GA #: 875138

Final report on the web-based hub

Work package 3 – development prevention-hub

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Яе-ACT
Remember and ACT!

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Executive Summary

Deliverable 3.5 – *final report on the web-based hub* will first provide a brief background leading up to the development and finalisation of the current version of the prevention hub, also placing WP3 – *development prevention hub* into the overall context of the related activities implemented throughout the life cycle of project Re-ACT.

This will be followed by a detailed description of the overall architecture of the prevention-hub and its individual modules as well as their functionalities and objectives. Crucially, the number of available materials, exceeding the in the proposal stage defined KPIs, will also be outlined.

Finally, D3.5 will conclude with a brief summary and outline on the future of the prevention-hub, which will be maintained even after the project has officially ended.

The prevention-hub referred to in this report can be accessed via: rememberandact.eu.

1. Introduction & Contextual Information

The project Re-ACT (Remember and ACT!), responds to strong and documented links between current online hate phenomena and hate-slurs, prejudices and practices that have been propagated in the Third Reich. To transform these worrisome findings into effective warnings, especially since remembrance and knowledge on the Holocaust and its horrors are fading, the project Re-ACT is putting a special focus on researching how "old" concepts of antisemitism and antigypsyism are being re-enacted by concerted hate campaigns and where they originated from. Starting from there, Re-ACT will develop, collect and provide educational materials and tools for the prevention of racism, xenophobia, homophobia and other forms of intolerance. These self-generated sets of information plus a curated collection of high-quality educational materials will build the foundation for the establishment of an online prevention-hub at INACH.

The deliverable 3.5 - *final report on the web-based hub* presents and summarises the in project Re-ACT developed web-based platform, referred to as prevention-hub. As such, it provides an updated version of the already for D3.4 - *Develop web-based Hub using modern technical frameworks and database systems* provided summary and concludes the under WP3 – *development prevention hub*, implemented activities.

Taking the public nature of the deliverable into account, the technical details, already specified in D3.4, have been excluded from this final report.

The prevention-hub can be accessed under rememberandact.eu and has recorded a total of 527 unique visitors by the time of writing.

2. Background and Context

From the beginning of WP3 a user-centred design approach has been deployed in order to adapt the prevention-hub closely to the actual needs and requirements of its intended end-users. This has been largely ensured through the combined outcomes of Activity 2.5 - *Workshop and collection of educational materials* and Activity 3.1 - *Collection and analysis of needs and requirements of main target groups*. The so gained insights were structured, analysed and divided into requirements regarding the actual form and function of the prevention hub and requirements regarding the usability of the prevention-hub and content needs (presented in D3.1).

The so gained insights were further refined throughout the entire process through the collection of feedback and inputs from potential end-users and practitioners in the field, through the organisation of webinars and gathering of feedback during dissemination events (WP4).

The so refined and validated requirements were then translated into wireframes and mock-ups, outlining the actual structure and functionalities of the prevention hub, under activity 3.4 - *Concept the technical Hub framework, design main modules using wireframes and mock-ups* and reported in D3.2.

Next the created wireframes were used to validate the design of the prevention hub, for instance at the annual INACH conference or through a dedicated webinar, where further feedback was obtained. Through this process the wireframes and mock-ups were continuously adapted and further refined to the expectations and needs of the targeted end-users.

Alongside under Activity3.3 - *Screen collected content, tools and materials and categorize according to defined quality criteria* the consortium gathered and evaluated a variety of resources alongside a number of defined quality criteria, which were also derived from the needs analysis and outlined in more detail in D3.3. The consortium hereby strongly focused the gathering activities on the in D3.1 outlined content needs of its potential end-users, in order to address the for instance so identified lack of best practices or guidelines. Finally, the so gathered and evaluated materials were structured alongside defined filtering formats, for instance responding to the in D3.1 identified difficulty of end-users to quickly find materials in for them needed formats (i.e. videos, PDF). These materials were then integrated into the prevention-hub and continuously expanded throughout the project under Activity 3.5 - *Integrate data, implement social media syndication functionalities, optimise Hub for search engines to ensure high visibility*. As will be noted in the conclusion of this deliverable, this process will be continued by the project partners, ensuring the continuous provision of materials to the hub.

In addition, the potential end-users of the prevention-hub, engaged through the various workshops, online events and other outreach activities were successfully encouraged to upload their own materials to the hub, for which an upload functionality has been developed, which will be outlined in the next chapter. Beside this functionality, which facilitates the prevention-hubs emphasis on the exchange of materials and insights between stakeholders from a variety of backgrounds and fields; the consortium has also reached a wide number of memorandums of understandings with key organisations in the field, further ensuring the continuous upload of materials to the prevention-hub.

Based on the so established insights and particularly the detailed wireframes the front- and backend of the prevention-hub was implemented and individual programmes programmed. This process was implemented under Activity 3.4 - *Develop web-based Hub using modern technical frameworks and database systems*, leading to the creation of a working-demonstrator of the prevention-hub (D3.4). The so created demonstrator was then further tested and validated via an online webinar, allowing each of the participants to test the prevention hub and provide further feedback before it went life. Alongside public events, like the Fundamental Rights Forum 2021 in Vienna, were also used to demonstrate and introduce the hub to a large audience and obtain further feedback on its usability (see D4.2 and D4.3 for a detailed overview).

After taking the so obtained insights into account the prevention-hub was made publicly available in November under *rememberandact.eu*. Since then, a total of 527 unique viewers have visited the prevention-hub. The table below provides a brief overview of the different steps leading to the final prevention hub.

