



Syria

## iMMAP's Information Management Resource Center Capacity Building Program



---

*iMMAP's Capacity Building Program aims to empower organizations with an improved and standardized technical skillset in the field of humanitarian information management.*

---

### Background

The Information Management Resource Center (IMRC) was launched to support the Whole of Syria structure with information management, coordination and capacity building services. It aims to enhance information management and reporting capacity of actors such as the UN and Syrian and international NGOs responding to the Syria crisis through the provision of change management and common services, coordination support, and capacity building, which includes an internship program.

Utilizing its expertise and knowledge gained from its long-standing support for coordination mechanism, iMMAP aims to strengthen and empower humanitarian partners to leverage and optimize IM tools, technologies, platforms and best practices in their response to a humanitarian crisis.

To help achieve this, IMRC's capacity building program develops the IM proficiency of partner organizations and, at the same time, addresses the visible lack of national IM capacity support. The objectives of the capacity building program are two-fold: training staff members from partner organizations and developing a new pool of IM talent through the Internship Program.

A total of 734 trainees across 168 different organizations have been trained since the launch of the IMRC project.

---

### General IM Training

This category of training is conducted at iMMAP's Amman headquarters and attended by a variety of Amman-based entities immersed in the humanitarian field. However, iMMAP is open to special requests for in-house training outside of its Amman headquarters, holding training junctures in numerous locations throughout the MENA region. These in-person sessions and courses are designed for decision-makers, IM officers and M&E managers to program managers and donors.

The IM training courses provided are the following:

- **Module 1:** Humanitarian Information Management
- **Module 2:** Coordinated Needs Assessment and Secondary Data Analysis
- **Module 3:** Primary Data Collection (KoBo Collect + XLS Forms)
- **Module 4:** Data Preparation and Analysis
- **Module 5:** Data Visualization (MS Power BI)
- **Module 6:** Data Mapping (Q-GIS/ArcMap)
- **Module 7:** Creating dashboards using Adobe Illustrator

## Specialized Courses

Along with their customary IM Training program, the iMMAP Capacity Building team also provides specialized training courses tailored to the needs of the interested partners.

---

## Internship Program

Through the IMRC, iMMAP has an established internship program where recent local university graduates are hired as interns, trained, and prepared for future employment as junior IM officers with partner organizations.

The key purpose of this program is to build national capacity by recruiting interns for a period of three to six months, provide them with hands-on practical training on IM practices, and familiarize them with the different levels and concepts of the IM cycle.

Many iMMAP interns have also gone on to secure employment with a number of humanitarian organizations, including Medair, ACTED and Solidarites International.

---

## Testimonials

“ *The training helped improve my skills and knowledge in the information management topics above, in addition to the application of those tools in my M&E work.*”

**Trainee from the Jordan River Foundation (JRF)**

“ *As a program team, the training provided an overview of all possible information management tools, and it also allowed some practices that helped me understand the functions and will help me tailor better requests from the IM team.*”

**Trainee from the Foundation of Life**