

2nd Workshop of FP7 project ACRIMAS

(Aftermath Crisis Management System-of-systems Demonstration, Phase I)

Current Gaps & Needs in Crisis Management in Europe

Identification of improvement needs – aft. sessions



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Identification of improvement needs – afternoon sessions



Objective

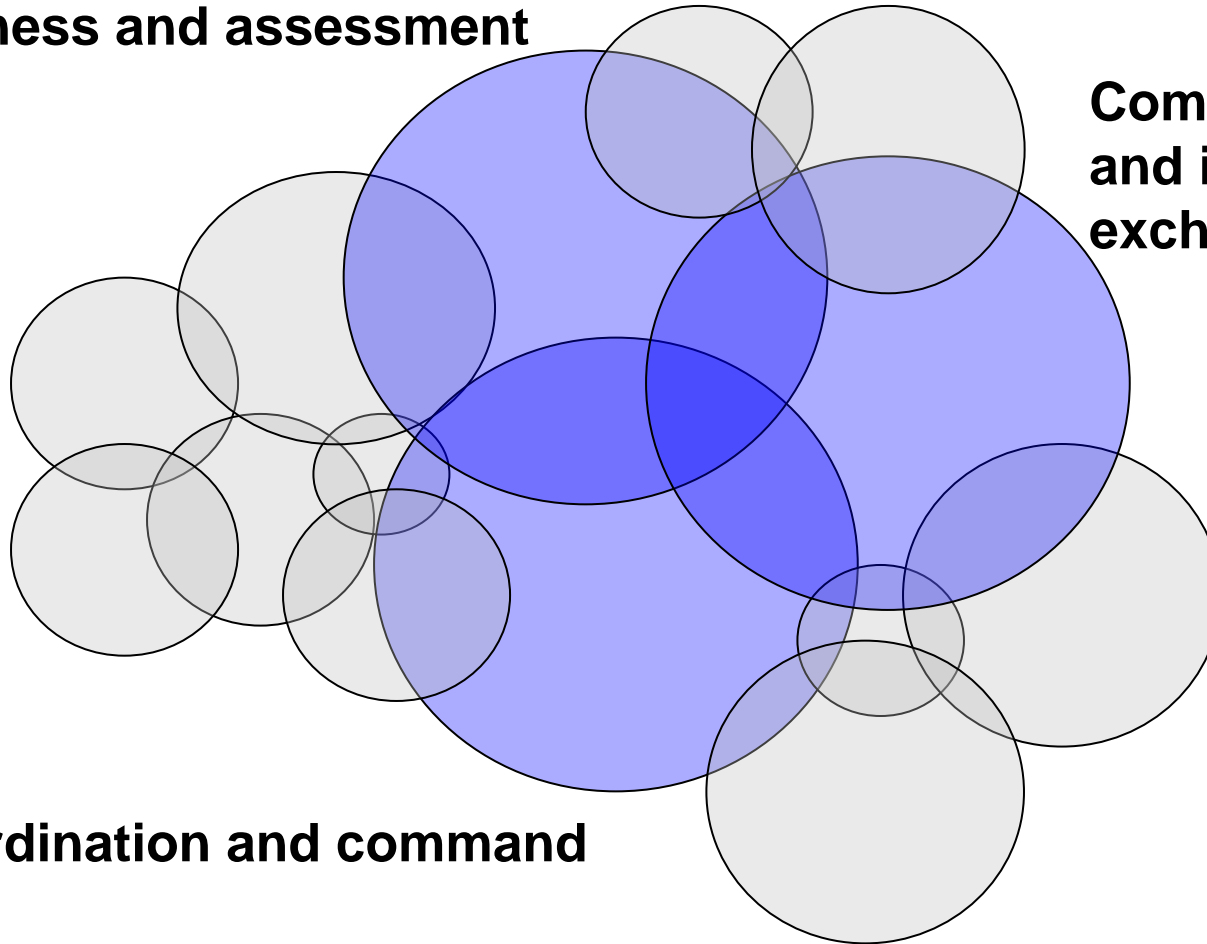
- Building on participants knowledge and experience
- To **identify, describe and prioritize** *needs for improvement in European crisis management*
- That could be addressed by future research and development

Thematic areas for the afternoon



Awareness and assessment

**Communications
and information
exchange**



Coordination and command

Agenda for the sessions



- Focus question:

”What are the prioritized improvement needs of disaster management within the thematic area?”

