



# **COSMIC: the COntribution of Social Media In Crisis management**

*Dr. Ioannis Kotsiopoulos  
EUROPEAN DYNAMICS S.A.*

*Final Conference  
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*NH Hotel Du Grand Sablon, Brussels  
#COSMIC2015*



# Investigating the role of social media in crises and catastrophic events



# OVERVIEW

- Objectives:
  - To explore new and emerging communication technologies and applications and provide an insight into the most effective ways to utilise them to promote the enhanced safety and security of citizens in crisis situations.
  - To assist better communication and information gathering for authorities and first responders.
  - To examine the potential roles and ethics regarding citizen participation in emergency response.
  - To produce guidelines that will assist authorities and first responders in deploying new and emerging communication technologies and applications to better protect citizens in crisis situations.
  - To disseminate the findings to wider audiences and to seek the opinion of stakeholders working in the field via two dedicated workshops.
- Duration: M1 (1 April 2013) – M24 (31 March 2015)
- Budget: 1 228 896 euros
- EC contribution: 997 040 euros

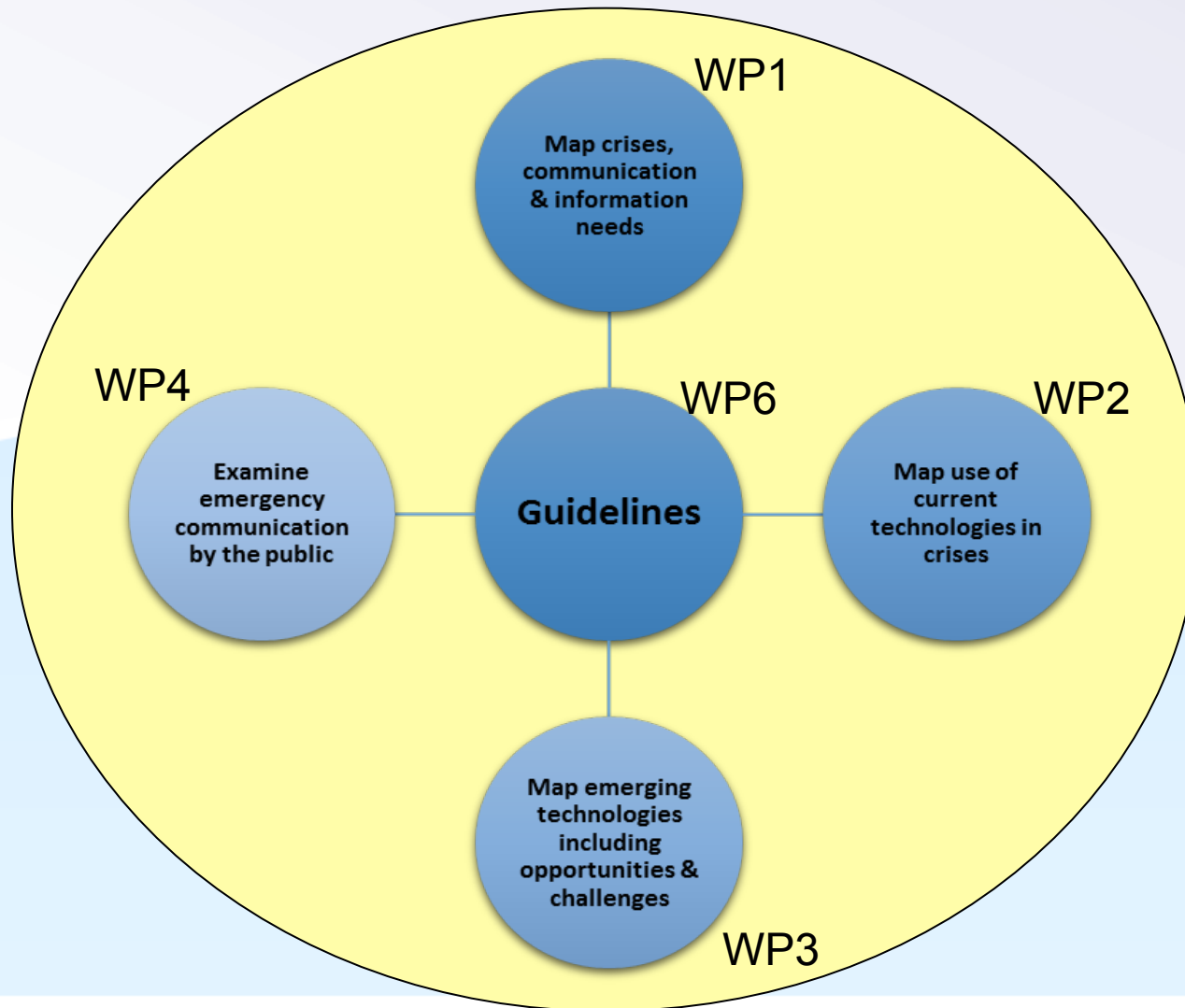
# THE CONSORTIUM



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



# WORK AREAS



**WP5**  
Engagement of stakeholders

# 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



A screenshot of the COSMIC website's home page. The header includes the COSMIC logo and the text "COSMIC Contribution of Social Media in Crisis management" next to a photo of a man pointing at a flowchart. A navigation menu contains links for HOME, ABOUT COSMIC, EVENTS, NEWS, WORKING DOCUMENTS, RELATED PROJECTS, GUIDELINES, and CHALLENGE. The main content area is titled "HOME" and features a "NEW" announcement about guidelines, a search bar, social media links (RSS, Twitter, LinkedIn), and a news section with two articles: "Presentation on the COSMIC Guidelines for the use of social media for public organizations" and "COSMIC attends Pop-Alert stakeholder workshop".

**COSMIC**  
Contribution of Social Media in Crisis management

HOME ABOUT COSMIC ▾ EVENTS ▾ NEWS WORKING DOCUMENTS RELATED PROJECTS GUIDELINES ▾ CHALLENGE

## HOME

**NEW: First set of COSMIC guidelines now available!!!**

*Guidelines for the use of new media by the public in crisis situations*

*Guidelines for the use of new media by public and private organisations*

Send your feedback to [secretariat@psc-europe.eu](mailto:secretariat@psc-europe.eu)

Social media is a phenomenal tool for disseminating information quickly and has become an integral part of everyday life around the world. It provides a medium for open, interactive dialogue in peer-to-peer (P2P) networks that are collaborative, decentralised and community-driven.

These dynamic social networks can be positively exploited and utilized in the event of a crisis or emergency. The COSMIC (Contribution of Social Media in Crisis management) project aims to assist first responders in using new ICT and digital tools and applications.

**COSMIC will deliver a set of instructions, recommendations and best practices related to the exploitation of social media in emergency situations. This will be done by addressing and analysing the roles of major stakeholders associated with crisis management and by reviewing their communication needs, infrastructure bottlenecks and security priorities during disasters.**

With the development of internet applications and data connections, the concept of social media

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**News**

**Presentation on the COSMIC Guidelines for the use of social media for public organizations**

On 25-26 November 2014, PSCE organised its ever-largest biannual conference addressing the key topics within the domain of crisis communication. The conference offered an interesting format, this time focused on public alert systems; critical infrastructures risk management, Internet of everything and future communication networks.

**COSMIC attends Pop-Alert stakeholder workshop**

On 27 November 2014, Robert MIEKLE

## *Contact us*

If you have any further questions please contact:

Ioannis Kotsiopoulos: [ioannis.kotsiopoulos@eurodyn.com](mailto:ioannis.kotsiopoulos@eurodyn.com)

**Thank you!**