

JENNIE PHILLIPS

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SKILLS

RESEARCH

- **Academic Researcher / Network Risk Analyst (various)** – Over 12 years' experience including lab director (Digital Global Health & Humanitarianism), lead researcher on digital contact tracing during COVID-19, digital ethics, and global health fellowship (Dahdaleh Institute for Global Health Research), research coordinator (Munk School) and research team member (The Citizen Lab, Concordia, OISE). Research areas include digital transformation of society and organizations in crisis, digital response to COVID-19, resilience (network, infrastructure, organizational, operational, community), risk analysis in complex systems, infrastructure (virtual, physical), emergency management, network theory, systems theory, ethics, humanitarian data management, humanitarian response, humanitarian digital innovation, social crisis behaviour online and offline, citizen engagement online, Utilization Focused Evaluation (UFE), the Occupy movement, social media in disasters, advocacy online and offline, digital surveillance and privacy, and disaster systems integration (ad-hoc and formal response).

DISASTER MANAGEMENT CONCEPTS & EDUCATION

- **Doctoral Graduate focused on Resilience in Complex Networks (University of Toronto)** – Research explored how resilience can be developed in virtual networks, through application to citizen-driven crisis response networks online as the case study. Through four research papers, study involved multiple case study of humanitarian and advocacy-focused Digital Response Networks (DRNs) to assess their inherent risk and resilience landscape and treatment needs, development of the Networked Operational Resilience (NOR framework) used to guide development of resilience in complex networks (physical and/or virtual); and application of the NOR framework to a DRN case study.
- **Disaster & Emergency Management (DEM) Professor / Trainer (various)** – 4 years' experience as a professor at the college, undergraduate, and graduate level on courses including: Disasters & Humans, Social & Behavioural Dimensions and Issues, Disaster Ethics, and Terrorism (York University, George Brown College). 6 years' experience delivering DEM professional training on topics including Basic Emergency Management, Business Continuity Planning, Exercise Design, Risk Management, Incident Command, Mission Emergency Planning, Psychosocial Response, and Personal Preparedness. Stakeholders range from general to emergency management staff to decision makers including federal ambassadors and heads of mission in the public (Federal government) and non-profit sector.
- **Disaster Efficiency Specialist (GAC)** – coordinated the technology integration, information management and coordination of volunteers and rapid response team during the Haiti earthquake and Libya situation for Emergency Management Bureau at Dept. of Foreign Affairs. Work included design and implementation of a disaster volunteer wiki for centralized information sharing, Emergency Operations Centre (EOC) volunteer roster database design, just-in-time training design and delivery, and rapid response team management system design and development.

PROGRAM MANAGEMENT, INSTRUCTIONAL DESIGN & TRAINING

- **Curriculum Specialist (Privy Council Office, Global Affairs Canada)** – developed Emergency Management (EM) & Business Continuity planning (BCP) national and international training and awareness programs for the Privy Council Office, Office of the Prime Minister, and Global Affairs Canada (GAC). Work involved industry research, international knowledge sharing, networking/relationship building, content analysis, needs assessment with key federal decision-makers, establishing impact indicators, curriculum design, implementation, and evaluation. Top-secret clearance acquired.
- **Instructional Designer / Course Instructor (various)** – Over 14 years' experience developing and delivering instruction online/offline for government (PCO/PMO, DFATD, Fisheries and Oceans Canada), academic (YorkU, UToronto, George Brown College, UWaterloo) and private institutions (International NGOs). Work included course development, needs analysis, content analysis, information architecture, activity design, storyboarding, usability testing, eLearning, instruction / facilitation, and evaluation (formative, summative, developmental, utilization focused).
- **Project Manager / ICT Consultant** – International experience managing projects spanning the SIREN maritime academic research networks to 2+ years' running Internet and Communications Technology for Development (ICT4D) projects in Swaziland (now Eswatini) and India. Work includes project planning (Gantt charts); communications and outreach design; knowledge management; management of staff, projects, and budget; relationship management; project initiation and implementation; learning program development and delivery; and design & delivery of organizational management systems.

