

2017

SHELTER AND NFI SECTOR  
**IM STRATEGY**

**SYRIA HUB**  
2017

# SNFI SECTOR INFORMATION MANAGEMENT STRATEGY –SYRIA HUB

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## I. Abbreviations

|      |  |
|------|--|
| 4W   | Who-is-doing What Where to Whom Template |
| DB   | Database                                 |
| GSC  | Global Shelter Cluster                   |
| HNO  | Humanitarian Needs Overview              |
| HRP  | Humanitarian Response Plan               |
| IA   | Inter-Agency Convoy                      |
| IDP  | Internally Displace Person               |
| IM   | Information Management                   |
| IMO  | Information Management Officer           |
| IMSG | Information Management Support Group     |
| NA   | Needs Assessment                         |
| NFI  | Non-Food Item                            |
| PDM  | Post Distribution Monitoring             |
| PMR  | Periodic Monitoring Report               |
| PPT  | PowerPoint                               |
| SNFI | Shelter and NFI Sector                   |
| SOP  | Standard Operating Procedure             |

## II. Context

According to 2017 Humanitarian Needs Overview (HNO), around 13.5 million people are in need of humanitarian support of which around 4.8 million people needed emergency shelter, essential household items, and other multi-sectorial assistance as they continue to struggle in hard-to-reach and besieged areas. Many have been trapped in conflict-affected locations and are at risk for living in damaged shelters and unfinished buildings. Their degree of resilience and positive coping mechanism have reduced due to the protracted nature of the conflict. Purchasing power and the ability to provide for their basic household needs have decreased due to the economic recession that left thousands of Syrian people unemployed and the prospect of accessing essential household items has also declined due to the closure of essential service providers. In 2017, it is estimated that around 85% of Syrian population has been living in poverty. This is 27% higher than what is reported in 2016.

This situation has led to high level of dependency on the humanitarian support including on the repeated provision of emergency shelter and essential household items as the conflict continues. However, addressing this challenge among humanitarian agencies has been challenging due to operational complexities and limited humanitarian space they are operating within. The widespread insecurity that hampers area physical access, bureaucratic procedures, unpredictable cross line access and restrictive operating environment are some of the variables that contribute to this limitation. This reality has put constraints in the collection of primary, comprehensive and real-time information about the crisis and created an information gap on the plight of the affected population and their real needs. This has further led to dependency on secondary data sources as the basis for programmatic planning which in most cases are not representative and often based on estimations with a high level of subjectivity.

This lack of accurate, complete and credible information of the affected population does not just paralyze the ability of the humanitarian community to respond in a timely and effective manner but also affects the ability of the population in need to claim their rights and entitlements. It is for this reason that Information Management Strategy is created. Each sector comprising the entire Whole of Syria coordination structure is confronted with the challenge to strategize information management that would pave the way to understand ground truth and facilitate evidence-based decisions. Given the dynamic situation of the crisis where the life span of an information is too short, is it vital for each sector to maintain an information management system/s that could also keep up with the trend. This Information Management Strategy development must, therefore, be seen as an ongoing and evolving process.

### III. Parameters of IM Strategy

To ensure that this Information Management Strategy will not work in silo, the following are considered;

#### a) 2017 Humanitarian Response Plan

The HRP presented three major strategic objectives that focus on saving lives, alleviation of human suffering, strengthening of protection and building resilience of the affected population;

- i. Provide life-saving assistance to the most vulnerable people, with emphasis on those in besieged, hard to reach and militarily encircled locations and accessible areas with high severity of needs.
- ii. Prevent, mitigate and respond to protection risks -in particular for women, children, and the most vulnerable -and support the protective environment in Syria through protection-sensitive programming and sustained advocacy.
- iii. Increase affected people's access to basic services and to resilience-building and livelihood opportunities, especially among the most vulnerable households and communities.

