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AFTERMATH CRISIS MANAGEMENT – PHASE I
- ACRIMAS -

D7.4 ACRIMAS WEBSITE ONLINE

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1 Executive Summary

For an FP7 Support Action like ACRIMAS dedicated awareness raising and dissemination activities are an integral and important part of the project work. The project website is one of its means of ensuring a continuous interface to the stakeholder community in crisis management in Europe and beyond, besides other means as in particular the project workshops and project presentations and papers to conferences and workshops. Main tasks of the website therefore are to provide visibility to the project in phases where the project work is carried out more internally, to keep the stakeholder community informed about the project and upcoming as well as past activities, and to provide publicly available project results.

By using an open source content management system, the ACRIMAS website (www.acrimas.eu) is hosted on one of the project partner's servers, containing all relevant information of the project at a glance, i.e. the ACRIMAS objectives, the work approach and expected results. A navigation bar further provides a full overview on the different web pages within the ACRIMAS website with more detailed information, structured into five sections:

- News,
- Project Information,
- Events,
- Photo Galleries,
- Statistics.

The ACRIMAS website finally is complemented by a "header" and "footer". The "header" of the homepage provides access to the "Partners" section, where brief information on the 15 project partners of ACRIMAS, their country of origin and a link to their homepage is provided. The "footer" contains links to legally relevant website texts, i.e. project contact data and the imprint section of the ACRIMAS website.

After the initial set-up of the website early at the beginning of the project, and after repeated updating, improving and extending the ACRIMAS website has met its expectations and objectives. The number of individual visitors and hits the website has experienced since 20 September 2011, when a statistics feature was added to the website, has shown the relevance of the website and the interest of the stakeholder community in this project. Since then, almost 3000 individual visitors have approached the website, accounting for almost 20000 hits.

For supporting the dissemination tasks of the project even after the end of the project, by providing all publicly available deliverables to the stakeholder community, it is the aim of the ACRIMAS consortium to sustain the website and all its uploaded data files at least until the beginning of the Phase II project (expected in early 2014), to continuously allow the interested community to check what ACRIMAS has done and proposed to be done in Phase II whenever necessary.

2 Introduction into the ACRIMAS project[1]

2.1 ACRIMAS objectives

ACRIMAS is a 15 months Support Action with 15 partners from ten European countries, in which a roadmap is developed for the upcoming demonstration project (in Phase II) within Crisis Management (CM).

This roadmap elaborates a systematic development process for CM systems, procedures and technologies in Europe, to be implemented within the demonstration project.
The process aims for gradual evolvement of CM capabilities through demonstration and experimentation (DE) activities, transfer of related knowledge between stakeholders and by promoting an environment for co-development of CM technology and methodology where users, providers and researchers work together.

ACRIMAS further emphasises community-building which will be considerably supported by the execution of the subsequent Phase II, bringing together the various key stakeholders and the available DE infrastructures in a case-by-case demonstration or experimentation activity.

2.2 ACRIMAS work approach

Large-scale incidents (man made and natural) inside and outside the EU require a coordinated response from crisis managers and first responders across Europe and with resources from all levels of government. Currently, CM in the EU can be regarded as a highly diversified 'system-of-systems' integrating organisations and components with different cultures, policies and assets, and various stakeholders and procurement schemes.

To identify the critical areas and topics within this current CM 'system-of-systems' which need to be addressed by the demonstration project in Phase II, ACRIMAS follows a scenario-based and user-centric work approach.

ACRIMAS is scenario-based in the sense that characteristic CM scenarios are identified and analysed to constitute a sound basis for ensuring the work of posing user needs and requirements, identifying current weaknesses and gaps in CM in Europe, looking at potential solutions and documenting corresponding demonstration topics and R&D needs to be integrated in the roadmap for Phase II. The scenario approach embraces an all-hazard view, including the EU external dimension of CM.

ACRIMAS is user-driven in the sense that users and other stakeholders in terms of first responders, authorities and governmental bodies as well as the supply side are actively involved throughout the project process, some of them as full partners, most of them linked to the project through its strategic Advisory Board, a supporting Expert Group and dedicated project workshops. The users play a central role in complementing the scenario analysis by expressing their needs and requirements regarding the identification of relevant CM topics, which should be addressed by DE activities in Phase II, and the demonstration concept to be elaborated.

[1] This introduction chapter on the ACRIMAS project is similar to all ACRIMAS deliverables.

2.3 ACRIMAS expected results

ACRIMAS prepares a roadmap setting out the main areas and relevant topics of CM to be addressed by the Phase II. In addition, ACRIMAS delivers a demonstration concept for Phase II, describing how the DE activities in Phase II should be conducted.

2.4 Terms used and their understanding in ACRIMAS

According to the call text of SEC-2010.4.1-1 "Aftermath crisis management – Phase I", the ACRIMAS project has to focus on 'aftermath crisis management' as it was outlined, i.e. that it covers the response to large-scale disasters (man-made and natural) inside and outside Europe. However, the ACRIMAS project felt the need to briefly state its common understanding of the relevant terms used, as in particular in the scientific community the term "crisis management" not necessarily need to be understood as "disaster response", as it is the case in ACRIMAS. Consequently, the ACRIMAS project referred to terms and definitions as provided by the International Organization for Standardization (ISO) in its Technical Committee on Societal Security (TC 223):

- **crisis:**
  incident affecting a society with the potential to cause loss or damage to persons, property or the environment which requires extraordinary coordination, resources, and skills in response.
- **crisis management:**
  process of planning and implementing measures aimed at preventing, reducing, responding and recovering from a crisis.
- **disaster:**
  situation where […] losses have occurred which exceeded the ability of the affected organization, community or society to cope using its own resources.
- **(disaster) response & recovery:**
  - *Response*: measures taken during or immediately after a disaster to meet the immediate needs of the affected and minimising the impact on the environment.
  - *Recovery*: activities designed to return conditions to an equivalent level acceptable to society.

