Using Information Management in Preparedness and Response: Making Timely and Relevant Decisions

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WHAT RESPONSE MANAGERS NEED IN DISASTERS

Response Strategy

Response time line: 30 days, 60 days, 90 days

Recovery phase usually 18-21 months or up to 3 to 5 years

Geographic locations: priority areas, gaps area s

Population data: disaggregate by gender, age, economic, social ….

Sectors: Food, WASH, Health, Shelter, NFIs, Education, Protection, Early Recovery,

Funding strategy

Human resource plan

Capacity, risk & interest

To prepare and respond to disasters, humanitarian managers need …

▶ Information with timeliness, when the assessment team has not arrived or start

▶ Information to monitor the development of disaster, like tendency for drought and floods

▶ Information of broader picture: severity, distribution of impacts

▶ Informaton for resources planning, setting area targets, etc

The Publication

World Vision

USING INFORMATION MANAGEMENT IN PREPAREDNESS AND RESPONSE:

MAKING **TIMELY** & **RELEVANT** DECISIONS

Civil Registration and Vital Statistics

Basically…

The Publication is something you can use to:

- Understand different types of data and where to find them

- How to process and analyse it for preparedness and response

- Using the data for better DRM decision-making

Chapter 1: Information and their sources

Different types of information and their potential use
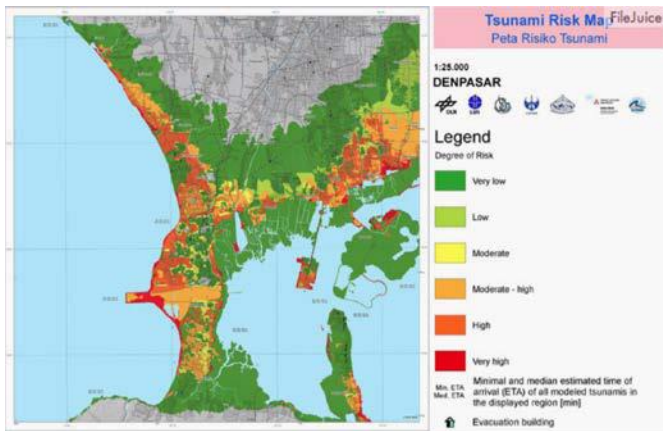
- Population
- CRVS
- Geospatial

Tsunami Risk Map
Peta Risiko Tsunami

1:25.000
DENPASAR

Legend
Degree of Risk

Very low
Low
Moderate
Moderate - high
High
Very high

Min. ETA, Med. ETA   Minimal and median estimated time of arrival (ETA) of all modeled tsunamis in the displayed region [min]

Evacuation building

TABLE 14. Tools for assessing damage and losses

Tool	Description	Resource link/s
Post Disaster Needs Assessment (PDNA)	Guide for governments that provides technical support as they plan for and implement the needs assessment and design the recovery framework	PDNA Guidelines: http://www.undp.org/content/undp/en/home/librarypage/crisis-prevention-and-recovery/pdna.html
Human Recovery Needs Assessment (HRNA)	Qualitative aggregation of the cluster effects of the disaster and identification of early recovery interventions as well as long-term recovery needs at the household and community levels	Sample Prepared for Samoa: http://unesdoc.unesco.org/images/0021/002194/219411E.pdf
UNESCAP Rapid Assessment Manual: Rapid assessment for resilient recovery	The rapid assessment manual takes into account the damage and losses for selected sectors such as housing, infrastructure and agriculture, with disaster risk reduction as a cross cutting sector.	Example for Thailand https://www.gfdrr.org/sites/gfdrr/files/publication/Thai_Flood_2011_2.pdf
Multi-cluster initial rapid assessment (MIRA)	• MIRA can appraise the disaster situation, and consolidate information that is often scarce and incomplete. • along with other situation reports and rapid impact assessments tools, can serve as the basis for quickly dispersing funds for relief and emergency responses • An example is a 'UN flash appeal', which is an initial inter-agency humanitarian response strategy and resource mobilization tool designed to cover the first three to six months.	MIRA Guidance Manual: https://interagencystandingcommittee.org/system/files/mira_2015_final.pdf MIRA Framework https://www.humanitarianresponse.info/programme-cycle/space/document/mira-framework
Initial Rapid Assessment tool (IRA)	Is a multi-sector assessment methodology carried out by key humanitarian stakeholders during the first two weeks following a sudden-onset disaster. It aims to provide fundamental information on the needs of affected people and the priorities for international support.	IRA Resources: http://www.ennonline.net/iratool Sample Field Assessment Form: http://www.who.int/hac/network/global_health_cluster/ira_form_v2_7_eng.pdf
UN Post-Conflict Needs Assessment (PCNA)	PCNA is a guide to conducting complex analytical process led by the national authorities and supported by the international community and carried out by multilateral agencies on their behalf, with the closest possible collaboration of national stakeholders and civil society	Practical Guide: https://undg.org/wp-content/uploads/2014/07/4937-PCNA_-_Practical_Guide_to_Multilateral_Needs_Assessments_in_Post-Conflict_situations.pdf
Situation Reports (Sitreps)	Sitreps include elements of rapid assessment and situation analysis to establish what has happened, the nature of the existing response, and the people and areas in need of emergency aid and relief.	Example of Situation Report: Emergency appeal operations update Philippines: Typhoon Nock-Ten http://reliefweb.int/sites/reliefweb.int/files/resources/MDRPH023_OU1.pdf
Flas Environment Assessment Tool (FEAT)	Used in identifying acute environmental issues immediately following a disaster	https://docs.unocha.org/sites/dms/Documents/FEAT_Version_1.1.pdf

