



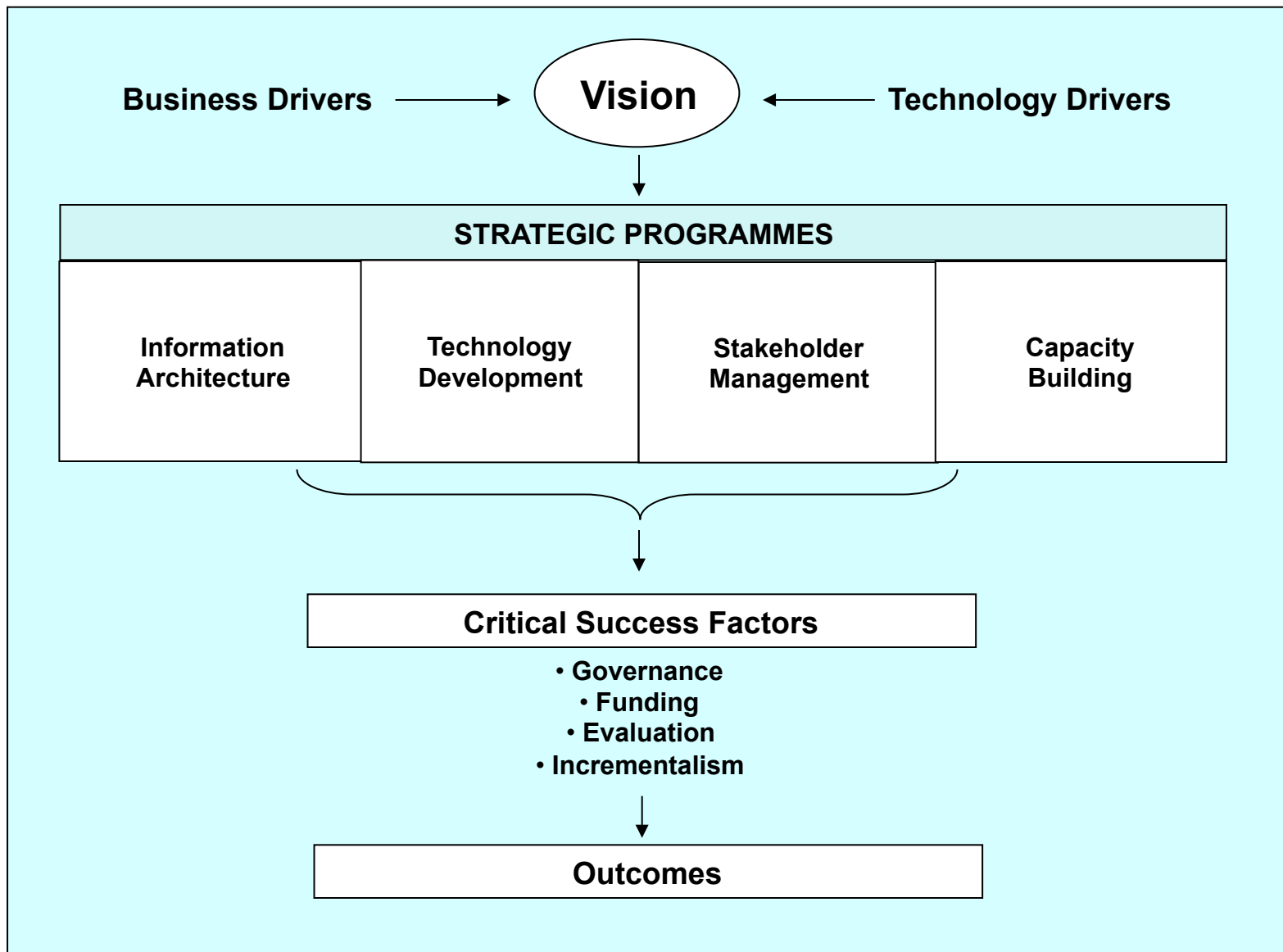
Crisis Information Management (CiM) Strategy



*High-level Meeting at Swiss Mission
July 10, 2012*



CIM Strategy





CIM Vision

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.



