Information Management Framework within the Cluster Approach v2.2
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Keynotes to Support Diagram

1. **Objective** – To generate 'knowledge' of the emergency situation to allow coordination mechanisms to make informed strategic decisions. Process involves using data collected from within the clusters, across clusters, and the greater humanitarian community to first generate 'information'; then, once information is collated across all sectors a higher level of understanding, or 'knowledge' can be realized. This is the overall objective of the information management function of the humanitarian operation.

Internal Cluster Information generation process – A draft model of information process and flow from within a typical cluster. Shows the main 'disciplines' of IM (Data Collection, Data Storage, Data Analysis, and Information Dissemination) as a set of information processing functions within the cluster's coordination mechanism.

2. **Data Collection** – The strategic collection of data from operating agencies, donors, government authorities, etc

   Typically collected datasets include:
   - Agency and Cluster Member Contacts
   - Agency Program Plans
   - Agency Output Data
   - Agency Pipeline Updates
   - Donor Activities
   - Government/Military Activities
   - Assessments/surveys (individual agencies, cluster, inter-cluster)
   - Impact and outcome monitoring

3. **Data Storage and Collation –** the strategic storage and collation of data, primarily digital (although there are other important sources of data including hard copy and anecdotal/informal that requires capture and collation) so that it can be searched, sorted, and retrieved for further analysis and disseminated.

   Common datasets include:
   - Population/Demographic
   - Vulnerability
   - Damage/Disaster impact
   - Agency Profile data
   - NFI tracking and pipeline

4. **Data Analysis** – The art and science within Information Management by which data is strategically transformed into useable, meaningful information/knowledge and making it easily understood by other stakeholders.

   Most common types of analyses:
   - Needs Analysis (Rapid, Detailed)
   - Cluster Capacity Analyses
   - Who, What, Where, (When) 4W
   - Gap Analyses
   - Geostatistical Mapping
   - Projection Analyses

5. **Information Dissemination -** The reporting, distribution, and general communication of information collected and analysis generated including within and between clusters, to/from OCHA and the Humanitarian Coordinator, donors, and media.

   Common Information reports:
   - Public Information
   - Strategic and Technical Information
   - Assessment and Survey Findings
   - Needs Analysis reports
   - Cluster Output Reports

- Cluster Progress reports and Gap identification
- Cluster Impact Reports
- Messages for Advocacy

Key Inputs to Cluster Data Collection Process – inputs to the data collection function of the cluster that comes from it's partners or members, including all operational agencies (national and international), donors, and local or national authorities.

6. **Activity Data Sharing –** data with relevance to the operational aspects of the agencies in the cluster. When consolidated, gives the cluster a better idea of what capacity the cluster has, who is doing what and where, and when targets can be expected to be reached

   Typical data would include:
   - Capacity report
   - Activity plans and locations
   - Activity outputs and locations
   - Pipeline information

7. **Assessment and Survey Data** – those assessment and survey data (both rapid and detailed) conducted within the member agencies of the cluster, and as coordinated and supported by the entire cluster and across other clusters.

8. **Monitoring and Impact Data** – data from agency or cluster supported monitoring mechanisms that detail the effects of cluster outputs and verify its effectiveness

Key Outputs from Cluster Information Dissemination Process – types of reports generated by the cluster, who that information is targeted towards, and what that information is used for

9. **Internal Cluster Information Sharing** – detailed and cluster specific reporting aimed at the operational agencies within the cluster and intended to give information that would influence the coordination of their activities.

10. **Inter-Cluster Information Sharing** – summary high level reporting that is aimed at other clusters, Humanitarian Coordinators or National Authorities, or OCHA-led cross-cluster information collation functions that would give greater visibility on the outputs of the entire humanitarian effort (see item 15).

   Some examples of reporting that occurs both within and shared between the cluster(s):
   - Cluster Capacity Report and Stakeholder Analysis
   - Who, What, Where, When reports
   - Needs analysis
   - Gap Analysis
   - GIS/mapping
   - Key Indicators / Cluster Subset of IMM
   - Public Information
   - Sitreps

OCHA supported functions that enhance common data exchange – functions that promote and facilitate lateral data and information sharing between clusters and all stakeholders. These functions are conceptualized and developed through multi-agency collaboration but facilitated by OCHA and intended to ensure that data, information, and services that are common to all (or most) clusters is available and shared, and that some basic tools required to do information management is available to all clusters.

11. **Common and Coordinated Actions** – IM related activities that may occur between multiple clusters, generally to acquire data that is required by those clusters, or to create some synergies on activities that each cluster needs to perform

   Some examples of common actions performed by multiple clusters:
   - Cross-cluster assessments
   - Impact and outcome monitoring
   - Common logistical tracking (UNJLC?)
   - Analysis standards

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- Government or Military Liaison

12. **Common Data Sets** – data that has relevance across all clusters and is maintained, shared, and stored via OCHA coordinated mechanisms. Standardization would include naming conventions, data formatting, and data storage and retrieval mechanisms.

   Some examples of common data sets:
   - Baseline Demographic data
   - Vulnerability data
   - Baseline Damage data
   - Location and place naming data
   - Data Standards

13. **Shared IM Tools and Websites** – the OCHA supported tools that allow for efficient data and information exchange, storage, and retrieval, and any other resources that can be shared by all clusters. Intended to promote inter-agency information exchange and facilitate cluster IM processes.

   Some examples of tools are
   - Web-based communications tools
   - OCHA 3W application
   - Common Hardware (plotters, etc)
   - Standardized Reporting Tools

Cross-Cluster Information Exchange and Collation – the function of assembling the overall message and information synthesis from all clusters in the humanitarian response. All clusters participate in this function although the information sharing and collation is facilitated by OCHA.

14. **Inter-cluster Information Exchange** – information flow and exchange can occur between clusters or between the cluster and the OCHA-led collation function

15. **Cross-Cluster Data Collection, Analysis and Reporting** – the OCHA-led collation function that takes the relevant collated cross-cluster/sector information, performs a high level analysis of this information, and generates a summary of the humanitarian response.

16. **Collated Response Information** – the summary 'knowledge' of the humanitarian response as generated by the OCHA collation function. This is information that is key to the highest level of humanitarian coordination efforts (Humanitarian Coordinator, National Authorities)

   Some collated information could include:
   - Humanitarian Response Capacities
   - Who, What, Where, When reports
   - Multi-sectoral Needs Analysis
   - Multi-sectoral Gap Analysis
   - GIS/mapping
   - Key Indicators / Integrated Monitoring Matrix (IMM)
   - Public Information
   - Sitreps
   - Advocacy positions