#### b) Shelter Sector Strategy (*which is also in line with the 2017 Humanitarian Response Plan*)

- i. Provide life-saving and life-sustaining shelter support;
- ii. Promote security of tenure;
- iii. Contribute towards resilience and cohesion of communities and households by improving housing and community / public infrastructure

#### c) NFI Sector Strategy (*which is also in line with the 2017 Humanitarian Response Plan*)

- i. Provide life-saving and life-sustaining shelter and NFI support to people in need;
  1. Provision of core and essential NFIs (e.g. mattress/mat, plastic sheet, blankets, jerry can, kitchen set, solar lamps, fuel; including cash/voucher for these items).
  2. Provision of seasonal and supplementary NFIs and shelter assistance (e.g. winter clothing, fuel, winter-specific shelter upgrades; including cash/voucher for these items)

#### d) Sector Information Management Mid-Year Review Findings (*existing and planned, coordinator, sector members*)

- i. Strategy
  1. Continue to educate sector partners on IM Strategy for them to understand the correlation of each IM system to overall humanitarian strategic objectives;
  2. Strengthen sector contingency plan (i.e. stockpile mapping)
- ii. Data Management
  1. Continue to strengthen sector's data preparedness through compilation and analysis of secondary datasets;
  2. Assist partners to harmonize all data-related issues (i.e. beneficiary counting)
  3. Develop user-friendly and dynamic data storage databases that are accessible to sector partners;
  4. Develop online NFI catalogue to better inform sector partners on prepositioned stocks and facilitate better coordination among them;
- iii. Needs Assessment and Monitoring
  1. Develop hub-related assessment registry;
  2. Continue to review and analyze all sector-related assessment to better design primary data collection initiatives;

3. Continue to conduct of sector-needs assessment with high level of granularity to better inform the sector;
- iv. Program Monitoring, Evaluation and Reporting
  1. Continue to provide sector members with in-depth quantitative and qualitative analysis of existing secondary and primary datasets (i.e. sector 4Ws, vulnerability mapping, convoy plans);
  2. Continue to improve the sector's response monitoring through standard tools and processes (i.e. refinement of NFI Post Distribution Monitoring tool);
- v. Coordination
  1. Recruit local IM counterparts at sub-national level to better serve the sector;
  2. Improve synergy with other hubs and to the overall Whole of Syria coordination structure;
  3. Organize sector IM focal points to collectively address IM-related issues;
  4. Develop extensive capacity building plan on IM for sector partners;
  5. Maintain documentation of all IM standards and guidelines;
- vi. External Relations and Dissemination
  1. Continue the regular production of sector-related reports;
  2. Develop interactive reports to improve messaging of the sector;
  3. Maximize social media to boost advocacy;
  4. Ensure adherence to standard style guides to maintain high retention of sector-related products;
  5. Promote sector achievements through human interest stories

