

# ANNUAL REPORT 2024



Better Data | Better Decisions | Better Outcomes

## **Welcome to iMMAP 's** **ANNUAL REPORT 2024**

iMMAP Inc. is an international nonprofit organization that provides information management services to humanitarian and development organizations. We enable our partners with the critical information they need to make informed, evidence-based decisions, ultimately providing high-quality, targeted assistance to the world's most vulnerable populations.

Our mission is to harness the power of information to facilitate evidence-based decisions to improve people's lives. We transform data into knowledge, creating actionable insights for decision-makers operating in complex environments, including development contexts, violent conflicts, post-disaster recovery, and conflict recovery.

# Contents

Welcome .....	2
Executive Message .....	4
Governance .....	5
Financial Report .....	6
Donors & Partners .....	7
Geographic Footprint .....	9
Global Surge Program .....	10
From the Field .....	18
Country Reports .....	20
Technology and Innovation .....	42

# Executive Message

The humanitarian landscape in 2024 was defined by unprecedented challenges. Global needs escalated, testing the resilience of aid efforts worldwide. These difficult circumstances only reinforce the necessity of our work, driving us to innovate and collaborate more effectively than ever before.

In 2024, iMMAP was actively engaged in 12 countries grappling with immense humanitarian needs. Our Global Surge team, a cornerstone of our rapid response capabilities, executed 121 deployments to 23 countries. These deployments navigated high-risk and complex environments, reaching critical hotspots such as Port-au-Prince in Haiti, Gaza (oPt), Goma in North Kivu (DRC), Port Sudan, and Niamey in Niger. Across our country programs, iMMAP's work directly contributed to more informed and effective humanitarian action.

In Afghanistan, our Geographic Information Systems (GIS) resource center provided crucial data for anticipating and reacting to crises, offering near-real-time alerts for earthquakes and predictive flood forecasting to support agencies like FAO, UNICEF, and OCHA. In Ethiopia, our Humanitarian Information Support Team (HIST) collaborated closely with partners to ensure efficient coordination of aid efforts. In Iraq, we verified the safe return to use of over 7.5 million square meters of land by communities confirming that almost 76% of this cleared land is now actively utilized. In Mozambique, we are actively building local capacity to ensure sustainable information management support for enduring impact.

Our Learning Management System in Nigeria provided essential training, empowering aid workers with vital data skills to improve response efforts. In Somalia, we enhanced coordination and strengthened evidence-based decision-making amidst displacement driven by climate shocks and conflict. In Yemen, despite challenging access, our project focused on strengthening the humanitarian response by enhancing Information Management (IM) services for OCHA, clusters, and technical working groups. And in Ukraine, as the conflict entered its third year, the humanitarian crisis escalated to alarming levels, with over 15 million people in need of assistance and infrastructure severely damaged. The need for increasing local capacity had never been more critical. The conflict severely disrupted agricultural production and supply chains, making food security a major concern in many parts of Ukraine.

By collaborating closely with the Food Security and Livelihoods (FSL) Cluster, iMMAP helped to strengthen the capacity of organizations working to address this critical issue. Over three weeks, the team conducted ten intensive training sessions for front-line responders and actors, engaging 191 participants from 53 local non-governmental organizations (NGOs) working in the FSL sector.

iMMAP was essential through providing critical IM support to crisis response clusters and conducting Third Party Monitoring (TPM) of Explosive Remnants of War (ERW) clearance.

In this climate of immense need and constrained resources, the power of data has proven to be not just valuable, but absolutely indispensable. Data is critical to humanitarian response because it enables more effective and efficient aid delivery by informing how we understand needs, how we allocate resources, and how we coordinate our efforts. It's about ensuring that aid reaches the right people, in the right place, at the right time. This is not merely about logistics; it's about saving lives and preserving dignity.

These accomplishments would not have been possible without the commitment of our staff, the cooperation of our partners, and the generosity of our donors.

As we look forward, iMMAP remains resolute in its commitment to transforming lives through the power of information, ensuring that humanitarian action is always informed, effective, and impactful.

Thank you for being a part of our journey.



**William Barron**  
CEO & Co-founder



# Governance

**William S. Reese**

Chair

**Brian Finlay**

Chairperson Emeritus

**William Barron**

Board Director / CEO

**Robert Rosenberg**

Board Director

**Glenn C. Nye III**

Board Director

**Maia Comeau**

Board Director

**Dan Grant**

Board Director

**Zaid Zaid**

Board Director

**Aimee Carter**

Board Director

**Sundaa Bridgett-Jones**

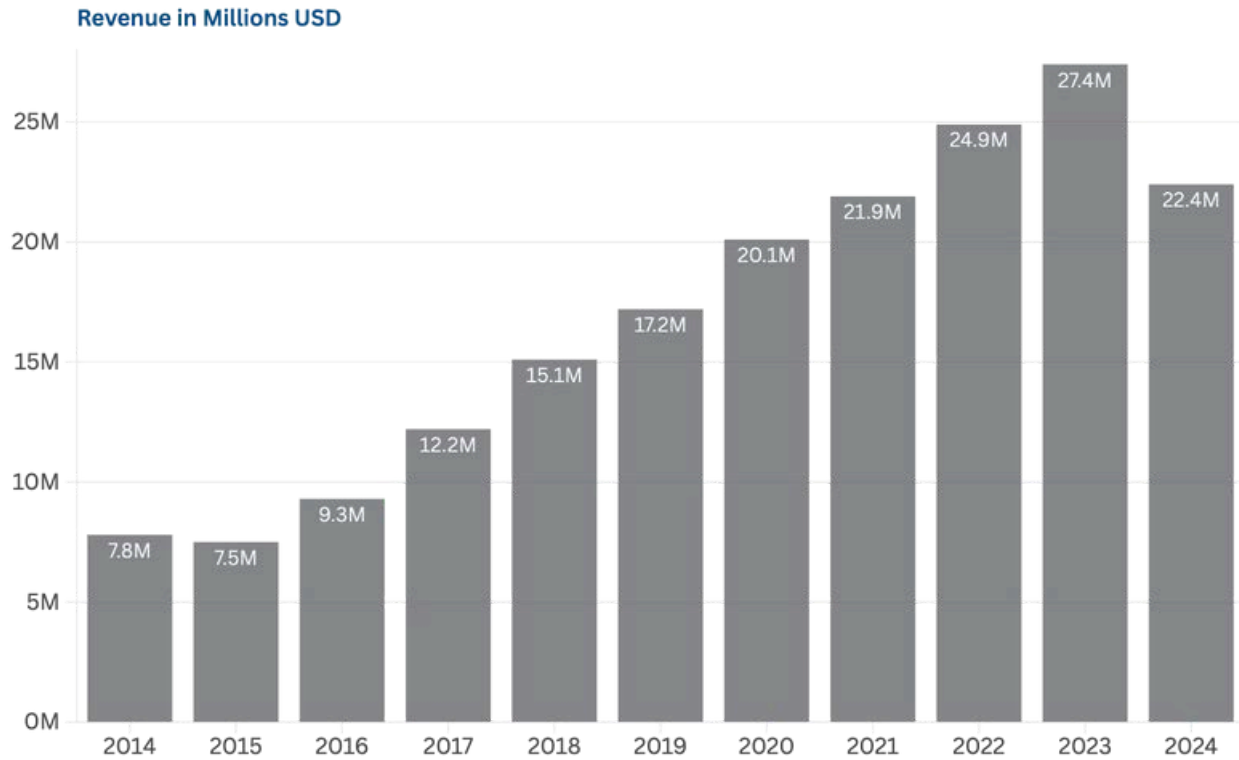
Board Director

**Leslie R. Hinkson**

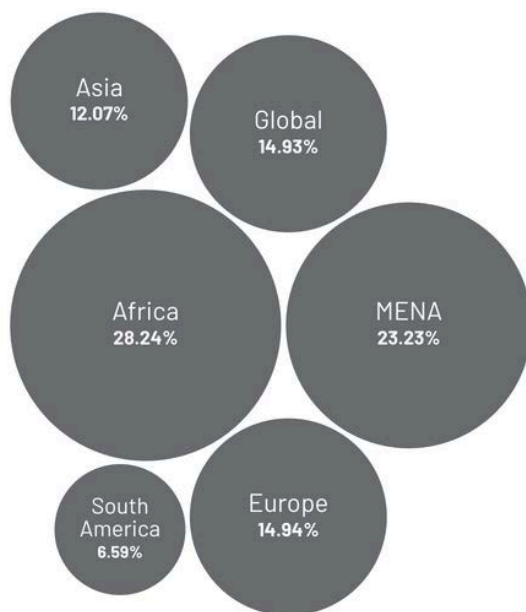
Board Director

# Financial Report

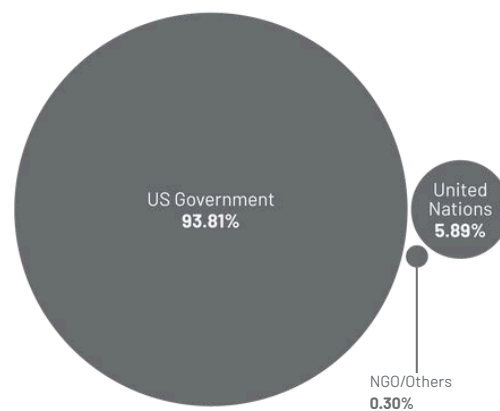
## iMMAP Inc. Revenue by Year



### 2024 Revenue by Region



### 2024 Revenue by Donor



# Our Donors & Partners

iMMAP has proven its ability to support emergency response efforts across multiple geographic locations throughout Eastern Europe, Africa, Asia, the Middle East, and Latin America. We are fortunate to have a diverse and extensive group of donors and partners who contribute to our work.





