

Global Crisis Management *a Digital Perspective*



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Agenda

- Introduction
- Concepts
- How to manage a crisis?

Introduction

- Managerial Situation and Crisis
- Information & Information Technology are everywhere

Normal Vs Extreme Situation

Normal

- Treated as Safe
- Stable
- Certainty

EXTREME

- DANGER
- HIGHLY EVOLVING
- UNCERTAINTY



Crisis Situations

- Unstable
- Triggered or Unescapable
- Various Types (Human, Technical, Social, Legal, Media,...)

Pilot errors led to Shoreham air crash, says AAIB

3 March 2017 | Sussex

Share



The jet crashed on to the busy A27 and burst into flames

A jet crashed on a major road killing 11 men in a fireball because it was too low to perform an aerobatic manoeuvre, investigators have found.

'Sully' Airbus A320 plane is a hit for aviation museum

JOHN BORDSEN

Last updated 12:53, February 28 2017

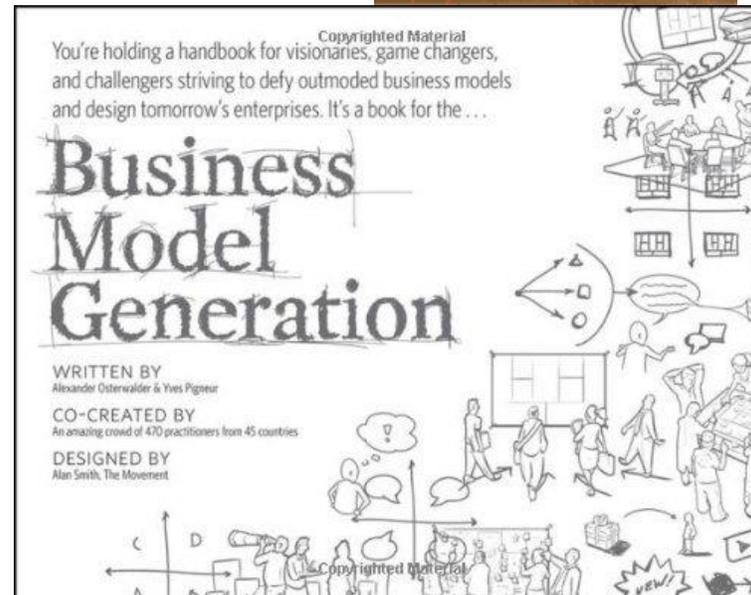
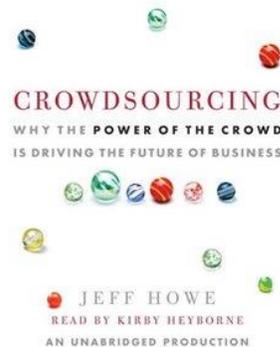
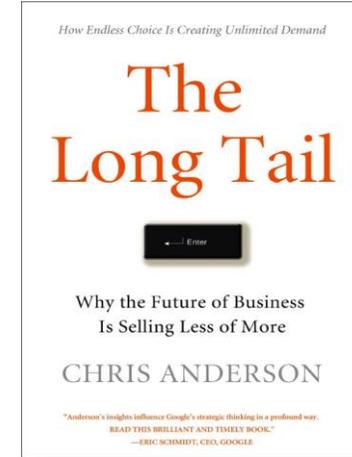
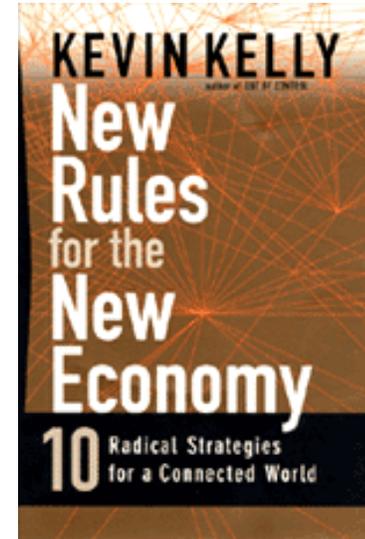
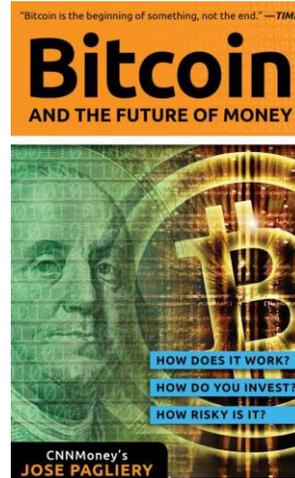
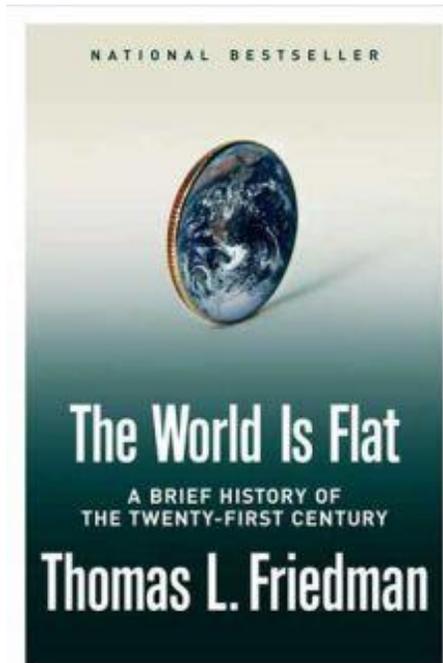


