analysis, useful for teaching "how to be resilient". Each course was structured in: Introduction; Weekly lectures and video sessions; Contents of the courses divided in Didactic Units; Reading materials; A range of formative Activities; Assessments; Quality evaluation.
- **Massive Open Online Guidelines (MOOG)**: guide containing the instructions about how to use the Massive training materials put into the MOOC platform.
- **On-line awareness campaign for the dissemination of the MOOC/MOOG Platforms**: an online campaign in each participating country was organized to support the design and the development of the MOOC/MOOG platform, promote the dialogue among different stakeholder users of the platform (civil protection volunteers and professionals….), assure sustainability and dissemination of these important project outputs.
- **On-line Game**: game on Resident Security "Super Mayor" (with **Guide and instructions: how to play the game**). Very interactive game, multilingual, that can be played online and on different operating systems.

3. General summary of the project implementation process

3.1 General overview of the process

Both activities and products of the CP MODEL project have been carried out and implemented according to the initial schedule thus guaranteeing the correct and rational use of all resources - material, human and economic, set by the work group. This goes alongside with the sharing of intents and responsibilities by the Partners as regards the coordination of the various steps of the project and the common aim of achieving the expected results and the short and long term impact.

As regards the comparative analysis of the work plan, individual tasks and activities carrying out, the following deadlines have been met:

- TASK ID A **Management & Reporting to EC** and TASK ID F **Dissemination,** (transversal TASKS).
All the actions and products foreseen within the end of the project and those which are essential for the project's administrative management (Quality evaluation plan, Quality indicators, Meetings, Reports, Evaluation….) and for the transparency of the partners work and the dissemination/valorisation of the results (Dissemination Plan, Project Web-site, Newsletters, Conference, Workshops ….) are fully realized.

- TASK ID B **Resilience analysis investigating the resilience ability and definition of a Map of criticalities (the analysis will be done in at least 5 municipalities for each participating country).**
All the activities planned in this Task are fully realized and the foreseen products are completely delivered. The actions realized are: A.7: Creation of five National Experts Commissions (NEC) for supporting the elaboration and the evaluation of the analysis results; A8: Realization of questionnaires in order to investigate the degree of resilience and the main criticalities related to the ability to recover from disasters but also with reference to the building of the capability to withstand disaster into planning (tested in at least 5 municipalities in each participating country); A.9: Focusing activities in all the involved municipalities for the analysis refinement; A.10 Creation of a Report about the resilience analysis and of a Resilience Map of Criticalities.
The products delivered are: D18: Five (one in each country involved in the project) National Experts Commissions (NEC); D19: Expert's meetings and minutes; D20 Questionnaires for the investigation of the degree of resilience, the main criticalities related to the ability to recover from disasters, the level of capability to withstand disaster into planning; D21: Report of the results gathered from the focus groups realized in all the involved municipalities for the resilience analysis refinement; D22: Final Report (Booklet) about the resilience analysis; D 23: Resilience Map of Criticalities.

- TASK ID C **Design and Creation of the Resilience MOOC (Massive Open Online Courses) Platform**
The actions realized are: A.11: Design and Technical Realization of the MOOC (Massive Open Online Courses) platform; A.12: Realization of e-learning resources and open on-line courses for the MOOC platform; A.13: Creation of the Massive Open Online Guidelines (MOOG), a guide containing the instructions about how to use the Massive training materials put into the platform; A.14: Organization

of an on-line awareness campaign for the dissemination of MOOC/MOOG platform with the aim to reach a very relevant number of different civil protection categories of professionals, staff, volunteers, leaders of local community, relevant stakeholders and the wide interested public, in order to put at their disposal a large range of information and educative materials for increasing and guiding the development of strategies toward the resilience).
The products delivered are: D24: Resilience MOOC platform; D25: E-learning resources and open on-line courses to be put into the MOOC platform; D26: Massive Open Online Guidelines (MOOG); D27: On-line awareness campaign for the dissemination of MOOC/MOOG platform.

- TASK ID D **Creation of Resilience On-Line Game**
The actions realized are: A15: Definition of the scenario and the contents of the on-line Game; A16: Technical realization of the on-line Game; A17: Definition of the guide: How to use the game.
The products delivered are: D28: Resilience On-line Game; D29: Guide and instructions: how to play the game.

- TASK ID E **Testing of the educational activities based on the contents, tools and resources uploaded in the Resilience MOOC platform and Testing of the Resilience on-line Game**
The actions realized are: A18: Testing of the training activities in at least 5 municipalities in each participating country; A19: Testing the resilience on-line game in at least 5 municipalities in each participating country.
The products delivered are: D30: Report of the testing phase of the educational activities based on the contents, tools and resources uploaded in the Resilience MOOC platform; D31: Report of the results related to the Testing of the Resilience online Game.

- TASK ID G **Project Sustainability**
The actions realized are: A31: Definition of the Project Sustainability Activities and Plan: how to maintain and further develop the MOOC/MOOG platform and the on-line Game.
The products delivered are: D.42: Project Sustainability Activities and Plan: strategies to maintain active and further develop the MOOC/MOOG platform and the on-line Game.

3.2 Comparative analysis of initial and actual time schedules, planned and used resources, expected and actual results

The development of the activities in their concrete implementation followed the schedule set in the proposal. The outputs were elaborated and produced according to the deadlines established initially.
The withdrawal of the UK partner was followed by an adjustment in terms of financial resources and redistribution of tasks among the partners, in compliance with the initially set objectives and for their full and complete realization.
A strict planning of the activities realization and deliverables production was guaranteed by a continuous monitoring of the implemented tasks, thus allowing correct and rational use also of the material and human resources, through a detailed work breakdown and division of roles among the working groups members by each partner organization.
The last activity of testing the learning resources produced within CPMODEL continued also after the project formal end, thus guaranteeing a sustainability of the project also in the future and the use of the produced outputs by more stakeholders than expected and for a longer period of time.
The resources actually used, in comparison with the planned ones, are described in the F forms that comprise costs for personnel, travel and subsistence, sub-contracting and other direct costs. Full details of expenditure are detailed in the financial statement and excel workbook.
All the expected results were achieved. In the paragraph 6 “Presentation of the technical results and deliverables” all the project deliverables are described in details.

4. Evaluation of project management/implementation process

General framework

At the very beginning of the project, the Coordinator elaborated and shared with all members of the consortium a ‘Project Management Protocol’ containing a Responsibility Allocation Matrix and a detailed distribution of tasks, according to specific deadlines and costs. The purpose of sharing this document and its related instruments within the partnership was to assure a shared knowledge of the activities that needed to be implemented and to correctly organize and plan the resources available (human and financial) for a correct implementation of the activities and a full collaboration by all Partners.
An effective Project Management provided an integrated framework for a due planning and control aimed to:

- ensure the timely and cost-effective production of all the products,
- maintain acceptable standards of quality,
- clearly and explicitly agree on the objectives and scope of the project among the partner organizations,
- develop an overall schedule of activities and resources (project plan) required to carry out the whole project,

- develop a detailed schedule of activities and resources (stage plan) required to carry out the various phases (TASKS ID) of the project,
- define a project organization structure which was used to effectively manage and carry out the necessary work.

The purpose was to set up the project since its very beginning in a way to reach properly the envisaged goals and with the quality expected, keeping with the resources and budget at disposal.

To reach these objectives and to guarantee that all the proper planned activities could be put into action, in addition to the Management Protocol here above mentioned, a set of management tools were implemented and continuously updated during the project lifetime: the CPMODEL Organization Chart, the Gantt Chart and the Work Breakdown Structure of the project, Products Report, Project Costs Reports.

It must be also underlined that the project management foresaw some processes:

- **Project monitoring** focused on activities and outputs and on their contribution to outcomes. The monitoring consisted also in a continuous observation of the project's progress by systematically gathering key performance data for regular analysis.
- **Project reviews** focused on outputs and outcomes. It was organized through different forms of evaluations during which the different co-beneficiaries, coordinated by the applicant, reflected upon the project progress towards achieving its objectives, taking into account available monitoring and evaluation data.
- **Two interim and a final evaluation** (in relation with the project reports to the DG ECHO) focused on the outcomes of the project and the likelihood that they would have achieved the expected impact. Evaluations provided an opportunity for in-depth reflection on the strategy and assumptions guiding the project, by assessing the progress made towards the achievement of the project objectives.
- **Impact assessments** that helped to determine how and in which way the project interventions can contribute to longer-term impact. The impact assessment is made in the different countries involved in the project with a strict link to their national educative and civil protection systems. This sort of evaluation also considers the relations between the different projects outcomes and the national interventions and strategies on the information of local governments, communities about resilience and answer to disasters, of natural or anthropogenic nature.

4.1 Positive aspects / opportunities

Along the whole project, the **goals and expectations were shared among all the participating organizations**. Since the beginning all partners actively participated in the planning and accomplishment of the actions needed. The organizational structure and modalities of the partnership were defined by all the partners (the first project meeting among partners was very important to this purpose).

CPMODEL presented various opportunities for the partners to express and apply the **expertise** of their staff as well as to give birth to a **transnational cooperation and integration** of valuable expertise within the project.

The project can count on an important national and transnational impact because of the **relevant links and relations** that the members of the CPMODEL consortium managed to create and reinforce along the activities implementation and for the project results promotion, for example with experts in the civil protection and natural disasters, education subjects, etc.

The **dissemination and exploitation of the project results** (i.e. the Awareness campaigns carried out in all the countries involved in the project) and the amount of articles, press releases, events realized within CPMODEL are a direct evidence of the project effective impact. This enabled the project to ensure that messages were relevant across countries and organisations.

Other positive opportunities where the events realized during the two years of the project. Partners organized occasions to increase the interest by the public toward the resilience and all the connected elements that the project aimed to address. These helped to **harness people's interest and involvement**, enhancing contributions from the Project Team, the core group and the wider network.

The **realization of the project products** – the MOOC and the MOOG, the online Game – were **supported by structured guidelines**. The phases of production of these main outputs were strictly connected and consequential; only with a well defined framework of phases, activities and interventions by the single partners, individually and in group with the others, it was possible to reach the expected deliverables and their quality.

The involvement of the National Experts Commissions in each partner country ensured to embed the best expertise at national level to fulfil roles and responsibilities. So, **the project could also benefit from having an operating group of experienced people** and who understood exactly the roles they had to play in contributing to the success of the project. This also ensured that the main interests being served by the project were properly represented also at the working level.

The representativeness of the national steering groups and the NECs ensured that the best expertise was selected and **all major interest groups were appropriately represented**.

The **combination between the internal evaluation and the evaluation of the NECs Members** stated that the project can be accountable for a follow-up, having assessed the positive results of the following main evaluation criteria

Evaluation criteria	Description
Relevance and strategic fit of the project	The extent to which the objectives of a development intervention are consistent with beneficiary requirements, country needs, global priorities and partner and stakeholders needs and policies. The extent to which the approach adopted by the project is strategic and can have a comparative advantage.
Validity of project results in relation with the civil protection policies	The extent to which the project is logical and coherent with the civil protection national and European policies.
Project progress and effectiveness	The extent to which the project's immediate objectives are achieved, taking into account their relative importance.

Efficiency of resource used	A measure of how economically resources/inputs (funds, expertise, time, etc.) are converted into results.
Effectiveness of management arrangements	The extent to which management capacities and arrangements put in place supports for the achievement of the CPMODEL project results
Impact orientation and sustainability of the project	The strategic orientation of the project towards making a significant contribution to broader, long-term, sustainable development changes. The likelihood that the results of the project are durable and can be maintained or even scaled up and replicated by project partners after the project formal end.

The activities and deliverables realized are fully consistent with the project main aim, building a culture of response of communities and Municipalities in front of disaster events.

From the management point of view, by setting up a robust and separate financial and administrative system for the project and using the forms and excel workbook provided by EC, the Project Team was able to monitor and gradually evaluate the project activities and expenditure.

Regarding the future developments of the project, the consortium has already **defined a follow-up** and started an outcomes maintenance process. This is a formal defined process that involves technical staff in the identification and carrying out of the work to be done in order to maintain the MOOC and MOOG Platforms and the online Game, with all the e-learning resources therein included.

4.2 Internal and external difficulties encountered

During the project development no major difficulties were encountered or obstacles that could compromise the reaching of the set objectives.

Anyway here below a list of elements that can be mentioned, and the solutions implemented:

As already written in other points of this report, the partner Northamptonshire County Council had to leave the project for internal problems to the organization. This initially influenced the compliance of the deadlines for the finalization of the videolessons for the MOOC Platform. This obstacle was overcome by the redistribution of the tasks among the rest of the partners. Some minor delays were due also to the fact that some more time than planned demonstrated to be necessary for producing high quality products, with relation to the scientific contents of the lessons and also to the professional production of the videos and the dubbing in all languages.

In transnational projects, the implementation of actions and tasks are depending on many national and local specific conditions and peculiarities. Although the partnership involved both experienced and less-experienced organisations in terms of transnational project work, the consortium has successfully adopted a collaborative and innovative approach to its work and has therefore managed to avoid some of the obstacles as for example differences in the working methods. The project working groups of each partner organization offered their unique experiences and practice, as well as methodologies useful for the collection and elaboration of data.

The chance to involve experts from all partner countries guaranteed high quality products that can also be transferred in different geographical and cultural contexts. Furthermore, working groups supervised and overviewed the results and studies and they could reinforce the decision-making process and results in wiser and more effective decisions, assisting coordinator and the partnership as a whole to its duties.

Also a good communication among the coordinator, the rest of the partners, their working groups and the NECs was vital and assured that work processes were continuously undertaken among partners as well as among the experts.

Not only did this help in addressing the varied national starting points and infrastructures, but it also helped to identify the two-way processes taking place within the project.

Regarding the various practical phases of deliverables production, some points worth of mention:

The questionnaires delivering and gathering of results during the research phase had to take into account several factors that had to be deeply analysed. The participation of individual experts and specialists of the NECs in each partner country assisted in overpassing constrains, trying to guarantee a deep and participative involvement of all the municipalities key actors. That allowed expanding the knowledge about the data already analysed in the previous phase. This was an element facilitating also the discussions with the different focus groups members and helping to ensure that a wide range of perspectives was expressed. Relevant local authorities were also informed and involved, as they could be able to provide inputs to the analysis as well as support to any resulting plan, encouraging them to replicate the planning process in other communities in the future.

The involvement of the municipalities was important to verify and interpret the information collected and shared during the process of analysis.

The Massive and Open Online Courses (CPMODEL MOOC Platform) has many advantages but it can also present challenges: country-based content restrictions, software conflicts, time-zone access issues, and server crashes were all issues that could be encountered and that were overcome during our MOOC experience.

Another constraint can be represented by the administration of a large number of users. A control system of the subscriptions was set up in order to avoid spamming and hacking risks. This challenge was overcome by a system of control of the enrolment requests. Before launching the courses, the main rules have been set in collaboration between experts in ICT, in civil protection, didactic methodologies and the project working groups, for assuring a proper management of the platform and the solution of any problem that could come from a large use of the courses, made available online.

Experts and the members of the NECs convened also for the review of the materials and the tools with a remit to ensure the MOOCs fit the purposes.

The online Game, realized in 3D, is a high level product for the technology used, the graphic, the programming elements included, etc. but also a strong tool for disseminating the results produced within the whole project and the educational objectives searched. Complicated from the technological point of view but with a high impact and also dissemination potentialities and on a wide and varied public and users, being multilingual and including a multilingual tutorial too.

Multilingualism is an opportunity but it can represent a difficulty, forcing to create frameworks of the main products realized that could risk to reduce the effectiveness of the informative/teaching activities. Deep research and discussion on how to best organize the contents and at the same time respect the requirements given by the different languages was carried out between the working groups.

The Working Groups at national level, together with each partner, ensured a good planning of the delivery and promotion of the MOOC training courses and of the online campaigns, to realize effective training activities in all the involved countries, to gather useful feedbacks and to realize effective awareness increasing occasions.

Because of the aforementioned contextual challenges, ongoing and consistent communication has been very important in the project in order to ensure progress in each country and awareness of what is taking place in other countries.

4.3 Partnership/core group cooperation

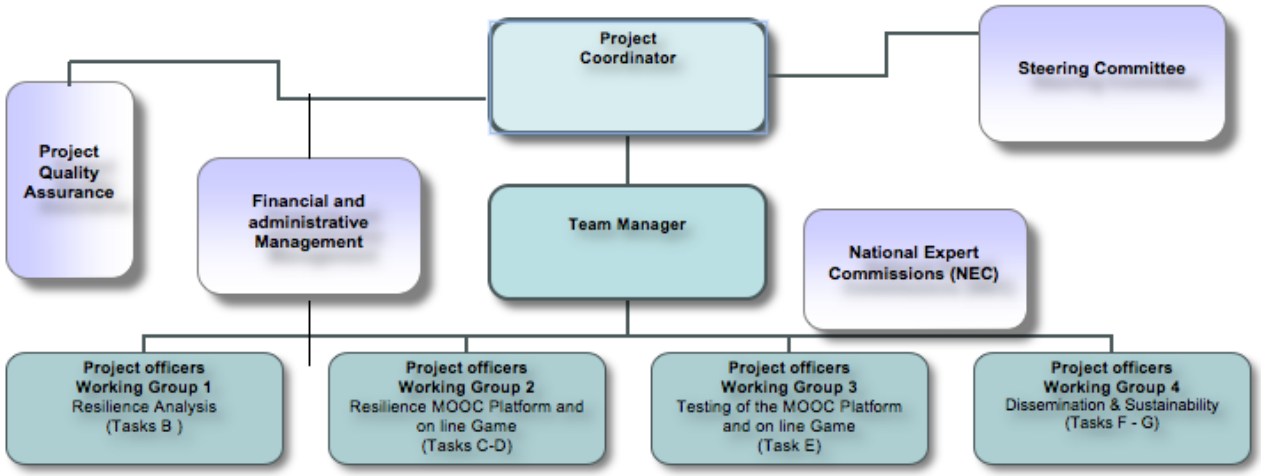
A precise cooperation structure was defined since the project beginning in compliance with what was set in the proposal.

Cooperation among different professional profiles guaranteed, already from the proposal planning, varied and useful inputs to the project team. The partnership was carefully built to ensure the effectiveness and the efficiency of the group actions. Research institutions, together with Civil Protection Actors and local community representatives at institutional level were the actors able to assure the due expertise and scientific background for sharing knowledge, experiences, evaluate methodologies and analyse the needs in each partner area.

Core Group members were carefully selected to include representatives from the partner organizations and from a range of other organisations active in the field of Civil Protection at national and European level.

The Core Group, structured as in the following chart, had a key role in guiding the project and in monitoring its progress.

Organisation Chart



The members of the Core Group were included in the decision process. This could ensure that valuable expertise was well integrated into the project. The arrangements for decision-making of the Group were inspired by the transparency principle. This strategic alliance reflected the partnership's specific objectives and work programme. Indeed in the project, although every partner was leader of specific actions (the ones more related to the experience and competence of each organization), all the partners actively participated in the planning and carrying out of the project activities.

The Core Group was also the coordinating organization of the project evaluation, therefore it checked and monitored the activities implementation and the respect of the foreseen timetable. This way the proposal in itself worked as a 'control tracklist' with an interesting self-evident monitoring structure.

The Group also supported the dissemination and promotion of all the activities and initiatives taken during the project implementation.

It was up to the Core Group Members to determine a group of representative stakeholders at national and European level (policy makers, public administrators, civil protection organizations, experts in education, national and EU Institutions, Civil Protection volunteers, scientific experts); a confrontation with them during the project represented a support and a source of useful inputs during the activities realization.

The Core Group provided strong support and guidance to the Project Team throughout the project, with exceptional contribution of advice, sharing knowledge, experience and contacts.

Five Core Group meetings (hosted in the different countries involved in the CPMODEL project) and several video conferences and skype conferences were carried out in the two project years. Contacts among the members of the Core Group are still in place and cooperation will continue to achieve and implement good sustainability activities. The purpose is also to promote programs of international cooperation in order to maintain active and further develop the educational tools created thanks to

CPMODEL. The project partners have highlighted their high will to work together, collaborate, and continue exchange knowledge and ideas on the crucial topics CPMODEL was focusing on.

4.4 Cooperation with the EC

The coordinating beneficiary stayed in contact with the DG ECHO and Ms Biljana Zuber during the project implementation, receiving great support.

The Coordinating organization had the opportunity to have a meeting on 6th December 2016 by the Committee of the Regions (8th floor 14 Rond-Point Schuman) at the presence of Ms Zuber and Mr Schiliro (DG ECHO) in parallel with the presentation of results by Mr C. Fassoulas, coordinator of the EVANDE project. During this event the CPMODEL project was presented and all the main results achieved and outputs produced shown.

The EC received two interim reports so far, including a summary of the project expenditures were submitted (in August 2015 and in May 2016).

At appropriate times during the project progress, the Coordinator kept the EC officers informed about the project activities and approaches and during changes regarding the project consortium and distribution of the budget and related activities among all the project partners.

4.5 Comments on the European value added

The CP MODEL project aimed at giving a contribution to the initiatives existing at international level for an increased awareness on resilience.

The intrinsic characteristics of the outputs favour their diffusion and use at wide level. E.g. the Resilience Platform, being **Massive**, can be used by municipalities, local government associations, regional and civil society organizations, donors, the private sector, civil protection professionals and volunteers, other professional associations as well as every citizen who has to be engaged in reducing their risk to disasters and in all Countries. The **MOOG** platform, the **Game**, and the **Self Evaluation Framework** created within the First Survey phase also look beyond the involved countries and has the potentiality to reach many other local communities and local policy making leaders.

The project embeds a European added value for the approach adopted and the tools produced. These are usable at European level and transferrable to different geographical and cultural contexts. The project is able to feed into European debates about education and Civil Protection and looks beyond the borders of the Partner Countries involved.

Starting from a local level – needed to assure effective impact – there is then a due connection with the national level, to be connected to the policies and regulations, till arriving to the European one for giving a contribution to the implementation of strategies, raising awareness and spreading knowledge about resilience in the Participating States.

The main added values at EU level that can be emphasized:

- ***European Political added value***

The project addresses problems that have, of course, a European as well as an international dimension fitting with the goals of the "Making Cities Resilient" campaign leaded by UNISDR and with the goals of the United Nations Decade of Education for Sustainable Development (2005 - 2014) led by the

UNESCO, which aims at the development of the concept of Education for Natural Disaster Preparedness (ENDP).
During the third Civil Protection Forum the debate focused on resilience and how Europe can strengthen prevention and response measures to deal with disasters more effectively. Resilience to disaster means not only the ability to recover from a major disaster but also building the capability to withstand disaster into planning. The CPMODEL project aimed to develop training tools for involving a large scale of individuals; it addressed in this process the local governments as the closest to citizens and to local communities and with a primary role in responding to emergencies and provide services to citizens. The project intended to start from the fundamental subjects in the resilience strategy building, for diffusing the achievements and the most relevant findings at European level.