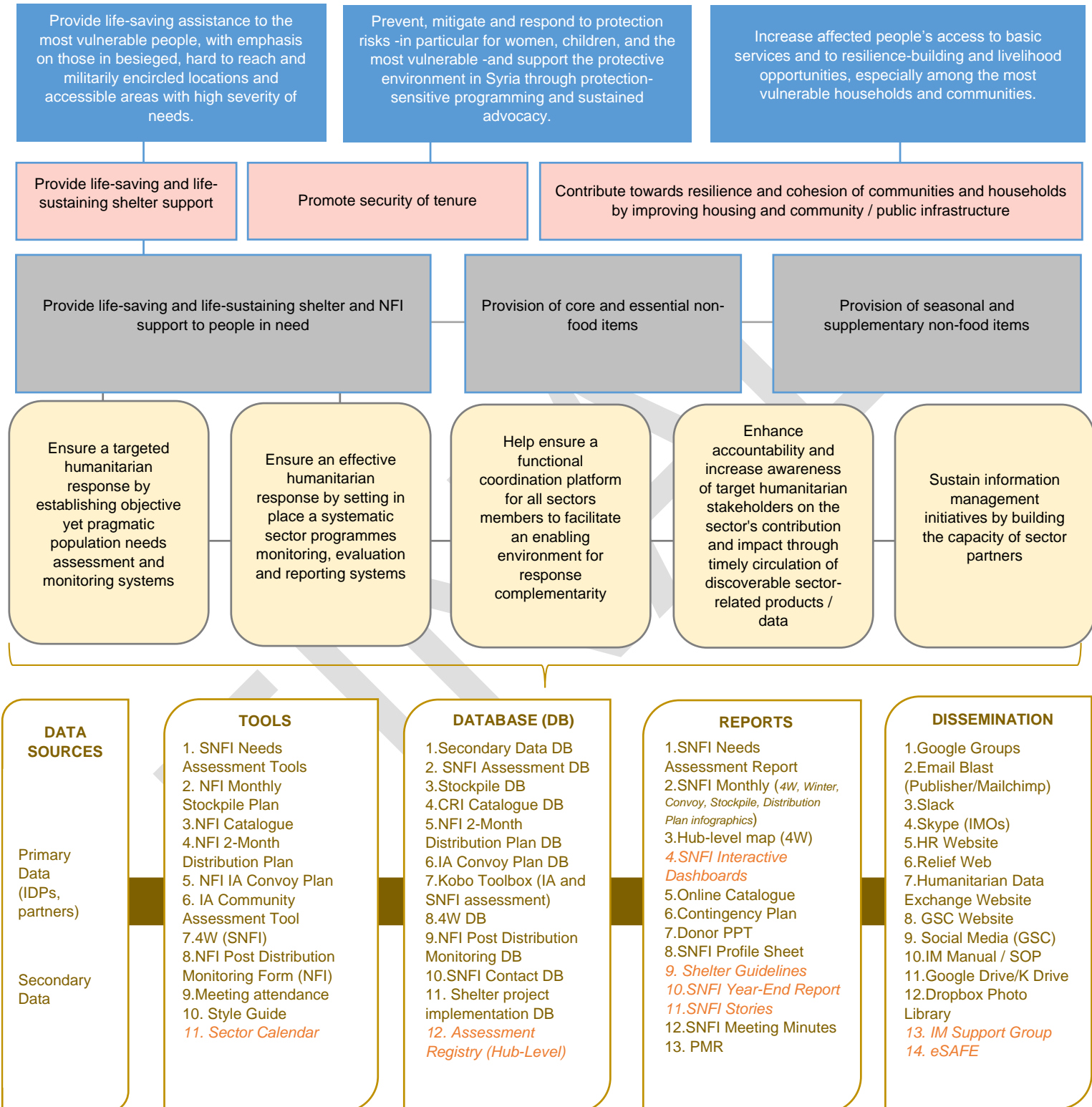
#### **IV. IM Strategic Objectives**

With consideration of the above-mentioned parameters, this Information Management Strategy aims to;

- a) Ensure a targeted humanitarian response by establishing objective yet pragmatic population needs assessment and monitoring systems;
- b) Ensure an effective humanitarian response by setting in place a systematic sector programmes monitoring, evaluation and reporting systems;
- c) Help ensure a functional coordination platform for all sectors members to facilitate an enabling environment for response complementarity;
- d) Enhance accountability and increase awareness of target humanitarian stakeholders on the sector's contribution and impact through timely circulation of discoverable sector-related products / data;
- e) Sustain information management initiatives by building the capacity of sector partners

## V. IM Strategy Framework

( ○ HRP 2017    ○ Shelter Sector Strategy    ○ NFI Sector Strategy    ○ SNFI Sector IM Strategy )