Chapter 2: Approaches and tools

It shows **how to use the data for achieving situational awareness and DRM decision-making**

- Hazard Identification & Vulnerability Assessment
- Capacity Assessment
- Risk Assessment Analysis
- Damage and Loss Assessment
- Need Assessment

Chapter 3: Evidence-based programming

- Geographical prioritization

- Identify immediate and long-term needs

- Design programs and/or strategies to address needs for response, rehabilitation and reconstruction

- Principle of evidence-based programming and decision making purposes

Workshops

- To raise awareness and capacity of key response stakeholders on info management in DRM,
- A series of national level **"Information Management and Decision Making"** workshops organised
- Provide a learning environment for:

National DM offices	CSO	I/NGOs	Private sector	Local government units	Vulnerable communities

Aug Sep Oct Nov Dec Jan 2017 Feb Mar Apr May Jun

Myanmar

Philippines

Solomon Islands

Thailand

Regional Level

National Workshops

World Vision
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TOTAL: 167

39 → **63** → **65**
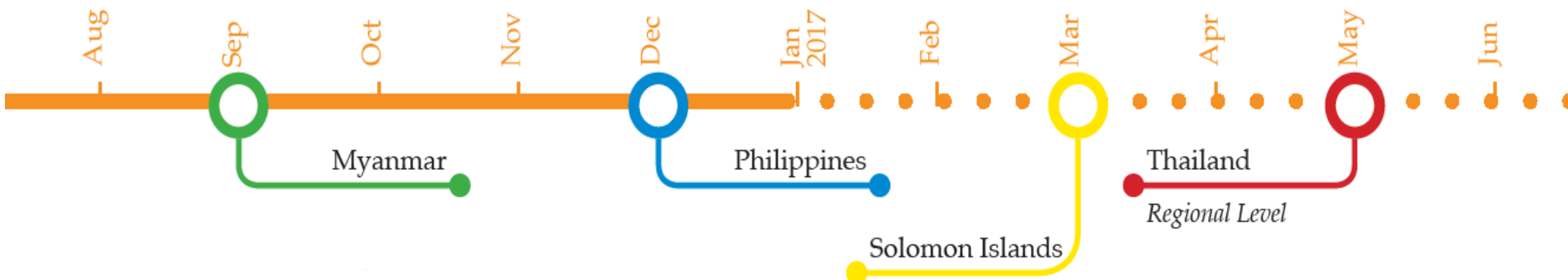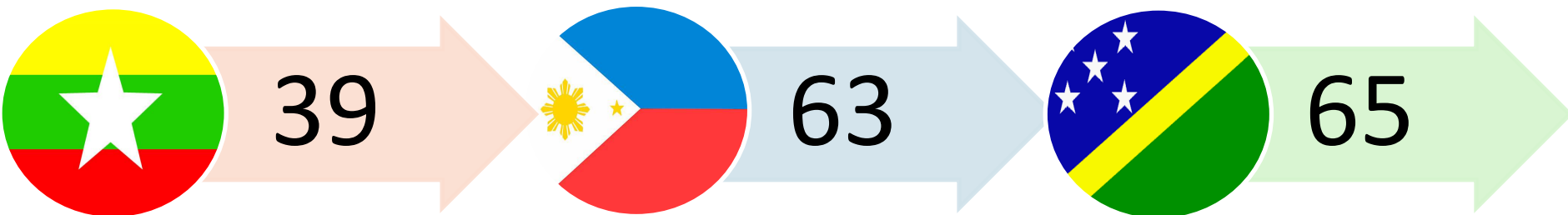
Due to variation in
- Attendant composition
- Development level of IM systems
- Level of disaster preparedness
- Response experience,

Discussion/expectation differ
- Building common languages & tools for stakeholders
- Defining responsibilities
- Policy implication
- Community actions

Common
- Action plans developed after e workshops
- Further discussion, actions &support needed to realize plans