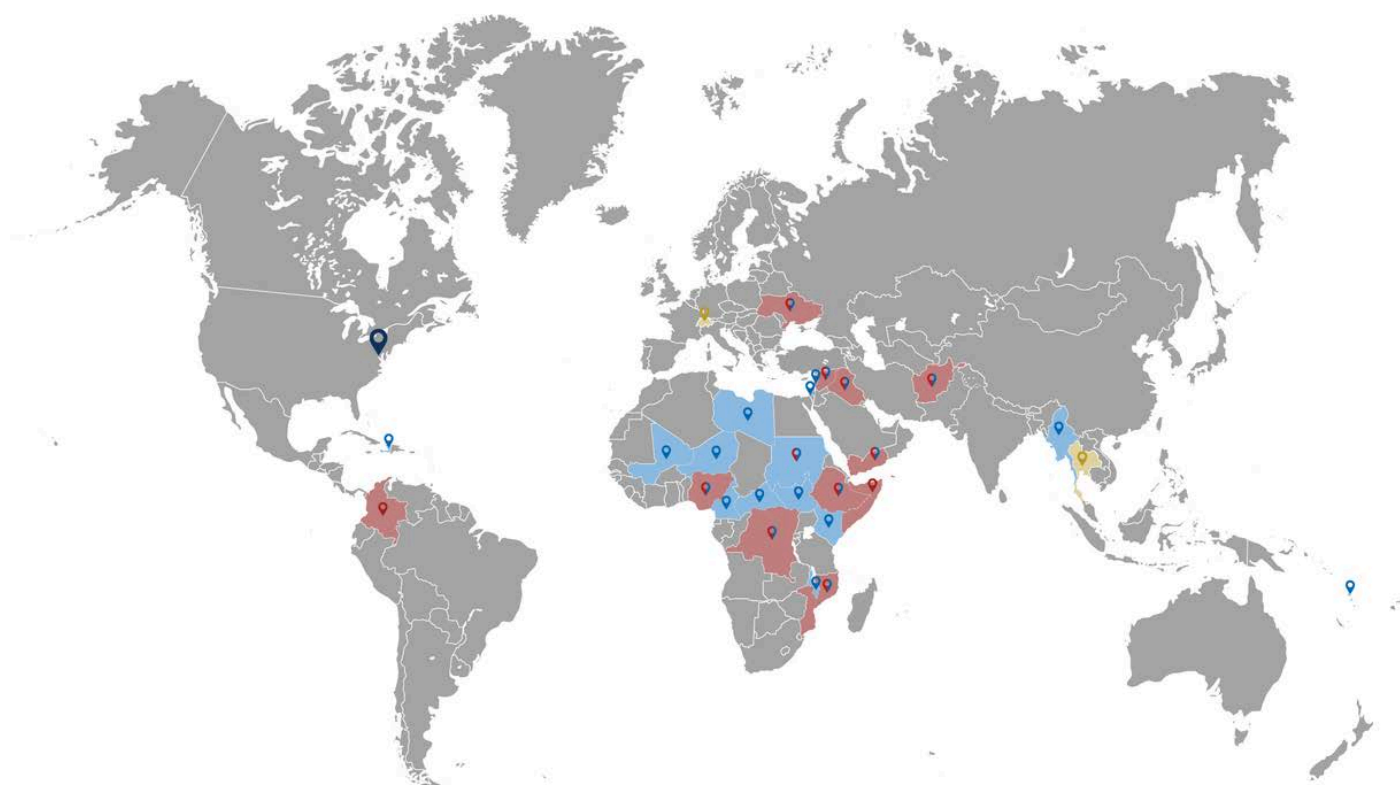
# Global Humanitarian Clusters Membership

Through the provision of Information Management services and expertise, iMMAP is a full member of seven global humanitarian clusters: Health, WASH, Nutrition, Food Security, Protection, Logistics and Emergency Telecommunications.



# 2024

## Geographic Footprint



### HEADQUARTERS

Washington, D.C., USA

### COUNTRY OFFICES 2024

Afghanistan  
Colombia  
Democratic Republic of the Congo  
Ethiopia  
Iraq  
Mozambique  
Northeast Syria  
Nigeria  
Somalia  
Sudan  
Ukraine  
Yemen

### GLOBAL SURGE SUPPORT IN 2024

Afghanistan  
Cameroon  
Central African Republic  
Democratic Republic of the Congo  
Ethiopia  
Haiti  
Iraq  
Kenya  
Lebanon  
Libya  
Malawi  
Mali  
Mozambique  
Myanmar  
Niger  
Nigeria  
Occupied Palestinian Territory  
South Sudan  
Sudan  
Syria  
Ukraine  
Vanuatu  
Yemen

### GLOBAL & REGIONAL OFFICES SUPPORTED

Geneva, Switzerland  
Global Health, Protection  
& WASH Clusters

Bangkok, Thailand  
UN Women Regional Office for Asia and the Pacific  
UNDP Bangkok Regional Hub for Asia and the Pacific

## 2024 iMMAP Team



Total staff: 405, representing the highest number recorded in 2024.

# Global Surge Program

## Rapid Response, Lasting Impact iMMAP's Global Surge in Action

iMMAP's Global Surge team, formed in 2012, has served as a proud and principal member of the Standby Partnership (SBP) Network, providing a critical lifeline for humanitarian operations worldwide. Leveraging an extensive roster of over 200 seasoned specialists in Information Management (IM), Geographic Information Systems (GIS), and Monitoring & Evaluation (M&E) with sectoral and programmatic experiences, the organization offers agile, demand-driven support for complex emergencies. This unique blend of expertise improves national, regional, and global decision-making and planning in line with the Humanitarian Programme Cycle (HPC).

In 2024 alone, the Global Surge team deployed 121 personnel to 23 countries, reinforcing coordination and empowering partners with the data-driven insights needed for faster, more effective crisis response.

### Key Highlights

- **Extensive Deployments:** A total of 121 deployments were carried out in 2024 through multiple modalities: 40 in-country, 15 remote, and 66 home-based, ensuring continuity and flexibility in volatile operational environments.
- **Widespread Impact:** Delivered surge support to 23 countries, focusing on three global clusters: Health, Protection, and Water, Sanitation, and Hygiene (WASH). This work included our collaboration within the Global WASH Field Support Team (FST) consortium, alongside partners Action Contre La Faim (ACF) France, OXFAM, and IMPACT Initiatives. Our technical contributions also extended to other vital sectors, including the Nutrition, Education clusters, Cash Working Groups, and specific Areas of Responsibility such as Gender-Based Violence (GBV) and Child Protection.

- **Key Partnership Maintained:** iMMAP maintained its position as a key IM surge partner with its long-standing partner, USAID – Bureau for Humanitarian Assistance (BHA), deploying 61 experts across 13 countries through direct U.S. Government support.
- **Operated in High-Risk Environments:** The team operated in high-risk and complex environments, with deployments to Port-au-Prince (Haiti), Gaza (oPt), Goma in North Kivu (DRC), Port Sudan (Sudan), and Niamey (Niger), as well as through cross-border missions from Chad for Sudan.
- **Rapid Deployment Readiness:** iMMAP successfully executed its second Standby Partnership (SBP) Induction Course in Nairobi, Kenya, onboarding 15 new IM, GIS, and M&E experts and reinforcing our global surge readiness.
- **UNDAC Operational Partnership:** iMMAP continued to support the United Nations Disaster Assessment and Coordination (UNDAC) system as an operational partner, deploying experts to the Vanuatu earthquake response to provide rapid support for needs assessments and coordination efforts.

121

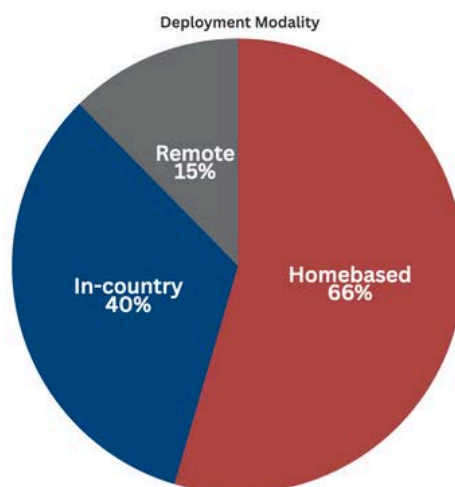
Deployments

23

Countries Supported

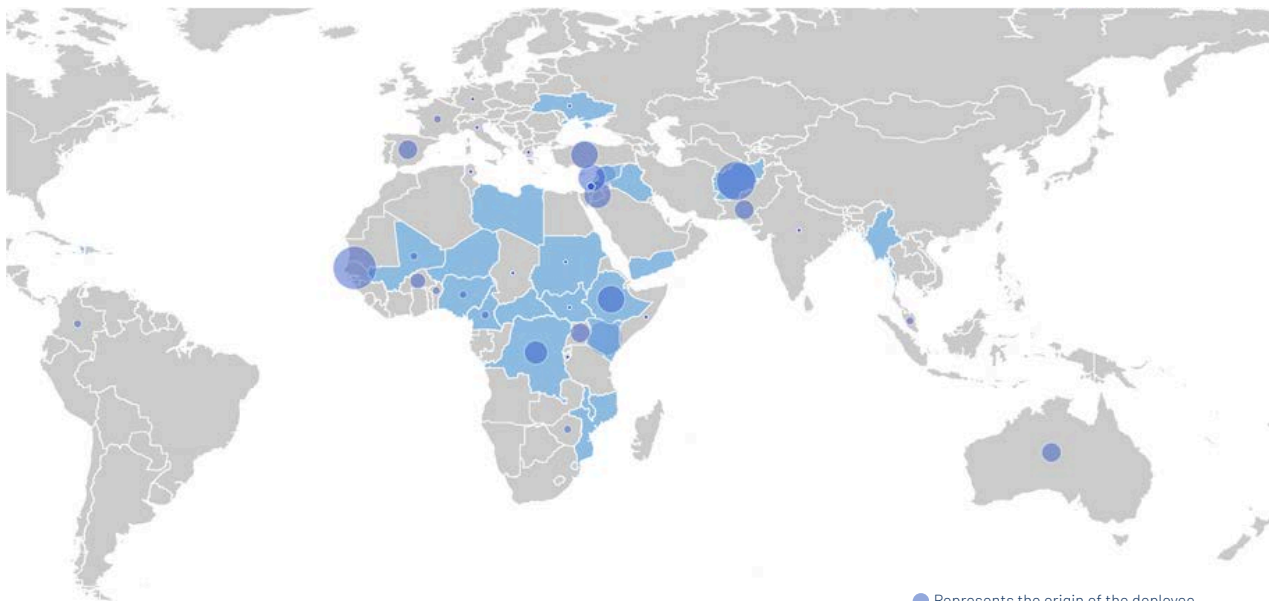
339

Months of Support





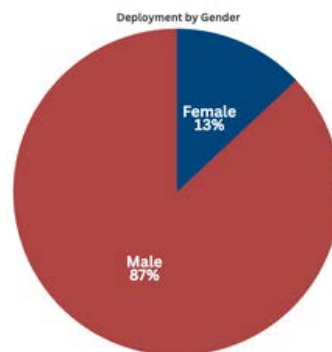
# Surge Deployments 2024



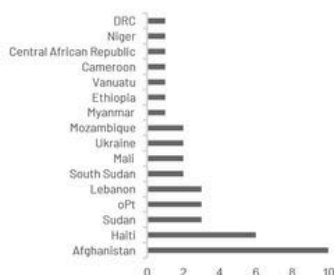
## GLOBAL SURGE SUPPORT IN 2024

Afghanistan  
Cameroon  
Central African Republic (CAR)  
Democratic Republic of the Congo (DRC)  
Ethiopia  
Haiti  
Iraq  
Kenya  
Lebanon  
Libya  
Malawi

