

Immersive participatory and literate risk management through an information lens

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Overview

- Information risk landscape
- Immersive participatory risk management
- Risk literacy



Information Risk Landscape

Information Age

- Technological
- Economic
- Occupational
- Spatial
- Cultural

Webster, F. (1995) *Theories of the Information Society*. London: Routledge. See

http://www.fims.uwo.ca/people/faculty/frohmann/lis501fall06/information_society_webster.pdf

- Data/tech is the new oil/water/weapon
- Transparency and accountability



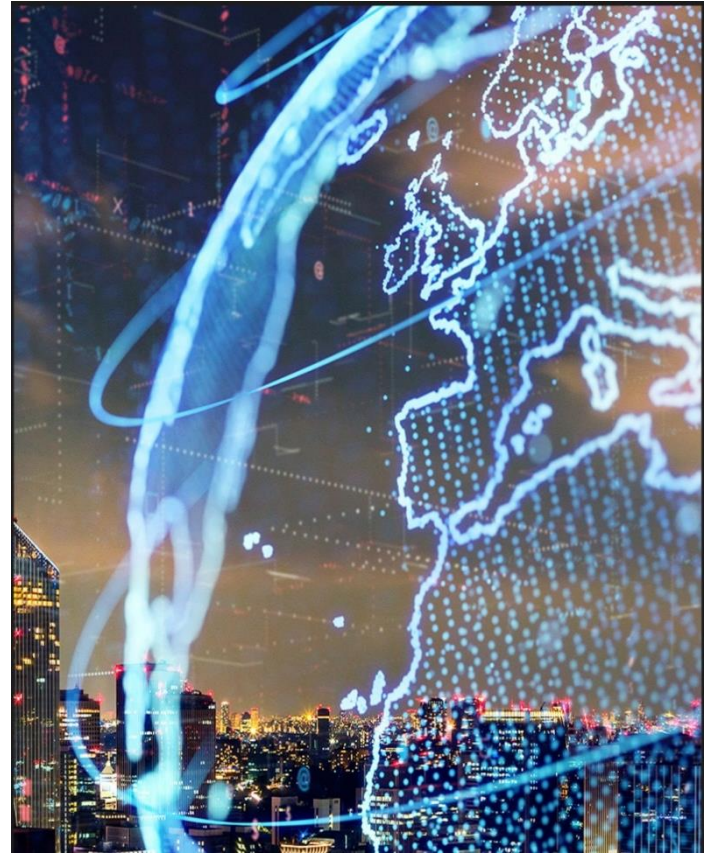
The Information Risk Landscape



- Legislation
 - Data Protection/AI Acts
 - International Standards
 - ISO 31000 – risk management
 - ISO 27000 – information security
 - ISO 15489 – records management
 - Professional Codes and Standards
 - Auditors and Regulators
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- Systematised
 - Simplified/networked
 - Road maps through change and uncertainty (Bridge, Kessler, Kotter and Kubler-Ross models, see Lomas and McLeod, 2020)

New Challenges and Opportunities:

- Algorithms –baking in inequality or solving bias
- Artificial intelligence – Explainability
- Blockchain
- Robotics
- Dealing with bots
- Cyber crime and warfare
- Internet of Things
- DNA and biological technology computer interaction
- Legislation, decision making, responsibilities and ethics