Phase	Description	Deliverable
Analysis	Collection and analysis of end-user requirements	Needs and requirements report (month 6)
Design	Design of Technical portal framework, modules, Wireframes, mock-ups	Technical concept and design report (month 9)
Content	Gathered and produced content is structured and later made available via hub	Structured content collection (month 12)
Implementation	Implementation of web-based frontend / backend, programming of modules	Web-based hub (month 18)
Testing & integrating	Selected end-users will test platform, refining process and integration of material	Final report on web-based hub (month 24)

3. Platform Objectives, Architecture and Modules

3.1 Architecture of the Prevention-hub

The prevention-hub is an open platform, where different target groups such as educators, practitioners, CSOs, policy makers and other interested parties find information and services.

An admin dashboard is used as central control panel for the prevention-hub, where content will be created and managed, functionality be added in the form of plugins, styles be changed and other related activities.

Generally, the prevention-hub is differentiating between "information" modules, namely the Home module, the News & Knowledge section and the Consortium map, which provide content in the form of articles or other written content, such as short snippets, and "services" modules, namely the Library module, Stakeholder map and the Project directory, which are more interactive and allow users to engage with the platform. The following figure highlights the difference.

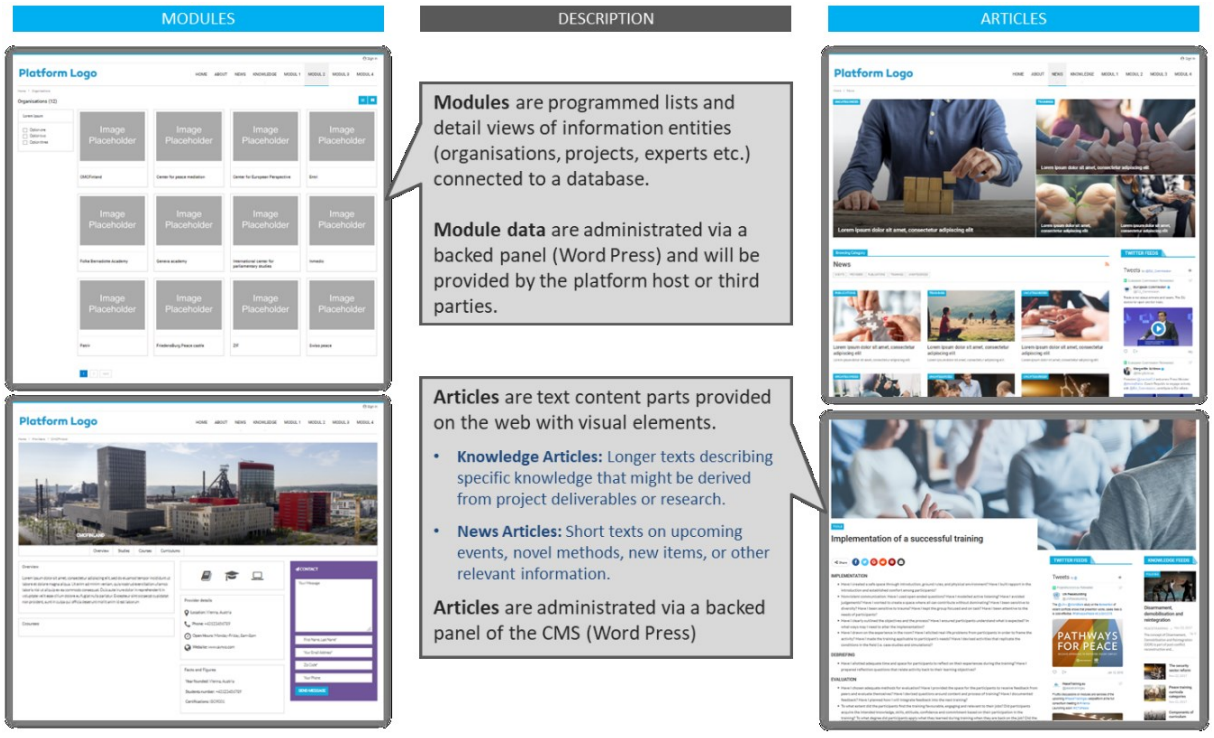

Image 1: Types of modules on the prevention-hub

3.2 Modules

The developed prevention-hub consist of six main modules, each grounded in the identified needs of Re-ACT´s end-user groups (reported in D3.1 and translated into an initial design in D3.2).

Following Re-ACT´s end-user focused design and development approach two minor changes to the overall structure of the prevention-hub as initially outlined in D3.2 were nevertheless made. These were based on feedback obtained from Re-ACTs targeted end-users during several dedicated webinars and dissemination events, where the established wireframes and concept of the prevention-hub were introduced.

Firstly, the Tool Repository has been merged with the Library module. This was done as an overlap between materials potentially valid for both modules became apparent during the gathering and structuring of relevant materials under Activity 3.3 - *Screen collected content, tools and materials and categorize according to defined quality* criteria. This change was validated through end-user discussions and implemented to avoid a fragmentation of knowledge within the prevention-hub and overload of content modules.

Secondly, a static consortium map has been added, to provide brief information on the project partners and their locations, supported through a map.

As such the six main modules of the prevention-hub are composed of: **Home module (landing page), News & Knowledge section, Library module, Stakeholder map, Project Directory and Consortium map.**

Next the developed modules will be briefly introduced, supported by screenshots.

