

ISCRAM



NEWSLETTER

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Editorial:

Holistic Crisis Management

With just six weeks to go the ISCRAM2013 (see page 3 for more details), its Organisation and Scientific Committees are working hard to bring ISCRAM2013 to fruition. Its theme is *Holistic Crisis Management*, which sounds like a good idea, but what do we really mean by it? And that question is the nub of the issues that we will be discussing at the conference.

My own experiences from domains both related to crisis management and also to more normal operations is that it is too easy and too tempting to take a purely mechanical view of systems and events, solving problems by simply bolting together bits that have worked in other circumstances. The result is seldom as effective as one might hope. Unanticipated interactions bring further problems. As Charles Perrow warned us two or three decades ago, as our systems and society become more complex, so it becomes more and more difficult to run them safely and effectively.

Yet recognising that the whole may be more – or less!!! – than the sum of its parts is only the first step. Once we are sensitive to the need to recognise that complexity brings more difficulties than we might anticipate, how do we move forward. Certainly taking a holistic view, stepping back and looking at the whole as well as taking closer, more detailed views of each and every part is essential, but it is not easy. What rules or good practices can guide us? I am sure we will find the full answer in Baden-Baden, but come and help us make progress.

Early Registration for ISCRAM2013 has been extended until April 7th...

... so book very soon unless, of course, you already have; in which case, spend your time thinking about that question: What is Holistic Crisis Management?

Simon French
Newsletter Editor
simon.french@warwick.ac.uk

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Stop Press: Our President safe

Members will be relieved to hear of our President's safe escape from the fire that engulfed much of Brussels this morning. In fact, there were many remarkable escapes and thankfully no deaths, though much of Brussels is badly damaged. It is too early to confirm causes, but it seems that a burning cigar left outside a building was the cause.

Bartel is definitely having a bad month (page 3).

Institutional Members



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ISCRAM General Assembly 2013

The ISCRAM General Assembly will be held at 17.30* on Tuesday May 14th, during ISCRAM2013 in Baden-Baden. A full calling note and agenda will be circulated to all 2013-14 members by email shortly.

* provisional time, subject to any changes in the programme of the conference.

ISCRAM Board Elections

The current Board of Directors of the International Association for the Study of Information Systems for Crisis Response and Management consists of the following members:

Julie Dugdale# (University of Grenoble / Grenoble Informatics Laboratory, France) - Vice-President

Frank Fiedrich* (Wuppertal University, Germany) - Treasurer

Zeno Franco (Medical College of Wisconsin, USA)

Simon French* (Manchester Business School, UK)

Tim Grant (Netherlands Defense Academy, the Netherlands)

Mark Haselkorn (University of Washington, USA)

Linda Plotnick# (Jacksonville State University, USA)

Murray Turoff (New Jersey Institute of Technology, USA)

Bartel Van de Walle# (Tilburg University, the Netherlands) - President

Gerhard Wickler (University of Edinburgh, Scotland) - Secretary

* Those members marked with an asterisk will step down at the General Assembly and not stand for re-election.

Those members marked with a hash mark will stand for re-election.

We invite you to stand for election as board member. Eligible candidates must be paid-up members of the ISCRAM association. If you are not ISCRAM member but would like to stand for election, you must first become ISCRAM member (follow the link <http://iscramlive.org/portal/join-iscram>).

Members of ISCRAM members can register as candidate for the board until April 29th 2013 24:00 CET. Send an email to this effect to Jose J. Gonzalez, the 2013 Election Committee Chair (electionchair@iscram.org).

The board will continue to consist of 10 elected members. ISCRAM Members will receive an email containing voting instructions, either allowing them to vote electronically by May 10th or in person at the General Assembly on Tuesday, May 14 2013, at the ISCRAM2013 Conference Venue in Baden-Baden.

More information on election procedures, the Articles of the Association, etc. can be found on www.iscram.org.

Jose J. Gonzalez,
Chair 2013 Election Committee
(electionchair@iscram.org)

Volunteers Wanted

It is not just the ISCRAM board who make ISCRAM work: far from it. There are many other ways that members can help us build the ISCRAM Community. Members serve on committees, help organise events, shape the website, and so on. If you have time to help us, please see the volunteer opportunities on the ISCRAM website: <http://www.iscramlive.org/portal/volunteer>.

