

Blog Post 2: The Three Faces of Disaster Management: Who is PANTHEON's End-User?

To build a tool that *actually* works, you must first define *who* you're building it for. As part of our participatory design process (detailed in Deliverable D3.2), we conducted an in-depth analysis of all the stakeholders involved in disaster risk management.

We've organized them into three main groups based on their level of responsibility:

1. **Administrations (The Planners):** This group includes high-level government bodies, regulators, and city planners. They are responsible for political decisions, creating preparedness plans, and managing long-term strategy.
2. **First Responders (The Responders):** These are the operational, on-site users who respond when a crisis hits. This group includes civil protection agencies, police, firefighters, paramedics, and critical NGOs.
3. **Communities (The Public):** This group includes citizens, vulnerable groups, the scientific community, and the media. They are the people the system is ultimately designed to protect, and they play a vital role in providing information and building resilience.

Mapping Our Key Stakeholders

In our three primary pilot regions, we are engaging directly with the specific organizations that fill these roles. This ensures our platform is tailored to their unique structures and needs.

- **In Athens (Greece):** We are working with key bodies like the **General Secretariat for Civil Protection (G.S.C.P.)**, the **Hellenic Police (E.S.K.E.D.I.K.)**, the **Hellenic Fire Service**, and the **Hellenic Rescue Team**.
- **In Paris (France):** Our stakeholders include the **General Directorate of Civil Security (DGSCGC)**, the **Paris Police Prefecture**, the **Paris Fire Brigade (BSPP)**, and the **SAMU** (emergency medical services).
- **In Vienna (Austria):** We are collaborating with the **Ministry of the Interior (SKKM)**, the **Professional Firefighters (MA68)**, the **Professional Emergency Service (MA70)**, and aid organizations like the **Johanniter** (JOAFG).

By holding workshops with these diverse experts, we get a 360-degree view of the challenges they face. In our next post, we'll share what they told us are the biggest gaps in disaster management today.