



PERFORMANCE REPORT (Q1 2014)

AWARD #: AID-OFDA-A-13-00036

IMMAP PROVISION OF INFORMATION MANAGEMENT SUPPORT TO UNITED NATIONS SHARP TEAM

EXECUTIVE SUMMARY

Through the current OFDA grant iMMAP deployed six Information Management Officers (IMOs) to the following agencies over the last seven months:

Start Date	Position	End Date
[17-Sep-13]	OCHA Regional Office in Amman, Jordan	[17-Mar-14]
[03-Nov-13]	WFP Regional IAU in Amman, Jordan	[03-Nov-14]
[08-Nov-13]	UNICEF Syria Team	[08-May-14]
[27-Nov-13]	UNICEF MENA Office in Amman, Jordan	[27-May-14]
[04-Jan-14]	IOM Syria Team	[03-Jul-14]
[23-Jan-14]	WHO Syria Team	[23-Jun-14]

These six IMOs have provided key assistance to the beneficiary organizations and is highlighted in this document.

Objective	To provide critical support to United Nations agencies in order to facilitate development of the Common Operating Picture of humanitarian coordination and security in Syria
Beneficiaries	Primary Beneficiaries: ➤ Approximately 24 [United Nations Agencies and INGOs]. Secondary beneficiaries: ➤ 82 local NGOs; ➤ More than 6 million food-insecure Syrians; ➤ An estimated 6.5 million IDPs inside Syria; ➤ 70,000 returnees; ➤ More than 3,000 migrants.

It is assumed that all targeted beneficiaries of this project have been reached as a result of this project and will continue to be reached throughout the lifetime of the grant. The following performance indicators are summarized below.

Indicator 1	
Number of humanitarian organizations actively coordinating via United Nations agency Information Management Units	
WHO Damascus	20 (<i>Health Sector + MOH</i>)
WFP Amman	5 (<i>OCHA, UNHCR, SNAP, UNICEF, MOPIC</i>)
IOM Beirut	4 (<i>OCHA, UNHCR, UNICEF, HRC Lebanon</i>)
OCHA Amman	31 (<i>15 UN orgs, 16 INGO's (3 unoperational but present)</i>)
UNICEF Damascus	26 (<i>MOH, MOC, MoEn, MoE, MOWR, MoLA, SARC and Local NGOs</i>)
UNICEF Amman	17
Total	103

Indicator 2	
Number of organizations utilizing information management services	
WHO Damascus	1
WFP Amman	1
IOM Beirut	1
OCHA Amman	1
UNICEF Damascus	1
UNICEF Amman	1
Total	6

Indicator 3		
Number of products made available by information management services that are accessed by clients		
	Internal for Client	External for Clients
WHO Damascus	26	15
WFP Amman	7	12
IOM Beirut	14	22
OCHA Amman	19	13
UNICEF Damascus	2	0
UNICEF Amman	25	11
Subtotal	93	73
Total	166	

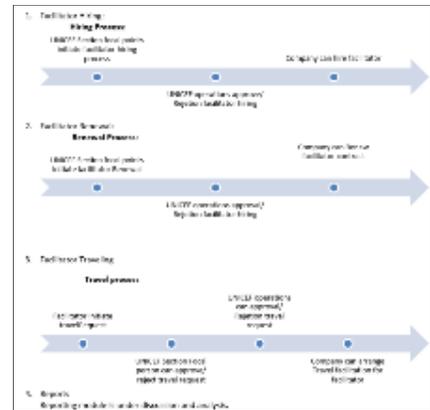
PROGRESS TO DATE

UNICEF DAMASCUS

Since starting on 08-Nov-13 Mehtab Khan has been placed on the Syria team for UNICEF. Due to staff ceiling constraints for UNICEF he has been working from Amman though directly under the supervision of the chief information management officer in Damascus. His work has entailed the development of key programme management and data collection tools.