Home

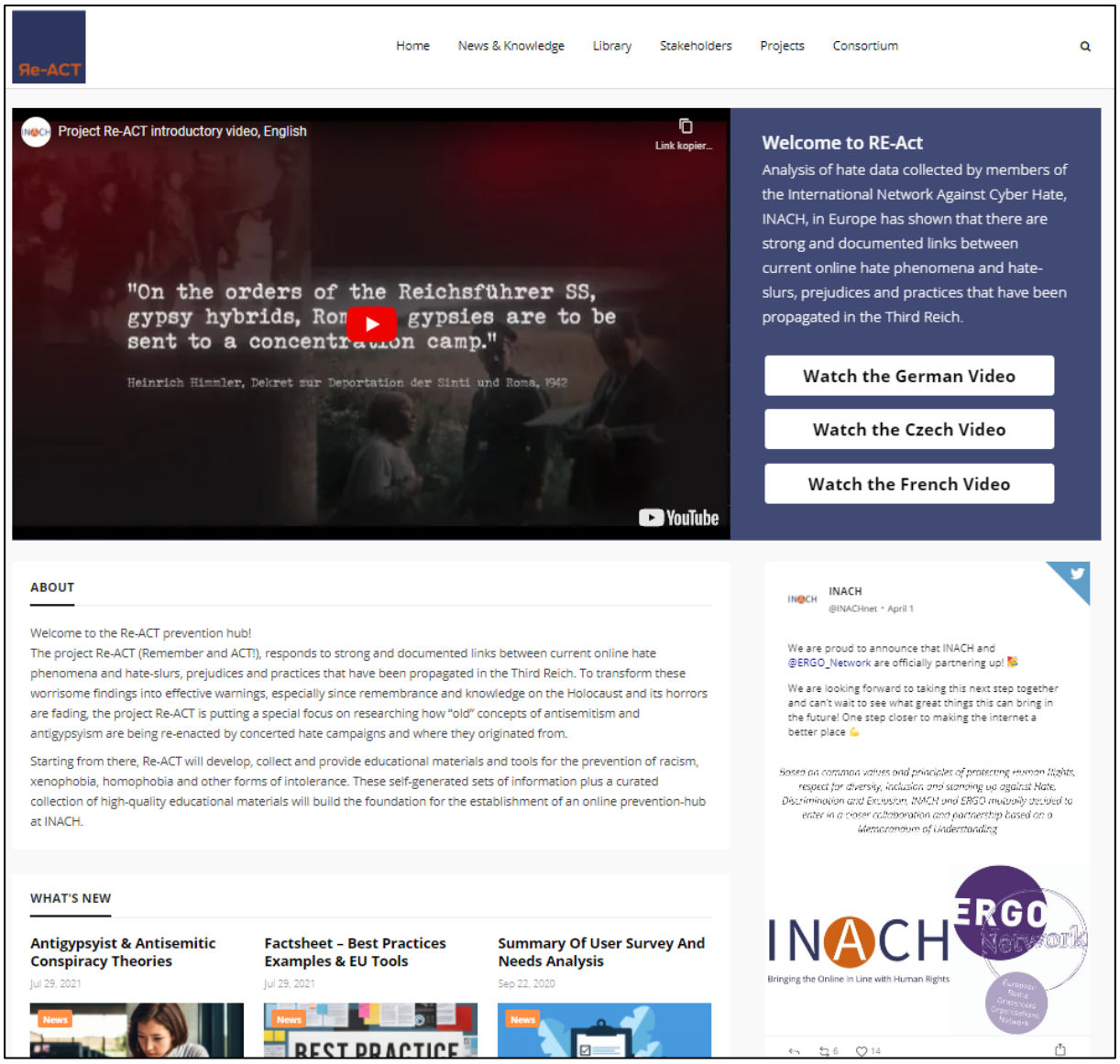

Image 2: Home module

The Home module, acts as the overall landing page for the Prevention-hub. The top of the module is dedicated to the Re-ACT introduction video (produced in WP2), which can be accessed in German, Czech and French. The video is accompanied by a brief introduction text.

Below a short About-section welcomes users to the prevention-hub and provides a brief outline of the hub and its functionalities. The text will be further refined based on the support needs identified during the testing phase and adapted to the requirements of the users.

Furthermore, in order to promote new articles and materials added to the prevention hub, especially in the News & Knowledge section (outlined below), and

to keep users engaged, the materials added to the prevention-hub are highlighted and can be directly accessed. On the side a news-feed is implemented highlighting social media posts of organisations involved with the project to facilitate their outreach, mutual awareness and information exchange.

News & Knowledge

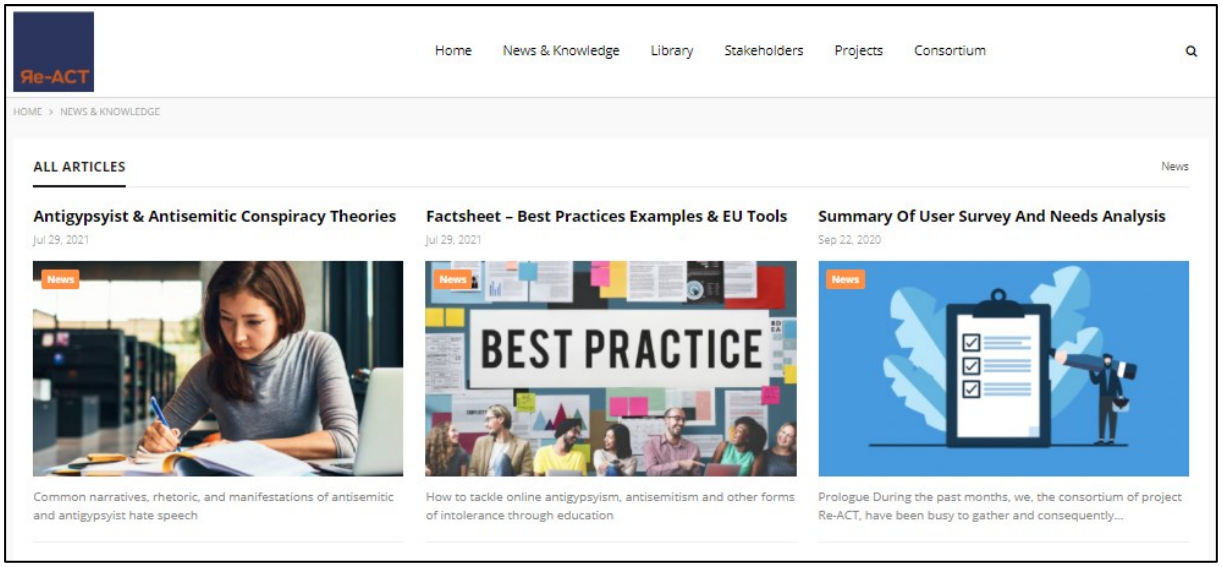

Image3: News & Knowledge Section

The News & Knowledge section is a crucial module in order to keep end-users engaged and respond to the urgent need for ready to share materials. The content is provided in the form of consumable, easy to read "articles", which are again categorized into two main different formats.

