Information Management Support to the Iraqi Red Crescent Society

Iraq

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Context

Iraqi Red Crescent Society (IRCS) is an independent national humanitarian society that aims to reduce the suffering of people without discrimination during peace and conflict.

Although IRCS operates with a large team of staff and volunteers, their reporting and information management systems were paper-based and information was processed manually. This particularly impeded accessing historical data.

Additionally, IRCS lacked a centralized database to manage and store data, backup plans for filing data and information combined with the lack of capacity to conduct analysis. Thus, posing a major risk of data loss at any given time.

(Source: 3iS)

3iS in Iraq

3iS has been facilitating the information management needs of IRCS through sustainable technical solutions. These activities have been combined with capacity strengthening and development through regular technical support to monitor and track the progress of the online knowledge management system.
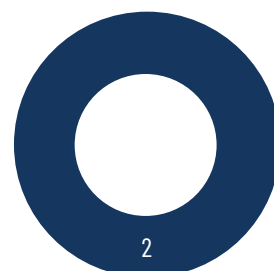
The project aims to shift IRCS's information management system to a digital format and improve the capacity of staff to ensure effective information management practices, thereby improving the use of data and information and producing enhanced reports that visualize the impacts of IRCS projects.

Donor: Swedish Red Cross

Presence in Iraq:
Since 2003

Current project:
Information Management Support to the Iraqi Red Crescent Society (IRCS)

Project budget:
USD 460,000

Number of partners : 1

Personnel
Number of personnel: 2

2

- Women
- Men
- National
- International

2

Activities and Accomplishments

Online System: To meet the vast IM needs of the several departments of IRCS, 3iS developed an online data management system which is a web platform allowing online data entry from all offices across the country. The system stores collected field data in a centralized database, with the capability of attaching documents to forms and archiving historical data while having the ability for data visualization.

The system has been designed to have a user-friendly interface, allowing use for both technical and non-technical staff, while allowing different levels of permission for full flexibility and control over security and access around users. This enables project managers to have the ability to monitor and evaluate activities and performance through the system.

Capacity Building: 3iS has developed a comprehensive IM capacity strengthening program, which includes three training levels; basic, intermediate, and advanced. These training are based on prior levels of knowledge regarding the information management cycle, humanitarian IM, data collection, validation and analysis, as well as data visualization, data mapping, and infographics. Additionally, training sessions cover Microsoft Word, Excel, and PowerPoint, communication tools, servers and database management, as well as standard reporting methods.

COVID-19 Response: 3iS has been supporting IRCS in the response to COVID-19 by developing an interactive dashboard,which has been used to analyze, monitor and visualize response coverage across the country. Furthermore, it has assisted IRCS to identify communities that have not been reached for health awareness activities and ensure these individuals receive the necessary assistance.

Technical Support and Follow-up Missions: 3iS conducts regular follow-up activities to track and monitor progress to ensure the effective use of each segment of the project, and eliminate any issues. The support provided includes direct and remote technical support.

Visualization Process: 3iS has been developing interactive dashboards for data visualization purposes for IRCS departments to ensure decision makers are equipped with the necessary tools to make informed decisions.
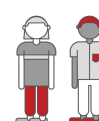
On-The-Job Coaching and Refresher Training: 3iS has been providing periodic coaching, refresher training sessions and troubleshooting to IRCS staff, to ensure they become self-reliant while they establish and achieve goals, as well as having the ability to effectively contribute to the organization.
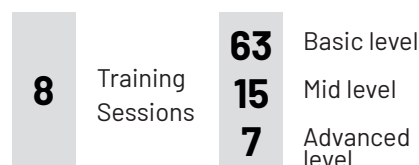
Disaster Risk Reduction (DDR)

3iS is developing a customized DDR system for IRCS based on Geographic Information Systems (GIS), utilizing GIS functionalities to improve IRCS's capacity during all phases of responding to and preparing for disasters.

This was a result of a thorough assessment of IRCS's capabilities with respect to disaster planning and response, IM capacity and tools, and existing processes for information/data sources and planning.

Capacity Building Statistics

Personnel Trained

8 Training Sessions

63 Basic level
15 Mid level
7 Advanced level

Improvement Rate
(123 Personnel)

70%
Min. Improvement Rate

90%
Max. Improvment Rate