Background

- **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)

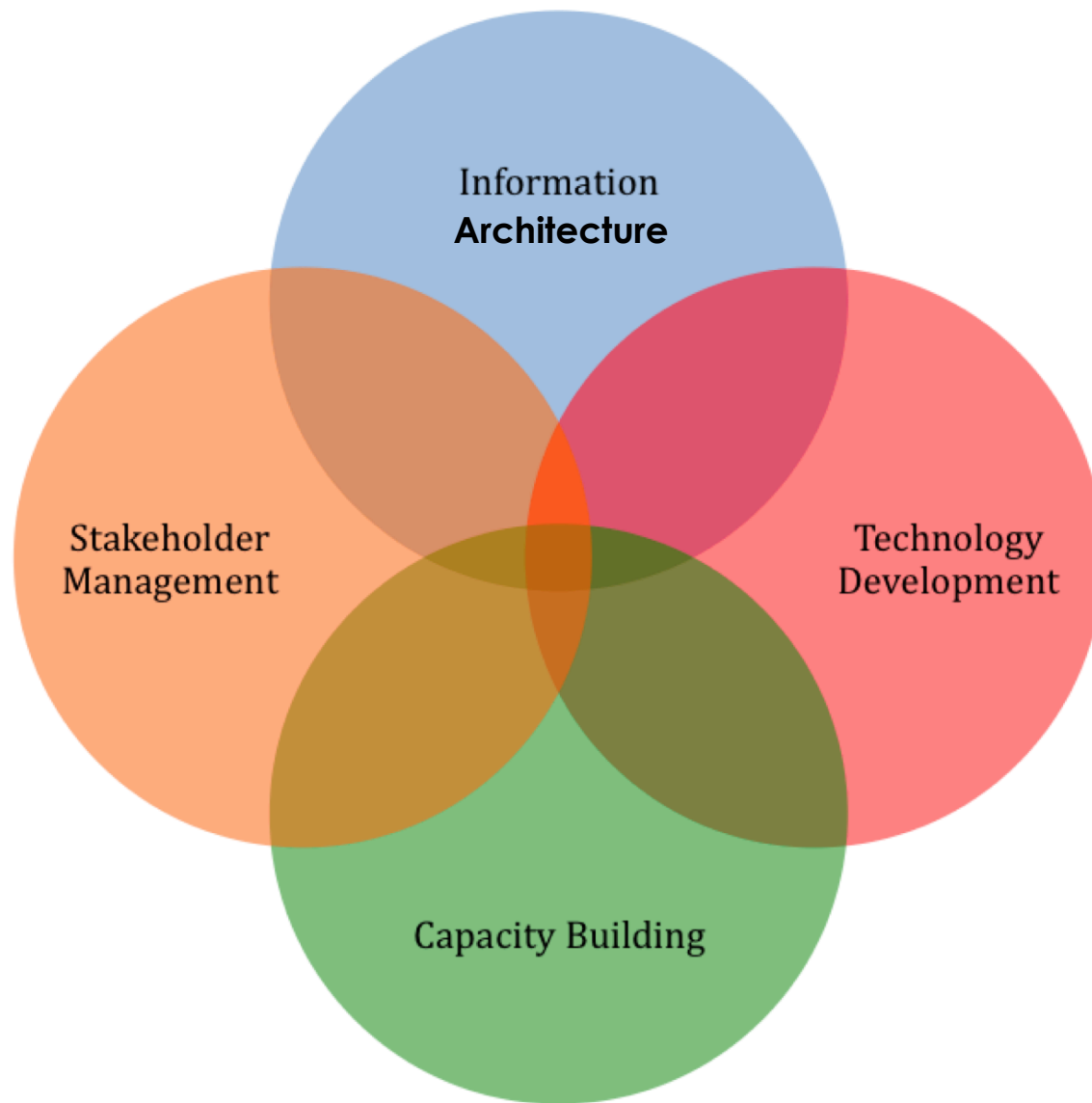


June 2012 CiMAG Retreat: Key Points

- 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 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

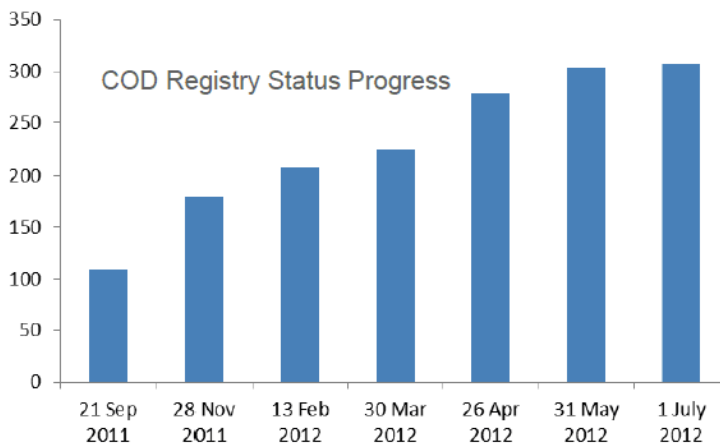
COD Registration Status: 1 July 2012

www.cod.humanitarianresponse.info

75% complete for priority countries

**Priority Country Status:
1 July 2012**

	Administrative Boundaries	Populated Places	Population Statistics	Humanitarian Profile	Transportation Network	Hydrology	Hypsography	Total # registered/confidential	% complete
GFM total	25	24	19	5	22	22	13	130	74
Other priority total	7	6	5	2	7	5	6	38	78
Priority country total	32	30	24	7	29	27	19	168	75