REUTERS

Passengers are rescued after the US Airways plane crashed into the Hudson River in New York in January 2009.

New Economy – New rules

Opportunities



New Environment

Threats

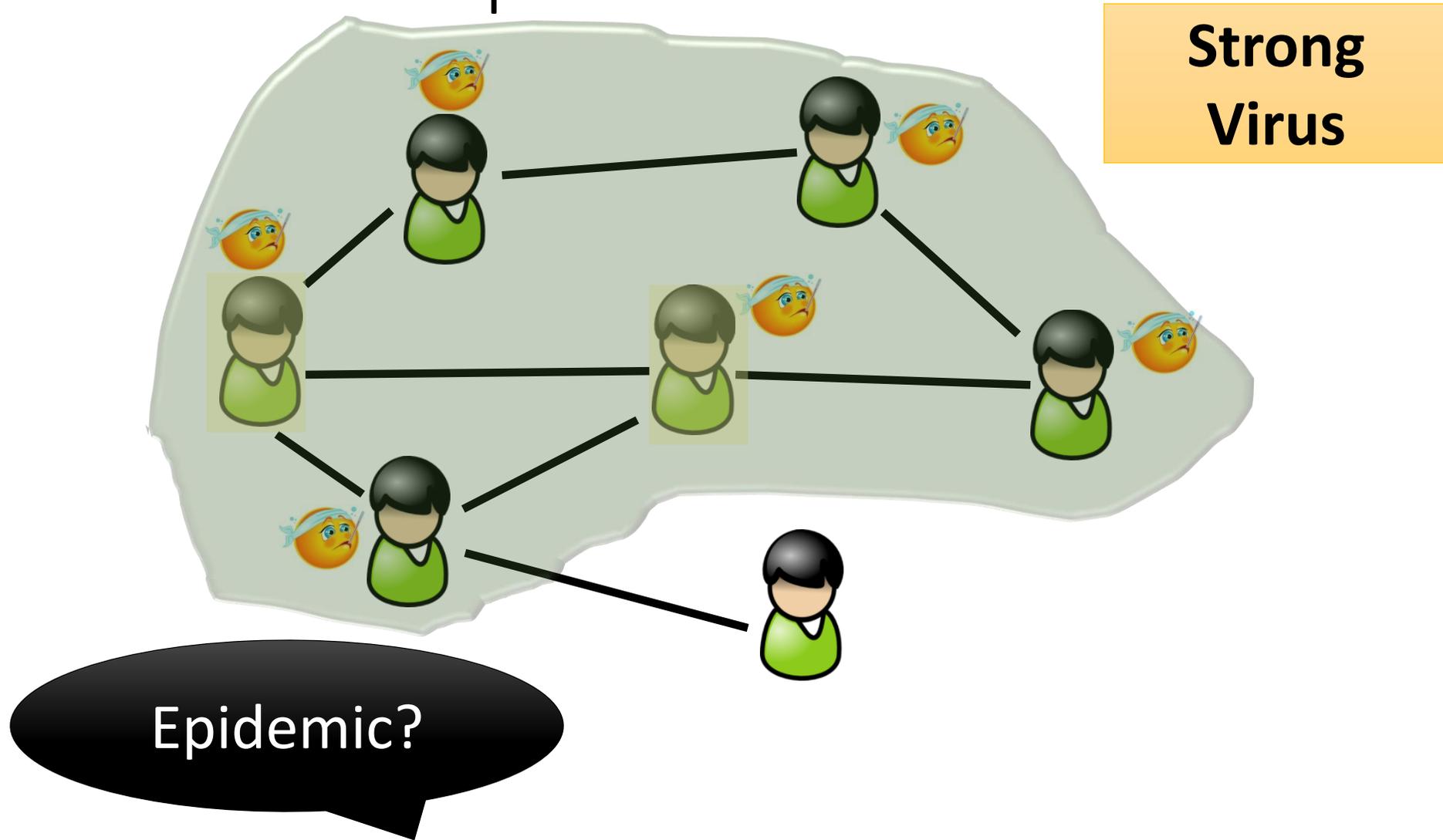


Cyber Crisis Mechanisms

- Information Cascade: People abandon own information in favor of inferences based on others' actions.



A fundamental question

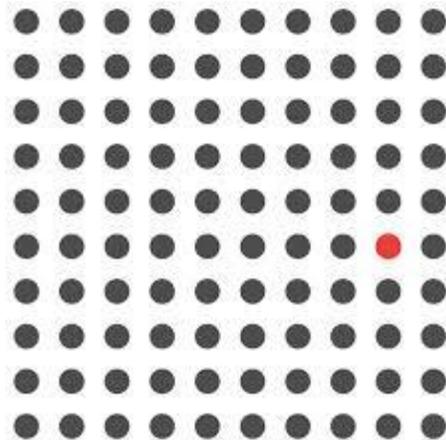


Terminology

- Other virus propagation models (“VPM”)