Derived ACRIMAS understanding of **"aftermath crisis management"**:
The response to & recovery from large-scale disasters (man-made or natural) inside and outside Europe.

3 ACRIMAS website

3.1 Website objectives[2]

The provision of a project website is a standard requirement for FP7 projects. Within the ACRIMAS project, as it is a Support Action with dedicated awareness raising and dissemination tasks, the website is one of its means of ensuring a continuous interface to the stakeholder community in crisis management in Europe and beyond, besides other means as in particular the project workshops and project presentations and papers for conferences and workshops. Main tasks of the website therefore are to provide visibility to the project in phases between the project workshops, where the project work is carried out more internally, to keep the stakeholder community informed about the project and upcoming activities, including e.g. Commission workshops of relevance, and for providing publicly available reports and deliverables of the project as a source of information for preparations towards the demonstration project in Phase II.

When the ACRIMAS proposal was written, the objectives related to the website were described as follows (cf. ACRIMAS GA Annex I DoW, WT3, WP7 description):

ACRIMAS will setup and maintain a project website. The objective of the website is the provision of an interactive and dynamic forum where all knowledge of various stakeholders can be shared continuously. The website will be dynamic and interactive containing both, contributions from all partners from inside the project but also from stakeholders and experts from outside the project.
The focus of the ACRIMAS website will be on all systems supporting CM in Europe. The ACRIMAS website is targeting the National Crisis Managers over the continent and aims at the related information. Thus, the ACRIMAS website should complement and be linked to the UN/ISDR website and should contain:

- *a project description and all project results incl. workshop reports,*
- *overview of all systems and solutions in support of CM, including system descriptions,*
- *a forum for discussion, questions and answers (Q & A),*
- *FAQ (Frequently Asked Questions),*
- *a description of the pilot case and its performance results, plus possible videos,*
- *a dynamic forum for others to provide and share content.*

3.2 Website structure and content

In order to make the project visible to the stakeholder community in crisis management as soon as possible, a basic version of the website was launched and made available online in month 2 of the project (i.e. in March 2011), as promised in the GA. This basic version was further extended and improved during the project once more information of relevance became available. The current structure of the ACRIMAS website (www.acrimas.eu) is depicted in the following figure 3-1.

[2] Based on the ACRIMAS Grant Agreement No. 261669, Annex I "Description of Work" section WT3, Work Package 7 description, p. 21 ff, and section B3.2.4, p. 69.

figure 3-1: ACRIMAS site map

3.2.1 Homepage

The general idea was to set-up the website by using an open source content management system (Joomla!™), which is easy to use and to maintain at no costs except the working time of the website administrators. The homepage of the ACRIMAS website contains all relevant, basic information of the project at a glance, i.e. the ACRIMAS objectives, the work approach and expected results. A navigation bar provides a full overview on further available pages within the ACRIMAS website with more detailed information, structured into the sections as follows (cf. the screenshot in figure 3-2):

- **News:**
  The "News" section aims at informing website visitors immediately of new entries and in particular of upcoming events like the project workshops (cf. 3.2.3).

- **Project Information:**
  The "Project Information" section is the main part of the website, providing all content-related information to the project, i.e. the project structure in more detail,

- **Events:**
  In the "Events" section, information about main project events like workshops, or major events of relevance for the project like e.g. the Commission's workshop towards Phase II, is made available to the public after the event has taken place. It contains typically the agenda and presentations for download (cf. 3.2.5).

- **Photo Galleries:**
  As ACRIMAS is a Support Action without almost any tangible project result other than reports (with the exemption of its pilot case, executed 12/13 March 2012 at the JRC-IPSC in Ispra, Italy), this section later has been added to the website to provide some pictures illustrating what ACRIMAS is about. It includes pictures taken at ACRIMAS events, and impressions from the German national crisis management exercise LÜKEX[3] 2009/10, the latter courtesy of the Federal Office of Civil Protection and Disaster Assistance (BBK), Germany.

- **Statistics:**
  During the update of the website, when the photo galleries were included, also this "Statistics" section was added, mainly for the purpose of giving the ACRIMAS partners a feeling about the interest raised by ACRIMAS in the stakeholder community, and by allowing some internal statistics, e.g. the frequency and geographical spread of website visitations.

The "header" of the homepage provides access to the "Partners" section (cf. 3.2.2), where brief information on the 15 project partners of ACRIMAS, their country of origin and a link to their homepage via their organisation's logo is provided. For illustration purposes, some pictures showing crisis management in action have been placed in the headline, all of them again courtesy of BBK. Also the ACRIMAS project logo together with the EU flag and the FP7 logo are placed on the home page, to indicate that it is an FP7 project with EU funding. Finally, a search function is implemented in the headline too.

The "footer" of the homepage contains links to legally relevant website texts, i.e. besides a link to get back to the homepage it provides access to project contact data, the imprint section as well as the login-link for project partners to directly add or remove content to the website (cf. 3.2.6). Finally, an ACRIMAS discussion forum on *LinkedIn* has been established, which can be accessed from there too.

