

2012 ISCRAM Summer School on Humanitarian Information Management



The Role of Social Media in Crisis Management

Program Book

August 15-24, 2012

TILBURG UNIVERSITY
Tilburg, the Netherlands



ISCRAM International Association ivzw
p/a Hermann Debrouxlaan 40
1160 Brussels - Belgium

The ISCRAM Summer School is an organization of the ISCRAM Association and Tilburg University, the Netherlands.

Partners of the ISCRAM Summer School:

B-FAST, Belgium
Federal Public Service Health, Food Chain Safety and Environment, Belgium
ICT4Peace Foundation, Switzerland
Institute for Disaster Prevention, China
Joint Research Center of the European Commission, Ispra, Italy
UN OCHA, Geneva, Switzerland

The 2012 ISCRAM Summer School is grateful for the financial support by the Belgian Federal Public Service Health, Food Chain Safety and Environment, the City of Tilburg, Campus Vesta Belgium, Safety Region Midden- en West Brabant, TNO, the Tilburg School of Economics and Management, and the Information Management Department.

2012 ISCRAM Summer School Program Directors:



Bartel Van de Walle
ISCRAM President
Tilburg University



Naomi Morris
iMMAP

2012 ISCRAM Summer School Local Organizing Team:



Jan Otten (Chair)



Paul Pattynama



Aart Beukers

2012 ISCRAM SUMMER SCHOOL PROGRAM BOOK

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1. Practical Information: Daily schedule, Venue, Travel

The fifth ISCRAM Summer School takes place at Tilburg University, from August 15 to 24 2012. The university website is: <http://www.tilburguniversity.nl> . The contact person at the University is Mrs. Alice Kloosterhuis, Secretary Office of the Department of Information Systems and Management. Mrs. Kloosterhuis can be reached at +31 13 466 2188 during regular office hours.

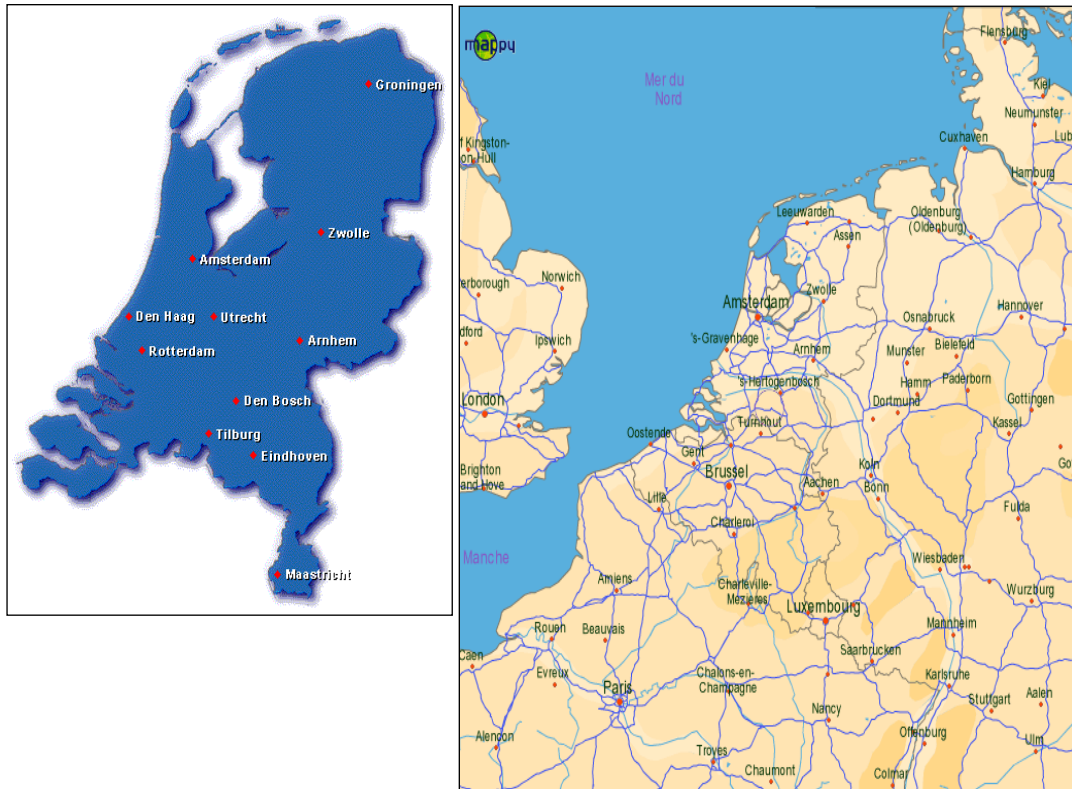
On-site registration takes place on Wednesday, August 15 at Tilburg University, in building K (Koopmans Building, the tallest building on the campus, see campus map below), Office K725 (7th floor in the K Building), from 10 am in the morning until 1 pm. At 1 pm, lunch is offered at the student cafeteria.