 - SIS : susceptible-infected-susceptible, flu-like
 - SIRS : **temporary** immunity, like pertussis
 - SEIR : mumps-like, with virus **incubation**
(E = Exposed)
.....
- Underlying contact-network – ‘who-can-infect-whom’

Asymetry

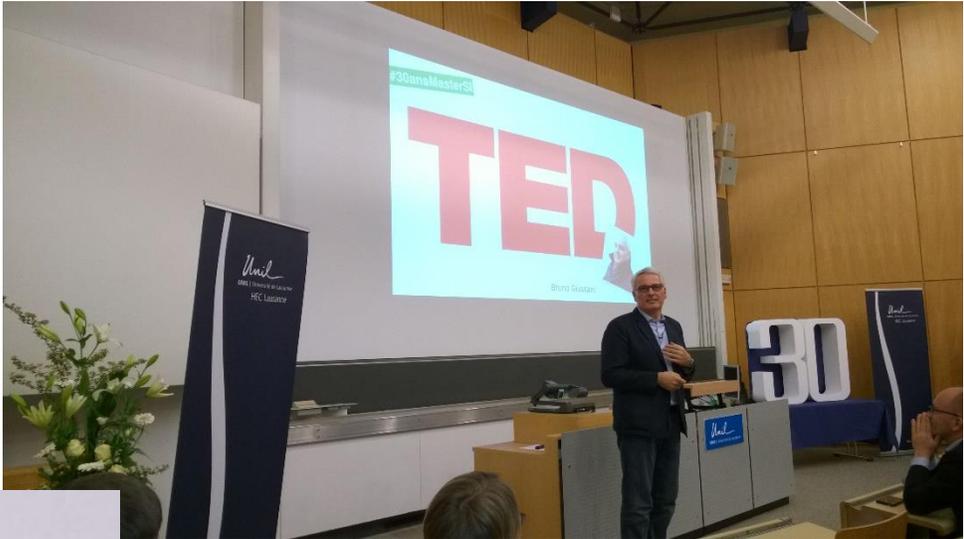
- One guy's action...a huge effect
- One send an information...A crowd swallow it
- One knows ... many feel they know
- One « small » company ... a large number of customers