- ***European Social added value***

The project outputs have potentialities for being used and applied at transnational level providing instruments for a new and attractive approach of teaching civil protection and awareness about resilience in this framework to local communities. The aim is let them be prepared to adopt prevention procedures and know how to become resilient.
All the deliverables of CPMODEL can provide a strong support to broaden the concept of resilience and allow the local communities that have difficulties linked to geographical marginality or missing of economic resources to have at their disposal tools to overcome these difficulties and to implement and enforce the diffusion of a culture of resilience.
As mentioned, for their characteristics, all the project outputs can be used or can be adapted for use in all the Member States.

- ***European Operational added value***

The Resilience MOOC/MOOG platform represent a potential first idea of launching a **European MOOC** addressed not only to the concept of resilience but in general to the concept of prevention embedding indications and common ideas.
The Coordinator and Partners of CPMODEL have activated networks and tools of diffusion that will be improved also after the project end to maintain the MOOC/MOOG: networks as the Committee of the Regions (a meeting was already held as explained above, before the project end), more national networks of local communities and municipalities, creation of connections toward the most important MOOC platforms (Coursera, Khan, Openup…).
During the CPMODEL development a cross-border cooperation among the EU involved organizations was implemented and a cross border cooperation among EU organizations with a vertically and horizontally functioning partnership, despite the different structures and areas of responsibility.
The involvement of experts carrying out the work at European level worked as multiplying element (meaning that carrying out the work at European level would be greater than the sum of the impacts of national projects because they can join research and innovation, realize cross-border networking, exchange best practices and know-how).
Finally it can be underlined that the CPMODEL project gave important results from a multidimensional perspective: *local* because it had an effective impact during the experimentation at local level, *national* because it was connected to the national Civil protection policies and regulations; *European* because it can give a contribution to the implementation of strategies to develop a culture of prevention in local communities in the involved European partner countries and in many more also after the project end.

4.6 Lessons learnt and possible improvements

The project received positive feedbacks during the practical implementation of the educational tools promoted in the local communities and in the online awareness campaigns.
Lessons learnt and possible improvements can be singled out when looking at some specific aspects of the actual preparation of the outputs:

⇒ The time and cost necessary for the preparation of all the video-lessons in all languages were higher than expected. Anyway the additional cost was covered through the staff work. The staff worked also on the preparation of some reportages and some video interviews with experts.

⇒ The cost for the realization of the Game was higher than planned also if considered the high quality product that was anyway produced thanks to the internal human and financial resources employed.

It must be underlined how the valorisation and promotion activity is a key factor of the project. In CPMODEL the Partners showed a continuous action of dissemination using different media and tools. An important evidence of this effort is the dissemination report attached to this final report and the success of the awareness campaigns realized in all the countries involved in the project.
The project activities and their results produce a prolonged effect with more possibility to become a 'structural value'.
Other lessons learnt worth of mention are:

- the importance and value of a well structured project proposal which can be used as a continued source of reference and also as a tool for facilitating the early identification of likely variations in activities or budget that can be brought to the attention of the EC;
- the importance of a well structured connection among objectives, activities, deliverables, outputs, results and the Partners engagement. The proposal in itself worked as 'control tracklist' with an interesting self-evident monitoring structure;
- the usefulness of completing the various monitoring forms in helping the Project team to progressively evaluate the technical results and deliverables;
- applying good team management for each of the teams involved (Project Team, Core Group, experts….) led to the following: team-building, early and effective planning, sharing of results, listening to different ideas, continuous attention to harnessing, enthusiasm and interest;
- the importance of a precise and detailed timetable that makes possible to analyse the progress of different project phases and tasks;
- the effectiveness of a clear identification of different categories of project users: target groups, end-users, beneficiaries and stakeholders.

5. Activities

5.1 Comparison between initially planned and actually implemented activities, including monitoring, evaluation and dissemination

The actually implemented activities for all the phases of the project followed the initially planned ones. To achieve this result, all the Partners have shared common perspectives and responsibilities, complying the set tasks.
When some delays occurred (due to the UK partner withdrawal or to the need to overcome some more requirements than expected in the technical realization of project outputs), a redistribution of resources - material, human and economic – allowed to overcome these obstacles and to reach the development of high quality results.
The activities related to monitoring, dissemination and evaluation are also fully realized.
This means that the CPMODEL project activities were monitored and assessed with a systematic approach to project quality management to guarantee a quality assurance through the application of standards to assure evaluation, sustainability beyond the end of the project.

The evaluation has been carried out in order to check mainly:

- ✓ the economic and financial management and supervision of the project by the project coordinator
- ✓ the quality and consistency of the realization of each activity planned in each TASK ID
- ✓ the coherence of the main activities/results (i.e. realization of the MOOC/MOOG Platforms and Game on Resident security 'Super Mayor') in relation to the project goals.

The evaluation of the Project is carried out in the framework of the "quality management systems (QMS) procedures" of Fondazione Hallgarten Franchetti Centro Studi Villa Montesca with the support of the partner NHMC (very experienced in the monitoring and evaluation of European Projects) and with the significant contribution of the members of the NECs.
This means that the project was monitored and evaluated with a systematic approach to project quality management, ensuring that the activities/actions/deliverables were clearly understood, agreed and fulfilled.

The Final results of the Internal evaluation are shown in the following table *(for more detail please see the Evaluation report):*

CPMODEL project evaluation		
CRITERIA	***DEFINITION***	***EVALUATION RESULTS***
Project performance: positive aspects and opportunities		
Relevance	The extent to which the objectives of the project are consistent with beneficiaries' requirements and needs, and with the institutional priorities. It also entails an assessment of project coherence in achieving its objectives	The project fully reached the expected objectives during its lifetime. The research concerning "Resilience analysis" and the "Map of Criticalities" were carried out by each partner work team in its country and they collected relevant feedbacks and data from the investigation. The MOOC Platform courses, the MOOG and the online Game had, and are continuing to have, very good results in terms of efficacy and diffusion. More users than planned are applying the educational tools created within the project and their diffusion reached various and different potential beneficiaries.
Effectiveness	The extent to which the development of intervention objectives were achieved, or are expected to be achieved, taking into account their relative importance.	The objectives were achieved as initially planned. Overcoming the few difficulties encountered - due for example to the UK partner withdrawal and the much more work needed for finalizing some of the technical aspects of the educational outputs created - the effectiveness of the results and impacts desired were anyway and fully obtained.
Efficiency	A measure of how the project resources/inputs (funds, expertise, time, etc.) are converted into results.	The project resources were correctly converted into results: the number of data analysed through the questionnaires and the focusing activities took into account all the elements related to resilience and these elements were also taken into due account for the finalization of the MOOC and the MOOG. These two last educational tools are continuing to have very good results in terms of efficacy and diffusion. The testing of the MOOC, the use of the MOOG and the testing of the Online Game gave important feedback in terms of usability, effectiveness of the contents, efficiency in relation to the chosen topics.
Project impact; European added Value: Lesson learnt and possible improvements; Partnership cooperation and cooperation with the Commission		

European added Value	The value resulting from EU support from the project activities which is additional to the value that would have resulted from the project funded at regional and national levels	The European Added Value is maximised by the main activities of the project that are strategic at European level. It must also be specified that the EAV is incorporated into the work-programme. The overall logic of the system is that its successful implementation should ensure that the programme is on track to capture the potential EAV identified by the project itself. In particular the: - *Criticality Matrix* to show the criticality of the surveyed sub-systems and allow for prioritization; - *Dependency illustration* of the links among the subsystems and to personal, regional and national responsibilities - *Criticality Fact Sheet* for each critical sub-system can be continuously updated (also after the project end), keeping updated the level of resilience in every involved municipality - *MOOC platform and its courses and MOOG* that have a big potential added value, being the first Massive Open On-line Platform and Guidelines related to the Resilience and Civil Protection. - *Online Game on Resident Security 'Super Mayor'* with a high EU added value, being a Game that can gather interest by many typologies of users, not only by professionals. The tools created are addressed to EU stakeholders in various and different kinds of organisations: from Municipalities, to local governments, schools, volunteers, professionals, etc. The tools are interactive multimedia, easily accessible from the website, and are continuously maintained open, also after the project end.

Lesson learnt and possible improvements	Lesson learnt in terms of - efficiency, cost savings, or improved quality; conformance to the aims and the work programme - presence of tangible, intelligible results; breadth - of results' application	During the project lifetime the partnership used a series of small steps to deliver results frequently. This method is used to get better control on quality, performance and cost. To reach this aim the circle of Deming method was used 1. Plan a change or improvement 2. Carry out the plan 3. Study the results 4. Adopt the change, abandon it, or run through the cycle again. The method relies on a rich assessment of the project values, which are quantified for measurability. These values become the definition of success for individual project steps and the entire project. Each project step result is compared against the definition of success to assess impact. It must be underlined that both activities and products of CPMODEL were carried out and implemented according to the expected result, despite some delays during the first part of the second project year. The activities and products have been implemented guaranteeing the correct and rational use of all resources set by the project - material, human and economic. The lesson learnt goes alongside the sharing of intents and responsibilities by the partners as regards the coordination of the various project steps and the common aim of achieving the expected results and the short and long term impact given by: - the creation of a Resilience MOOC platform, with 12 different courses organized in video lessons (dubbed in various languages in the format of professional cinema language), tests, deepening materials in all partners' languages; - the realization of the Online Game on Resident Security 'Super Mayor' (with Guide and instructions on how to play the game), a very interactive game, to be played online and with the different computer operating systems. - The MOOG Guidelines that serve as practical materials that can be accessed without registering and subscribing to courses as in the MOOC, and reachable by an even wider audience, of different typologies (generally interested in the resilience topics or professionals and experts in the field).
Partnership cooperation and cooperation with the Commission	This criterion assesses - the contribution of partners to project design, execution, monitoring and reporting, supervision and implementation, support, evaluation	All Partners contributed to the execution of all the project tasks and commitments, providing scientific expertise for the realization of the educational tools created and the researches and analysis carried out. Few difficulties were faced by the partnership when the Partner NCC, UK had to interrupt the collaboration in CPMODEL due to internal substantial changes in their organisation. The rest of the consortium members managed to take on the tasks of the UK partner. The performance of each Partner was assessed on an individual basis with a view to the partner's role and responsibility expected in the project life-cycle. The project consortium has continued to implement a mechanism for successful collaboration. Key elements for success were: experience and understanding by the project management group of the process and

		consensus building, willingness of participants to work towards common goals, experience in presenting the project results in professional forms (journals, meetings with stakeholders, etc.), innovative methods for disseminating information such as the awareness campaigns realized in all the partner countries. The cooperation with the Commission demonstrated to be always really supportive and good, receiving appropriate feedbacks when needed by the project officers.

The evaluation has been a process of collecting, recording and organizing information about project results, including short-term outputs (immediate results of activities or project deliverables), and immediate and longer-term project outcomes.
Common rationales for conducting the external evaluation were:

- identification of success factors, need for improvement or where expected outcomes were reached or not;
- control and validation of the project outputs;
- check that the CPMODEL products allow the project to reach all its objectives and goals.

The conclusion and the final comment of the evaluation, after a deep investigation and a SWOT analysis, is the following *(for more detail please see the Evaluation Report):*

***The project achieved some relevant results regarding the analysis of the behaviour of municipalities and local communities in front of situations of crisis and disasters**. These results represent a useful point of reference for authorities at all levels because they reveal important elements regarding the strengths and weaknesses the local communities face daily and their level of resilience, that is of great importance for building a common and widely diffused awareness on the answer to disasters and crisis, on prevention and on implementation of the right actions.*

***The project supported the building of a culture of resilience and the diffusion of awareness towards the concept of 'Resilience' also to people who never had the occasion to approach this term and its meaning before.** It was also important to introduce the Civil protection issues in some peripheral and little realities that, otherwise, would have not focused the attention on the themes revealed to them by the actions implemented within CPMODEL.*

5.2 Qualitative evaluation of the activities

All the CPMODEL activities are reported and described in the table below. Close to each description also a qualitative evaluation is made:

TASK ID A – MANAGEMENT AND REPORTING		
Activities	**Description**	**Qualitative Evaluation**
A.1 **Definition of a Shared Protocol among the partners for the Project Management**	Tool for: - project planning, - project monitoring and controlling, - guarantee the partners develop their tasks and achieve the goals on time and at the specified cost, quality and performance. It contains explanation of the rules for the partners internal communication, reporting of expenditures, tasks to be accomplished by each of them, how the monitoring and evaluation are applied along the project.	The document was prepared and diffused among the partners at the very beginning of the project in order to successfully manage and implement the CP MODEL activities and actions in an efficient, well defined and productive way. It aimed to ensure that: 1. all Partners actively participated in the planning and accomplishment of the objectives 2. the modalities of partnership organization were shared by all the Partners. So it was a fundamental tool for guaranteeing a common strategy for reaching the same objectives and for assuring transparency and efficacy in the management of all project activities, as well as their correct and fair coordination in all partner countries.
A.2 **Arrangements for decision making and management tools**	The tools that are part of the project 'arrangements for decision and management' are: - ***Spread sheet formats for the financial analysis and cost management*** to be fulfilled timely by all the partners. - ***Gantt chart and Work Breakdown Structure***, showing the estimated length of time and activities t o be accomplished in each project phase. They also show who has to do what and when. - ***Responsibility Allocation Matrix*** that defines, for each task of the project, rules, responsibilities and specific tasks of the partners involved.	These tools have been applied along the project lifetime to assure the carrying out of some fundamental principles, necessary to have a smooth and proper management of the project. In particular those tools have been put into place to: – document the projected costs of the project and for high-level cost tracking, – support the project and act as a control on whether the targets have been met, – guarantee the transparency and the efficacy of the financial management, – improve the results on the value and quality of the project,

	- ***Spreadsheet formats for documenting the project activities in relation with costs***, to be fulfilled by each partner every 3 months for project monitoring. This was an important help also for the completion of the reporting activities to EC. - ***Templates and Checklists for scheduling and monitoring the partners tasks*** that is a brief structured report in which each partner has to evaluate on a regular basis his own activities, results and work in progress, to improve performances and the effects.	– simplify decision making and assisting with changes to the project, if necessary, – collect reliable information, in order to measure vis-a-vis the performances, the expected results and objectives, – guarantee each partner to access information regarding the transnational cooperation progress to ensure transparency.
A.3 **Reports and Supporting Documents**	Documents summarizing the progress of all partners on the project activities in parallel with financial data related to the expenditures incurred. All documents contribute to provide a constant updating on the project progress, on the ongoing and planned activities and outputs as well as on financial data highlighting the project costs up to the drafting of the progress and final reports.	The reports, updated along the project implementation, allowed the Coordinator to constantly monitor the development of all the activities put in place by the project Partners and to compare the reports with justifying supporting documents (in particular with reference to expenses carried out) and with activities actually implemented (these were anyway always evident to the Coordinator during their joint implementation with the project partners).
A.4 **Creation of the project Steering Group**	Each project partner nominated from two to three representatives as members of the project Steering Group. The group shared decision on the organisation of the activities and actions; it set the priorities and monitored the project implementation.	The creation of a project Steering Group enforced a smooth process of collaboration between partners, as all participated in the decision-making. A constant communication among all members was at the base of an easy progress in this process. The constitution of this group also allowed a better organisation of project activities and priorities.
A.5 **Project Quality Assurance**	The Quality Assurance is represented by the adoption of a plan containing the tools for the quality monitoring during the work progress and the indicators applied during the project activities development.	The application of these tools has guaranteed to monitor and assess the products and processes as well as the transparency and the efficacy of the operational and financial management. The purpose was to assure a high quality through the compliance with the following terms: - respect of the activities planned

		- respect of the deadlines - conformity of the results - efficacy of the communication system - efficacy of the dissemination strategy - type and reason of probable changes
A.6 Project meetings **Kick-off meeting Italy**	Meeting in Città di Castello organized by Fondazione Hallgarten Franchetti Centro Studi Villa Montesca on 2nd - 3rd March 2015	Presentation of all project activities, of the expectations planned in the proposal, the concrete next steps and each partner tasks. The tasks A, B and C were outlined in details, also the other tasks were approached. Fundamental rules for guaranteeing transparency and efficacy in the project management were set up and the strategy to adopt for allowing a smooth progress of the project activities agreed. In all partners meeting an assessment questionnaire was handed out to the participants to measure the quality of the actions undertaken during the meetings and the organization of it. The result of the elaboration of the questionnaires results was very positive.
Meeting in Spain	Meeting in Santiago de Compostela organized by Xunta de Galicia, Dirección Xeral de Emerxencias e Interior on 10th – 11th November 2015	The results of the 'Task B – resilience analysis investigating the resilience ability' were discussed; the design of the MOOC platform and the structure of the MOOC courses were presented. Partners talked also about the quality assurance of the project and dissemination actions to undertake, the next steps, and each partner' tasks and duties. The qualitative evaluation done through questionnaires gave very positive results about the meeting organization and the meeting goals.

Meeting in Austria	Meeting in Innsbruck organized by alpS on 29th February & 1st March 2016	A final discussion and presentation of the MOOC courses already done was the focus; all the next phases and tasks to complete the video lessons have been set and the elements that are worth to be taken into consideration for the educational videos. The MOOG was presented, the aspects related to the quality and dissemination were defined, the project next steps explained, and the partners' tasks agreed. Also the state of the art of the Online Game was presented. A specific focus on the project quality assurance is carried out.
Meeting in the Italy	Meeting in Città di Castello organized by Fondazione Hallgarten Franchetti Centro Studi Villa Montesca partner on 30th June - 1st July 2016	Finalization of the MOOC, MOOG and Resilience on line game, definition of the aspects related to the quality and dissemination, explanation of the project final steps, definition of the partners' tasks and duties and organization of the final conference in Heraklion. The qualitative evaluation done through questionnaires gave very positive results about the meeting organization and the meeting goals.
Meeting in Crete	Meeting in Crete organized by NHMC on 14th September 2016, the day after the CPMODEL Final Conference	Last face-to-face partners meeting of the project. MOOC, MOOG and Resilience on line game progress and activities, awareness campaign, project final steps, definition of the partners' tasks and duties and final report to the Coordinator and the EC. During this meeting also an evaluation of the final conference (held the day before) was carried out. The results showed a high appreciation of the event and of the technical partners meeting also.

TASK ID B – RESILIENCE ANALYSIS INVESTIGATING THE RESILIENCE ABILITY AND DEFINITION OF A MAP OF CRITICALITIES		
Activities	**Description**	**Qualitative Evaluation**
A.7 **Creation of five National Experts Commissions (NEC) for supporting the elaboration and the evaluation of the analysis results and the creation of the resilience MOOC platform**	In each partner country experts in the topics of prevention and raising awareness, civil protection or emergency professionals, university professors, head of volunteers groups, risk management operators, politicians, decision makers have been involved. The experience of the NECs members is shared within the project working group. Their involvement could provide further inputs thanks to experience and practices acquired in concerned sectors.	The NEC members in each partner Country have provided feedbacks on the first testing of the MOOC platform and other products giving very useful inputs for the improvement and completion of the main project outputs. Regular online contacts and live meetings of the NECs members and between them and the partner organizations project teams were held for a professional and technical support in the core phases of the project. Their involvement was also relevant for assuring a strong link with the local communities and the municipalities. The chance to involve experts from all partner countries was an important element to guarantee high quality outcomes.
A.8 **Realization of questionnaire to investigate the degree of resilience and the main criticalities related to the ability to recover from disasters but also with reference to building the capability to withstand disaster into planning (to be tested in at least 5 municipalities in each participating country)**	Elaboration and handing out of a questionnaire to municipalities in each partner country (specifically to persons in charge for the specific sectors linked to resilience and response to disasters in the single municipalities). The purpose of the questionnaire was to gather feedbacks and provide results useful to understand if municipalities are in their "Transition toward resilience", trying to explore and develop ways to strengthen their communities from within in order to reduce their vulnerability and increase their ability to respond to disasters.	The questionnaire is linkable from the project website, allowing all interested stakeholders to freely use it in order to single out relevant information as: - analysis of the current status in tester municipalities in each participating country, - framework for analysis and action to reduce vulnerability and strengthen the resilience of individuals and communities, - key factors that contribute to peoples' vulnerability: exposure to hazards and disasters, - detailed explanations of the linkages between all the "resilience factors", as well as ideas for action to strengthen resilience itself. The results gathered through these questionnaires were used as strategic support and guidance for the TASK C implementation.

A.9 **Focusing activities in all the involved municipalities for the analysis refinement**	In each partner country focus groups were implemented for deepening the feedbacks received trough the questionnaires. They served as an instrument for defining the relevant factors previously gathered and to apply a more dynamic analysis. These allowed a face-to-face and even more detailed analysis together with the key actors of municipalities in the various partner countries, and also a concrete comparison with the data gathered with the questionnaires, so to add some relevant information for the next phases of educational tools building.	The involvement of key actors from the municipalities allowed to expand the knowledge about the data already analysed in the previous phase. This also took to an increased motivation in replicating, by the single municipalities, the planning of this kind of analysis in the future. The implementation of the focus groups enabled to collect a wider range of perspectives, opinions and overviews on how municipalities respond to difficulties, rebuild or recover and analyse their aspects of vulnerability and their available resources (as well as their missing resources). The decision-making processes within the municipalities and the concerned services of protection and answer to the dangers could be deepened also. The focus groups were also important for better analysing the municipalities vulnerability, their available resources and the ability to use these to recover from disasters.
A.10 **Creation of a Report about the resilience analysis and of a Resilience Map of Criticalities**	Report containing an analysis of the reasons that make difficult to adopt strategies addressed to increase the level of auto-organization of the response in case of natural and anthropogenic crisis. All activities and results of the TASK B are herein summarized. The report is available in a shorter version and in a longer version including all individual results as the country scores and an overall resilience score. It provides insights into the project results and forms the basis for all the following tasks. This Report also contains the Resilience Map of Criticalities, realized through questionnaires and focus groups for assessing the main difficulties in adopting flexible prevention strategies. It displays the main criticalities about resilience in some Municipalities of the partner countries.	The Report and Map have been the first basic elements for revealing the main criticalities about resilience and to check what can be the main opportunities for reducing exposure and to explore strengths, weaknesses, opportunities and threads towards resilience. The Report used a people centred approach and gathered results on the level of resilience of municipalities, and suggestions and feedbacks to the municipalities involved and concerned stakeholders.