Simon French
Newsletter Editor
simon.french@warwick.ac.uk

Next Issue of ISCRAM Newsletter

The next issue of the ISCRAM Newsletter will be published at the beginning of May in time for ISCRAM2013.

The Legal Bits

For members of ISCRAM attending the conference, it will contain further details of the ISCRAM General Assembly, details of the Board elections and the statements of all candidates of for these.

The News Bits

We want your news and will, within the bounds of relevance to ISCRAM, publish most things here: News of Members, including changes of job/address; New Research Projects; PhD defences; and so on. Please keep items to

about 300 words. For successful PhD defences, please include the title, a short abstract (~250 words), the name of the awarding institution and any other details, such as being an Alumnus of an ISCRAM summer school.

The memories and anecdotes bit

ISCRAM2013 is our 10th conference. We will be celebrating this at ISCRAM2013. In this Newsletter (page 6), there are a series of photos and other memories. We will publish further ones in the next issue. So send us your memories, well relevant and publishable ones! Looking back over past conferences, other events and publications, there must be many anecdotes and so on that we can pull together to celebrate ISCRAM's first decade. Photos would be especially welcome! We welcome all contributions, and not just amusing or sentimental ones. We will particularly welcome ones that reflect on the growth of our research and our community in a way that will contribute to the shaping of our subject over the coming years.

Please send all material for the next Newsletter to simon.french@warwick.ac.uk by April 30th, 2013.

Membership Fees Due

As noted in the last issue of the Newsletter, the ISCRAM Association membership year has changed to begin on April 1 run to March 31. This means that all our memberships expired at the end of March and our membership fees for 2013-2014 are due. So please renew your membership now. And remember that you need to be a member for 2013-2014 to attend ISCRAM2013 at the reduced members rate.

Fire Damages Tilburg University

Tilburg University, the home of the ISCRAM Summer School, was severely damaged last week by fire. No one was hurt but there was considerable damage to the Koopmans Building. It appears that the fire started because of an apparently discarded but still burning cigar left near the main door.

We are reassured to hear that plans for the ISCRAM Summer School due later this year are not affected and that further information on this will be published shortly.

ISCRAM2013 Baden-Baden May 12th to 15th, 2013

<http://www.iscram2013.org/>

Preparations are well underway for ISCRAM 2013 which opens six weeks today – well six weeks yesterday for those of us attending doctoral colloquium, various tutorials and meetings and the (infamous) ISCRAM opening social event. The draft programme is available a

Our plenary speakers will be

Ortwin Renn: Towards increased resilience: The contribution of IT for crisis preparedness and risk perception

Hirokazu Tatano: Lessons Learnt from the 2011 Great East Japan Earthquake and Tsunami: Focusing on Emergency Management and Information Systems

Kimberly Roberson: Appropriate technology: inappropriate environments?

At the last count we are expecting over 130 presentations, a strong poster and demo session, and workshops and tutorials.

For those of you still register (Why? Get to it!) *Early registration has been extended until April 7th, 2012.*

Please note that there is no truth to the rumours that registration fees will be subject to a late supplement to cover the costs of increased fire insurance.

W3C Emergency Information Community Group

The W3C Emergency Information Community Group [1] has been launched. The aim of the Group is to support the development of semantic vocabularies and common frameworks for information interoperability to ensure the meaningful sharing and aggregation of information to assist in emergency, crisis, and humanitarian functions. This Community Group provides a forum for the exchange of ideas and experiences, scenarios and requirements, and the development of community specifications to drive future formal standardisation.

This group is a continuation and expansion of the previous W3C Emergency Information Interoperability Framework Incubator Group [3] which produced a final report [4] recommending continuation of the work [5]. Several actors in

this field, such as different agencies of the United Nations and the World Bank, have already identified the need for further standardization and improved means for data exchange. Moreover, transparency is becoming more important, as donors want to make sure that their funds were really used for the intended purpose. The existing information systems currently in place are not well adapted to tackle these new challenges and in addition exist somewhat in siloes. Instead, Semantic Web technologies and the Linked Open Data approach have been identified as promising paths to follow. Formal vocabularies define the semantics of the domain terminology in an extensible fashion, making it much easier to share datasets in a way that goes beyond pure syntactic interoperability. The SPARQL query language provides a standardized API on top of data shared this way, which rapidly accelerates application development. Finally, as these technologies are all based on the standards that drive the Web, they are perfectly fit for more transparent and open data in emergency management. New goals include the harmonization of the Management of a Crisis (MOAC) Vocabulary Specification [6] and the Humanitarian eXchange Language [7].

