Susanne Jul. (2007). Who's really on first? A domain-level user, task and context analysis for response technology. In K. Nieuwenhuis P. B. B. Van de Walle (Ed.), *Intelligent Human Computer Systems for Crisis Response and Management, ISCRAM 2007 Academic Proceedings Papers* (pp. 139–148). Delft: Information Systems for Crisis Response and Management, ISCRAM.