The consortium is differentiating between "news" and "knowledge" articles, with the first one being information on specific upcoming events, new publications or recent developments in a short format, whereas the second one focusing on challenges, trends, classifications and definitions, including analysis and reports that have been developed within the project or by associated partners, related to the addressed topics of online-hate, antisemitism or antigypsyism.

The individual articles (see image below) can be directly accessed via the prevention-hub and are supported by social media sharing functions. They also feature a news-feed (similar to the home module) and provide an overview of all available articles at the right side. Related Articles are suggested to users at the end of each individual article. Through this, users are kept engaged and provided with related materials that may be of interest to them. Simultaneously, the module offers organisations to

promote relevant events and will aid in the deeper connection of the end-users of the prevention-hub.

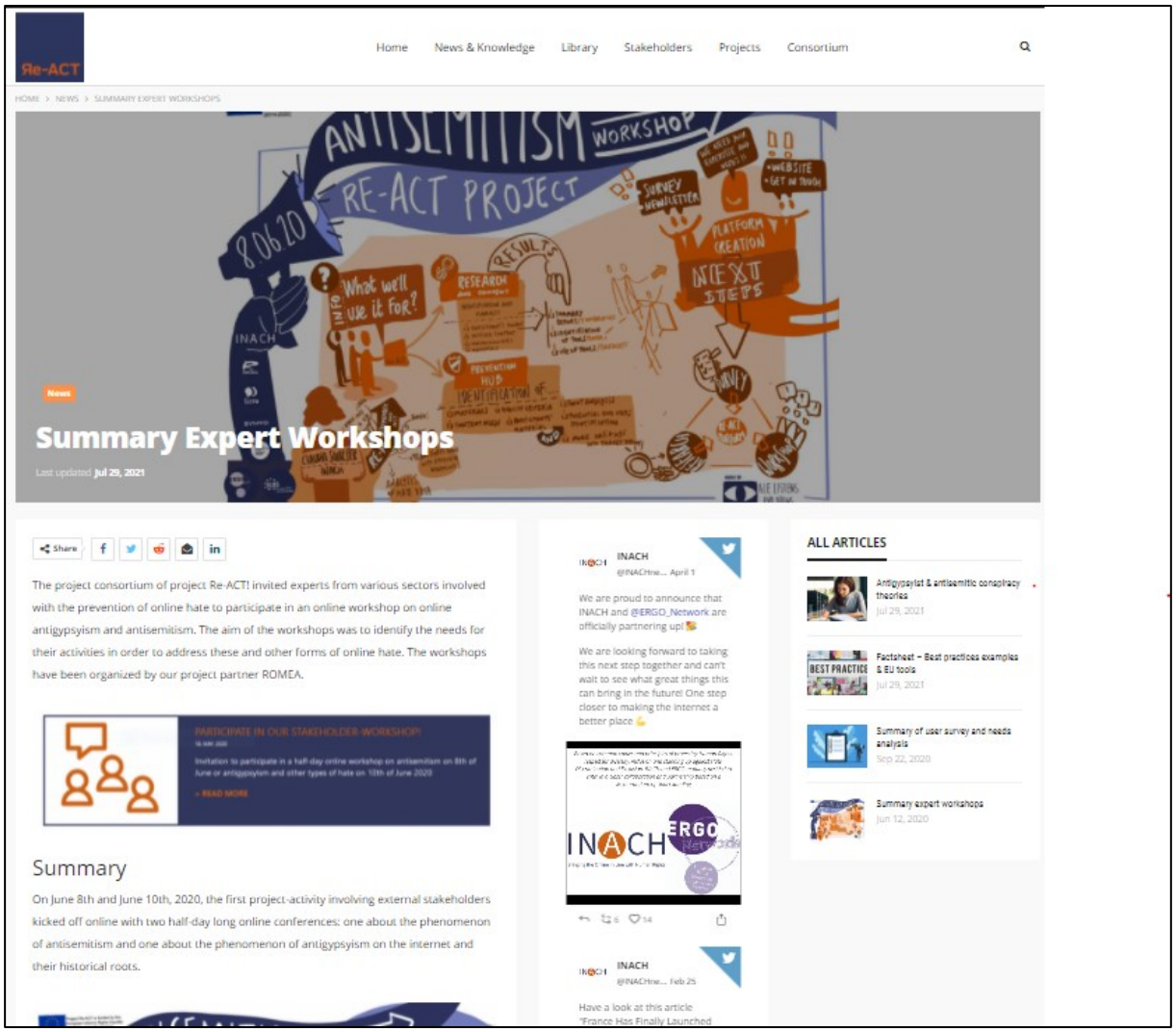

Image 4: News article in the News & Knowledge Section

Library

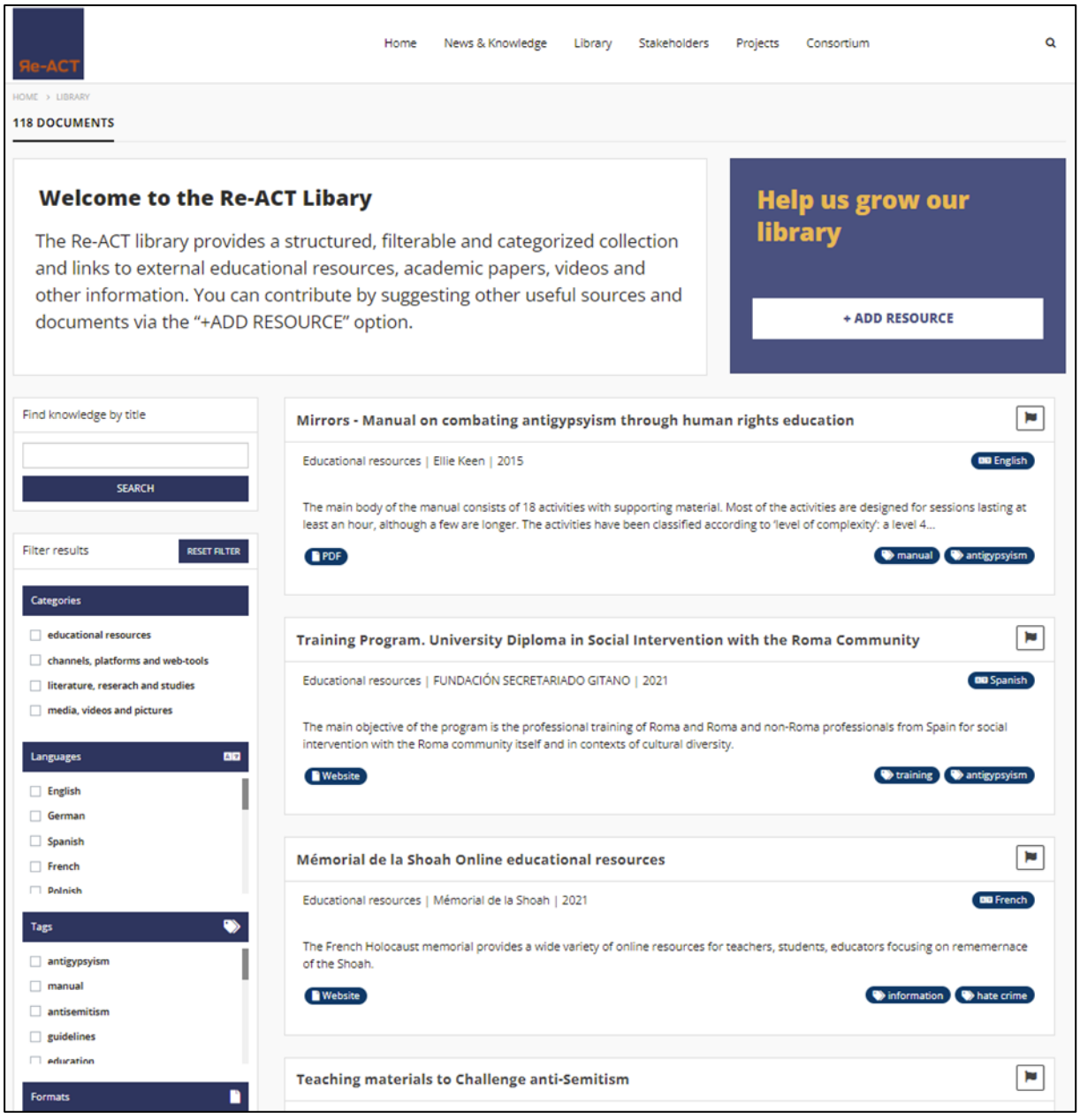

Image 5: Library module

One of the core modules of the prevention-hub, backed by the needs analysis, is the Library module

Located at the top of the module, a short introduction text provides a brief description and overview of the module. The introduction text also encourages end-users to suggest additional materials to be added to the prevention hub. For this a material suggestion form has been implemented, which can be accessed via the "+ADD RESOURCE" button at the right top of the module.

Material suggestion form

The material suggestion form enabled end-users to suggest relevant materials, by opening a material suggestion form (see Image below).

