

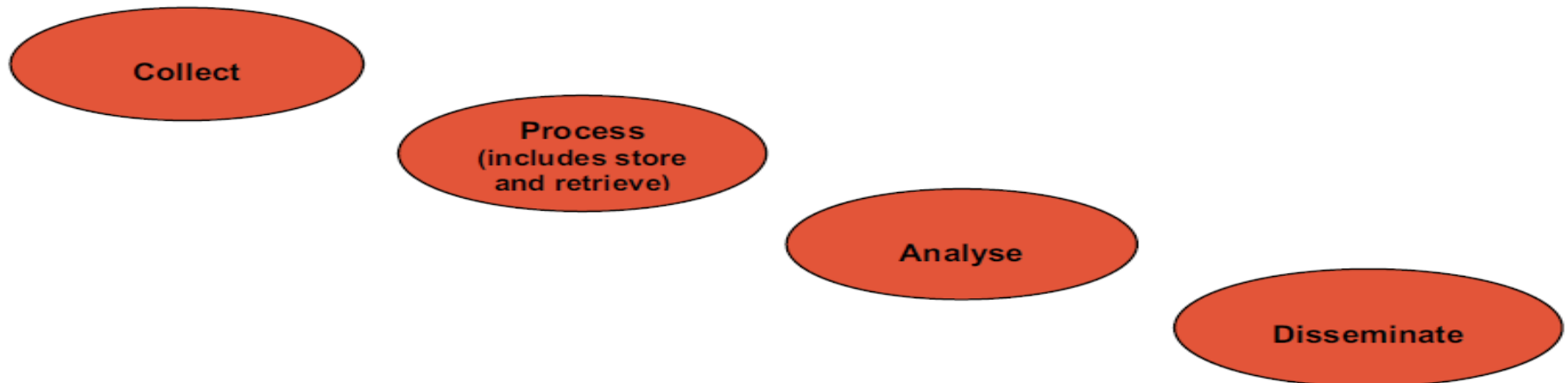
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# SHELTER AND PROTECTION CLUSTER MEETING AND TRAINING

ROLES OF INFORMATION MANAGEMENT IN THE SHELTER AND PROTECTION CLUSTER

# Definitions: What is information Management?

- **Information management** is the harnessing of the information resources and information capabilities of the organization in order to add and create value both for itself and for its clients or customers.
- It involves the management of organizational processes and systems that acquire, process, analyze, archive and disseminate information for use in decision making and coordination purposes, as outlined in the work flow chart below (courtesy of UNOCHA)



Source: OCHA FIS (2005)

# IM Tasks ... (As outlined in the chart)

**Data Collection** refers to those technical and non-technical activities that lead to the establishment of a body of data or information.

**Data Processing** consists of primarily technical processes that transform raw data (i.e. numbers) into a format that can be easily manipulated or combined with other data in preparation for further analysis. This includes activities such as 'cleaning', compiling from various sources, and using established storage and archiving structures


**Data Analysis** is the process by which data or information is aggregated and summarized for presentation. The analysis involves statistical or spatial analysis using graphs, charts or maps to display the basic information. Adding background, context or technical (subject) expertise is the second level of analysis.

**Dissemination**, the last step of the chain, puts information products into the hands of policymakers and planners at various levels. Dissemination may be to a general audience or a targeted group of key decision-makers, in a variety of formats and through a range of mechanisms

## Difference between IM and Knowledge management

**Knowledge management is a framework for designing an organization's goals, structures, and processes that the organization can use what it knows to learn and to create value for its customers and community.**

**A Knowledge Management framework involves designing and working with;**

- **Categories of organizational knowledge (tacit knowledge, explicit knowledge, cultural knowledge)**
  - **Knowledge processes (knowledge creation, knowledge sharing, knowledge utilization)**
  - **Organizational enablers (vision and strategy; roles and skills; policies and processes; tools and platforms)**
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- IM is concerned with processing and adding value to information, and the basic issues here include access, control, coordination, timeliness, accuracy, and usability.
  - Knowledge Management is concerned with using the knowledge to take action, and the basic issues.

## Other Roles of IM Officer/Associate...

### IM Roles in support of Shelter and Protection Cluster:

- Provide mapping and data collection support for 3/4W matrix
- Prepare or participate in preparation of training modules and conduct trainings on information management data capture
- Design or participate in design of data capture tools and methodologies to be used for data collection
- Participate in preparation and dissemination of documents such as factsheets and dashboards
- Provide support in web mapping
- Provide support in field mobile mapping and surveys

# Importance/Benefits of IM

IM improves the speed and accuracy of information delivered, creating a shared framework of reference that enables decision-makers to co-ordinate and plan response programs based on best available knowledge of needs, gaps and a clear understanding of each organization's capacity

In summary IM;

- Reduce costs;
- Reduce uncertainty or risks
- Add value to existing products or services;
- Create new value through new information-based products or services.

# Challenges

What are the major challenges in IM implementations?

- People, Culture and Politics

How is People, culture and Politics a challenge IM ?

- People vary in their attitudes towards and familiarity with IM. People (some) in the organization do not realize the importance of data and information, therefore making the IM implementation difficult.
- Groups and individuals may also hoard information for political or cultural reasons.
- Getting people and departments to share information is hard because sharing information and knowledge takes time and effort, and requires trust and mutual respect.

# Other Challenges cited in other organizations and IM working Environments

- Internal politics within the organizations/people
- little HR support on IM officers,
- Limited resources deployed on IM activities, Limited adoption of existing IM system

**END**