TASK ID C – DESIGN AND CREATION OF THE RESILIENCE MOOC (MASSIVE OPEN ONLINE COURSES PLATFORM)		
Activities	**Description**	**Qualitative Evaluation**
A.11 **Design and technical realization of the MOOC (Massive Open Online Courses) platform**	The platform has been structured so to contain 12 video-lessons divided in 4 weeks. Each video-lesson contains an introductory text, a video with experts telling the lesson (duration between 10 and 15 minutes), some optional readings (in the same language of the course) and deepening materials that allow the user to deepen the topics he/she wants and that the lesson is dealing with. At the end of each course a multiple choice quiz to assess the learning achievements is the step necessary for going to the next step. An Evaluation Questionnaire for assessing the quality of the courses is also inserted as a mandatory step that the user has to implement for finishing the course and receive the attendance certificate. Once the video lesson is completed the system registers it and it is possible to see the progress bar increasing and check the level of advancement in the homepage of the course.	It represents a tool to diffuse to a wide audience the training regarding resilience of communities to disasters. So it makes easy the involvement of a large scale category of people, experts and volunteers. Simple to use tool as only connection to internet is required. Only request of submission of the main personal data (name, surname, email address) is needed for subscription in the MOOC courses by all potential users. This step is considered necessary to avoid spamming and also to have the data for preparing the diploma that students receive with the course completion. The MOOC courses are available in English, Italian, Spanish, Greek, German: the multilingualism represents an opportunity to give wide impact and increase effectiveness of the training activities.
A.12 **Realization of e-learning resources and open online courses to be put into the MOOC platform**	All Partners contributed to the realization of the contents for the videolessons (videoshooting of the lesson in English) and the deepening materials (’optional readings’) of the MOOC platform. Here below the list of the videolessons available: - Video lesson *‘Concept of Resilience’* (realized INGV) - Video lesson *‘The Ten Essentials for Making Cities Disaster Resilient’* (alpS) - Video lesson ‘*Methods and approaches to introduce the effects (assessment) of the impact of natural disasters’ (Risk Assessment) (5Q)’* (INGV) - Video lesson *‘Planning Resilience’* (FCSVM) - Video lesson *‘Organizing the infrastructure and the Land Use*	Original contents were created for each videolesson specifically by each partner for the CPMODEL MOOC platform. Purpose is to openly provide relevant information about resilience and share experiences. The platform is not a ‘repository’ of contents but interactive as all users can study and test their learning through the assessments realization. The project working groups in each partner country followed some precise steps for the production and finalization of materials and videos dubbed in all languages to be uploaded on the platform. They have:

	Planning for Resilience' (NHMC) - Video lesson '*Financing Disaster Resilience'* (alpS) - Video lesson '*The concept of Resilience in practice: case studies*' (FCSVM) - Video lesson *'Seismic Risk Management in Greek School Units'* (NHMC) - Video lesson *'District Heating'* (FCSVM) - Video lesson *'The RiMaComm Project – a large scale risk assessment approach'* (alpS) - Video lesson *'Qualities of Resilient Systems: Integrated'* (alpS) - Video lesson *'Resilience in the Neapolitan area'* (INGV) AlpS has taken over the realization of the contents and optional readings also of the courses that were initially entrusted to NCC. Each video is produced in English and dubbed in all partners languages.	- reviewed all videos and contents - defined the usability by the potential 'users' - agreed on the management of the messages and questions sent by the subscribed users to the videolessons teachers - agreed also on the procedures of users enrolment and subscriptions approval. - maintenance of the platform after the project end.
A.13 **Creation of the Massive Open Online Guidelines (MOOG), a guide containing the instructions about how to use the Massive training materials put into the platform**	The MOOG is an online website that offers an educative and technical path as a guide in adopting proper strategies towards resilient, flexible and smart communities. The MOOG contains **operative and practical suggestions** related to the 4 priorities addressed to Municipalities: Priority 1: Understanding disaster risk. Priority 2: Strengthening disaster risk governance to manage disaster risk. Priority 3: Investing in disaster risk reduction for resilience. Priority 4: Enhancing disaster preparedness for effective response and to "Build Back Better" in recovery, rehabilitation and reconstruction. For each of these topics deepening materials are made available. The objective is to inform the policy makers and the stakeholders about 'HOW TO…': learning resources, information and	**The MOOG experience wants to be an educative and technical path** that has the role to guide in adopting proper strategies towards a resilient, flexible and smart organization. The MOOC and the MOOG platforms are different because the deepening materials as the ones contained in the MOOG have the intention to be more practical. The purpose is to create an approach to the adoption of strategies for increasing the level of response in case of disaster or crisis. The MOOG is structured as a dedicated website, open to the wide audience and reachable by all the potentially interested people. It is open to the experts, but also to an even higher number of users – e.g. volunteers, staff of civil protection and prevention, etc. It is not mandatory to follow and complete closed courses as in

	experiences about how to react in case of criticalities being a smart and resilient local community, guide the experts in adopting proper strategies towards a resilient town. The MOOG can be conceived as a **Guide with instructions about how to use the training materials included in the MOOC Platform.** Learning resources and experiences on how to react in case of criticalities are herein integrated. Community leaders and experts can use the Open MOOG but it is addressed also to an even higher number of large-scale users, especially volunteers and staff involved in the civil protection actions and prevention activities. It provides useful indications on how to use the learning resources to be prepared in case of disaster and creates a culture of resilience.	the MOOC and no need of registration also. The characteristics of the MOOG make it also an important instrument of dissemination and of awareness creation. It can reach a very relevant number of potential users.
A. 14 **Organization of an online awareness campaign for the dissemination of the MOOC/MOOG platform with the aim to reach a very relevant number of different civil protection categories of professionals, staff, volunteers, leader of local community and relevant stakeholders in order to put at their disposal a large range of information and educative materials for increasing and**	Campaigns realized in each partner Country that had the scope to support the development of the MOOC/MOOG Platforms, to promote their diffusion and their use by the potentially interested users, the dialogue among different stakeholders, assure the sustainability of the most relevant project outputs (as the MOOC, the MOOG but also the Online Game). Addressed to operators and staff working in civil protection, volunteers, local communities, relevant stakeholders with the aim of letting them know the educative materials put at disposal by the project.	All relevant communication channels have been applied for assuring a proper diffusion of information on these important educational tools to the largest audience. Use of ICT communication, social media, emailing, online deployment to enable fast and wide communication to a large number of persons and to a great public. A plan has been realized as a guideline for the partners to develop according to some common characteristics the campaign in their countries. The awareness campaigns have been relevant instruments also for promoting the testing of the CPMODEL MOOC platform, the use of the MOOG and testing of the Game.

guiding the development of strategies toward resilience		

TASK ID D – CREATION OF RESILIENCE ONLINE GAME		
Activities	**Description**	**Qualitative Evaluation**
A.15 - Definition of the scenario and the contents of the online Game **A.16 - Technical Realization of the online Game**	On the base of the results of the previous phases, it was built a scenario where the player – in the role of a town Mayor or a leader of a community – has to answer in the most correct way to some unpredictable situations and crisis addressing his/her community. The player has to guarantee that the general level of resilience is high to have a resilient city. The level of each index is altered by the direct actions of the mayor, or indirect events that can occur in the city. In the game it is possible to perform some actions (increase or decrease the taxes, build training centres, build centres of first aid/hospitals, organize units of civil protection, build houses for citizens, build factories or tourist centres, planning special events, build centres of entertainment, organize campaigns of training, build infrastructures). The actions depend on the right management of economic resources: more citizens are in the city, the higher is the budget, depending on the taxes imposed and the approval coming from the citizens. From the technical point of view: it was realized in 3D graphics, for being downloadable for different operating systems and playable also online. Some technical aspects: - it is a single player game; - the game view is rendered from the Camera(s) in the game. - the buttons in the Toolbar can control the Map Editor and give a view on the progress of the game; - the first drop-down on the Game View control bar is the Aspect Drop-	The objective of building this instrument in the form of a Game was to try and disseminate the concept of resilience as an easily accessible concept, not only by experts in the sector, but by the wide public. It was conceived on scientific basis but its game structure guaranteed an entertaining aspect that makes it potentially usable by a large audience. The Game, and the Tutorial integrated in it, are multilingual. Easy to play, at the same time a didactic experience and an exciting experience. The objective is to give the users the opportunity to learn something useful in a funny way.

	down. Here, the player can force the aspect ratio of the Game View window to different values. It can be used to test how the game will look on monitors with different aspect ratios. - the game will check also the C Rendering Statistics window that is very useful for monitoring the graphics performance. - the player can choose different levels of difficulty (3 are the levels) - the Scene View can be used to select and position environments, the player, the camera, enemies, and all other Game Objects. - the Scene View Navigation allow full details on navigating the Maps-Scene. - when building the map, the player has the possibility to place different objects in the game world. - the scene view control bar lets the player choose various options for the scene view.	
A.17 **Definition of the Guide: how to play the Game**	A Guide and a Tutorial to the Game were created. The Tutorial shows how to use the Game controls. It is a game simulator that can allow the player to use all the controls. The tutorial is active also during all the gameplay in case some steps become difficult. The Guide is conceived to be: - a learning support about the scientific goals of the game and how to use it as a didactic tool - a technical support - an indication of the strategy to be adopted by the player	A guide for the users was produced to facilitate the understanding of the various game functionalities. Also a Game Tutorial was created. It is a kind of 'reduced' version of the entire game that allows the user to check the tools and steps to follow for playing properly the Game. The tutorial was translated in all partners languages.

TASK ID E – TESTING OF THE EDUCATIONAL ACTIVITIES BASED ON THE CONTENTS, TOOLS AND RESOURCES UPLOADED IN THE RESILIENCE MOOC PLATFORM AND TESTING OF THE RESILIENCE ONLINE GAME		
Activities	**Description**	**Qualitative Evaluation**
A.18 **Testing of the training activities in at least 5 municipalities in each participating country** **A.19** **Testing the resilience online game in at least 5 municipalities in each participating country**	In all project Countries the Platforms and the Game were submitted to a testing phase. The testing was focused on the registration for use in the MOOC and play of the Game, on the study of the learning resources made available, on the tests completion. The objective was to: - verify the tools, their relevance if compared to the topics dealt with, and if comprehensible - checking the competences acquired by the users through online available training tools - verify and test the quality of the contents but also of the technical structure - usability and functionalities of the IT tools created within CPMODEL. About 40 - between municipalities and local governments - have been involved in the testing. The main products realized within CP MODEL have been experimented and tested in the final phase of the activities. The purpose of the testing was to check: - if the platform tools are significant and comprehensive in terms of plotting overall users activity, allowing evaluation of assessment data, as well as usage statistics on video resources and other learning activities, - the level of progression, through the learning resources and the delivered mix of the assessment methods available through the MOOC platform - the level of competences about resilience acquired through the	The learning resources created are captivating and provide the learners with the possibility to follow with interest the videolessons and play with the Game. They become the active subjects of these educational tools and contribute continuously with their feedbacks, improvements, inputs, etc. The project partners have preliminarily agreed upon the methods of engagement of the learners within their countries. They continue to involve more users also after the project formal end, contributing to the widest diffusion of the tools created within CPMODEL.

	on-line training - the validity of the contents, assessments and grading policies.	

TASK ID F – PROJECT DISSEMINATION AND PUBLICITY		
Activities	**Description**	**Qualitative Evaluation**
A.20 **Definition of the project Dissemination Strategy**	The dissemination initiatives implemented by the project Partners could refer to a common dissemination strategy concretely expressed through a project dissemination plan. The ultimate purpose of this strategy was to allow a broad knowledge of the CPMODEL project by: - raising awareness on the topics the project is dealing with - informing a wide public about the educational tools implementation - engaging different stakeholders in their testing - promoting the Project as a good practice. - promoting CP MODEL through a series of dissemination/publicity transversal activities, to create awareness about the project and its results, keep interested stakeholders informed about the project developments, develop liaisons with relevant organizations and groups, as well as promote the CP MODEL outcomes.	Internal working document containing strategic measures for the diffusion and exploitation of the project results and objectives, and planning of deliverables expected, with related commitment and deadline. The purpose of creating this plan was to guarantee a coordinated and well structured action in all partner countries for the best diffusion and exploitation of the project results and objectives and a wider dissemination of the project products and outcomes, especially targeted to the main beneficiaries of the realized products/deliverables.
A.21 **Realization of an online awareness campaign for the dissemination of the MOOC/MOOG platform** **(as above A.14)**	In each partner Country an online awareness campaign was organized (often accompanied also by campaign on the printed press, in presence meetings, etc.). The objective was to diffuse the project products, the MOOC, the MOOG, the Game and increase the dialogue on the issues dealt by the project among different stakeholders. The campaigns were addressed to operators and staff working in civil protection, volunteers, local communities, relevant	All relevant communication channels have been applied for assuring a proper diffusion of information on these important educational tools to the largest audience. Use of ICT communication, social media, emailing, online deployment to enable fast and wide communication to a large number of persons and to a great public, face to face meetings, and printed promotion materials. The awareness campaigns were relevant promoting the testing

	stakeholders with the aim of letting them know the educative materials put at disposal by the project.	of the CPMODEL MOOC platform, the use of the MOOG and testing the Online Game.
A.22 **Organization of European Workshops**	In each partner country a Workshop (in some cases more than one workshop) was organized to present the results achieved by the project in general and its main outputs (the MOOC and MOOG Platforms, the Online Game). These events were the occasion to involve different kinds of audiences, volunteers, staff operating in civil protection, public authorities representatives, staff working in the education sector, wide public. They also represented the opportunity to integrate the presented results into the disaster management training of the future.	These events, accompanied to other relevant diffusion activities, represented a guarantee for a wide dissemination of the project products and outcomes, especially targeted to the main beneficiaries of the realized products/deliverables. These were also useful to enhance knowledge in education towards an increased awareness about resilience in civil protection.
A.23 **Design, set up and management of the Project Web-site**	The CPMODEL website www.cpmodel.eu was created from the very beginning of the project activities to serve as the main tool of dissemination of the project contents. From the main page it is possible to reach immediately three of the main project deliverables: the MOOC platform, the MOOG Guidelines, the Online Game. The website also contains explanation of the project objectives, a news section, a space dedicated to brochures in all languages and to the periodical newsletters, link to the partners websites, etc.	It had and continues to have a fundamental role in the follow up of the project and dissemination of its results, outputs and achievements. It has a really simple structure, easy to read and to understand, in relation with its contents and the expectations. It is also an important tool for maintaining alive the diffusion of the project results also after the formal period of project eligibility.
A.24 **Design and diffusion of the project brochures**	The Partner responsible for the dissemination produced a layout and the contents for the realization of a brochure specifically dedicated to the project and with the aim to provide all partners with a common instrument for the promotion of CPMODEL. The brochure was used in the electronic and paper based formats to diffuse the project contents, objectives and main products and	The brochure was produced keeping as reference a shared and agreed project visual identity and graphics and the rules provided by the EC.

	results achieved. The CPMODEL brochure is available for downloading in all partners' languages (EN, IT, ES, GR, GE) from the project website.	
A.25 - Dissemination of the online Game **A.26 - Diffusion of the Resilience MOOC platform** **A.27 - Web publications** **A.28 - Publications and Press releases**	All project partners have realized a continuous dissemination action along the whole project, for promoting its objectives, for diffusing its achievements and the advantages it could bring to the direct beneficiaries and for letting the widest public and interested stakeholders know more about the issues of resilience and answer to disaster by the communities. Dissemination activities included, among the others: - Project team groups meetings with involvement of experts - Publications of articles about the project and about specific project activities and events promotion (online and in magazines/newspapers) - Public events - Press conferences - Press releases - Online diffusion through social media - Etc. (In the following chapter a link to the Dissemination Report gives a higher detail of all the actions developed and the main initiatives taken)	The promotion of the project and its initiatives was, and continues to be, also after the project end, a relevant activity implemented by all project partners in their countries, and in some cases even abroad. News and information about CPMODEL were widely diffused (its aims, activities, products and results) to relevant stakeholders. The publications and the other dissemination events realized in the different countries involved in the project gathered numerous feedbacks and a relevant interest.
A.29 **Realization and publication of the project Newsletters**	Five issues of the CPMODEL newsletter were realized during the project. They can be found published on the project website. The newsletters were used for being disseminated to the relevant stakeholders, by e-mail, and inform them about the progress of the activities realized during the project.	The newsletters were used to widely diffuse news and information about the project (its aims, activities, products and results). The purpose was to keep the audience updated about the actions realized in the partner countries and the achievements

	Together with the project website and the project brochure, also these newsletters represented the main tools for promoting the initiatives undertaken within the frame of CPMODEL. The newsletters allowed the dissemination of the project activities, as well as the diffusion of the project's outputs, underlining the necessity of increasing a culture of resilience within the local communities and to reinforce and diffuse the positive and good initiatives undertaken in this sense.	of the project. As the rest of the CPMODEL products, also the newsletters will be maintained on the project website, available for visualization or downloading and diffusion. This way it will be possible to continue the promotion of the Civil Protection MOOC/MOOG and Game giving them a European dimension. Newsletters, as well as the rest of the diffusion instruments, are all based on a common visual identity created for CPMODEL.
A.30 **Organization of the Final Conference**	The final conference was organized in Heraklion, Crete, on the 13th of October 2016, on the occasion of the International Day for Risk Reduction. The Conference was entitled "EUROPEAN MEETING AND WORKSHOP ON DISASTER RISK MITIGATION" The programme was the following: - The European Mechanism of Civil Protection and the main activities of the Italian Department of Civil Protection (Dr V. Silvestri, Italian Presidency of the Council of Ministers, Department of Civil Protection, International Relations Unit) (invited speaker) - Civil Protection Practice in Greece (D. Kaliviotis, Vice Head of International Relationships dep., General Secretariat of Civil Protection, Ministry of Interior and Administrative Reconstruction (invited speaker) - Mitigation of Forest Fires in Greece (Dr G. Xanthopoulos, Institute for Mediterranean Forest Ecosystems & Forest Products Technology (invited speaker) - Earthquake raising awareness initiatives in Greece (Dr A. Kourou, Earthquake Planning and Protection Organisation (EPPO) - Presentation of CP MODEL project and its products (Dr F. Boldrini, Fondazione Hallgarten-Franchetti, Centro Studi Villa Montesca, Italy. CP MODEL Coordinator) - CP MODEL: Resilience Analysis-Map of Criticalities for the Municipalities of Crete (Dr C. Voreadou, NHMC. CP MODEL Coordinator for Greece)	Relevant stakeholders attended the event, and experts on the civil protection field. The audience were volunteers and Civil Protection decision makers. Partners representatives had a speech during the Conference also. All the participants were very much interested in the MOOC courses as well as in the On line MOOG game "Smart Mayor". They were registered to the courses through tablets, while the project Coordinator made a very interesting navigation to the Online Game.

	- The RiMaComm project. A Civil Protection Good Practice in Austria (A. Koler, Alps-Gmbh, Austria) - Civil Protection Practice in Galicia Prefecture, Spain. The contribution of CP MODEL project (Jose Gil Bernabe Sanchez, Subdirector Xeral in Civil Protection, Prefecture of Galicia, Spain) The Conference was held with the final event also of another Civil Protection project ''EVANDE – Enhancing Volunteer Awareness and education against Natural Disasters through E-learning" where the following experts were involved among the others: the Prefecture of Valencia, Spain, the Beigua Unesco Geopark, Italy, Center for Educational Initiatives, Bulgaria. In the second part of the day a workshop was held for discussing more in details: the Resilience Analysis-Map of criticalities, to make a training on the CP MODEL MOOC courses, and on the MOOG and on line Game.	

TASK ID G – PROJECT SUSTAINABILITY		
Activities	**Description**	**Qualitative Evaluation**
A.31 **Definition of the project Sustainability Activities and Plan: how to maintain and further develop the MOOC/MOOG platform and the online Game**	The sustainability potentialities of the project and possibilities of maintenance were deepened in a well defined Plan. The purpose is to develop continuously the singling out of the answer of local communities to the resilience indicators underlined during the resilience mapping, to maintain alive the MOOC, the MOOG platforms and further diffuse them, to optimize and integrate with more inputs the Resilience Game. Also after the formal end of the project more stakeholders will be encouraged to use the MOOC platform for training purposes.	This activity is important for guaranteeing a long term massive use of the project outputs and a better diffusion and exploitation of the project results and objectives. The Plan contains: - potentialities of a further development of the project products and their application in other and different contexts, - commitment by all partners to maintain available the deliverables created during the project implementation also after the project end, - commitment toward amelioration and assessment of the outputs with inputs and contributions by more experts,

		- enlargement of the network created thanks to the project initiatives, so enlargement of the cooperation in the sector of the answer to disaster. It describes in a practical way the potential or achieved sustainability of the project. All Partners have largely discussed about the continuation of the implementation of the project product (as the Self Evaluation Framework developed in the first research phase, the MOOC Platform courses available in all their languages, the MOOG guidelines, the Game, etc.)

6. Presentation of the Technical Results and Deliverables

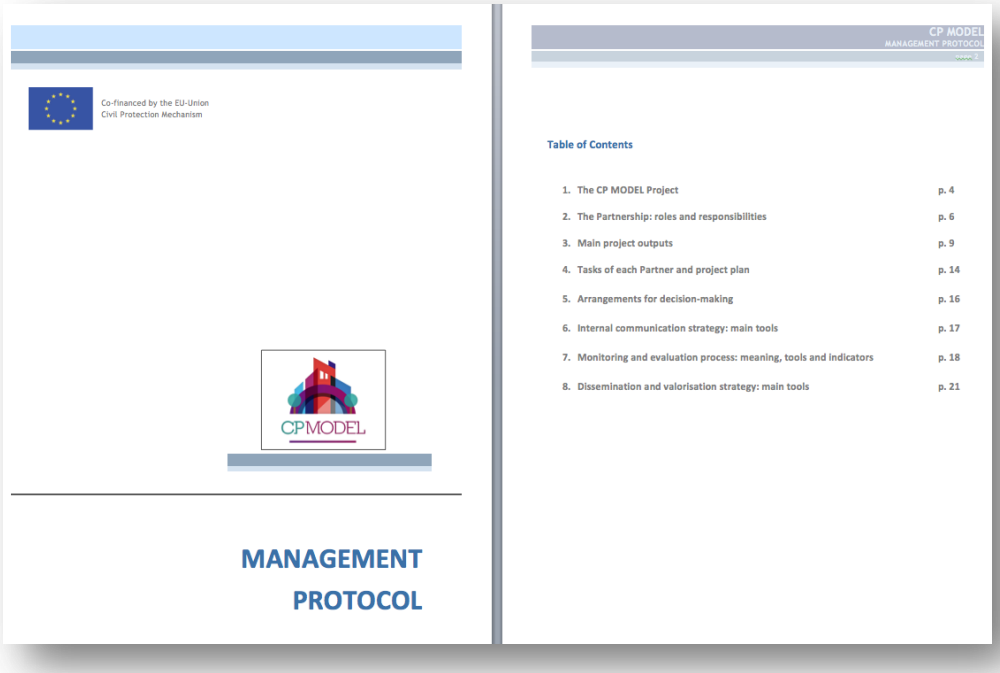
MANAGEMENT PROTOCOL

Containing the WORK BREAKDOWN STRUCTURE and the RESPONSIBILITY ALLOCATION MATRIX

With the beginning of the project implementation, all Partners were provided with a Management Protocol, an internal document containing a definition of their roles and responsibilities, the description of the main outputs expected and a well defined project plan and tasks division among all members of the Consortium.

