

- Oh, Onook, Manish Agrawal, and H. Raghav Rao. "Information Control and Terrorism: Tracking the Mumbai Terrorist Attack through Twitter." *Information Systems Frontiers* 13.1, 33-43, 2010.
- Onook, Oh, Manish Agrawal, and H. Raghav Rao. "Community Intelligence and Social Media Services: A Rumor Theoretic Analysis of Tweets During Social Crises." *MIS Quarterly* 37.2, 2013.
- Panagiotopoulos, Panagiotis, Alinaghi Ziaee Bigdeli, and Steven Sams. "'5 Days in August' – How London Local Authorities Used Twitter During the 2011 Riots." *Electronic Government*, 102-113, 2012.
- Reinhardt, Wolfgang, et al. "How People Are Using Twitter During Conferences." *Creativity and innovation Competencies on the Web*, 2009.
- Ross, C., et al. "Enabled Backchannel: Conference Twitter Use by Digital Humanists." *Journal of Documentation* 67.2, 214-37, 2011.
- Wen, Xidao, et al. "Twitter in Academic Conferences: Usage, Networking and Participation over Time." *arXiv preprint arXiv*, 2014.
- Wen, Xidao, Denis Parra, and Christoph Trattner. "How Groups of People Interact with Each Other on Twitter During Academic Conferences." 253-56, 2014.
- How and Why People Twitter: The Role That Micro-Blogging Plays in Informal Communication at Work.* Proceedings of the ACM 2009 international conference on Supporting group work. 2009. ACM.

Biography

Noor Farizah Ibrahim is a doctoral student in School of Economics, Finance and Management at the University of Bristol. Her research interests include social media, big data, social network analysis, online community engagement, natural language processing, machine learning, information system and technology management.

Christopher Durugbo was a Lecturer of Management in School of Economics, Finance and Management at the University of Bristol. His research areas include systems and network analysis, service operations management, engineering design, information and technology management, and human factors. The findings from his research with academic and industrial collaborators have been accepted for publication in several journals such as *Expert Systems with Applications*, *International Journal of Production Research*, *Production Planning and Control*, *Ergonomics*, *Information Sciences*, *International Journal of Technology Management*, *The Service Industries Journal*, *International Journal of Information Management*, *Business Process Management Journal*, *Systems Engineering*, *International Journal of Advanced Manufacturing Technology*, and *Journal of Intelligent Manufacturing*. He has also presented his research outcomes at international conferences with proceedings that have been published by associations such as *Euroma*, *INFORMS*, *Euro*, *Springer*, the *Institute of Electrical and Electronics Engineers (IEEE)* and the *College International pour la Recherche en Productique (CIRP)*.