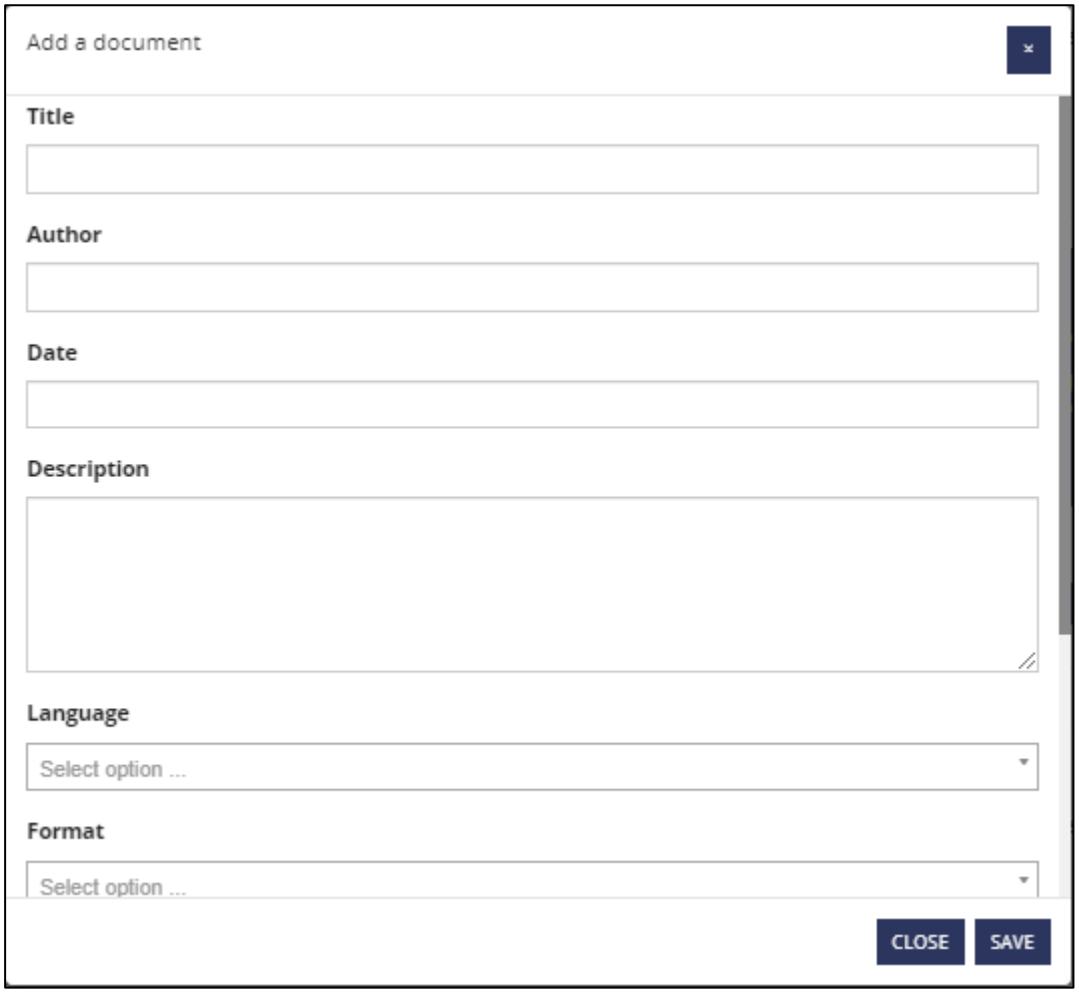

Image 6: Part of the Material Suggestion Form

The material suggestion form asks users to provide all the information needed to make the suggested material directly available in the prevention-hub. This process is supported by drop-down lists to compile with the implemented filter options and aid in the suggestion process.

Once suggested the material is not directly made available via the prevention-hub library but highlighted via the backend. Here an authorised Admin needs to validate the information and can then directly make it visible in the Library module if it is suitable. This has been implemented to prevent malicious use of the prevention-hub and ensure the quality of the provided materials, while at the same time offering an interactive element to the prevention-hubs end-user and minimise the effort for the Administrator.

Individual Entry

Image 7: Exemplary material available in the Library module

The individual materials are listed in the Library module and link directly to the external location of the respective source. For each resource the following information is provided:

- Name of the material
- Category of the material (i.e. educational material; channels, platforms and web-tools etc.)
- The Author or responsible organisation
- Date of the source
- Language(s) in which the source is available – which also acts as overall filter option
- A brief description of the material
- The Format of the material (i.e. PDF, website etc.)
- Related tags (i.e. education, guidelines etc.)

In order to facilitate the identification of suitable materials different filter options are available on the right side of the module. Each filter option is grounded in the detailed need analysis conducted to ensure their usability and relevance. Materials in the Library can be filtered by:

- Title, through an open search option
- Categories
- Languages
- Tags
- Formats

In this manner the library module currently lists **118 different materials**, many of which are available in multiple languages. The library module can be directly access here, while its content will be continuously updated by the consortium partners, those organisations with whom a memorandum of understanding has been signed and the hub´s end-users, via the material suggestion form.

