

- D8. In which phases of an emergency do you use Social Media? Please select and describe the usage.
- D9. Please try to categorize the main purposes in using Social Media.
- D10. What is the main purpose in using Social Media? Please describe in detail.
- D11. How does your organization finance Social Media usage?
- D12. Please try to categorize the implementation strategy that would fit at most to your current implementation.
- D13. Describe your organizations' implementation strategy on Social Media in detail.
- D14. Please describe how you or your organization has implemented Social Media into workflows or processes within your organization. Try to describe the main workflows and how the implementation is done.
- D15. Is Social Media an interesting topic for your organization?
- D16. Select the Social Networks which are most interesting for your organization in order to inform, encourage or engage citizens.
- D17. Please try to categorize the main purposes that you would like to focus in Social Media.
- D18. Describe the main purposes in the use of Social Media.
- D19. How would you finance the usage of Social Media?
- D20. Please try to categorize the implementation strategy that would fit at most.
- D21. Please try to describe a suitable implementation strategy on Social Media for your organization.
- D22. Please describe how you or your organization would implement Social Media into workflows or processes within your organization. Try to identify the main workflows and describe how the implementation is done.
- D23. Please describe why Social Media isn't an interesting topic for you.
- D24. Does your organization make research and development on Social Media?
- D25. Please describe the research and/or development that your organization does on Social Media.
- D26. Is your organization following or would like to follow research and development on Social Media?
- D27. Please describe the research topics you're interested in.

Section E: Challenges and Benefits on Social Media in Emergencies

- E1. What are the main benefits of Social Media use?
 - E2. What are the main difficulties or challenges experienced with working with Social Media?
 - E3. If you have some interesting references to cases studies, SWOT- or risk-analysis regarding Social Media, especially Social Media in emergencies, please paste them below.

Section F: Future Plans

- F1. How do you think the impact of Social Media in emergencies will change in the next years?
 - F2. How will your organization deal with Social Media in the next years?
 - F3. How will workflows and tools evolve?
 - F4. What are the new technologies you are looking at?
 - F5. Do you think research projects like EMERGENT are helpful to gain new insights?