



# **Implementing IT Solutions for Disaster Management**

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***What are the Challenges  
in Implementing IT  
Solutions for Disaster  
Management?***



## Challenges

- Uncertain and changing conditions.
- Communication Gap:
  - NPOs/Government  $\leftrightarrow$  IT Providers
- Limited time and resources
- Technology is Easy
  - Getting people to use it is hard!

# Implementing Information Management Systems



Think about:

- Value
- People
- Locations
- Activities
- Inputs
- Outputs
- Existing Systems and Processes

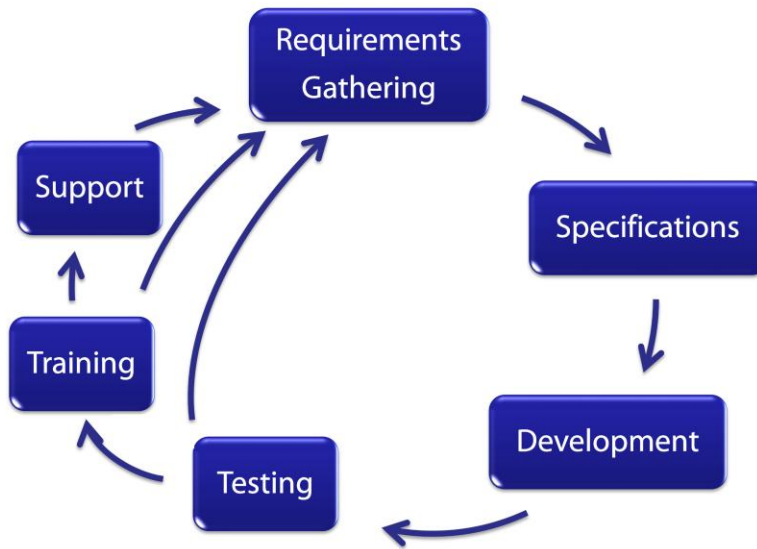
Get people to think back to the morning – perhaps think of their work, and design a Information System

## Engaging “Users”



- Find a Champion
- Engage across the spectrum
- Get commitment
- Respect different priorities
- Consider:
  - How will the software change the way they work?
  - How will the software create value for them?

# Software Development Cycle





## Requirement Gathering

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

# Specifications



- Document History
- Background Scenarios
- User Stories
- Non-Goals
- Definitions
- Users
- Data Model
- Flow Charts
- Menus
- Screens - Wireframes
- Technologies
- References

<http://www.joelonsoftware.com/articles/fog0000000036.html>

<http://www.joelonsoftware.com/articles/fog0000000035.html>

This will be done as an exercise in the afternoon – get people to write specifications for the information systems which they designed.



# 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

[www.sensible.com/secondedition](http://www.sensible.com/secondedition)



# Training

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





## Support

- Needs to be ongoing
- Be approachable
- Responsive
- Clear
- Objective

