Emergency Response Systems (ERSs) aim to save lives and minimize damage to the environment in the case of emergency situations. A new trend in ERSs is to create new forms of collaboration, for example, by involving new resources in response operations. It is aimed to enable more effective and faster operations in situations in which existing professional resources are insufficient. However, the fact that the new resources come from different organizational contexts and social sectors creates new challenges and directly affects information systems (IS) development for the resources/actors involved. The challenges should be considered in the early stage of analysis when developing such systems. This study contributes by developing and presenting a framework to analyse the new forms of collaboration. It also provides an initial suggestion on how to apply the framework with a specific focus on IS development.

The thesis work was performed as a case study based on Swedish data, circumstances and experiences. However, a comparison with international research showed that the Swedish ERS can be seen as an instantiation of ERSs throughout the world that also reflects global cross-sector collaboration trends in the public sector and shares many challenges. The framework can, therefore, have the potential to be adapted to ERSs in other countries or even to other parts of the public sector that are undergoing similar changes.
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