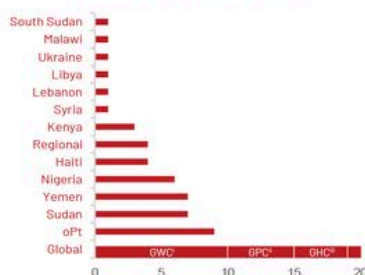
Mali  
Mozambique  
Myanmar  
Niger  
Nigeria  
Occupied Palestinian Territory (oPt)  
South Sudan  
Sudan  
Syria  
Ukraine  
Vanuatu  
Yemen



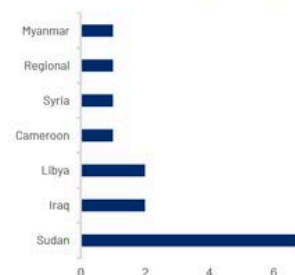
In-Country **40**



Home based **66**

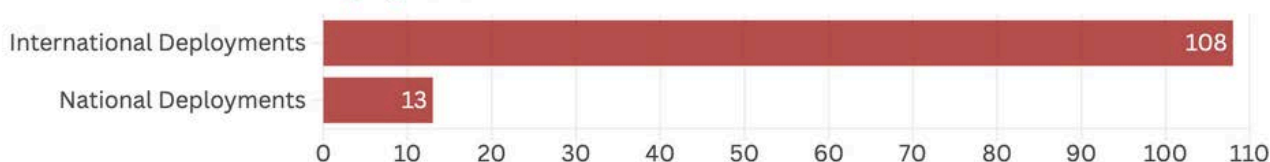


Remote **15**



For the Global WASH Cluster, Global Protection Cluster and Global Health Cluster, total personnel includes extension.

## Deployments



A home-based deployment modality, indicates that it is a surge role performing his/her duties from the candidate's home location as formulated in the initial Surge request from the partner organization. A remote deployment modality, indicates that due to operational and context related challenges, the consultant, is no longer able to perform the duties in-country and is performing his/her duties from a remote location as agreed with the hosting agency.

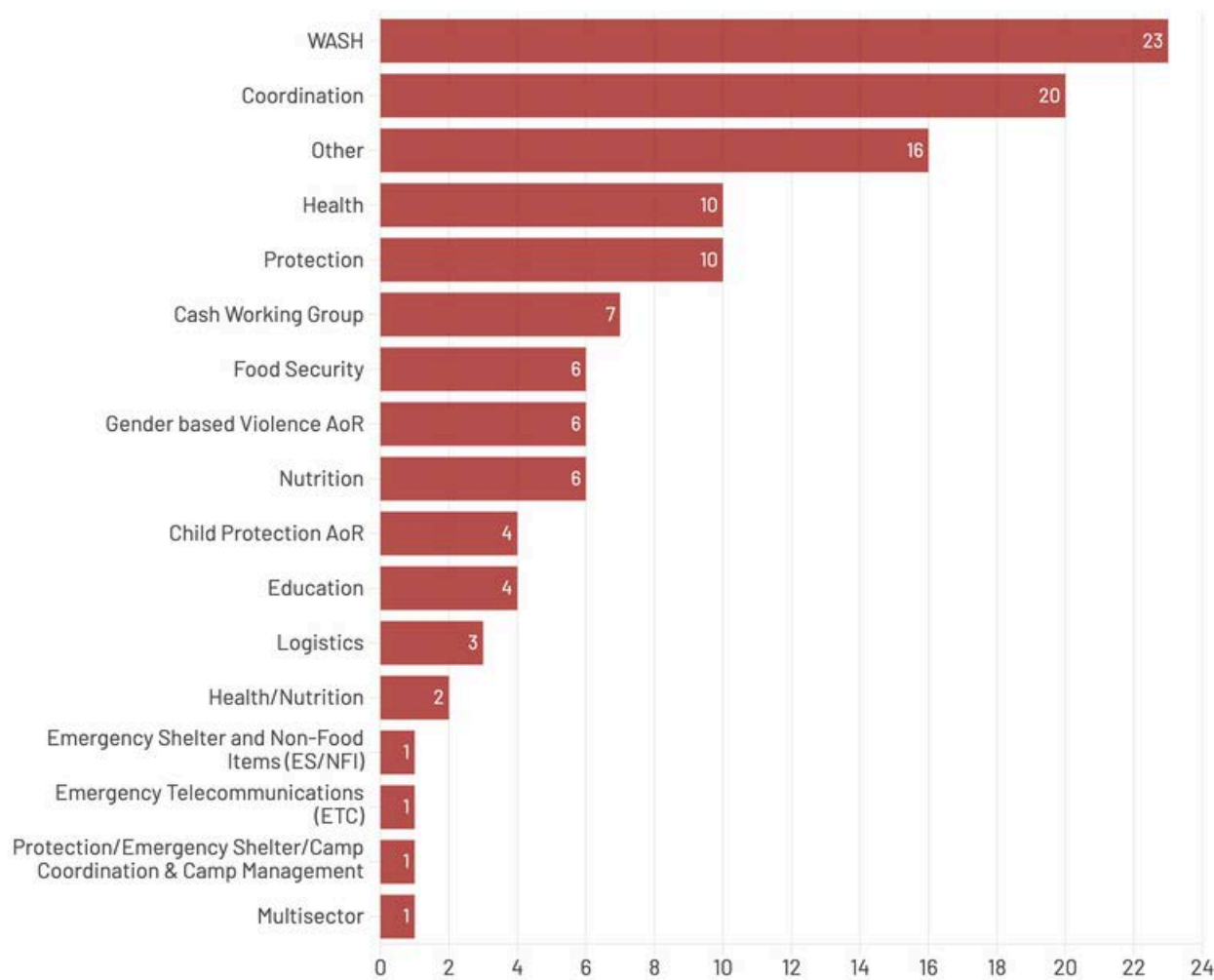
### Challenges and Lessons Learned

In 2024, the team operated in an increasingly complex global context marked by access constraints, hybrid response requirements, and looming donor contractions. These challenges necessitated flexible surge models and reinforced the importance of maintaining a diversified roster of experts capable of adapting to in-country, remote, and home-based deployments. Operational bottlenecks highlighted the need for streamlined onboarding, faster contracting, and stronger pre-deployment briefings. Despite external limitations, iMMAP's proactive approach ensured continuous support to high-impact emergencies and the capacity-building of national actors.

### Looking Ahead

The Global Surge Team aims to remain a trusted, adaptable surge partner, delivering targeted support aligned with shifting global humanitarian needs and reinforcing national resilience through embedded technical expertise.

### Clusters and Sectors Supported in 2024





## Deployee Spotlight #1

# The Power of Data and the Human Heart of Humanitarian Work

For Joe William Zeume Kapso, the world of humanitarian information management is not just about data points, dashboards, and maps. It is about the profound connection between a well-managed dataset and the tangible relief it can bring to people in crisis. With a career spanning nearly two decades across challenging contexts like Mali, the Central African Republic, and the Democratic Republic of Congo, Joe has refined his skills in translating complex data into a clear call to action.

He describes the core truth of his work with stark honesty: *"The truth of humanitarian work is to witness suffering you cannot alleviate, but contribute as you can."* This philosophy has been his guiding light, motivating him through difficult missions. His resilience, he notes, was forged early in his career during missions in Mali where he witnessed *"the most atrocious suffering"* and realized that as a humanitarian, he had to *"stay strong in order to support those in need."*

Joe's passion is deeply rooted in seeing the direct impact of his efforts on the ground. When asked to recall a single moment he'd never forget, he bypasses the chaos of a crisis to focus on something more personal: the expression of those he's there to serve.

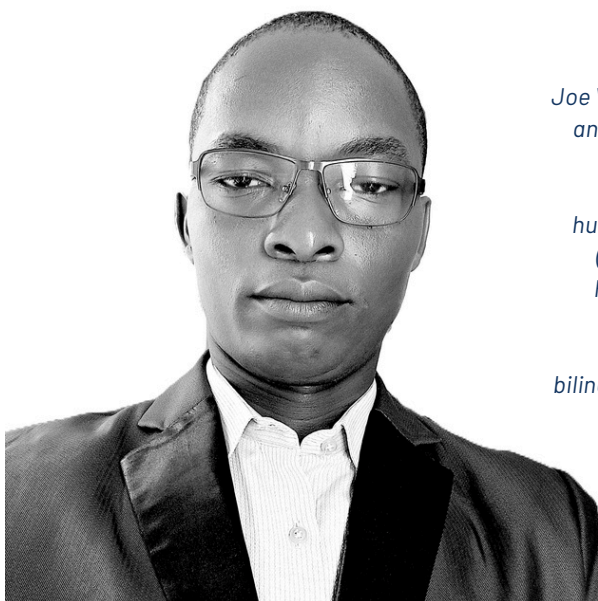
**What is the one moment from your mission that you will never forget?**

*"The moment that stands out most in a humanitarian mission in the field is not the crisis itself, but the smile and hope you see on the face of those who are deeply in need, that feeling of helping to alleviate suffering and save lives. This feeling drives me all the time and gives me the conviction to bring my personal touch to a sea of situations, each as difficult as the next."*

This personal touch often comes in the form of innovative information management tools that empower a network of humanitarian actors. During his time in Goma, DRC—a city he describes as home to a "resilient and courageous people" facing decades of crisis—he made a significant contribution by building tools to support the Inter-Agency Network for the Prevention of Sexual Exploitation and Abuse (PSEA). Over 500 organizations benefited from these resources, which streamlined their daily work, enabling faster and more efficient decision-making.

**How did your work make a difference on the ground?**

*"My main contribution to this mission was to set up several tools to support the inter-agency network for the prevention of sexual exploitation and abuse (Inter-Agency PSEA Network in DRC) by humanitarian agencies and organizations throughout the country. Over 500+ organizations have benefited from these tools to facilitate their work in collecting and analyzing data on a day-to-day basis, to facilitate rapid and efficient decision-making."*



Joe William Zeume Kapso is an experienced Information Management and Data Analytics expert with over two decades of experience with UN agencies and international organizations. A Cameroonian national, Joe has worked in some of the world's most challenging humanitarian contexts, including the Democratic Republic of Congo (DRC), the Central African Republic (CAR), Mali, Niger, and Burkina Faso. He was deployed by iMMAP's Global Surge program to Goma, DRC, and has a proven track record of turning complex data into actionable insights for improved humanitarian response. He is bilingual in French and English and also has a decade of experience in ICT with the World Bank Group.