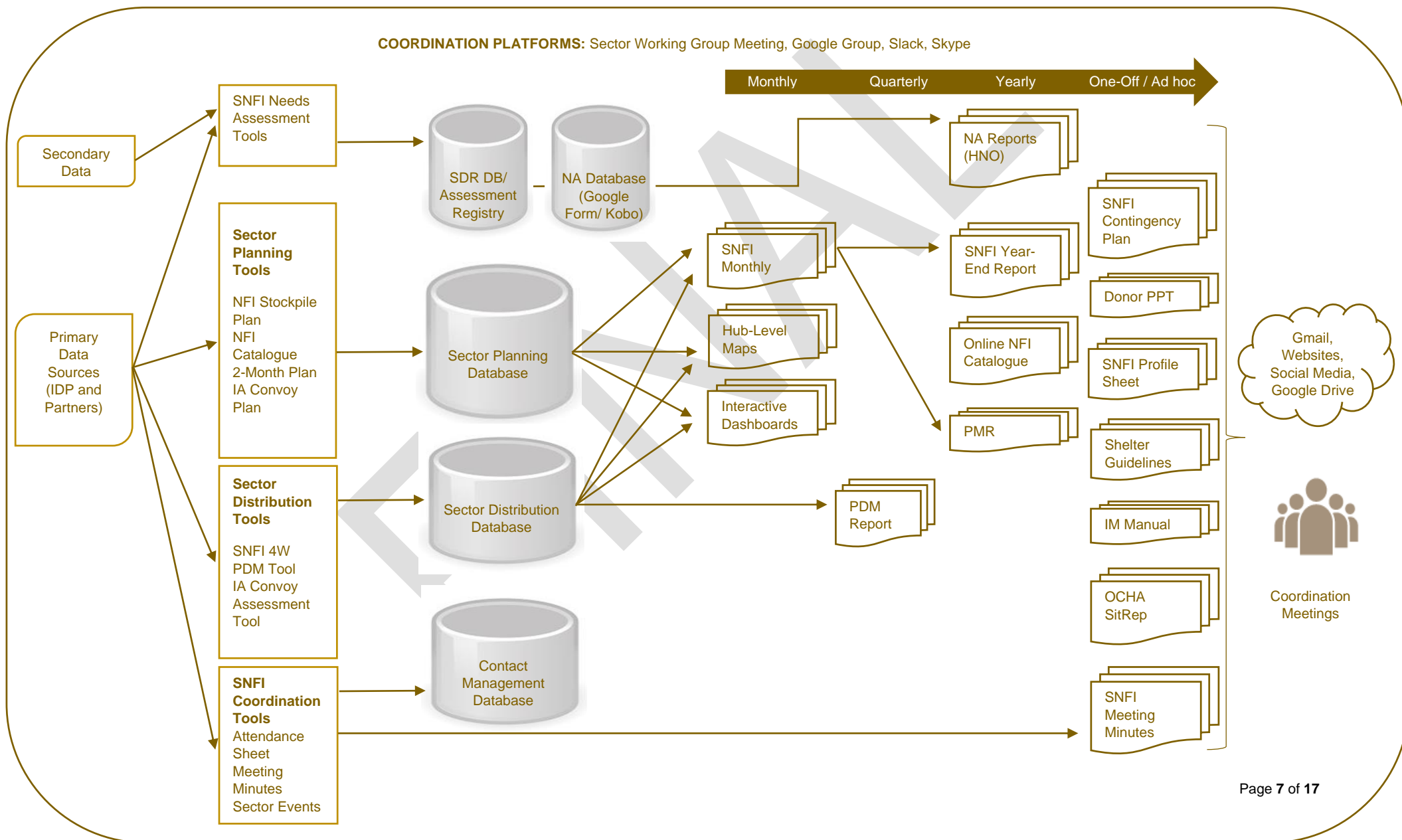


NOTE: In italics are the proposed new IM projects

INNOVATION and STAFF DEVELOPMENT

Crosscutting Themes

## VI. IM Strategy Schematic Diagram





## VII. IM Strategy Matrix

| Strategy A: Ensure a targeted humanitarian response by establishing objective yet pragmatic population needs assessment and monitoring systems |   |   |   |  |   |  |   |   |             |
|--|---|---|---|--|---|--|---|---|-------------|
| IM System / Activity   | Purpose   | Target Audience                         | Key Message   | Call to Action   | Content   | Specifications   | Reporting Frequency                                 | Output  | Lead        |
| <b>A1. Secondary Data Review</b>   |   |   |   |  |   |  |   |   |             |
| <i>(TOOL) Secondary Data Research</i>  | Regular collection of secondary data related to the sector to be able to analyze information gaps and help inform programming decisions | Sector coordinator / partners           | There are available secondary datasets that are helpful to inform programmatic decisions.                                     | Sector coordinators and members to refer to the result of this secondary data review for any programmatic decisions and in analyzing information gaps. | Various secondary datasets related to both shelter and NFI sector                           | Internal desk review and research  | Adhoc basis depending on the need                   |   | Sector IMOs |
| <i>(DATABASE) Secondary Data Database</i>  | Provide storage to all secondary datasets being gathered through research   | Sector IMOs                             | There is one depository of secondary datasets related to the sector.  | Sector coordinators and members refer to this database for search of secondary datasets related to the sector.   | Various secondary datasets related to both shelter and NFI sector                           | MS Excel to be stored in cloud storage service                               | Regularly updated once secondary datasets are found | Vulnerability maps<br>Information gap analysis  | Sector IMOs |
| <i>(DATABASE) Assessment Registry</i>  | Provide storage to all secondary needs assessment-related datasets  | Sector IMOs                             | Hub monitors all conducted assessments within its area of responsibility  | Sector IMOs to use this as reference when planning any needs assessment activity   | Various shelter and NFI needs assessment datasets   | Humanitarian Response Website  | Regularly updated                                   | Vulnerability maps and information gap analysis | Sector IMOs |
| <b>A2. Needs Assessment</b>  |   |   |   |  |   |  |   |   |             |
| <i>(TOOL) Needs Assessment Questionnaire</i>   | Serve as primary data gathering instrument to collect and assess needs of target population of concern                                  | UNHCR Field Offices / Community Centers | The sectors have needs assessment system in plan to objectively collect and assess the needs of target population of concern. | Humanitarian actors to consider needs assessment results from both sectors.  | Shelter and NFI needs assessment questions in relation to the agreed indicators for the HNO | Paper-based questionnaire with Kobo Toolbox as data entry portal and storage | One off activity specifically design for the HNO    | Sectoral needs assessment report                | Sector IMOs |