[3] *LÜKEX: Länder Übergreifende Krisenmanagementübung (Exercise)*

figure 3-2: ACRIMAS homepage

3.2.2 Partners section

In the "partners" section, all relevant information is compiled necessary to get a full overview on the 15 partners involved in the ACRIMAS project, their geographical location in Europe and a brief description of their organisation, their main tasks attributed in the project and their previous experience relevant to the task attributed.[4]

[4] The description of organisation, main tasks attributed and previous experience relevant to the tasks attributed have been taken from the ACRIMAS GA, Annex I DoW, section B2.2, pp. 27-45.

The overview site shows the map of Europe with its borders, highlighted those countries present in the project by project partners, complemented by an arrangement of all organisation logos of the 15 ACRIMAS partners. Both elements provide a “mouse over” feature, i.e. by moving the mouse pointer over the highlighted countries in the map of Europe, the ACRIMAS partner organisation(s) located in this country pop(s) up (cf. figure 3-4). Vice versa, when moving the mouse pointer over the partner logos, the country of its origin is marked in a different colour (cf. figure 3-3).

Finally, by clicking on the partner logos, a respective website opens, containing the brief information on this organisation and a link to its own homepage (cf. figure 3-5).

figure 3-3: ACRIMAS partners section with map (countries with partner organisations in light blue) and logos, showing the “mouse over” effect *when moving over the partner logos*, here the one of Fraunhofer INT, located in Germany (extra highlighted in orange)

figure 3-4: ACRIMAS partners section with map (countries with partner organisations in light blue) and logos, showing the "mouse over" effect *when moving over the map*, here the Czech Republic (extra highlighted in orange), with the pop-up of the Czech partner involved (T-SOFT).

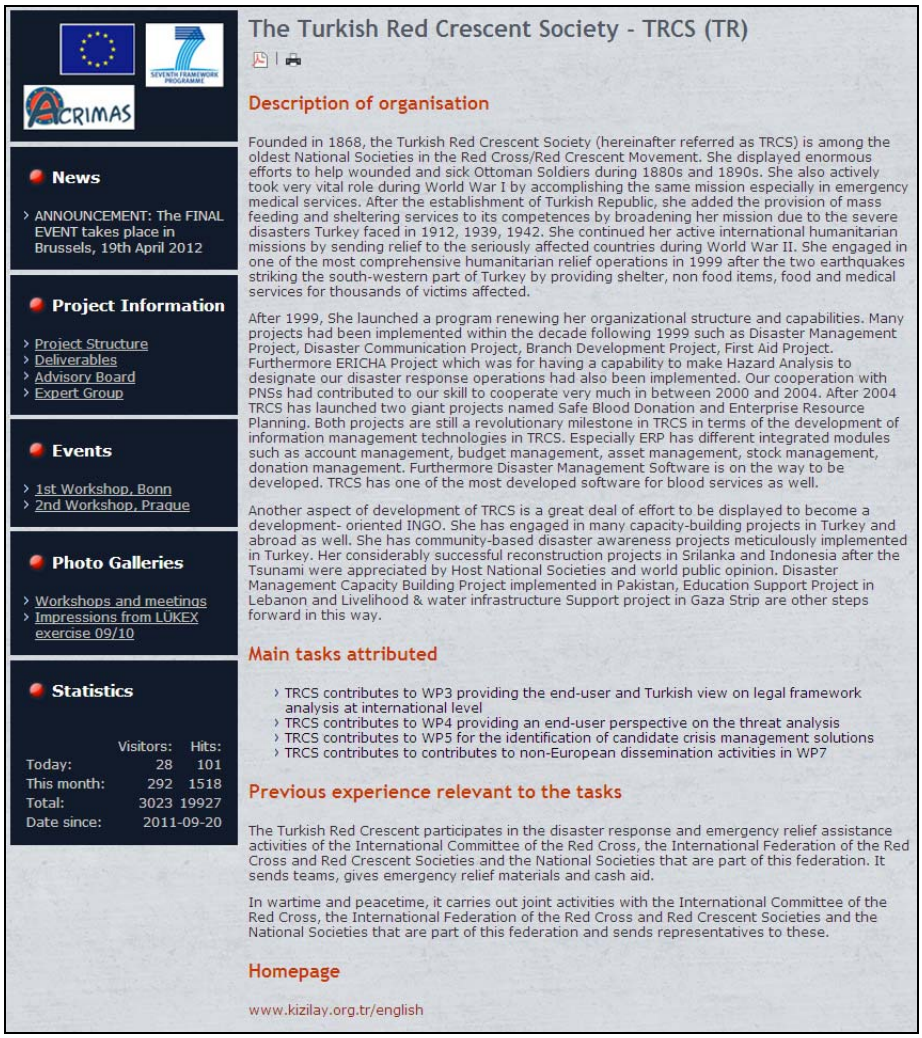


figure 3-5: ACRIMAS partners section with one of the 15 sites providing brief information of each partner, including the link to its own homepage at the end.

3.2.3 News section

In this section, news of major importance for the ACRIMAS project are announced for immediate retrieval by website visitors. This includes in particular upcoming events like project or other workshops (cf. figure 3-6):

figure 3-6: ACRIMAS „News“ section for the announcement of major events

3.2.4 Project information section

In this section, the main information around the project, its structure and approach including the roles of its supporting network is provided and explained.

The “ACRIMAS Project Structure” site describes the project strategy and how it is carried out in its seven work packages, supported by illustrations of the ACRIMAS work plan and the context relations between the different work packages (cf. figure 3-7).