The daily program consists of morning and afternoon lectures, focusing on theory and practice. Lectures take place on campus in different buildings, most notably in building D (the Dante Building) and building P, indicated on the campus map below. All lectures start at 9:00 am, until noon. Lunch will be held in the Student Cafeteria. The afternoon sessions start at 2 pm until the end of the afternoon. Dinner will take place in various locations in town.



- Tilburg and the Netherlands

With a population of nearly 200,000 inhabitants, Tilburg is the Netherlands' sixth largest city and is located in the South of the country, close to the Belgian border, in the Province of 'North Brabant'.



For more (tourist) information on the Netherlands and Tilburg, see for instance:

<http://www.tilburg.nl/english/ep/home.do>

<http://www.vvvtilburg.nl/>

- From Schiphol Airport to Tilburg (Tilburg Central Train Station):

The easiest way is to take the train. For details on how to get from Schiphol to Tilburg by train, see:

<http://www.tilburguniversity.nl/contact/route/air.html>

and here:

<http://www.tilburguniversity.nl/contact/route/train.html>

The Dutch Railways (NS or Nationale Spoorwegen) website is here:

<http://www.ns.nl/> (choose English version).

▪ Hotel Address:

This year the hotel accommodation is provided by hotel De Postelse Hoeve (first half of the summer school) and by the IBIS hotel (second half of the summer school) in Tilburg.

All participants are requested to register through hotel De Postelse Hoeve, who will also work with the IBIS hotel to arrange for accommodation.

Hotel Contact Information:

Hotel De Postelse Hoeve
Dr. Deelenlaan 10
5042 AD Tilburg

Phone: +31 13 4636335 (or 013 463 6335 when you are in the country)

Fax: +31 13 4639390

E-mail: info@depostelsehoeve.nl

<http://www.depostelsehoeve.nl/>

We will also spend 2 nights in Belgium in the Antwerp Provincial (police, medical and fire services) Training Center, on Campus Vesta:

http://www.provant.be/leren/vormingscentra/campus_vesta/

We will be leaving Tilburg by bus in the afternoon of Monday August 20th and return to Tilburg on Wednesday morning August 22nd.

- How to get from Tilburg Central train station (lower right flag on map) to De Postelse Hoeve hotel (upper left flag on the map):



To get to the hotel, you can take a bus at the train station (take bus line 1 to get off at Twee Steden Ziekenhuis, this is nearby the hotel), or a taxi. At the hotel bikes are waiting for you (after all, this is Holland!) that you can use during the Summer School.

- How to get from Hotel De Postelse Hoeve (upper right flag on map) to Tilburg University campus (lower left flag on map):



- Map of Tilburg University Campus with all Buildings indicated:

Campus address: Warandelaan 2, 5000 LE Tilburg, the Netherlands.



▪ Financials:

Included in your registration fee:

- ⤴ Summer School program
- ⤴ Lunch (except Sunday)
- ⤴ Bike rental
- ⤴ Travel between Tilburg and Belgium (Campus Vesta)
- ⤴ Dinnertalks (exclusive drinks)
- ⤴ Excursion and BBQ on Saturday

▪ Contact Information Organizers:

During the Summer School, you can always contact Bartel:

Bartel Van de Walle:

Mobile phone (any time): +32 471 86 5354

Home phone : +32 14 84 20 79

University office: +31 13 466 2016

Email: bartel@uvt.nl or bvdwalle@gmail.com

2. Program Overview

All Summer School locations are on the Tilburg University campus. Please note that the program may still be subject to last-minute changes.

Day 1: Wednesday, August 15 2012

Registration takes place at Tilburg University, building K, room K713 (room 13 on the 7th floor) between 10 am - 1pm, followed by a light lunch at 1 pm, and later that afternoon a welcome reception offered by the University at 4 pm.