Photo: Serge Mabaluka/OCHA

The context of the DRC, with its complex combination of active volcanoes, gas threats, and armed conflicts, has left an indelible mark on him. He is astounded by the local population's "joie de vivre despite the suffering and pain." For Joe, their enduring hope serves as a constant reminder that "the difference can always be made at any moment."

In his work, Joe sees a path forward for these communities, one that extends beyond immediate aid. He shares a powerful message to the world about Goma's reality, urging for a dual approach of immediate humanitarian funding and long-term investment.

**What message would you share with the world about Goma's humanitarian reality?**

*"The world has a responsibility to alleviate suffering and save lives in the east of the Democratic Republic of Congo, and particularly in Goma. Despite the current difficult humanitarian context and the lack of resources, it's a call to action that I continue to make... The humanitarian response must absolutely be funded, while the pressure for lasting peace in the*

*region must be pursued. At the same time, support is needed for long-term solutions, not just to alleviate immediate needs, but to invest in the health system, water infrastructure, and support livelihoods for the populations. These people have a right to dignity and honor, having shown great resilience over the decades. Goma reminds us of our responsibility to the humanity we all share. The world has the capacity to put an end to this suffering and save lives - the decision and the time to act is now! It is today!"*

Joe's story is a compelling blend of technical expertise and a profound sense of human purpose. His work demonstrates that information management is not an abstract service but a vital function that, when performed with dedication and precision, can bring about meaningful change and, most importantly, restore hope.



## Deployee Spotlight #2

# The Resilience of Hope: Alexandra Karkouli's Mission in Gaza and Beyond

For Alexandra Karkouli, the profound truth of humanitarian work lies not just in addressing immediate crises, but in harnessing the power of information to illuminate needs and foster resilience. Her commitment has taken her to some of the world's most challenging contexts, including a significant deployment to Gaza in January, where she gained firsthand experience of humanity persevering amidst immense hardship.

Alexandra's daily motivation stems from the inspiring strength she witnessed in the people she served. *"The resilience of the people we were serving inspired me daily. Despite losing so much, they showed remarkable strength, generosity, and perseverance. Seeing mothers carrying water for their children, local volunteers working tirelessly in shelters, and children adapting with such courage reminded me why I was there. Even on the hardest days, I felt a deep sense of responsibility to show up, stay present, and do my part—because people were counting on us. That purpose, and the solidarity within our team and with the communities, is what got me out of bed every morning."*

Her work consistently translated this deep motivation into tangible differences on the ground, particularly through precise information management that guided humanitarian efforts in Gaza and other critical situations.

### ***"How did your work make a difference on the ground?"***

*"One key contribution was maintaining up-to-date 3W (Who, What, Where) maps and dashboards that visualized where WASH partners were operating, what services they were delivering, and where the gaps were. This allowed the coordination team to rapidly identify underserved areas — especially informal shelters or newly displaced communities — and direct resources accordingly. I also helped track water quality data and sanitation coverage, which was essential in preventing disease outbreaks. By translating raw data into clear, actionable insights, I supported field teams in prioritizing interventions, reducing duplication, and maximizing the impact of limited resources. In humanitarian emergencies, timely and reliable information can mean the difference between a targeted response and a missed opportunity. I'm proud that my behind-the-scenes work helped the entire WASH response become more efficient, accountable, and responsive to those most in need."*

During her mission in Gaza, Alexandra tackled critical information gaps that were vital for coordinating life-saving services in an incredibly complex environment.

*Alexandra Karkouli is a seasoned Information Management and Monitoring & Evaluation specialist with over a decade of experience in complex humanitarian environments. Her career trajectory demonstrates a profound commitment to leveraging data for impactful humanitarian action, particularly within the Water, Sanitation, and Hygiene (WASH) sector. As a Global WASH Cluster Field Support Team Information Management Specialist seconded to UNICEF, and previously as a WASH Cluster Information Manager in Northeast Syria, she has consistently designed and implemented robust IM systems, informed strategic decision-making, and built national capacities to enhance humanitarian response efficiency and accountability.*



**What was the most urgent information gap you helped address?**

*"We worked with the local authorities (CMWU & PWA) to establish a more direct way to update the functionality status of the public WASH facilities and maintain the Master Database which is now used by all stakeholders."*

Her experience in Gaza profoundly shaped her understanding of the pivotal role information plays in conflict settings, extending far beyond typical operational utility.

**What did working in Gaza teach you about the power of information in conflict settings?**

*"Working in Gaza taught me that in conflict settings, information can be as critical as food, water, or medicine. In the chaos of displacement and destruction, access to accurate, timely information—both for humanitarian actors and affected communities—can determine who receives life-saving assistance and who doesn't. From a WASH perspective, we relied heavily on real-time information to map which areas had access to clean water, which sanitation systems were still functional, and where the risk of disease outbreaks was highest. Without that data, our interventions would have been far less effective, or even harmful. But just as importantly, I saw how information empowered communities. When people were informed about safe hygiene practices, water contamination risks, or where to access services, they were better able to protect themselves and their families—even in incredibly difficult circumstances. In a place where uncertainty is a daily reality, reliable information became a source of stability and agency. The experience reinforced that in conflict zones, information is not just operational—it's humanitarian. It has the power to protect, to enable faster and fairer decisions, and to build trust in an environment where trust is often broken."*

Witnessing the extraordinary resilience of people living under immense hardship in Gaza left an indelible mark on Alexandra, reinforcing her belief in maintaining humanity and hope.

**What did the local context teach you about resilience or hope?**

*"During my humanitarian mission in Gaza in January, I witnessed firsthand the extraordinary resilience of people living under immense hardship. Despite the destruction, displacement, and grief, the local communities continued to support one another, share what little they had, and preserve a sense of dignity and solidarity. This experience reminded me that resilience is not just about surviving, but about maintaining humanity, hope, and a sense of purpose in the face of adversity. It deepened my belief in the power of community and the importance of standing in solidarity with those who refuse to give up, even when the world seems to have forgotten them."*

Coping with the emotional toll of witnessing such widespread destruction in Gaza was challenging, but her focus on purpose and the support from her colleagues proved essential.

**How did you cope with the emotional toll of witnessing destruction firsthand?**

*"Witnessing the scale of destruction in Gaza — entire neighborhoods flattened, families displaced, and critical infrastructure like water and sanitation systems destroyed — was emotionally overwhelming. It was not just the physical damage, but the human suffering behind it that left a lasting impact. What helped me cope was staying focused on purpose: knowing that my work could make even a small difference in restoring dignity, health, and hope to those affected. Each time we were able to restore clean water to a shelter or prevent a disease outbreak, it reminded me why I was there."*







Khan Younis, Photo: iMMAP

*Support from colleagues was also essential. We leaned on each other, talked openly about what we were experiencing, and created a space where it was okay to not be okay. Finally, I tried to hold onto the strength and resilience I saw in the people of Gaza. Their courage in the face of so much loss reminded me that even amid destruction, there is humanity, resistance, and hope."*

Alexandra Karkouli's journey exemplifies the profound impact of dedicated information management in humanitarian response. Her ability to translate complex data into actionable insights, coupled with her deep empathy for affected populations, underscores the vital role of skilled professionals in building more efficient, accountable, and human-centered aid operations.



Consultation session and capacity building with partners. Photo: iMMAP



# From the Field

## Building Resilience on Ukraine's Frontline



Photo: Matteo Minasi/OCHA

In 2024, the conflict in Ukraine entered its third year, and the humanitarian crisis deepened, with over 14.6 million people in urgent need of assistance and critical infrastructure in ruins. The prolonged conflict led to a massive humanitarian and protection crisis, marked by the killing and injury of thousands of civilians, including children, the targeting of civilian infrastructure, and the disruption of livelihoods and vital social services. As the war ravaged villages and towns close to the front line, humanitarian needs in these areas reached catastrophic levels. The immense challenges had overwhelmed humanitarian responders, particularly those on the front lines, who often lacked the resources and time to travel for essential training.

In response, iMMAP Inc. launched a new Capacity Building initiative under its "Provision of Information Management Support to Ukraine Crisis Response Clusters" project. This initiative directly addressed the urgent need to empower local humanitarian actors. Our Capacity Building team, in close collaboration with the Food Security and Livelihoods (FSL) Cluster, embarked on an ambitious, three-week mission to the conflict-affected frontline regions. The team visited five key cities—Kharkiv, Dnipro, Zaporizhzhia, Mykolaiv, and Odesa—to bring critical training directly to those

working in the most hard-hit communities.

This on-the-ground approach bypassed the logistical and security challenges that had prevented frontline responders from attending trainings in the capital, Kyiv.

The conflict severely disrupted agricultural systems and supply chains, making food security a primary concern. By partnering with the FSL Cluster, iMMAP Inc. was directly helping organizations tackle this critical issue. During the mission, the team conducted ten intensive training sessions, engaging 191 participants from 53 local NGOs working in the FSL sector.

**iMMAP team conducted ten intensive training sessions on the frontlines, engaging 191 participants from 53 local NGOs working in the FSL sector.**



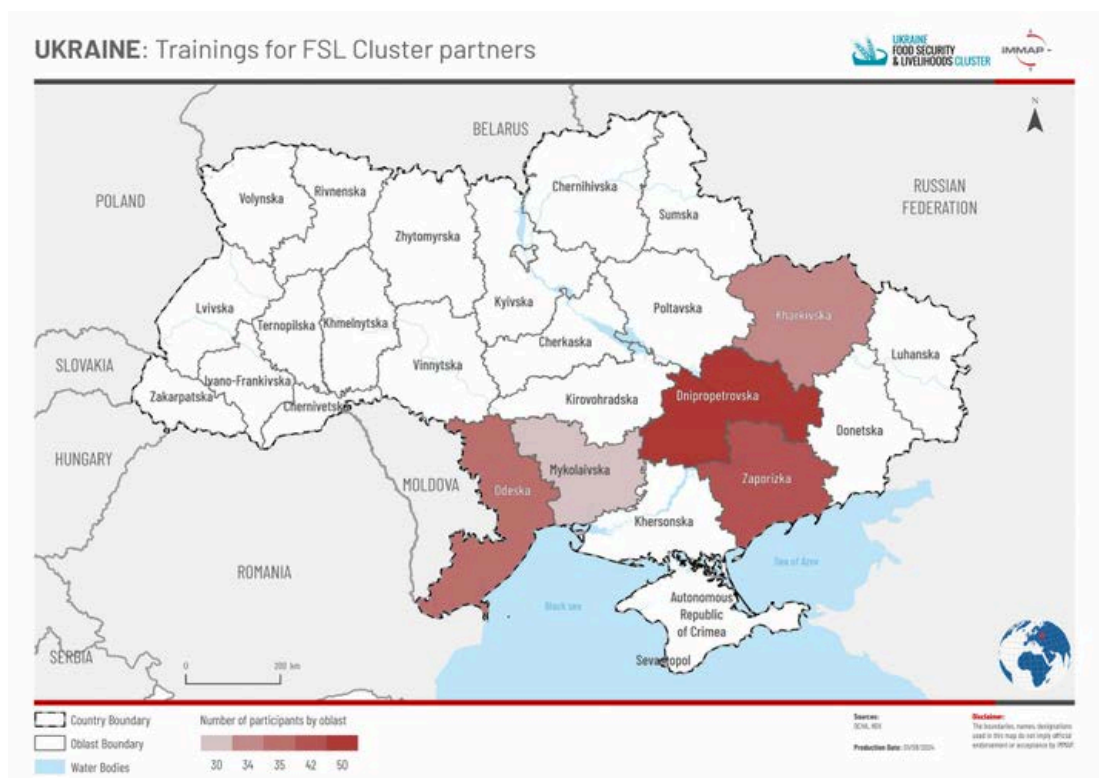
Participants engage in the iMMAP capacity building session in Zaporizhzhia. Photo: iMMAP Inc. 2024

"The greatest humanitarian efforts were currently concentrated in regions near the frontline zones," explained Iryna Tkachuk, Capacity Building Coordinator at iMMAP Inc. Ukraine. "I am very pleased that we were able to contribute on-site to the capacity development of the organizations helping the most conflict-affected populations."