The Protocol is also accompanied by a definition of the tools and strategy for decision making, internal communication, dissemination and monitoring.

The purpose of this document was to successfully manage and implement the CP MODEL project activities and actions in an efficient, well defined and productive way. Objective was that all Partners would actively participate in the planning and accomplishment of the objectives and that the modalities of partnership organization were shared by all the Partners.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Civil Protection Mechanism

CP MODEL

MANAGEMENT
PROTOCOL

CP MODEL
MANAGEMENT PROTOCOL

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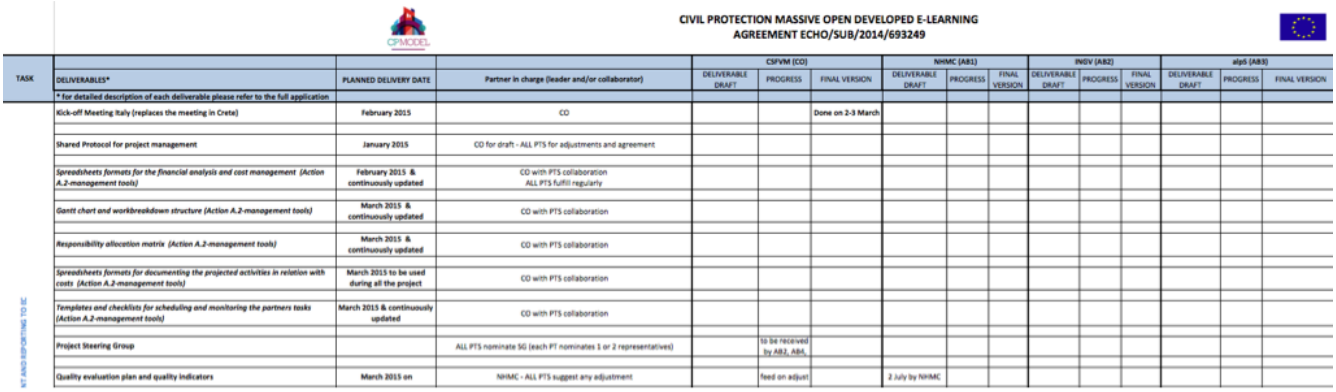
CIVIL PROTECTION MASSIVE OPEN DEVELOPED E-LEARNING
AGREEMENT ECHO/SUB/2014/693249

TASK	DELIVERABLES*	PLANNED DELIVERY DATE	Partner in charge (leader and/or collaborator)	CSFVM (CO)			NHMC (AB1)			INGV (AB2)			alpS (AB3)		
				DELIVERABLE DRAFT	PROGRESS	FINAL VERSION	DELIVERABLE DRAFT	PROGRESS	FINAL VERSION	DELIVERABLE DRAFT	PROGRESS	FINAL VERSION	DELIVERABLE DRAFT	PROGRESS	FINAL VERSION
	* for detailed description of each deliverable please refer to the full application														
	Kick-off Meeting Italy (replaces the meeting in Crete)	February 2015	CO			Done on 2-3 March									
	Shared Protocol for project management	January 2015	CO for draft - ALL PTS for adjustments and agreement												
	Spreadsheets formats for the financial analysis and cost management (Action A.2-management tools)	February 2015 & continuously updated	CO with PTS collaboration ALL PTS fulfill regularly												
	Gantt chart and workbreakdown structure (Action A.2-management tools)	March 2015 & continuously updated	CO with PTS collaboration												
	Responsibility allocation matrix (Action A.2-management tools)	March 2015 & continuously updated	CO with PTS collaboration												
	Spreadsheets formats for documenting the projected activities in relation with costs (Action A.2-management tools)	March 2015 to be used during all the project	CO with PTS collaboration												
	Templates and checklists for scheduling and monitoring the partners tasks (Action A.2-management tools)	March 2015 & continuously updated	CO with PTS collaboration												
	Project Steering Group		ALL PTS nominate SG (each PT nominates 1 or 2 representatives)		to be received by AB2, AB4,										
	Quality evaluation plan and quality indicators	March 2015 on	NHMC - ALL PTS suggest any adjustment		feed on adjust		2 July by NHMC								

PARTNERSHIP MEETINGS

Kick-off Meeting in Italy, Città di Castello – 2nd 3rd March 2015

The purpose of the first partners meeting, organized by the coordinator Fondazione Hallgarten Franchetti Centro Studi Villa Montesca, was to present to all Partners a detailed overview of all the project activities and of the expectations planned in the proposal, the concrete next steps and each Partner tasks. The tasks A, B and C were outlined in detail, also the other tasks were approached.

The purpose of this meeting was also to set the fundamental rules for guaranteeing transparency and efficacy in the project management and to share and agree on the strategy to adopt to allow a smooth progress of the project activities.

Second Meeting in Spain, Santiago de Compostela – 10th 11th November 2015

The second meeting was organized by the Spanish Partner Xunta de Galicia, Dirección Xeral de Emerxencias e Interior in the premises of the Galician Civil Protection Training Academy.

During this meeting the results of the "Task B – resilience analysis investigating the resilience ability" were discussed, the design of the MOOC platform and the structure of the MOOC courses were presented. Partners talked also about the quality assurance of the project and dissemination actions to undertake, the next steps, and each Partner' tasks and duties.

The Director of the Civil Protection Unit and of the Civil Protection Academy took part in this meeting, he put in evidence the innovation of the CP Model Project and the importance of the concept of resilience for the municipalities in Galicia.

Third Meeting in Austria, Innsbruck – 29th February/1st March 2016

The third meeting was organized by the Austrian partner alpS. The reached objectives of the meeting consisted in: final discussion and presentation of the MOOC courses already done; all the next phases and tasks to complete the video lessons are set and the elements that are worth to be taken into consideration for the educational videos.

The MOOG was presented, the aspects related to the quality and dissemination were defined, the project next steps explained, and the partners' tasks agreed. Also the state of the art of the Online Game was presented. A specific focus on the project quality assurance was carried out.

Fourth Meeting in Italy, Città di Castello – 30th June, 1st July 2016

The meeting was organized by the coordinator Fondazione Hallgarten Franchetti Centro Studi Villa Montesca and held in Villa Montesca.

During this meeting the discussion among partners focused on: finalization of the MOOC, MOOG and Resilience on line game, definition of the aspects related to the quality and dissemination, explanation of project final steps, definition of the Partners' tasks and duties and organization of the final conference in Heraklion. The Quality assurance of the project activities was deeply discussed.

Final Meeting in Crete – 14th September 2016

The meeting was held the day after the Final Conference. The objective was to set the last tasks and steps to be accomplished in each country with regard to MOOC, MOOG and Resilience on line game progress and activities, awareness campaign. Also the Partners' tasks and duties regarding the final report to the coordinator and the EC were defined.

All Partners meetings had a wide dissemination through press conferences and diffusion, news on newspapers, journals and TVs, speaking about them but also in general about the CP MODEL project.

Link to the CPMODEL website photogallery (partners meetings)
http://www.cpmodel.eu/wordpress/?page_id=8

QUALITY EVALUATION PLAN AND INDICATORS

Plan collecting all indicators to apply during the project activities development to assure a high quality and organize evaluators feedbacks.
Among the main indicators:

- Level of project intervention impact
- Level of the quality and performance of the community tools
- Extent to which tasks and outputs listed in the work plan have been completed satisfactorily
- Number of direct beneficiaries involved in the implementation phase;
- Extent of the information on this project's output
- Extent of the information on experiences in assessing input/output.

The evaluation of the CP MODEL quality used the partnership self-assessment and the opinion of municipalities and other stakeholders and target groups. In parallel the CP MODEL National Experts Commissions (NECs) with experts, in each partner country, on emergency, civil protection, economy and social science, risk management, communication, took part in the collection and evaluation of data and of the results obtained, becoming integral part of the project evaluation.
The Quality Assurance Plan was the base for the whole project to monitor and improve the effectiveness, efficiency and quality of the CP MODEL project, guarantee the project's quality evaluation during all the phases of it, monitor the quality and the achievement of the project's aims. The purpose was to strengthen its impacts, improve the communication between the involved parties and ensure the sustainability and follow up in collaboration with the final beneficiaries, the external collaborators and other stakeholders.

Some parts of the Plan and Indicators

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CPMODEL

Natural History Museum of Crete

Action A.5 Project Quality Assurance
D8: Quality evaluation plan and indicators

Responsible for implementation: UOC-NHMC

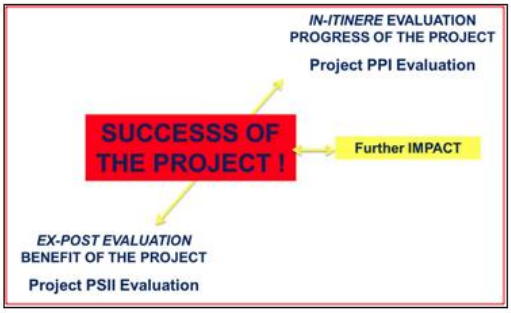
Introduction

The Quality Assurance Plan will monitor and improve the effectiveness, efficiency and quality of the CP MODEL project with the aim to strengthen its impacts, improve the communication between the involved parties and ensure the sustainability and follow up in collaboration with the final beneficiaries, the external collaborators and other stakeholders. In this sense the Quality Assurance plan will be useful to:

- guarantee the project's quality evaluation during all the phases of it
- monitor the quality and the achievement of the project's aims

The quality assurance of the CP MODEL project has already been integrated in the design of the management, dissemination, publicity and sustainability strategy of the project as well as in the design of all its products such as the Resilience Analysis and Map of Criticalities, the MOOC & MOOG platform, the Resilience on line game e.t.c.

To successfully achieve and implement the Quality Assurance Plan it is important to strengthen from the beginning



CP MODEL QUALITY ASSURANCE PLAN

Output	Specific products and processes of the output	Specific Indicators	Timeline	Evaluator	
1. PROJECT MANAGEMENT & REPORTING					
Management and Reporting to EC	• Shared Protocol for the Project management • Management tools • Preparation of reports to EC and supporting documents	• Extent of the information on this project's output • Extent of the information on experiences in assessing input/output • Extent to which tasks and outputs listed in the work plan have been completed satisfactorily;	At the: Second progress report Final report	All the consortium	
2. PROJECT MEETINGS					
Project official meetings	• Evaluate sessions during the project meetings.	• Extent of the information on this project's output • Extent to which tasks and outputs listed in the meeting agenda have been completed satisfactorily;	During the project meetings	All the consortium	
3. RESILIENCE ANALYSIS AND MAP OF CRITICALITIES					
Resilience	• Questionnaires for	• Extent of the information	Month 10	NECs in all	

EVALUATION REPORT

The Evaluation Report is the result of the monitoring and analysis of the Partners and beneficiaries feedbacks that was carried out along the whole project period. The purpose of the monitoring was to evaluate the efficiency and effectiveness of the project procedures, the communication among Partners, the production of the deliverables and the compliance with the preliminary plan of the project.

The Report contains the results of the focus groups with the NECs held for the evaluation of all products (Resilience Analysis, Map of Criticalities, MOOC courses, MOOG game & guidelines). The discussions involved the NECs members and the CP MODEL managers in all countries who facilitated the discussion and recorded comments and observations.


Co-financed by the EU Union Civil Protection Mechanism

CPMODEL

EVALUATION REPORT

Grant Agreement ECHO/SUB/2014/693249

CENTRO STUDI VILLA MONTESCA FONDAZIONE

CP MODEL
CIVIL PROTECTION MASSIVE OPEN DEVELOPED E-LEARNING
AGREEMENT ECHO/SUB/2014/693249

EVALUATION REPORT

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Link for Downloading the Evaluation Report:

http://www.cpmodel.eu/finalreport/evaluation_report.pdf

NECs NATIONAL EXPERTS COMMISSIONS

In each Partner Country a National Experts Commission was set up. The members of the NECs have been involved in the analysis of the products and activities, cooperating with the CP MODEL partnership in analyzing the project tools' effectiveness (e.g. in the designing and testing of the MOOC platform) and the results achieved, to gather professional support during the phases of the project, to guarantee scientific points of view and for linking the world of education to the one of civil protection.

The involvement of experts from all partner countries could guarantee a high quality level in the elaboration of the project outcomes, planned to be transferred in different geographical and cultural contexts.

The NECs members are civil protection or emergency professionals, university professors, head of volunteers groups, risk management operators, politicians, decision makers, stakeholders).

The members of the 5 NECs:

Italy

- Enrico Carloni – Professor at the University of Perugia, Faculty of Social Sciences
- Prof. Paolo Gasparini, Professor emeritus of Geophysics at the University of Naples ''Federico II'' and CEO of AMRA (Center of Competence in the field of Analysis and Monitoring of Environmental Risk).
- Sandro Costantini – Director of the Civil Protection Department of the Umbria Region
- Veronica Piacentini - National Civil Protection Department, Unit Communication and Information
- Valeria Poggi – Regional Centre for Environment and Civil Protection (Umbria Region)
- Rosario Salvato - Professor at the University of Perugia, Faculty of Education and Humanities
- Karl Ludwig Schibel - Expert, coordinator of National events in the field of Environment and Civil Protection

Spain

- José Francisco Alonso Picón – Galician regional civil protection department
- Jose Franco Criado - Civil protection coordinator of Municipality of Vilalba
- Rafael Pazos Louro - Emergency Chief Inspector of Municipality of Naron
- Julio Puentes Agregán - Emergency Services Coordinator of Municipality of Ribadavia
- Begoña del Río Martínez - Head of the Group of volunteers of the Civil protection of Santiago

Austria

- Mr. Marcel Innerkofler, Head of the provincial Early Warning and Emergecy Management Center
- Mr. Martin Presslaber, Member of the Community Resilience Team in the City of Lienz
- Mr. Siegfried Jachs, Head of the National Crisis and Disaster Management
- Mr. Hans Stötter, Head of the Department of Geography Innsbruck

Greece

- Tzanokostakis Ioannis - Head of Civil protection dept, Directorate of Crete
- Dr Kourou Asimina - Head of awareness & education in earthquake protection and planning organization (EPPO) in Greece
- Dr Sakellari Maria – civil protection expert, Natural History Museum of Crete

UK

- Experts of the Department of Communities and Local Government (part of UK Central Government)
- Academic experts and civil protection practitioners.

QUESTIONNAIRES TO INVESTIGATE THE DEGREE OF RESILIENCE AND THE MAIN CRITICALITIES RELATED TO THE ABILITY TO RECOVER FROM DISASTERS BUT ALSO WITH REFERENCE TO THE BUILDING THE CAPABILITY TO WITHSTAND DISASTER INTO PLANNING
(TO BE TESTED IN AT LEAST 5 MUNICIPALITIES IN EACH PARTICIPATING COUNTRY)

Specifically elaborated Questionnaires have been applied by all Partners in some Municipalities of their Countries to provide a clear overview about the state of the art of some municipalities (small, medium and large) in relation to their resilience situation.
The questionnaire is composed of 112 questions useful to understand if the towns are in their "Transition toward resilience", trying to explore and develop ways to strengthen their communities from within in order to reduce their vulnerability and increase their ability to respond.
The purposes of these questionnaires application were:

- Identify and analyse the current status in tester municipalities in each participating country
- Having suitable data and a framework for analysis and action to reduce vulnerability and strengthen the resilience of individuals and communities, a succinct yet usable framework that can be applied by a range of development actors at every level and that will take into account the various elements of livelihoods, vulnerability, governance/planning, hazards, uncertainty.
- Collect data that can set out the key factors that contribute to peoples' vulnerability: exposure to hazards and disasters. The data have the aim of integrating the analysis and the actions around strengthening livelihoods and disaster preparedness.
- The data provide detailed explanations of the linkages between all the "resilience factors", as well as ideas for action to strengthen resilience itself.

The results gathered through these questionnaires have been used as strategic support and guidance for the TASK C implementation (that is the design and structuring of the CPMODEL MOOC courses).
The questionnaire produces fields of action diagrams that show how far the municipalities are progressing towards the main fields of action of resilience:

- *Preparedness & Response*
- *Risk & Vulnerability Reduction*
- *Risk Assessment*
- *Governance*

The Questionnaire results also enable municipalities to compare their results with other municipalities of the same characteristics or the average results of their country.

The involved Municipalities were the following:

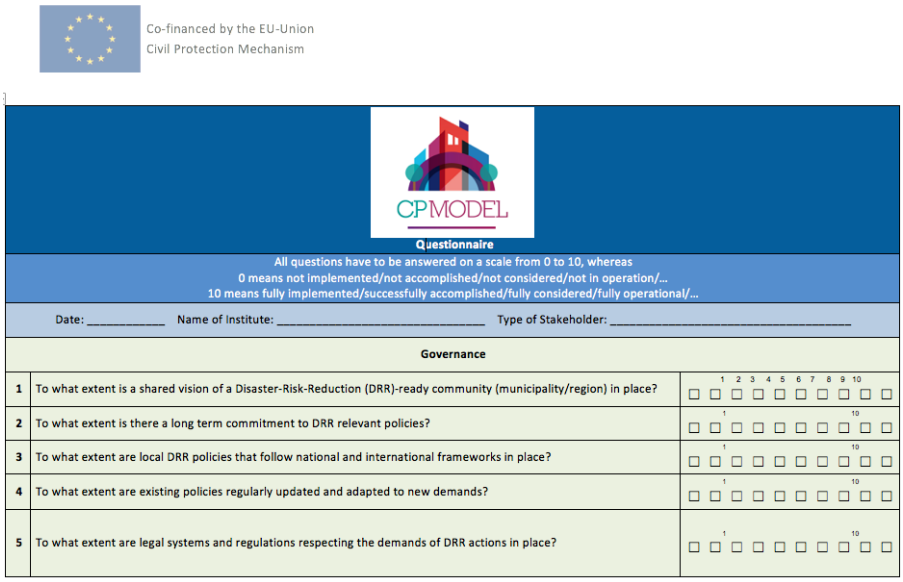
In Italy Municipality of Città di Castello Municipality of Magione Municipality of Foligno Municipality of Bevagna Municipality of Orvieto Municipality of Terni	**In Greece** Municipality of Arhanon Asterousion Municipality of Chania Municipality of Chersonisos Municipality of Heraklion Municipality of Malevizi
In Spain Municipality of Caldas de Reis Municipality of Naron Municipality of Ribadavia Municipality of Santiago de Compostela Municipality of Vilalba	**In the UK** Municipality of Northamptonshire Municipality of Lincolnshire Municipality of West Berkshire Municipality of Cornwall Municipality of Leicestershire Municipality of Birmingham Municipality of Essex
In Austria Municipality of Absam Municipality of Breitenbach Municipality of Lienz Municipality of Trins Municipality of Prägraten	

In the second part of the project, more Municipalities were involved in the questionnaires development, in details the following ones:

In Greece
Municipality of Agios Nikolaos
Municipality of Anogeion
Municipality of Ierapetras
Municipality of Oropedio Lasithiou
Municipality if Sitias

The questionnaire was translated in all Partners languages and handed out to the Municipalities.

First page of the questionnaire handed out



Co-financed by the EU-Union
Civil Protection Mechanism

CPMODEL

Questionnaire

All questions have to be answered on a scale from 0 to 10, whereas
0 means not implemented/not accomplished/not considered/not in operation/...
10 means fully implemented/successfully accomplished/fully considered/fully operational/...

Date: _____ Name of Institute: _____ Type of Stakeholder: _____

	Governance	
1	To what extent is a shared vision of a Disaster-Risk-Reduction (DRR)-ready community (municipality/region) in place?	1 2 3 4 5 6 7 8 9 10
2	To what extent is there a long term commitment to DRR relevant policies?	1 10
3	To what extent are local DRR policies that follow national and international frameworks in place?	1 10
4	To what extent are existing policies regularly updated and adapted to new demands?	1 10
5	To what extent are legal systems and regulations respecting the demands of DRR actions in place?	1 10

The questionnaire structure was the following:

- 112 questions
- 54 sub-indicators
- 19 indicators
- 4 fields of action

The following tables shows, the main structure of the questionnaire ranging from the fields of action to the sub-indicators.