| <i>(DATABASE) Needs Assessment Database</i>  | Store all collected primary data from the needs assessment activity   | Sector IMOs                             | Collected primary data is properly stored   | Sector coordinators and members to refer to this database to access raw data of the needs assessment   | All collected primary data from the needs assessment  | MS Excel   | One off activity specifically design for the HNO    | Sectoral needs assessment report                | Sector IMOs |
| <i>(REPORT) Needs Assessment Report- HNO</i>   | Provide findings and result of sectoral needs assessment activities   | Sector members                          | Sector gather primary data to determine the real  | Sector members to refer to these   | Quantitative and qualitative analysis   | MS Publisher   | Upon completion of needs                            |   | Sector IMOs |

**Strategy A: Ensure a targeted humanitarian response by establishing objective yet pragmatic population needs assessment and monitoring systems**

| IM System / Activity  | Purpose  | Target Audience | Key Message   | Call to Action  | Content   | Specifications   | Reporting Frequency       | Output   | Lead        |
|---|--|-----------------|---|---|---|--|---------------------------|--|-------------|
|   | in visually appealing format   |                 | needs of population in need   | findings in planning their aid delivery                               | of all collected datasets.  |  | assessment activity       |  |             |
| <i>(TOOL) Inter-Agency Convoy Community Assessment Tool</i> | This tool aims to gather information about communities that are served by inter-agency convoy. Specifically, this tool aims to know the strengths and gaps in delivering Non-Food Items especially to hard-to-reach and besieged areas in Syria. | Sector members  | Sector is aware of the impact its making to served hard-to-reach and besieged areas | Sector members to use this tool in every convoy they participated in. | -Details of the convoy<br>-Opinion on provided goods<br>-Availability and market access issues<br>-General need on NFIs | Paper-based with Google Form as online version that also served as data storage platform | Every inter-agency convoy | Actual datasets  | Sector IMOs |
| <i>(DATABASE) Google Form</i>                               | An online version of the IA Community Assessment Tool that also served as data storage platform.   | Sector members  | Sector members can easily access the result of the IA Community Assessment Tool     | Sector members to use this tool upon data submission                  | All questions indicated in the tool   | -Google Online Form via NFI Gmail account  | Every inter-agency convoy | Findings be part of the NFI Dashboard on a monthly basis | Sector IMOs |

