

USE OF ICT IN CRISIS COMMUNICATIONS

Short Description of the Proposed Track

Information and Communications Technology (ICT) have become an essential aspect for crisis communications. Therefore, academia, enterprises and communities develop concepts to better understand and to improve crises communications.

ICT, especially social media, has already delivered significant benefits in times of need: saving lives in emergency situations; enabling relief and recovery efforts in recent disasters including Haiti, Christchurch (NZ), Japan, Nepal and China; serving as a banking network in third world countries by making financial transactions possible where alternative financial networks were not affordable; helping warn authorities of flooding and fires, and often of criminal activities and accidents. ICT is also crucial for decision-makers during crisis situations. This includes emergency service agencies as well as managers who need to develop strategies to avoid reputation damage for their companies. Crisis communication is complex because different stakeholders might be affected (e.g. individuals, enterprises, governmental organisations, NGOs) and rumours and misleading information might spread through the networks. Until now, comprehensive theories, models or methods are not in place to reduce the complexity for crisis management.

The track welcomes both full research papers and research in progress papers. It focuses on crisis communication prior to, during and after major extreme events. This includes all types of crises such as natural disasters, business crises or other forms of extreme events (e.g. riots, terrorist attacks). We are also looking for research that is highlighting the value of self-organising communities and groups contributing to community resilience through their use of ICT. This track includes both academic and practitioner chairs and AEs.

Topics of Interest

Possible topics include, but are not limited to:

- Exploring theories to understand the role of ICT in crisis communications
- Appropriation and use of ICT and social media by emergency management agencies, NGOs and community organisations
- Virtual collaborative processes
- Data analytics to identify and to respond to crisis situations
- Sociomateriality and ontological issues of collaboration and community resilience in social media

- Mobile communications and its impact on crisis communication
- Social media and information overload in extreme situations
- Social media and organisational crises management
- Online communities and virtual teams
- Spatial data and geographic information systems (GIS)
- Application of social network analysis and visualisation, to explore social media in times of crises
- Dynamics and evolution of crisis communications
- Agency and community applications and theory development (e.g. case studies) of social media analytics and data intelligence
- Semantics, manipulation, storage, and visualisation of social media data; methods, approaches and tools for topic detection, opinion mining and sentiment analysis in social media
- Mobile data technologies for public service agencies
- Ongoing developments to increase social media use as an information and communications channel in crisis situations
- Information sharing for communities and government agencies
- Interoperability of communications and information systems

Publishing Opportunities in Leading Journals

Authors of successful papers in the track 2017 and 2018 get the opportunity to submit their extended papers to a special section on Crisis Communication and ICT for the Australasian Journal of Information Systems.

Track Co-Chairs

1	Name - Surname (primary contact)	Stieglitz, Stefan
	Title	Professor
	E-mail	stefan.stieglitz@uni-due.de
	Affiliation	University of Duisburg-Essen
	URL	https://www.uni-due.de/proco/
	Short Biography	Stefan is a Professor at the department for Computer Science and Applied Cognitive Science at the University of Duisburg-Essen and chair of the research group “Professional Communication in Electronic Media / Social Media”. Previously, he held a position as an assistant professor at University of Münster. His research is about IS adoption and data analytics in different domains such as crisis communication. He focuses on collaborative technologies and social media. Stefan is also director of the Competence Center Connected Organization and a principal investigator in the Graduate School “User Centred Social Media” at University of Duisburg-Essen. His research was published in JMIS, CAIS, BISE, and MISQe.
2	Name - Surname	Bunker, Deborah
	Title	Professor
	E-mail	deborah.bunker@sydney.edu.au

