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 on 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.

iMMAP 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 progress of the online knowledge management system.

Main objectives of the project:
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. Whereby improving the use of data and information, producing enhanced reports through visualizing the impacts of IRCS projects.

Better Data, Better Decisions, Better Outcomes
Activities and Accomplishments

**Online System:** To meet the vast IM needs of the several departments of IRCS, iMMAP 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 allows project managers to have the ability to monitor and evaluate activities and performance through the system.

**COVID-19 Response:** iMMAP has been supporting IRCS in the response to COVID-19 by developing an interactive dashboard. This dashboard 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:** iMMAP conducts regular follow up activities to track and monitor the progress, the effective use of each segment of the project and eliminate any issues. The support provided includes direct and remote technical support.

**Visualization Process:** iMMAP 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.

**Capacity Building:** iMMAP has developed a comprehensive IM capacity strengthening program which includes three levels training: basic, intermediate, and advanced. These training programs are based on prior levels of knowledge regarding 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:** [Graph showing response coverage across the country]

**Number of IRCS Personnel Trained**

<table>
<thead>
<tr>
<th>Level</th>
<th>Personnel Trained</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Level</td>
<td>63</td>
</tr>
<tr>
<td>Mid-Level</td>
<td>15</td>
</tr>
<tr>
<td>Advanced</td>
<td>7</td>
</tr>
</tbody>
</table>

**Rate of Improvement** (123 Personnel)

- Avg. 87%
- Min. improvement rate: 70%
- Max. improvement rate: 93%

**Visualization Process:** [Graph showing data visualization process]

**On-The-Job Coaching and Refresher Training:** iMMAP has been providing periodic coaching, refresher training sessions and troubleshooting to IRCS staff to ensure that staff become self-reliant while they establish and achieve goals as well as having the ability to effectively contribute to the organization.