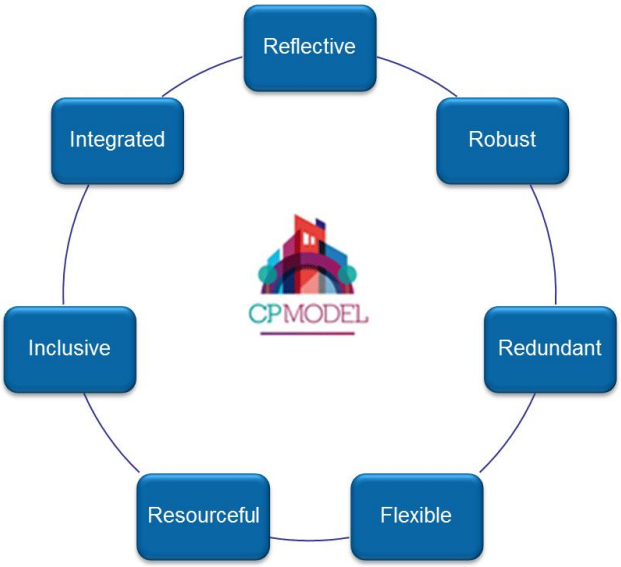
Field of Action	Indicator	Sub Indicator
Governance	Policy planning	Awareness of community members of the risk situation
		Political consensus on the importance of DRR
		Up-to-date local DRR policies
	Legal systems	Land-use regulations, building codes and other laws and regulations relating to DRR are enforced locally
		Community understands the relevant legislation, regulations and procedures and their importance for a safe community
	Partnerships	Long term partnerships between civil society, NGOs and private sector are established
		Stakeholders can adopt other tasks in case of capacity shortages of others
	Institutional mechanisms	Clearly defined mandates and responsibilities
		Resources for effective DRR are in place
	Accountability	Effective quality control and audit mechanisms
		Regular reporting to higher level authorities
	Financing DRR	Access to internal financial resources
		Funding of external DRR activities

Field of Action	Indicator	Sub Indicator
Risk Assessment	Hazard assessment	Hazard knowledge
		Hazard documentation
		Quality of hazard assessment
	Risk assessment	Up-to-date multi risk assessments
		Community based risk assessments
		Findings are public available
		Monitoring of identified risks
		Link to neighbouring risk assessments
	Vulnerability assessment	Up-to-date vulnerability assessments
		Community based vulnerability assessments
		Findings are public available
		Monitoring of identified vulnerabilities
		Link to neighbouring vulnerability assessments

Field of Action	Indicator	Sub Indicator
Risk & Vulnerability Reduction	Regulations & Structures	Implementation of regulations
		Organizational structures
	Protection	Technical protection measures
		Organizational protection measures
	Maintenance	Regular maintenance
		Monitoring maintainace measures
	Role of local population in risk reduction	Self protection
		Voluntary work
	Risk reduction education and training	Professionals
		Local population

Field of Action	Indicator	Sub Indicator
Preparedness & Response	Coordination	Local responsibility for preparedness and response
		Structured coordination
	Early Warning	Community and people centered EWS
		Communication of early warning messages
		Quality of EWS
		Awareness of and trust in EWS
	Contingency planning	Existence of contingency plans
		Quality of contingency plans
		Testing of contingency plans
		Awareness and acceptance of contingency plans
	Recovery	Commitment of national level
		Coordination of recovery activities
		Role of local population in recovery
		Trust in recovery capability
	Response education and training	Professionals
		Local population

Moreover, the questionnaire assigns each question to one of the 7 qualities of resilience to allow for an alternative, cross-section-analysis of the results by following an internationally accepted standard that describes resilience as an intrinsic characteristic of a system and demands equal attention to the following 7 aspects:



In addition to the questionnaire, the consortium also developed a simplified and easy-to-use version of the analyses-tool: the **Self-Evaluation Framework** that allows interested municipalities to analyse their level of resilience in a quick and easy way. The Self-Evaluation Framework follows the structure and idea of the questionnaire, but it was further developed as a software (downloadable from the CPMODEL project website) that automatically develops the resilience-score as well as all graphs and diagrams. In addition, it also includes the aggregated results of other municipalities in order to allow for a benchmarking.

The Self-evaluation Framework is structured in two main parts:

1) An 'Input' section where a score to all questions is provided

2) A 'Result' section where the questionnaire automatically calculates the 'Resilience Score', that shows how far an organization has progressed in the field of disaster resilience, providing deeper insights in one's own resilience status by presenting strengths, weaknesses, opportunities and threats in the form of different graphs and diagrams.

Example of the resilience score of a Municipality that took part in the analysis

(for privacy reasons the name of the Municipality is taken out)

Link to the Self Evaluation Framework

http://www.cpmodel.eu/score/

FOCUS GROUPS REALIZED IN ALL INVOLVED MUNICIPALITIES FOR THE RESILIENCE ANALYSIS REFINEMENT

Along with the questionnaires handing out and filling, also a focus group activity was implemented in all Municipalities involved in the survey.

The purpose of this additional investigation was to interview and deepen some aspects and factors relevant to the evaluation of the data gathered from the questionnaires and, if the case, to cover any gap analysed through the questionnaires. The objective was to assure and further evaluate the data previously collected and implement a more dynamic analysis. Also key actors from the Municipalities were involved in these focus groups, able to expand the knowledge about the data already analysed in the previous phase and to have a better analysis about the processes of decision making, services.

Their involvement also motivated a replication of the planning of such analysis in the future and in other communities.

The focus groups activity enabled a wider range of perspectives and opinions, and to collect overviews on how Municipalities respond to the difficulties, rebuild or recover and analyse their aspects of vulnerability and their available resources (as well as their missing resources).

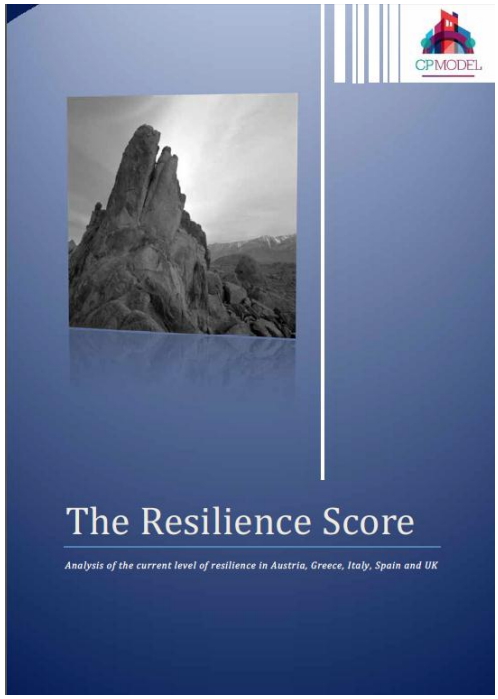
Also the decision making processes within Municipalities and the concerned services of protection and answer to the dangers could be deepened.

The focus groups activities held in all partner Countries allowed a face-to-face analysis with the key actors of the resilience, disasters and civil protection themes and assured a concrete comparison with the data gathered with questionnaires to guarantee those data and add some relevant information for the next phases of educational tools building.

REPORT (BOOKLET) ABOUT THE RESILIENCE ANALYSIS AND RESILIENCE MAP OF CRITICALITIES

The **Report** is an analysis of the reasons that make difficult to adopt strategies addressed to increase the level of auto-organization of the response in case of natural and anthropogenic crisis.
It was done by involving experts and local leaders of Municipalities in each participating country, as well as volunteers and protagonists of the local community life.
The Booklet containing the Report summarizes all activities and results of TASK B. It is a shorter version of the full printed report containing all results of all Countries including also the interpretation and discussion of the results as well as the relevant sources.

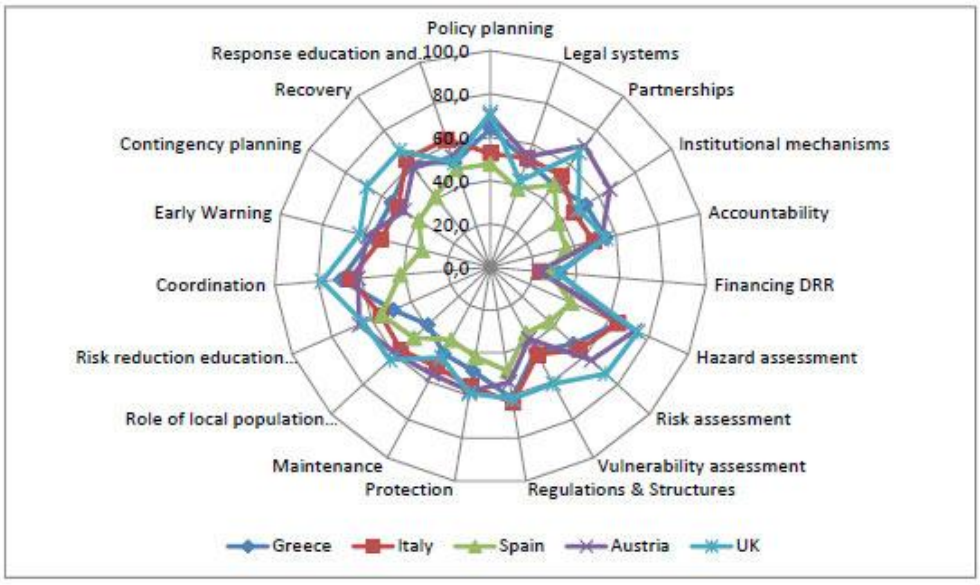
Cover of the Booklet



The full report, including all individual results as well as the country scores and an overall resilience score, gives deep insights into the project results and forms the basis for all following tasks.
It can be downloaded from the project website www.cpmodel.eu

Photo of the printed Full Reports

The **Resilience Map of Criticalities** was realized through the questionnaires and focus groups for assessing the main difficulties in adopting flexible prevention strategies, but also the presence of new ideas and best practices. It provided a baseline for understanding what kind of informative and learning tools had to be designed and realized in the following CPMODEL products.



The results for all five participating countries in the picture above allows identifying and analysing them at first sight: What be clearly seen is that all countries perceive the "Financing of DRR" as their weakest aspect. Finding solutions and strategies for this issue will be a future challenge for public authorities and science, especially because many other important aspects of resilience somehow are dependent on a strong financial commitment. The Map of criticalities can be continuously updated (also after the project end), keeping both the beneficiaries and the municipalities updated how to become resilient.

The Report can be downloaded from the homepage of CPMODEL

The link is:

http://www.cpmodel.eu/wordpress/booklet.pdf

RESILIENCE MOOC PLATFORM

The platform is addressed to learning practice and procedures tackled to involve a large scale category of people, experts and volunteers. It is an interactive Multi-platform and compatible with all the most popular browsers.
The Homepage is composed of 4 parts:

- Main information about the MOOC
- Featured Courses
- News
- Information about project

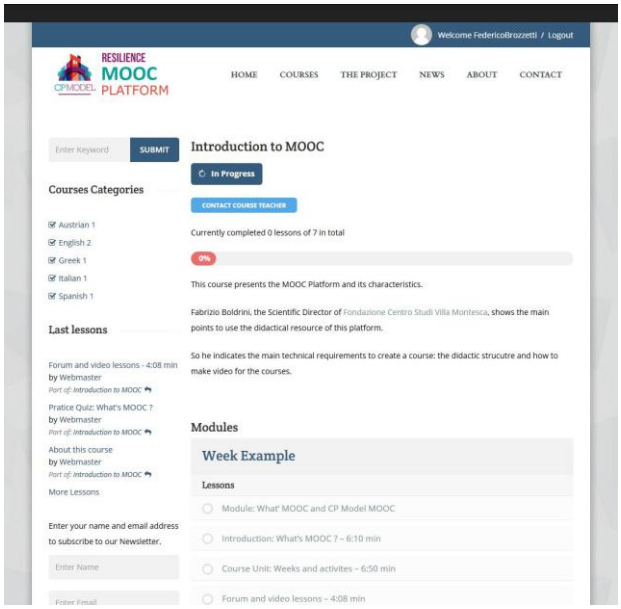
The core of the platform is the page of the courses where it is possible to find the complete lists of the available course (lists of weeks and the lessons of the course).

The registration in the CPMODEL MOOC Platform is free and very simple, only 3 information are required:

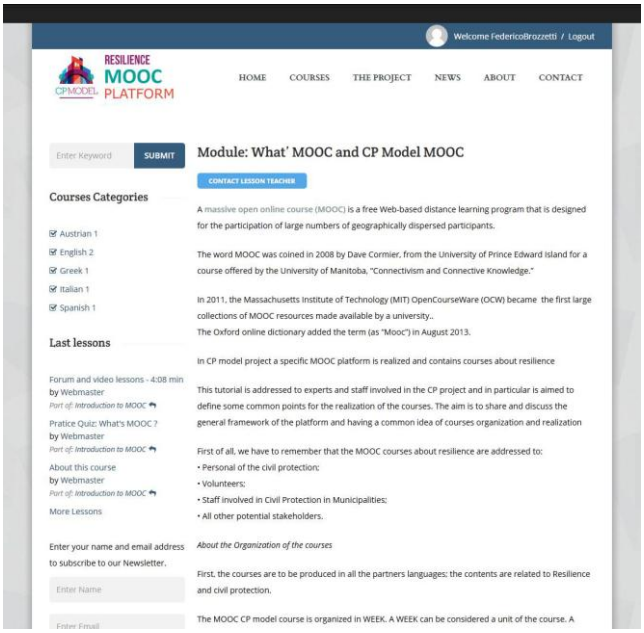
- Email
- Username
- Password

Once registered, the user can select the course and start the lessons.
The platform registers any action, so it is possible to stop and start again the course activities in every moment.

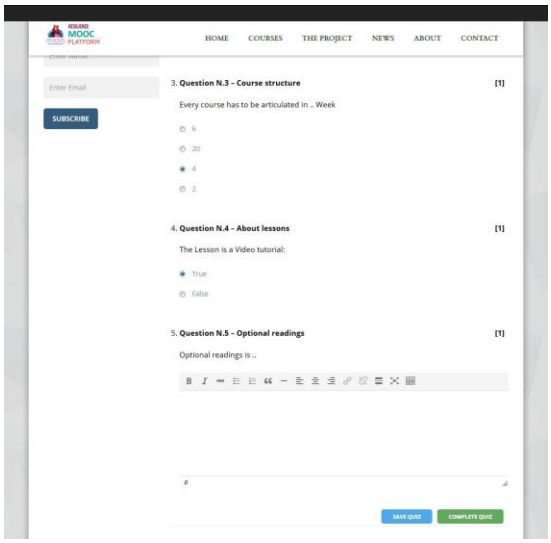
The CP Model MOOC is online at this link: http://www.cpmodel.eu/mooc
It is also linked in the CP Model Website.



At the beginning there is a “lesson module”, a text with information that summarizes the contents of all topics of the course.



Then there is the list of the lessons: once a lesson is completed, the progress bar of the whole course increases.
The video lesson is the main part of the course. It is possible to watch the video in the page of the browser, or open it in full screen.
Once the video lesson is completed the system registers it and it is possible to see the level of advancement in the homepage of the course.
At the end of the video lessons there is a « lesson quiz» that presents some questions: some of there are multiple choice, other are free answer with text.



The system gives immediately information about the result: it is also possible to repeat the quiz to go forward in the course.
The courses are available in 5 languages: English, Italian, German, Spanish, Greek.
An 'Honour Code' is displayed at the beginning of the lesson. The purpose of that is to let the user accept the necessity to follow fundamental rules of academic integrity. The learner has to accept it before being able to proceed in the MOOC courses lessons.
Academic integrity is important to CP Model MOOC Platform and our institutional partners. Through the Honour Code, the commitment of the learner to academic integrity shows respect for his/her own work and the work of the peers.
A Diploma is provided to all students who successfully completed the courses and quiz tests.
The courses testing began in the same moment in all Partner Countries.

E-LEARNING RESOURCES AND OPEN ON-LINE COURSES TO BE PUT INTO THE MOOC PLATFORM

All Project Partners were involved in the elaboration of the materials and contents of the lessons for the MOOC Platform.

The result was a very detailed and scientific range of contents related to civil protection and resilience. Here below the list of the lessons per week:

WEEK ONE - The resilience: general meaning
- Video lesson 1 *'Concept of Resilience'* - Aim: to define what does resilience mean: evolution of the concept
- Video lesson 2 *'The Ten Essentials for Making Cities Disaster Resilient'* - Aim: to define how a town can be resilient: 10 essential concepts for the resilience and to introduce the concepts of resilience and to synthetize the 10 Essentials (see chapter 2 UNISDR Handbook).

WEEK TWO - Programming the resilience

- Video lesson 1 '*Methods and approaches to introduce the effects (assessment) of the impact of natural disasters' (Risk Assessment) (5Q)'* - Aim: to define Methods and approaches for introducing the effects (assessment) of the impact of the natural disasters and To define and present in details the Essentials 3, 4, 5, 6, 8 (UNISDR Handbook).
- Video lesson 2 *'Planning Resilience'* - Aim: to define Methods and approaches for programming the resilient response and actions (Essential 7, 9, 10 - UNISDR Handbook) and to present the measures of upgrade and compliance of the organisational structures: the role of civic associations and groups of citizens (Essential 7, 9 - UNISDR Handbook).

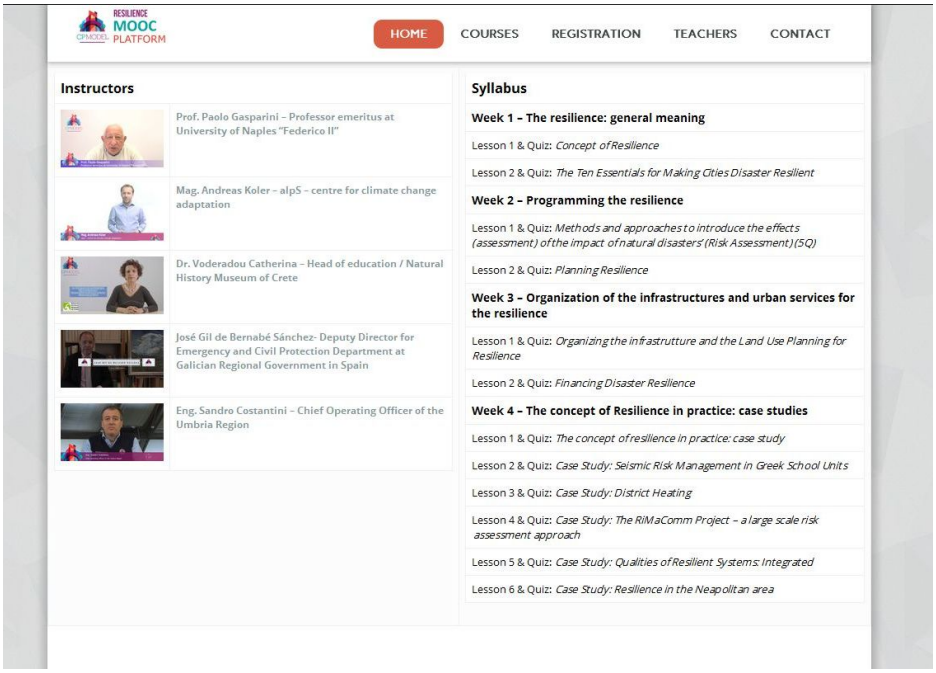
WEEK THREE - Organization of the infrastructures and urban services for the resilience

- Video lesson ONE *'Organizing the infrastructure and the Land Use Planning for Resilience'* - Aim: to present the measures of upgrade and compliance of the infrastructures and of the urban network of services (Essential 4, 6 - UNISDR Handbook).
- Video lesson 2 'Financing Disaster Resilience' - Aims: to present Strategies for the financial long term planning (Essential 2 - UNISDR Handbook).

WEEK FOUR - The concept of Resilience in practice: case studies

- Video lesson 1 *'The concept of resilience in practice: case study'*
- Video lesson 2 *'Seismic Risk Management in Greek School Units'*
- Video lesson 3 *'District Heating'*
- Video lesson 4 *'The RiMaComm Project – a large scale risk assessment approach'*
- Video lesson 5 *'Qualities of Resilient Systems: Integrated'*
- Video lesson 6 *'Resilience in the Neapolitan area'*

The videolessons produced



The videos of the lessons have an average of 10-15 minutes duration.
Each video is produced in English and dubbed in all languages.

Teachers of the videolessons:

- ⇒ Eng. Costantini, Expert in Civil Protection and has directed the Civil Protection Service of the Umbria Region until the 2016, coordinating regular and emergency intervention activities.
- ⇒ Paolo Gasparini, professor emeritus at the University of Napoli "Federico II", was for several years director of the Vesuvius volcanological Observatory, president of the International Association of Volcanology (IAVCEI), of the National Group of Volcanology in Italy and lastly the Administrator of the no profit organization AMRA (Analysis and Monitoring of Environmental Risks).
- ⇒ Andreas Koler, head of the department for risk, crisis and disaster management at the alpS center for climate change adaptation in Innsbruck. He is an experienced expert in the field of bottom-up, participatory risk assessments as well as in resilience planning. His is currently working on risk related projects in the health sector.
- ⇒ José Gil de Bernabé Sánchez, Deputy Director for Emergency and Civil Protection Department at Galician Regional Government in Spain. He is an experienced expert in the field of emergencies and civil protection planning. He also participated in other European projects as expert in the environmental field.
- ⇒ Voreadou Catherina, head of Education Dept and also head of the Centre of Environmental Training (CET) in the Natural History Museum of Crete-University of Crete. She has been involved in several European projects concerning Civil Protection in case of Natural Disasters and she has also been responsible for the Training of Professionals, Decision Makers and Volunteer groups in related issues.

Each Lesson is accompanied by a Quiz Test and Optional Readings, deepening materials in English and in the language of all courses available in the CPMODEL MOOC Platform.

At the end of each course and again at the end of all the courses, before getting the certificate of attendance, the learners have to fill out a Quality Evaluation Questionnaire for the assessment of the platform and courses quality.

MASSIVE OPEN ONLINE GUIDELINES (MOOG)

It is structured as an online website. The purpose is to offer an educative and technical path that has the role to guide in adopting proper strategies towards resilient, flexible and smart communities.

The MOOG contains operative and practical suggestions related to 4 main priorities for the building of resilience:

Priority 1: Understanding disaster risk

Priority 2: Strengthening disaster risk governance to manage disaster risk

Priority 3: Investing in disaster risk reduction for resilience

Priority 4: Enhancing disaster preparedness for effective response and to "Build Back Better" in recovery, rehabilitation and reconstruction. For each of these topics deepening materials are made available.

The objective is to inform the policy makers and the stakeholders about 'HOW TO…' (learning resources, information and experiences about how to react in case of criticalities being a smart and resilient local community, and guide the experts in adopting proper strategies towards a resilient town).

Community leaders and experts can use the Open MOOG but it is addressed also to a very large-scale of users, especially volunteers and staff involved in the civil protection actions and prevention activities.