- **Each participant** will be asked to briefly give their personal opinions on the focus question
- During a brief break, answers will be structured and then presented together with needs previously identified in ACRIMAS
- The needs will then be collectively discussed, elaborated, prioritized and debated

What happens then?



- A summary of the findings in each group will be presented in the plenary, allowing for discussions
- After this workshop, ACRIMAS will continue to elaborate and validate the outcome of this workshop, using interviews and stakeholder interaction
- Every WS participant will be provided with a draft report for commenting
- We welcome further participation in this process – how can you contribute?



Questions?

Sessions begin at 12.50!

Initially identified needs for improvement

- Awareness and assessment -



Visualisation and sense-making of information

- Both disasters themselves and the relief operations are very complex phenomena. Information, coming from reports, sensors, humans etc needs to be perceptualized and transformed into

Better information management

- The vast amount of information generated in a major disaster needs tagging, sorting and interfacing in order for people (during and after the disaster) to find the right information

Use information from social networks to get information on the situation

- People in disasters will use social media to report on the situation they are in. This information should be harvested by responders.

Better tools to predict demand at the outset of disasters

- To ensure rapid relief, there is a need to assess demand already before the needs assessment loop has provided accurate estimates. This can be done based on historical data and experience, suitably analysed and presented.

Continuously updated information on needs and aid already provided

- A major improvement requirement is to maintain an updated picture on the aid provided and remaining needs, especially across agency borders.

Initially identified needs for improvement

- Coordination and command -



Mechanisms that promote trust and understanding between agencies

- Trusting partner organisations and understanding their way of working is paramount to cooperation. Improvement of mechanisms for this, would vastly improve coherence in joint response.

Stable and well-known roles of the various organisations

- Good coordination depends on agencies' making their intents clear and to keep working towards the goals they have made public.

The capabilities and assets of organisations should be mapped and published

- To identify remaining needs and capabilities that need to be provided to a relief effort, the capabilities of agencies involved need to be known. This should be done before the disaster, supporting also planning.

A need for agreed terminology

- Effective communication between agencies is facilitated by agreed definitions of key concepts

Tools for resource management in major disasters

- Major disasters, for example big forest fires, call for the use of equipment and other resources from many actors. There is currently a lack of ability to efficiently keep track of and optimize the use of such resource pools

Effective procedures & supporting technology for info exchange between agencies

- Exchanging information is crucial to all cooperation. There is currently both a lack of suitable procedures and sometime supporting technology for this.

Initially identified needs for improvement

- Communications & information exchange -



Better means to exchange situational information across borders

- Disasters crossing borders require agencies in different nations to be able to exchange situational information. Neither procedures nor technology support this well today.

Better use of social networks for interaction with the media

- Social networks have emerged as a key carrier of public sentiment. Disaster management needs to adapt to this and use social media to communicate with the public.

Responder communications in remote areas

- While responder-to-responder communication within Europe has received significant attention, there remain problems in very remote areas where infrastructure is poor.

Media interaction should be improved to mitigate the funding differences caused by different levels of media attention

- Agencies today perceive a difficulty explaining the seriousness of some disasters, while others receive endless attention. This is reflected in the response resources available, causing imbalance.

Better methods to assess the impact of preparatory work, and better tools to communicate this to the media and the public

- Preparatory work is often dismissed as “administration”, causing inefficiency due to insufficiently planned operations. Methods to assess the impact of preparatory work would both benefit donors in their effort to evaluate agency performance & help in the communication to the media & the public.