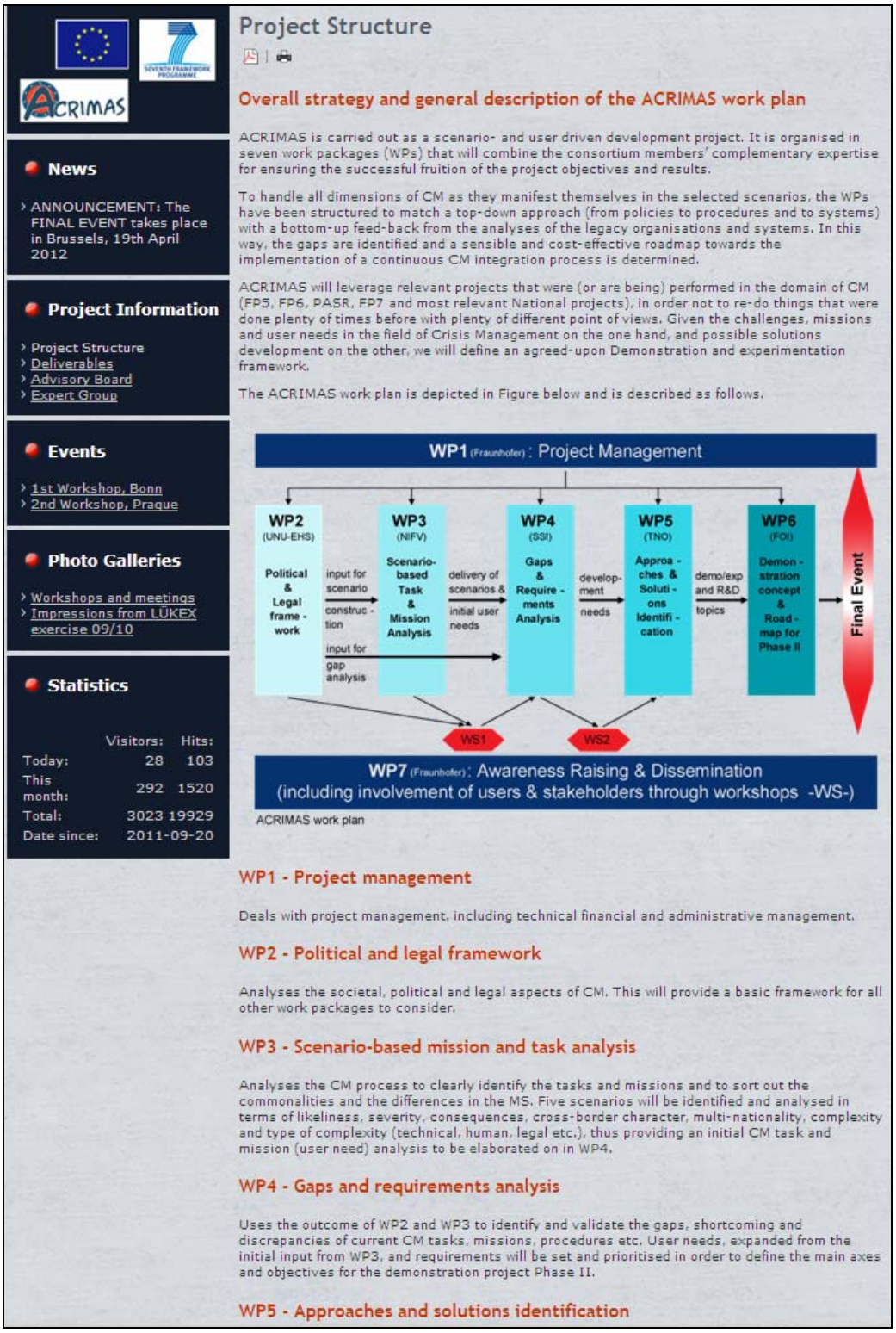
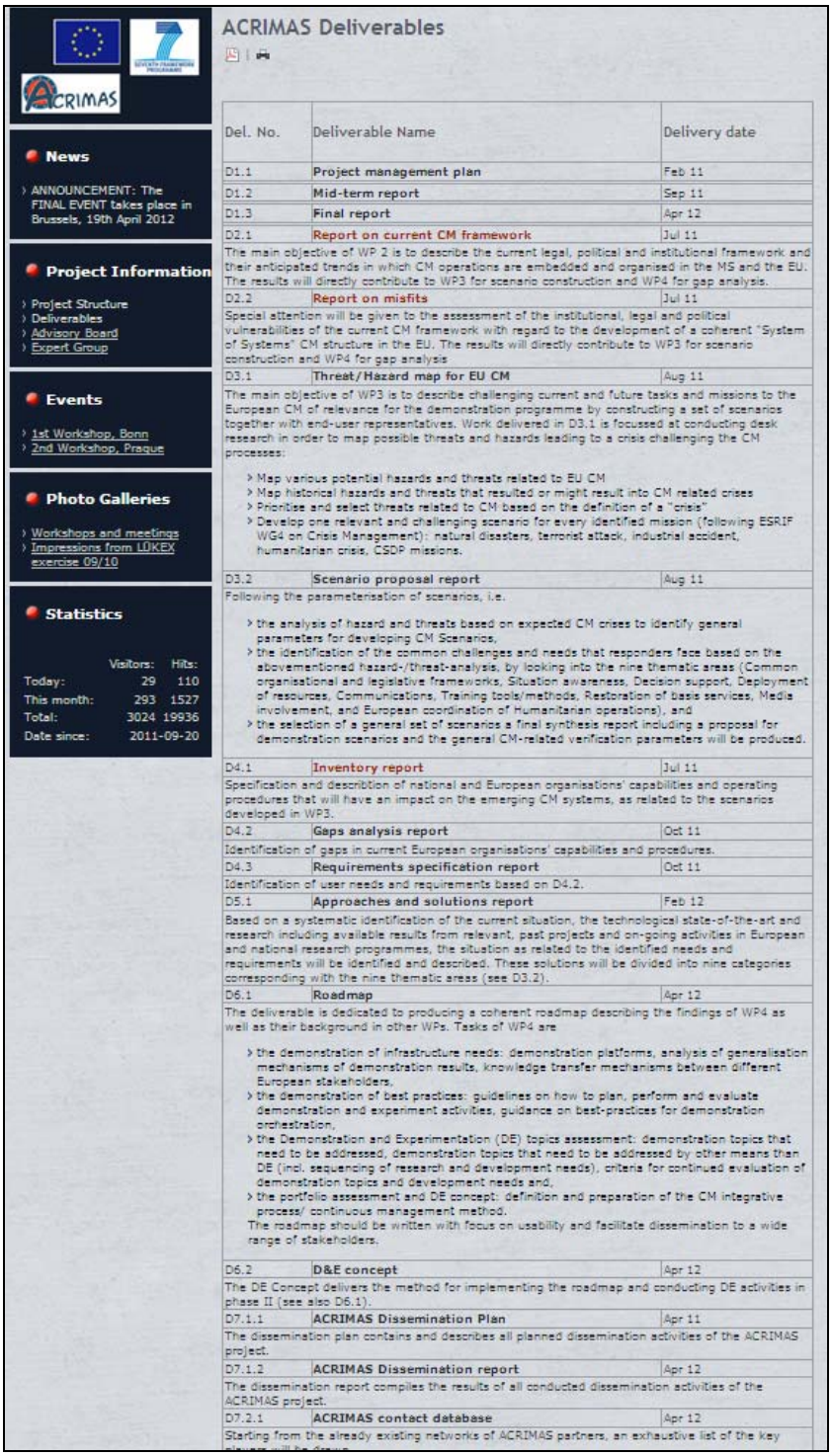


