Ahmed Seffah, Jean-Pierre Cahier, & Aurélien Bénel. (2011). Thinking global acting local: A human-centric pattern to designing information-intensive services for global crisis management. In E. Portela L. S. M.A. Santos (Ed.), 8th International Conference on Information Systems for Crisis Response and Management: From Early-Warning Systems to Preparedness and Training, ISCRAM 2011. Lisbon: Information Systems for Crisis Response and Management, ISCRAM.