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H2020 Thematic Oriented Training "Secure Societies Calls"

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COSMIC

Project ID: 312737
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The COntribution of Social Media In Crisis management

From 2013-04-01 **to** 2015-03-31, closed project | COSMIC Website

Project details

Total cost:	Topic(s):
EUR 1 228 896	SEC-2012.6.1-3 - Use of new communication/social media in crisis situations - Capability Project or Coordination and Support Action
EU contribution:	
EUR 997 040,20	**Call for proposal:**
Coordinated in:	FP7-SEC-2012-1 See other projects for this call
Greece	**Funding scheme:**
	CSA-SA - Support actions

Objective

The COntribution of Social Media In Crisis management (COSMIC) project will identify the most effective ways to utilise new information and communication technologies (ICTs) in crisis situations for the protection of ordinary citizens. It will ensure better linkages between prevention, detection, reporting and rescue in crisis situations as well as assist officials and first responders (i.e. police, law enforcement agencies, search and rescue and medical personnel) in using ...

Related information

| **Result In Brief**	Improving crisis situations via new media
Report Summaries	Periodic Report Summary 1 - COSMIC (The COntribution of Social Media In Crisis management)
	Periodic Report Summary 2 - COSMIC (The COntribution of Social Media In Crisis management)
Open Access (23) via OpenAIRE	D2.1. Baseline analysis of communication technologies and their applications
	Watson, Hayley; Finn, Rachel; Wadhwa, Kush; Yannapoulos, Angelos2015
	doi:10.5281/zenodo.16219
	D1.4.2. Models of crisis concepts and dynamics
	Kotsiopoulos, Ioannis; Groenendaal, Jelle; Hagen, Kim; Watson, Hayley; Kalemaki, Eirini2015
	doi:10.5281/zenodo.16218
	D.3.11. First report on the use of emerging technologies in crisis situations
	Yannapoulos, Angelos; Vries, David De2015
	doi:10.5281/zenodo.16228
	D1.3. Report on the role of main stakeholders in crisis situations
	Blaha, Manfred; Bonnamour, Marie-Christine; Miskuf, Robert; Vries, David De; Groenendaal, Jelle; Helsloot, Ira2015

Investigating the role of social media in crises and catastrophic events
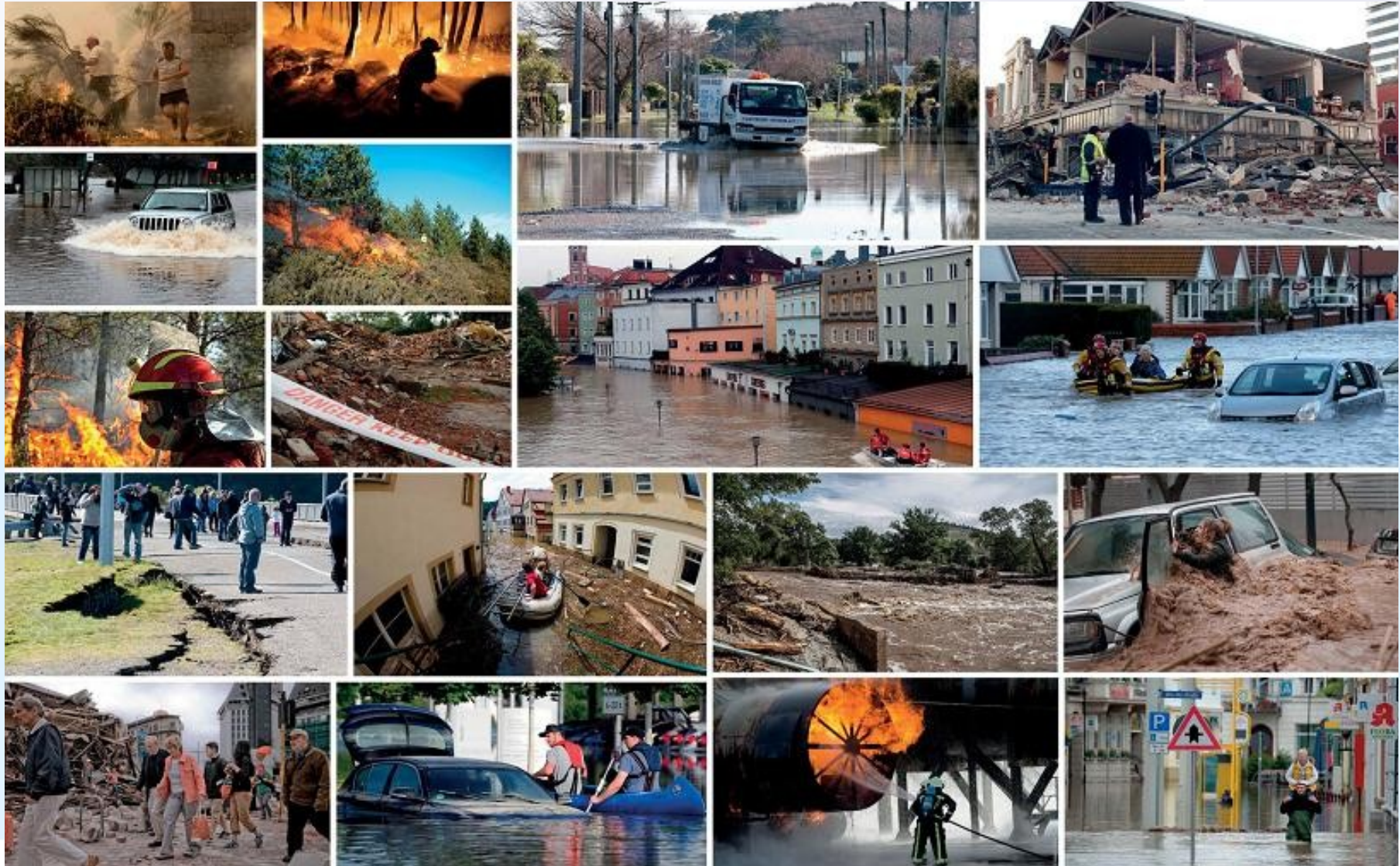
THE CONSORTIUM