figure 3-7: ACRIMAS project structure (detail of the full page)

The "Deliverables" site provides in a table a full overview of all ACRIMAS deliverables (including the non-public ones), their name and, where appropriate, a brief description of it, and their delivery date according to the DoW (cf. figure 3-8).



News

› ANNOUNCEMENT: The FINAL EVENT takes place in Brussels, 19th April 2012

Project Information

› Project Structure
› Deliverables
› Advisory Board
› Expert Group

Events

› 1st Workshop, Bonn
› 2nd Workshop, Prague

Photo Galleries

› Workshops and meetings
› Impressions from LÜKEX exercise 09/10

Statistics

	Visitors:	Hits:
Today:	29	110
This month:	293	1527
Total:	3024	19936
Date since:	2011-09-20	

ACRIMAS Deliverables

Del. No.	Deliverable Name	Delivery date
D1.1	Project management plan	Feb 11
D1.2	Mid-term report	Sep 11
D1.3	Final report	Apr 12
D2.1	Report on current CM framework	Jul 11
The main objective of WP 2 is to describe the current legal, political and institutional framework and their anticipated trends in which CM operations are embedded and organised in the MS and the EU. The results will directly contribute to WP3 for scenario construction and WP4 for gap analysis.		
D2.2	Report on misfits	Jul 11
Special attention will be given to the assessment of the institutional, legal and political vulnerabilities of the current CM framework with regard to the development of a coherent "System of Systems" CM structure in the EU. The results will directly contribute to WP3 for scenario construction and WP4 for gap analysis		
D3.1	Threat/Hazard map for EU CM	Aug 11
The main objective of WP3 is to describe challenging current and future tasks and missions to the European CM of relevance for the demonstration programme by constructing a set of scenarios together with end-user representatives. Work delivered in D3.1 is focussed at conducting desk research in order to map possible threats and hazards leading to a crisis challenging the CM processes: › Map various potential hazards and threats related to EU CM › Map historical hazards and threats that resulted or might result into CM related crises › Prioritise and select threats related to CM based on the definition of a "crisis" › Develop one relevant and challenging scenario for every identified mission (following ESRIF WG4 on Crisis Management): natural disasters, terrorist attack, industrial accident, humanitarian crisis, CSDP missions.		
D3.2	Scenario proposal report	Aug 11
Following the parameterisation of scenarios, i.e. › the analysis of hazard and threats based on expected CM crises to identify general parameters for developing CM Scenarios, › the identification of the common challenges and needs that responders face based on the abovementioned hazard-/threat-analysis, by looking into the nine thematic areas (Common organisational and legislative frameworks, Situation awareness, Decision support, Deployment of resources, Communications, Training tools/methods, Restoration of basis services, Media involvement, and European coordination of Humanitarian operations), and › the selection of a general set of scenarios a final synthesis report including a proposal for demonstration scenarios and the general CM-related verification parameters will be produced.		
D4.1	Inventory report	Jul 11
Specification and description of national and European organisations' capabilities and operating procedures that will have an impact on the emerging CM systems, as related to the scenarios developed in WP3.		
D4.2	Gaps analysis report	Oct 11
Identification of gaps in current European organisations' capabilities and procedures.		
D4.3	Requirements specification report	Oct 11
Identification of user needs and requirements based on D4.2.		
D5.1	Approaches and solutions report	Feb 12
Based on a systematic identification of the current situation, the technological state-of-the-art and research including available results from relevant, past projects and on-going activities in European and national research programmes, the situation as related to the identified needs and requirements will be identified and described. These solutions will be divided into nine categories corresponding with the nine thematic areas (see D3.2).		
D6.1	Roadmap	Apr 12
The deliverable is dedicated to producing a coherent roadmap describing the findings of WP4 as well as their background in other WPs. Tasks of WP4 are › the demonstration of infrastructure needs: demonstration platforms, analysis of generalisation mechanisms of demonstration results, knowledge transfer mechanisms between different European stakeholders, › the demonstration of best practices: guidelines on how to plan, perform and evaluate demonstration and experiment activities, guidance on best-practices for demonstration orchestration, › the Demonstration and Experimentation (DE) topics assessment: demonstration topics that need to be addressed, demonstration topics that need to be addressed by other means than DE (incl. sequencing of research and development needs), criteria for continued evaluation of demonstration topics and development needs and, › the portfolio assessment and DE concept: definition and preparation of the CM integrative process/ continuous management method. The roadmap should be written with focus on usability and facilitate dissemination to a wide range of stakeholders.		
D6.2	D&E concept	Apr 12
The DE Concept delivers the method for implementing the roadmap and conducting DE activities in phase II (see also D6.1).		
D7.1.1	ACRIMAS Dissemination Plan	Apr 11
The dissemination plan contains and describes all planned dissemination activities of the ACRIMAS project.		
D7.1.2	ACRIMAS Dissemination report	Apr 12
The dissemination report compiles the results of all conducted dissemination activities of the ACRIMAS project.		
D7.2.1	ACRIMAS contact database	Apr 12
Starting from the already existing networks of ACRIMAS partners, an exhaustive list of the key		

