Crisis Information Management (CiM) Strategy

High-level Meeting at Swiss Mission
July 10, 2012
CIM Strategy

STRATEGIC PROGRAMMES

- Information Architecture
- Technology Development
- Stakeholder Management
- Capacity Building

Critical Success Factors

- Governance
- Funding
- Evaluation
- Incrementalism

Outcomes
Recognizing the need for **credible, accurate, complete and timely information for managing crises**, the United Nations, working collaboratively with its stakeholders, strives to **improve crisis information management capabilities** to protect people, property, human dignity and the environment affected by crises.
High-level Meetings in New York provided an opportunity to discuss CiM issues in the UN system (2007, 2008 and 2009).

CiM Stocktaking Report identified the urgent need for increased strategic guidance, system interoperability, and best practice sharing in all aspects of early warning, crisis response and recovery (2008).

CiM Strategy developed by the UN CiMAG (2009)

Mission to Haiti (2009)

Work collaboration across the UN peace/security, humanitarian and human rights communities and other stakeholders

Cooperation with the Crisis Mappers community (2010 – present)

CiMAG retreats (since 2009)
Discussions focused on recent developments related to the four central pillars of the CiM strategy: information architecture, technology development, stakeholder management and capacity building.

All participating organizations welcomed the CiMAG process as an essential vehicle to share best practices and work towards greater harmonization.

Organizations needed to institutionalize CiM practices, policies and platforms before a crisis, and not trying to start working on them after one.

Risks associated with crowd-sourced information were extensively debated. But, the debate was not about whether to use crowd-sourced information or not, but how best to use it.
CIM Programmes

- Information Architecture
- Technology Development
- Stakeholder Management
- Capacity Building
Information Architecture Programme

- **Goal:** Provide the structural design of an information environment to support collaboration, information sharing, and decision-making during a crisis

- **Initiatives:**
  - Develop a CiM IM architecture
    - Understand technical architecture and convergence points with current systems.
    - Understand potential levels of integration between current systems and emerging common CiM system
  - CiM policies and processes framework
    - Develop a set of robust policies and processes that can be used by the UN for all stages of the crisis lifecycle
Common Operational Datasets (COD) and FODs

COD Registration Status: 1 July 2012

www.cod.humanitarianresponse.info

75% complete for priority countries

Priority Countries

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<th>Priority Country Status: 1 July 2012</th>
<th>Administrative Boundaries</th>
<th>Population</th>
<th>Population Statistics</th>
<th>Transportation</th>
<th>Hydrographic</th>
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COD Registry Status Progress

Countries in italics do not have an OCHA office
Information break-down in crisis situation

New media
- Twitter
- Flickr
- Blogs
- SMS / MMS / Mobiles
- Social networks

Mainstream media
- CNN / BBC / Al Jazeera
- Local / National TV and radio
- Print media (mainstream / regional)
- Alternative print media

Traditional Sources
- Sit reps
- Open Data Open Gov Data
- Humanitarian Information Centres
- Agency databases / email lists
- Personal contacts / relationships
Technology Development Programme

**Goals:** Provide UN agencies and other organizations with improved CiM systems, tools and technical standards.

**Initiatives**

- **CiM research and development**
  - Develop small CiM prototypes to develop an overall CiM architecture and tools that can be used to develop generic CiM architecture and specifications.

- **Development of CiM technical architecture and specifications**
  - Provide a robust, open generic CiM architecture and system specifications that can be adopted across all UN agencies
  - Establish CiM technical standards adopted by international bodies and the private sector

- **Integrated CiM repository**
  - Develop architecture for an integrated repository containing core crisis management information and web-based access standards.

- **Improvement on existing CiM solutions**
  - Improve upon technical capabilities and interoperability of existing systems
Technology Development Programme

New Tools: Crowdsourcing - Learning from Kenya 2007 and Haiti 2010
Technology Development Programme

Learning, from Libya

Libya Crisis Map

The Libya Crisis Map platform was activated by the request of the Office for the Coordination of Humanitarian Affairs (OCHA) to the Standby Task Force (STF). The platform was fully handed over to OCHA supervision in April 2011, and continued to be supported by a team of volunteers until June 4th of 2011.

The platform is not currently accepting new reports, but the data will remain available for a couple of months.

Click on map icons to see local reports

- All Categories
  - Internal :: Sources
    - Events :: Armed Confrontations
    - Events :: Attacks on Protected Persons
    - Events :: Attacks on Protected Objects
    - Events :: Explosive Remnants of War
    - Needs
    - Response
    - Events :: Mass Displacements
  - Internal :: Verification
Stakeholder Management Programme

- **Goals:** Identify CiM champions and strengthen existing relationships within and between UN agencies and other CiM stakeholders that add value to the CiM strategy and promote buy-in.

