



**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: Collaboration and Social Networking**

**CALL FOR PAPERS**

**FOR A SPECIAL SESSION ON**

**Trust in Emergency Planning and Response**

**Session ID:** Collaboration2

**Motivation**

Trust is an important element of all phases of emergency management, be it a natural, man-made, or terrorist emergency. Emergency personnel need to trust both their collaborators and the systems they use. If people don't trust a system or the information it provides, it can hinder efforts. Emergencies cross political and geographic boundaries and so often require collaboration of individuals who have never worked together before but must form ad-hoc teams. The literature has shown that trust is critical for effective teams. This mini track calls for papers that clarify or test the unique challenges of developing and maintaining trust in the phases of emergency management: mitigation, preparedness, response and recovery.

**Research Area**

Disasters cross borders (geographic, political, and organizational) and therefore emergency management often requires collaboration of individuals who may not have had prior experience working together and/or may be required to use a system with which they are not familiar. Most of the literature assumes that relationships and roles amongst stakeholders are well-defined. However, this is a dangerous assumption in the case of emergencies that are large, unexpected, and/or have not been experienced before. In such cases a new team must be quickly formed without time to build a history that develops trust. Prior research suggests that trust is a critical element in effective team functioning. For emergency management, trust may need to develop quickly and may have challenges not present in more static, well defined situations. Emergency mitigation, planning, response, and recovery call for critical life-saving activities. Without trust in an emergency response system, the system may not be used to its fullest potential which can impede efforts to respond to and manage an emergency.



## Topics

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

- *Swift trust in ad hoc emergency teams*
- *Collaboration and trust in crisis management*
- *Trust in technology*
- *Incident management and team trust building*
- *The impact of trust on effectiveness in emergency planning and response*
- *User trust and acceptance of systems*

## Type of contribution:

Each session should allow academic and practitioner contributions

- **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:**



Linda Plotnick, [Linda.plotnick@gmail.com](mailto:Linda.plotnick@gmail.com)

New Jersey Institute of Technology



Connie White, [connie.m.white@gmail.com](mailto:connie.m.white@gmail.com)

Arkansas Tech University

### **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.