Facilitator Field Presence Reporting & Tracking system

UNICEF employ a huge workforce of facilitators in Syria to oversee programmes funded through Programme Cooperation Agreements (PCA) and other service level agreements. The management of these recruitments, their renewals, travel authorization, and reporting have now been encompassed in an information management system developed by Mehtab. This tool allows the UNICEF Syria team to effectively manage this workforce in an efficient manner.



Mobile Data Collection

UNICEF has decided to develop a solution for data collection in the Education, WASH, Child protection, and Health sectors/sub-sectors. The methodology chosen for this service was USSD (Unstructured Supplementary Service Data) Data collection. USSD is compatible with all mobile devices and will be free to use on all devices. Mehtab has lead the development of this solution and has been working closely with telecommunications providers in Syria to support this implementation.



Using USSD will also enable UNICEF to establish a list of “trusted” phone numbers which submit data to the service. This will in-turn facilitate the capturing of quality data once the programme is active. iMMAP anticipates that this solution can be replicated for other country programmes, other agencies, and clusters/sectors.

Latest Update

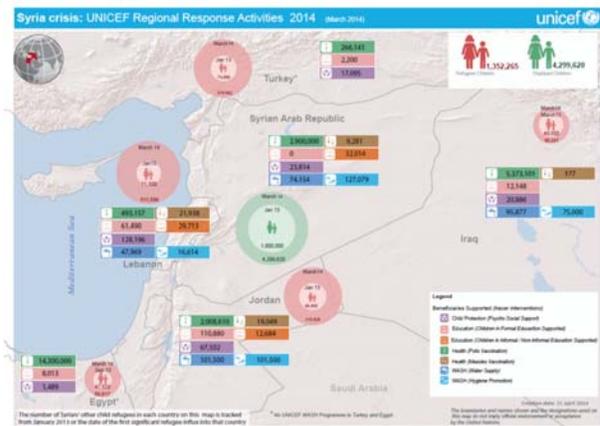
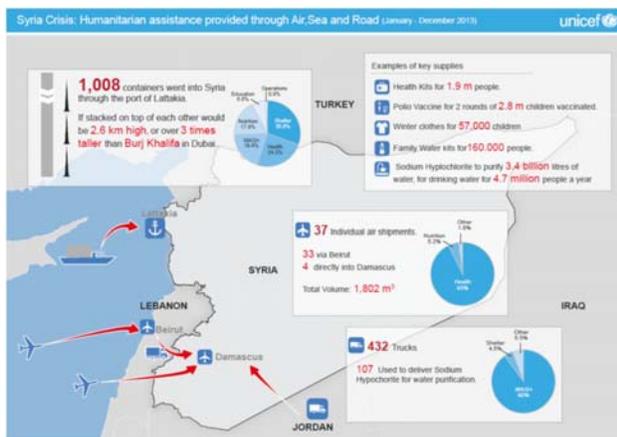
Over the last three months Mehtab has been working on the finalization of both tools and he plans to travel to Damascus in the coming days to roll out the systems to the team on the ground in Syria and hand over this work to the UNICEF Syria Team. This mission is planned to be a two week mission and afterwards Mehtab plans to return to Amman to assume the position of the software developer for the project.

UNICEF will post an additional Standby Partner Request for this position and they plan to have this role based 100% inside Syria. iMMAP is currently working on identifying a suitable candidate for this position.

UNICEF MIDDLE EAST & NORTHERN AFRICA REGION (MENARO)

Since starting on 27-Nov-13 Hassan Abdelghafer has been placed on the regional Information Management team for UNICEF, with a focus on Syria. Initially he established an information management continuum to support Syria crises hub in order to implement the pillars of information management in Data Collection, Processing, Analysis and Dissemination. This effort has continued through the following themes:

- Data collection
 - Built a catalogue dataset in order to collect data in various format such as assessments, reports, baseline data and maps that were produced by UNICEF and other UN/INGOs per countries to support the SHARP and Comprehensive Regional Strategy (CRS).
 - Compiled figures relevant to Syrian children affected inside Syria and neighboring countries to identify the analysis trends on monthly basis and the responding figures per sectorial programme (WASH, Education, Health and child protection).
- Products delivered
 - A Health sector a coverage map for children vaccinated against polio for first and second round were produced respectively.
 - Info-graphics for regional key response activities for 2013 (Jan-Dec) and for the first quarter for 2014 were compiled and produced to identify the UNICEF interventions in its main activities (Health, Education, WASH and Child protection) with figures for beneficiaries per indicators and countries.
 - A regional dashboard has been created and updated with response indicators and funding needs per countries.
 - Info-graphics highlighting for needs and the response to date were developed and include the funding needs status update.
 - Info-graphics for supply and the logistics sector were produced in order to plan UNICEF humanitarian assistance corridors through road, sea and flight maps inside/outside Syria.
- Dissemination
 - In line of dissemination activity he managed to control UNICEF share point team site in order to update and upload UNICEF products.
 - Updated the assessments and maps catalogues and liaising with other IMOs to use the potential capability of share point site.
 - Updated figures and funding needs status on the website on monthly basis from situation reports.
 - Followed up and worked focal persons in the communication section to update indicators on the website.

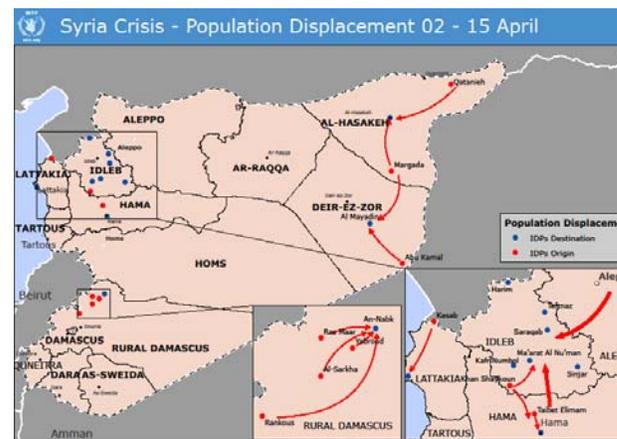
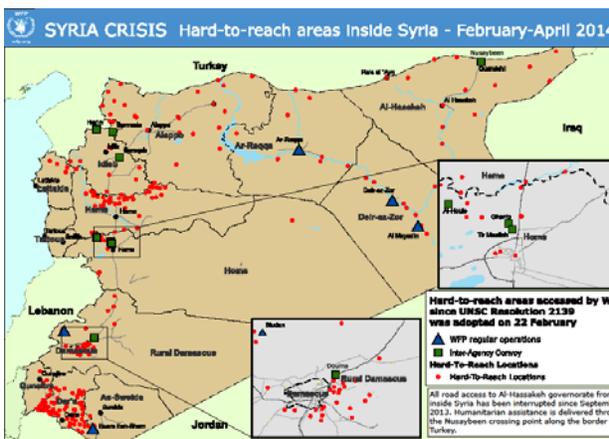


UNICEF will not be requesting an extension of this position past the date Hassan’s contract ends. They are happy with the support he has provided over the last 5 months, however they plan to replace his role with an internal candidate. This frees up a position for iMMAP to post somewhere else. iMMAP is currently working with the other UN partners and also coordinating the OFDA DART team in Amman to try and identify a priority position this post can fill.

UNITED NATIONS WORLD FOOD PROGRAMME [WFP] REGIONAL OFFICE

Since starting on 03-Nov-13 Jonas Herzog has been placed with the regional WFP Information Management Unit as a database and web specialist supporting the Regional Emergency Coordinator Syria. One of his initial tasks was to setup an interactive online map showing different food programmes. It is anticipated that making this online map publicly available will encourage offices to send their data more quickly and of a higher quality standard. Furthermore, the donors, media and the public will have a much better overview on the activities of WFP in Syria.

