

# Organizational Resilience in an Uncertain World

Chris Diehl  
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Pentago  
South Park



Persian poetry

mixed networks

secular/expatriate

Khatami

Ahmadinejad

reformist politics

"Twelver"

religious youth

conservative politics



Expect the Unexpected





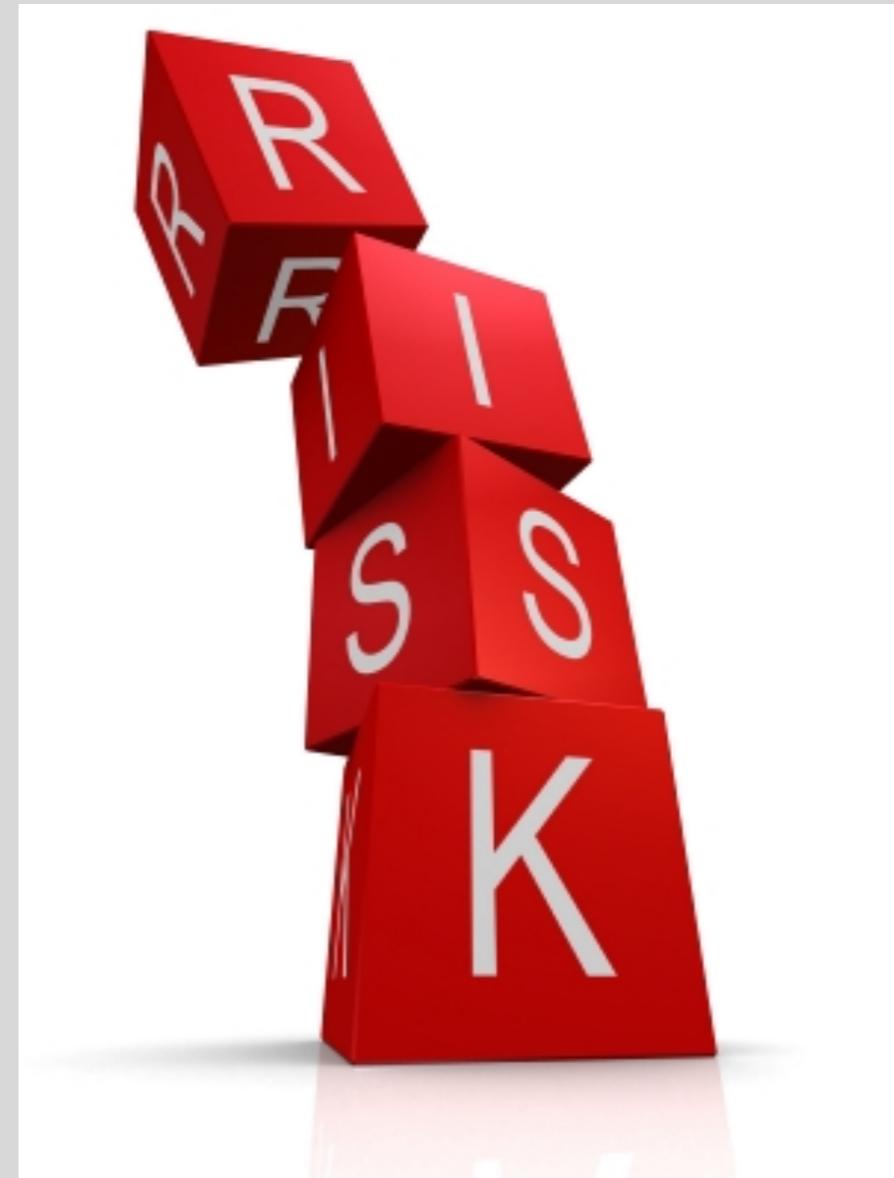


# The Limits of Prediction

*Cascading Uncertainty*

