Implementing Disaster Management Information Systems

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What are the Challenges in Implementing Disaster Management Information Systems?

Challenges

- Uncertain and changing conditions.
- Communication / Culture Gap:
  - NPOs/Government ←→ IT Providers
- Limited time and resources
- Technology is Easy
  - ➢ Getting people to use it is hard!

Strategies

Think about:
- Value
- People
- Locations
- Activities
- Inputs
- Outputs
- **Existing Systems and Processes**

Get people to think back to the morning – perhaps think of their work, and design a Information System
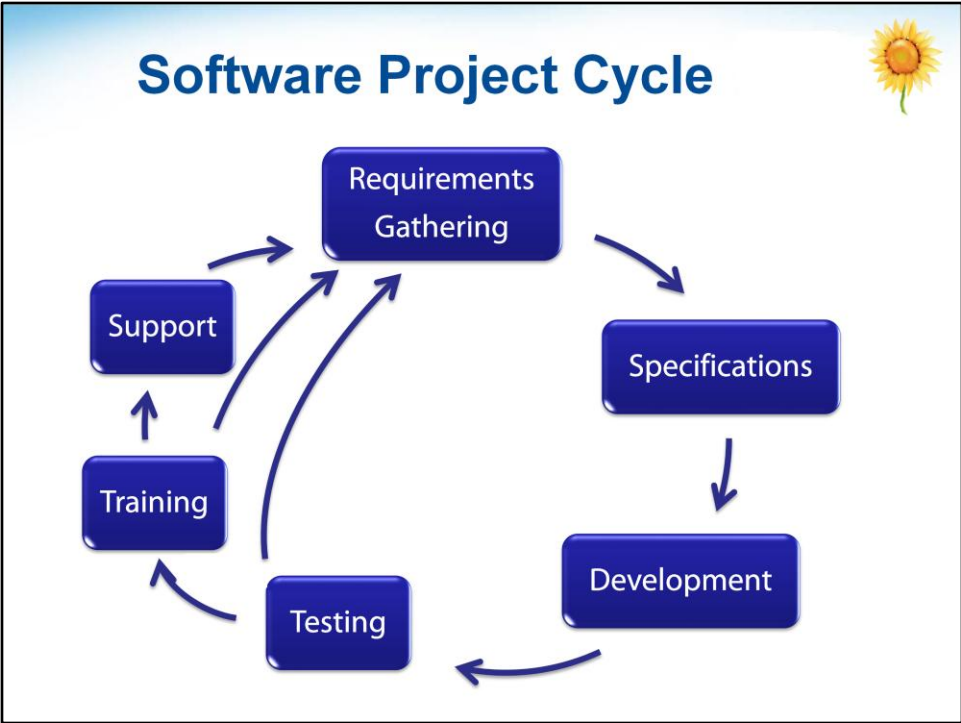
Getting People Onboard

- Have a Project **Champion**
- Engage people across the spectrum
- Get commitment
- Respect different priorities
- Consider:
  - How will the system change how people work?
  - How will the system create value for them?

Additional Material…

Software Project Cycle

Requirements Gathering → Specifications → Development → Testing → Training → Support → Requirements Gathering

Think about Participatory Programming
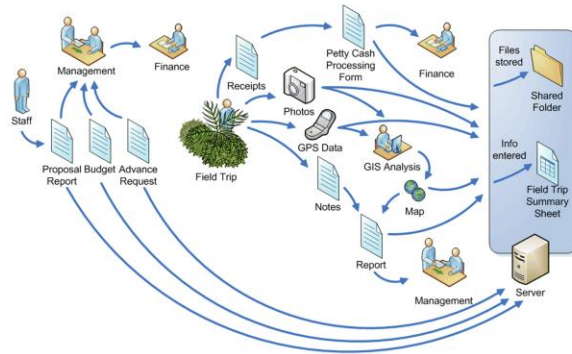
Requirement Gathering

- From whom?
  - Talk to the end users
- Listen
- Be curious!
- 'Real needs' vs. 'perceived needs'
- What are the problems?
  - Then look for the solutions

SKIP

Specifications

- Translates the **Disaster Manager's** requirements to **Systems Developer's** design.
- Who are the users?
- User Stories
- Flow Charts

User Testing

- Test Early, Test Often
  - 3-4 Users
- Test with Anyone
- Don't be defensive!
- Testing Triage
  - Long Hanging Fruit
- Testing = Participation
  - But also has a cost

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Training

- Software or Processes?
- Ceremonial
- Interactive
  - Simulations
  - Participation
- Collect feedback on software

Support

- Needs to be ongoing
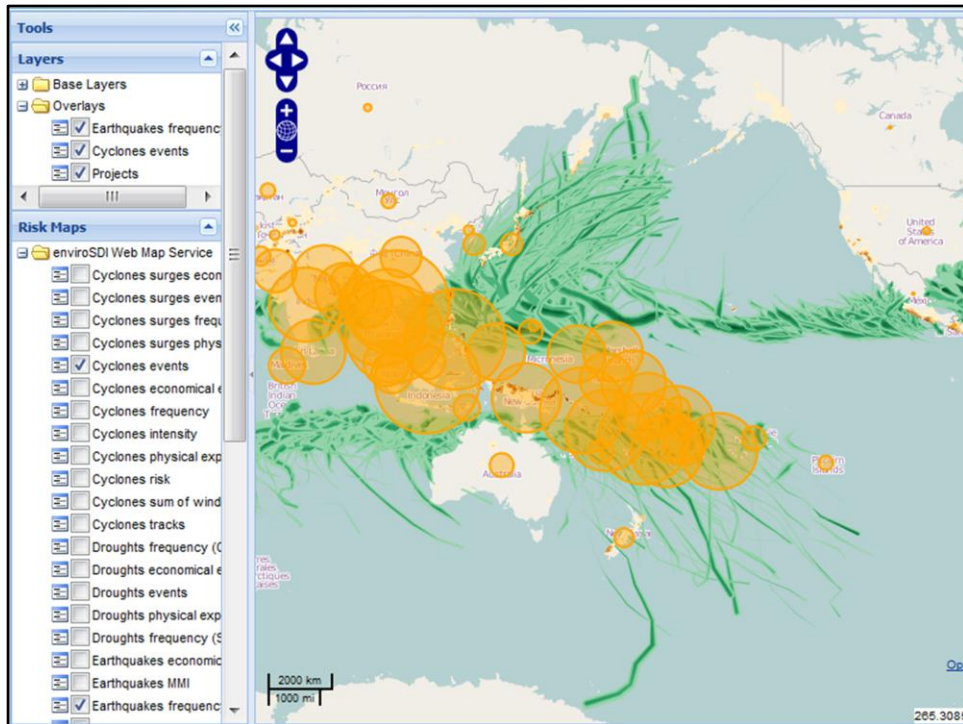- Approachable for Users
- Responsive
- Clear
- Objective

Discuss the challenges of getting geographical data to support DMIS, where you might be able to get that from and what you can do with that.

Here Web Map Services being used to share information

However, because we didn't have data on administrative boundaries within countries, all of the project data is only by country