The work on several maps, online and offline has been continued and new products have been developed. The lessons learned in visualizing information relevant to the Syria Crisis are now being applied for additional products in neighboring countries. At the same time he created an internal product that displays hard to reach and besieged areas inside Syria interactively and developed an index that shows the degree of accessibility. This product has received very positive feedback and it is used as the main tool to present the access situation to senior management. Using the same data as a basis, he creates regular updates of the access situation on printed maps that are published in external reports, along with maps about displaced persons within Syria, situation maps in certain areas etc.



The first map above shows hard to reach areas in Syria, and which of those have been accessed by convoys since the UNSC Resolution was adopted in February. It shows the gravity of the situation and how WFP is trying to cope with it (published in the WFP Syria Crisis Update). The second map above shows the movement of persons within Syria for the latest reporting period. This information is important for food distribution inside the country (published in the WFP Syria Crisis Update).

Jonas developed a tool called OpsFEED which shows operational WFP data. Country offices use these online maps to present their activity to donors and to find gaps. The data is updated regularly and information disseminated immediately. Jonas met with staff from the Damascus office recently in Lebanon which proved very useful in order to build a closer relationship with the Syria team on the ground. This meeting gave a much better understanding of the situation within the country and allowed Jonas to find ways to represent available data in a more accurate fashion.

Templates for maps that are being published on regular basis on our information packages have been redesigned to better fit the WFP corporate design and to fit certain standards. The previously externally hosted website that contains key documents on the Syria crisis has been incorporated with the official WFP website and can now be found on wfp.org/syriainfo. All the documents are also stored on the WFP central database in Rome and are being uploaded and updated by us. The website is currently being redesigned as well to fit higher demands. Large amounts of geographic data have been moved from an external hard disk to the WFP server on the compound, in order to improve data safety (backups are done regularly). Also, the GIS team now has two more members, hence this server structure allows accessing the same data from different users.

WFP have already applied for an extension for the position of Jonas on the team and he will be extended until early November 2014.

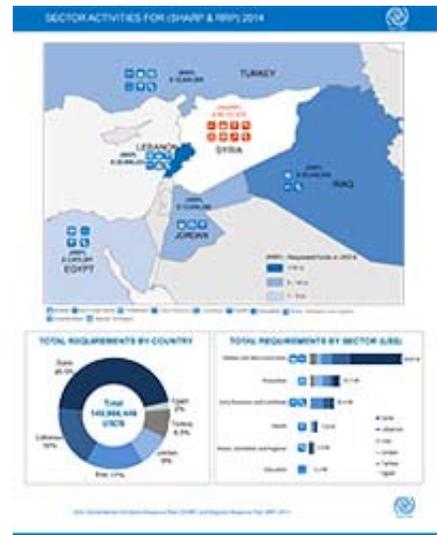
INTERNATIONAL ORGANISATION FOR MIGRATION [IOM]

Since starting on 04-Jan-14 Ramy Zaki has been placed on the Regional Syria Crisis Response team for IOM as Information Management Officer. Initially he has been working on collecting humanitarian data from several sources internally within IOM country offices, and from other UN agencies to build concrete database of information.

Ramy became the IM focal point for the IOM Products in the regional crisis. He has started working on developing new templates for all products to support the decision makers to get better understanding of the information at hand. He analyzes the Syrian Biweekly data, and produce maps/info-graphics for NFI, Shelter, Transportation, and Psychosocial activities inside Syria, and in the affected countries.

He plays a key role in establishing systems and structures required to enable effective and efficient processes of data collection, analysis, processing and information sharing to be used for various purposes which primarily will support the operations in making informed, evidence-based strategic decisions and activities planning.

In particular support in the establishment of a comprehensive information management system that will facilitate the collection, analysis, and sharing of information relevant to IOM’s Syria Crisis Response, in general, and in-country emergency activities, in particular.