*Limited Observability*

*Cognitive Bias*





Beware

# Understand the Now

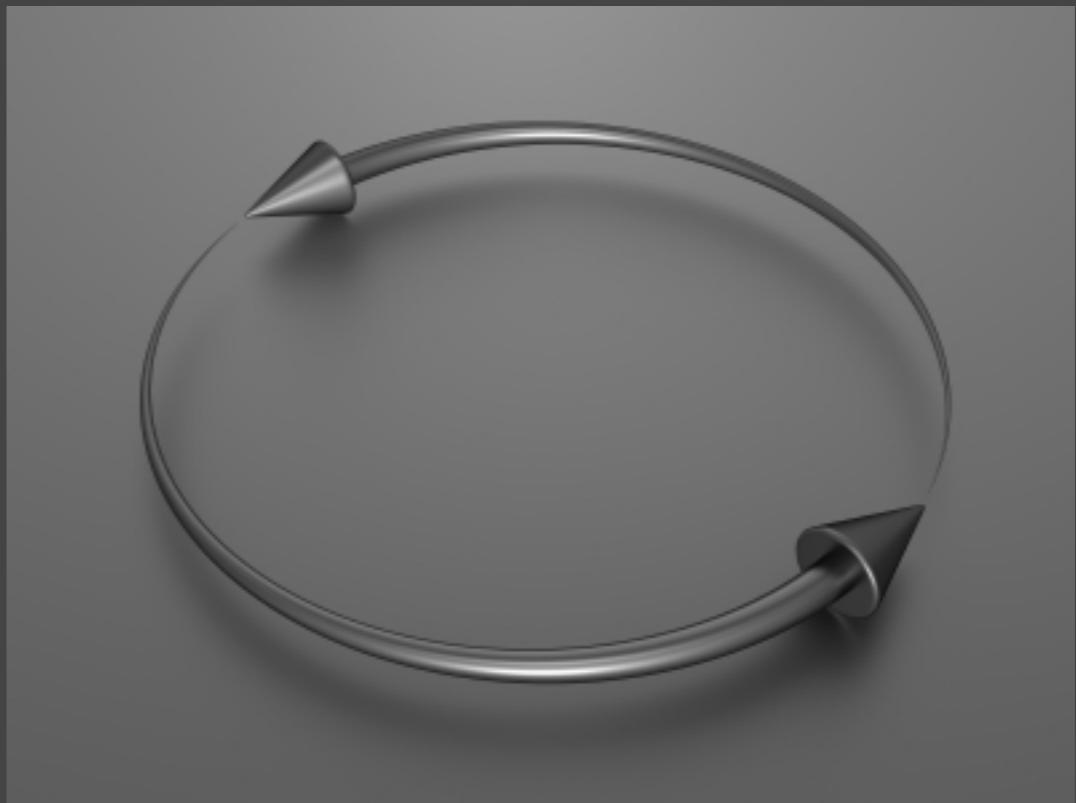


RESCUE

F/A-18  
RESCUE

RESCUE

Observe  
Orient  
Decide  
Act