Stakeholder Map

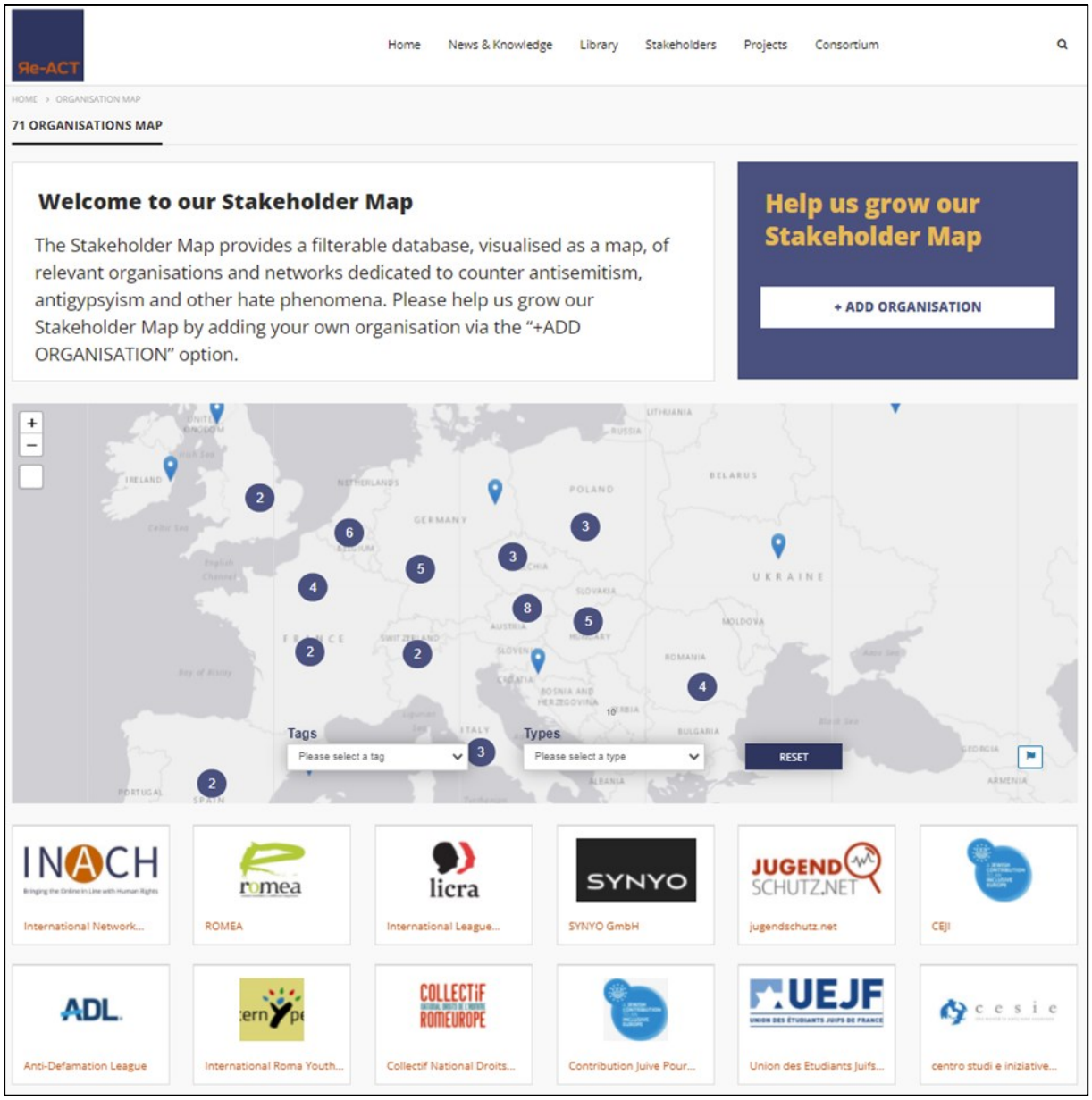

Image 8: Stakeholder Map

The structure of the Stakeholder map follows the approach of the Library module. On top a short introductory text is provided next to which a suggestions form can be opened. The organisation suggestions form follows the same approach as the material suggestion form (available in the library module), with regards to the need for an Administrator to make suggested organisations available in the stakeholder map. The structure and required information are hereby adapted to the needs of the stakeholder map.

In general, the module consists of a filterable database, visualised as a map, of relevant organisations and networks dedicated to counter or related to antisemitism, antigypsyism and other hate phenomena, especially online. All entries are geo-tagged to enable their quick identification. However, to avoid any potential security concerns and based on the end-user feedback, the location is only provided by city with no concrete address being provided.

For each organisation the Name and logo are included, with the former leading directly to the website of the respective organisation. The entities can be further filtered by the provided Tags (i.e. education) and type of organisation (i.e. network, SME, CSO, NPO, NGO etc.). Through this, organisations can for instance identify relevant organisations working in the same area for mutual cooperation and exchange.

In total the stakeholder map includes **71 different organisations** and can be accessed here. As stated before, also the stakeholder map will be continuously expanded after the project ends.