*This innovative capacity-building program, made possible by the generous support of USAID's Bureau for Humanitarian Assistance (BHA), was not just about imparting skills. It was about building a sustainable foundation for the future of humanitarian response in Ukraine by empowering local organizations to lead the way.*

The training curriculum was developed based on a prior Needs Assessment with the FSL Cluster and focused on two vital areas:

- Coordinated Needs Assessments: Equipping organizations with the skills to accurately evaluate the humanitarian landscape and pinpoint the most urgent needs of affected populations.
- Effective Monitoring and Evaluation (M&E): Ensuring that humanitarian projects were impactful and resources were used efficiently—a critical necessity in a context where needs were vast and resources were stretched thin.



An overview of the areas targeted during the iMMAP Inc. capacity building sessions.



# Country Reports



Photo : Dedza, a highway between Malawi and Mozambique. © Skip Russel. 2016. CC BY-NC-ND 2.0 Deed



# Afghanistan

## Disaster Response in Afghanistan Through Predictive Analytics and Enhanced Data Systems

**Project:** Information Management for Disaster Risk Reduction and Response in Afghanistan (IM-D3R)

**Donor:** USAID's Bureau for Humanitarian Assistance (BHA)

Amidst enduring conflict, a fragile economy, and declining international aid, Afghanistan remained highly vulnerable to natural disasters and climate change, with two-thirds of its 43 million inhabitants in dire need of humanitarian assistance in 2023. iMMAP was deeply committed to bolstering Disaster Risk Reduction (DRR) and response initiatives through its IM-D3R project, launched in March 2022. This project was critical for local and international partners, enabling efficient response to sudden-onset disasters through comprehensive information management and coordination across all humanitarian sectors.

In 2024, a significant milestone was the operationalization of the Humanitarian Spatial Data Center (HSDC). Building on its 2023 launch for DRR planning, the HSDC evolved into a multifaceted Geographic Information Systems (GIS) resource center, integrating near-real-time earthquake alerts and predictive flood forecasting to support anticipatory action by agencies such as the Food and Agriculture Organization of the United Nations (FAO), United Nations Children's Fund (UNICEF), and the United Nations Office for the Coordination of Humanitarian Affairs (OCHA).

Concurrently, iMMAP seconded Regional Information Management Officers (IMOs) to five OCHA hubs, providing localized analytical support to partners and UN agencies on the ground. These IMOs managed 3W matrices, supported flash appeals, and created region-specific dashboards.

### Key Highlights

**Humanitarian Cluster Information Management Support & Emergency Support:** Throughout 2024, iMMAP delivered 306 customized Information Management (IM) products and data analyses to nine clusters, sub-clusters, and working groups: Food Security, Water, Sanitation and Hygiene (WASH), Health, Protection, Emergency Shelter/Non-Food Items (ES-NFI), Nutrition, Education, Child Victims of War Group (CVWG), and Camp Coordination and Camp Management (CCCM). These products were essential for sector decision-making and coordination. Additionally, iMMAP provided ad hoc emergency response support to individual organizations.

Photo: Liz Loh-Taylor/OCHA



**Humanitarian Spatial Data Center (HSDC):** The HSDC platform served as a public climate and hazard data hub, particularly supporting DRR planning by the Afghanistan National Disaster Management Authority (ANDMA), FAO, and UN agencies. iMMAP's tailored dashboards, including Winterization Monitoring, Gender-based Violence (GBV) regional breakdowns, and Food Security and Agriculture Cluster (FSAC) forecasting, supported partners in prioritizing vulnerable regions and populations.

**ReportHub:** ReportHub continued to be central to iMMAP's IM-D3R performance, serving as Afghanistan's official multi-sectoral 4Ws monitoring system. Utilized by 132 organizations reporting across nine clusters, the platform's user base grew steadily, with 17.2 million beneficiaries recorded through the system. Functionalities were continuously enhanced, including bulk data uploads, real-time dashboards, regional breakdowns, and role-based access control for cluster partners. In November, iMMAP Afghanistan announced the launch of ReportHub 2.0, an upgraded reporting platform scheduled to go live for the January 2025 reporting period and fully aligned with the 2025 Humanitarian Response Plan (HRP). The new version offered significant enhancements in reporting flexibility, response monitoring, and information management for partners engaged in the HRP.

**Remote Primary Data Collection (RPDC):** The RPDC component saw the implementation of eight full study cycles. These included assessments on livelihoods, winterization, cash-based assistance, and perceptions toward Cash-Based Interventions (CBI). Collaboration with Premise facilitated mobile-based data gathering in insecure areas. Products ranged from technical dashboards to advocacy flyers tailored for cluster meetings.

**Targeted Research for Food Security and Cash Transfer Programming:** In July, two insightful studies conducted by the iMMAP team in Afghanistan were unveiled: 'Exploring Perceptions and Opportunities for Agricultural Trainings in Afghanistan', in March 2024, and 'Community Insight Survey for Cash-Based Programs in Afghanistan', in February 2024. These studies, led in partnership with the Food Security and Agriculture Cluster (FSAC) and the Cash and Voucher Working Group (CVWG) in Afghanistan, aimed to support partners in better shaping their programs, leading to more effective and targeted humanitarian responses.

**Capacity Strengthening:** iMMAP's capacity strengthening initiatives were a pillar of success. In 2024, the Humanitarian Data Literacy (HDL) program was launched, offering self-paced e-learning, instructor-led sessions, and support for remote female participation. This program reached 102 participants from 41 organizations, laying the



Photo: Liz Loh-Taylor/OCHA

groundwork for national data stewardship in humanitarian settings. Additionally, 364 humanitarian professionals received foundational and intermediate IM/GIS training, and 296 humanitarian workers received data literacy training, building essential analytical skills.



# Colombia

## Enhanced Humanitarian Response Through Evidence-Based Coordination and Community Empowerment

### Projects:

- Information Management support to sectors under Interagency Group on Mixed Migratory Flows (GIFMM)
- Evidence-based Decision-making – EVIDEM Consortium: Information Management through Evidence-based Decision-making for an Improved Humanitarian Response in Colombia

### Donors:

- US State Department's Bureau of Population, Refugees and Migration (BPRM)
- USAID's Bureau for Humanitarian Assistance (BHA)

Colombia continued to face complex humanitarian challenges in 2024, driven by armed conflict, natural disasters, and migration. To enhance evidence-based decision-making and improve humanitarian response coordination, iMMAP played a pivotal role as the prime lead for USAID's Bureau for Humanitarian Assistance (BHA) funding within the EVIDEM Consortium. This consortium, which also included 3i Solutions (leading for ECHO funding), ACAPS, and IMPACT Initiatives, provided crucial Information Management (IM) support. The iMMAP Colombia office concluded its operations in May 2024.

### Key Highlights

#### Enhanced Sectoral Coordination and Information

**Products:** The EVIDEM Consortium significantly contributed to IM support across various humanitarian clusters, including Education, Health, Food Security and Nutrition (FSN), Child Protection, Gender-Based Violence (GBV) Area of Responsibility (AoR), and Water, Sanitation and Hygiene (WASH). This included developing analytical reports, infographics, and dashboards to inform response planning and decision-making, such as products related to the impact of El Niño and analyses of child protection needs. A total of 273 information products were made available and accessed by stakeholders, exceeding the target of 230.

**Empowering Communities and Local Actors:** The consortium prioritized community engagement and ethnically focused IM support. This included collaborating with indigenous organizations like the Indigenous Unit of the Awá People (UNIPA) to develop information systems for monitoring humanitarian rights breaches and minimizing risks from armed groups.



Photo: Sebastian Rich/UNHCR

Community Engagement initiatives facilitated agreements with seven organizations in eleven communities, leading to the identification of hundreds of sectoral needs and solutions.

#### Capacity Strengthening and Measurable Impact:

Through various training initiatives, the EVIDEM Consortium trained 907 individuals, significantly surpassing its target of 170. A remarkable 98% of participants reported that the training professionally aided their humanitarian response, and 88% of humanitarian partners found the consortium's information products useful for their programming.

# Democratic Republic of the Congo (DRC)

## Support to the DRC's Health Response Through Responsive IM Support and Capacity Building

**Project:** Enhancing health response capacity in DRC through available on-demand IM services dedicated to the health actors.

**Donor:** USAID's Bureau for Humanitarian Assistance (BHA)

The Democratic Republic of the Congo (DRC) has long contended with one of the world's most intricate humanitarian crises, marked by heightened insecurity, frequent natural disasters, and persistent disease outbreaks. Recognizing the urgent need for robust information management to navigate these complex challenges, iMMAP launched a project in April 2023. This initiative aimed to strengthen the health emergency response by providing critical on-demand Information Management (IM) services to Health Cluster partners, including local authorities and the World Health Organization (WHO), the Cluster Lead Agency.

The project's core premise was that providing independent, neutral, timely, and qualitative IM support would enhance coordination through improved information sharing and tailored IM products. This, in turn, would lead to better targeting of life-saving health interventions, more accurate contextual analysis, and effective decision-making.