Joining the W3C Emergency Information Community Group is open to all [2] and non-W3C members are required to create an account first [8].

Renato Iannella
Semantic Identity
<http://semanticidentity.com>

- [1] <http://www.w3.org/community/emergency/>
- [2] <http://www.w3.org/community/emergency/join>
- [3] <http://www.w3.org/2005/Incubator/eiif/>
- [4] <http://www.w3.org/2005/Incubator/eiif/XGR-EIIF-20090806/>
- [5] <http://www.w3.org/2005/Incubator/eiif/XGR-Framework-20090806/>
- [6] <http://observedchange.com/moac/ns/>
- [7] <http://hxl.humanitarianresponse.info>
- [8] <http://www.w3.org/community/account/request>

Evidence Aid

'Helping decision-makers before, during and after disasters and other humanitarian emergencies'

There is increasing recognition that the choices we make in our lives and work should be based on reliable and robust evidence. In the case of interventions and actions, evidence about the effects of the interventions need to be considered. Reliable and robust evidence will help decision makers to know which interventions work, which don't work and which remain unproven. And, for those interventions that work, evidence shows people how effective they are, so that they can choose the most appropriate and effective intervention in a specific circumstance.

When it comes to identifying robust findings of research to identify effective interventions and actions, the evidence should come from systematic reviews of all similar studies. This avoids undue emphasis on the findings of single studies, minimises bias, maximises the power of existing research and makes best use of the investment in that research. This should be no different for disasters and other humanitarian emergencies.

Evidence Aid is seeking to provide the evidence base for people involved in disaster risk reduction, planning, recovery and response. It is a co-ordinated, international initiative to provide effective and timely access to systematic reviews of relevance to disasters and other humanitarian emergencies. It was established after the Indian Ocean tsunami of 26 December 2004, by members of The Cochrane Collaboration, the world's largest organisation dedicated to the preparation, maintenance and dissemination of systematic reviews of healthcare interventions. It has grown since then to include partnerships with many different types of organisations (e.g. aid agencies, government departments, non government organisations, and academia) and individuals working in disasters and other humanitarian emergencies to cover the broad spectrum of people working in disaster reduction, planning, recovery and response.

Evidence Aid has a focal point in the Centre for Public Health at Queen's University Belfast in Northern Ireland, with the small staff team based in the Centre for Global Health at Trinity College Dublin, Ireland and The Cochrane Collaboration offices in Oxford, England. It works with partners and contributors around the world to provide people and organisations with the knowledge tools they need to make well informed decisions and choices in their efforts to improve health following disasters and other humanitarian emergencies.

The current focus is on the identification of the needs for reliable information by decision-makers in disasters and other humanitarian emergencies, and an ongoing online survey is gathering this information. This will ensure that the future of Evidence Aid is guided by the people who will use the output. The survey is available in Arabic, English, French, German and Spanish from www.evidenceaid.org. It is open to anyone working in disasters or other humanitarian emergencies and we encourage you to complete it to ensure Evidence Aid takes account of your views.

Evidence Aid currently has four online, free at the point of use Special Collections of systematic reviews covering earthquakes, flooding and poor water sanitation, burns and post traumatic stress disorder. These Special Collections contain summaries of more than 100 Cochrane Reviews, and the full version of each review is freely available to everyone through *The Cochrane Library*.

A new Evidence Aid website will be launched in 2013, to reflect the needs of potential users and to provide dynamic and timely access to relevant evidence. As well as the systematic reviews and their short summaries, contextual information will be added by experts in disasters to highlight how the evidence might be used. The website will undergo live testing, evaluation and development through this year; with mechanisms to allow users to provide feedback and enhance the material for others.

There are many ways in which people can help Evidence Aid and improve access to evidence for disasters. We need people to complete the online needs assessment survey, to identify gaps in the knowledge and prioritise uncertainties that need to be resolved by systematic reviews and other research, to help fill these gaps, to prepare the necessary systematic reviews and expert summaries in a variety of languages, and to promote the use of evidence by decision makers.

