

[Information Systems for Crisis Response and Management](#)
August, 2015

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ISCRAM

The Situation Report



ISCRAM, Community Engagement and Crisis in Milwaukee, Wisconsin, USA

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While much of our attention in disaster research is focused on mass humanitarian response in far-flung places, or catastrophes that strike our biggest cities, it is much more difficult to focus attention on mid-sized secondary cities and communities that don't call attention to themselves.

This point was brought home for me at a personal level when I moved my family from a major metro area in California to Milwaukee, Wisconsin - mid-sized, mid-West city in the US.

But as a disaster researcher, I naturally began looking at this new context through the lens of crisis, especially after the 2010 ³100 year rains² struck Milwaukee, leaving one of the medical clinics I work with almost completely crippled. The IT department was measuring computing power lost at the clinic in hundreds of pounds of servers under water - and among many other information systems problems, years

of digitally archived medical imaging was rendered unavailable for patients and physicians for a time. Ultimately, our department had to seek out FEMA assistance to bring fully restore services at this clinic.

While our problems were big, the issues the city and its communities faced were much greater. Milwaukee remains one of the most segregated cities in the US. Poor, largely African American neighborhoods were particularly impacted by this event because many families in these communities ³double up² to reduce housing costs - and basements are routinely used for living space. With basements flooded, thousands of residents were displaced.

The city's application for a FEMA disaster declaration was initially rejected because FEMA did not understand the economic considerations of the neighborhoods most impacted by the event. Ultimately, the City of Milwaukee had to use data fusion and GIS mapping to show FEMA where the most rain had fallen in the shortest period of time was directly over the neighborhoods with the highest poverty rates and the densest utilization of available housing in order to obtain a reversal of the federal decision.

After these events, the Community Engagement group I work with began trying to systematically build capacity around these topics, first running a workshop on Community Health Informatics in early 2013, and later that year running an ISCRAM affiliated regional conference ³Enhancing Communities¹ Resilience to Disaster² (<https://ctsi.mcw.edu/event/community-engagement-in-research-conference-advancing-communities-disaster-resilience/>), which was co-sponsored by the City of Milwaukee, the UW-Milwaukee FEMA Thinktank, and the EnRiCH consortium (<http://www.enrichproject.ca/enrich.html>, a University of Ottawa group focused on community resilience). In 2015 as a follow-up to these initial events, we began a conversation with non-profit organizations with strong social service missions in ethnically diverse communities in the City of Milwaukee to identify gaps in emergency preparedness plans - particularly at the intersection of health systems, government and these diverse neighborhoods.

Just beginning the conversation with these our communities has been a multi-year process. Getting to deeper issues around how technology is used by non-profit agencies and residents, and how technology can be leveraged in meaningful, community-centric ways in the aftermath of a major disaster will likely take more time, if similar efforts in other cities are any indicator.(1) One approach that we are considering is community-wide serious gaming with leaders of nonprofits, as a mechanism for both raising awareness of disaster risks, but also to build social capacity and networks that can be leveraged in an actual disaster event.

ISCRAM has evolved over the past few years from a group focused primarily on information systems with a strong human design sub-text, to a community that is profoundly transdisciplinary. Some of the most recent developments in the human and social systems side of ISCRAM included the Ethics, Legal, Social Implications (ELSI) workshops led by Monica Buscher, and the Community Engagement track led by Christine (Tine) Adler and myself. But the question remains how do we achieve what I've begun to term ³radical vertical integration² at all of these levels, from international academic research, to national policy, to city planning, to leaders in diverse communities, to individuals within these communities all working toward common goals that strengthen response and recovery.

And moreover, how can technology and information systems meaningfully support not just situational awareness and action within one level of this social systems stack, but across layers in ways that augment vertical and horizontal action, respect cultural boundaries, and ensure privacy where it is needed?

1. O'Sullivan, T. L., Kuziemsky, C. E., Corneil, W., Lemyre, L., & Franco, Z. (2014). The EnRiCH community resilience framework for high-risk populations. PLoS currents, 6.

ISCRAM BOARD MEETING MINUTES

<http://www.iscram.org/content/iscram-newsletter-vol-6-no-1-july-2015>

NEW HONORARY MEMBERS

Honorary Membership is a prestigious award given to those members of the EM community who are most capable of, and willing to, help ISCRAM meet its strategic goals. At the General Assembly meeting at ISCRAM 2015 we announced four new Honorary Memberships, bringing the total number of Honorary Members to eleven.

