

Disaster Management and Emergency Services Workshop

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Paper title: Collaboration Environments for Emergency Response

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How can new technologies and approaches improve outcomes, reduce costs and/or improve response times for an emergency?

New collaboration environments will take advantage of existing and emerging hardware (I-phone, I-pad, net books, etc.) and communications networks (LTE, WiMax, cell phones, twitter, Facebook, e-mail, etc.) combined with specific innovation in software technologies for emergency response collaboration, such as Twikis, considerate interfaces, and the collaboration technologies being developed at CM-SV. By leveraging existing infrastructure and tools and focusing on a specific "collaboration layer", costs will be kept down, deployment will be easier, and improved collaboration tools will be developed, providing better outcomes.

If you were offered 10-15 minutes to give a short talk, what would it be?

I would talk about the work at CM-SV on mobile collaboration tools and on considerate user interfaces. This work provides the scientific underpinnings for creating the next generation of collaboration environments for emergency response.

What are the most pressing business, process, organization and technical issues?

Funding the development and integration of the technical components and providing a viable organizational structure to test and deploy these.

What is the role of university research in this area?

University research will provide key insights and prototypes for UIs (hyperwalls, natural language, GIS, etc.) along with collaboration workflows grounded in task analysis and cognitive psychology to provide an understanding of how to support the most effective collaborations.

Do you want to propose and help run a new breakout group?

Not necessary - I am already facilitating a breakout group with this focus.

What is the most important action the DMI can take?

Facilitate the creation and management of a forum and working group representing regional emergency response groups and interested university and industry research groups. This group should work to create a larger program supporting the development of all the elements required for improved disaster response, both practical and research driven.