Important Notice: Bikes will be waiting for you at the Hotel upon your arrival on the 15th, so you can use your bike to get to the University for the registration. A member of the organizing team will be at the Hotel in the morning to help you with the bikes, and hand over your bike. If you are arriving later, you can get the keys for your bike at the hotel reception desk.

Time	Location	Activity
10 am – 1 pm	K713 (Bartel's office)	On-site Registration
1 pm – 2 pm	Student Cafeteria	Light lunch
2 – 4 pm	Dante Building – room DZ 006	Introduction to the Summer School Bartel Van de Walle, Jaap van den Herik, Simon French and Paul Pattynama Experiences from a past participant: Willem Muhren
4 -5 pm	Dante Building – room DZ 006	Twitcident Richard Stronkman
5 – 7 pm	Tilburry III (on Campus)	Welcome Reception offered by the Tilburg School of Economics and Management

Day 2: Thursday, August 16 2012

Time	Location	Activity
9 am – 11 am	Dante Building – room DZ 006	Experiences from the field: case studies in using social media Huib Fransen Bert Brugghehans
11 am – 12:30	Dante Building – room DZ 006	Social Media and the Egyptian Revoluton Susan Al Naqshbandi
12:30 – 2 pm	Student Cafeteria	Lunch
2 – 3:30 pm	Dante Building – room DZ 006	Trustsourcing: Who is your crowd? The role of local media and information ecologies on emergency preparedness and response Jacobo Quintanilla
4 – 6 pm	Dante Building – room DZ 006	Social Media and Crowdsourcing Sophia B. Liu
7 pm	Restaurant Prins Heerlijk Nieuwlandstraat 16	Dinnertalk (Frans Swinkels, Head of Safety and Security City of Tilburg)

Day 3: Friday, August 17 2012

Time	Location	Activity
9 am	A-building – room AZ 008	Media Monitoring and the use of Social Media in Crisis management Erik van der Goot, JRC Ispra
12 – 1 pm	Student Cafeteria	Lunch
1 – 5 pm	A-building – room AZ 008	Crisis Information Management Sanjana Hattotuwa
5 – 6 pm	A-building – room AZ 008	Interaction with Haiti Team Janie Desjardins (via Skype from Haiti)
7 pm	Restaurant Blend New Day Sporlaan 346	Dinnertalk Joost Eijkens Director of TalentSquare

Day 4: Saturday, August 18 2012

Time	Location	Activity
9 am	Hotel Postelse Hoeve	Interaction with Haiti Janie Desjardins and Naomi Morris Experiences from a past summer school participant in Haiti Kenny Meesters
12 – 1 pm	Hotel Postelse Hoeve	Lunch
Afternoon	Den Bosch	Tour to Den Bosch with boat trip on the canals of the city
Evening	Grill in the Ranch	Grill

Day 5: Sunday, August 19 2012*Day off – time to explore the Netherlands!***Day 6: Monday, August 20 2012**

Time	Location	Activity
9 am	P-building – room PZ 017	Exercises and Simulations Naomi Morris
12 – 1 pm	Student Cafeteria	Lunch
1 – 2:30 pm	P-building – room PZ 017	Simulation learning & Humanitarian Response dynamic learning for dynamic settings the HSI experience Jennifer Chan, Harvard Humanitarian Initiative, USA
3 – 4 pm	P-building – room PZ 017	Implementing Social Media Tools / Techniques into Emergency Management Systems Connie White (via Skype)
5 – 6 pm	Student Cafeteria	Early Dinner
7 pm	Bus	Leaving to Campus Vesta

Day 7: Tuesday, August 21 2012

Time	Location	Activity
9 am	Campus Vesta, Belgium	DESIGNING FOR WHAT AND WHOM? Jonas Landgren, Sweden
12 – 1 pm	Campus Vesta, Belgium	Lunch
1 – 2:30 pm	Campus Vesta, Belgium	Special Presentations: Sophia Liu

		Richard Stronkman
3 – 6 pm	Campus Vesta, Belgium	Decision Making and Scenario Planning Tina Comes, Germany
7 pm	Campus Vesta, Belgium	BBQ

Day 8: Wednesday, August 22 2012

Time	Location	Activity
9 am	Bus	Return to Tilburg
11 – 12	P-building – room PZ 017	ISCRAM research Simon French
12 – 1 pm	Student Cafeteria	
1 – 5 pm	P-building – room PZ 017	Student Presentations
7 pm	Restaurant Peerke Donders Pater Donderstraat 14	Dinnertalk