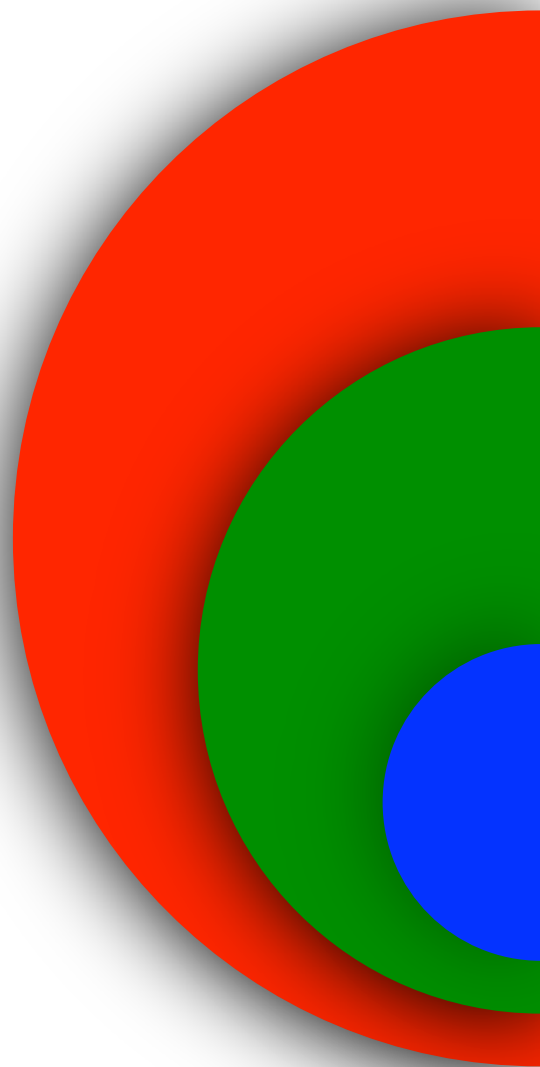


Priority Countries	Administrative Boundaries	Populated Places	Population Statistics	Humanitarian Profile	Transportation Network	Hydrology	Hypsography
High focus according to 2012 GFM							
Afghanistan							
Bangladesh							
Burundi							
Central African Republic							
Chad							
Cote D'Ivoire							
Democratic Republic of the Congo							
Eritrea							
Ethiopia							
Guinea							
Haiti							
Iraq							
Kenya							
Myanmar							
Nepal							
Niger							
Nigeria							
Pakistan							
Philippines							
Somalia							
South Sudan							
Sudan							
Uganda							
Yemen							
Zimbabwe							
Other priority countries							
Burkina Faso							
Djibouti							
Libya							
Mali							
Mauritania							
Senegal							
Syrian Arab Rep							