figure 3-8: ACRIMAS deliverables list (detail of full page)

The "Advisory Board" site presents the existence of the ACRIMAS Advisory Board, its role as the strategic advisory to the project, and composition of distinguished experts from public organisations in the field of crisis management, both from Europe and abroad (cf. figure 3-9).

figure 3-9: ACRIMAS Advisory Board

Correspondingly, the “Expert Group” site discloses the existence of the wider Expert Group of ACRIMAS, where experts from all stakeholder groups in crisis management have pre-committed themselves to provide their expert knowledge to the project via different forms of interaction (cf. figure 3-10).

figure 3-10: ACRIMAS Expert Group

3.2.5 Events section

After major events of the project, or of relevance for the project, have taken place, related information is provided in this section. This includes in particular agendas and presentations, to the extent available to the project (cf. figure 3-11).

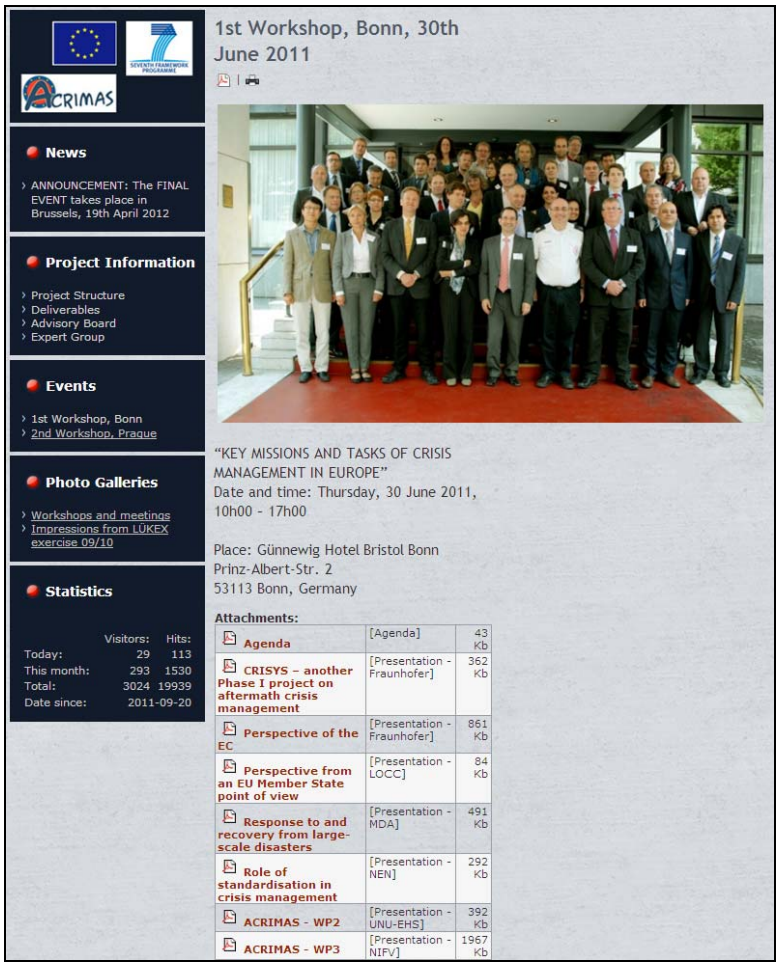


figure 3-11: ACRIMAS information on past events

3.2.6 Website footer

Finally, the website "footer" contains information of legal relevance for the website, i.e. the responsible contact person for it and how to contact it (cf. figure 3-12), as well as the website imprint (cf. figure 3-13). In addition, it provides the link to the start page, a log-in link for ACRIMAS partners to directly change and upload information on the website, as well as the link to *LinkedIn*, where the ACRIMAS discussion forum has be placed.