Day 9: Thursday, August 23 2012

Time	Location	Activity
9 – 10:30	Dante Building – room DZ 006	Recent experiences with social media Menno van Duin
11:00 - 12	Dante Building – room DZ 006	Social media and emergency management: from crowdsourcing to cocreation Arnout de Vries
12 – 1 pm	Student Cafeteria	
1 – 4 pm	Dante Building – room DZ 006	IM at UN OCHA Erik Kastlander and Kristina McKinnon, UN OCHA)
4- 6 pm	Dante Building – room DZ 006	eSEC portal – “Competency Based e-Portal of Security and Safety Engineering” – Importance of International Cooperation and Networking Jozef Ristvej
7 pm	Restaurant La Cabana Academielaan 73A	Dinnertalk (Hippo)

Day 10: Friday, August 24 2012

Time	Location	Activity
9 am	P-building – room PZ 017	Closing Session Jaap van de Herik and Bartel Van de Walle
12 – 1 pm	Student Cafeteria	Farewell Lunch
		Departure

3. Participants

Barnish, Andrew
Linköping University
Sweden

Bergstrand, Fredrik
Gothenburg University
Sweden

Biyikli, Dogan
Disaster Management Professional
UK

Castaneda Acevedo, Jaime Andres
University of Lugano
Switzerland

Chen, Yingxi
Harbin Engineering University
China

Granasen, Magdalena
FOI
Sweden

Guo, Xiaoyun
Institute for Disaster Prevention
China

Gustafsson, Anna
Linköping University
Sweden

Hammitzsch, Martin
GFZ German Research Centre for Geosciences
Germany

LeBlanc, Sarto
National Defense Forces
Canada

Link, Daniel
University of Münster
Germany

Lunga, Wilfred
North-West University Potchefstroom Campus
South-Africa

Majidi, Hamayoon
UN OCHA

Max, Matthias
German Red Cross
Germany

Mojir, Kayvan
Linköping University
Sweden

Meum, Torbjorg
Agder University
Norway

Rapisardi, Elena
Università di Torino
Italy

Raue, Stefan
University of Glasgow
UK

Riley, Meghan
Crisis Management Insititute
Finland

Rodriguez, David
FZI Karlsruhe
Germany

Schelhorn, Svend-Jonas
KIT
Germany

Sun, Xibo
Harbin Engineering University
China

Thamrin, Faizal
UN OCHA

van der Veen, Maarten

Red Cross
The Netherlands

Weinholt, Asa
Linköping University
Sweden

4. Lecturers



Al Naqshbandi, Susan

Assistant Professor
School of Humanities
Tilburg University
The Netherlands



Bruggemans, Bert

Captain-Commander
Antwerp Fire Department
Belgium



Chan, Jennifer, MD, MPH

Director, Global Emergency Medicine
Assistant Professor/Department of
Emergency Medicine
Northwestern Memorial
Hospital/Northwestern University
Associate Faculty/Harvard Humanitarian
Initiative
USA



Comes, Tina

Head of Group
Risk Management Research Group
Karlsruhe Institute of Technology
Germany



de Vries, Arnout
Innovator
Innovatie Management
TNO
The Netherlands



Desjardins, Janie
Canada



Fransen, Huib
Fire department Rotterdam-Rijnmond
NL



French, Simon
Director of the Risk Initiative and Statistical
Consultancy Unit
University of Warwick
UK



Gijs, Geert
Proces Manager Operations
Emergency Planning & Disaster Relief
Coordinator B-FAST
Incident and Crisis Management
Federal Public Service Health
Belgium



Goncalves, Paulo
Associate Professor
University of Lugano
Switzerland



Hattotuwa, Sanjana
Special Advisor, ICT4Peace Foundation
TED Fellow



Kastlander, Erik
Information Management Officer
UN OCHA
Switzerland



Landgren, Jonas
Research group: Crisis Response Lab
Division of Interaction Design
Department of Applied IT
Chalmers University of Technology
Sweden



Liu, Sophia
Mendenhall Postdoctoral research fellow
US Geological Survey
USA



Kenny Meesters

Information Officer bij Cordaid Haiti
Managing Director bij Propus
The Netherlands