To achieve this, iMMAP established a dedicated Humanitarian Information Support Team (HIST) comprising five Information Management Officers. The team delivered responsive IM services through a customized online service desk, addressing partners' coordination and operational needs. The project concluded on June 30, 2024.

### Key Highlights

**Responsive IM Service Delivery:** Between April 11, 2023, and June 30, 2024, the HIST successfully responded to 116 out of 127 IM support requests (91% completion rate) from 45 different organizations, including national and international Non-Governmental Organizations (NGOs), UN agencies, and government counterparts. Of these, 59% were for IM products such as maps, dashboards, and infographics, while 41% related to IM services including data collection tools, reporting templates, and training.

**Capacity Strengthening for Health Response:** In 2024, iMMAP conducted ten capacity-building sessions across the DRC, reaching 132 participants from Health Cluster member organizations. These sessions focused on critical areas, including improving partners' ability to accurately complete the upgraded 5Ws tool for activity reporting and delivering Geographic Information Systems (GIS) training to strengthen internal technical capacity in spatial data management.

**Lasting Impact on Health Ecosystem:** Through these concerted efforts, the project not only contributed to improved coordination and operational efficiency within the Health Cluster but also left a lasting impact by enhancing the IM capabilities of local and international partners within the DRC's health response ecosystem.



Photo: Gemma Cortes/OCHA

# Ethiopia

## Strengthened Ethiopia's Humanitarian Ecosystem Delivering Widespread IM Support

Project: Information Management Support to Humanitarian Responders in Ethiopia

Donor: USAID's Bureau for Humanitarian Assistance (BHA)



IMOs review the Humanitarian Information Dash-boards/Infographics produced by the HIST. Photo: iMAP

Ethiopia's humanitarian landscape has consistently confronted multilayered crises, ranging from prolonged conflicts to recurrent droughts, exacerbating displacement and severe food insecurity. In such complex emergencies, access to timely and accurate information is paramount for effective decision-making, response coordination, and achieving better outcomes. iMAP has been active in Ethiopia since 2017, registering as an International Non-Governmental Organization (INGO) in 2019. Since 2023, the Humanitarian Information Support Team (HIST) has been central to iMAP's operations, aiming to ease hardships and foster stability by providing streamlined Information Management (IM) support to humanitarian actors. At the core of HIST's work was the conviction that well-informed decisions and trustworthy data had the power to trigger meaningful change.

The HIST operated at both national and regional levels, providing customized support to UN agencies, clusters, International Non-Governmental Organizations (INGOs), Non-Governmental Organizations (NGOs), and government agencies. It collaborated closely with key partners such as the United Nations Office for the Coordination of Humanitarian Affairs (OCHA)'s IM unit and the

Ethiopian Disaster Risk Management Commission, ensuring efficient coordination of humanitarian IM activities. This partnership extended to academic institutions like Addis Ababa University (AAU), with whom an internship program was initiated in 2023, specifically addressing the low participation of women in Science, Technology, Engineering, and Mathematics (STEM) fields, crucial for humanitarian IM efforts. The HIST operated from Addis Ababa, as well as the Amhara, Oromia, Somali, and Tigray regions.

### Key Highlights

**Extensive IM Product Delivery:** In 2024, the HIST delivered almost 1,500 IM products, including maps, infographics, and situational analysis reports, providing continuous support to over 150 humanitarian organizations at both national and regional levels.

**Widespread Operational Presence:** iMAP maintained a significant presence in Addis Ababa, working closely with OCHA's IM Unit and the Ethiopia Disaster Risk Management Commission, and extended its operations to four critical regions of the country: Amhara, Oromia, Somali, and Tigray.





MSc students Masresha Anwar and Tsion Teye at Addis Ababa University, attend iMMAP's internship program in Ethiopia. Photo: iMMAP

**Robust Capacity Strengthening:** iMMAP trained close to 600 humanitarian staff members on essential information management skills, including digital data collection, data analysis, and data visualization. Despite budget limitations, iMMAP successfully delivered training for 582 humanitarian professionals by implementing an optimized, blended learning model. The strategic expansion of its online platform was pivotal in extending the program's reach, making critical skills more accessible to a wider network of aid workers.

**Strategic Academic Partnership:** iMMAP fostered a successful partnership with Addis Ababa University, School of Earth Sciences, through an internship program for fresh graduates, contributing to local capacity building and addressing specific humanitarian challenges.

# Iraq

## Advancing Iraq's Recovery and Resilience: A Commitment to Innovative Mine Action Monitoring and Strengthening National Data Systems

### Projects:

- Third Party Monitoring of Explosive Remnants of War (ERW) Clearance in Iraq
- Information Management Technical Support and Capacity Building for the National Mine Action Authorities in Iraq
- Operating, Maintaining, Training and Further Development of the Education Management Information System (EMIS) for the Ministry of Education - Iraq

### Donors:

- US State Department's Bureau of Political-Military Affairs, Office of Weapons Removal and Abatement (PM/WRA)
- United Nations Education, Scientific and Cultural Organization (UNESCO)

iMMAP has maintained a significant presence in Iraq since 2011, addressing critical environmental, economic, and humanitarian challenges in Federal Iraq and the Kurdistan Region of Iraq. As the fifth most climate-vulnerable nation globally, Iraq grapples with the enduring aftermath of conflicts, particularly with ISIS, which led to widespread contamination by landmines, improvised explosive devices, and unexploded ordnance. This contamination has not only hindered land use and forced displacement but continues to threaten lives and livelihoods. iMMAP has been instrumental in building the Information Management (IM)

capacities of national mine action authorities and conducting vital third-party monitoring of mine action activities.

Toward the end of 2024, iMMAP, in partnership with UNESCO, started providing technical support to the Ministry of Education in Iraq for the upscaling, maintenance, and training of the Education Management Information System (EMIS).





## Key Highlights

### **Extensive Third-Party Monitoring (TPM) Coverage:**

iMAP's TPM project conducted over 180 site visits and generated 6 success stories across all four quarters, covering clearance, Non-Technical Survey (NTS), and Explosive Ordnance Risk Education (EORE) activities. This significantly improved the quality control of Implementing Partner (IP) operations and increased community trust.

### **Increased Female Inclusion in Field Monitoring:**

Female participation in TPM activities rose to 27% in Fiscal Year 2024, up from 6% in Fiscal Year 2022, a result of revised methodologies and the establishment of gender-balanced field teams. This promoted more inclusive data collection and feedback from affected communities.

**Data-Driven Impact Verification in Mine Action:** A new post-clearance assessment approach, utilizing satellite imagery and Geographic Information Systems (GIS) tools, was launched, enhancing the understanding of land use changes and socioeconomic recovery across 448 assessed sites since 2018. Over 7.5 million square meters of land were verified as released in Fiscal Year 2024, with approximately 76% actively in use. The TPM's geospatial and community-level verification ensured reported outcomes were accurate and reflected in community development.

### **In-depth IM Support to National Mine Action**

**Authorities:** iMAP provided comprehensive IM support to the Directorate for Mine Action (DMA) in Federal Iraq.

This included report processing into IMSMA (Information Management System for Mine Action), map generation, data analysis, and preparation of various information products such as data verifications, Requests for Information (RFIs), task orders, and dashboards. iMAP also developed Standard Operating Procedures (SOPs) for data collection and entry, delivered capacity-building and on-job training, facilitated coordination meetings, and prepared bespoke tools like the Operational Task Management System (OTMS) and RFI systems.

### **Innovative System Development for IKMAA:**

iMAP successfully developed and deployed a new system, OSDBMA, for the Iraqi Kurdistan Mine Action Agency (IKMAA). This system featured dynamic form and table creation, fine-grained permission control, a multi-language interface, extensive historical logging, built-in GIS functionalities, and support for mobile data collection tools.

### **Information Management System for Mine Action (IMSMA) Core Platform Enhancements:**

Several significant improvements and developments were carried out on the IMSMA Core platform for DMA, including the implementation of Geo-processing Verification Models (GPVM), development of a custom Importing Tool, setup of multi-tier approval levels for data stewardship, and design of printing/reporting templates.



Hassan-Beg Mountain – Revived for Agriculture and Tourism once devastated by the eight-year Iran-Iraq War, Photo: iMAP



# Mozambique

## Launched Operations in Mozambique: Establishing Coordination Mechanisms and Building Local IM Capacity

**Project:** Information Management Support to Humanitarian and Development Responders in Mozambique through the creation of an Information Support Team (IST)

**Donor:** USAID's Bureau for Humanitarian Assistance (BHA)



Photo : Dedza, a highway between Malawi and Mozambique. © Skip Russel. 2016. CC BY-NC-ND 2.0 Deed

Mozambique faces a complex humanitarian crisis, particularly in its northern provinces, driven by ongoing conflict and exacerbated by natural disasters. In response, iMMAP established its country office in Mozambique and deployed an Information Support Team (IST), divided between Pemba and Maputo, under a two-year USAID BHA funding. This initiative aimed to provide Information Management (IM) and coordination support to the humanitarian response in Northern Mozambique and strengthen coordination between the humanitarian and development nexuses. Challenges in identifying local skilled IM staff and limited local partner participation highlighted a significant need for localization efforts in the country.

### Key Highlights

**Responsive IM Service Delivery:** In 2024, iMMAP's online service desk received 39 support requests, resulting in the delivery of 91 information products, achieving 63% of the life-of-award target.

**Targeted Capacity Building:** In line with its focus on localization, iMMAP supported OCHA in delivering capacity building to government, local, and

international partners, reaching 131 beneficiaries, or 77% of the life-of-award target. A baseline IM Needs and Gaps Assessment revealed that 96% of respondents required IM capacity building and 91% needed IM product support, with a prioritization on data management and analysis, assessments, and static information products.

**Enhanced Coordination Mechanisms:** iMMAP collaborated with the International Organization for Migration (IOM) Displacement Tracking Matrix (DTM) team, REACH, and OCHA, forming the Multi-Sectoral Needs Assessment (MSNA) Task Force. This initiative helped strengthen the expansion of the Humanitarian Needs and Response Plan (HNRP) across Mozambique.

**Technological Deployment for Efficiency:** Building on successes in Nigeria, iMMAP deployed and localized its Service Desk and Learning Management Systems for the Mozambican context. The Service Desk mechanism notably streamlined product and service delivery processes, increased transparency and accountability to partners, and facilitated the deployment of a program performance monitoring dashboard for all stakeholders.