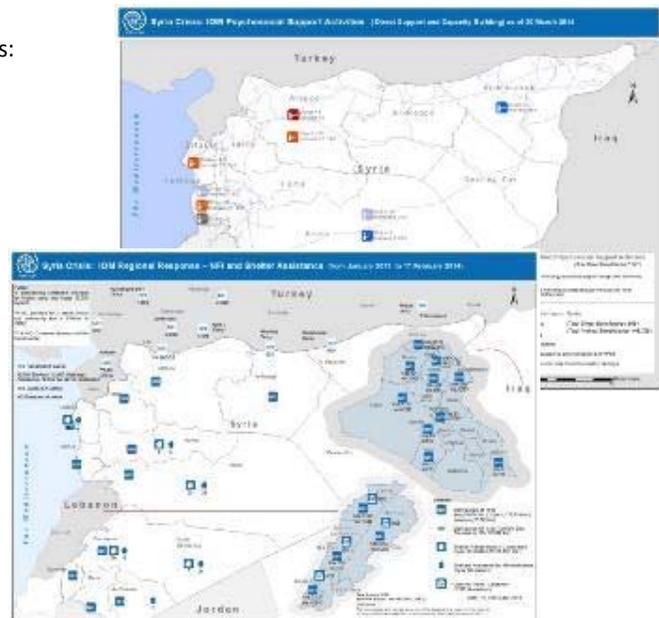


- Work with project teams and sub-offices, through the Emergency Support Assistant, to review, improve and consolidate data collection and processing tools, including the development of basic databases for data entry and reporting, where applicable.
- Assist in generation of relevant information, statistical visualization, dashboards and maps for the regular regional and in-country reports and updates, as well as information products to support the development of Syria Humanitarian Assistance Response Plan (SHARP).
- Conduct staff training and technology transfer on information management to project staff, and where necessary, government and local NGO partners.
- Participate in inter-agency information management coordination meetings and activities.
- Possible travel to inside Syria as may be necessary to support relevant information management activities of IOM Damascus as part of the regional strategy.

Produced several maps, info-graphic, and reporting products:

- IOM Psychosocial support activities in Syria
- IOM Regional Response-NFI and Shelter Assistance.
- IOM Health Assistance to Syrian Refugees.
- IOM Presence in the Syria affected region.
- IOM Appeals

Ramy’s post is still valid until early June. It is envisaged that this role will not continue to be supported through this grant since the Displacement Tracking Matrix (DTM) for IOM has not successfully launched to date and hence it is felt that a higher priority role in the Syrian crisis may be identified in the meantime. iMMAP and IOM are currently looking for another donor to support the continuation of this position.



UNITED NATIONS OFFICE FOR THE COORDINATION OF HUMANITARIAN AFFAIRS [OCHA]

Until 17-March-2014, Bernard Chedid had been working for the Regional Information Management Analysis Unit (IAU) of OCHA for the past 23 months. The last past six months of his post was covered by this OFDA grant. His main task is to directly liaise with the inter-cluster coordinator based in Damascus and support OCHA Syria with operational information products and generate the visuals requested by HQ from the field.

Major activities and accomplishments during the assignment:

- Established a GIS drive and the folder structure to centralize the data for future collaboration.
- Developed general overview maps for operational purpose, including city maps for urban areas.
- Compiled baseline information on Syria from different sources, including the Syria Census Bureau (in Arabic and English).
- Developed a list of clash points, marking populated areas witnessing clashes including estimates of affected populations.
- Developed the humanitarian snapshot, and contribute in the publishing of the humanitarian dashboard.
- Developed the Who is doing What and Where information from operational workings groups within Syria, funded by the Syria Humanitarian Assistance Response Plan (SHARP), including data collection compilation and final published product.
- Contributed in the production of all visuals and maps intended for private briefings and public.
- Developed response maps for Food and NFI sectors.
- Mission to Damascus for 3 weeks from 19 October to 9 November 2012, to improve data collection and proper usage of the common operational datasets and place-codes in order to standardize among the humanitarian community the geographical location reporting.
- Developed an access map showing actual UN road missions and clash areas.
- Developed a monthly incidents map, including a graphic representation of clash points
- Prioritization of clash areas to submit for remote sensing of damage level (pilot project).
- Developed an Inter-Agency convoy map showing the effort to cross conflict lines and deliver humanitarian aid within the country.
- Developed organograms resuming the specific clearance process for Inter-Agency convoys with the Syrian Government.

