

**ISCRAM2009**  
**The 6<sup>th</sup> International Conference on Information Systems for  
Crisis Response and Management**

**Gothenburg, Sweden**  
**May 10-13, 2009**  
<http://www.iscram.org>

**TRACK: Human Computer Interaction**

**CALL FOR PAPERS**

**FOR A SPECIAL SESSION ON**

**Requirements Engineering  
as the key to user acceptance**

**Session ID: HCI2**

**Motivation**

The potential of information systems to increase the efficiency of crisis management missions is beyond question. It can only be tapped if practitioners rely their decisions on computer generated information. Requirements Engineering methods and tools are the key to involve end users in an analytical but also manageable way throughout information system development, introduction and use. User acceptance is based on effective requirements, their application and validation. The central question is how to make a "practitioner" a "user". User acceptance is a keyword which is often mentioned but rarely addressed. Crisis managers focus IT and its HCI aspects from their operational perspective. That means high rates of implicit requirements. Research has to be carried out to fill gaps in this field bringing together heterogeneous sciences.

**Research Area**

This session addresses a combination of research areas based on the fact that requirements engineering is focused on different application fields, from different perspectives and with different ambitions. The research domain aims at methods, techniques, procedures and best practices especially adopted for the field of HCI and Crisis Information Systems. This includes methods for extracting requirements from potential users, scenarios, the organizational situation as well as other relevant resources.



Specific attention has to be paid to usability aspects in terms of reasonable requirements definition, metrics specification and evaluation procedures. "Satisfaction" leads to user acceptance and thus has to be focused. Clear visualisation to avoid stress effects, usage of the language of the practitioner to lower cognitive load and adaptation to well-established processes to minimise extra efforts are special requirements in this domain.

Crisis management is a key topic of the Global, European and national security research programmes. Information systems represent a central node in a majority of concrete projects. Scenario oriented approaches assure interdisciplinary and integral research and development. Case studies are based on intensive requirements analysis; research has to integrate the corresponding results to high-order requirements valid for an extended community.

### Topics

Some non-exhaustive examples of topics that could contribute to this session are

- *User centered design by adopting processes, language and "way of thinking"*
- *Building the context of use: Realistic simulation of incidents*
- *Applicability of usability norms, guidelines and best practices to crisis management*
- *Empirical studies: Requirements engineering as the key for successful practitioner oriented IT projects*
- *Mind the gap: Differences in the understanding of requirements between users and IT professionals*
- *Requirements engineering as a cross sectional discipline throughout project lifetime*

### Type of contribution:

- **Academic contribution:** we invite researchers from academia or research labs to present their research or research-in-progress papers. Prospective presenters submit a regular research (or research-in-progress) paper.
- **Practitioner contribution:** we invite practitioners to present their practice or experiences in information systems development, use or needs. Prospective presenters submit a short practitioner paper or a Powerpoint presentation along with an abstract.

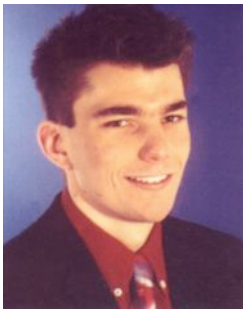
### Important Notice:

- All submissions must be formatted according to the ISCRAM 2009 formatting guidelines. Templates and instructions are published on [www.iscram.org](http://www.iscram.org).
- All submissions must be submitted through the ISCRAM 2009 conference paper submission web page at [www.conftool.com/iscram2009](http://www.conftool.com/iscram2009). Instructions for the ConfTool system can be found on [www.iscram.org](http://www.iscram.org).



- All papers and presentations will go through a double-blind review process, leading to a decision of (conditional) acceptance or rejection.
- Accepted papers will be included in the ISCRAM 2009 program and published in the official proceedings if and only if
  - (1) the paper is formatted according to the instructions,
  - (2) the authors sign the copyright transfer form and
  - (3) one of the authors registers for the conference and pays the registration fee before the cut-off date for early registration.
- Authors who have multiple papers accepted can only register for and present one paper at the conference; co-authors need to register separately.

**Session Chairs:**



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### **Important ISCRAM 2009 Dates:**

- Submission deadline: January 11, 2009
- Notification of conditional accept: February 16, 2009
- Final submission revised paper: March 1, 2009
- Final author notification: March 9, 2009
- Early registration deadline: March 22, 2009
- Conference: May 10-13 2009

### **About ISCRAM:**

The ISCRAM Community is a worldwide community of researchers, scholars, teachers, students, practitioners and policy makers interested or actively involved in the subject of Information Systems for Crisis Response and Management. At its annual international conference alternating between the US and Europe, the ISCRAM Community gathers to present and discuss the latest research and developments in this growing area during an interactive and stimulating 3 day program. The ISCRAM Community also organizes an International Summer School for PhD students and ISCRAM-CHINA, an annual conference for ISCRAM research in China. All information on ISCRAM can be found at <http://www.iscram.org>

This year the conference will be held from 10-13 May at the Göteborg University located in Gothenburg, Sweden. The conference will be hosted by the Viktoria Institute and the IT-university of Gothenburg. All details on this conference will be made available via the ISCRAM website mentioned above.