# Nigeria

## Expanded Humanitarian Support in Nigeria Through Digital Innovation and Geographical Expansion

Project: Coordination, Information Management and Capacity Building Services in Support of Humanitarian Action in Nigeria

Donor: USAID's Bureau for Humanitarian Assistance (BHA)



Photo above: Maidugu Bulama, 26 stands in a farm in Gongulung, Maiduguri in July 2021, Photo: Damilola Onafuwa/OCHA

Nigeria continued to face complex humanitarian challenges in 2024. The 13-year insurgency by non-state armed groups in the Borno, Adamawa, and Yobe (BAY) states severely disrupted livelihoods, while inter-communal violence, banditry, and sexual violence in North-West states like Zamfara, Katsina, and Sokoto deepened vulnerabilities and limited access to essential services.

Amidst this multifaceted crisis, iMMAP played a crucial role in expanding information management support to enhance humanitarian coordination and data-driven decision-making across the country.

## Key Highlights

**Launch of Digital Platforms:** iMMAP launched two significant digital platforms: the Spatial Decision Support Platform (SDSP) and the Learning Management System (LMS).

- The SDSP is a web-based tool integrating Geographic Information Systems (GIS) with decision-making models, enabling humanitarian actors to manage and analyze spatial datasets in a shared environment. Its Joint Market Monitoring Initiative (JMMI) application proved valuable for advocacy, coordination, and detecting commodity price trends affecting vulnerable populations.
- The LMS offered self-paced, context-specific training in humanitarian information management. By December 2024, iMMAP launched its Intermediate Humanitarian Information Management Course on the LMS, covering core principles, data security, and Monitoring and Evaluation (M&E). Nearly 3,000 participants registered for 7 courses on the platform, with 863 completing at least one course within the first month, facilitating knowledge transfer and guiding informed response decisions.

**Expanding Reach in North-West Nigeria:** With support from USAID Bureau for Humanitarian Assistance (BHA), iMMAP expanded operations to the North-West, engaging stakeholders in Katsina, Sokoto, and Zamfara States. This expansion provided partners access to the Humanitarian Data Portal, fostering a shared understanding of the crisis and enabling data-informed planning, response, and gap analysis.

**Sustained Support in the North-East:** In the North-East, iMMAP continued to support responders, government agencies, and academia through its Humanitarian Information Analysis Unit (HIAU).

- **Local Capacity Development:** Through Memoranda of Understanding (MoUs) with the University of Maiduguri (UNIMAID), the American University of Nigeria (AUN), and Yobe State University, iMMAP provided internship programs for students. These programs were vital for building local capacity in information management (IM), analysis, and GIS skills.
- **Information Management Services:** iMMAP's dedicated IM services for OCHA and other humanitarian partners were instrumental in strengthening coordination and improving strategic planning.



# Northeast Syria (NES)

## Built a Sustainable Mine Action Framework in Northeast Syria: Empowering Local Authorities with Technical and Institutional Capacity

**Project:** Support to the Mine Action Office and Humanitarian Mine Action (HMA) Operations in Northeast Syria.

**Donor:** US State Department's Bureau of Political-Military Affairs, Office of Weapons Removal and Abatement (PM/WRA)



Photo: OCHA

Northeast Syria (NES) in 2024 remained profoundly impacted by years of conflict, displacement, and deteriorating public services, with an estimated 2 million people requiring humanitarian assistance. Amidst continued insecurity and infrastructure challenges, iMMAP sustained its support to the Northeast Syria Mine Action Centre (NESMAC). This engagement was critical in coordinating Humanitarian Mine Action (HMA) in alignment with the Autonomous Administration of North and East Syria (AANES) objectives for reconstruction, rehabilitation, peace, and stability. Funded by the Office of Weapons Removal and Abatement in the U.S. State Department's Bureau of Political-Military Affairs (PM/WRA), iMMAP's efforts focused on

two key goals: supporting the establishment and enforcement of standardized Mine Action protocols for safe, uniform, and cost-effective land release, and enhancing NESMAC's institutional and technical capacity to monitor, coordinate, and facilitate Conventional Weapons Destruction (CWD) efforts. All activities adhered to the International Mine Action Standards (IMAS), ensuring responsible, sustainable, and operationally unhindered HMA operations. The project concluded in May 2024.

## Key Highlights

**Enhancing IM Capacity for Mine Action Data:** In an environment where explosive remnants of war posed a daily threat, iMMAP collaborated closely with NESMAC to transform data, training, and coordination into tools for safety and stability. iMMAP developed a prioritization strategy to assist NESMAC and Mine Action partners in identifying and responding to urgent contamination areas. This strategy was integrated into the ARGIS Portal, an online mapping tool used by the Mine Action Sub-Working Group (MASWG), enabling organizations to visually identify high-priority areas and coordinate clearance efforts more effectively.

**Strengthening NESMAC's Institutional and Technical Capabilities:** iMMAP provided critical upgrades to NESMAC's Information Management System (IMS) and delivered foundational training on the Information Management System for Mine Action (IMSMA). Through a series of formal workshops and on-the-job training sessions, NESMAC staff gained proficiency in IMAS, while frontline teams received practical Explosive Ordnance (EO) recognition training. A pivotal intervention was the Training of Trainers (ToT) in Explosive Ordnance Risk Education (EORE), empowering newly appointed EORE officers to deliver high-quality risk education and establish Quality Assurance and Control (QA/QC) systems within the regional mine action framework.

**Operational Capacity Building:** iMMAP's technical advisors facilitated workshops on the tasking order process, conducted Non-Technical Survey (NTS) sessions, and provided training on Mine Action Operations Management, strengthening NESMAC's operational capabilities across all levels.

**Fostering Standardized Partnerships:** A strategic achievement was the drafting of updated Memoranda of Understanding (MoUs) between NESMAC and Mine Action Implementing Partners, including MAG, HI, DCA, ITF, 3iS, and RMC0. These revised agreements aligned with the IMAS framework, clarifying roles and responsibilities and setting a new standard for partnership and coordination in regional mine action.

**Measurable Transformation:** By the project's conclusion, NESMAC staff had gained hands-on expertise in GIS and IM tools such as KOB0, Survey123, ArcGIS, Power BI, and Esri Portal. They were proficient in managing data collection, analysis, visualization, and dashboard creation, strengthening both strategic planning and real-time decision-making. The establishment of IM Standard Operating Procedures (SOPs) and data quality control protocols further solidified NESMAC's position as a capable, standards-aligned coordination body for Mine Action in Northeast Syria.

# Somalia

## Strengthening Somalia's Humanitarian Response Through Strategic Partnerships and Integrated Data Systems

**Project:** Information Management Support to Humanitarian Responders in Somalia through the creation of a Humanitarian Information and Support Team (HIST)

**Donor:** USAID's Bureau for Humanitarian Assistance (BHA)



Photo: Giles Clarke/OCHA

Somalia has persistently faced significant humanitarian challenges driven by political instability, armed conflict, terrorism, climate shocks, and environmental degradation, leading to widespread displacement and high humanitarian needs. In 2024, an estimated 6.9 million people were projected to require humanitarian assistance. iMMAP established its office in Mogadishu in September 2023 to oversee a project focusing on improving humanitarian coordination and response. iMMAP provided high-quality Information Management (IM) support, Rapid Needs Analysis, and IM capacity strengthening to key humanitarian clusters, including the Food Security Cluster (FSC) and Water, Sanitation, and Hygiene (WASH), ensuring data-driven decision-making for effective

crisis response. Targeted training programs at national and sub-national levels enhanced aid workers' IM skills, improving coordination and response efficiency, including support for Area-Based Coordination to drive localized, evidence-based planning.

### Key Highlights

**Enabling Action Through Information:** Since the HIST project launch in September 2023, iMMAP has played an important role in supporting humanitarian response efforts, particularly addressing displacement. Through targeted IM support, iMMAP enhanced coordination and strengthened evidence-based decision-making among humanitarian partners



across the country. The HIST responded effectively to identified IM gaps, delivering multiple capacity-building sessions and boosting local technical skills, especially among national partners.

**Extensive IM Product Development and Outreach:**

The iMMAP team developed over 178 IM products, including dashboards, reports, maps, and analytical tools, benefiting more than 160 organizations. Around 40 factsheets on rapid floods, drought, and conflict needs analysis were produced.

**Expanded Capacity Building:** iMMAP significantly expanded its IM capacity-building efforts, empowering approximately 600 aid workers from 165 organizations, including local NGOs.

**Strategic Partnerships and National Capacity Development:** iMMAP maintained consistent collaboration with UNOCHA and cluster systems. In the second quarter of 2024, engagement expanded to include the Somalia Disaster Management Agency (SODMA) and the Somalia NGO Consortium (SNC). A formal Memorandum of Understanding (MoU) was signed with SODMA to support national IM capacity strengthening, alongside completing an IM skills and system assessment for SODMA and the Somali Explosive Management Authority (SEMA).

**IM System for Integrated Response:** A notable milestone in late 2024 was the enhanced collaboration with the Operational Cell supporting the Integrated Response Framework (IRF), with iMMAP leading the development of a real-time IM system to monitor humanitarian activities in 16 priority districts. This system helped enable faster, data-informed decision-making and more efficient resource allocation.

**Rapid Needs Assessment Support:** iMMAP played a key role in supporting the Rapid Needs Assessment (RNA) mechanism, training partners on assessment tools and data analysis in collaboration with UNOCHA and REACH Somalia.

*Ladan Displacement settlement in Doolow, SOMALIA. Photo: Giles Clarke/OCHA 2022*





# Sudan

## Informed Sudan's Crisis Response Through In-Depth Situational Analysis and Collaborative Risk Assessment

**Project:** Sudan crisis – Situational and forward-looking analysis and Information Management support for effective humanitarian response

**Donor:** USAID's Bureau for Humanitarian Assistance (BHA)



*A gathering site in Kasala State, Sudan hosts thousands of displaced people who fled armed violence in parts of Aj Jazirah State.  
Photo: Yao Chen/OCHA*

Sudan's crisis deepened in 2024: over 30 million people (more than half the population) required humanitarian aid, more than 12 million were forcibly displaced since conflict began in April 2023, and acute hunger and famine conditions spread across Darfur and Kordofan. Throughout this escalating crisis, iMMAP provided critical Information Management (IM) support, delivering situational and forward-looking analysis to enhance the effectiveness of the humanitarian response. The project concluded in March 2024.

### Key Highlights

**Comprehensive Crisis Analysis and Reporting:** iMMAP conducted detailed analysis of various scenarios, culminating in the production of the Sudan Crisis Scenarios initial draft and final report.

These reports offered essential insights into the evolving crisis landscape and informed strategic response measures. Three detailed Sudan Crisis Situation Analysis Reports were also produced, each integrating between 18 and 26 visuals—including maps, charts, and infographics—to thoroughly depict the evolving crisis.

**Targeted Analytical Support:** Significant efforts were dedicated to enhancing response strategies, providing specialized support in Severity Scale and People in Need (PiN) Methodology to various stakeholders.