Project Directory

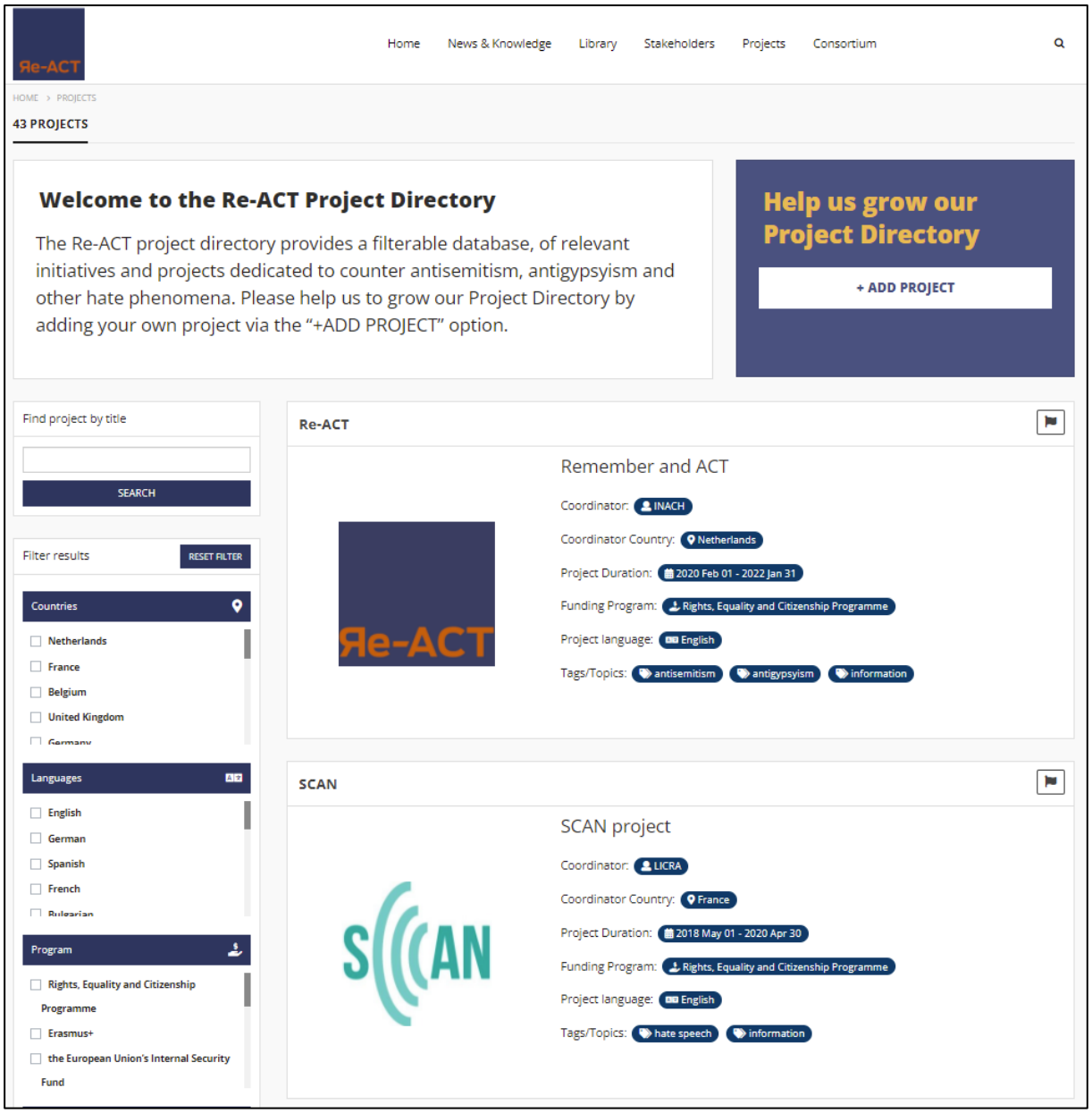

Image 9: Project Directory

The project directory is organised in a similar way to the material library with regards to the introduction text and material suggestion form, with the latter being adapted to the precise information provided for each project. As such, the project directory includes a filterable database, of relevant initiatives and projects dedicated to counter or related to antisemitism, antigypsyism and other hate phenomena, especially online.

The following information is provided for each project, which links directly to the website of the respective project or initiative:

- Project Acronym (i.e. Re-ACT)
- Project long title (i.e. Remember and Act!)
- Project logo
- Coordinator (i.e. INACH)
- Location of the coordinator by country
- Project duration by start and end date
- Funding programme or Authority
- Main Language of the project
- Related Tags

For now, the data base can be filtered by:

- Project title through an open search function
- Country of the coordinator
- Language of the project
- Funding programme
- Tags
- Start and end-year

In this manner the project directory lists a total of **43 different projects** and can be directly accessed here.

Consortium