Morris, Naomi

iMMAP
Afghanistan



Muhren, Willem

Information Manager GHOR Brabant-Noord
The Netherlands



Quintanilla, Jacobo

Director of Humanitarian Information Projects
Internews



Ristvej, Jozef

Vice-dean for Development and International
Relations
Ambassador of the EC in Slovakia for 25th
Anniversary of the Erasmus program in EU
Faculty of Special Engineering
University of Zilina
Slovakia



Stronkman, Richard
Founder, Twitcident
The Netherlands



van den Herik, Jaap
Tilburg University
The Netherlands



van Duin, Menno J.
Crisismanagement Police Academy and
Netherlands Institute for Physical Safety
the Netherlands



van de Goot, Erik
Action Leader in the Global Security & Crisis
Management Unit
Institute for the Protection and Security of
the Citizen
Joint Research Centre, Ispra
Italy



Van de Walle, Bartel
ISCRAM President
Department of Information Management
Tilburg University
The Netherlands



White, Connie

<http://conniemwhite.com/>
USA

5. Lectures Summaries

Wednesday, August 15

Welcome by the Local Organizing Team



Jan Otten



Paul Pattynama



Aart Beukers



Van de Walle, Bartel

ISCRAM President
Department of Information Management
Tilburg School of Economics and Management
Tilburg University
The Netherlands

Welcome to the ISCRAM Summer School. I will introduce ISCRAM and the ISCRAM Summer School. More information on ISCRAM on <http://www.iscrum.org> and several presentations on Slideshare.



van den Herik, Jaap

Professor of Computer Science
Tilburg School of Humanities
Tilburg Center for Cognition and
Communication (TiCC)
Tilburg University
The Netherlands

Welcome to Tilburg University. On behalf of Tilburg University, I welcome you all to this university.



French, Simon

Director of the Risk Initiative and Statistical
Consultancy Unit
University of Warwick
UK

An Introduction to ISCRAM Research. My role at the ISCRAM Summer School is to share my experiences in ISCRAM research with you. I will address questions such as: what is ISCRAM Research, or how does a research career in the ISCRAM domain develop, or any other questions you may have. I will say more on all this during my presentation on Thursday August 22, but in the mean time I will get to know more about your research and work.



Stronkman, Richard
Founder, Twitcident
The Netherlands

Twitcident: Helping Emergency Services. I will talk about my start-up company Twitcident, and our mission to show the most trustworthy and reliable tweets to fulfill common information needs of Twitter users during big incidents.
www.Twitcident.org



Muhren, Willem
Information Manager GHOR Brabant-Noord
The Netherlands

My PhD – and beyond. I will share my experiences as a former Summer School Participant and former PhD student in the ISCRAM domain, and how it lead me to my first job as Information Officer for UNICEF in South-Sudan, and my current position as Information Manager in the Netherlands.

Thursday, August 16



Bruggheemans, Bert
Captain-Commander
Antwerp Fire Department
Belgium

The use of social media in crisis communication and information management: case study

Abstract: Social media is generating a fundamental shift in the way the public participates in the policy of governments. This shift is also present in the modern crisis management and crisis communications. Through three practical case studies we show how a crisis team can deal with the speed and impact of social media, how they can use social media to improve its information management and how crisis communicators can use social media for better communication with the public.

Slides available on:

<http://www.slideshare.net/bruggheemans/iscram-summer-school-2012>



Al Naqshbandi, Susan

Assistant Professor
School of Humanities
Tilburg University
The Netherlands

Social Media and Egyptian Revolution

New communication technologies—especially social media via the Internet— have become important resources for the mobilization of collective action and the subsequent creation, organization, and implementation of social movements around the world. The development of social media created opportunities for Web-fueled social movements to change the landscape of collective action. Social media is no longer limited to status updates and posting photos from a friend's birthday party. Social media has become one of the most powerful factors in grassroots socio-political mobilization across the globe. The January 25 revolution in Egypt gained a major foothold with the application of social media tools like Facebook and Twitter. Since the existence of media, individuals have used it to demand more governmental transparency and mobilize allies. It also proved to be the most important.