**Enhanced Data Visualization and Training:** iMMAP's data visualization experts crafted the Food Security Insights Report, featuring 10 in-depth analytical charts and graphs, providing critical insights into the food security situation. Comprehensive Geographic Information Systems (GIS) training was provided to partners.





Photo: Ala Kheir/OCHA

**Insights into Cross-Border Access and Community Engagement:** Deeper insights into cross-border access challenges were gained through the Sudan Cross Border Access Analysis Report, shedding light on critical barriers and opportunities for aid delivery. Efforts also concentrated on bolstering community engagement through tools like the OCHA Community Kobo Questionnaire and delivering vital cross-border mapping data.

**Interactive Dashboard for Informed Decisions:** The interactive Situation Analysis Overview Dashboard provided an in-depth analysis of conflict data, displacement trends, food security indicators, and protection hotspots. Regular updates and enhancements ensured stakeholders had access to the latest data for informed decision-making. Between November 1, 2023, and March 20, 2024, the dashboard had 1.4 thousand unique users and 3.5 thousand page views.

**Collaborative Risk Analysis:** By the project's close-out in March 2024, a comprehensive Risk Analysis Report was published, culminating from collaborative workshops where partners validated the severity, likelihood, and impact of risks based on expert opinion.

Through data-driven assessments, strategic support initiatives, and collaborative partnerships, iMMAP's collective effort helped address the multifaceted challenges presented by the Sudan crisis, making significant progress in enhancing the effectiveness and reach of humanitarian efforts in the region.



# Ukraine

## Enhancing Ukraine's Humanitarian Response Through Integrated Cluster Support and Expanded Demining Monitoring

### Projects:

- Provision of Information Management Support to Ukraine Crisis Response Clusters
- Third Party Monitoring of Explosive Remnants of War (ERW) Clearance in Ukraine

### Donors:

- USAID Bureau for Humanitarian Assistance (BHA)
- US State Department's Bureau of Political-Military Affairs, Office of Weapons Removal and Abatement (PM/WRA)

Ukraine's ongoing conflict continued to drive significant humanitarian needs in 2024, with close to 15 million people requiring assistance. iMMAP was essential to the humanitarian effort through two main initiatives: providing Information Management (IM) support to crisis response clusters and conducting Third Party Monitoring (TPM) of Explosive Remnants of War (ERW) clearance.

iMMAP delivered high-quality, timely IM support to six clusters and two sub-clusters, including Food Security and Livelihoods (FSL), Water, Sanitation, and Hygiene (WASH), Health, Protection, Camp Coordination and Camp Management (CCCM), Shelter, as well as the Gender-Based Violence (GBV) and Child Protection sub-clusters. The organization also collaborated with partners to support technical



Ukrainian farmers: Volodymyr Vasyliovych, BARANOVE, ODESA REGION, UKRAINE, September 2022. Photo: Matteo Minasi/OCHA





Photo: iMMAP

working groups (WGs) on Sexual and Reproductive Health (SRH) and Protection from Sexual Exploitation and Abuse (PSEA). Through the TPM project, iMMAP maintained close collaboration with six implementing partners (IPs) and conducted verification and monitoring activities across seven oblasts in Ukraine.

## Key Highlights

### Extensive IM Products for Cluster Support:

Throughout the year, iMMAP developed over 1,354 IM products, including dashboards, reports, maps, and analytical tools, benefiting more than 750 organizations.

**Expanded Capacity Building:** iMMAP significantly expanded its capacity-building efforts, delivering 116 training sessions to 2,192 participants from 293 organizations.

**Innovative IM Solutions for Clusters:** iMMAP designed and provided technical support for a multifunctional information system for the WASH Cluster in Mykolaiv, enabling residents to locate vital water supplies through collaboration with local authorities and the community. iMMAP also developed a comprehensive mapping system and data validation mechanism for GBV survivors in partnership with UNFPA GBV focal points. The Shelter Information Damage Assessment and Response (SIDAR) Database for the Shelter Cluster was modernized, enhancing access to detailed data on damaged houses and available resources for informed decision-making.

**Expanded Third Party Monitoring Operations:** In 2024, the TPM project expanded operations to eastern and southern Ukraine, establishing two new

monitoring and verification teams.

**Data-Driven TPM Outputs:** The TPM project developed 24 visual maps, 16 supplementary maps, and four casualty reports to support evidence-based decision-making.



A man fills his bottle with water from the Dnipro River.  
Photo: Oleksandr Ratushniak/OCHA



# Yemen

## Crisis Response Through Critical Information Support and Strategic Cluster Coordination

**Projects:** Provision of Information Management Support to Yemen Crisis Response Clusters

**Donors:** USAID Bureau for Humanitarian Assistance (BHA)



*Roqaih, a 30-year-old mother of seven children displaced eight years ago from Sa'dah Governorate. Alqafalah camp, Amran Governorate.  
Photo: Abdulrahman Alhobishi/CARE Yemen*

Yemen continued to endure one of the world's most severe humanitarian crises in 2024, with over 18 million people—more than half the population—requiring humanitarian assistance. Years of conflict, economic collapse, and disrupted public services left 4.5 million internally displaced, and nearly 17 million facing acute food insecurity. Ongoing hostilities, inflation, and limited humanitarian access persistently hampered response efforts, while needs across health, nutrition, protection, and water, sanitation, and hygiene (WASH) remained critically high. iMMAP's project in Yemen focused on strengthening the humanitarian response by enhancing Information Management (IM) services for OCHA, clusters, and technical working groups, thereby improving response data and developing essential tools.

### Key Highlights

**Extensive Information Product Development:** In 2024, iMMAP produced over 1,035 information products, including maps, infographics, dynamic dashboards, and geospatial platforms. The team also developed an interactive dashboard detailing the Integrated Famine Risk Reduction (IFRR) history and combined severity at the district level from 2018 to 2023, offering insights into people in need and severity levels across Integrated IFRR clusters over the years. Following prioritization discussions with BHA, OCHA, and the clusters, iMMAP implemented a series of strategic initiatives to enhance IFRR's information management.

**Critical Nutrition-Sensitive and Nutrition-Specific Information Support:** Despite iMMAP's intervention in Yemen being limited to coordination and cluster support, without direct interaction with the affected populations, the impact of its work resonated deeply through positive feedback from partners. UNICEF, for instance, commended iMMAP's efforts, stating its support was "critical for real-time and daily information management, especially during the humanitarian planning cycle". UNICEF highlighted iMMAP's instrumental role in assessing humanitarian needs severity, triangulating available sectoral data for comprehensive nutrition-sensitive and nutrition-specific information, and significantly enhancing partners' capabilities through capacity-building exercises in coordination with the Nutrition cluster.

**Partner Satisfaction and Desired Continuity:** In regular meetings, cluster coordinators echoed high levels of satisfaction with the support received through this intervention and expressed a desire to continue the collaboration in the coming years, with many requesting further support and an increase in staff allocation. This recognition underscored the crucial role iMMAP played in strengthening information management frameworks, enhancing coordination, and ultimately contributing to more effective humanitarian responses, supported by USAID/BHA.

# Technology & Innovation

## A Commitment to Innovation, Efficiency, and Data Responsibility



In 2024, iMMAP's Global Technology & Innovation Team continued to drive the organization's digital transformation, reinforcing its commitment to innovation, operational efficiency, and data responsibility. Guided by a vision of smarter, faster, and more secure humanitarian information systems, the team delivered new platforms, strengthened data governance, and advanced collaboration across countries and departments. Technology played a central role in helping iMMAP adapt, innovate, and deliver impact, and the Global Technology & Innovation Team remains dedicated to building resilient digital systems that empower humanitarian actors and improve outcomes for communities affected by crisis. By investing in innovation and operational excellence, iMMAP is not only responding to today's challenges—but also preparing for the humanitarian needs of tomorrow.

### Digital Platforms and Software Development

Throughout the year, the team focused on the development and enhancement of several strategic digital platforms:

- A revamped HR platform introduced features to streamline recruitment and improve user experience, helping the organization onboard and manage personnel more efficiently.
- The i-Project platform, a new project and grant management tool was designed to improve tracking global initiatives and strengthen data-driven decision-making.

- A new organizational website, scheduled for launch in early 2025, was developed to enhance the visibility of iMMAP's work, improve user accessibility, and reflect the organization's evolving identity.

These platforms are part of a broader strategy to modernize systems, reduce manual workload, and support accountability.

*Note: Some of these projects have been halted due to the funding constraints.*

### Innovation and Emerging Technologies

iMMAP remains at the forefront of innovation by exploring the use of artificial intelligence (AI) and data science in humanitarian response.

- In 2024, the Global Tech Team piloted an AI-powered analysis tool that can synthesize information to produce rapid, high-quality humanitarian reports, demonstrating the potential of AI to enhance emergency preparedness and strategic planning.
- The team also continued to automate routine tasks and improve digital workflows, helping field teams save time and focus more on critical interventions.





Photo: iMAP

## Technology Infrastructure

A secure and efficient IT infrastructure is the backbone of any digital organization. In 2024, iMAP ensured strong performance and security across its global technology environment by managing cloud-based platforms, improving cybersecurity protocols, and providing ongoing support for system maintenance, onboarding, and user assistance. This work ensured high availability and uninterrupted access to tools that support iMAP's humanitarian operations around the world.

## Data Responsibility and Protection

Ensuring responsible use of data remains a top priority. In 2024, iMAP strengthened its data protection policies, rolled out staff awareness initiatives, and introduced improved practices for data handling, archiving, and digital governance. These efforts help safeguard sensitive information and align the organization with evolving global data standards—reaffirming its role as a responsible and trustworthy actor in the humanitarian space.

## Knowledge Sharing and Learning

To support organizational learning and collaboration, the team launched a refreshed Knowledge Management Series and enhanced digital document systems to ensure efficient access to institutional knowledge. By improving digital tools and fostering a culture of shared learning, iMAP is helping staff and partners work more collaboratively, share insights, and build on past experiences.

## Looking Ahead

The Global Technology & Innovation Team has laid a strong foundation for continued growth in 2025. Looking forward, priorities include expanding the use of AI and automation to support humanitarian decision-making, strengthening collaboration across global teams, and continuing to streamline operations through smarter tools and platforms.





**Better Data  
Better Decisions  
Better Outcomes**



---

#### **Contact**

**Headquarters**  
**Washington, D.C.**  
RRB/ITC  
1300 Pennsylvania Avenue NW, Suite 470  
Washington, D.C. 20004 USA  
email: [info@immap.org](mailto:info@immap.org)

---

#### **Website**

Direct Link : <https://immap.org/>



Scan to access  
the website