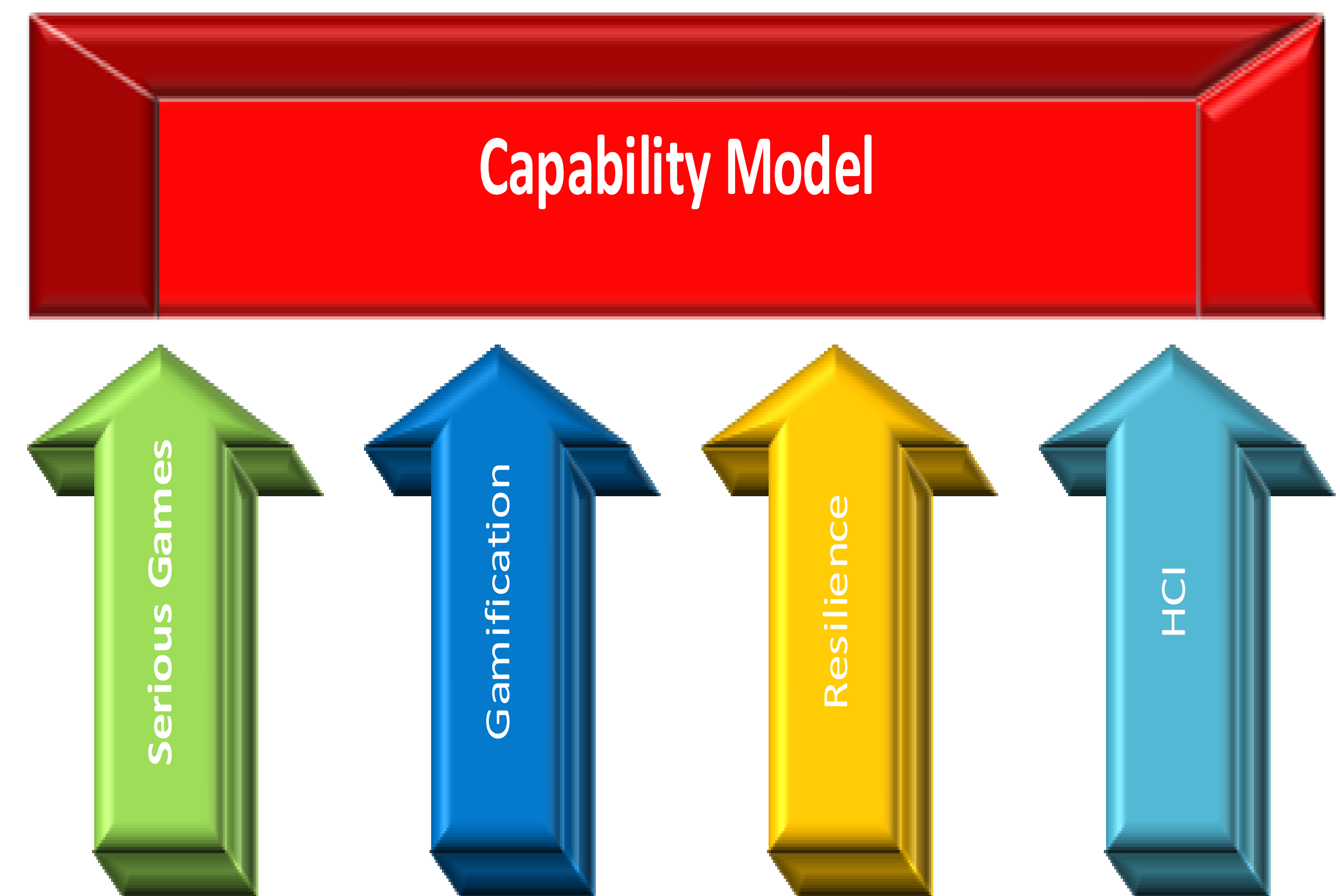


## 1. MOTIVATION

The effective management of emergencies is a key challenge. Researchers have turned to improve the phases of an emergency, but the role of the stakeholders is critical. Thus we see that frameworks have been created to evaluate and improve the quality of emergency plans, tools to improve responses and feed back the emergency plans in each situation that occurred or simulated. In each of the phases of emergency management, there are people involved in different levels, governmental, civil and private. Each of these people plays an important role, so that their performance is efficient they must be properly trained. The tools to support the stakeholder training model are based on serious games, gamification, resilience and human-computer interaction.