Liu, Sophia

Mendenhall Postdoctoral research
fellow
US Geological Survey
USA

Thursday Talk (General History): *The Living Heritage of Crisis Informatics: The (Re)Evolution of Social Media, Crowdsourcing, and Crisis Mapping*

Tuesday Talk (Crowdsourcing Focus): *The Interface Challenges of Integrating Official and Crowdsourced Crisis Information*

Dr. Sophia B. Liu will present a historical overview of the research conducted in the crisis informatics field. She will discuss how social media has revolutionized emergency management as well as the evolutionary development of crowdsourcing and crisis mapping. She will also discuss the opportunities and challenges with integrating official and crowdsourced crisis information based on the response to the 2010 Haiti earthquake and what has happened since this catastrophe, which was the tipping point for crowdsourcing and social media use in the crisis domain. Specifically, Dr. Liu will explain some of the social, technological, organizational, and political interface challenges that have emerged from social media use in the crisis domain.



Jacobo Quintanilla
Director of Humanitarian Information
Projects
Internews

Trustsourcing: Who is your crowd? The role of local media and information ecologies on emergency preparedness and response

When a crisis hits, information to and communication with disaster-affected communities have not traditionally been at the top of the humanitarian response checklist. However, despite remarkable growth in the scope and sophistication of humanitarian communications, effective communication with local populations remains relatively unrecognized and underfunded.

From the rapid expansion of mobile telephony in developing countries to the decline of “traditional media” in many countries, the development of new information and communication ecologies is one of the most complex challenges currently facing the humanitarian sector, both within organizations and at a system level.

Understanding the local communications ecosystem of any context is a vital first step to ensure people get the information they need, are able to ask questions and get answers, and therefore can participate in the issues that affect their community, before, during and after a disaster strikes.

The communications revolution we are experiencing over the last 5-7 years has transformed the world. ICTs are enabling individuals to consume and share information and produce content and connect in ways that were unthinkable just a few years ago. New non-traditional humanitarian actors, the private sector and new technological opportunities are posing challenges and providing opportunities to improve humanitarian operations. How is the crowd playing up in emergency response?

And what is the role of local media? During a humanitarian crisis, local media can literally give people the information they need to survive. In the past few years this has dramatically played out, for example, in post-earthquake Haiti, flood-ravaged Pakistan, newly born South Sudan and conflict-affected Central African Republic (CAR). How well are we partnering with local media?

About humanitarian communications:

1. [*Still left in the dark? How people in emergencies use communication to survive – and how humanitarian agencies can help.*](#) Imogen Wall and Lisa Robinson. BBC Media Action, March 2012
2. [*Ann Kite Yo Pale \(Let Them Speak\) Best practice and lessons learned in communication in Haiti.*](#) Imogen Wall and Yves G  rald-Chery, infoasaid, November 2011

About information ecosystems

- * *JUST RELEASED: [*Indonesia, new digital nation?*](#)* Matt Abud, July 2012
- * [*Media, Information Systems and Communities: Lessons from Haiti.*](#) Internews, CDAC Network and the Knight Foundation, January 2011

About crowdsourcing

- * [*“If all You Have is a Hammer” - How Useful is Humanitarian Crowdsourcing?*](#) Paul Curron, October 2010
- * [*Why Bounded Crowdsourcing is Important for Crisis Mapping and Beyond.*](#) Patrick Meier, December 2011

About Internews and our humanitarian communications work:

- * [*When Information Saves Lives: 2011 Humanitarian Annual Report*](#) - In Annex 1, page 71, there is a list with **Landmark publications and events in the area of humanitarian communications**, in case anyone is interested in further reading!
- * A series of blogs about our project in CAR funded by the Humanitarian Innovation Fund (HIF) that puts local media at the center of a crowd-sourced humanitarian map: [*Humanitarian Innovation Fund: Integrating Local Media and ICTs into Humanitarian Response in CAR*](#)
- * [*Closing the Loop — Responding to People’s Information Needs from Crisis Response to Recovery to Development*](#) A study of our audience research work in Haiti post-earthquake, May 2012
- * [*Dadaab, Kenya - Humanitarian Communications and Information Needs Assessment Among Refugees in the Camps*](#), August 2011

Friday, August 17



Erik van de Goot
Action Leader in the Global Security & Crisis Management Unit
Institute for the Protection and Security of the Citizen
Joint Research Centre, Ispra, Italy

Media Monitoring and the use of Social Media in Crisis management

Open source information gathering and analysis is important for situational awareness, risk analyses, as well as early detection of threats and hazards. This information can be obtained from traditional on-line media and increasingly from the social media. The talk will focus on the harvesting and analysis of the traditional media for the purpose of media monitoring, and the role of social media, in particular Twitter, as a complement to the traditional media. We will discuss EMM, the media monitoring system developed by the JRC and some of its applications. We will demonstrate the use of media monitoring in the field of event based Epidemic intelligence (MediSys) and the field of humanitarian early warning. We will show the use of Twitter for post-disaster information mining and we will discuss some new research linking Twitter to current affairs stories in order to obtain the 'social complement' of the news.