figure 3-12: ACRIMAS contact

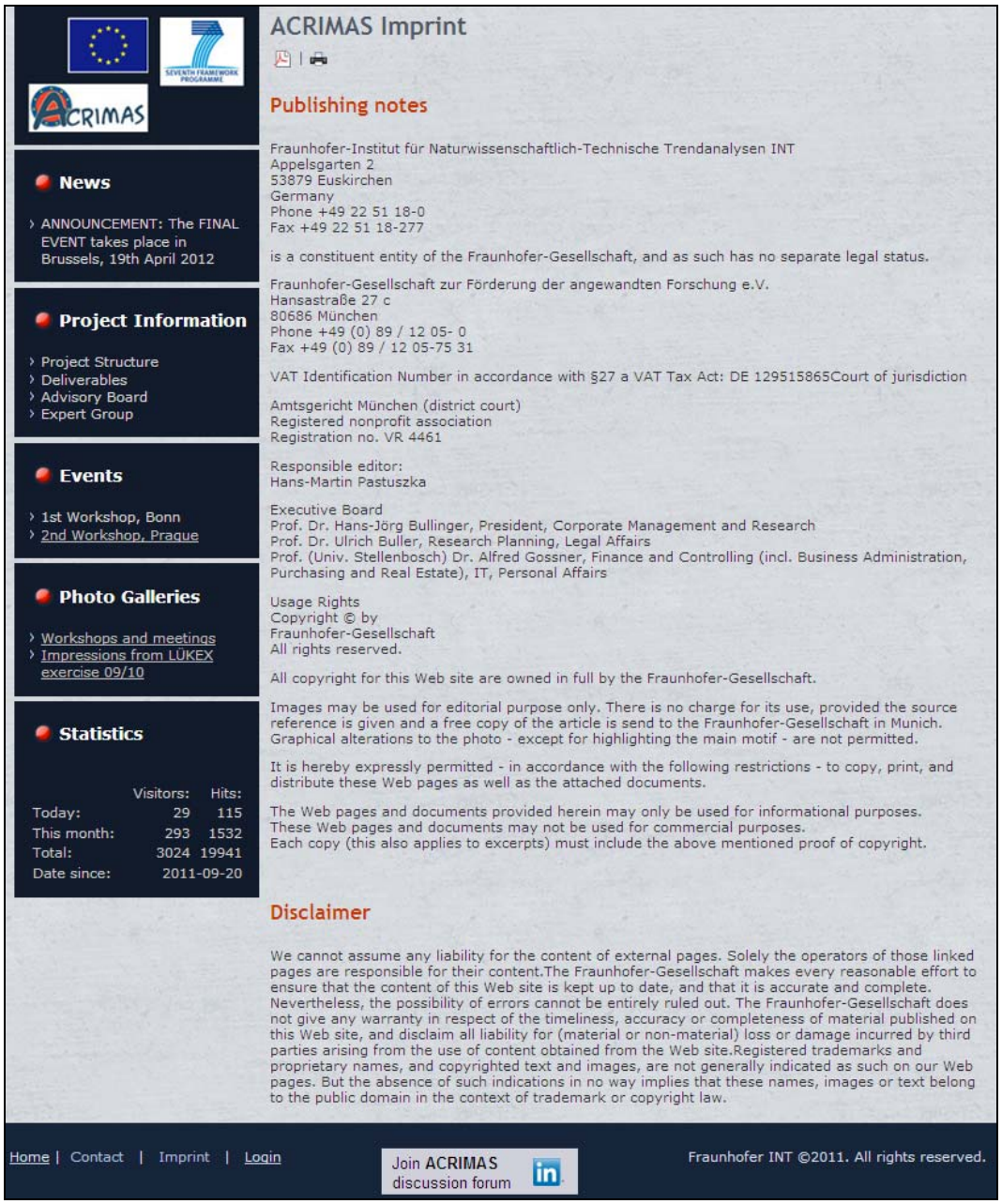


figure 3-13: ACRIMAS website imprint and disclaimer

3.3 Website operation and maintenance

According to the ACRIMAS GA, Annex I DoW, B3.2.4, it was envisioned that *"The ACRIMAS website will facilitate dissemination via a rapid-to-develop and low-cost solution allowing access to ACRIMAS and CM related information which will then be widely diffused. The choice of a website is also made on the premise that it is inexpensive to construct, update and maintain, and also provides interactivity with the user.*

It is envisioned that the ACRIMAS website will have a dynamic feature allowing users (and the general public including all members of the abovementioned networks) to express their opinions on the ACRIMAS related services and topics. It will further provide a search engine for easy access to information, and also incorporate a library of downloadable material, information and news."

Both the low-cost as well as the dynamic feature requirements together with the search engine have been met, by using an open source content management system and hosting the website on a server of one of the ACRIMAS partners, TNO. The Dutch partner TNO made available some of its memory capacity on its "TNO Learning Technology Lab" (cf. http://ltlab.tm.tno.nl/) to host the ACRIMAS website. Consequently, the website technical administrator is provided by TNO too, also being in charge of providing technical support and maintenance to the website if necessary.

While the initial website including its basic structure and content was set up by the technical administrator of TNO too, it proved advisable during the operation of the website that requests for changes in layout and/or content should be dealt within the organisation of the coordinator, in order to avoid lengthy email exchanges and burdening the technical administrator with these tasks. So a pragmatic solution between Fraunhofer INT and TNO was found, allowing Fraunhofer colleagues to directly update the content and layout of the website.

It is foreseen to keep the website online and up-to-date at least until the start of the demonstration project in Phase II, which is expected to take place in early 2014.