	Affiliation	University of Sydney Business School
	URL	http://sydney.edu.au/business/staff/deborahb
	Short Biography	Deborah Bunker is a Professor at the University of Sydney Business School and a globally recognized research leader in technology diffusion and adoption, as well as systems interoperability. She leads the Interoperability in Extreme Events Research Group (IEERG) at the University of Sydney, which focuses on practical, problem-solving approaches to interoperability issues through the application of socio-technical innovations. Prior to her academic career Professor Bunker was an experienced senior consultant, product manager, project manager and HR manager within the IT, Banking & Finance and Insurance sectors. Her research has appeared in MISQ, JIT, CAIS and ISF.
3	Name - Surname	Sleigh, Tony
	Title	Adjunct Associate Professor
	E-mail	anthony.sleigh@sydney.edu.au
	Affiliation	University of Sydney Business School
	URL	http://sydney.edu.au/business/staff/tony.sleigh
	Short Biography	Tony Sleigh is an Adjunct Associate Professor in the Discipline of Business Information Systems. He is a founding member of the Interoperability in Extreme Events Research Group (IEERG). He established and built the Emergency Information Co-ordination Unit (EICU) facility in NSW government, where he was: Director, EICU; Principal Architect, Emergency Services Spatial Information Library (ESSIL); Project Director, Spatial Information and Mapping System (SIMS); and Director, Relationship Management to NSW Police; NSW and Federal Government Agencies, Local Governments and Emergency Services Organisations. Tony was also the primary sponsor for an ARC Linkage Grant with Prof. R Goodwin and Dr R Lowe, UNSW. Moreover, he was a member of the NSW Natural Resources Working Group (2002-11), the SEMC Climate Change Working Group, the National Research for a Secure Australia (NRSA) Group (2005-2010) and National Spatial and Information Management (NSIM) Working Group (2006-2011).

Track Associate Editors

1	Name-Surname	Elbanna, Amany
	Title	Senior Lecturer
	E-mail	Amany.Elbanna@rhul.ac.uk
	Affiliation	University of London
2	Name-Surname	Ehnis, Christian
	Title	Dr
	E-mail	christian.ehnis@sydney.edu.au
	Affiliation	The University of Sydney
3	Name-Surname	Hawryszkiewicz, Igor
	Title	Professor
	E-mail	Igor.Hawryszkiewicz@uts.edu.au
	Affiliation	University of Technology Sydney
4	Name-Surname	Dugdale, Julie
	Title	Associate Professor
	E-mail	julie.dugdale@imag.fr
	Affiliation	University of Grenoble
5	Name-Surname	Meske, Christian
	Title	Dr
	E-mail	christian.meske@uni-due.de
	Affiliation	University of Duisburg-Essen
6	Name-Surname	Clarke, Rodney
	Title	Associate Professor
	E-mail	rclarke@uow.edu.au
	Affiliation	University of Wollongong
7	Name-Surname	Porto de Albuquerque, Joao
	Title	Associate Professor
	E-mail	J.Porto@warwick.ac.uk
	Affiliation	University of Warwick
8	Name-Surname	Smith, Stephen
	Title	Dr
	E-mail	stephen.smith@mq.edu.au
	Affiliation	Macquarie University
9	Name-Surname	Schar, Peter
	Title	Mr
	E-mail	pdschar@gmail.com
	Affiliation	Retired (ex-Police SA)

ECIS 2018 TRACK 17

"BEYOND DIGITIZATION - FACETS OF SOCIO-TECHNICAL CHANGE", 23RD -28TH, JUNE, 2018, IN UNIVERSITY OF PORTSMOUTH, UK, FOR THE 26TH EUROPEAN CONFERENCE ON INFORMATION SYSTEMS

10	Name-Surname	Reuter, Christian		
	Title	Dr		
	E-mail	Christian.Reuter@uni-siegen.de		
	Affiliation	University of Siegen		
11	Name-Surname	Parsons, David		
	Title	Mr		
	E-mail	david.parsons@trade.nsw.gov.au		
	Affiliation	Senior Mine Safety Officer, Emergency Management NSW Department of Industry		
12	Name-Surname	Babar, Abdul		
	Title	Dr		
	E-mail	Abdul.babar@sydney.edu.au		
	Affiliation	University of Sydney Business School		
13	Name-Surname	Mirbabaie, Milad		
	Title	Mr		
	E-mail	Milad.mirbabaie@uni-due.de		
	Affiliation	University of Duisburg-Essen		
14	Name-Surname			
	Title			
	E-mail			
	Affiliation			
15	Name-Surname			
	Title			
	E-mail			
	Affiliation			