

Karim Touloum, Djilali Idoughi, Ahmed Seffah, & Camille-Rosenthal Sabroux. (2013). Scenarios + touchpoints = A method for analyzing crisis situations and designing management and rescue services. In J. Geldermann and T. Müller S. Fortier F. F. T. Comes (Ed.), *ISCRAM 2013 Conference Proceedings - 10th International Conference on Information Systems for Crisis Response and Management* (pp. 497–501). KIT; Baden-Baden: Karlsruher Institut für Technologie.