

CEN

CWA 17302

WORKSHOP

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AGREEMENT

ICS

English version

City Resilience Development - Information Portal

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European foreword

CWA 17302 was developed in accordance with CEN-CENELEC Guide 29 “CEN/CENELEC Workshop Agreements – The way to rapid agreement” and with the relevant provision of CEN/CENELEC Internal Regulations – Part 2. It was agreed on 2018-06-21 in a workshop by representatives of interested parties, approved and supported by CEN following a public call for participation made 2017-05-19. It does not necessarily reflect the views of all stakeholders that might have an interest in its subject matter.

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Introduction

This CEN Workshop Agreement (CWA) is based on the results of the Smart Mature Resilience (SMR) research project, and in particular on the “Deliverable 4.3 – Design principles for the use of social network services”.

The Resilience Information Portal (RP) is meant to be used by a diverse group of users, each of which has a different degree of decision-making authority. The information displayed may thus influence decisions that have a severe impact. The RP does not replace control room technology, used to manipulate parts of the system actively (e.g. dispatching emergency units, regulating electricity or managing public transportation). Instead it is intended to be used in addition to existing systems, and partly to interface them. Hence, the main design criteria are to maximize efficiency of use, to minimize physical and mental user workload, and to provide intuitive and easy-to-learn interactions.

CWA series - City Resilience Development

This CEN Workshop Agreement is part of the *City Resilience Development* series, which intends to support cities in becoming more resilient against various kinds of threats. The series consists of the following other two CWAs:

- CWA 17300 City Resilience Development – Operational Guidance;
- CWA 17301 City Resilience Development – Maturity Model.

The CWA on Operational Guidance is the overarching document that refers to the *CWA 17301 City Resilience Development - Maturity Model*, *CWA 17302 City Resilience Development – Information Portal*, as well as to other supporting tools.

1 Scope

This CWA provides a list of requirements for how municipalities can equip an information system that facilitates resilience building through collaboration, communication, and engagement. This marks the functional specification of a Resilience Information Portal. The portal is a platform for communication within a local government, between a local government and its overall stakeholders, and between a local government and citizens. Requirements aim towards a broad-purpose, easy-to-use platform that provides versatility and flexibility.

This document is intended to be used by information technology professionals and information technology decision-makers. It provides them with support in planning municipal information technology as well as operative help for the development process. The functional specification does not impose any specific paradigms, technological frameworks or third-party programs. The specification takes into account existing information technology infrastructure and following the recommendations can complement it. The specification provides for significant freedom and room for customization. This facilitates a technological solution that aligns with political decisions, particularly deriving from a local government's information technology strategy.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1

city

local unit based on administrative boundaries within a metropolitan area

3.2

local government

government unit having a local sphere of competence

3.3

maturity

level of gain after a maturation period

3.4

resilience

ability of a system, community or society exposed to hazards to resist, absorb, accommodate to and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions, while also maintaining the capacity for adaptation, learning, and transformation

3.5

stakeholder

person, group or organization with an interest (stake) in the behavior, decisions, and policies of the city – stakeholders presume they may be affected by these, and they may have the power to affect them

EXAMPLE Local, regional and national government, European policymakers, emergency services, critical infrastructure providers, public-private partnerships, non-governmental organizations, volunteers, media, citizens, international organizations, academic and scientific entities.