



VANCOUVER CANADA
April 22 - 25, 2012

ISCRAM2012
Integrative and Analytical Approaches to Crisis Response and
Emergency Management Information Systems
9th International Conference on
Information Systems for Crisis Response and Management
Morris J Wosk Centre for Dialogue
Simon Fraser University

www.iscram.org/iscram2012

TRACK: Human Experiences in the Design of
Crisis Response and Management Services and Systems

Introduction of the track

Designing services and systems to support crisis response and management in a way that they are efficient and effective in use is not a trivial matter. Considering humans and especially their expertise in the context of emergency and crisis situations represents one of the key factors of performing successful design processes. Disciplines like Human Factors (HF) and User Centered Design (UCD) target this challenge.

Within the ISCRAM community this track aims to foster the scientific discussion regarding human centered approaches for the engineering of information services and systems as well as the management and response to crisis situations. The track strongly commits to the experiences of all the actors involved in crisis management and response. Human experiences have a significant impact on research and development processes of such information services and systems. This leads to the challenge of creating solutions within the domain of public safety and security that must provide benefits for daily work as well as in extreme and critical situations. Solutions for this specific domain must highlight needs, expectations and limitations of end users at each stage of the design process.

The track will focus on capturing and using human experiences and requirements in crisis services and systems design. Contributions will investigate in: methods and the tools that are used to acquire and communicate human experiences (in fact all the people involved in a crisis or in an emergency); strategies and approaches how these experiences and requirements can improve the crisis management practices and services/systems; as well as on the design of innovative, novel efficient and usable services and tools.

Track topics

- Methods and tools for capturing, tracing and using human experiences in crisis services management and design
- User Centered Design approaches, methods and tools
- Best practices and results of requirements analysis activities
- Approaches in certain engineering phases to enforce the design process
- Case studies on the perspective of human users to IT services and systems
- Impact for research activities in engineering and design



- Solutions for the discrepancy/gap between human's daily work and crisis response and management services and systems
- Criteria and measures for crisis response and management services and systems from the human perspective including usability and accessibility
- Multi-disciplinary design methods from systems engineering, software development, service engineering, psychology, etc.
- Success and failure stories and lessons learned from design projects by industry, practitioners and researchers

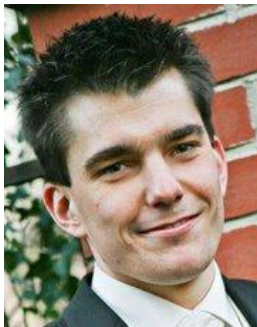
Special Sessions Call

The track addresses a combination of research areas. Human Factors (HF) - which studies human capabilities and the application of this knowledge in engineering and evaluation processes - and User Centered Design (UCD) - which provides a systematic methodology to develop systems in a way that they bridge the conceptual gap between the user's expectations or experiences and the tools functionality - are two important examples for such interdisciplinary fields.

The research domain aims at methods, techniques, procedures and lessons learned especially adopted for the field of crisis information systems. The human centered design process is focused on different application fields, from different perspectives and with different ambitions. The track involves special sessions representing these aspects:

- Human Experiences in the Design of Crisis Response and Management Services and Systems (generic session)
- Human Experiences concerning Human Computer Interaction (HCI)
- Human Experiences concerning R&D Tools and Methodologies

Track Chairs



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Type of submissions

ISCRAM2012 is soliciting three types of submission:

1. Full research papers, which will be double blind peer reviewed. It is intended that these will report completed work which can be assessed to the highest academic standards. Such papers should be no more than 10 pages with figures & tables (~5000 words)
2. Work in progress and discussion paper which will be subjected to a light peer review to ensure clarity. Such papers should be no more than 5 pages with figures & tables (~2500 words)
3. Practitioner reports and discussions which raise issues, examples and case studies of importance in responding to and managing crises. Such paper will be subject to a light peer review to ensure clarity and should be no more than 5 pages with figures & tables (~2500 words)

Note that the designation of the paper and its reviewing will be indicated in the conference proceedings. Also we are not trying to create some concept of first and second quality papers. Rather we are aware that some report finished work which can be assessed in the sense of full peer review and contribution to research, while others offer ideas and thoughts which will stimulate discussion at ISCRAM conferences. The latter are vital if we are to make the conference valuable for shaping our subject. Full papers, work-in-progress papers and poster abstracts will be published in the proceedings.

**Note that the ISCRAM paper template is available at www.iscram.org/iscram2012 under the “submissions” tab.
All submissions must conform to ISCRAM formatting guidelines.**

Submission process and deadlines

Authors must submit papers and posters electronically at <https://www.conftool.com/iscram2012/>. All papers must use the ISCRAM MS Word template for papers. Deadlines for each submission format are listed below:



**Submission Deadline Schedule for Papers, Posters, and
Doctoral Colloquium:**

Full paper submissions -- November 15th, 2011

Work-in-progress paper, practitioner papers, posters -- January 15th, 2012

Doctoral student colloquium papers -- February 15th, 2012

Submission site: <https://www.conftool.com/iscram2012/>

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. Full information on ISCRAM can be found at www.iscram.org.