**iMMAP**

# Information Management Resource Center

**Services:** Information Management, Coordination, GIS, Research and Analysis and Capacity Building

**Objective:** Provide critical information management support and capacity building to facilitate the enhancement of coordination mechanisms and further develop information management capabilities of response actors, leading to better identification of needs and gaps in humanitarian assistance inside Syria.

The IMRC was launched to support the Whole of Syria structure with information management, coordination and capacity building services. Specifically, the IMRC aims to enhance information management and reporting capacity of humanitarian actors responding to the Syria crisis through the provision of change management and common services, coordination support, and capacity building, which includes an internship program.

Established to enhance the effectiveness and accountability of the response inside Syria, the Whole of Syria framework  brings together hundreds of international and national actors from Syria, Jordan, Lebanon, Iraq and Turkey operational hubs. Actors working under the Whole of Syria architecture include the humanitarian clusters, United Nations, and Syrian and international Nongovernmental Organizations in coordination with United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA).

## Achievements:

The IMRC was established in 2017 and the project has been renewed successively since then. Below are cumulative figures from May 2017 until December 2019.

**1071**
information management products developed
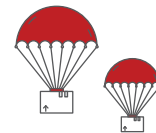
**734**
humanitarian actors trained

**244**
maps created

**127**
organizations on average were assisted in IM capacity development per project implementation

Syria remains a complex humanitarian situation with more than **6.1 million** internally displaced persons (IDPs).

**13.1 million people are in need of humanitarian assistance**, according to the 2019 Humanitarian Needs Overview.

Project Duration:
**1 May 2017 - 30 November 2020**

Cumulative Budget:
**Approximately USD 10,000,000**

Donors:
**USAID and Swiss Agency for Development and Cooperation (SDC)**

Focus: **Syria**

Main Stakeholders:
**UNOCHA**

**Whole of Syria Framework Food Security Sector**

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## IMRC Services

### Common Services

The growing needs for IM support and the limited IM capacity of partner organizations has led to an increase in demand for iMMAP staff to support short-term deliverables provided from the iMMAP office. In response, IMRC common services provide the following support:

**Help Desk:**
Humanitarian actors can access IM support services, ranging from data collection and processing to analysis, mapping and software development.

**Cluster Support:**
iMMAP core staff are seconded to clusters for deployments of one month in support of large-scale WoS assessments and analysis.

**Inter-sector Group Support:**
Information management sub-groups are created to fill gaps in workstreams involving protection, access, advocacy, needs assessments, population updates, people in need updates, situational monitoring, gap analysis, impact monitoring, indicators, reporting formats, and information sharing protocols.

**Humanitarian Program Cycle (HPC):**
This support includes, but is not limited to the provision of humanitarian information management backstopping services when required to ensure the efficacy of the needs identification processes and response planning. Support for the HPC cycle includes: IM capacity, tools and resources required to develop a sound humanitarian Needs Overview (HNO),

subsequent Periodic Monitoring Reports, and Humanitarian Response Plan (HPC). As a function of Common Services, HPC support will deliver specific, time-bound outputs ranging from rolling out of data collection tools to the development of the HNO website. HPC support is available to all cluster members, with a particular focus on supporting NGO data collection efforts, data cleaning and aggregation, data analysis, and development of data visualization tools.

### IM Capacity Building

IMRC tailors and develops core and thematic trainings on humanitarian information management to empower organizations with an improved and standardized technical skillset. Along with the training program, the IMRC has an internship program where recent local university graduates are hired as interns, trained, and prepared for future employment as junior information management officers with partner organizations.

### Change Management

The change management unit develops and aligns IM systems with global standards and best practices to optimize outputs. The overall goal of the change management unit is to maximize data-information lifecycles to enhance NGO response and coordination efforts.

> Whole of Syria: Health, Food Security, Protection, Shelter/NFI, WASH, Education, Nutrition, Early Recovery and Livelihoods, Camp Coordination and Camp Management, Logistics and Emergency Telecommunications

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