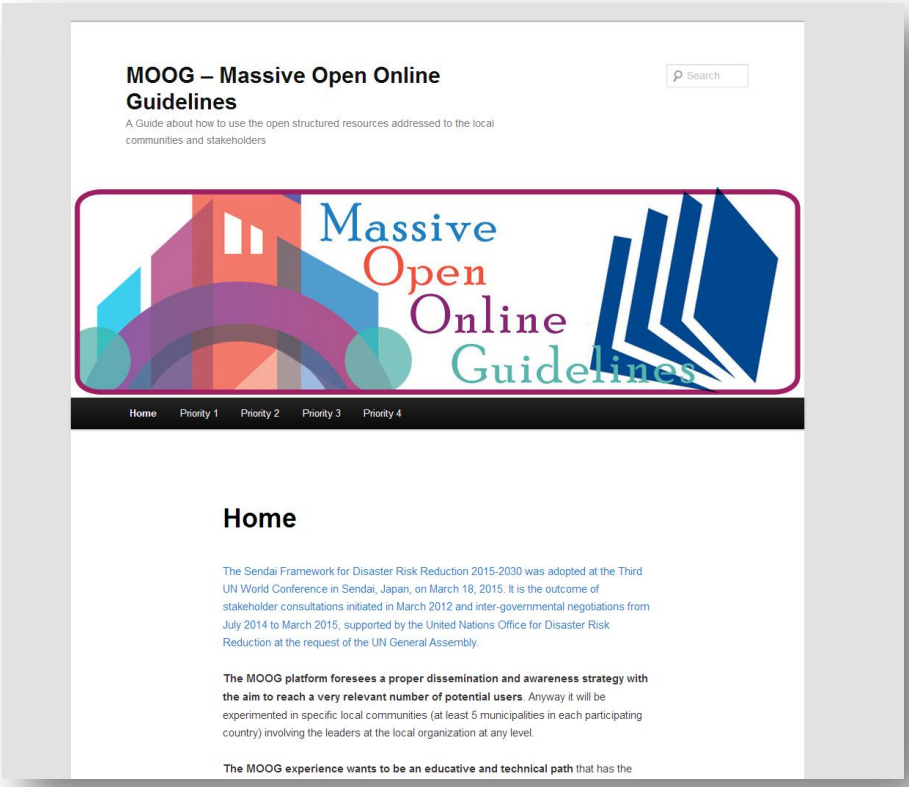
Learning resources and experiences on how to react in case of criticalities are here in integrated.

For its characteristics it is an important tool for increasing the dissemination potentialities, underlining the relevance of the materials gathered and specifically created.

The MOOG Platform is a Guide about how to use the open structured resources addressed to the local communities and the stakeholders. It contains: Practices and experiences, Micro-blogging contents, Interactive spaces and exchange modules where the expert can share information and ideas.

The Guide is created to be 'social' and, in this perspective, it interact with the main social networks in order to increase the number of participants and the level of their involvement.

http://www.cpmodel.eu/moog/



ON-LINE AWARENESS CAMPAIGN FOR THE DISSEMINATION OF MOOC/MOOG PLATFORM

In each partner country an awareness campaign was realized. The aim was to reach a high number of different civil protection categories of professionals, staff, volunteers, leaders of local community and relevant stakeholders to let them know the educative materials and tools produced during the project, in particular the MOOC and MOOG Platforms and the Online Game. Their purpose was also to promote a dialogue among all the various and different potential users of the educational tools that CPMODEL put at disposal.

The campaigns were guided by general coordinated indications on how to carry them out in all partner Countries on the basis of a common ground. Their main characteristics were the online deployment, to enable fast and wide communication to a large number of persons and to a great public.

The educational instruments created have characters that require such kind of promotion and transmission that appears as the most suitable (MOOC for example being 'massive').

Products have been realized in each Partner Country on the base of a common visual identity (posters, brochures, flyers, newsletters, etc) and Partners used these during their campaigns, while in addition to that, in some cases have also realized and produced more and other materials and gadgets to improve the

communication and the opportunity to reach the widest public, and the schools, the students, etc.. (gadgets, consumables, etc…).

Some instruments of the Awareness Campaign developed:

Promotion of the CP Model MOOC platform by using a summary video diffused via You Tube and so online in many multiplying websites. It has the characteristics of a trailer, really simple, without so much text and synthetizing the main 'spirit' of the MOOC and of the project objective.

https://www.youtube.com/watch?v=REsi9w5QWdo
Also available on the main page of the MOOC Platform

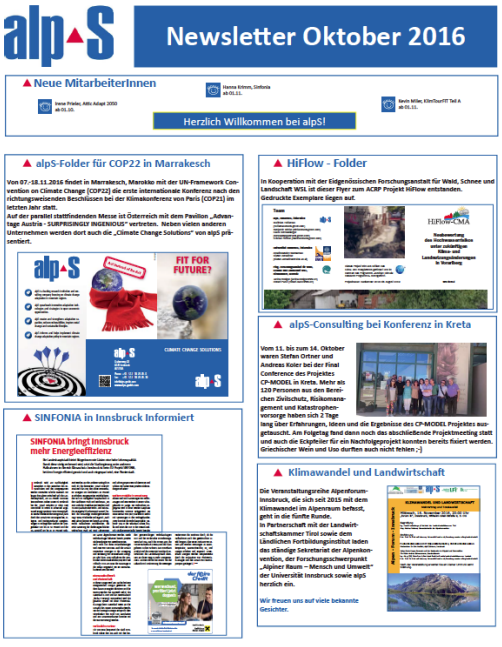
Moreover more channels of promotion were:

- **newletters** of the partner organizations
- **Facebook page** of the partner organizations
- **website** of the partner organizations
- mailing list addressed to target users

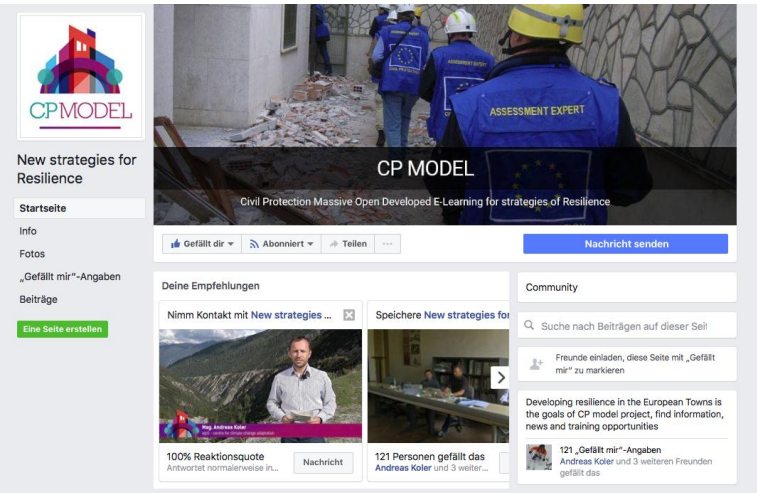
AWARENESS CAMPAIGN IN AUSTRIA

Implementation of CPMODEL relevant information on the institutional website of AlpS

Implementation of continuous project information during the project runtime on the institutional newsletter of AlpS



Integration of relevant "Like" on the Facebook page of CP-Model → own admin account (Screenshot FB page)



Implementation of a comprehensive presentation of the CPMODEL content for a factsheet (see Factsheet "Risk Management")

In addition to the social media works as in Facebook, the focus was also on classic elements such as "homepage" or "newsletter" as the target groups and communities can still be very much matched with the classic elements and social media becomes part of their communication concepts. Since the project results are to be applied in the future, the supporting measures are also to be applied in the longer term.

AWARENESS CAMPAIGN IN CRETE

Disseminating CP MODEL outcomes (e learning platform and e-game) and inviting people to follow the CP MODEL courses and play with the e-game with Article in 'PATRIS' Newspaper (20,22/12/16)

Disseminating CP MODEL outcomes (e learning platform and e-game) and inviting people to follow the CP MODEL courses and play with the e-game. Uploading in the portal www.cretapost.gr which is one of the biggest portals in Crete

C:\Users\User1\AppData\Local\Temp\cp-model-ad-300x250.gif

Disseminating CP MODEL outcomes (e learning platform and e-game) and inviting people to follow the CP MODEL courses and play with the e-game
With a Web TV spot for the awareness campaign of CPMODEL MOOC-MOOG platform and the online game
https://www.youtube.com/watch?v=wY7v2rXj8qw&feature=youtu.be

Uploading in the portal http://www.cretapost.gr/webtv/live/video/130609338.html which is one of the biggest portals in Crete

Disseminating CP MODEL outcomes (e learning platform and e-game) and inviting people to follow the CP MODEL courses and play with the e-game through promotion in Radio CITY FM 100 and Radio FAMILY 89, 5 for 7 days with 5 times /day

Disseminating CP MODEL outcomes (e learning platform and e-game) and inviting people to follow the CP MODEL courses and play with the e-game with article on NEA KRHTH NEWSPAPER

Disseminating CP MODEL outcomes (e learning platform and e-game) and focusing on the Results of Map of Criticalities for Greek municipalities in relation to the results from other European countries
Whole page article in NEA KRHTH Newspaper “How ready are we in case of a natural disaster?”


Το θέμα

Φυσικές καταστροφές

Αν έρθει ο εφιάλτης, τι θα κάνουμε;

Μεγάλη έρευνα του ΜΦΙΚ για το βαθμό ετοιμότητας δέκα Δήμων της Κρήτης απέναντι στον κίνδυνο

AWARENESS CAMPAIGN IN ITALY

Promo Video https://www.youtube.com/watch?v=US9Z6p9i3qs

Some events, meetings and online activities developed for implementing the awareness campaign in Italy:

- Meeting with the municipal group of civil protection volunteers of Città di Castello in order to show the structure of the MOOC platform
- Meeting with Mayor and Representative of the Municipality of Upper Tiber Valley (agreement for

presenting the online courses and the MOOC platform).

- Meeting with the Municipality of Città di Castello, Monte Santa Maria Tiberina, Citerna, San Giustino, Montone.
- Meeting with the Representatives of the Municipalities of the Valtiberina in Toscana
- Presentation of the European Online Course in the MOOC platform in the framework of the 8th basic course for Civil Protection

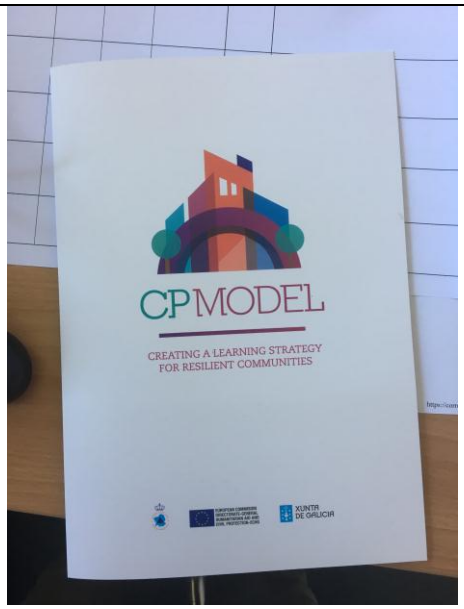
- Meeting with Teachers of the High school in Città di Castello
- Round Table on "Urban Resilience and Active Citizenship" by the Municipality of Citerna
- Meeting with students of the University of Perugia
- **Advertising campaign:** Promotion of the MOOC course and the Game on Facebook (through a specific campaign) and Twitter. Three different launches, here below some related data of people reached: 1°: 3193 people reached, 95 interactions, 211 clicks on the post; 2°: 2821 people reached, 62 interaction, 125 clicks on the post; 3°: 3200 people reached, 99 interaction, 101 clicks on the post.
- Continuous dissemination and promotion on social networks of the MOOC and of the Game, even after the project end.

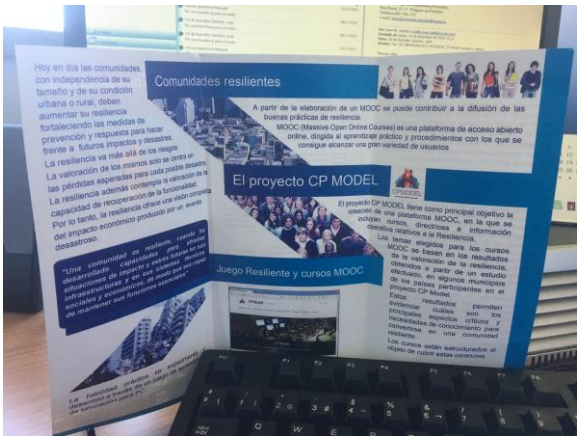
AWARENESS CAMPAIGN IN SPAIN

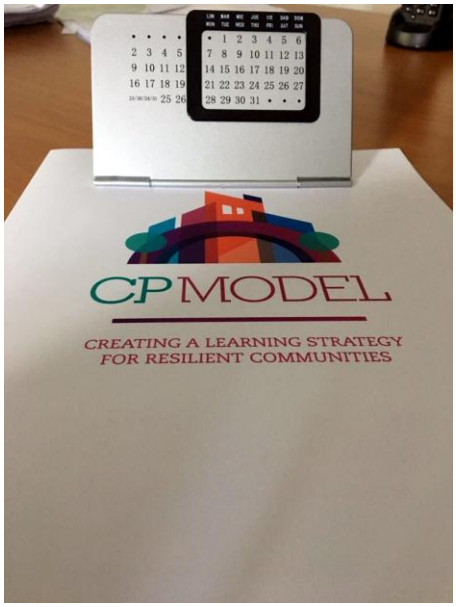
- Organization of two training courses in the Galician academy of civil protection with semi-presential character, for including the MOOC and MOOG Platforms and Game in the institutional training offer of the Galician academy of civil protection.
- Organization of workshops for the dissemination of the MOOC and video game in some Galician schools and municipalities.
- Presentation of the CPMODEL educational offer to the Council of the Galician government

For these campaigns some merchandasing was purchased, consisting of panels (8 panels), perpetual calendars, caps, folders and informative leaflets.
Here below some examples


Civil Protection
Massive Open Developed E-Learning
CPMODEL
creating a learning strategy
for resilient communities
CPMODEL


CPMODEL
CREATING A LEARNING STRATEGY
FOR RESILIENT COMMUNITIES

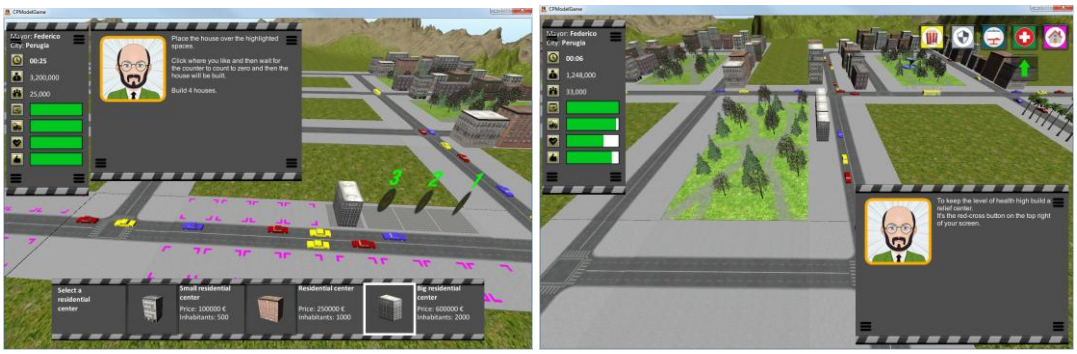

Comunidades resilientes
El proyecto CP MODEL
Juego Resiliente y cursos MOOC


CPMODEL
CREATING A LEARNING STRATEGY
FOR RESILIENT COMMUNITIES

RESILIENCE ONLINE LEARNING GAME

The Game is entitled “Super Mayor”, the Game of the Resilient Towns.

It is an innovative product, multilingual, created in order to complete the learning offer of the CPMODEL project. It has the main goal to disseminate the concept of resilience as a common and accepted idea and not as something addressed basically to specialists and professionals.
The philosophy is quite simple, the player is a Mayor or a leader of a community and his/her first task is to adapt and create a strategy to be prepared in case of unpredictable situations and crisis. The idea is that a leader/player cannot predict, but he/she can learn how to be prepared from other scenarios and past situations.



The game is realized with a 3D graphic. Super Mayor is conceived to be played online and it can be executed online and with the different computer operating systems.
Screenplay: The player is the mayor of a city that increases its population.
The city is initially a province city, and its objective is to become a capital city. The objective will be reached by

passing through various levels. Each game level presents a number of people. To complete one level the player will have to duplicate the number of initial people.
The indexes of resilience taken into account are:

- Economic resources
- State of health of people
- Number of citizens
- Consensus by citizens
- Citizens training
- Planning of resources

The indexes of resilience have to be set over a certain threshold: below this, the player games over.
The player has to guarantee that the general level of resilience is high to have a RESILIENT city.
The level of each index is altered by the direct actions of the mayor, or indirect events that can occur in the city.
In the game it is possible to perform some actions (as increase or decrease the taxes, build training centres, build center of first aid/hospitals, organize units of civil protection, build houses for citizens, build factories or touristic centers, planning special events, build centers of entertainment, organize campaigns of training, build infrastructures). The actions are founded on a right management of economic resources: more citizens are in the city, higher is the economic budget, depending on the taxes imposed (so it is possible to increase the amount of taxes, but the people approval will decrease). Periodically the player will receive economic resources from taxes to increase the progress of the city in resilience.

In the game it is possible to decide the level of difficulty to play with (Easy -many resources and less difficulty-; Average -medium resources and medium difficulty-; Difficult -few resources and many difficulties) and personalize the city's name.

Functions of the player in the Game:

Build houses
The player starts to build houses to increase its inhabitants. This action increases the index of the number of inhabitants; It reduces the training level of the citizens and the economic resources.
It's possible to choose different types of housing:

1. Small residential centre
2. Residential centre
3. Big residential center

Build Centres of Assistance
The player will have to increase the rescue centers on the base of the increase of population. This action will increase the level of population health; it decreases the economic resources.
It's possible to choose different types of rescue centers:
1. Ambulance
2. Small relief centre
3. Hospital

Organize a Unit of Civil Protection
The player will have to increase the civil protection centers according to the increase of population in order to handle situations of natural / anthropogenic disasters. The staff of these centers limits the number of people

injured or killed. This action increases the index of units of CP; it decreases the economic resources. Moreover It's possible to choose different types of civil protection centers:
1. Small Center of CP
2. Medium Centre of CP
3. Big Center of CP that

Build centers of training
The player will have to increase the training centers on the base of the population increase so that the people will be ready to face a damaging event. Thus the losses will be lower.
This action increases the training of the population; it decreases economic resources.
It's possible to choose different types of training centers:

1. Training Centres
2. Schools
3. Universities

Planning special events
In cases where the number of user actions lowered the level of consent, risking to generate harmful anthropogenic events, the mayor can plan special events. This action increases the consent by the citizens; decreases economic resources.
It is possible to choose different types of event:

1. Park
2. Circus
3. Stadium

Organizing training's campaigns
The player will be able to organize information campaigns so that people will be ready to face a damaging event.
This action increases the training of the population; decreases economic resources.
It is possible to choose different types of training campaigns:
1. First level campaign
2. Second level campaign
3. Practical exercises

Gameplay – part 1
During the stages of growth of the population the player will face different situations that will undermine its goal.
As the player's goal is to reach a certain number of inhabitants, the player will find several open construction sites: just at the closure of these sites the player will be able to have the actual population increase.
At this point, after the player has increased the population and the resources are increased thanks to the taxes collected by the citizens (the amount depends on the number of inhabitants), with the new budget he/she can choose whether to risk starting to build other houses (that takes him/her closer to the final objective) or buy infrastructures, training centers, civil protection centers or hospitals in case during the following constructions catastrophic events for their city happen.

Gameplay – part 2
From the construction of a certain typology of building, the related indicator of level will increase giving the

player the opportunity to understand in which stage his/her city is situated on the base of:

- Health of the population (related to the number of hospitals)
- Protection of the citizens (related to the level of logistic resources)
- Training of citizens (related to the number of training Centres)

All these values affect the general value of RESILIENCE of the city.

Gameplay – part 3

A series of news appear to the player to notify the arrival of a weather event, or to notify a dangerous situation so to see if the city will be ready to react appropriately.

Let's do some examples:

- In case of arrival of an earthquake, the citizens will have to be well-trained, appropriate units of CP operators will have to be available and hospitals will have to help the injured;
- In case of an accident in a chemical factory, the mayor will have enough bunkers to save citizens, PC units to manage in the best way the population and hospitals to help the injured.

Gameplay – part 4

The types of harmful events that may occur are the following:

- Events of natural disaster: floods, tornado, earthquakes, fires

Gameplay – part 5

In all these situations, the city will respond automatically to the event on the base of the number of staff in the concerned sector.

Gameplay – part 6

The damages and losses will be calculated and will be referred to the values of:

- Economic resources available
- Health status of the population
- Consensus of citizen
- Educational level of the population
- Logistical resources
- Units of CP
- Hospitals and rescue centers

the passage of this dangerous event, the city will have losses in the population and destroyed buildings: the better is the condition with which the player tackles the harmful event (IMPACT), the smaller will be the damage to the city and the population.

End of the Game

The damages and losses will be calculated and will be referred to the values of:

- Economic resources available
- Health status of the population
- Consensus of citizen
- Educational level of the population
- Logistical resources
- Units of CP
- Hospitals and rescue centers

the passage of this dangerous event, the city will have losses in the population and destroyed buildings: the better is the condition with which the player tackles the harmful event (IMPACT), the smaller will be the damage to the city and the population

For downloading the Game or play Online go to this page:

http://www.cpmodel.eu/wordpress/?page_id=207

GUIDE AND INSTRUCTIONS: HOW TO PLAY THE GAME

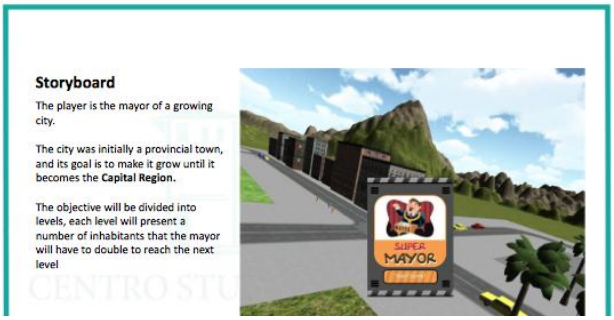
Along with the Game also a Guide and a Tutorial were created.

The **Tutorial** is integrated within the Game. It shows how to use the Game controls. It is a game simulator that can allow the player to use all the controls. The tutorial is active also during all the gameplay in case some steps become difficult. It has been translated in all Partners languages.

A simple to use Guide was also created, conceived to be:

- a learning support about the scientific goals of the game and how to use it as a didactic tool
- a technical support
- an indication of the strategy to be adopted by the player

Instructions contained in the Guide:
http://www.cpmodel.eu/wordpress/wp-content/uploads/2016/10/CPModel_GAME_WEB.pdf



TESTING PHASE of THE EDUCATIONAL ACTIVITIES BASED ON THE CONTENTS, TOOLS AND RESOURCES UPLOADED IN THE RESILIENCE MOOC PLATFORM and of THE RESILIENCE ONLINE GAME

All Partners have implemented in their country the testing of the MOOC courses and of the Game on Resilience 'Super Mayor'. As mentioned beforehand, the NECs members have been involved in evaluating the data collection and the results obtained after the testing phase to improve the effectiveness of the MOOC and of the Resilience Learning Game.