If you would like to find out more about Evidence Aid, or to get involved, you can contact us by e-mail: callen@evidenceaid.org, follow us on Twitter: @EvidenceAid, and Facebook: Evidence Aid, or online: www.evidenceaid.org.

Claire Allen
Knowledge Manager
Evidence Aid
callen@evidenceaid.org

Dagstuhl Seminar on: Civilian Crisis Response Models

A seminar on Civilian Crisis Response Models was organised at Schloss Dagstuhl (<http://www.dagstuhl.de>) from January 20th to 25th this year. I was one of several ISCRAM members attending. For those of you unfortunate enough never to have attended a Dagstuhl seminar, they are held in the Schloss, which while not completely isolated is far from the distractions of a large city. For a week the participants meet uninterrupted and discuss their chosen topic: ours was the research programmes needed to improve civilian crisis response modelling. It was a successful meeting with much debate. In due course a report of our deliberations will be published: for details of this, watch http://drops.dagstuhl.de/opus/institut_dagrep.php?fakultaet=07

Simon French
Newsletter Editor
simon.french@warwick.ac.uk

Education Column: The DITAC Project

<http://www.ditac.info/>

In earlier issues of the Newsletter we have remarked on the need to consider curricula, education and training for information systems for crisis response and management, in particular, and for emergency planning and response more generally. An EU 7th Framework funded project, *Disaster Training Curriculum* (DITAC), which began in January 2012, is doing just that. Their first newsletter was published in January this year and is available on their website. It describes the project as:

'The DITAC project aims at developing a holistic and highly structured curriculum for first responders and strategic crisis managers that are tasked in dealing with disasters on a national and international scale. The curriculum will tackle dynamic challenges facing disaster incident managers in order to enhance the efficiency, efficacy, coordination, coherence and appropriateness of their response efforts. These skills are crucial because of an alarming increase in the frequency, intensity and complexity of disasters while governments are simultaneously facing budgetary constraints on humanitarian aid due to overwhelming sovereign debt. This curriculum aims to establish a standard practice among European disaster and crisis managers in order to pool resources and expertise by cultivating a network of dedicated professionals

that think alike and can communicate beyond obscure bureaucratic structures. Educational integration of crisis managers from national, regional and international authorities, NGOs and existing training institutions from around the world leads to a more concerted effort in disaster response.'

Further details are available in their newsletter and on the DITAC website.

We will make contact with DITAC and bring a fuller discussion of their work to a future ISCRAM newsletter.

Memories of a Decade of ISCRAM

ISCRAM2013 is the 10th ISCRAM conference. All of us who have been to them over the years have many memories. Mine revolve around two main thoughts. First and foremost: discussion. ISCRAM events have from the outset stimulated discussion. There are not quiet events with studied presentation of completed research. That happens, but more often the imperatives driving those who respond to crises when confronted with the helpful thoughts generated in research labs stimulates vibrant discussion: and that discussion in turn stimulates more research and development. Second, we are committed to educating and mentoring the next generation of ISCRAM. Presentations from doctoral students form an important part of ISCRAM conferences.

Of course, there are other less academic memories. From the very first workshop in 2004, ISCRAM has taken enjoyed good company and good food – and the odd beer!



ISCRAM2004



ISCRAM 2005

And the lunches at ISCRAM2011 were, well, spectacular!



ISCRAM2011

Turning to more scientific memories, Leysia Palen writes: "ISCRAM provided a critical place for my research group to publish research and make it formally available to, well, the world. My first ISCRAM conference was in 2008 in which several of my students also attended. It was exciting, to say the least, to see all the wonderful work being done around the globe. And I was pleased and grateful that we had an interested, critical audience in turn. I love all my ISCRAM colleagues!"

Leysia is, of course, being modest. ISCRAM has gained far more from her support than she has from us. Over the years Leysia's students have presented some of the most innovative work on social media and crisis management. We have been delighted by the presentations of Sophia Liu, Amanda Hughes, Sarah Vieweg, Lise St Denis, Kate Starbird, Grace Muzny Sophia, Amanda and Sarah won the Mike Meleshkin prize for the best student paper in 2008.