Bernards contribution to the OCHA Syria team has been widely appreciated by OCHA (Amman, Damascus, and New York) and iMMAP over nearly the last two years. OCHA have been unable to apply for an extension of this post which had already been breaking the general rules of the standby partner programme which normally does not allow for posts of this duration. He work has been handed over to colleagues in the Amman information management analysis unit.

iMMAP intends to continue to support the OCHA Syria team and are in the final stages of posting a new IMO to OCHA Damascus to work directly with their team on the ground.

UNITED NATIONS WORLD HEALTH ORGANISATION [WHO]

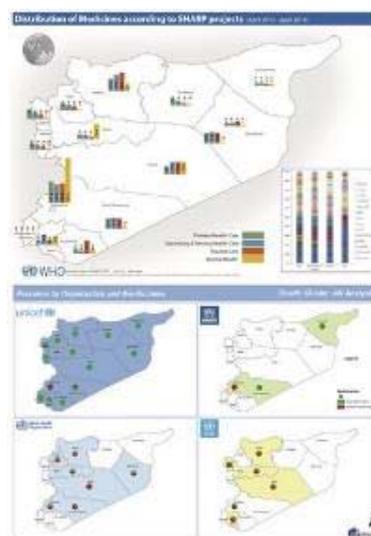
Irfan Ghuman joined the WHO Damascus team in January as an Information Management Officer. His primary responsibility will be to coordinate the development and implementation of the information systems necessary for the collection, collation, management, analysis and dissemination of data relevant to the work of WHO Syria so as to ensure informed decision making, advocacy and fundraising.

While arriving in Damascus he was immediately approached by OCHA Geneva for his technical support to OCHA Syria on Joint Humanitarian Assessment (JHA), where he produced comprehensive tabulation plan, reviewed questionnaire and provide technical assistance to modify data entry software. He will act as the core technical team member to provide assistance for data entry and analysis, as soon as JHA will be approved by government and officially launched.

Act as a Focal Point for WHO Syria and the Health Sector in all relevant inter-agency fora, including Information Management and Assessments Working Groups. He also played a major role along with OCHA IM team to establish information management working group in Syria as well as to modify 4W tool and re-launch it in humanitarian community. He is acting as a focal point for the Health Working Group 4W data compilation and analysis.

Additionally, Irfan is also contributing to provide his technical support to M&E and Polio sections including Chemical Weapon's consultant in designing data collection tools, data analysis, visualizations and updating information products such as:

- Maps
 - Syria chemical weapons Allegations maps
 - Medicines distribution under SHARP Project
 - Polio cases maps
 - Several maps for health sector on 4Ws data
- Data management
 - Designed Sub National Immunization Days, daily monitoring tool for WHO Emergency section Amman.
 - Designed an interactive data management tool for AFP cases.
 - Designed an interactive data management tool for chemical weapons allegations.
 - Supporting injury trauma technical expert to design data collection tool for injury trauma assessment.
 - Support to the regular collection, collation, and management (coherence check, cleaning, consolidation) of data, including support to partner agencies
- Supporting WHO Syria Monitoring & Evaluation activities in analysis of data and visualization of results.
- Coordinate with Syria Ministry of Health as well as other health partners, in order to harmonize and reinforce IM practices and collaboration across the health sector.



iMMAP and WHO intends on extending Irfan's support to the WHO Syria team through the year with a six month extension of his current position.