Here below data about the testing phase in each partner country.

AUSTRIA

In the course of the work on the platform, the communities which were already ready at TASK B were invited to make their findings available to the project. As a result, several municipalities were able to be involved:
Municipality Lienz – www.stadt-lienz.at; 20 persons in the rescue team; contact– Martin Presslaber (head of security),
Municipality Prägraten – www.praegraten.tirol.gv.at; 8 persons in the rescue team – Anton Steiner (Mayor of Prägraten),
Municipality Trins – www.trins.tirol.gv.at; 6 persons in the rescue team, contact - Alexander Gogl (head of security),
Municipality Axams – www.axams.tirol.gv.at, 6 persons in the rescue team, contact - Matthias Riedl (head of administration)
This was also discussed in the framework of the European workshop (see Task F - European Workshop) with the **Head of rescue training of the Province of the Tyrol** (contact person - Marcel Innerkofler – LWZ Tyrol). The platform will be successively integrated into the training work in order to better meet the topic of resilience.
Furthermore, it was agreed with the **risk management of the Tirol Kliniken GmbH – strategic infrastructure hospital -** that the platform will be integrated into the various training units of the organizations of this company (contact person - Eva Martina Larl - Risk Management Tirol Kliniken).

The other municipalities from TASK B are ready for a direct use after the end of the project.
At the presentation meetings with the municipalities both the platform as well as the game were explained and presented by means of test access. Subsequently, contact persons were defined, who have received an access to the platform. The further procedure was agreed as follows, since all activated communities see the platform and the game as a training unit:

- Direct access to the platform by the contact person
- Training unit within the framework of the annual disaster protection training
- Further internal reflection on resilient strategies in the municipality.

In summary, as a result of Task E from the point of view of the CP model partner, it can be shown that the interest in the results of the project is classified as very high, with the indication that practicable solutions always have an advantage.

ITALY

Co-financed by the EU-Union Civil Protection Mechanism

CP MODEL CIVIL PROTECTION MASSIVE OPEN DEVELOPED E-LEARNING
(AGREEMENT ECHO/SUB/2014/693249)

CPMODEL

CORSO EUROPEO ON -LINE
RESILIENZA URBANA IN PROTEZIONE CIVILE

Settimana 1	LA RESILIENZA: SIGNIFICATO GENERALE
	Lezione 1 - Il concetto di resilienza (Docente Paolo Gasparini)
	Lezione 2 - I dieci elementi essenziali per rendere le città resilienti. (Docente Andreas Kolen)
Settimana 2	PROGRAMMARE LA RESILIENZA
	Lezione 1 - Metodi ed approcci per valutare l'impatto dei disastri naturali (Docente Paolo Gasparini)
	Lezione 2 - Concetti base per la programmazione (Docente Sandro Costantini)
Settimana 3	ORGANIZZAZIONE DELLE INFRASTRUTTURE E DEI SERVIZI URBANI
	Lezione 1 - Organizzare le infrastrutture e pianificare l'uso del territorio (Docente CatherinaVoreadou)
	Lezione 2 - Gli strumenti finanziari (Docente Andreas Kolen)
Settimana 4	CASI DI STUDIO
	Lezione 1- Il sistema delle comunicazioni nelle piccole comunità (Docente Sandro Costantini)
	Lezione 2 - Gestione del rischio sismico nel sistema scolastico greco (Docente CatherinaVoreadou)
	Lezione 3 - Sistema di teleriscaldamento (Docente Andreas Kolen)
	Lezione 4 - Il ruoetto RIMaComm: valutazione del rischio su larga scala (Docente Andreas Kolen)
	Lezione 5 - Sistemi resilienti integrati (DocenteJosé Gil de BernabéSánchez)
	Lezione 6 - Resilienza nell'area di Napoli (Docente Paolo Gasparini)

Co-financed by the EU-Union Civil Protection Mechanism

Struttura del Corso
Il corso è articolato in quattro settimane e relative Lezioni.
Ogni Lezione contiene un video con test a risposta multipla per verificare l'apprendimento, materiali di approfondimento ed un semplice questionario per la valutazione della qualità.
Al termine del corso verrà rilasciato un Attestato europeo, inviato in formato pdf direttamente alla mail inserita durante la registrazione.

Modalità di accesso
Indirizzo: http://www.cpmodel.eu/moodle/
Per poter accedere al corso ogni utente dovrà registrarsi tramite il bottone 'Register', compilando l'apposito form. Il sistema genererà una password che verrà inviata all'indirizzo email inserito dall'utente stesso.
Prima di iniziare il corso l'utente dovrà leggere e sottoscrivere la Dichiarazione d'Onore.

Durata
Il corso avrà inizio Lunedì 7 novembre 2016 con l'attivazione della Settimana 1, seguiranno la Settimana 2 (Lunedì 14 novembre), la Settimana 3 (Lunedì 21 novembre) e la Settimana 4 (Lunedì 28 novembre). Il corso dovrà essere terminato entro il 31 dicembre 2016.

Docenti

Paolo Gasparini, recentemente scomparso è stato professore emerito all'Università di Napoli "Federico II", per molti anni direttore dell'Osservatorio Vesuviano di Vulcanologia, presidente dell'Associazione Internazionale di Vulcanologia e del Gruppo Nazionale di Vulcanologia.

Sandro Costantini, Dirigente della Regione Umbria, esperto di Protezione Civile, ha diretto il Servizio Protezione Civile della Regione Umbria fino al 2016 coordinando attività ordinarie e di intervento in emergenza.

CatherinaVoreadou, Direttrice del Dipartimento dell'Educazione e del Centro di Formazione Ambientale del Museo di Storia Naturale dell'Università di Creta, è stata coinvolta in molti progetti europei nell'ambito della Protezione Civile ed è stata responsabile per la formazione di professionisti, decisori e gruppi di volontari.

Andreas Kolen, Capo del Dipartimento rischio, crisi e gestione del disastro di ubs, Centro per l'Adattamento al Cambiamento Climatico con sede ad Innsbruck, Austria. Esperto nell'ambito della valutazione partecipativa del rischio, e della pianificazione in resilienza.

José Gil de BernabéSánchez, Vice Direttore del Dipartimento di Emergenze e Protezione Civile del Governo Regionale della Galizia - Spagna. Esperto di gestione emergenze e pianificazione in protezione civile, ha partecipato a progetti europei nel settore ambientale.

Programme diffused at Italian level of the training phase and main steps to follow

Collaboration with:
- the Civil Protection Service of the Umbria Region
- the Civil Protection Service of the Città di Castello Municipality
- Comunità Montana of the Upper Umbria Region
- Municipality of Sansepolcro (Toscana Region)

for involvement of Municipalities in the testing phase.

The Municipalities involved in the testing were:

In Umbria:
Municipality of Bevagna
- » of Foligno
- » of Magione
- » of Orvieto
- » of Spoleto
- » of Terni
- » of Citerna
- » of Città di Castello
- » of Monte Santa Maria Tiberina
- » of Montone
- » of San Giustino

In Toscana:
- » of Anghiari
- » of Badia Tedalda
- » of Monterchi
- » of Caprese Michelangelo
- » of Sansepolcro
- » of Sestino

GREECE

The testing phase of the CP MODEL involved 10 municipalities in Greece:

Municipality of Agios Nikolaos
- » Anogeion
- » Arhanon Asterousion
- » Heraklion
- » Ierapetras
- » Maleviziou
- » Oropediou Lasithiou
- » Sitias
- » Chanion
- » Chersonissou

It was implemented during four phases:

Phase 1: 13 October 2016, in parallel with the European Meeting and Workshop on Disaster Risk Mitigation which was held in UOC-NHMC premises in Heraklion, Crete. 21 persons were involved, most of them been Civil Protection staff and Volunteers

Phase 2: 9 December 2016 which was held in UOC-NHMC premises in Heraklion, Crete. 11 persons were involved, most of them been Civil Protection staff and Volunteers

Phase 3: 14 December 2016 which was held in the premises of the Municipality of Chania, Crete. 45 persons were involved, most of them been Civil Protection staff and Volunteers

Phase 4: 31 March – 3 April 2017 which was implemented with 11 persons which were members of "NHMC Friends Club" willing to learn about Resilience.

The key points for the piloting and testing of the MOOC platform we focused included:
- Ensure that MOOC users are stimulated by designing engaging learning resources and allowing learners to interact with the material as well as with other users and the course team. In particular, all the resources tested: learning activities, resources, discussion threads and assessment.
- Verify if the platform tools are significant and comprehensive in terms of plotting overall user's activity, allowing evaluation of assessment data, as well as usage statistics on video resources and other learning activities.
- Understand the level of progression, through the learning resources and the delivered mix of the assessment methods available through the MOOC platform.
- Check the level of competences about resilience acquired through the on-line training.
- Test the validity of the contents, assessments and grading policies.
- Test what changes are being planned to the existing material to make it suitable for the sustainability of the MOOC platform.

The main objectives of the testing of the Resilience on-line game were:
- The validity of the path of the game and the validity of the contents

- In particular the following characteristics were checked: Game objectivity, authenticity, reliability, timeliness, relevance, usability and efficiency

All the Key points and the main objectives that were tested were evaluated very positive.

SPAIN

The testing phase of the CP MODEL was done in cooperation with the Dirección Xeral de Emerxencias e Interior de Xunta de Galicia.

The involved municipalities have been:

Municipality of Caldas de Reis

Municipality of Naron

Municipality of Ribadavia

Municipality of Santiago de Compostela

Municipality of Vilalba.

Each municipality was represented by volunteers, staff operating in civil protection and public authorities representatives.

The key points for the piloting and testing of the MOOC platform and The Game were:

- Stimulating the target group in performing tasks related to resilience giving them the needed knowledge in the field. In particular the tested resources were: learning activities, deepening materials and assessment.
- Verify the usability of the tools
- Test the validity of the contents, assessments and grading policies.

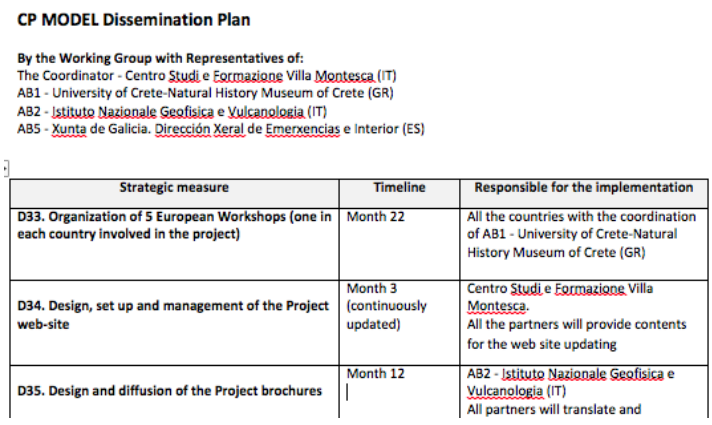
The results of the piloting was good in terms of usefulness of the tools and in term of importance of the contents in order to promote a culture of resilience.

DISSEMINATION PLAN

A Plan of Communication and Dissemination was elaborated at the project beginning to deliver to all Partners the design and elaboration of an effective, comprehensive and complete methodology for the successful implementation of the communication strategy of the project, which is targeted to a wide public and involves different parties.
The ultimate purpose of this strategy was to allow broad knowledge of the CPMODEL project by:
- Raising awareness on the topics the project is dealing with: resilience and preparedness of municipalities on this
- Informing a wide public about the educational tools implementation
- Engaging different stakeholders in their testing
- Promoting the Project as a good practice.

The Communication and Dissemination plan was implemented by all Partners along the project lifetime in order to standardize information about the CPMODEL project and fulfil with all communication requirements.
The Plan contains the project dissemination strategy: the aim of the Dissemination strategy was to promote CP MODEL through a series of dissemination/publicity transversal activities, to create awareness about the project and its results, keep interested stakeholders informed about the project developments, develop liaisons with relevant organizations and groups, as well as promote the CP MODEL outcomes.
As it is foreseen in the project description, many of these outcomes are, by themselves, dissemination and valorisation activities (e.g. MOOC platform, Resilience on line Game and on-line awareness campaigns). Therefore, the dissemination task is not only completely embedded in the project life-cycle but it is also the main project development strategy.

More specifically the objectives of the Dissemination strategy were:
• to make sure that the CP MODEL products are known and accepted among the largest possible relevant public (municipalities, local communities, civil protection actors and organizations, volunteers) by giving it maximum visibility throughout the project lifecycle,
• to gain the support and commitment of key stakeholders by promoting on line awareness campaigns for the diffusion of the MOOC/MOOG platform,
• to provide a learning opportunity for all civil protection actors involved in the Project by supporting the interactive platform and the Resilience Game,
• to inform and valorise the project outcomes by presenting them to relevant stakeholders throughout the EU,
• to realize dissemination materials.



CP MODEL Dissemination Plan

By the Working Group with Representatives of:
The Coordinator - Centro Studi e Formazione Villa Montesca (IT)
AB1 - University of Crete-Natural History Museum of Crete (GR)
AB2 - Istituto Nazionale Geofisica e Vulcanologia (IT)
AB5 - Xunta de Galicia. Dirección Xeral de Emerxencias e Interior (ES)

Strategic measure	Timeline	Responsible for the implementation
D33. Organization of 5 European Workshops (one in each country involved in the project)	Month 22	All the countries with the coordination of AB1 - University of Crete-Natural History Museum of Crete (GR)
D34. Design, set up and management of the Project web-site	Month 3 (continuously updated)	Centro Studi e Formazione Villa Montesca. All the partners will provide contents for the web site updating
D35. Design and diffusion of the Project brochures	Month 12	AB2 - Istituto Nazionale Geofisica e Vulcanologia (IT) All partners will translate and

Screen of the dissemination Plan

EUROPEAN WORKSHOPS

European Workshops were held in all Partner Countries.
The purposes of the Workshops were:
- to present the CP MODEL Project
- to present the CP MODEL main products (the MOOC Platform, the Online Game, the Testing phase results).
These Workshops were also an occasion for Authorities intervention, debates, proposals, conclusions.
Participants were also and mainly: direct beneficiaries, the Municipalities, local governments, citizens, Civil Protection volunteers, public and private entities operating in Civil Protection, etc…

Some images of the workshops held in each Country

ITALY

In Italy various National Workshops were held for presenting and demonstrating to the beneficiaries the products put at their disposal by the CP MODEL project.

- 25th March 2016 Workshop with the Municipal Group of Civil Protection Volunteers of Città di Castello (30 people)
- 24th November 2016 Workshop with volunteers, local authorities, experts in civil protection in the framework of the 8th Basic Course for Civil Protection. The online course on “Urban Resilience in civil protection” was in particular detailed and deeply explained, aiming to introduce some of the main areas of applicative issues related to the concept of ‘resilience to disasters’.
- 29th November 2016 Workshop with Representatives of the Municipalities of Valtiberina in Toscana Region (about 20 people)
- 2nd December 2016 Workshop with teachers of sciences subject of the high schools of Città di Castello
- 10th December 2016, Citerna, Workshop "virtuous ways of inhabiting the city" at the presence of representatives of Citerna Municipality, Perugia Province, Department of Humanities, social Sciences, Humanities and Education of the University of Perugia. The initiative is particularly important because it continues the dialogue with the local institutions and municipalities.
- 19th December 2016 Workshop on ‘Urban resilience and active citizenship’ with Students of the University of Perugia (about 70 students)

AUSTRIA

The workshop was held in Tyrol on the 6th December 2016. The programme was based on the presentation of the project, focusing on the qualities of resilience, on the presentation of the project results, discussion of the acceptance of MOOC in society, and on perspectives and possible procedures for incorporating the project results into the daily work of the disaster management.

Participants:
alpS Project team CP Model (Andreas Koler, Stefan Ortner, Maximilian Riede)
Selected alpS employees who are related to the project (CEO Dr. Veulliet, Ursula Schwarzl, Daniela Hohenwallner-Ries, Tobias Huber)
University of Innsbruck – Institute of Geography (Hans Stötter)
National Experts Commission CP Model Project
Risk Management Team Leader - Tirol Kliniken GmbH (Eva Martina Larl)
City of Lienz (Martin Presslaber, Head of Security)
City of Prägraten (Mayor Anton Steiner)

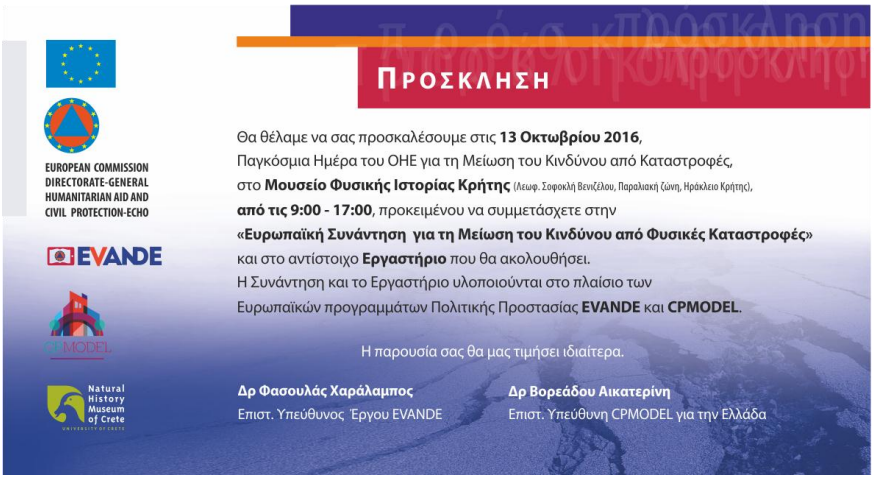
The project results show how important the question is for the society. The economic and living space in the Alps is very affected by changes and the resilience of society will play a central role in future activities. This topic is of great relevance, especially on the part of the authorities.
It will consider integrating the presented results, such as the platform and the game, into the disaster management training of the future. This will be discussed in spring 2017 at a further meeting. The potential in the stronger knowledge transfer is given and should be used.

GREECE

The Workshop was held on 13th October 2016, in parallel with the European Meeting and Workshop on Disaster Risk Mitigation, held in UOC-NHMC premises in Heraklion, Crete.
21 persons were involved, most of them been Civil Protection staff and Volunteers.
With the support of the Coordinator and representatives of the CP MODEL partnership the Greek National Workshop participants tested the main outputs of CP MODEL project. They were registered at the MOOC platform and they followed experimentally the on line lessons. Then they played with the On line game “Smart Mayor”.
All of them were enthusiastic with the important products of the CP MODEL project ad they expressed their willing to diffuse and disseminate this training opportunity to more and more Civil Protection groups.

Brochure of the Event

Invitation

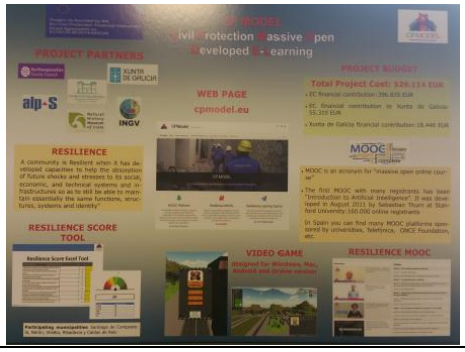


Photos of the Event

SPAIN

The workshop was held in Galicia on 22nd September 2016, at the presence of the volunteers, staff operating in civil protection and public authorities representatives. The purpose was to promote the project and present the main training tools prepared within CP MODEL. The Project has been explained to Civil Protection Professionals and Volunteers by the Xunta national experts, the Project team and the general manager of emergencies and interior of Xunta de Galicia government.

One of the Municipalities involved, Caldas de Reis, has expressed the great satisfaction to work in conjunction with the Dirección Xeral de Emerxencias e Interior de Xunta de Galicia in the framework of CP MODEL. In fact they have clearly stated that the project represents the opportunity to continue in the application of the results and achievements obtained thanks to it and to have a better future that the study of resilience can surely bring.



PROJECT WEBSITE

The Project Website has been the first and main tool of dissemination along the project development.
It was updated step by step with the deliverables produced, that have been linked directly to the project website so to allow to reach the main results in a fast and easy way also by the wide public.
The Website contains a main menu with items as: newsletters, photogallery, ojectives, etc… and a banner with connection to the main pages of the principal products of the project.
On the right of the main page updating news are available about some of the events carried out during the project. The project website plays a fundamental role in the dissemination strategy.

www.cpmodel.eu

PROJECT BROCHURE

Electronic and Paper-based product to diffuse the project main purposes and contents. A specific graphic layout and a text summarizing the project main objectives was created. The brochure was translated in all the partnership languages and used for disseminating the project during the main activities of diffusion implemented in all the Partner Countries.

The electronic version is downloadable in all the Partners languages from the project Website
http://www.cpmodel.eu/wordpress/?page_id=10

Samples of the printed brochure

PROJECT NEWSLETTERS

The 5 numbers of the CPMODEL Newsletter are published on the project web-site and have been used by the Partners for dissemination purposes and printed for delivering them to the public during the various dissemination activities implemented.

The project newsletters allowed the dissemination of the project, letting people know what was going on in each partner country within CPMODEL and the activities that were being developed. They were useful for the diffusion of the project outputs, underlining the necessity of intervention strategies based on the effective cooperation among different professional profiles within the team.

All 5 numbers available here:
http://www.cpmodel.eu/wordpress/?page_id=10

DISSEMINATION ACTIVITIES IN ALL PARTNER COUNTRIES

Dissemination actions have been carried out along the whole project, and continue also now after its end, at different levels: a) institutional level (within the partner organisations, EU, International voluntary organisations), b) geographical level (nationally and internationally), c) sectorial level, (municipalities, local communities, civil protection organizations).

The dissemination activities include:

- publications in specialized journals and newspapers
- web publications
- press conferences and press releases
- mailing
- online diffusion through the social networks
- promotional videos diffusion
- etc.

Along the whole project, each Partner has implemented various and different activities of promotion and dissemination. To give an overview of the main dissemination activities realized in each partner country, these have been gathered in one general Dissemination Report that can be downloaded from here:

Link do download the complete dissemination report
http://www.cpmodel.eu/finalreport/dissemination_report.pdf

SOME MATERIALS PRODUCED BY FVM FOR THE DISSEMINATION ACTIVITIES

POSTER and ROLL-UP

FINAL CONFERENCE IN CRETE

The final conference was organized in Heraklion, Crete on the 13th of October 2016, the International Day for Risk Reduction. The Conference was entitled "EUROPEAN MEETING AND WORKSHOP ON DISASTER RISK MITIGATION"

It was attended by representatives of relevant bodies operating in the civil protection field, e.g.: the Italian Presidency of the Council of Ministers, Department of Civil Protection, the Greek General Secretariat of Civil Protection, Ministry of Interior and Administrative Reconstruction, the Institute for Mediterranean Forest Ecosystems & Forest Products Technology, etc and all the partner organizations representatives.