Sophia Liu, Amanda Hughes, Sarah Vieweg receiving the Mike Meleshkin Prize for the best Student paper at ISCRAM2008

Over the ten years we have visited many cities and many wonderful buildings. Perhaps the architecture of SCK•CEN's building in Brussels was not quite the most auspicious of beginnings in that regard, though it is an impressive modern building; but the Palace of the Royal Flemish Academy of Belgium for Science and the Arts soon changed that.



Palace of the Royal Flemish Academy of Belgium for Science and the Arts

Even when the conference itself was held in a 'normal' building the receptions might take place in some magnificent building.



The reception at ISCRAM2009 in "Börsen" (The City Hall) at Gustav Adolfs Torg

ISCRAM has also run five very successful summer schools, the first in 2006:



The first ISCRAM Summer School

One of the joys of ISCRAM has been watching the alumni of ISCRAM summer schools grow in stature and remain friends though networks formed at the event. Our latest summer school had many alumni of earlier ones among the tutors.

But none of our memories can be happier than those of Dilek Ozceylan and Christoph Aubrecht...



News

Funding success at CIEM

The Centre for Integrated Emergency Management (CIEM), University of Agder, Norway, got 5 million NOK funding from the Research Council of Norway. The project "CIEMCoE" (CIEM toward Centre of Excellence) funds a strategy for CIEM to strengthen its chances to become Centre of Excellence in the next call (2016). CIEMCoE targets to:

- consolidate and improve CIEM's international and national cooperation with scientific partners, practitioners and communities;
- integrate and consolidate the CIEM team with newly recruited professors so as to have the best possible project manager and project team in place.

Seminar at the University of Adelaide

Over 130 people from industry, government and the community gathered for a public lecture on disaster preparedness and uncertainty management at the University of Adelaide on Wednesday 20 Feb. The lecture was organised by ECIC PhD candidate, Ms Antonella Cavallo, who is a recipient of a Natural Disaster Resilience Grant from the South Australian Fire and Emergency Services Commission (SAFECOM) and the Australian Government Attorney General's Department.

Presenters included Mr Jörgen Sparf, Risk and Crisis Research Centre at Mid Sweden University; Dr Tina Comes, Centre for Integrated Emergency Management at the University of Agder, Norway; Professor Paul Arbon (Chair), President of the World Association for Disaster

and Emergency Medicine and Director of the Torrens Resilience Institute; and Ms Cavallo.

You can view the seminar at:

<http://blogs.adelaide.edu.au/ecic/2013/03/06/video-experts-in-complex-project-management/>

After the seminar there was a well-attended networking event, where guests and presenters mingled and continued the discussion from the lecture.

Successful PhD Defences

Kailash Gupta, who was a participant in the 4th ISCRAM Summer School, has successfully defended his thesis: *Seeking Information After the 2010 Haiti Earthquake: A Case Study in Mass-fatality Management*. Congratulations from us all. His abstract read:

The 2010 earthquake in Haiti, which killed an estimated 316,000 people, offered many lessons in mass-fatality management (MFM). The dissertation defined MFM in seeking information and in recovery, preservation, identification and disposition of human remains. Specifically, it examined how mass fatalities were managed in Haiti, how affected individuals sought information about fatalities, and what needs motivated them. Data from 28 in-depth, partially structured interviews, conducted during two field visits ending 21 weeks after the earthquake, were included in a case study.

The data analysis revealed the MFM to be severely inadequate. One interviewee, a senior U.N. official, stated, "There was no fatality management." The analysis also indicated a need to learn whereabouts of the deceased motivated individuals to visit spots the deceased were last seen at. It sought to illumine information-seeking practices, as discussed in the works of J. David Johnson with his colleagues and others, by developing a new model of information flow in MFM. In addition, it reaffirmed Donald Case and Thomas Wilson's theoretical proposition – that need guides any seeking of information – in the case of Haiti. Finally, it produced recommendations regarding future directions in MFM for emergency managers and information scientists, including possible use of unidentified body parts in organ transplants.

Openings at NITIM

12 PhD, 2 Postdoctoral Openings in Networks, Information, Technology and Innovation Management

The positions are open for immediate recruitment but no later than October 2013 by partners of the NITIM Graduate School: CeTIM (Leiden, NL), La Salle (Barcelona, E), University BW Munich (D), University Münster (D), Leiden University (NL), H&D (Munich, D), and COT (Den Haag, NL).