Regional Workshop

- 51 participants from 23 entities
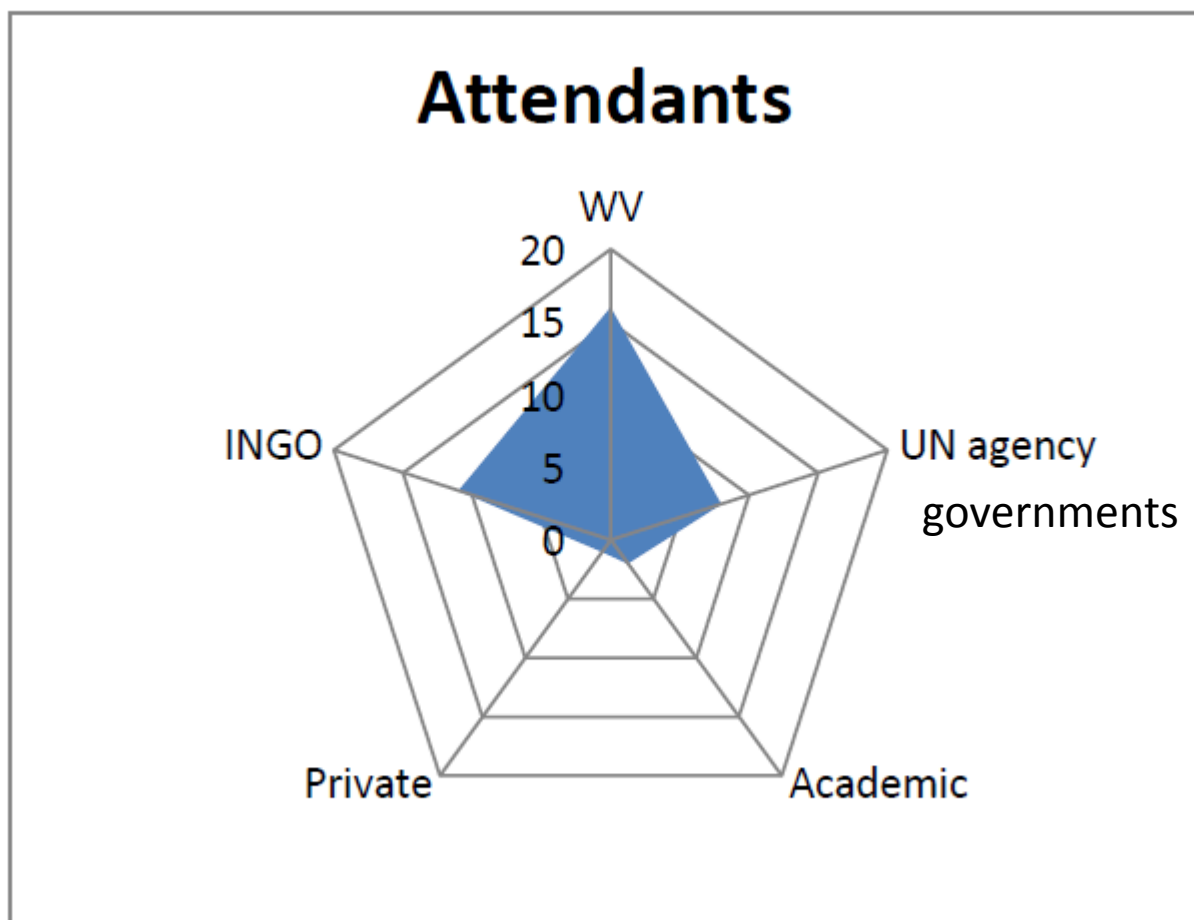
Attendants

A radar chart with axes: WV (20, 15, 10, 5, 0), UN agency, governments, Academic, Private, INGO

WV Myanmar
IM in Response Preparedness & Strategic Decision Making

Workshop session

- IM & Humanitarian Coordination
- Platform, Tools & Approach
- Use of Data - Early Warning
- Use of Data - Response
- Use of Data - Post-Disaster
- Discussion/ Brainstorm

Myanmar was still at **development stage** in terms of awareness and knowledge towards IM, hence more focus would be an **introduction** to the existing and available resources.

Presentations and sharing
◆ Identify data > Handle Data > Learning from Data
◆ Recommendation for Preparedness, Response & Recovery

Attendant expectations

- Learning - General DM & IM
- Learning - Trends in IM
- Learning - using IM to improve practices
- Knowledge sharing

Attendant compostion
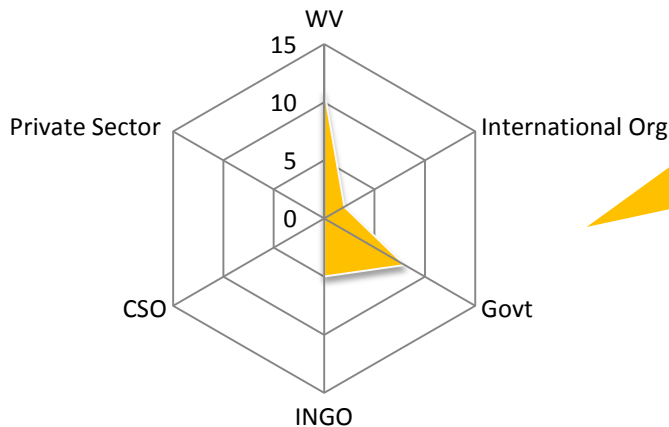
A good portion of government representation at the workshop indicated **support or interest of government** towards disaster management and IM.
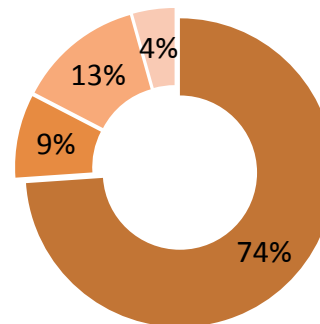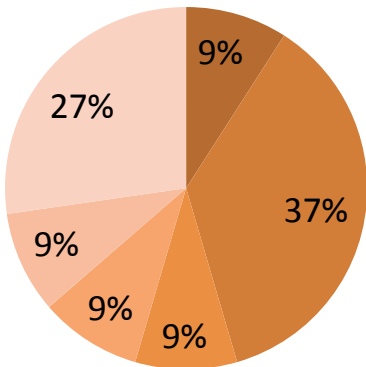The country has relatively experience and development level in this area, hence government would join the workshop with exploratory intentions.
In Myanmar, government sent staff to attend to learn and reckoned the workshop as "*fruitful*" and "*helpful*".
The Myanmar government is now "*convinced how important information is, and learned from expatriates that Myanmar government lack knowledge on information management*", according to interviews.

Myanmar Workshop feedback & rating

High overall satisfaction towards workshop, yet some participants reflected that "*maybe because Myanmar is the first in the IM workshop series, so it's not perfect*", "*GIS system… wasn't really addressed in the workshop. The sharing was more theoretical, and not very practical*".

RECOMMENDATION

More workshops: "*Frequently provide this kind of training in various part of Myanmar, it can be shared and have more knowledge for the people especially stakeholders of Myanmar.*"

Workshop contextualization: "*Government attendants only understood 50-60% of what was shared in workshop*", need "*use of local language*";

"*topics and approach need to meet this country's context and data access*".