- **Initiatives**
  - **CiM stakeholder engagement**
    - Stakeholder database
    - Crisis information management stakeholder map
    - Launch of CiM champions network
  
  - **CiM outreach and communications**
    - CiM communications strategy paper
    - Public awareness campaigns and high-level events
    - CiM strategy website and social networks
Changes in Crisis Information Management

- The shift from Government as sole provider or enabler of information for situational awareness and provide help, to a multitude of actors

- The shift from victims to first responders, from powerless to those with the agency to update, demand and bear witness
Welcome to Digital Humanitarian Network

If you represent an entity who would like to join the network, kindly Apply

Existing Members: Sign In

Welcome to Digital Humanitarians

The purpose of the Digital Humanitarian Network (DHNetwork) is to leverage digital networks in support of 21st century humanitarian response. More specifically, the aim of this network-of-networks is to form a consortium of Volunteer & Technical Communities (V&TCs) and to provide an interface between formal, professional humanitarian organizations and informal yet skilled-and-agile volunteer & technical networks. Services offered by members of the DHNetwork are listed here. We are taking an iterative approach in developing this interface and will expand membership to this network over time. Membership is by organization only. We also plan to organize a crisis simulation to assess our workflows in the near future.

The purpose of the DHNetwork Coordinators is to review activation-requests and rapidly liaise with the different volunteer & technical teams who are members of Digital Humanitarians to build a Solution Team best able to act on a request. The Coordinators aim to provide a response to every request within 24 hours. More information about the coordinators and their roll is available here.

Please use #DHnetwork when tweeting about this network, thank you.
Goals: Enhance and develop stakeholder capacities to learn, innovate and share knowledge, ICT tools and expertise about best practices and policies in CiM.

Initiatives

- **CiM Centres of Excellence**
  - Institutional learning
  - Technical assistance program
  - Crisis post-mortem sessions and reports

- **CiM training**
  - Stocktaking and enhancing existing training
  - Crisis simulation laboratories

- **CiM content development**
  - Information and knowledge required for CiM identified and rendered accessible

- **CiM Human Resource Management**
The ICT4Peace Foundation aims to enhance the performance of the International community in crisis management through the use of ICTs that facilitates improved, effective and sustained communication between peoples, communities and stakeholders involved in conflict prevention, mediation and peace building through better understanding of and enhanced application of Information Communications Technology (ICT) including Media and Social Media.

ICT4Peace aims to facilitate a holistic, cohesive and collaborative mechanisms directly in line with Paragraph 36 of the World Summit on the Information Society (WSIS) Tunis Declaration (2005):

"36. We value the potential of ICTs to promote peace and to prevent conflict which, inter alia, negatively affects achieving development goals. ICTs can be used for identifying conflict situations through early-warning systems preventing conflicts, promoting their peaceful resolution, supporting humanitarian action, including protection of civilians in armed conflicts, facilitating peacekeeping missions, and assisting post conflict peace-building and reconstruction."
UNHCR noted that it was important to look at the field level and not just the HQ, and that CiM was primarily a field level exercise, not one anchored to HQ alone, or primarily.

UNHCR spoke of the need for faster response and update time of crisis information within the UN system, the need for a master data set, to not be bound by technology when one designs and deploys information architectures for CiM and the paramount importance of the flexibility and access to use ICTs as they see fit and best geared to meet the demands of CiM.

UNHCR also championed the idea of the UN Humanitarian Data Day, pegged to possibly the ICCM in Washington DC later this year.

Capacity Building Programme

Training in Crisis Information Management
OCHA and ICT4Peace

The way forward for your humanitarian career

The Master of Advanced Studies in Humanitarian Logistics and Management is a part-time executive program intended for professionals looking to advance their
Outcomes of CIM Strategy

- **Increased effectiveness and impact**
  - Protect people, property, human dignity and the environment
  - Enhanced crisis prevention and preparedness
  - Better decision-making
  - Improved speed and agility in dealing with crises
  - Greater confidence of community

- **Improved efficiencies**
  - Increased outputs from UN and other organizations
  - More efficient allocation of human and financial resources
Critical Success Factors

- **Leadership**: Senior leaders in organizations champion the strategy and adopt CiM best practices, systems and tools including:
  - Stakeholder buy-in
  - An organizational culture supportive of CiM

- **Funding**: Secure adequate, multi-years funding to implement the CiM strategy

- **Evaluation**: Define key performance indicators and measure the progress of the CiM strategy

- **Incrementalism**: Develop CIM systems through further harmonization and integration of existing systems, while continuing to experiment with new, innovative solutions
Thank you very much