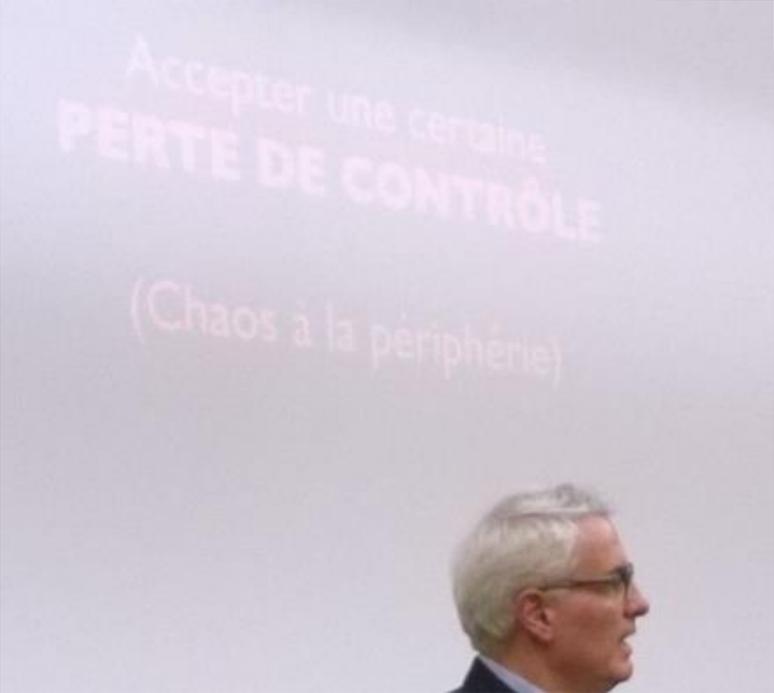
How to Handle a Cyber Crisis

Organizational Level

Perte de contrôle
(Chaos on the outskirts)

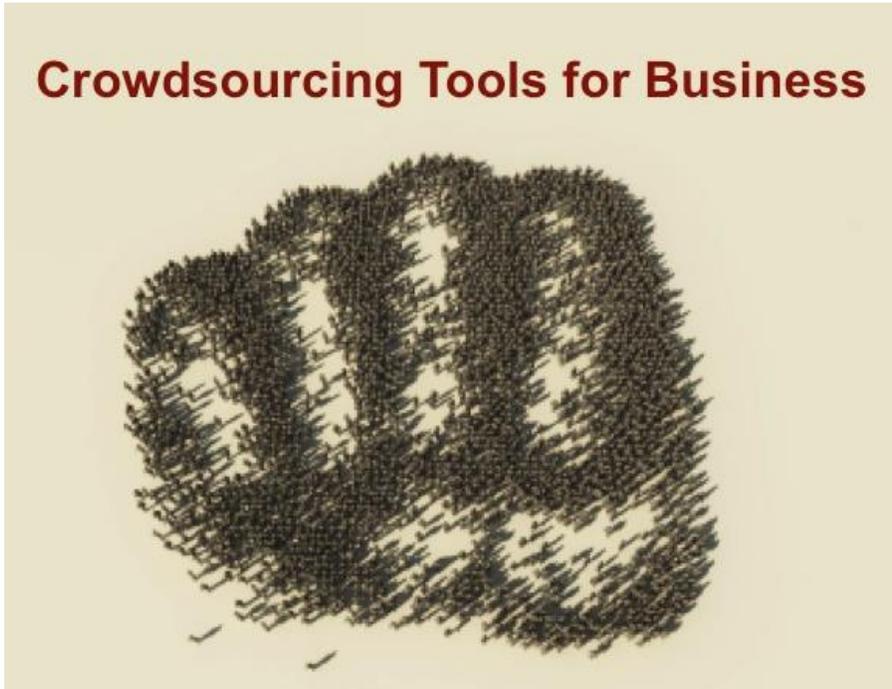


Créer un cadre solide
(Robust Framework)



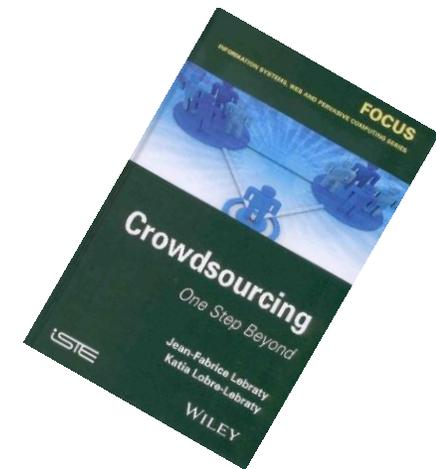
You are not alone: Cope with....

- Fighting the crowd...with a crowd



Crowdsourcing

Outsourcing by an organization, using an internet based application, of an activity to a large number of mostly unidentified people