WV Philippines
IM in Disaster Risk Management Decision Making
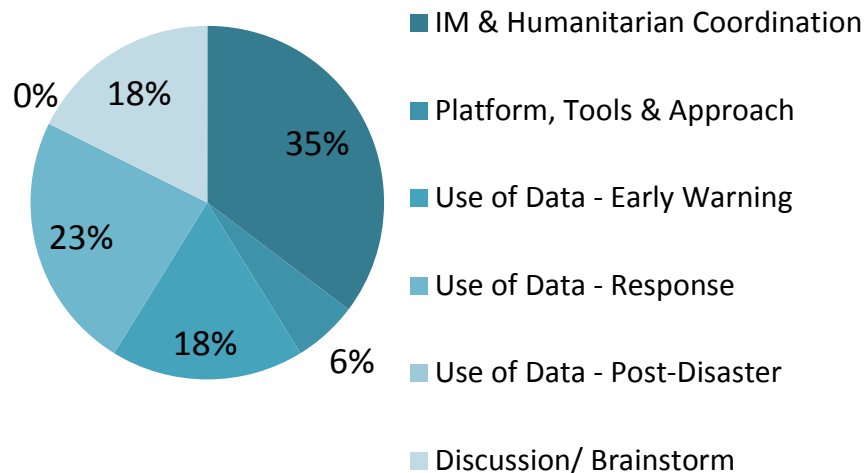
Most sessions were focused on **humanitarian coordination** and **practical application**, and less on introducing existing resources. It might be because Philippines was relatively advanced in IM compared to Myanmar. More time was allowed for discussion how to **facilitate collaboration** between different stakeholders and platforms that are already engaged in IM.

Workshop sessions

- IM & Humanitarian Coordination — 35%
- Platform, Tools & Approach — 6%
- Use of Data - Early Warning — 18%
- Use of Data - Response — 23%
- Use of Data - Post-Disaster — 0%
- Discussion/ Brainstorm — 18%

Presentations and sharing
- ◆ IM from primary and secondary data;
- ◆ Project NOAH

Attendant expectations

- Learning - General DM & IM — 35%
- Learning - Trends in IM — 12%
- Learning - using IM to improve practices — 12%
- Networking — 23%
- Knowledge sharing — 18%
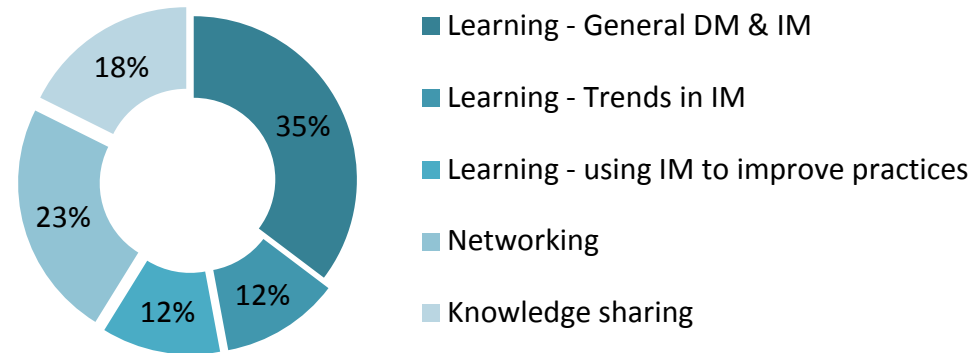
*"To **meet my counterparts** in other organizations and be able to work with them well when the next disaster hits"*

Great support received from the government! Apart from hosting us in their DRR & management building, a visit to the Government Central Operations Centre of Quezon City, which monitors disasters, crimes & traffic, was arranged on Day 2!

Attendant composition
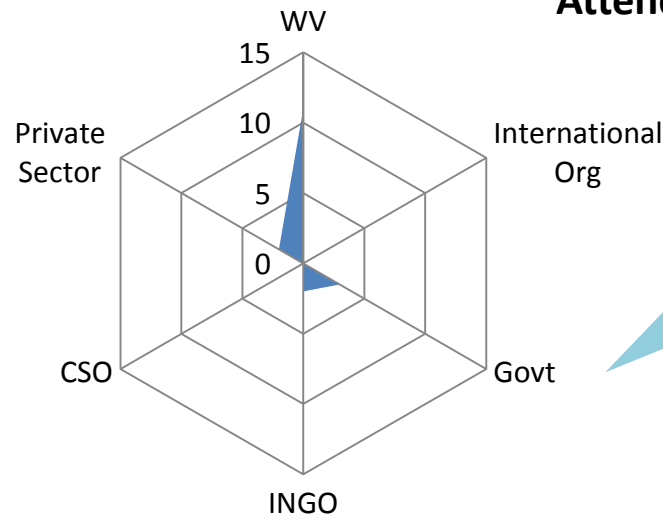
In Philippines, where government is relatively experienced in disaster response and management, government representatives attended the workshop in hope to "*see how everyone is doing*" and understand perception and roles of different stakeholders in the country in terms of IM to help **better coordination**.

Improvement in overall ratings, due to continuous learning and improvement from previous workshop for the design of session and selection of speakers to deliver presentations.