Hattotuwa, Sanjana
Special Advisor, ICT4Peace Foundation
TED Fellow

Crisis Information Management: A Primer

The lecture will look at the current state of crisis information management and deal with enduring ethical and technology challenges facing new models of humanitarian engagement and volunteerism that use the web and Internet as primary platforms of engagement with disasters.



Desjardins, Janie
Canada

Interaction with Haiti

Saturday, August 18



Kenny Meesters

Information Officer bij Cordaid Haiti
Managing Director bij Propus

My experience in Haiti. I will talk about my experiences as an Information Officer for Cordaid in Haiti. I will link this to the Case we are studying for Haiti.

Monday, August 20



Morris, Naomi
iMMAP
Afghanistan

Training Exercises: experiences from the field



Chan, Jennifer, MD, MPH
Director, Global Emergency Medicine
Assistant Professor/Department of
Emergency Medicine
Northwestern Memorial
Hospital/Northwestern University
Associate Faculty/Harvard Humanitarian
Initiative
USA

Simulation learning & Humanitarian Response dynamic learning for dynamic settings the HSI experience



White, Connie

<http://conniemwhite.com/>

USA

Implementing Social Media Tools/Techniques into Emergency Management System

This is a project where students will *Design a Social Media module!* We will implement social media & web 2.0 tools & techniques into a real world emergency management system, Sahana Eden. This software development project runs over the duration of summer school guiding students while allowing new creative solutions to integrate. Students will take on both emergency stakeholder roles as well as roles of a software development team. Sahana Eden is a free and open source disaster management system that will be used in this effort. From this effort, individualized or group efforts are welcome to continue after summer school by the doctoral candidates as the work will be open to all for future development and research.



Gijs, Geert

Proces Manager Operations

Emergency Planning & Disaster Relief

Coordinator B-FAST

Incident and Crisis Management

Federal Public Service Health

Belgium

I welcome you to Campus Vesta, Belgium

Tuesday, August 21



Jonas Landgren
Research group: Crisis Response Lab
Division of Interaction Design
Department of Applied IT
Chalmers University of Technology

DESIGNING FOR WHAT AND WHOM?

The adoption of social media in everyday life has proven to be of massive importance to people living and working in areas affected by disasters and disruptions.

How will the future of humanitarian crisis response and relief look like? What technologies should we bet on in order to have a competitive edge when the next crisis or disaster strikes? These questions are important to answer, but sadly they aim at the wrong target. The future of humanitarian crisis response and relief is not something that just happens, it is something that all of us have the opportunity to actively shape. Technologies are in themselves not important, we should pay much more attention to what we would like to achieve and needs that desperately must be met. Perhaps, we should also think a bit longer about what and who we design for.

The seminar will present how design thinking in general and the Human Centered Design method specifically could be a great starting point when you address these important questions.

Prepare for the seminar by visiting: <https://sites.google.com/site/design4crisis/>



Tina Comes
Head of Group
Risk Management Research Group
Karlsruhe Institute of Technology
Germany

Decision making and scenario planning

In emergency situations, acting means making decisions continuously, and choices between competing alternatives must be made: what should be done to protect the population from immediate threats? How to ensure that essential supplies can be provided? How to best allocate scarce resources? Decision paradigms suggest that decision makers should identify and implement the best feasible alternative. To determine what is “best”, the consequences of the alternatives need to be assessed and transformed into a ranking.

While this is never an easy endeavour, the evaluation of alternatives is particularly hard in emergency management. First of all, information about the situation at present is often uncertain, conflicting, or lacking. As time and availability of resources are constrained, it may not be possible to reduce uncertainty by further investigations. Second, making prognoses about the (future) consequences of a decision is even harder. Emergencies tend to escalate because they are unforeseen and affect complex systems; they usually cannot be managed by referring to standardised models or simulations. To respond best to an emergency, it is therefore important to take the locally available expertise and information into account, which is facilitated by modern ICT systems. At the same time, however, the availability of large amounts of information may cause information overload and neglect of important information.

