TRACK 13: Information Systems in Humanitarian Operations

21st International Conference on
INFORMATION SYSTEMS FOR CRISIS RESPONSE AND MANAGEMENT

"Theme: Embracing the Crisis Management Lifecycle"

Conference May 25th-29th, 2024

Münster - Germany

University of Münster and State Fire Service Institute North Rhine-Westphalia

https://iscram2024.ercis.org/

THE TRACK OVERVIEW

More than 250m people have needed humanitarian assistance in 2022. To deliver humanitarian assistance to those in need effectively and efficiently, humanitarian face several challenges. To support humanitarian operations, problems on the ground must be studied through a multidisciplinary approach given the complexities and uncertainties involved.

We are pleased to propose a specialized track titled "**Information systems in humanitarian operations**" for the upcoming ISCRAM conference in 2024. This track aims to explore the pivotal role of both information systems and their interrelated digital technologies in enhancing the efficiency, effectiveness, and coordination of aid delivery in humanitarian aid operations. It covers a diverse range of papers focusing on topics such as the integration of digital technologies in humanitarian logistics, or adoption of artificial intelligence (AI) in disaster relief supply chains. This proposed track is not limited to the specified topics, but also covers a wide range of information technology and communication (ICT) related papers adding value for the improved performance of humanitarian aid operations. The proposed track is designed to offer a holistic viewpoint along different phases of crisis (from preparedness to response, recovery, and development) that synchronizes with this year's conference theme of embracing the crisis management lifecycle. It also covers both front-end and

back-end technologies used or could be implemented in all type of crisis from climate-related shocks, natural hazards (e.g., flooding in Libya, earthquake in Morocco), to the conflict and refugee crisis (e.g., war in Sudan, Ukraine-Russian war). By doing so we endeavor to contribute to the academic discourse, offer actionable insights to practitioners, and ultimately assist in better decision-making to improve performance metrics such as time, cost, quality, and speed in crisis situations. To capture the multi-faceted dimensions of information in humanitarian aid operations, this track encourages submission employing a diverse array of research methods from conceptual/theoretical building, to qualitative (e.g., case study, interview), and quantitative (e.g., modelling, simulation, system dynamics, survey, or big data analytics). We do also encourage empirical research with actionable decision-making intake.

TRACK TOPICS

Possible topics of interest for this track include, but are not limited to the following:

- *Topic 1: Information system and technology use in humanitarian operations*
- *Topic 2: Digital technologies (blockchain, AI, IoT, …) in humanitarian operations*
- *Topic 3: Interaction between human-computer in decision making in humanitarian operations*
- *Topics 4: The risks, barriers, challenges, and opportunities of using technologies and integrated IS in humanitarian operations*
- *Topic 5: Information systems for in-kind or cash-based assistance*

TRACK CHAIR AND CO-CHAIR

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