The overall goal of the final module is to provide further information on the consortium partners.

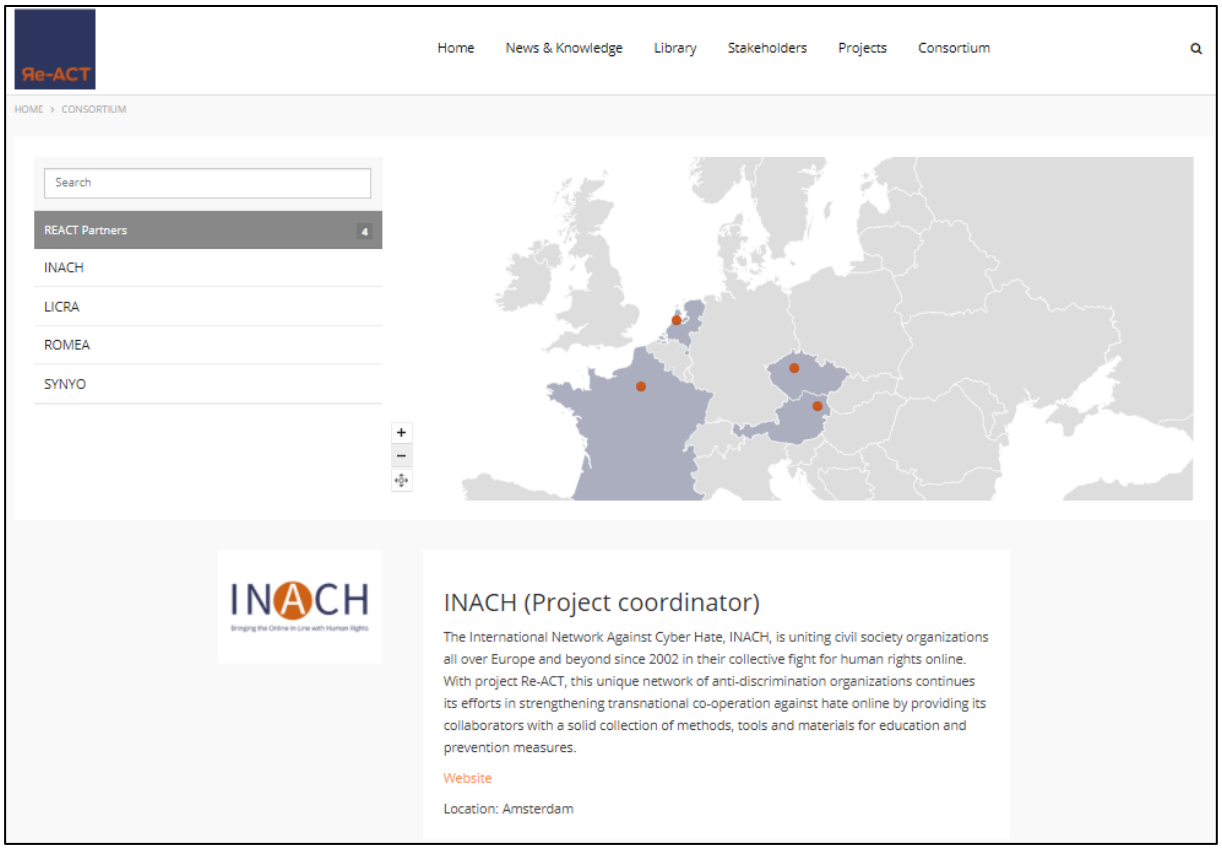

Image 10: Consortium Map

Here, a static map is provided, highlighting the locations of the respective partners. For each partner listed in the map, the following information is provided:

- Logo
- Organisation name
- Role in the project
- Brief description of the organisation
- Link to their respective website
- Location by city

Outlook

The prevention hub, available via rememberandact.eu, will be further maintained after the end of the project and kept online. The potential of related funding opportunities, to further extend the hub will also be evaluated on an ongoing basis by the project partners.

The signature of a wide number of memorandums of understandings with organisations actively producing materials on the by the prevention-hub addressed area of antisemitism and antigypsism will, beside the content upload functionality, ensure the continuous provision of relevant materials and further extension of the previously outlined modules.

The management of the prevention hub will be carried out by the participating organisations, even after the end of the project, to promote their own materials and identify further opportunities for the extension of the hub and its modules.