RECOMMENDATION

More workshops: "*Periodical discussion on good IM practices among response agencies/institutions*" "*More focused on technical aspect of IM Tools and best practices*"

Community engagement: "*what I really want is, key partners must always work together with communities through information sharing and integration of new concept.*"

Data literacy: "*Making sense out of data and out of numbers (analytical capacity)*"

Workshop contextualization: "*realistic simulation exercises with local context*"

Philippines Workshop feedback & rating

Legend: ■ Workshop content ■ Knowledge improvement ■ Relevance to work
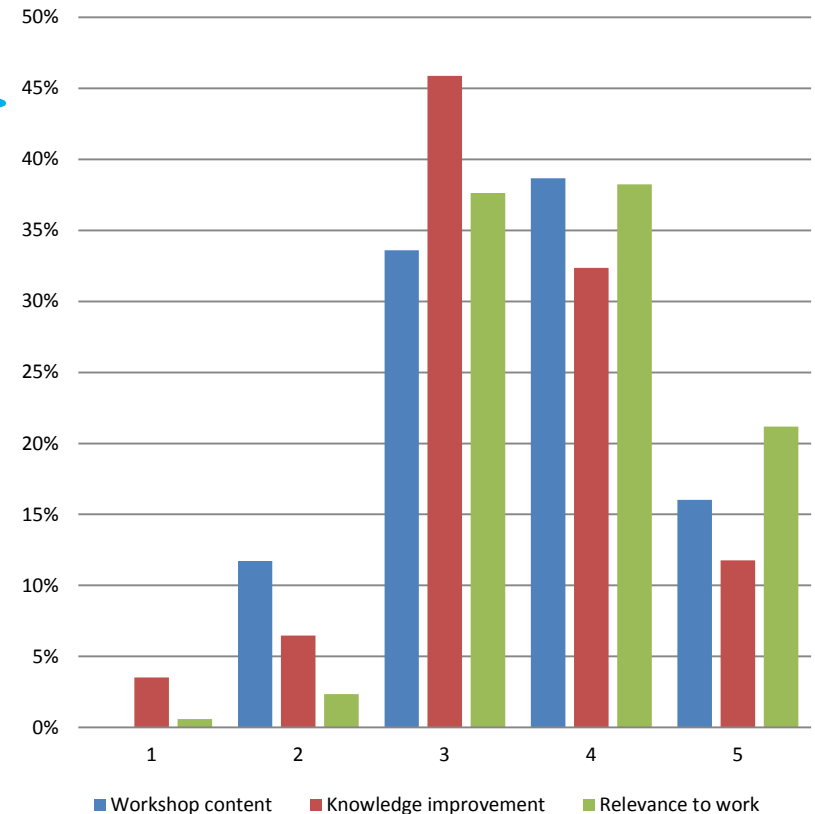
WV Solomon Islands
IM in Disaster Risk Management
Decision Making

Workshop sessions

- IM & Humanitarian Coordination — 46%
- Platform, Tools & Approach — 15%
- Use of Data - Early Warning — 4%
- Use of Data - Response — 12%
- Use of Data - Post-Disaster — 23%
- Discussion/ Brainstorm — 0%
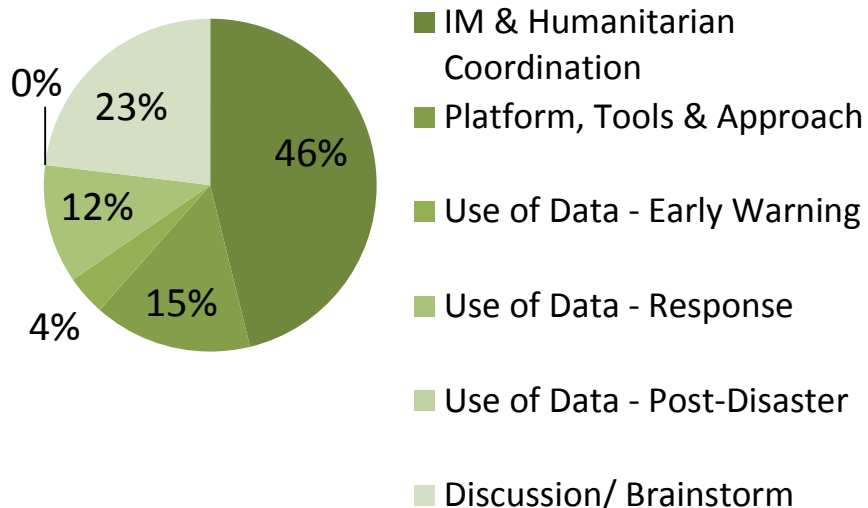
Solomon Islands is comparatively advanced in CRVS. The workshop has strong focused on **humanitarian coordination and application** of IM to **Climate Change Adaptation & Early Warning**. Value of **networking** and building relationships and **partnerships** in strengthening information sharing for DRM was highlighted in the workshop.

Session design had strong focus on
◆ Climate Change Adaptation & Early Warning
◆ Simulations

Attendant expectations

- Learning - General DM & IM — 72%
- Learning - others — 7%
- Networking — 7%
- Knowledge sharing — 14%
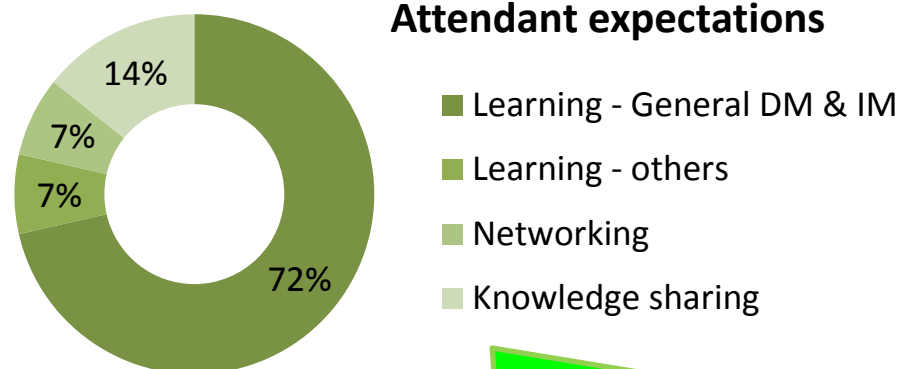
"IM needs to be a two-way activity with info flowing from and to from households and provincial and national level"
Mr. Hassett, Deputy High Commissioner, DFAT