New Honorary Members:

Tim Grant, Roxanne Hiltz, Murray Turoff, and Jose J. Cabeza Gonzalez

Past Honorary Members are:

Benny Carle, Jack Carroll, Frank Fiedrich, Simon French, Sanjana Hattotuwa, Michael McNeese, and Howard (Roy) Williams

NEW MEMEBERS OF THE ADVISORY COUNCIL

The first five Advisory Council members were appointed at the General Assembly 2013:

Frank Fiedrich, Simon French, Benny Carlé, Jack Harrald, Roy Williams

Two new members were appointed in 2015

Susanne Jul and Louise Comfort

EVENTS

The Second International Conference on Information Systems for Crisis Response and Management in Mediterranean Countries (ISCRAM-med 2015), will be held in Tunis, Tunisia, October 28-30, 2015.



The aim of ISCRAM-Med is to focus on crises and disasters (natural or man-made) and the solutions (computer-based or not) required to be effective and efficient according to the disaster phases, types and scales. A special focus on Mediterranean related experiences will be considered.

Now the reviewing process is achieved: 41



papers were submitted. They involved around 115 authors belonging to 21 countries and 4 continents. The submissions to the conference covered a broad area of topics and attracted many south Mediterranean.

14 full papers (of about 12 pages each) and 4 short papers (8 pages each) were selected for publication and presentation at ISCRAM-Med. In addition 11 posters were accepted for presentation at the conference. The eighteen selected papers (involving 66 authors from 16 countries and 4 continents) are related to the preparedness and response phases of a disaster management lifecycle and are organized according to five main topics: social computing, modelling and simulation, information and knowledge management, engineering of emergency management systems, and decision support systems and collaboration.

Furthermore, invited keynote talks will be given by Mauro Dolce (General Director of the Department of Civil Protection, President of the Council of Ministers, Rome, Italy) on “Civil Protection Achievements and Critical Issues in Seismology and Earthquake Engineering Research”. Nissaf Bouafif Ben Alaya (Associate Professor of Preventive Medicine and Epidemiology, Faculty of Medicine of Tunis and General Director of the Observatory of New and Emerging Diseases, National observatory of new emerging diseases, Tunis, Tunisia) will give a keynote talk on Early Warning Systems in Tunisia: Evolution, Challenges and Place of Environment and Modelling.

Join us to this three-day conference, where attendees will be invited to present and discuss their experiences, their recent research results, best practices, and case studies. Tool demonstrations relating to the social, technical and practical aspects of current or future ICT systems for all phases of management of emergencies, disasters and crises, will be given also. By organizing the conference in Tunis, on the southern side of the Mediterranean Sea, we hope to attract many researchers from African countries and provided the ISCRAM community with the opportunity to expand the influence of the conference and mainly to favour community building and knowledge sharing with the participants coming from these regions.

For further details and updates, visit the conference website: <http://www.riadi.rnu.tn/iscrammed2015>

REPORT: Workshop on Field-Based Decision Makers' Needs

Minutes from the Workshop on Field-Based Decision Makers' Needs organized by the Community of Interest on Decision-Makers' Needs.

The workshop was hosted by the Centre for Integrated Emergency Management at the University of Agder as post ISCRAM2015 event. During the workshop, the Community of Interest on Decision Makers Needs agreed on the following priorities to better address decision-makers needs.

The need to establish a standby research task force and global expert network for disaster response in collaboration with the formal disaster response community.

The need to develop better approaches and tools for reviewing information products during and after emergencies, to assess in real-time and post-crisis the extent to which they are meeting the needs of decision Makers, including developing Real Time Evaluation methodologies Establishing an Education, training and learning network to provide an environment for continuous learning.

For further information on the Community of Interest, please contact tina.comes@uia.no



WORKSHOP:

Towards A European Certification Scheme for Security Products, Systems and Services Workshop on CRISP Certification Process and Methodology

3 September 2015, Center for Technology and Society, Technische Universität Berlin, Berlin, Germany

The CRISP project will enhance existing security evaluation and certification schemes by offering an innovative evaluation methodology that integrates security, trust, efficiency and freedom infringement assessment dimensions. Inviting a range of stakeholders, this CRISP workshop aims to present and discuss the developed CRISP certification methodology for security products, systems and services (PSS). The workshop will also seek to summarize requirements for a clear roadmap for the proposed CRISP certification scheme and certification manual. Please visit the [CRISP website for agenda and further information](#).

To register please visit: <https://www.nen.nl/Evenementen/CRISP-registration-Sep2015.htm>



NEW ARTICLES

Humanitarian Research - How to approach it?

Andrej Verity

At the same time as demands are increasing on the humanitarian sector, the number of academic fields and institutions studying humanitarian response is increasing. Combining that with the rapidly expanding amount of information and data being produced, collected, stored and analyzed, the humanitarian information management field is being approached by more and more researchers hoping to “study” us.