**Strategy B: Ensure an effective humanitarian response by setting in place a systematic sector programmes monitoring , evaluation and reporting systems**

| IM System / Activity                       | Purpose  | Target Audience             | Key Message  | Call to Action  | Content  | Specifications     | Reporting Frequency | Output                | Lead        |
|--|--|-----------------------------|--|---|--|--------------------|---------------------|-----------------------|-------------|
| <b>B1. Sector Activity Planning</b>        |  |                             |  |   |  |                    |                     |                       |             |
| <i>(TOOL) Monthly Stockpile Report</i>     | Tool aims to assess the available NFI stocks per sector partner that are ready for dispatch and distribution should the need arises. | Sector members              | Sector members are prepared to respond and have available stocks should the need arises. | Sector members to refer to this to determine stock piles and align aid delivery.        | Types and quantities of available NFIs per sector member | MS Excel Worksheet | Monthly             | Monthly NFI Dashboard | Sector IMOs |
| <i>(DATABASE) Monthly Stockpile Report</i> | Provides dynamic storage to all stockpile reports  | Sector IMOs and coordinator | NFI stockpile reports are properly stored  | Sector IMOs to constantly update this database and ensure easy access among other staff | All field in the stockpile report                        | MS Excel Worksheet | Monthly             | Monthly NFI Dashboard | Sector IMOs |

**Strategy B: Ensure an effective humanitarian response by setting in place a systematic sector programmes monitoring , evaluation and reporting systems**

| IM System / Activity                   | Purpose   | Target Audience | Key Message   | Call to Action  | Content  | Specifications  | Reporting Frequency | Output                                       | Lead        |
|--|---|-----------------|---|---|--|---|---------------------|--|-------------|
| (REPORT) Monthly NFI Dashboard         | Provides general snapshot of NFI sector's capacity and actual humanitarian response reach                                 | Sector members  | NFI sector active in providing aid to those who are really in need            | Sector members to refer to this document to assess the general capacity of the sector                                 | -Summary of members stockpile<br>-Comparative analysis of planned versus actual distribution<br>-Summary of IA convoy and findings of assessment<br>-Summary of 4Ws<br>-Funding status | 2-Pager MS Publisher document (to complement the NFI Factsheet) | Monthly             |  | Sector IMOs |
| (REPORT) Interactive Dashboards        | Present sector achievements in dynamic way to cater varying information needs of partners and other relevant stakeholders | Sector members  | Sectors are functional and making impact to the lives of target population    | Sector members to use this interactive dashboard to understand the extent of reach on their respective AoR / agencies | -4W<br>-Winter Support<br>-Convoy Reach<br>-Stockpile<br>-2-Month Distribution Plan  | -Power BI or Tableau Public<br>-Embed through GSC website       | Monthly             | Hub-level reports or Agency-specific reports | Sector IMOs |
| (TOOL) NFI Catalogue Form              | A simple inventory of all NFI stocks per sector members categorized into type.  | Sector members  | Sector has inventory of all available stocks of each member                   | Sector members to refer to this in reporting details of their available goods   | Details of NFIs per type   | MS Excel Worksheet  | Adhoc basis         | Online NFI Catalogue                         | Sector IMOs |
| (DATABASE) NFI Catalogue               | Store all reported CRI in the CRI Catalogue sheet   | Sector IMOs     | Reported CRIs are properly stored   | Sector IMOs to regularly update this database and ensure access among all staff                                       | All field in the NFI Catalogue form  | Relational database   | Adhoc basis         | Online NFI Catalogue                         | Sector IMOs |
| (REPORT) Online NFI Catalogue          | A visually appealing presentation of all NFI stocks from all partners.  | Sector members  | Sector members are aware of the types and quality of prepositioned NFI stocks | Sector members to refer to this report in aligning individual aid delivery  | All reported NFIs from partners  | Interactive online NFI catalogue                                | Adhoc basis         |  | Sector IMOs |
| (TOOL) NFI Distribution Plan (2-month) | A tool that aims to gather NFI distribution plans of sector partners to avoid overlap and                                 | Sector members  | Sector members have coordinated plans to ensure                               | Sector members to regularly use the tool to inform other  | -Organization<br>-Location<br>-Modality<br>-Duration   | MS Excel Worksheet  | Every two months    | Monthly NFI Dashboard                        | Sector IMOs |