**facebook**

December 2010



Z A R A

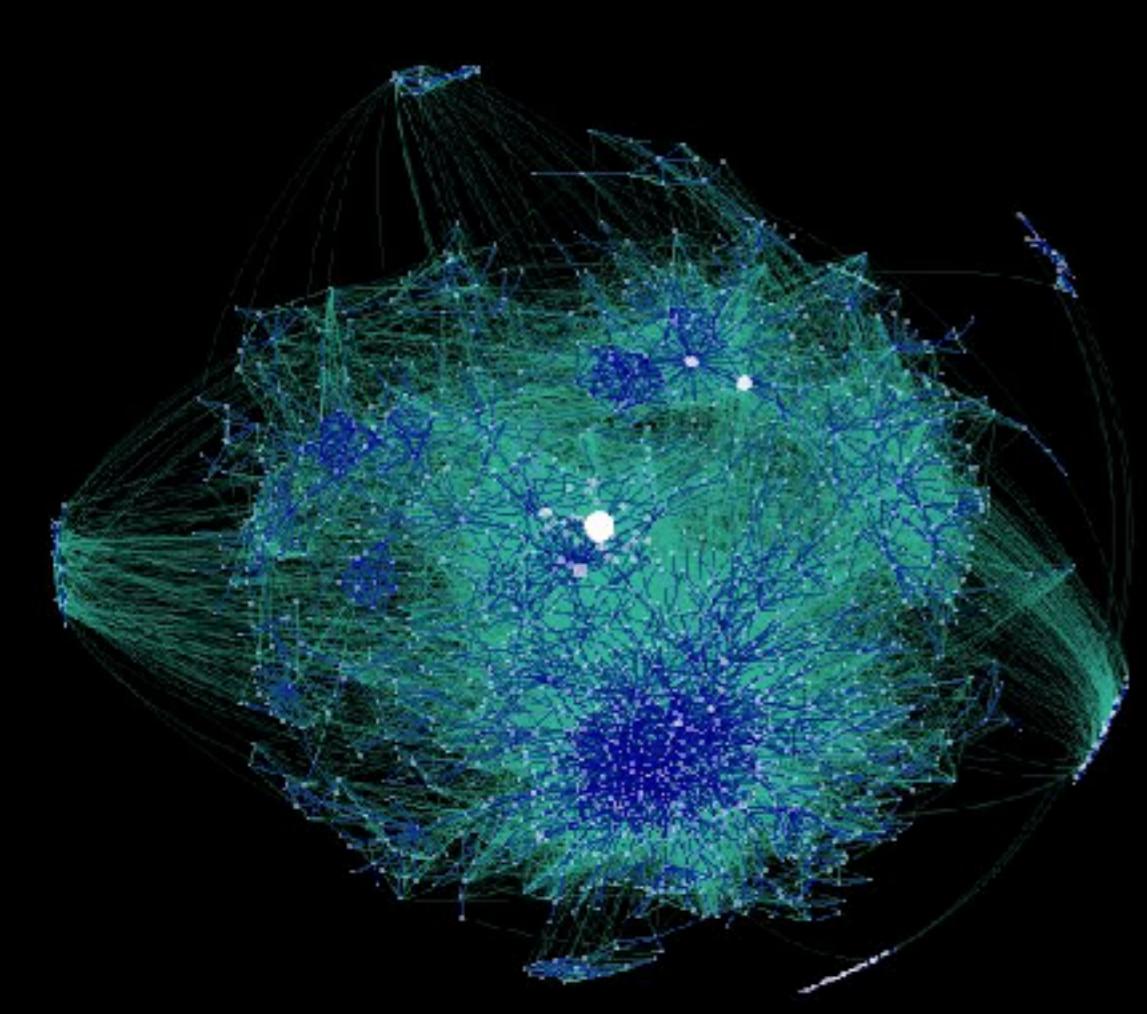


# The Old Way: Planning as Prediction

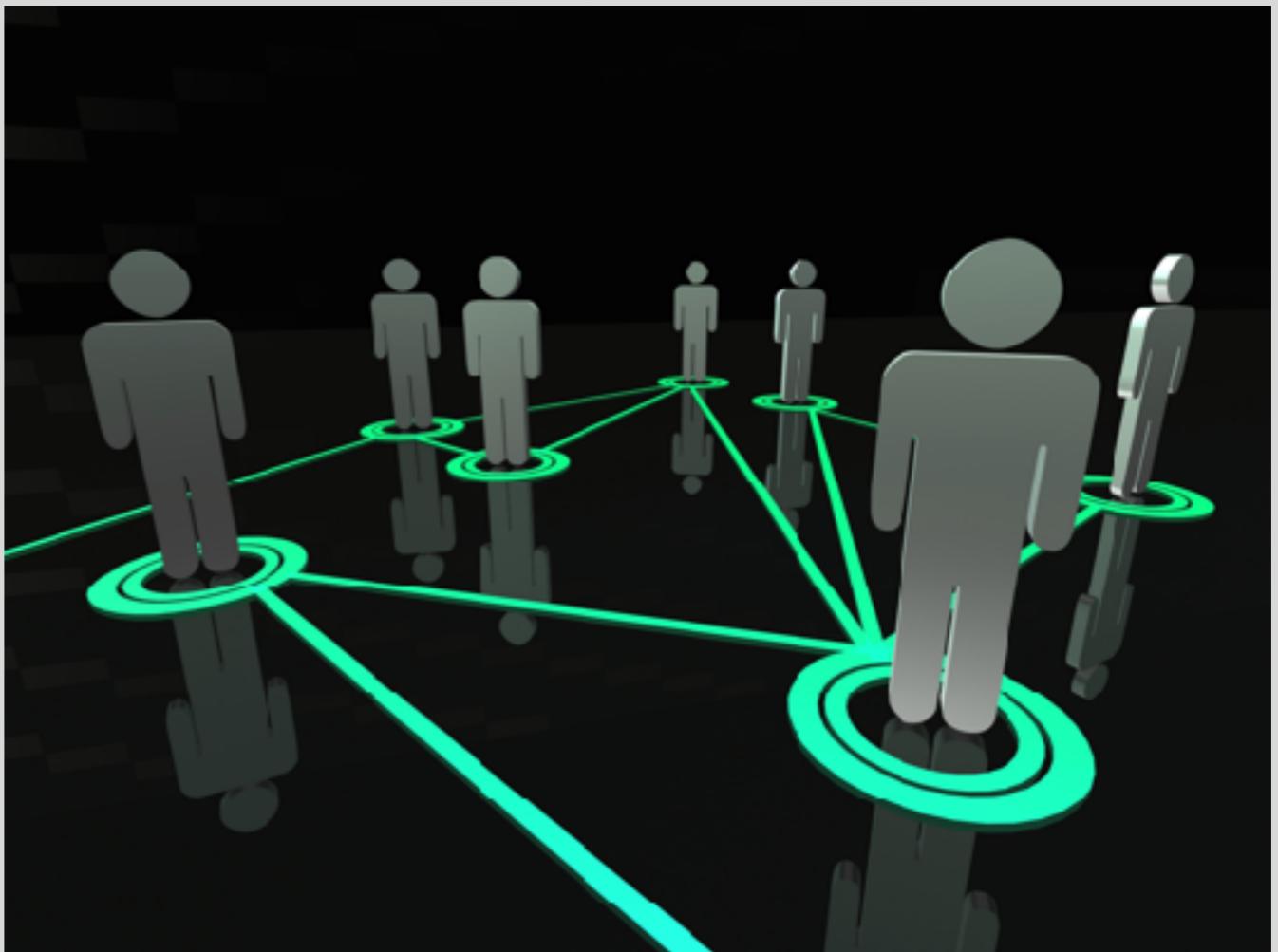
# The New Way: Planning as Knowledge Aggregation