<http://blog.veritythink.com/post/125420961839/humanitarian-research-how-to-approach-it>

The EnRiCH Community Resilience Framework for High-Risk Populations

Tracey L. O'Sullivan, Craig E. Kuziemy, Wayne Corneil, Louise Lemyre, and Zeno Franco*

Resilience has been described in many ways and is inherently complex. In essence, it refers to the capacity to face and do well when adversity is encountered. There is a need for empirical research on community level initiatives designed to enhance resilience for high-risk groups as part of an upstream approach to disaster management. In this study, we address this issue, presenting the EnRiCH Community Resilience Framework for High-Risk Populations.

<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4205231/>

On the Nature of Information Management in Complex and Natural Disasters

Bartel Van de Wallea and Tina Comes

The purpose of this paper is to present reflections on the nature of information management (IM) and its role and function to support coordination in one of the largest humanitarian crises of our time, the Syria crisis. This work outlines the interdependence of advocacy and operational information management, the sensitivity of information, and barriers to information sharing. The results are complex and highly interlaced information and coordination structures that remain unpredictable for many partners. Contrarily, natural disasters – such as Typhoon Haiyan – are dominated by high levels of uncertainty; political interests are less pronounced.

<http://www.sciencedirect.com/science/article/pii/S1877705815010516>

TWO RECENT SPECIAL ISSUES

IJISCRAM

Special Issue on How to do IT more Carefully: Ethical, Legal and Social Issues (ELSI) in IT Supported Crisis Response and Management Monika Büscher, Michael Liegl, Caroline Rizza, Hayley Watson

Boosting Efficiency Through the Use Of IT?: Reconfiguring the Management of Mass Casualty Incidents in Germany (pages 1-18) Nils Ellebrecht, Stefan Kaufmann

Digital Restrictions at Work: Exploring How Selectively Exclusive Policies Affect Crisis Communication (pages 19-28) Jessica L. Ford, Keri K. Stephens, Jacob S. Ford

Ethical and Privacy Implications of the use of Social Media during the Eyjafjallajökull Eruption Crisis (pages 29-41) Hayley Watson, Rachel L. Finn

"Do-it-Yourself Justice": Considerations of Social Media use in a Crisis Situation: The Case of the 2011 Vancouver Riots (pages 42-59) Caroline Rizza, Ângela Guimarães Pereira, Paula Curvelo

Crowdsourcing Investigations: Crowd Participation in Identifying the Bomb and Bomber from the Boston Marathon Bombing (pages 60-75) Andrea H. Tapia, Nicolas J. LaLone

Privacy, Security, and Liberty: ICT in Crises (pages 76-92)
Monika Büscher, Sung-Yueh Perng, Michael Liegl

JOURNAL of CSCW

Crisis Informatics and Collaboration: A Brief Introduction

Volkmar Pipek, Sophia B. Liu, Andruid Kerne

Pages 339-345

<http://link.springer.com/journal/10606/23/4/page/1>

1. Information and Expertise Sharing in Inter-Organizational Crisis Management Benedikt Ley, Thomas Ludwig, Volkmar Pipek Pages 347-387
2. Crisis Crowdsourcing Framework: Designing Strategic Configurations of Crowdsourcing for the Emergency Management Domain Sophia B. Liu Pages 389-443
3. Journalists as Crowdsourcers: Responding to Crisis by Reporting with a Crowd Dharma Dailey, Kate Starbird Pages 445-481
4. Good Enough is Good Enough: Overcoming Disaster Response Organizations' Slow Social Media Data Adoption Andrea H. Tapia, Kathleen Moore Pages 483-512
5. Identifying Seekers and Suppliers in Social Media Communities to Support Crisis Coordination Hemant Purohit, Andrew Hampton... Pages 513-545
6. Information Sharing Among Disaster Responders - An Interactive Spreadsheet-Based Collaboration Approach Athula Ginige, Luca Paolino, Marco Romano Pages 547-583

JOBS

Trilateral Research & Consulting, a London-based consultancy is seeking to engage a Research Analyst. The candidate will be expected to work on Trilateral projects in both the public and private sectors. The successful candidate should be educated to PhD level, eligible to work in the UK and will have expertise in the following field relating to crisis and risk management: Crisis and disaster management, particularly relating to the ethical, legal or social considerations in the context of ICT in crisis and disaster management. For more information: <http://trilateralresearch.com/careers/>

The University of Leeds is inviting applications for two fixed-term Early Stage Researchers (ESRs) to work within a Marie Skłodowska-Curie Innovative Training Network (ITN) in Environmental Humanities, the other main beneficiaries of which are Ludwig-Maximilians-Universität (Munich), the Deutsches Museum (Munich), and the KTH Royal Institute of Technology (Stockholm Preference will be given to candidates able to demonstrate the value of humanities perspectives to disaster management, and willing to operate across the disciplines to produce culturally sensitive and historically grounded work [.https://jobs.leeds.ac.uk/vacancy.aspx?ref=ARTEN1011](https://jobs.leeds.ac.uk/vacancy.aspx?ref=ARTEN1011)