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



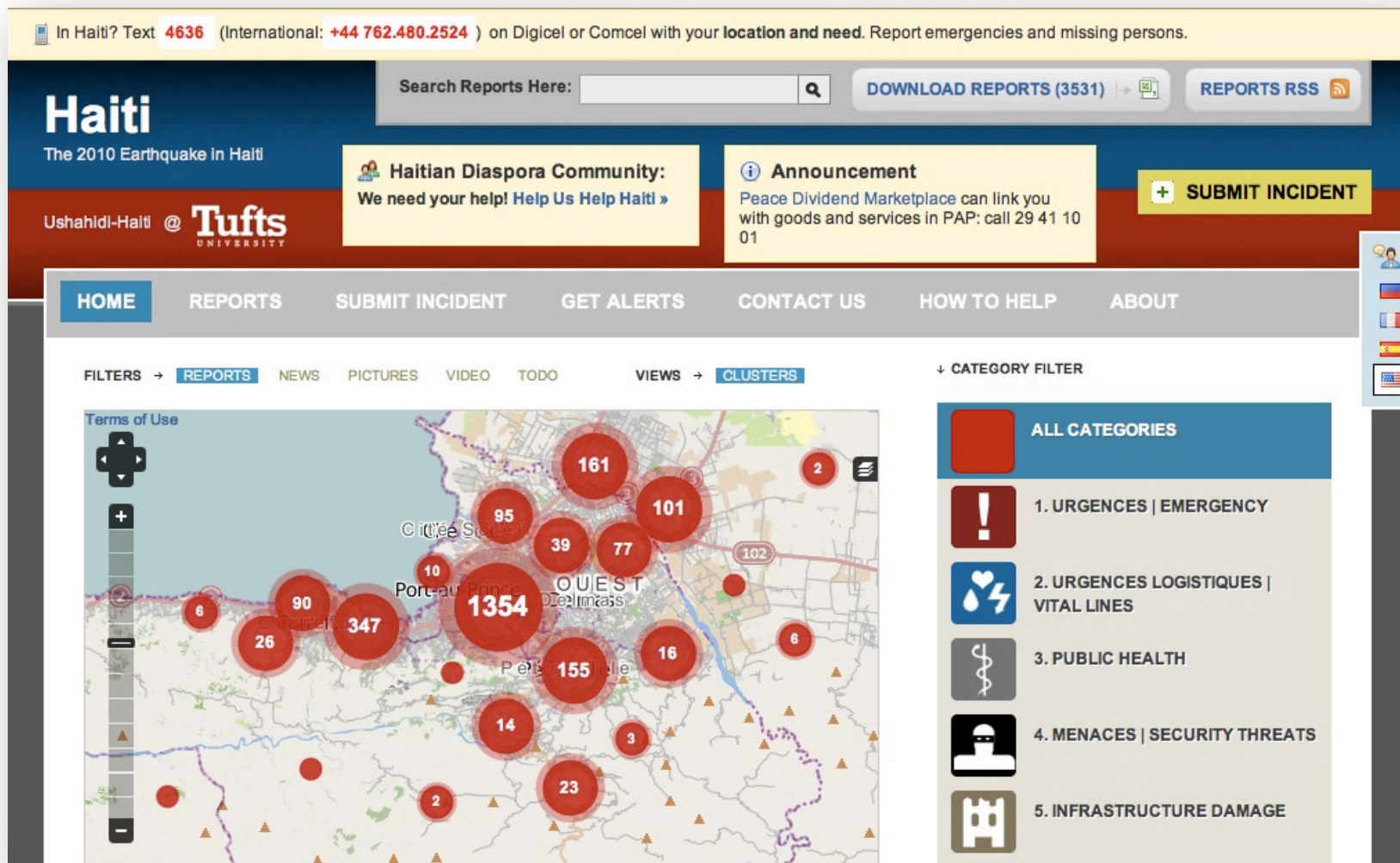
Technology Development Programme

- **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

SEARCH

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⚠ The LibyaCrisisMap platform was activated by the request of the Office for the Coordination of Humanitarian Affairs (OCHA) to the Standby Task Force (SBTF). 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

↓ CATEGORY FILTER [HIDE]

☒ 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

July 2012

12



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**



Stakeholder Management Programme



digital
humanitarian
network

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Welcome to
Digital Humanitarian Network

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

Existing Members: **Sign In**

Members



DH
Coordinat
ors



Statistics
Without
Borders



Geeks
Without
Bounds



MapAction



BISD



esri

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.



Capacity Building Programme

- **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**



Capacity Building Programme

Crisis Information Management Training Consortium Folke Bernadotte, ZIF, CMC, CMI, CCCPA, APSTA, ICT4Peace



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CCCPA

Cairo Center for Training on Conflict Resolution and Peacekeeping in Africa

[اللغة العربية](#)

About CCCPA

The Cairo Regional Center for Training on Conflict Resolution and Peacekeeping in Africa (CCCPA) was established in 1994 to promote peace and stability in Africa.

The Center's raison d'être is not only to support peacekeeping missions in the African continent and strengthen peace-building efforts, but also to adopt a capacity building approach for African peacekeepers to assume a more active role in dealing with crises and conflicts in the continent.

[more>>](#)

Upcoming Courses

[17th Training Program on Civilian Capacity Building for Sudanese Leaders: Strengthening the Capacities of the Sudanese Council of States](#) (9 - 13 September 2012)

[18th Training Program on Civilian Capacity Building for Sudanese Leaders: Strengthening the Role of Traditional Leaders in Eastern Sudan](#) (9 - 13 September 2012)

[19th Training Program on Civilian Capacity Building for Sudanese Leaders: Crisis Management for Civil Servants](#) (9 - 13 September 2012)

[20th Training Program on Civilian Capacity Building for Sudanese Leaders: Training of Trainers for NGOs](#) (9 - 13 September 2012)

[3rd African Union Retreat for the Promotion of Peace, Security and Stability in Africa](#) (10 - 12 September 2012)



Capacity Building Programme

Training in Crisis Information Management OCHA and ICT4Peace

Master of Advanced Studies in Humanitarian Logistics and Management

Università della Svizzera italiana

MASHLM
Humanitarian
Logistics and
Management



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The way forward for your humanitarian career

The Master of Advanced Studies in Humanitarian Logistics and Management is a
two-year executive program intended for professionals seeking 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