Expert Notification Portal

The Expert Notification Portal (ENP) is a community-driven workspace designed to aid communication between LEAs and experts during ongoing investigations of radicalisation-related online activities, by providing real-time feedback and communication. This will allow vetted users to seek advice outside their own agencies and exchange vital knowledge with those who have expertise in the field. The aim of the ENP is to improve the resilience, capacity, and agency skillset of LEAs beyond traditional boundaries. The portal has been designed from two fronts: a browser-based dashboard accessible on most modern devices and browsers, and a mobile application available on modern android and iOS devices. The rationale for this is to meet the needs of investigators both 'out in the field' and within the agency. Although both versions of the portal have a different look and feel, they are functionally the same and users can log into either version interchangeably. For the purposes of this work, only the dashboard version of the portal will be described.

The ENP dashboard is made up of four core pages and several accessory pages. The core pages refer to those that enable a user to perform the major functions of the portal e.g., navigate the portal to search for questions of interest, view a question and associated responses, and post a question. The accessory pages enable users to manage their profile and setting choices. The first of the core pages is the **Overview Page**, which acts as a

personalised landing page for the ENP. Here, a user can see a truncated list of the questions they have posted and subscribed to, and the most recent questions posted to the portal in general. There is also a list of the most recent responses to the user's questions, and a thematic tree that displays the number of questions posted for a particular topic e.g., radicalisation. The thematic tree additionally indicates trending topics on the platform by highlighting the number of posts for that topic.

From the Overview page, users can navigate to the **List Page** by clicking any of the components on the Overview Page e.g., Subscribed Questions. For questions, the List Page contains a list of the selected questions pre-filtered for the user's preferences (as set in the Profile Page). The filters can be removed or added to depending on the user's interests. The List Page shows: the question title, the date it was posted, the alias of the user who posted it, the status of the question e.g., open, solved or closed, the topic and community tags, the number of answers, and the number of votes. The table itself can be ordered by date posted or by the number of votes where votes indicate the popularity of the question. Bookmark and Flag icons in the final column indicate bookmarking and flagging actions performed by the user. For answers, the List Page is a simple list of available answers clearly displaying which question they relate to, when the response was posted, the alias of the author and the number of votes that response has received. From either the Overview Page or the List Page, specific questions and answers can be navigated to directly using the associated 'View' button for the question or answer. This directs the user to the Question Page, which is the third of the four core pages.

The **Question Page** displays both the question and a response feed displaying all the responses to that question. A dropdown menu on the question allows user to perform several actions on that question e.g., upvote, subscribe to, hide content, reply, edit and delete, depending on the user's permissions. Similarly, a dropdown menu on each of the responses allows users to upvote, hide content, edit, delete and, if the user is the author of the question, mark a specific response as being the solution to the question. Responses can be ordered by most recent or most popular in the same way that questions can be on the List Page. Solution responses are highlighted at the top of the response feed.

The last of the core pages is the **Create Question Page** that allows users to post a question to the portal. The form is made up of two sections with the first requiring data such as title, body, topic and community tags, and has an optional step for adding media files. The second section refers to the sharing context, which determines the visibility of the question on the platform. Users can choose to share their question with anyone who has access to the platform, or narrow it down to a specific organisation e.g., just their own organisation, or organisations of a specific type e.g., industry, academia, or law enforcement etc. The sharing context part of the form must be completed before the question can be submitted. Users who are not part of the organisations listed in the sharing context form will not be able to see the question.

The remaining pages on the ENP dashboard refer to the Profile Page, Notification Page and the Settings Pages. The **Profile Page** is where users can manage their profile details including their alias, which acts as a user-facing display name. This page is also where users set their skills, interests and communities which are applied as filters to the List Page, and also what notifications they wish to receive e.g., if a response was posted to one of their questions. This page can be found in the dropdown menu of the username in the navigation bar at the top of the screen. Also in this dropdown menu is the link to the **Settings Pages** which are only visible to admin users. These pages contain information about user access and enable admin users to change user access, reset credentials, and delete users who no longer require access to the portal. Finally, the **Notification Page** displays a list of notifications the user has received. It can be navigated to using the bell icon in the navigation bar at the top of the page, which flashes and chimes when notifications are available. The list displays: the date the notification was received, the question it refers to, the status of the notification e.g., read or unread, and the type of notification e.g., the post was answered. Users can then navigate to that specific post.

We analyse, assess, and fight online terrorism

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