Digitalizing Crisis Management Training

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Abstract. The ongoing digital transformation in government has enabled innovative changes in operational processes and service. However, while e-services and social media are widely adopted, earlier studies indicate that this transformation is still being awaited in other areas, such as crisis or disaster preparedness. Recent events such as the 2018 wildfires in several parts of Europe, as well as empirical research, highlight the need for more (systematic) training of local governments' crisis management teams. Conventional training methods are time- and space-dependent and require long-term planning, making it complicated to increase the extent of training. In this interdisciplinary study, we report on the results from the Swedish-Norwegian CriseIT project that aimed to develop information systems (IS) for crisis management training. The purpose of the article is to describe information systems designed to support local governments' crisis management training and to discuss how these artefacts could improve crisis management training practices.

Keywords: Crisis management training, crisis training software, computer-based training, disaster management, design science research.