WORK EXPERIENCE

HUMANITARIAN TRAINING SPECIALIST	German Red Cross & Sphere	Jan 1 – Present
DIRECTOR	Digital Global Health & Humanitarianism Lab, YorkU	June 20 - Present
RESEARCH DIRECTOR	Humanitarian Partners International	Sept 21 - Present
KNOWLEDGE MANAGEMENT CONSULTANT	Coastal Marine Resilience, SIREN Research Network	Feb 20 – Present
DIGITAL ETHICS & GLOBAL HEALTH FELLOW	Dahdaleh Institute for Global Health Research, YorkU	Dec 19 - Present
COURSE DIRECTOR (GRAD, UNDERGRAD)	Disaster & Emergency Management, YorkU	Jan 17 -- Present
COMPANY DIRECTOR / FOUNDER	Ellips Design + Consulting	Sept 03 – Present
RISK ANALYST FOR VIRTUAL NETWORKS	St. Lucia Government, Southern Harbour	Jan 17 – Jan 19
RESEARCH CONSULTANT	Waterfront Toronto & Sidewalk Labs	Feb 20 – June 20
LEAD RESEARCHER – SOCIAL NORMS	CARE Netherlands	Apr 19 – Nov 19
RESEARCH COORDINATOR	Munk School of Global Affairs, University of Toronto	Sept 15 – Apr 16
EXERCISE DESIGNER	Fisheries & Oceans Canada	Feb 16
RESEARCH INTERN	Office for the Coordination of Humanitarian Affairs, UN	Sept 15 – Dec 15
EXERCISE DESIGNER	Agency for Cooperative Housing	Sept 15
IMPACT CONSULTANT	Marine Environmental Observation Prediction and Response Network (MEOPAR)	June 15 – Sept 15
EVALUATOR / RESEARCHER	Citizen Lab, Munk School of Global Affairs, U of Toronto	Sept 12 – Jan 15
INSTRUCTIONAL DESIGNER	Occupational Health & Safety, Fisheries & Oceans Canada	Mar 14
COURSE DEVELOPER / INSTRUCTOR	Emergency Services, Fisheries & Oceans Canada	Jan 13 – Feb 14
BUSINESS CONTINUITY PLANNING ADVISOR	Corporate Services, Agency for Cooperative Housing	Aug 12
RESEARCHER (CYBER SOCIAL MOVEMENTS)	Dr. Megan Boler, Associate Chair, OISE, U of Toronto	Sept 12 – Sept 15
COURSE INSTRUCTOR (ONLINE)	Faculty of Emergency Mgt., George Brown College	Jan 12 – Sept 15
CONSULTANT - EDUCATION TECHNOLOGY	Dr. Karen Mundy, Associate Dean. OISE, U of Toronto	Sept 11 – Sept 13
COURSE DEVELOPER / INSTRUCTOR	Security Operations, Privy Council Office	Jan 11 - Mar 11
TRAINING SPECIALIST	Emergency Management, Global Affairs Canada	Nov 09 – June 11
EMERGENCY MANAGEMENT TRAINING ANALYST	Security Operations, Privy Council Office	Sept 08 – Nov 09
ISIS INSTRUCTIONAL DESIGNER/RESEARCHER	Concordia University	Sept 07 – Aug 08
PROJECT MANAGER	Swaziland Action Group against Abuse, Swaziland	Sept 06 – June 07
ICT RURAL TELECENTRE PROJECT MANAGER	World University Services, Swaziland	May 06 – Aug 06
INTERNATIONAL VOLUNTEER, SWAZILAND	Canadian Crossroads International	Sept 05 – Jan 06
ROLLOUT SUPPORT SPECIALIST	Information Technology, City of Kitchener, ON	May 03 – Aug 05
INTERACTIVE LEARNING WEB DEVELOPER	University of Waterloo, ON	Sept 03 – Apr 05
COMPUTER SCIENCE INSTRUCTOR	ISG, University of Waterloo, ON	Jan 02 – April 02
INSTRUCTOR / WEBSITE PROJECT LEADER	Canadian Institute for International Studies (CIIS), India	Sept 01 – Dec 01