	Participant organisation's name	Short Name	Country
1	**European Dynamics**	**ED**	Greece
2	**Trilateral Research & Consulting**	**TRI**	UK
3	**Radboud University Nijmegen (Crisislab)**	**RUN**	Netherlands
4	**KU University**	**KU**	Turkey
5	**Hellenic Rescue Team**	**HRT**	Greece
6	**Public Safety Communication Europe**	**PSCE**	Belgium
7	**Safety Region South Holland South**	**VZHZ**	Netherlands

*Type of project: CSA
April 2013 – March 2015*

Some key findings

Analysis of crises
    6 basic types of high societal impact

Societal dynamics during crises
    Citizens are rarely passive and strongly disposed towards helping victims
    Individual, organisational and societal dynamics are largely dependent on the time it takes a crisis situation to develop and on its destructive effects; not necessarily on the type of crisis
    The role of government in the immediate aftermath of a crisis situation is often limited

Emerging technologies
    27 specific emerging relevant technology areas and applications (citizen journalism, crowdsourcing, decision support, open data, sensor networks, etc)
    Semantic models: FOAF & SIOC ontologies, OpenSocial Data Specification, Crisis ontologies, Standardisation efforts by international organisations

Existing and proposed policies (new Data Protection Directive) – Privacy and security challenges

Adverse use of social media

Citizens involvement
    First responders – Journalists – Activists

Guidelines – Further research directions

Adverse use of social media
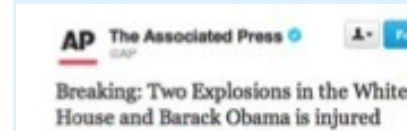
Types of misuse

- **Misrepresentation**

- **Rumour**

- **Propaganda**

- **Surveillance and Censorship**

- **Lateral Surveillance**

- **Despite those, our findings show that social media contribute to the openness, fairness and speed of communication during a crisis**

Sunil Tripathi, Boston Bombings, 2013

Submit a new text post

findbostonbombers

subscribe 1,254 readers

1,884 users here now

Any and all theories welcome, please make a new thread for each discussion - unless significant news comes out about a previous theory.

IMPORTANT: We do not support any form vigilante justice. We are not law enforcement. Worst case scenario, we send a tip to the FBI or BPD. Our goal isn't to independently make "them" pay.

Boston FBI Email: boston@ic.fbi.gov

created by oops777   a community for 12 hours

The search of the Boston bombing suspects on Reddit

AP The Associated Press

Breaking: Two Explosions in the White House and Barack Obama is injured

The Twitter post on the hacked AP account

Strategic use in crisis management

- **Our findings confirmed that social media:**
  - Provide help towards responders by completing the building of situational awareness
  - Are able to supply additional information, in particular at the first stages of a catastrophic incident, which can be decisive in attracting external funds and sponsoring and therefore enabling the participation of voluntary organisations (NGOs) such as the HRT
  - Can provide valuable information able to direct rescuers of survivors
  - Are a means of addressing the public concerning rescue efforts and other vital to life information

Guidelines for public organisations

A. Promotion of new media before crisis situations

1. Operate where your audience is

2. Do not forget to utilise old and new communication technologies

3. Advertise!

4. Be careful with using participatory actions to increase follower engagement

5. Encourage people to use social media when crises occur

6. State clearly that the public has the right to record and share content about the crisis situation at hand

7. Inform citizens via new media about the risks they face

8. Be aware that social media cannot and should not replace other crisis warning systems

9. Facilitate education and training in social media usage

10. Promote the widespread use of tools that can help individuals counter surveillance and bypass censorship

B. Communicating with citizens via new media during crises

C. Communicating with citizens via new media after crises

D. Using information from new media in crisis management activities

E. Implications for the organisation of crisis management activities

Guidelines for private organisations

- A. Promotion of new media before crisis situations
- B. Communicating with citizens via new media during crises
  - 1. Use your pre-existing social media accounts to communicate crisis management information to your network
  - 2. Respond to victims' request for communication through social media
  - 3. Cooperate with the public sector's channels of crisis communication
  - 4. Symbols used in crisis communication must clearly relate to the crisis addressed to enhance the clarity of information and increase its uptake
  - 5. Use canonical Twitter-hashtags for specific crisis situations rather than creating your own
- C. Communicating with citizens via new media after crises
- D. Using information from new media in crisis management activities
- E. Implications for the organisation of crisis management activities

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Future research:
Example: Interacting with social media data and services

- **Sheer volume demands machine-readable modelling of the semantic relationships and of the representation of such content (data). This can eventually lead to semantic interoperability (in the sense of the European Interoperability Framework 2.0) for social media data.**

- **A network-independent way of extracting meaning out of social media communication could revolutionise our way of utilising information during the onset of a crisis and our way of responding to it.**

- **Open standards for social media services, such as OpenSocial and Activity Streams, are still not commonly applicable.**

- **Wide inter-network dissemination and extraction of information cannot happen without overcoming the fragmentation created by today's network and online communities' silos.**

Examples: Finishing project