*"**I met a lot of stakeholders**, like World Vision, National Disaster Management Offices, Meteorological Services, and Ministry of Environment, Climate Change, Disaster Management and Meteorology through this workshop."* - A community leader

Attendant composition
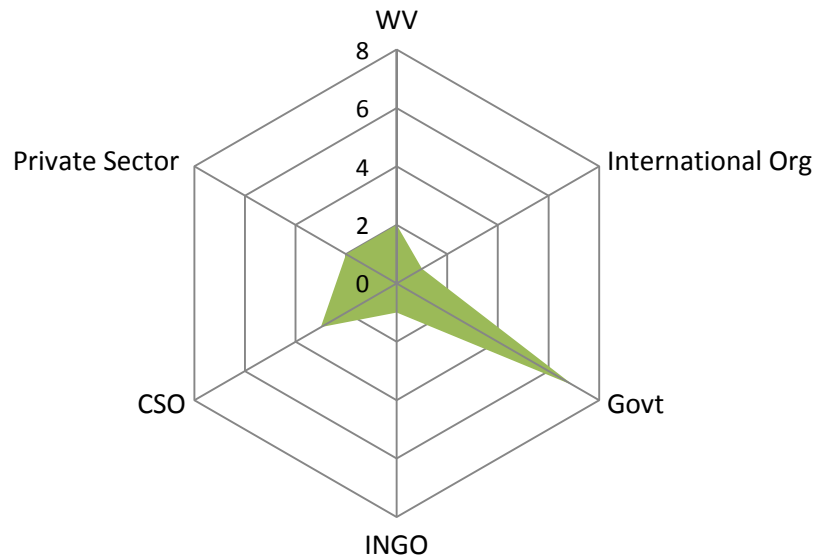
Workshop feedback & rating

Rating improving throughout the workshop series! Highest scoring for Solomon Islands!

RECOMMENDATION

More workshops: "*Build my capacity in further relevant training, and substantially advocate me on carrying out knowledge facilitation and sharing with stakeholders(intra and inter agencies), provincial government level and local communities on IM in disaster management in the light of impacts of climate change.*"

Community engagement: "*I want the community based disaster risk management (CBDRM) or the early warning system to be implemented in the major rivers in the provinces in the Solomon Islands*".
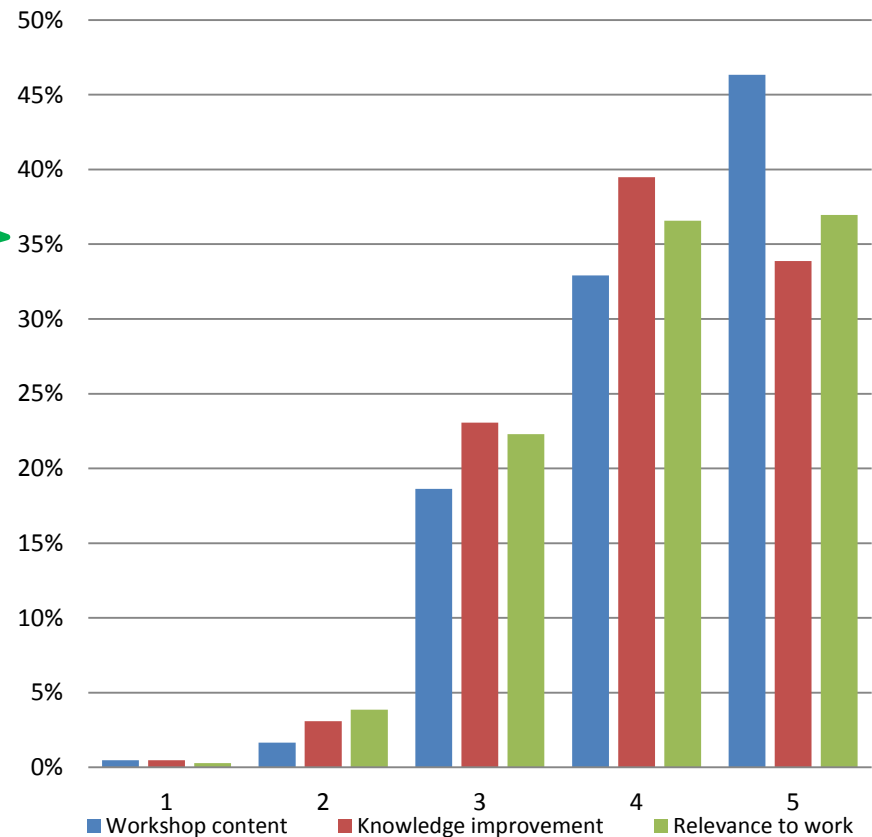
Follow up plan and action

- During the workshops, discussion and brainstorming sessions were arranged for participants to discuss and propose follow-up plans.
- The follow up plans could either be related to their own organization or inter-agency collaboration.
- Each workshop's follow up plan characterized by their current development of DM and IM among different stakeholders.

Stakeholder coordination with common tools
- Coordination via Working Group using Standardised Format
- Common Disaster information management System for preparedness, response and recovery
- Intra & inter- organization communication

Policy level change
- Social Media & Media Management
- Policy implication for gov't (LGU)
- Advocate for broader information management, not just weather but all hazards
- Institutionalising DRRM

Community level application for CCA
- Community awareness raising & capacity building
- Community early warning system installation and preparedness
- Local level stakeholders coordination & collaboration

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Follow-up evaluation: >35% participants indicated that they or their organisations had taken actions according to their follow-up plan.