SCHOOL

2011 – 2019	Doctor of Philosophy (Ph.D., University of Toronto) Leadership, Higher and Adult Education, Ontario Institute for Studies in Education & Dynamics of Global Change, Munk School of Global Affairs. Supervisor: Ron Deibert, <i>Director of The Citizen Lab</i>
2007 – 2009	Masters Education Technology (M.A., Ed Tech, Concordia University)
1998 – 2005	Honours Bachelor of Science with Biology Minor (Deans List) (BSc, University of Waterloo)

AWARDS, CERTIFICATIONS & AFFILIATIONS

2020	YorkU COVID-19 Research Grant for Digital Contact Tracing, Value: \$36k, York University
2019	Digital Ethics & Global Health Fellow, Dahdaleh Institute for Global Health Research, York University
2014	Completed <i>Canadian Disaster and Humanitarian Response Training Program</i> , McGill University
2012 – 2015	Doctoral Fellowship Award, Social Sciences and Humanities Research Council (SSHRC), Value: \$40k
2012	Citizen Lab Doctoral Fellow, Munk school of Global Affairs, University of Toronto
2012	1 st Place in Student Poster Competition, International Association of Emergency Managers (IAEM)
2011 – 2015	Full 4-year Doctoral Scholarship, University of Toronto
2002 – 2005	Deans List, University of Waterloo

PUBLICATIONS

Journal & Book Publications

- Bristow, D., Chang, S., Cheng, Lin., Pelot, R., Goerlandt, F., & Phillips, J. (2022). Marine Transportation Disruption and Community Resilience to Disasters: Concepts, Methods, and Applications. *Springer Nature*. Manuscript in preparation.
- Phillips, J., Babcock, R. A., & Orbinski, J. (2021). The digital response to COVID-19: Exploring the use of digital technology for information collection, dissemination, and social control in a global pandemic. *Journal of Business Continuity & Emergency Planning*, 14(4), 333-353.
- Phillips, J., & Hay, A. (2018). Building Resilience in Virtual Digital Response Networks: A Case Study. *Infrastructure Asset Management*, 0(0), 1–56. <https://www.icevirtuallibrary.com/doi/abs/10.1680/jinam.17.00001>
- Phillips, J. (2018). Risk in a digital age: understanding risk in virtual networks through citizen-driven digital response networks (DRNs). *International Development Planning Review*, 40(3), 239–272. <http://doi.org/10.3828/idpr.2018.18>
- Phillips, J., & Hay, A. (2017). Building Resilience in Virtual & Physical Networked Operations. *Infrastructure Asset Management* (pp. 50-67).
- Boler, M; Phillips, J. (2016). Entanglements with Media and Technologies in the Occupy Movement. *The Fibreculture Journal*, 1–32. <http://doi.org/10.15307/fcj.26.197.2015>
- Wasty, S; Steinberg, S; Maguire, K; Phillips, J (2013). Ocular health interventions: alleviating poverty and promoting gender balance. *Humanities and Social Sciences Review*, 2 (3). pp. 163-168. ISSN 2165-6258
- Phillips, J. (2010). Seven issues to consider when designing training curricula. *Performance Improvement*, 49: 9–16. <https://doi.org/10.1002/pfi.20161>

