

Information Delay in Managing the Corona Crisis: Its Significance and the Ways to Deal with It



Gadi Ariav

The time gap between the occurrence of events and their formal capture in the Information System (Information Delay) is an inevitable and known attribute of information systems, which has not yet been a subject of thorough academic examination. The practical reference to Information Delay in the design of information systems is an inexplicit aspect in the examination of the required up-to-datedness of data for decision-making. Nevertheless, the management of the COVID-19 crisis presented a challenge – practically insurmountable due to the attributes of the pandemic – in dealing with Information Delay, a delay that unequivocally cripples the management of the medical crisis and its implications. The effects of Information Delay are demonstrated through data collected in Hubei Province, China, at the early stages of the pandemic. The organizing principles of discussion of the Information Delay are anchored in Minkowski's Diagram (a construct of the Theory of Relativity). The diagram depicts the "state of knowing" in an information system at any point of time and it frames the three responses to the Information Delay challenge as a logical sequence, specifically (1) expediting data capture, (2) "thickening of the present", and (3) "broadening the present" by shifting it to the past and completion of missing data with speculative logical/mathematical models.

What Will Happen to 'Trust in People' and 'Trust in Digital Technology' in the Wake of COVID-19



Lior Zalmanson

The COVID-19 crisis challenges the notion of trust in society: social distancing isolates people and frames others as a possible threat to health. Given the distance, the individual becomes entirely dependent on technological and digital mediation for all life functions. It is not surprising then that this behavioral change has broad implications for people's trust in human society on the one hand and digital technology on the other. This paper presents two connected ideas. The first is that, regardless of the crisis, we experience a rise in our confidence in digital technology. This rise is associated with a decline in trust in general society in general and fellow humans in particular. The second is that COVID-19 will probably deepen our confidence in digital technology. For each of the ideas, I will describe research and industry trends alongside possible societal and managerial implications.