## WORK IN PROGRESS



## 2. GOALS


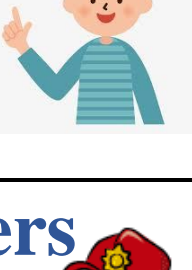
### GENERAL

- Evaluation and continuous improvement in the training of stakeholders, through the definition of a capability model supported by an IT-framework.

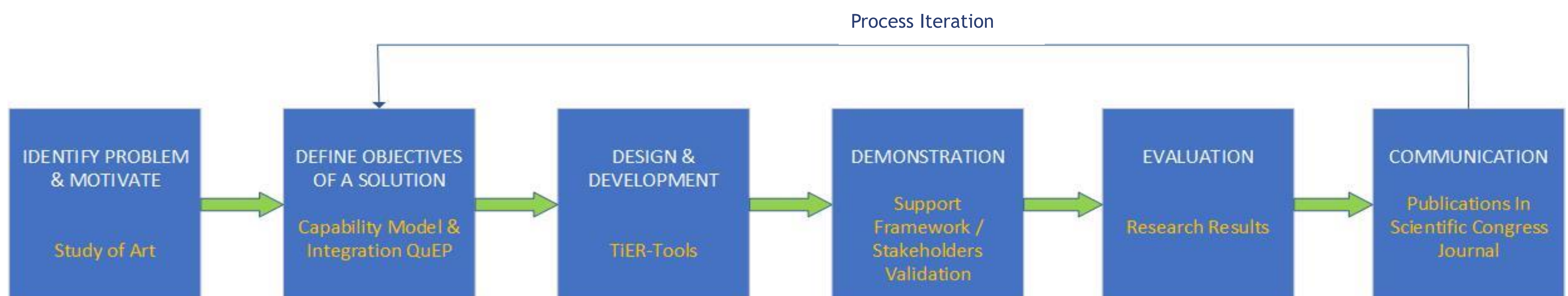
### SPECIFIC

- Conduct a study of the current situation of research in emergency training, as well as the technologies that can be applied to improve the learning of people and the resilience that are applied in emergencies.
- Define a Capability Model for stakeholders, establishing methods and techniques applicable to effective learning.
- Develop a support framework called TiER (*Tools for Training in Emergency Response*) that integrates the IT-tools developed.
- Integrate our proposal with QuEP (a Total Quality Framework for the evaluation and improvement of emergency plans).
- Evaluation of the established Capability Model and TiER framework in publics and private organizations.

### STAKEHOLDERS QuEP

Stakeholders	Responsibilities
<b>Organization</b> 	<ul style="list-style-type: none"> <li>• Access to emergency management legislation.</li> <li>• Plan registration.</li> <li>• Validation.</li> <li>• Education.</li> </ul>
<b>Planners</b> 	<ul style="list-style-type: none"> <li>• Plan Design and generation.</li> <li>• Notification of planning activities to the organization.</li> <li>• Use of planning support tools.</li> </ul>
<b>Workers</b> 	<ul style="list-style-type: none"> <li>• Participation in the planning activities.</li> <li>• Education and training.</li> </ul>
<b>Citizen</b> 	<ul style="list-style-type: none"> <li>• Access to plans.</li> <li>• To follow the instructions of responders.</li> </ul>
<b>Responders</b> 	<ul style="list-style-type: none"> <li>• Access to emergency plan.</li> <li>• Education and training.</li> <li>• Response.</li> </ul>

## 3. RESEARCH PLAN



Research Methodology DSRM (Design Science Research Methodology) adapted to Stakeholder Capability Model in Emergency Management

## 4. EXPECTED RESULTS

- A Capability Model for stakeholders, integrated into a Total Quality Framework (QuEP) for the evaluation and improvement of emergency plans.
- A support framework that integrates the developed training tools (TiER) that support the capability model.
- Validation of TiER tools with stakeholders (Organization, Planners, Citizen, Workers and Responders).