ISCRAM 2023

University of Nebraska at Omaha's College
of Information Science & Technology
Omaha, Nebraska, USA

Volunteers in Crisis Management/Emergency Response

20th International Conference on
INFORMATION SYSTEMS FOR CRISIS RESPONSE AND
MANAGEMENT

Theme: "Building Humanitarian Technologies for our Emerging Future + Building Resilient Societies"

Workshops and Doctoral Symposium May 28th, 2023

Conference May 28th-31th, 2023

Omaha, Nebraska - USA
The University of Nebraska at Omaha (UNO)
https://iscram2023.net/

INTRODUCTION TO THE TRACK

The importance of volunteerism in crisis management and emergency response has been known for decades and is once again highlighted by current events e.g., COVID-19 pandemic, the war in Ukraine, floods, storms and wildfires due to climate change. While crises occur, emergency responders also need to attend to smaller frequent emergencies, for example house fires, medical emergencies, accidents and traffic incidents. In these circumstances, volunteers can and do make a difference in first response. On one hand, there is a need to train and integrate volunteers within disaster management preparation, response and recovery as well as within emergency

management operations. On the other hand, both full-time and volunteer disaster and emergency and crisis responders need to adapt their practices in order to realize the benefits of both available information and communications technologies in support of these practices and the spontaneous initiatives they may support.

The aim of this track is to showcase current research on how the involvement of volunteers can support crisis and emergency management using various ICT, and what are the needs, challenges and solutions. The track is broad, and we invite papers that provide rich descriptions or evaluations on integration of volunteers and on design, development and use of related technology support.

TRACK TOPICS
Possible topics of interest for this track include, but are not limited to the following:

- *Designing, developing, using, and evaluating ICT for volunteers in crisis and emergency response*
- *Community engagement in disaster preparedness and response and interaction with the first responders*
- *Integration of the citizen community in the emergency response*
- *Social media, crowdsourcing, and citizens' initiatives*
- *Digitalization and digital co-production*
- *Novel technologies for volunteers as first responders*
- *Various forms of volunteerism (e.g, the public, bystanders, spontaneous volunteers, semi-organized and organized volunteers)*
- *Coordination of volunteers and information systems support*
- *Volunteerism during the pandemics and vaccination campaigns*
- *Specialization and dynamic resource allocation of volunteers for an optimized response*
- *Building resilience in civil society and a civil defense*

TRACK CHAIR AND CO-CHAIR

Sofie Pilemalm*
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Linköping university, University of Agder

Sofie Pilemalm is Professor of Informatics at the Department of Science and Technology, Linköping university where she is also head of the Centre for Advanced Research in Emergency Response (CARER) and 20% full time professor in Information Systems at Centre for Integrated Research in Crisis Management (CIEM), University of Agder. Her main research focus is volunteerism in emergency response and digitalized or ICT enabled co-production. She has published numerous publications on this topic, lead research projects and supervised Ph. D. Students. As to ISCRAM, she has attended and published at the conference on a regular basis since 2005 and been co-chair of tracks in 2009 and 2020.

Sofie Pilemalm will be present at ISCRAM

Caroline Rizza, PhD
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I3-Telecom Paris, Institut Polytechnique de Paris, France

Caroline Rizza is Associate Professor in Information and Communication Sciences in the Economic and Social Sciences Department (UMR 9217) at Telecom Paris. She is the president of the ISCRAM Community (Information System for Crisis Response and Management International Community), and has contributed for the French Ministry of Ecological Transition and Solidarity to the mission of modernization of hazard culture in France (2020-2021). Her research in crisis management focuses on the digital competences of actors in emergency situations, and on the associated ethical, legal and social issues: how citizen initiatives or actions, promoted by ICT, are changing the relationships between public and private institutions and citizens, and what attention needs to be paid to them. She coordinates multidisciplinary researches and training projects involving institutional partners: for instance, the "Combining digital tools and Living Lab for promoting a First Aid Citizen" project (2021-2023); the project MACIV "Management of Citizens and Volunteers: social media in crisis situation" (2018-2021), or the multidisciplinary CNRS Thematic School "Online social networks – crisis management".

Caroline Rizza will be present at ISCRAM

Niki Matinrad, Ph. D.
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Linköping University

Niki Matinrad is postdoc in Qualitative Logistics at the Department of Science and Technology, Linköping University, with research interests in emergency response planning, disaster management, transportation planning, supply chain management, and logistics. In her doctoral research, she has focused on emergency response planning, and more specifically on planning of emergency resources such as volunteers, for which she has applied operations research. Her research areas prior to her doctoral studies have been within humanitarian supply chain management and disaster management with the application of operations research and operations management. https://orcid.org/0000-0002-3016-2778

	Robin Batard *robin.batard@mines-albi.fr* *Centre Génie Industriel, IMT Mines Albi* Robin Batard is a post-doctoral researcher in Information and Communication Sciences and Computer Sciences at IMT Mines Albi, CGI (France). His thesis work was co-directed by I3-Télécom Paris and IMT Mines Albi and focuses on the integration of citizen contributions to crisis management systems, via the contribution of social media. Since 2021, his research focuses on the scenarization of crisis situations for training and decision support, as well as on the computer simulation of water networks to improve their resilience.
	Ophélie Morand *ophelie.morand@telecom-paris.fr* *I3-Telecom Paris, Institut Polytechnique de Paris, France* Ophélie Morand is a postdoctoral researcher in Ergonomics and Information and Communication Sciences at Télécom Paris. She is currently working on citizen engagement in a local emergency care community (chain of survival) using the Living-Lab methodology. The purpose is to have the whole emergency community (bystander, dispatchers, paramedics, first responders) experiment with new applications in semi-real settings in order to build / reinforce trust and collaboration within this community.
	Deborah Bunker *deborah.bunker@sydney.edu.au* *The University of Sydney Business School* Professor Bunker is the Co-Chair of the *Communications and Technology for Society Research Group* and immediate past Chair of the *International Federation of Information Processing (IFIP) Working Group 8.6 (Transfer and Diffusion of IT)*. She is a Member, *National Committee for Information and Communications Sciences (NCICS)* of the Australian Academy of Science and was a Member of the Research Evaluation Committee (Mathematics, Information and Computing Sciences Panel) for the Excellence in Research for Australia evaluation process (ERA 2018, 2015). She has been a Track Co-Chair for the International Conference on IS (ICIS 2015, 2018) and was also a Program Co-Chair for the inaugural ICSRAM Asia Pacific Conference in Wellington, in November 2018. Professor Bunker is a Distinguished Editorial Advisory Board Member, *International Journal of Information Management, S*enior Editor for *Information Technology and People* and is also a Section Editor for the *Australasian Journal of Information Systems*.

Kayvan Yousefi Mojir. PhD
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Swedish School of Library and Information Science, University of Borås, Sweden

Kayvan Yousefi Mojir is a researcher and lecturer in the field of informatic and information science at the University of Borås in Sweden. He received his PhD in 2018 from Linköping University in Sweden in information systems development with a specific focus on emergency management context and cross-sector collaborations concerning how to organise, present, and share information between organisations, mainly concerning future crisis management. His research focuses on user-centred information systems development and the related socio-technical and institutional factors. He has participated in different projects to strengthen emergency response, i.e., regarding cross-sector collaborations, citizen engagement and enhancing information sharing. He also teaches in several associated subjects, for example, UX-design, frontend development, system development and research methods. He has also published several articles in related scientific journals and conferences.

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