White Papers & Professional Publications

- Phillips, J., Molnar, P., Babcock, R., Goldstein, D., Putric, T., Gauhar, A., Quayyum, S., Balasubramaniam, L., & Mamuji, A. (2020). Exploring user-uptake of digital contact tracing (D-CT) apps: A practitioner guide. Modules 1-9. *Digital Global Health and Humanitarianism Lab*. Retrieved from https://figshare.com/articles/book/Exploring_User-Uptake_of_Digital_Contact_Tracing_Apps_-_A_Practitioner_Guide_-_Full/14423861
- Phillips, J., Babcock, R., Suresh, S., Fathi, A., Krishnaraj, G. (2020). Digital Response to COVID-19: Modules 1-3. *Digital Global Health and Humanitarianism Lab*. Retrieved from <https://dghhlab.com/wp-content/uploads/2021/04/DRP-Full-Report-Modules-1-3.pdf>
- Phillips, J., Whipkey, K., & Noble, S. (2019). Enhancing inclusive governance in fragile & (post) conflict-affected settings: An exploration of social norms related practices affecting public authorities. *CARE Netherlands*. Retrieved from <https://www.careneland.org/carexpertise/publication/enhancing-inclusive-governance-in-fragile-post-conflict-affected-settings/>
- Robinson, L., Phillips, J., Bishop, E. B., Daya, S., Gladstone, N., Ko, V., et al. (2016). What Motivates Citizens to Participate? *The Digital Public Square* (Vol. 17, pp. 1–45). Bingley: The Digital Public Square. Retrieved from <https://munkschool.utoronto.ca/dps/downloads/DPS%20What%20Motivated%20Citizens.pdf>
- Hay, A. H., Phillips, J., Cummins, J., & Miazga, T. (2017). Smart city connectivity to support municipal and community resilience. (pp. 1–34). *Southern Harbour*.
- Phillips, J; Verity, A. (2016). Guidance for developing a local digital response network (DRN). *Digital Humanitarian Network & Office for the Coordination of Humanitarian Affairs, United Nations*. Retrieved from <https://app.box.com/s/gj67rid8ys1hdwmst8p05hl3om0d1b75>
- Rebollo, I. G., & Phillips, J. (2015). Origin of the DHNetwork. DHNetwork (pp. 1–1). *United Nations Office for the Coordination of Humanitarian Affairs*. Retrieved from <https://app.box.com/s/iqj54wi8qj7mnhfy0ca76mhc176wwbgl>

Conference Publications & Significant Blogposts

- Phillips, J., Babcock, R. (2020, Nov 6) Beyond contact tracing: The opportunities and challenges of digital responses to COVID-19. First Policy Response. Retrieved from <https://policyresponse.ca/beyond-contact-tracing-the-opportunities-and-challenges-of-digital-responses-to-covid-19/>
- Phillips, J. (2017). Can a citizen-driven response improve humanitarian action? ICRC. Retrieved from <https://www.linkedin.com/pulse/can-citizen-driven-response-improve-humanitarian-action-phillips/>
- Phillips, J. (2016). Enabling local communities through Digital Response Networks. *Humanitarian Law & Policy*, ICRC. Retrieved from <http://blogs.icrc.org/law-and-policy/2016/05/19/enabling-local-communities-digital-response-networks/>
- Phillips, J. (2015). Exploring the citizen-driven response to crisis in cyberspace, risk and the need for resilience (pp. 1–6). Presented at the 2015 IEEE Canada International Humanitarian Technology Conference (IHTC2015), IEEE. <http://doi.org/10.1109/IHTC.2015.7238051>
- Phillips, J. (2015). Lending a Digital Hand. *Relief to Recovery*. Retrieved from <http://www.jenniephillips.com/lending-a-digital-hand-an-overview-of-digital-humanitarianism-and-how-to-get-involved/>

RESEARCH SUPERVISION

Digital Global Health & Humanitarianism Lab	Lab director	York University	Mar 20 – Present
Digital Response to COVID-19 Project	Research supervisor	Dahdaleh Institute for Global Health Research, York University	Mar 20 – Present
Ethics & Governance of Health Data in Complex Humanitarian Environments Project	Research supervisor	Dahdaleh Institute for Global Health Research, York University	Dec 19 – Present
Citizen motivations for Online Civic Action Initiatives	Research coordinator	Munk School of Global Affairs, University of Toronto	Sept 15 – Apr 16
Online Collaboration Tools & Process Design	Research group supervision & engagement	Dr. Megan Boler, Associate Chair, OISE, U of Toronto	Sept 12 – Present

EDITORIAL REVIEW

Decision Sciences	2020 - Present
Safety Sciences	2020 - Present
Thunderbird International Business Review	2019 – Present
Infrastructure Asset Management Journal	2017 – Present
Proceedings of the National Academy of Sciences of the United States of America (PNAS) Scientific Journal	2018
IEEE Transactions on Professional Community	2012

REFERENCES

References available on request