Crowdcontrol

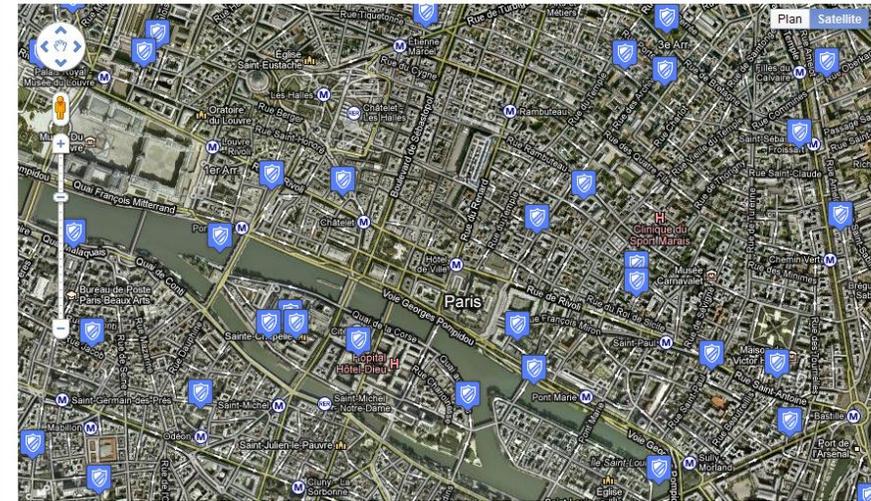


Crowdsecurity

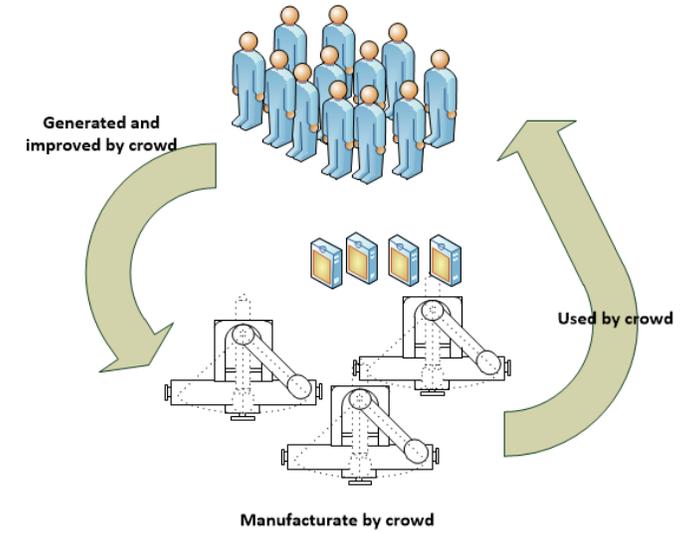
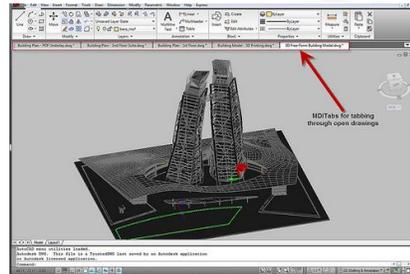
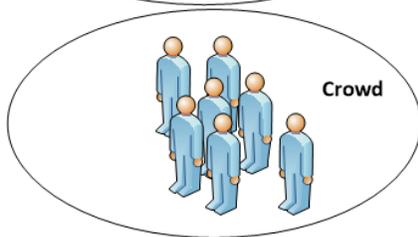
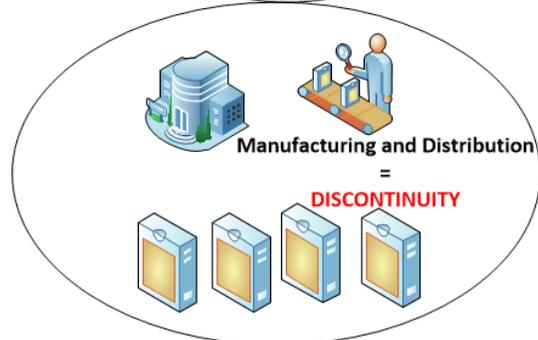
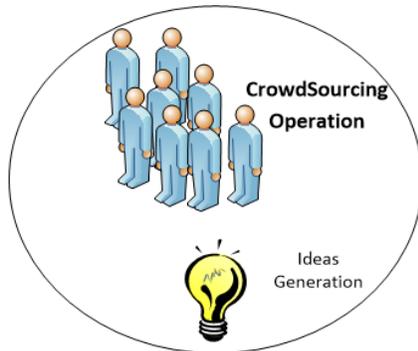


Zefir is the first service of physical mobile security on demand. We develop geolocation trackers and alert tools for individuals customers and professionals. We own a network of over 800 security agents based in Paris.

Localisation globale



Now and tomorrow



Conclusion

- Blockchain
- 3D Printing
- Crowdsourcing
- Internet of Things
- Cloud Computing

Artificial Intelligence



Thanks



ANY
QUESTIONS
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