



ISCRAM 2018

Rochester Institute of Technology
Rochester, NY, USA

TRACK: Designing for Resilience

15th International Conference on INFORMATION SYSTEMS FOR CRISIS RESPONSE AND MANAGEMENT

“*Visualizing Crisis*”

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Conference May 21nd-23th, 2018

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<https://iscram2018.rit.edu/>

INTRODUCTION TO THE TRACK

Resilience is a key aspect in disaster management that helps social systems (e.g. communities, organizations, and societies) to proactively adapt to and recover from abnormal and unexpected disturbances. Social systems may absorb the shock of rare and devastating events by developing resources to cope, adapt, or even transform their capacity to deal with adversity. Resilience refers to the society’s capacity to deal with discomfort and adversity, but it is not just a reactive mechanism as it refers to issues including disaster risk reduction, adaptation and system change. In the last decade, research on disaster resilience has flourished, pointing out that the quality of crisis response critically depends on the capacity to enhance improvisation, coordination, flexibility, and endurance.

Despite widespread adoption of the concept among professionals of crisis response, research has also outlined the limitations of the concept, thereby questioning the risks associated with embracing resilience as a norm. As a result, many challenges persist as scholars struggle to determine the very nature of resilience, for instance whether resilience is an outcome or a process, if it arises before or after a disturbance, and whether it arises during rare or more ordinary disturbances.

In the quest to formulate answers, the ISCRAM community can play a crucial role by taking up the challenge of *designing for resilience*. The ISCRAM community is equipped with state-of-the-art knowledge on how to study and design information systems that support cognition, communication, coordination, and collaboration between various response organizations and the responding community. Indeed, information systems may not only boost or support the resilience of disaster management organizations and NGOs, but also the resilience of grassroots and community initiatives by leveraging a means to communicate and share information about what has occurred, what response efforts are in place, and where and when to coordinate. From this perspective, an additional avenue for knowledge-building concerns the implication of increased resilience, not only in terms of response but also power dynamics, governance and decision-making.

This track invites papers using qualitative and quantitative methods to investigate how information systems are designed and used to foster resilience. We welcome contributions that specifically focus on the community level, providing us with state-of-the-art knowledge on how grassroots (social media) initiatives can be supported or

integrated into the disaster response operation. We also welcome papers that focus on the formal response efforts, on topics like: situational awareness, common operational picture, networked collaboration. Key topics that are connecting the papers in this track should be adaptive capacity, improvisation, agility, or flexibility.

TRACK KEYWORDS

Resilience, grassroots, improvisation, agility, coordination, collaboration, crisis management, disaster risk reduction, common operational picture, situational awareness, networked collaboration.

TRACK TOPICS

Possible topics of interest for this track include the following:

- Quantitative and qualitative case studies that explore different information systems designs for resilience
- Studies for assessing or evaluating adaptive capacity
- Social media use and adoption by grassroots & formal response organizations to foster resilience
- Cultural and social aspects of resilient crisis management
- New methods for evaluating resilience

AUTHORS AND REVIEWERS RECRUITMENT

The track chairs are regular participants to the ISCRAM conference, and have access to a large network of researchers and professionals in the area of crisis management and resilience.

TRACK CHAIR AND CO-CHAIR

	<p>Jeroen Wolbers*, PhD, Postdoctoral Researcher at the department of Organization Science, Vrije Universiteit Amsterdam. His primary research interests are in coordination, sensemaking, and resilient performance in crisis and disaster management.</p>
	<p>Louise Comfort, PhD, is Professor of Public and International Affairs and Director, Center for Disaster Management, University of Pittsburgh. Her primary research interests are in decision making under conditions of uncertainty and rapid change, and the uses of information technology to develop decision support systems for managers operating under urgent conditions.</p>
	<p>Anouck Adrot, PhD, is an associate professor in Paris-Dauphine University PSL and is a member of the Management & Organization team of the Dauphine Recherches en Management (DRM). Her research interests cover inter-organizational coordination and information transmission in critical situations. Her research aims at a better understanding of how complex sets of organizations involved in critical settings collectively deal with emergent incidents that can impede crisis response.</p>
	<p>Kees Boersma, PhD is Associate Professor at the VU University Amsterdam in the department of Organization Science. His research interest is in crisis management, disaster studies, and safety and security. He is the coordinator of the project 'Enhancing smart disaster governance: Assessing the potential of the net-centric approach', funded by Netherlands Organisation for Scientific Research and 7 non-academic partners (http://disastergovernance.info/). He is an elected board member of ISCRAM. Homepage: www.keesboersma.com</p>

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