Support Collective  
Orientation & Action





# The Present: Social Query



# The Future: Machine- Assisted Discovery and Routing





Charly  
RESTO DANSANT

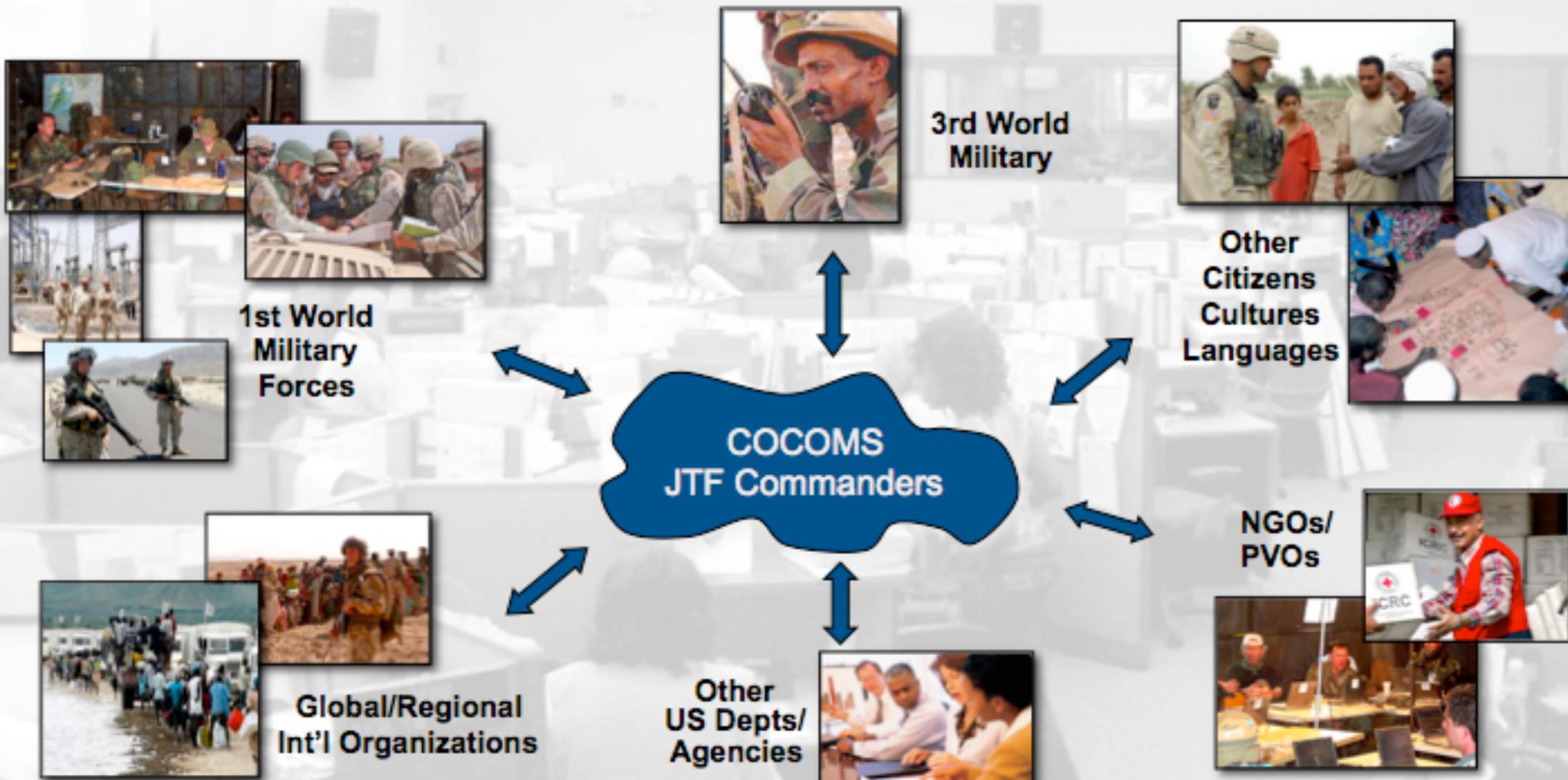
LUSCON  
APEX  
CRANE ARTE  
ABAJUE  
SISTEMI  
TEL 1020

PIBOI

100s of diverse organizations

1,000s of participants

Non-English, Non-Western



# Strategic Collaboration “Wicked Problems”

 In Haiti? Text **4636** (International: **447624802524**) on Digicel with your location and need. Report emergencies and missing persons.

# Haiti

The 2010 Earthquake in Haiti

[Search Reports Here:](#)

**9 DOWNLOAD REPORTS (1332)**

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HOME

REPORTS

[SUBMIT AN INCIDENT](#)

[GET ALERTS](#)

