

Laura Petersen, Laure Fallou, Paul Reilly, & Elisa Serafinelli. (2017). Public expectations of social media use by critical infrastructure operators in crisis communication. In eds Aurélie Montarnal Matthieu Luras Chihab Hanachi F. B. Tina Comes (Ed.), *Proceedings of the 14th International Conference on Information Systems for Crisis Response And Management* (pp. 522–531). Albi, France: Iscram.