Discussion with government stakeholders to solve challenges & initiate coordination, e.g. Solomon Islands Meteorological Services, Myanmar Relief & Resettlement Department, and Philippines Disaster Risk Reduction and Management Offices.

Started discussion to list out concrete steps to realise follow-up action or have started review of existing systems and tools within organisation that contribute to information management.
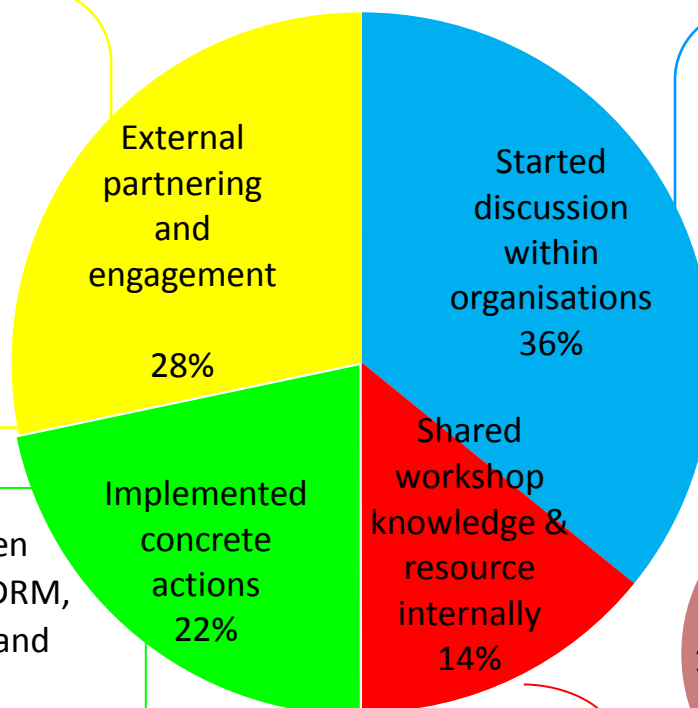
Solomon Islands: Actions taken in communities as part of CBDRM, installing rain gauge monitor and flood monitor for EWS.

Myanmar: an NGO provided technical advisory Support to RRD for mobile data collection of Damage and Loss Assessment

Pie chart (main):
- External partnering and engagement 28%
- Started discussion within organisations 36%
- Shared workshop knowledge & resource internally 14%
- Implemented concrete actions 22%

Pie chart (secondary):
- 23%
- 43%
- 17%
- 17%

- ■ informal daily basis sharing
- ■ workshop/ training within organisation
- ■ workshop/ training across organisations
- ■ shared with local communities.

Impact 1:
Improved knowledge and practice

How has the sources and approaches by which you access data changed since the workshops?
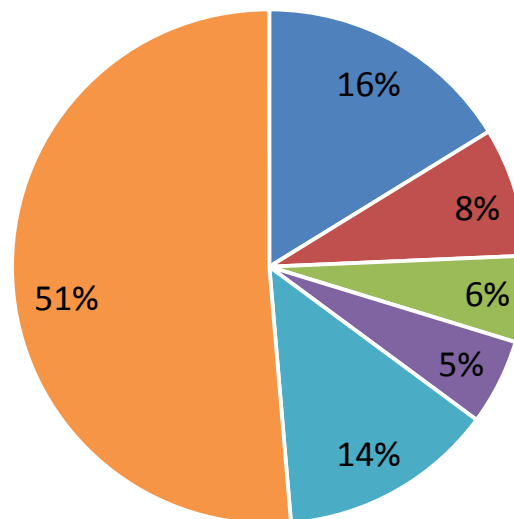
- establishing partnership for accessing better data
- Improved data collection/usage led to better DRM
- Improved data analysis skill
- Better Data validation procedures/practices
- Expanded information collection channels
- No comment

- Participants retained knowledge and ability to apply the tools and/or share the information to colleagues.
- 50% reported changes in how and where they collect or access data.
- 1/6 have proceeded to establishing partnerships to gain better access to information
- 14% reported expanded their information collection channels

Impact 2:
Utilisation of tool for analysis

In which aspect do you find the workshop helpful to your work?

- Indicated improvement in utilisation of the data and using it for analysis
- 54% have improved their understanding of CRVS
- 43% have improved their understanding of Geospatial data
- 50% have improved their analytic skills
- 50% improve usage of data in disaster management

Impact 2:
Utilisation of tool for analysis

- Based on evaluation result → successful raising awareness to realise and recognise the importance of IM tools.

The workshops contributed towards participants:

Expand & enhance collection of info about hazard events, exposure, vulnerability, and the impacts of disasters

Develop analytic skills which inform understanding towards the trends, spatial & temporal impacts of potential disaster risks and their impacts;

Encourage the integration of different aspects of IM into DRM decision-making.

Caution: current data set makes no distinction on the knowledge and behaviour gains made at the individual, organisational and national level.

Impact 3: **Networking and Partnership**

50% workshops helped them meet potential partnering entities

35% could interact with the agencies they would like to engage with throughout the workshops.

