

From proGres to PRIMES



UNHCR
The UN Refugee Agency

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FREQUENTLY ASKED QUESTIONS:

What is proGres?

In 2002, UNHCR developed an IT case management tool called proGres (Profile Global Registration System) which is in use until today.

The proGres tool provides a common source of information about individuals that is used by different work units to facilitate protection of persons of concern to the organization. proGres is the main repository in UNHCR for storing individuals' data.

New registration related IT tools

UNHCR is in the process of rolling-out additional IT tools which are complementary to proGres, such as:

- **Rapid Application (RApp)** – which allows an offline data collection of refugees (later uploaded to proGres), IDPs, and others;
- **BIMS** – the Biometric Identity Management System that captures biometrics;
- **CashAssist** – that enables registered refugees to receive cash assistance;
- **GDT or Global Distribution Tool**, allowing registered refugees to receive in-kind assistance (food, NFI, etc.).

What is the main difference between registration and identity management?

'Identity management' describes the suite of identity-related processes UNHCR undertakes in the performance of its mandate.

Among the components of identity management, 'registration' (as outlined above) provides for the recording and updating of identity data in UNHCR systems. A separate process, where required by governments or service providers, will offer 'validation' or authentication of identities (on the basis of available evidence and interaction with UNHCR over time), giving high, substantive or moderate assurance of the claimed identity.

What is registration?

Registration is the process of recording, verifying and updating information on persons of concern to UNHCR. It aims to assist UNHCR in the provision of protection, documentation and durable solutions.

There are currently 7.7 million refugees registered by UNHCR in over 130 countries.

What is the main difference between proGres v3 and the newer proGres v4?

proGres v4 is the latest version of proGres and more than a simple registration tool, it is foremost a case management system. As such, it prescribes processes in most areas of protection work, e.g. in Refugee Status Determination, resettlement, etc.

While proGres v3 stores data locally – currently there are around 500 data bases world wide – PRIMES will consolidate all UNHCR data in a single database that can be accessed via the web.

What is PRIMES?

The term “Population Registration and Identity Management EcoSystem” (PRIMES) encompasses all interoperable UNHCR registration, identity management and caseload management tools and applications (existing ones, such as proGres and BIMS, as well as those developed in the future).

What other PRIMES applications are planned?

Priority will be given to applications that are of direct use to persons of concern: access to entitlement accounts and personal data, identity wallet, etc. All apps are planned to work in online, offline and GSM environments.

Interoperability

PRIMES will be interoperable with IT systems used by governments (mainly in the area of civil registration and population registries) and partner organizations, such as WFP (SCOPE) and Unicef (Primero).

What is the Dataport?

The PRIMES Dataport will become the repository of curated statistics and data generated by the various applications and elements of the PRIMES ecosystem. The Dataport will be accessed through a secure data interface.

PRIMES Support

On 1 January 2018, dedicated support for all users of PRIMES, colleagues in UNHCR, NGOs, and governments, will go live. Specialists from the Division of Information Systems and Telecommunication (DIST), the Division of Programme Support and Management (DPSM), and the Division of International Protection (DIP) will work from Monday to Friday responding to the queries of PRIMES users in the Field and at Headquarters. PRIMES users can contact the PRIMES Support Team via www.unhcr.org/primes or the Global Service Desk gsd@unhcr.org.

How will the PRIMES governance structure look like?

PRIMES is a platform that will allow different applications to access the proGres population registry. Eventually, work units both in Headquarters and in the Field will, thus, be able to develop their own applications. Draft documents setting up the necessary governance structure are circulating and being discussed. It is expected that the High Commissioner will issue final instructions during the first half of 2018.

PRIMES User Access

In 2018 an automated system will go online which allows Representatives to give users access to the various modules of the PRIMES applications.

PRIMES and data protection and data security

[UNHCR's policy on data protection](#) is fully applicable to PRIMES. All Primes users are strongly encouraged to join the basic [learning programme](#) on data security.