Artificial Intelligence*



Ethical Innovation for Artificial Intelligence

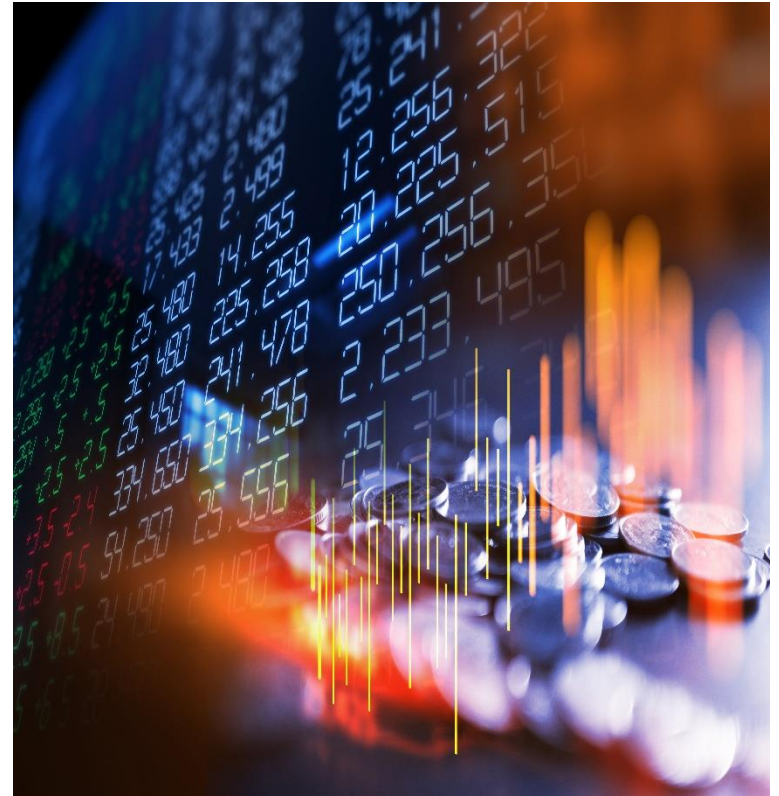
<https://ei4ai.wordpress.com/>

* PWC estimates will grow GDP by 14% in the next decade

- Developed
- Deployed
- User/end user
- Location
- Data
- Data banks/lakes accrual
- Purpose
- Proportionality
- Equality
- Accountability
- Explainability
- Auditability
- Challenge/Regulator
- Legal
- Responsibilities/Harms
- Mitigation
- International Agreements

The Information Risk Landscape

- Global agreement
 - Leadership
 - Management
 - Balance of societal goals
 - Ethical behaviour
- Moving from stewardship towards new **stakeholder and immersive models**
- **Co-creation and ownership**
 - **Understanding and literacy**





Decisions, Decisions ...

Human Rights Act

All equal before the law

Privacy, property rights etc.

UK School Grades 2020:

Ofqual algorithm used to award grades. Only 60% predictive accuracy with Schools in more deprived areas receiving more erratic results. See Jeni Tension's analysis

<https://rpubs.com/JeniT/ofqual-algorithm>



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Putting people at the centre of risk management



Immersive Risk Management

Provides for stakeholder focus:

- Co-creation
- Collaborative Frameworks
- Balanced Control
- Explainability and understanding
- **Immersion**
- Accountability
- Better outcomes



MIRRA

Memory – Identity – Rights in Records – Access

MIRRA

**Supporting care leavers’
memories and identities
through access to records**

**“I’m not a historical case,
I’m still breathing”**



Arts & Humanities
Research Council



<https://blogs.ucl.ac.uk/mirra/> and <https://www.youtube.com/watch?v=xs28tczL3yA> (see Lomas et al 2022)

In addition, see Rights of the Records Research Programme – Dr Joanne Evans

<https://research.monash.edu/en/persons/joanne-evans> and <https://www.youtube.com/watch?v=Wy2O1uPt8Pc>

Situating and involving people



Co-created medical plans and records
This means putting people and their families at the centre of decisions and seeing them as experts, working alongside professionals to get the best outcome. . . . considering people's desires, values, family situations, social circumstances and lifestyles; seeing the person as an individual, and working together to develop appropriate solutions. Being compassionate, thinking about things from the person's point of view and being respectful are all important.

(See Broderick & Coffey 2013; Choi et al 2018; Rimpiläinen 2019)

Information and Risk Perception

- Traditional: Transmission of expert information
- Sociocultural: How risk is brought into being

COVID-19 lockdowns: Risks configured through discourses that position people in relation to pandemic identity, e.g., vulnerable, furlough

- Risk, information and power
- Agency/capacity to act



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Information and Risk Mitigation

- Traditional: Knowledge reduces harm
- Sociocultural: How people make sense

COVID-19 lockdowns: Risks managed through avoiding information, recording/documenting

- Localised expertise
- Beyond seeking
- Material support



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An Informational Risk Research Agenda

- Information, risk and learning
- Informational labour
- Accessing risk data



Photo by [Sammie Chaffin](#) on [Unsplash](#)

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