Abstract: Infrastructure resilience is often associated with the ability of the hard infrastructure or physical system to cope with severe disruptions; however, the institutions and enterprises that make up the soft infrastructure systems are also prone to crises. Incorporating resilience aids systems to cope with crises and recover from disruptive events, which is not possible without an organizational foundation that is able to cope with and respond to crisis. Additionally, metrics enable stakeholders to assess the effectiveness of resilience strategies and show their added value. This paper outlines a methodology for assessing resilience of soft infrastructure using social network analysis. The methodology is applied to the National Intelligent Transportation System (ITS) where the logical architecture is viewed as a network, and the centrality measures are used to define the system's resilience metrics.

Stichworte: Resilience metrics; organizational networks; soft infrastructure system; social network analysis