**Strategy B: Ensure an effective humanitarian response by setting in place a systematic sector programmes monitoring , evaluation and reporting systems**

| IM System / Activity                                | Purpose   | Target Audience       | Key Message   | Call to Action  | Content  | Specifications             | Reporting Frequency | Output                | Lead                                |
|---|---|-----------------------|---|---|--|----------------------------|---------------------|-----------------------|-------------------------------------|
|   | improve complementarity among sector members.   |                       | effective aid delivery  | members on their respective plans   | -Status  |                            |                     |                       |                                     |
| (DATABASE) NFI Distribution Plan (2-month) Database | Store all reported two-month distribution plan from sector members                          | Sector IMOs           | Reported two-month plans are properly recorded  | Sector IMOs to regularly update this database and ensure access among all staff       | All fields indicated in the two-month distribution plan  | MS Excel Worksheet         | Every two months    | Monthly NFI Dashboard | Sector IMOs                         |
| (TOOL) Inter-agency Convoy Plan                     | Gather convoy commitments of sector members based on agreed locations                       | Sector members        | Sector's commitment to inter-agency convoy is done in consultative process                  | Sector members to use this tool in signifying their commitment to convoy plans        | -Organization<br>-Quantity of committed NFI stocks   | MS Excel Worksheet         | Adhoc basis         | Monthly NFI Dashboard | Sector IMOs                         |
| (DATABASE) Inter-agency Convoy Plan Database        | Store all reported convoy plan from sector members  | Sector IMOs           | Reported convoy are properly recorded   | Sector IMOs to regularly update this database and ensure access among all staff       | All fields indicated in the convoy plan  | MS Excel Worksheet         | Adhoc basis         | Monthly NFI Dashboard | Sector IMOs                         |
| (REPORT) Joint Inter-agency Convoy Report           | Aims to report achievement of IA convoy in close coordination with Logistics Cluster        | Humanitarian Agencies | The sector is actively participating in IA convoy.  | Agencies to refer to this document to get information on the achievement of IA convoy | To be determined   | To be determined           | Monthly             |                       | Sector IMOs                         |
| (REPORT) NFI Contingency Plan                       | Provide framework to ensure sector preparedness in case of any eventualities                | Sector members        | Sector has established a well-framed contingency plan and is prepared for any eventualities | Sector members to be aware of this plan and adhere to it                              | -Context<br>-Preparedness Measures<br>-Challenges<br>-Sector Members Plans<br>-Maps<br>-Statistics | MS Word formatted document | One off publication |                       | Sector Coordinator with IMO support |
| (TOOL) Shelter Project Implementation Tracking Tool | This aims to capture status of phases of shelter projects implemented by partners to assess | Sector members        | Shelter projects implemented by shelter partners are on track and well-coordinated          | Shelter sector to refer to this tool in reporting the status of their shelter         | -To be decided upon with shelter sector members  | To be determined           | To be determined    | To be determined      | Sector IMOs                         |