Research of NITIM is positioned at the interface of management, specifically entrepreneurship, innovation and technology management, computer science and information systems. Research focuses on studies of dynamic organizational and societal phenomena, such as innovation and change, from a network perspective. NITIM research is scientifically rigorous and practically relevant. Engaged scholarship as preferred methodological orientation builds on the cooperation of industrial and academic partners.

These positions are supported by Europe's Marie Curie Program and will form a portfolio of related research projects from multiple disciplinary backgrounds on the phenomenon of "Crisis Management Networks". Crisis Management Networks are formed to respond to crisis situation. They emerge and are reconfigured rapidly after a disaster, like Hurricane Katrina, a Tsunami, or a terror attack. With the rapidly growing number and increasing cost of worldwide disasters this phenomenon is practically relevant and calls for novel technological and managerial solutions. At the same time it is theoretically interesting and a benign object of study because of the scale, the impact and the dynamics of crises.

Individual projects will focus on:

- The governance of dynamic network (Leiden University, COT)
- The dynamics and organization of humanitarian logistics (University Münster)
- Entrepreneurial actors in Crisis Networks (CeTIM, University BW Munich)
- Information Systems for collaboration and coordination in networks (La Salle, University Bw Munich, H&D)

Further details are available from either Professor Katzy, Chairman of NITIM, Prof.Katzy@CeTIM.org, or Professor Miralles, fmiralles@salleurl.edu, Education Dean of NITIM.

Upcoming Conferences and Seminars, Journal Calls for Special Issues

The 9th Annual International Conference of the International Institute for Infrastructure Renewal and Reconstruction Risk-informed Disaster Management: Planning for Response, Recovery and Resilience

Queensland University of Technology
Brisbane, Australia

<http://i3r2conference2013.com/>

Coping with disasters are a challenge for government, business and communities with a full range of consequences often difficult to anticipate. Further, because of the cascading nature of the impacts, institutions are unlikely to face single incidents but rather series of systemic failures and related damage within and across functional areas: often appearing concurrently. To achieve efficient and effective outcomes there is a need to develop improved synergies in the protection of critical infrastructure and assets, crisis management and business continuity capacities, and importantly, ensuring the safety of communities. This conference will examine themes relevant to enhancing planning for risk-informed response and recovery as well as developing dialogue on resilience in infrastructure systems and communities affected by disasters.

Conference Themes

- Risk-informed Planning in Disaster Management
- Creating & Sustaining Community Resilience
- Approaches to Designing & Managing Resilient Infrastructure
- Options for Rapid Impact Assessment
- Modelling and Analysis of Disaster Mitigation Systems
- The Role and Effectiveness of Government in Disaster Planning
- Civil/Military Cooperation in Large-scale Disaster Response
- Futures Thinking: Anticipating needs for disaster preparedness

For addition to our mailing list please contact either the Conference Chair, Dr Paul Barnes (p.barnes@qut.edu.au) or the Conference Co-Chair, Prof. Ashantha Goonetilleke, (a.goonetilleke@qut.edu.au)

Diary of Upcoming Events and Calls

When	Event/Call	Contact
21-23 Apr 2013	Joint Urban Remote Sensing Event (JURSE 2013)	http://www.inpe.br/jurse2013/
12-15 May 2013	The 10 th International Conference on Information Systems for Crisis Response Management (ISCRAM 2013) <i>Early Registration ends on April 7th, 2013</i>	http://www.iscram2013.org/
13/14 May 2013	2 nd International Workshop on SOCIAL WEB FOR DISASTER MANAGEMENT (SWDM)	http://sites.google.com/site/swdmwww13/
17-20 June 2013	Third Collaborative Technology for Coordinating Crisis Management (CT2CM) Track of WETICE-2013	http://www.doesnotunderstand.org/public/CT2CM2013
15-17 Aug 2013	AMCIS 2013 Minitrack Call for Papers: ICT-enabled Crisis, Disaster, and Catastrophe Management	http://amcis2013.aisnet.org/ http://eventseer.net/e/20383/
24-28 Aug 2014	5th International Disaster and Risk Conference IDRC Davos 2014	http://www.idrc.info/