In this seminar, we will explore methods and tools to support decision makers in strategic emergency management. We will use techniques from decision analysis to determine who needs to have which information at what time and in which format. Then, we will address the problem of getting and distributing the required information: how to exploit ICT systems to collect, process, combine, and share information? For the question of how to take into account uncertainty, we will discuss the use of scenarios to identify alternatives that may not be “best” for each single case, but “good enough” under a broad variety of assumptions.

Thursday, August 23



Menno J. van Duin
Crisismanagement Police Academy and
Netherlands Institute for Physical Safety
the Netherlands

Recent experiences with social media

In his contribution Menno van Duin (professor applied science Crisismanagement Police Academy and National Institute for Physical Safety) will focus on recent developments with regard to the role, influence and preparations (by government) of the social media (Twitter and others). In recent sociological articles seven different types of convergent behavior are discussed¹. In this contribution recent experiences in the Netherlands with different kinds of incidents and crisis situations will be discussed and compared with these different types of convergent behavior. Special attention will be focussed on a shooting incident in Alphen aan de Rijn (7 people killed including the shooter). This example has been studied quite thoroughly by Van Duin (and others). One aspect was the role of Twitter with regard to information, the spreading of rumors etc and also the ways the local government, the Police and the Public Prosecutor handled this. In this analysis we found f.i. how rumors spread very fast ('the shooter was a soldier'), but also what had been done afterwards in terms of rumor control.

¹ A. Hughes et. al., Site Seeing in Disaster: An examination of On-Line Social Convergence, Proceedings 5th ISCRAM-conference. May 2008.



Arnout de Vries
Innovator
Innovatie Management
TNO
The Netherlands

Social media and emergency management: from crowdsourcing to cocreation

New communication possibilities and social media have become highly integrated into our daily lives, but it is still not common practice in crisis management. It is seldom used to obtain information or to communicate with the public during a crisis, let alone use it as means for two-way communication: collaboration.

The dynamic and networked interaction between professional response organizations (at local, national and international level), the public at large and formal media provide new opportunities. This presentation discusses the strategic and operational dilemmas to capitalize on collaboration through social media. These opportunities might provide better linkages between prevention, detection, reporting, rescue and recovery and higher community resilience in general.

References:

<http://www.slideshare.net/ArnoutdeVries/towards-a-realtime-twitter-analysis-iscram2012>

<http://www.iscramlive.org/ISCRAM2012/proceedings/172.pdf>

<http://www.slideshare.net/ArnoutdeVries/social-media-collaboration-in-crisis-situations-that-clicks-psc-europe-final>

Social media and public order management: www.tno.nl/smoov (tap english flag for EN) and more on Twitcident www.tno.nl/twitcident , www.Twitcident.org



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eSEC portal – “Competency Based e-Portal of Security and Safety Engineering” – Importance of International Cooperation and Networking

The project originated from the social requirement to increase the quality of education in the field of security. The fault of the current educational systems is common detachment of the taught theory from the real practical requirements. That is the reason why it is necessary to focus more on the way in which the participants of LLP can be prepared for the challenges which emerges from the labour market, which competencies are required and how it would be possible to link the educational systems of various institutions most efficiently. Therefore, the aim of this project is to develop and increase the competencies of students, pedagogues and research personnel working in the field of security, but even the expert public within the EU.

To achieve the objectives of the project, an electronic portal (eSEC) will be developed. This will become a basic tool, which will enable its users efficiently acquire wanted competences. Practical contribution of the eSEC will be creation of an individual study plan supported by the possibility to achieve part of the chosen competences within the exchange programmes of European universities and consequently use the obtain competences in practise. The eSEC will also assess the availability of current grants and studentships consistent with the chosen study plan and all the necessary information will be provided to the user's profile.

Unique asset of the eSEC is creation of an electronic glossary of terms, which enables the users to search and add new technical terms interactively.

Users of the eSEC will be mainly students, pedagogues, academics, people with an interest in the field of security engineering. Thereby, we create a link between the world of students, pedagogues and expert public within the frame of EU. The eSEC-portal will consist of ten modules: Competency based creation of the curriculum, Study programmes, Security magazine, Student's Projects, Glossary of Terms, Newsletter, Blogs, Resources, Labour Market and Mobility.

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