The Conference was held with the final event also of another Civil Protection project 'EVANDE – Enhancing Volunteer Awareness and education against Natural Disasters through E-learning' where the following experts were involved among the others: the Prefecture of Valencia, Spain, the Beigua Unesco Geopark, Italy, Center for Educational Initiatives, Bulgaria.

In the second part of the conference day a workshop was held for discussing more in details: the Resilience Analysis-Map of criticalities, to make a training on the CP MODEL MOOC courses, and on the MOOG and on line Game.

Some photos of the event and the Programme

Co-financed by the EU-Union
Civil Protection Mechanism

Natural History Museum of Crete

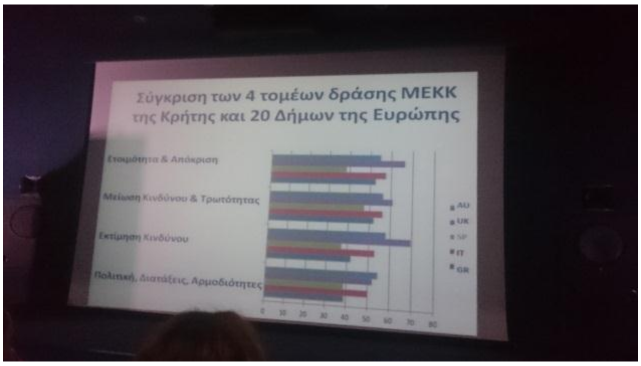
CPMODEL

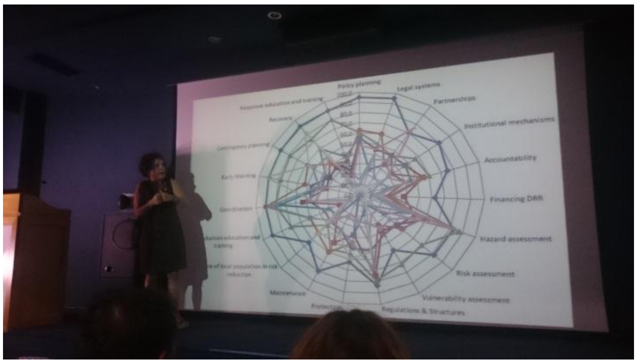
EVANDE

"EUROPEAN MEETING AND WORKSHOP ON DISASTER RISK MITIGATION"
HERAKLION CRETE, 13 OCTOBER 2016

MEETING AGENDA

Time	Title	Presenter	Duration
8:30-9:00	**Welcome Venue: Natural History Museum of Crete (NHMC), Multimedia Hall**		
9:00-9:10	Short greetings	Representatives from Civil Protection Institutions	10 min
9:10-9:30	The European Mechanism of Civil Protection and the main activities of the Italian Department of Civil Protection	**Dr V. Silvestri**, Italian Presidency of the Council of Ministers, Department of Civil Protection, International Relations Unit (invited speaker)	20 min
9:30-9:50	Civil Protection Practice in Greece	**D. Kalivіotis**, Vice Head of International Relationships dep., General Secretariat of Civil Protection, Ministry of Interior and Administrative Reconstruction (invited speaker)	20 min
9:50-10:10	Mitigation of Forest Fires in Greece	**Dr G. Xanthopoulos**, Institute for Mediterranean Forest Ecosystems & Forest Products Technology (invited speaker)	20 min
10:10-10:25	Earthquake raising awareness initiatives in Greece	**Dr A. Kourou**, Earthquake Planning and Protection Organisation (EPPO)	15 min
10:25-10:40	Presentation of CP MODEL project and its products	**Dr F. Boldrini**, Fondazione Hallgarten-Franchetti, Centro Studi Villa Montesca, Italy. CP MODEL Coordinator	15 min
10:40-10:55	Presentation of EVANDE project and its products	**Dr C. Fassoulas**, NHMC. EVANDE Coordinator	15 min
11:00-11:30	**Coffee break**		
11:30-11:45	CP MODEL: Resilience Analysis-Map of Criticalities for the Municipalities of Crete	**Dr C. Voreadou**, NHMC. CP MODEL Coordinator for Greece	15 min
11:45-12:00	The BiMaComm project. A Civil Protection Good Practice in Austria	**A. Koler**, Alps-Gmbh, Austria	15 min
12:00-12:15	Civil Protection Practice in Galicia Prefecture, Spain. The contribution of CP MODEL project	**Jose Gil Bernabe Sanchez**, Subdirector Xeral in Civil Protection, Prefecture of Galicia, Spain	15 min
12:15-12:30	The International Volunteers meeting of EVANDE in Città di Castello, Italy	**Maria Rita Bracchini**, Fondazione Hallgarten-Franchetti, Centro Studi Villa Montesca, Italy	15 min
12:30-12:45	Civil Protection Practice in Valencia Prefecture, Spain. The contribution of EVANDE project	**G. Oliverti**, Concorci De La Ribera, Prefecture of Valencia, Spain	15 min
12:45-13:00	Civil Protection Practice in Genova Prefecture, Italy. The contribution of EVANDE project	**Dr M. Burlando**, Director of Beigua Unesco Geopark, Italy	15 min
13:00-13:15	Civil Protection Practice in Bulgaria. The contribution of EVANDE project	**T. Tzvetanski**, Center for Educational Initiatives, Bulgaria	15 min
13:15-14:00	**Discussion**		
14:00-15:00	**Lunch**		
15:00-17:00	CP MODEL WORKSHOP: • Resilience Analysis-Map of criticalities • Training on CP MODEL MOOC courses • MOOG on line Game	EVANDE WORKSHOP: **P. Arapi**, Technical University of Crete, Greece • Training on EVANDE e-Learning platform (for the civil protection staff and volunteers) • Presentation of Mobile location-based educational games	
17:00	**MEETING & WORKSHOP FINALISATION**		





PROJECT SUSTAINABILITY ACTIVITIES AND PLAN: HOW TO MAINTAIN ACTIVE AND FURTHER DEVELOP THE RESILIENCE MOOC PLATFORM AND ONLINE GAME

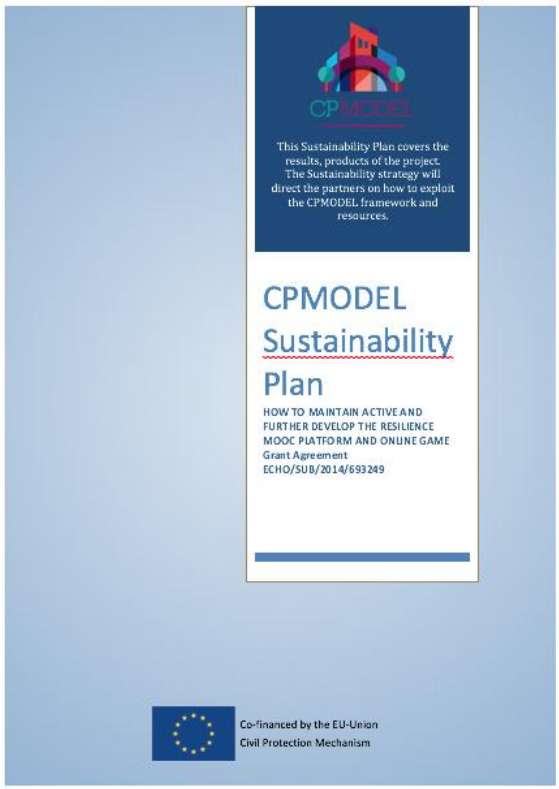
Plan for analysing the sustainability potentialities of the project and possibilities of maintenance of the main products realized. The project's general sustainability plan aim is to maximize the impact of project results over time by optimizing their value, strengthening their impact and transferring them to different contexts – from the institutional policies to training methodologies.

The specific objectives are to

- ✓ improve the dissemination of the project methodologies, deliverables and findings to the wider community, as well as to specific audiences including teaching community, local authorities and policy makers, organisation representatives in the civil protection context,
- ✓ use the knowledge gathered from this project to promote the benefits of resilience awareness, with special attention to the local dimension,
- ✓ Ensure that the project and its results will be communicated beyond the lifetime of the project itself, to maximize the impact upon the project target groups,
- ✓ Guarantee that the project results will be transferred efficiently to the project target groups.
- ✓ Set out the conditions for a new proposal on CP MODEL key topics to be submitted for funding after the lifetime of the project, whose objectives will include the creation of the necessary conditions to transform, over time, CP MODEL into a standard de facto in the field of competency recognition for the civil protection sector.

Link to download the Sustainability Plan

http://www.cpmodel.eu/finalreport/sustainability_plan.pdf



7. Evaluation of the technical results and deliverables

7.1 General lessons learnt

Among the main deliverables developed by CPMODEL:

- ⇒ A Resilience Map of criticalities
- ⇒ A Resilience MOOC (Massive Open On‐line Courses) Platform
- ⇒ A MOOG Massive Open Online Guideline (Guide about how to use the open structured resources)
- ⇒ A Resilience Learning Game called on Resident security entitled 'Super Mayor'

The objective of these tools is to provide practical and applicative Guidelines containing indications and suggestions about how to stimulate the debate and find solutions in the application of strategies toward resilience.

One of the general lesson learnt thanks to CPMODEL is the **importance of the circularity of information** also because the ability of a community to be resilient is based on its open‐focusing attention on what other communities have done and what are the wrong processes adopted to be not repeated.

The practice of **open learning** and the dissemination of positive experiences is really important especially for those municipalities, communities, that don't have the opportunity to be connected daily with the centres of knowledge.

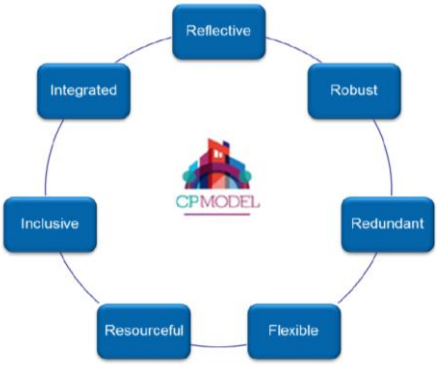
Thanks to the MOOC approach, that doesn't use conventional courses but short instructional videos of about 15 minutes, the learners can take advantage of frequent pauses to check they've understood the material by doing specially designed feedback activities or applicative examples and other small tasks. With a MOOC the approach to **learn new contents is not conventional**, learners are free to follow any path they choose. By its very nature, a MOOC does not offer a personal learning experience in which a student's work is individually monitored, but relies heavily on the concept of collaboration and sharing.

Another important characteristic of this project was the creation and application of a platform that is not merely a learning space with learning resources but also a **practical** and applicative **Guideline** with indications and suggestions about how to stimulate the debate and how to find solutions in the application of strategies towards the resilience. Starting from the MOOC the next step was the creation of a MOOG where the massive open learning was integrated and became MOOG, in fact 'Massive Open Online Guidelines', that include learning resources, information and experiences about how to react in case of criticalities and disasters.

Before creating platforms, games and the related contents and screenplay a **research and scientific study** was carried out as a fundamental starting point for all the following phases. The aims was to single out the degree of resilience in at least five municipalities in each participating country. The analysis was useful to verify the reason that make difficult to adopt strategies addressed to increase the level of auto-organization in response to natural and anthropic crisis.

The 19 key‐indicators and the 53 sub‐indicators that have been rated through the survey gave some deeper insights into the municipalities resilience status. Also the Report and the **Map of Criticalities** can

allow a more holistic view on how resilient a community is and can describe how to reach the 7 qualities (shown as follows) for becoming resilient.



The level of resilience of municipalities in the five initially participating countries, was analysed in order to identify the main issues, that the following tasks (MOOC, MOOG and Online Game) needed to focus on in order to create a maximum degree of impact. The result has clearly evidenced that all involved countries perceived the "Financing of DRR" as their weakest aspect.

The second important weakness singled out was the "Vulnerability Assessment" (due to the more complex approaches and corresponding high costs of vulnerability assessments). The same is for the indicator "Maintenance": Maintaining existing protection measures or organizational structures revealed to be expensive. A clear correlation between the lack of financing and the troubles in maintaining investments can be seen and should be considered in the long-term planning of municipalities on their way towards resilience.

Another aspect that all countries should start working on is "Early Warning". It seems that the systems themselves are on a high level and work reliable, but that the impact of early warning systems is highly dependent on the acceptance and understanding of importance among the local population. Therefore, this is the starting point for improvement for all countries.

Also "Response training and education" needs further improvement and a high level of education among civil protection professionals as well as volunteers and general public.

To analyse their own level of resilience the municipalities have been given the opportunity to apply a simple and easy to use version of the analyses - tool that allows interested municipalities to analyse their level of resilience in a quick and easy way. The **Self evaluation - framework** follows the structure and idea of the previous questionnaire (delivered for the realization of the first step of research phase), but is excel based and automatically develops the resilience score as well as all graphs and diagrams.

CPMODEL focused the attention on the need of a flexible approach for creating a culture of resilience. This is the purpose of the development and implementation of the educative tools that have been addressed to different typologies of potential users.

In particular, the **Resident security Game 'Super Mayor'** represents a strong instrument of dissemination of the **resilience-related concepts** and make it a common idea, not only addressed to experts, but part of the community life, also in the very small and peripheral places and towns.

Further comments about the lessons learnt are related to the use of **ICT and online tools** within this project.

The instruments created – the MOOC, the Game, etc – intended to be **friendly and familiar** to the social communication and to a wide variety of different beneficiaries.
The ICT tools allow another impact that the project experience shows as an effective result. They also represent an important way of communication for promoting correct behaviours and knowledge to the different social categories of people and to the wide public.
Moreover, the use of videos as educational tools is another wide promotional tool and facilitating the diffusion of the learning contents created within CPMODEL. Consequently all these **innovative ways of teaching and learning** increase and motivate the users to approach the new topics presented and addressed specifically by the project. The technical results contributed to the diffusion of the towards ‑ resilience practices and to implement cooperation among people to change the approach to a resilience strategy.
Another lessons learnt is that the creation of multilingual learning resources can encounter some obstacles when scientific contents need to be transferred correctly and maintaining all the technical details that can occur when such kind of contents are transposed to other languages.
The work of coordination and technical realization required more than expected to reach a high quality result.
The testing phase revealed a great interest by different kinds of potential users toward the educational tools promoted: different categories of professionals, civil protection staff and volunteers and leaders of local communities, civil protection operators and volunteers, risk management operators, politicians, decision makers, stakeholders, general public…
At its basis also a **proper strategy of communication** showed to be necessary for involving large target groups (in addition to the closer networks of professionals reached specifically by each partner). The project awareness campaign underlined the real need of structured actions for constantly accompany the initiatives.
That indicates that we **have to go further the common and accepted concept of dissemination** and create a real and effective communication approach embedded organically in the project strategy.
During the practical experience done while creating the educational tools, their contents and collecting adhesions for the testing it was evident the **importance of the approach to adopt**. It is fundamental to arrive to the wide audience using the right channels for diffusing the meanings and contents in a proper way (also considered the scientific side of many of the topics the project is dealing with). It was important to involve experts in the sector (and civil protection volunteers) in a first moment to then define properly the ways to reach the wider and less expert audience.

7.2 Strengths

Along the project development various strength points could be pointed out and analysed also now after the formal eligibility period end:
The **‘Massive’ approach**: opportunity to explore the application of the MOOC massive open on-line courses with the involvement of a large number of people; dissemination of guidelines and training opportunities addressed to different categories of professionals, staff, volunteers and leaders of local communities to put at their disposal a large range of information and educative materials for increasing and guiding the development of strategies toward the resilience.

- Creation of instrument and strategies for the involvement of the sector experts and also **different levels of users from the local communities**. Also education staff of schools was contacted and involved in the testing phase and as targets of the promotion actions.
- Creation of **new ICT tools addressed to a wide public** (as the MOOC and MOOG platform, the Game)
- giving to the municipalities, local communities and governments some easy to use instruments **to apply and integrate in their official planning** related to civil protection and answer to crisis.
- Creation of a Map of Criticalities that for the first time gave the possibility to the municipalities involved to clearly single out their strength and weaknesses regarding resilience.
- The building of a **culture of resilience** and diffusion of **awareness** towards this concept also by people who never had the occasion to approach this term and its meaning before.
- The possibility for all kind of interested users to learn through **widely, open diffused and free educational instruments**, so not depending on specific time schedules and places and teachers or experts availability.
- The experimentation of informal and quite new ways of communication in the general landscape of technologies of communication.

7.3 Possible challenges

- The **MOOC platform, the project website and main CPMODEL outputs can represent a positive and interactive repository for materials on Civil Protection** and used even by very peripheral and small organizations, including more local communities, municipalities and groups of volunteers and experts.
- **In the MOOC platform and in the Game the educative program can be transformed in "nomadic" resources to be used everywhere**, with the very interesting opportunity represented by the potentiality they have to be re-engineered by the users.
- The web-tools created thanks to CPMODEL, very attractive and offering plenty of proof of effort to make the project known, to attract interest, to communicate its objectives and **results should be updated after the project end including updated information (new courses in the MOOC Platform and New levels in the Game)**.
- The project may want to consider the **creation of a sub-group with the task of specifically addressing sustainability issues**. The sustainability and longer-term exploitation plans need to be improved covering also practical issues such as the financing of the project continuation, considering the best means to further exploit the results and the MOOC/MOOG Platform and the Game in/to new countries.
- CPMODEL has created tools that can represent a very **democratic perspective** for the educative/Civil protection sectors for any community, organization that cannot afford the effort to create its own educative tools for training on the specific topics connected to resilience. The challenges is to widespread all these valuable materials and make them even more diffused and consultable by an even greater variety of people
- **Finding solutions and strategies for the issues revealed as the 'weak' characteristics** of municipalities in their response to disasters and crisis, can be perceived as a future challenge for

public authorities and experts, especially because many other important aspects of resilience somehow are dependent on a strong financial commitment.

7.4 Recommendations to stakeholders, partners, authorities in charge, National and EU institutions

The CPMODEL project achieved some relevant results regarding the analysis of the behaviour of municipalities and local communities in front of situations of crisis and disasters. These results represent a useful point of reference for authorities at all levels because they reveal important elements regarding the strengths and weaknesses the local communities face daily and their level of resilience, that is of great importance for building a common and widely diffused awareness on the answer to disasters and crisis, on prevention and on implementation of the right actions.

The project also supported the building of a culture of resilience and the diffusion of awareness towards the concept of 'Resilience' also to people who never had the occasion to approach this term and its meaning before.

It was also important to introduce the Civil protection issues in some peripheral and little realities that, otherwise, would have not focused the attention on the themes revealed to them by the actions implemented within CPMODEL.

CPMODEL created learning and training opportunities that can be applied in all large and small towns and enhanced the opportunity of experimentation of new tools.

This project reinforces the possibility for all kind of interested users to learn through widely, open diffused and free educational instruments, so not depending on specific time schedules and places and teachers or experts availability.

CPMODEL reinforced the communication strategies related to the civil protection projects with the specific goals of creating opportunities of knowledge addressed to a large public, together with the dissemination of the Civil Protection EU Mechanism.

It has created Civil Protection on-line tools (educational materials) for people who can use them everywhere and at all times and the idea of a **first European MOOC platform** for training and learning on civil protection issues and Resilience.

8. Follow up

A Plan containing the Sustainability activities for maintaining active and develop the resilience MOOC platform and the online Game has been set up within CPMODEL.
It contains the methodology and the resources to continue the actions taking into account the need to achieve:

• an effective “Awareness”: the consortium wishes relevant stakeholders to be aware of the work of the project, in order to build an identity and profile within the relevant communities.

• an accurate “Understanding”: the consortium wants to target directly those groups of end-users that can benefit from the project outcomes, so it will be important that they have a deeper understanding of the project’s work.

• a focused “Sustainability for Action”: the CP MODEL project produced some tangible products. So “Action” refers to a change of practice resulting from the adoption of outcomes offered by the project. Relevant target groups will be those people that are in a position to “influence” and “bring about change” within their organisations, and that will need to be equipped with the right skills, knowledge and understanding of the project’s work in order to achieve real changes.

Sustainability characters can be easily found in all the main project products: the methodology, the Report, the Map, the MOOC/MOOG platform, the on-line Game. They have the potential to look beyond the countries involved in CPMODEL and so the potentiality to reach many other local communities and local policy making leaders.
The MOOC structure and its success in the world of education and in the more important universities is a guarantee for the continuation of the project after its formal end. MOOC platforms and courses are programmed to have long life.
The project partner will also try to develop tools and networks in their countries that can act as models for the other countries as well. The partners will promote programs of international cooperation in order to maintain active and further develop the MOOC platform, the MOOG and the Game.

In order to maintain and further develop the achievements and outputs of the CPMODEL project, the partners will use any occasion they will have during their initiatives and activities addressed to the authorities and to the education world, for continuing to improve the concept of resilience and to promote it by the small local communities where resources are limited but also the time at disposal of policy makers for reflecting in background cultural problems and for involving more community members in embedding this cultural approach in their daily life.

In order to guarantee a better and more effective dissemination and follow up of the results and products at the end of the CP Model project the Partners have also singled out and set up two different working groups that have worked alongside the production and management of the activities:

1. National Experts Commissions (NEC)
2. Transnational Working Group (TWG).

Both groups were made up of staff directly or indirectly involved in the activities.
The groups worked with the partners at national and at transnational levels, cooperating in consultancy and technical monitoring for the dissemination of the activities and products.

Being both 'internal and external' actors, these allow the groups to contribute in the increasing of the impact of the results: the strengthening of the impact will be pursued also after the formal end of the project.

A good cooperation among the project partners is necessary to implement positive and continuous sustainability activities; the technical resources required for maintaining the e-learning platform and the Web TV (with their tools, contents and materials) will be supported by the partners themselves.

It must be finally underlined that most of the partners have a long collaboration on various topics related to the civil protection, having also worked together for the realization of previous European projects in the framework of European Preparedness and Prevention Projects (SEE project, PATCH project, RACCE project, EVANDE etc.) that are still usable by the different target groups. The results gained from each project are important starting point for actuating new initiatives and enriching with more and more inputs and levels, sectors of application of the outputs and outcomes achieved.