Co-primary Investigator for Nepal Study Save the Children is recruiting for a co-primary investigator with a background in public health/epidemiology to look at the causes of deaths and injuries in Nepal, for the purposes of evidence-based public education. Nepali-speaking preferred. Experience in South Asia a possible substitute. For more information contact Marla Petal, Senior Advisor Education and Disaster Risk Reduction, Save the Children. Email: marla.petal@savethechildren.org.au

The Georgetown University School of Continuing Studies (SCS) seeks part-time adjunct

faculty members with strong professional backgrounds who are committed to teaching excellence consistent with the mission of SCS and Georgetown University. SCS is comprised of the following programs (<http://scs.georgetown.edu/degrees-and-programs/>): Emergency & Disaster Management Global Strategic Communications. Interested parties should send a statement of interest and a current CV to scsfaculty@georgetown.edu to be considered for new positions. See more at: <https://chroniclevitae.com/jobs/0000892403-01#sthash.9lh02WRI.dpuf>

The Executive Master of Professional Studies (EMPS) in Emergency & Disaster Management (EDM) program at the Georgetown University School of Continuing Studies (scs.georgetown.edu) seeks a full-time Faculty Director with experience teaching emergency and disaster management, public administration, disaster science, systems engineering or related fields, including online synchronous and asynchronous instruction and in experiential group learning environments.
More at: <https://chroniclevitae.com/jobs/0000891307-01#sthash.bVM00xOX.dpuf>

University Of Modern Sciences is located in United Arab Emirates UAE- Dubai. The University invites enthusiastic people for a full-time position in Crisis & Emergency Management. The position responsibilities include - but not limited to - teaching management courses for the related undergraduate and post graduate degree programs.
More at: <https://chroniclevitae.com/jobs/0000890717-01#sthash.LAC02QWw.dpuf>

Vienna University of Technology has two open positions for female postdocs in Informatics. The positions are for 6 six years, and you could work with the HCI group (<http://igw.tuwien.ac.at/hci/>). All information is available at: <http://www.informatik.tuwien.ac.at/.../2015-07-16-postdoc-pos...>

CALLS

August 10-11, 2015

Hurricane Sandy Conference

U.S. Department of Health and Human Services, New York, New York, USA

This conference will discuss the research outcomes of a two-year series of Hurricane Sandy research grants issued by HHS Office of Preparedness and Response, the U.S. Centers for Disease Control and Prevention, and National Institute for Environmental Health Sciences. Topics include various research on Hurricane Sandy, as well as strategies to build preparedness and resilience, translating research into practice, best practices in public health, and effective risk management.

September 09-10, 2015

Disaster risk reduction 2015 - 30th Annual DMISA Conference

Disaster Management Institute of Southern Africa Western Cape, South Africa

The conference of the Disaster Management Institute South Africa is the biggest annual disaster management conference in Africa. This year's theme is "the 2030 resilience, sustainability and adaptation mandate: a new action agenda for disaster risk reduction." The theme is inspired by the outcomes of the

Sendai Third World Conference on Disaster Risk Reduction, which includes the 18 March 2015 release of the Sendai Framework for Disaster Risk Reduction 2015-2030.

October 15-16, 2015

2nd Disaster risk reduction Conference

Faculty of Geography and regional Studies, university of Warsaw, Warsaw, Poland

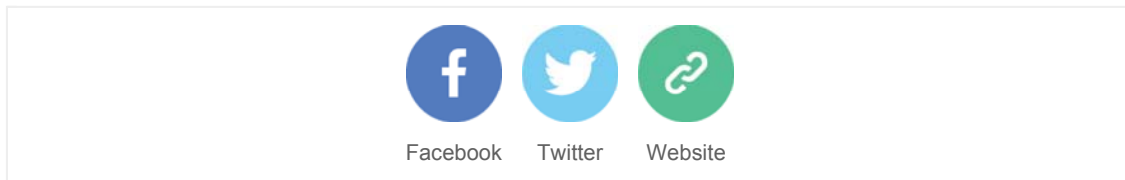
The aim of this conference is to share knowledge and experience among theoreticians and practitioners and identify the key problems of Disaster Risk Reduction with particular consideration of social aspects and uses for new analytical methods. It will cover the following issues: extreme phenomena in the changing environment, natural disaster risk management, social and economic aspects of natural disasters, reduction of the effects of natural disasters in local and regional solutions, and the role of the state and civic responsibility.

ISCRAM: The Situation Report

The monthly newsletter of the ISCRAM Association

The ISCRAM Association's primary mission is to foster a community dedicated to promoting research and development, exchange of knowledge and deployment of information systems for crisis management, including the social, technical and practical aspects of all information and communication systems used or to be used in all phases of management of emergencies, disasters, and crises.

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