CONTACT US

## HOW TO HELP

ABOUT

FILTERS → REPORTS

NEWS

## PICTURES

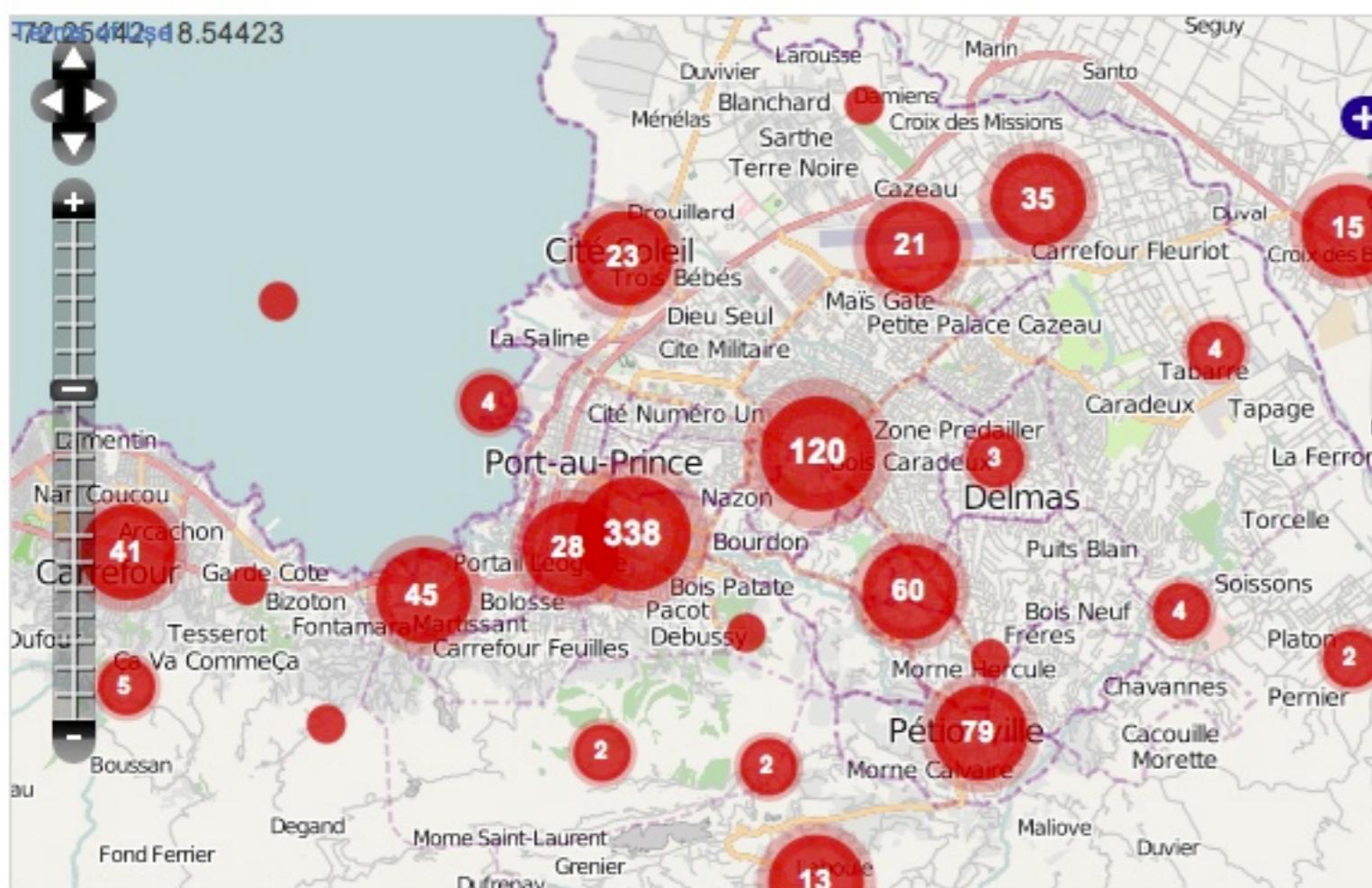
VIDEO

TODO

VIEWS →

## CLUSTERS

↓ CATEGORY FILTER



From: Jan 12 2010

Jan 22 2010

▶ PLAY

- ALL CATEGORIES**

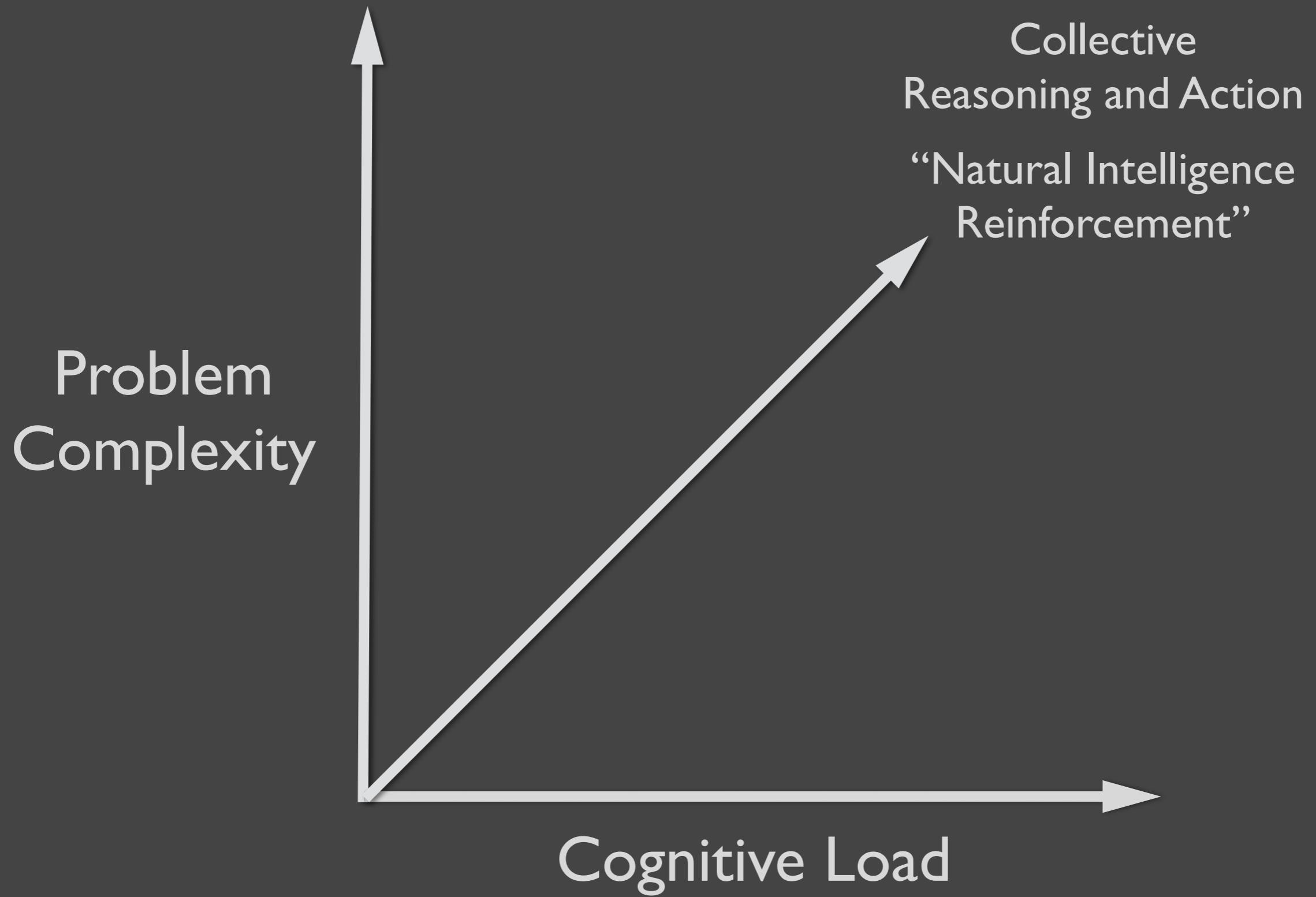
  -  **1. URGENCES | EMERGENCY**
  -  **2. MENACES | THREATS**
  -  **3. URGENCES LOGISTIQUES | VITAL LINES**
  -  **4. SECOURS | RESPONSE**
  -  **5. AUTRE | OTHER**
  -  **6. NOUVELLES DE PERSONNES | PERSONS NEWS**

## Haiti 4636 Volunteers

message count



- “if you need help localizing a specific place I can help”  
*Apo*, 20 Jan 2010, 20:52:12 (chat-log:3166)
- “I need Thomassin Apo please”  
*Dalila*, 20 Jan 2010, 20:52:55 (chat-log:3171)
- “wait”  
*Apo*, 20 Jan 2010, 20:53:02 (chat-log:3172)
- “Kenscoff Route: Lat: 18.495746829274168, Long:-72.31849193572998”  
*Apo*, 20 Jan 2010, 20:54:53 (chat-log:3174)
- “This Area after Petion-Ville and Pelerin 5 is not on Google Map. We have no streets name”  
*Apo*, 20 Jan 2010, 20:57:25 (chat-log:3175)
- “@Apo I thank you for ur help”  
*Dalila*, 20 Jan 2010, 20:58:05 (chat-log:3176)
- “you are welcome. I know this place like my pocket”  
*Apo*, 20 Jan 2010, 20:58:24-53 (chat-log:3178-9)
- “:)”  
*Dalila*, 20 Jan 2010, 20:59:08 (chat-log:3180)
- “thank God u was here”  
*Dalila*, 20 Jan 2010, 20:59:14 (chat-log:3181)



# *Thank you!*

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