Iraqi Red Crescent Society (IRCS) is an independent national humanitarian society that works to reduce the suffering of people without discrimination during peace and conflict. Despite they operate with a large team of staff and volunteers, IRCS's reporting and information management tasks were paper-based and processed manually, which made access to historical data particularly difficult.

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

iMMAP facilitates the information management (IM) needs of Iraqi Red Crescent Society (IRCS) and provides technical IM solutions to the IRCS, including the provision of personnel capacity building and development of the online knowledge management (KM) system, in addition to providing regular technical support and follow-up missions to monitor and track progress through workshops and meetings.

Main objectives of the project:
The project aims to shift IRCS's information management processes from paper-based to digital formats and to improve the capacity of the IRCS personnel for effective information management practices, better use of data/information, and production of informative output reports by visualizing the impact of the IRCS projects.

Better Data, Better Decisions, Better Outcomes
Activities and Accomplishments

**Online System:**
To meet the IM needs of several IRCS departments in Iraq, iMMAP developed the online data management system, which is a web platform that allows for online data entry from all IRCS offices across Iraq. The system stores collected field data digitally in a centralized database, with the capability of attaching documents to the forms and archiving historical data, in addition to the data visualization capability.

The online system has a user-friendly interface, that is usable for technical and non-technical personnel and provides different level of permission for full flexibility and control over security and access around users, allowing the project managers to monitor and evaluate fieldwork and the team’s performance all through the system.

**COVID-19 Response:** Supporting IRCS in responding to COVID-19 by developing an interactive and dynamic dashboard, which is used to analyze, monitor, and visualize IRCS’s response coverage in the country. The dashboard assists the IRCS to identify the unreached areas to raise health awareness within these communities and to ensure vulnerable people in Iraq receive the assistance they need.

**Technical Support and Follow-up Missions:** iMMAP conducts follow-up missions to track and monitor progress, ensuring the proper execution of every segment of the project and the elimination of any presented issues. iMMAP also regularly provides direct or remote technical support to the IRCS.

**Visualization Process:** iMMAP develops interactive dashboards visualizing data of several IRCS departments and providing decision-makers with the proper tools to make informed decisions.

**Capacity Building:** iMMAP has developed a comprehensive IM capacity building program aimed at building the capacity of IRCS staff, through which iMMAP is providing basic, intermediate, and advanced training to IRCS staff based on their levels of knowledge about 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, communications tools, server and database management, and standard reporting methods.

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**Capacity Building Sessions**

<table>
<thead>
<tr>
<th>Number of IRCS Personnel Trained</th>
<th>Rate of Improvement (123 Personnel)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Level 63</td>
<td>Avg. 87%</td>
</tr>
<tr>
<td>Mid-Level 15</td>
<td>70%</td>
</tr>
<tr>
<td>Advanced Level 7</td>
<td>93%</td>
</tr>
</tbody>
</table>

In addition to the Capacity Building sessions, iMMAP provides periodic coaching, refresher training, and troubleshooting to help the IRCS staff become more self-reliant, establish and achieve goals, and contribute more effectively to the organization.