



Scoping workshop for the development of the CAP HelpDesk

**30 September 2021
9:30-13:00 CEST**

Concept Note

Background

Every year, disasters lead to tragic loss of lives and livelihoods. Too much of this is due to ineffective public warning: emergency alerts that are not timely enough, not understandable enough, or fail to reach everyone at risk. Yet, these tragic losses could be reduced through the Common Alerting Protocol (CAP).

A CAP message communicates key facts of the emergency such as: What is it? Where is it? How soon is it? How bad is it? What should people do? Applicable to all kinds of telecommunications, CAP enhances emergency alerting so that it can be more understandable, precise, reliable, secure, and fast.

Since 2006, WMO has recognized CAP as the key standard for all-hazards, all-media public warning and alerting from authoritative sources. National Meteorological and Hydrological Services are involved in most hazard threat alerting within and among countries and so have led the world in adoption of CAP, which has a

proven track record of improved effectiveness and efficiency of official alerting systems.

The CAP HelpDesk

WMO is committed to supporting Members in developing and strengthening their MHEWS systems to enable multi-hazard, all-media emergency alerting to ensure citizens have access to information and the ability to act. The CAP Helpdesk is part of WMO's ongoing Global Multi-hazard Alert System (GMAS) development and its collaboration with governmental, non-governmental, and commercial organizations to achieve the broadest adoption of CAP worldwide.

It is envisioned that the CAP HelpDesk will support country level implementation of CAP through information, methods, and tools to inspire coordination and build a community of support to scale CAP.

Purpose of the scoping workshop

The scoping workshop will bring together experts to discuss the technical capacity based gaps and barriers to CAP implementation that the HelpDesk can help remedy and agree on the content, architecture, methods and technologies for the design of the HelpDesk.

Specific objectives

- Discuss the scope, purpose and function of the CAP HelpDesk.
- Review existing CAP resource materials to define the niche.
- Review and refine the CAP HelpDesk content and prototype architecture. Develop an action plan for designing and populating the HelpDesk.
- Discuss the content management strategy to continually refresh/refine resources

available on the HelpDesk to ensure the information is relevant and supports the needs of the alerting community.

- Address CAP HelpDesk governance issues and define the process for coherent and coordinated community input.
- Discuss lessons learned from other knowledge management platforms to design an interactive interface that facilitates use.
- Agree on performance evaluation strategy to track use and usefulness and the business case for the long-term sustainability of the HelpDesk.

Expected Outcomes

Defined structure, content, and action plan for the development and implementation of the CAP HelpDesk. Agree on a content management strategy, resource partners, governance items, and performance evaluation metrics, and business case for long-term sustainability.

Organization of the Scoping Workshop

The workshop is co-hosted by WMO, ITU IFRC with anticipated participation from HKO, WMO Alert Hub, RSMCs and NMHS.

For more information please contact:

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