10% such interaction has led to follow-up collaboration with other organisations.
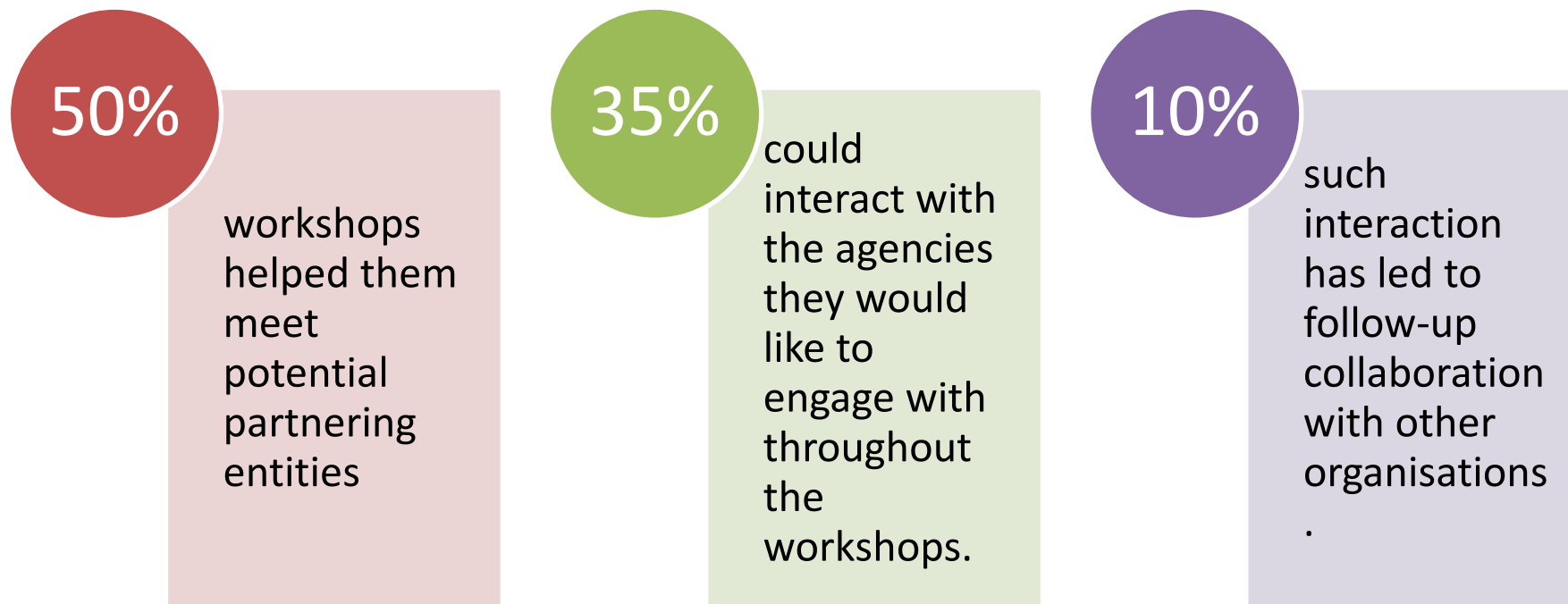
- Appears to be a mismatch between those who said they have met people who they want to engage with (35%), and those who followed up with their new acquaintances for further collaborations (10%).
- Reflection: while the workshops have provided space for networking, attendants have some difficulty in following up on their new connections.

Impact 4: Broad-base engagement of DRM stakeholders

- Certain groups of stakeholders particularly well represented
- Insufficient/ lack of representation of :

private sector	community members	technology developers	academia

- Recommendation: expand the representation of other actors in future awareness raising and training initiatives.

Impact 5: Inspiring follow-up actions

- At the organisational level: good follow-up to these action plans
  - Myanmar & Solomon Islands.
- Around 60% did not follow-up on the action plans.
- Indication: action plan follow-up can be strengthened at individual level.
- Recommendation: clearly defined performance indicator and accountability measures in place
  - to ensure effective implementation over the long term.

Impact 6: Long Term Capacity-Building

Retaining knowledge through:

50%	training internal staff on related IM tools.
38%	facilitated training for external staff and local communities
20%	transferred knowledge on a daily basis

- Yet, difficult to measure the quality and standard of knowledge transferred, as there were no defined indicators

- Hence, a systemic investment on long-term capacity building needed
  - E.g. increase investment on staff learning and development with focus on IM, design/provide coaching programme, inter-agency or inter-department or inter-country deployments.

"More focused on technical aspect of IM Tools and best practices"

"More knowledge to read and analyse the data."

"Frequently provide this kind of training in various part of Myanmar, can be shared and have more knowledge for the people especially stakeholders of Myanmar."

"I want to attend and follow up workshop regards on this topic."

"in depth for specific topic & not many facilitator"

"Periodical discussion on good information management practices"

"Specific GIS and Spatial Analysis."

"data literacy - making sense out of data and out of numbers (analytical capacity)"

Significant change story

"The workshop opens our eyes, World Vision, in the area of information management. It's a first step, it needs to be followed up, so we can improve in both preparedness and response in future"
-Moe Thu, Associate Director – Humanitarian Emergency Affairs, World Vision Myanmar

"The training helped to expand our horizon – broadening the knowledge of how to do things according to different levels."
-Lazarus Mato'Ogani, Papaga Community DPC Chairperson, Papaga Community

"It's important to coordinate with other organisations, through the workshops and the working groups."
Programme Quality Specialist, Humanitarian organisation, Philippines

"It was nice to see how the NGOs and World Vision are keen to share data."
-Andre Fournier, Information Management Manager, Philippine Disaster Resilience Foundation

"I learnt a lot of new things that I never learnt before through this modern and international workshop. We usually only get small workshops. This increases our capacity to deal with risks."
-James Viriala, Komukama Community DPC Vice Chairperson, Komukama Community

Follow up: trainings for national rapid response teams

- Practical application of IM in disaster management work
- Local adaptation of using IM tools and approaches
- RAPID approach
- Pre-crisis assessments

Thank you