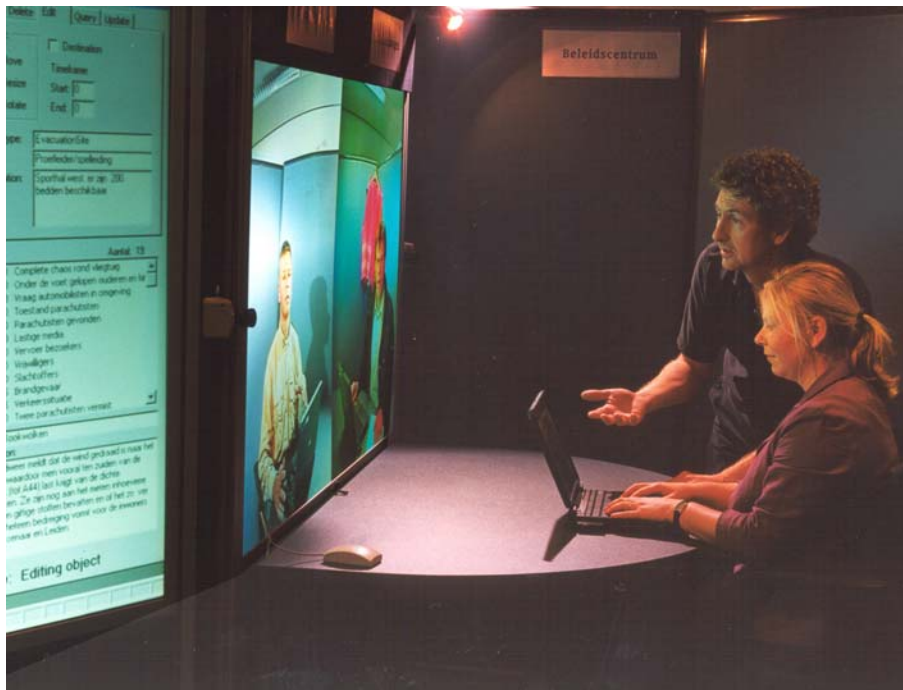


CrisisKit:

A tool for crisis management co-operation research

Crisis management is often extremely complex. The teams have to operate in hectic circumstances and often decisions have to be made based on incomplete information. The team members often hardly know each other and frequently have to work co-located. Fighting the disaster, a crisis team has to perform many tasks, partly parallel, partly successive. Recently we have completed the task analysis of all these tasks and used this information in a framework. Using this framework we can now specify for each arbitrary team what its specific, local organisation looks like. By modelling the functioning of a crisis team it becomes clear which tasks and processes can possibly be supported. It also shows which alternative organisation structures are possible.

We have developed a simulation: CrisisKit. Using this computer simulation we are able to offer a crisis team a disaster scenario on which the team will react with certain crisis management behaviour. Characteristic of CrisisKit is its flexibility: depending on the research question support tools can be added, for example decision making tools. New teams or a new scenario are also relatively easy to add. This allows us to try new organisation structures. CrisisKit is a tool for evaluating crisis management organisations and it helps the process of thinking about improvements. In the near future CrisisKit will be further extended for use as a training tool.



Information

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