4 Conclusions

From a project point of view, the website of the ACRIMAS project has fully met its expectations and objectives as described, in particular the provision of a continuous interface to the stakeholder community in crisis management in Europe and abroad, and to raise awareness among them of the existence of the ACRIMAS project and its role in supporting the Commission in preparation of the actual demonstration project in Phase II. This is clearly proven by the number of individual visitors and hits the website has experienced since 20 September 2011, when this statistics feature was added to the website. Since then, almost 3 000 individual visitors have approached the website, accounting for almost 20 000 hits (the "top ten keywords" used when the ACRIMAS website was found are depicted in figure 4-1; a full list of ACRIMAS website visitors by country is presented in the annex).

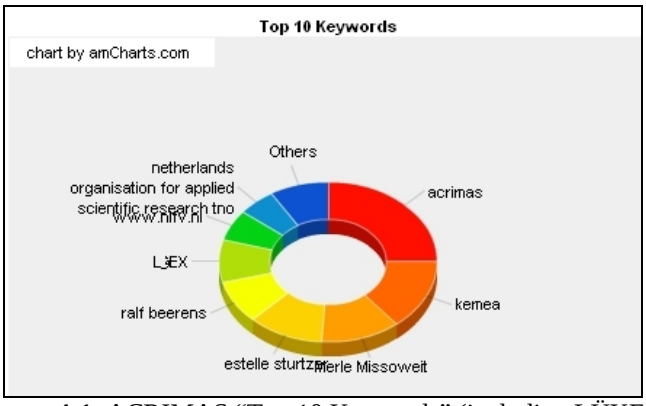


figure 4-1: ACRIMAS "Top 10 Keywords" (including LÜKEX)

While the dissemination activities of the project via its website only just have started and will have full coverage when all publicly available deliverables have been submitted to and released by the Commission, it will be perfectly in time for providing in-depth information on the ACRIMAS analyses and recommendations to the consortia elaborating proposals for the Phase II project in the second half of 2012. For this reason, it is the aim of the ACRIMAS consortium to sustain the website and all its uploaded data files at least until the beginning of the Phase II project (expected in early 2014), to continuously allow the interested community to check what ACRIMAS has achieved and proposed what should be done in Phase II whenever necessary.

The only aspect of the website, which proved of much less importance (and attractiveness) to the visitors, was the envisaged interactiveness of the website, provided by the discussion forum in *LinkedIn*. While it was intended to develop and populate the originally foreseen Q&A/FAQ section on the website following the questions posed and discussions taking place in the discussion forum, it turned out that this mean of interaction was not used by stakeholders as expected. A fake Q&A/FAQ section was assumed being meaningless, so it was decided to refuse this planning.

A Annex: ACRIMAS website visitors by country

JoomlaStats: [Statistics]

Statistics

Translation by JoomlaStats Team

Summary Year	Summary Month	Visits	Visitors by Country
Browsers	Bots by domain	Bots	Not identified visitors
Keywords	Referrers by domain	Referrers by page	

Visitors by Country

#	Flag	Code	Visitors	Percent	Country/Domain
1.		unknown	902	30.5%	Unknown
2.		com	517	17.5%	Commercial
3.		net	261	8.8%	Network
4.		de	193	6.5%	Germany
5.		it	118	4.0%	Italy
6.		nl	113	3.8%	Netherlands
7.		gr	98	3.3%	Greece
8.		at	70	2.4%	Austria
9.		ro	70	2.4%	Romania
10.		fr	61	2.1%	France
11.		es	60	2.0%	Spain
12.		fi	51	1.7%	Finland
13.		pl	48	1.6%	Poland
14.		edu	37	1.3%	Educational Institutions
15.		be	36	1.2%	Belgium
16.		cz	34	1.2%	Czech Republic
17.		uk	29	1.0%	United Kingdom
18.		se	23	0.8%	Sweden
19.		bg	20	0.7%	Bulgaria
20.		eu	19	0.6%	European Union
21.		ru	17	0.6%	Russian Federation
22.		sc	15	0.5%	Seychelles
23.		il	14	0.5%	Israel
24.		tr	12	0.4%	Turkey
25.		br	10	0.3%	Brazil
26.		dk	10	0.3%	Denmark
27.		no	10	0.3%	Norway
28.		in	8	0.3%	India
29.		org	8	0.3%	Organization

#	Flag	Code	Visitors	Percent	Country/Domain
30.		ch	7	0.2%	Switzerland
31.		jp	6	0.2%	Japan
32.		pt	6	0.2%	Portugal
33.		cn	5	0.2%	China
34.		ie	5	0.2%	Ireland
35.		lt	5	0.2%	Lithuania
36.		lu	5	0.2%	Luxembourg
37.		sk	5	0.2%	Slovak Republic
38.		au	4	0.1%	Australia
39.		ca	4	0.1%	Canada
40.		mx	4	0.1%	Mexico
41.		mil	4	0.1%	US Military (Dept of Defense)
42.		hr	3	0.1%	Croatia/Hrvatska
43.		kr	3	0.1%	Korea, Republic of
44.		md	3	0.1%	Moldova, Republic of
45.		ua	3	0.1%	Ukraine
46.		cy	2	0.1%	Cyprus
47.		ee	2	0.1%	Estonia
48.		lv	2	0.1%	Latvia
49.		ar	1	0.0%	Argentina
50.		by	1	0.0%	Belarus (Belorussia)
51.		ge	1	0.0%	Georgia
52.		hu	1	0.0%	Hungary
53.		id	1	0.0%	Indonesia
54.		int	1	0.0%	International Organizations
55.		jo	1	0.0%	Jordan
56.		ps	1	0.0%	Palestinian Territories
57.		sg	1	0.0%	Singapore
58.		th	1	0.0%	Thailand
59.		info	1	0.0%	Worldwide unrestricted use
		Total	2953		59 Countries

figure 4-1: ACRIMAS website visitors by country