**Strategy B: Ensure an effective humanitarian response by setting in place a systematic sector programmes monitoring , evaluation and reporting systems**

| IM System / Activity                 | Purpose   | Target Audience | Key Message   | Call to Action   | Content  | Specifications   | Reporting Frequency | Output                              | Lead                                    |
|--------------------------------------|---|-----------------|---|--|--|--|---------------------|-------------------------------------|---|
|                                      | strengths and gaps and strengthen advocacy  |                 |   | projects and share gaps and issues   |  |  |                     |                                     |   |
| (REPORT) Shelter Response Guidelines | Document guidelines and minimum standards of all shelter sector responses   | Sector members  | There are minimum standards that sector members must adhere when providing shelter support. | Sector members to refer to this guide when planning their shelter interventions.                         | -Types of shelter support<br>-Minimum standards<br>-Photos<br>-Bill of Quantities  | -Booklet<br>-Adobe InDesign  | -One off            | Shelter Response Guidelines Booklet | Sector IMOs                             |
| <b>B2. Sector Activity Tracking</b>  |   |                 |   |  |  |  |                     |                                     |   |
| (TOOL) SNFI 4W Template              | An activity monitoring tool that document and track the conducted activities of both Shelter and NFI sector partners to facilitate better coordination. The tool also serves as a basis for analyzing gaps. | Sector members  | Sector members' humanitarian responses are well coordinated and it complements each         | Sector to use this tool to report their operational presence and ensure complementarity of interventions | Name of organization<br>Type of activities<br>Location of activities<br>Duration of activities<br>Beneficiaries of activities<br>HRP indicators link to activities | MS Excel   | Monthly             | 4W Map                              | Sector IMOs                             |
| (DATABASE) SNFI 4W Database          | Capture the operational presence of sector members to facilitate better coordination  | Sector members  | Sector members' humanitarian responses are well coordinated and it complements each         | Sector to use this tool to report their operational presence and ensure complementarity of interventions | Name of organization<br>Type of activities<br>Location of activities<br>Duration of activities<br>Beneficiaries of activities<br>HRP indicators link to activities | MS Excel   | Monthly             | 4W Map                              | Sector IMOs                             |
| (REPORT) SNFI 4W Map                 | Provide quantitative and qualitative analysis of the 4W in visually appealing format to further enhance collaboration among members   | Sector members  | The response of the sector is well coordinated and has an impact to population of concerned | Sector members to refer to this map to assess strengths and gaps of their individual agencies            | -Geographic reach<br>-Summary of distributed NFIs<br>-Total served beneficiaries<br>-Partners involved<br>-Types of activities conducted                           | 4W maps at the hub level with individual maps depicting the response of each sector member | Monthly             | SNFI 4W Map                         | Sector IMOs                             |
| (REPORT) SNFI Factsheet              | A monthly 2-pager report that highlights the key achievements   | Sector members  | The sector has created impact to  | Humanitarian community to continue to  | -Overall reach of the sector members in terms  | Booklet type vis MS Word   | Monthly             | SNFI Factsheet                      | Sector IMOs (currently being handled by |

**Strategy B: Ensure an effective humanitarian response by setting in place a systematic sector programmes monitoring , evaluation and reporting systems**

| IM System / Activity                         | Purpose   | Target Audience | Key Message  | Call to Action  | Content   | Specifications                              | Reporting Frequency | Output                          | Lead                  |
|--|---|-----------------|--|---|---|---|---------------------|---------------------------------|-----------------------|
|  | of the sector for a specific period.  |                 | the lives of target population.  | acknowledge the relevance of the sector.  | of total NFI distributed<br>-Human interest story<br>-Gap analysis                            |   |                     |                                 | UNHCR Reporting Unit) |
| <b>B3. Post Distribution Monitoring</b>      |   |                 |  |   |   |   |                     |                                 |                       |
| (TOOL) NFI Post Distribution Monitoring Form | A monitoring tool that assesses the overall reach of NFI distribution at the community level and documents the efficacy and impact of the activity to persons of concern. | Sector members  | The sector has effectively monitor its aid delivery and continue to adjust programming according to the results of constant monitoring and evaluation. | Sector members to continue to use this tool to assess the sector's aid delivery impact. | -Location<br>-Demographics<br>-Quality Check<br>-Needs Assessment<br>-Alternative use of NFIs | Two-pager questionnaire in paper-based form | Monthly             | Inputs to Monthly NFI Dashboard | Sector IMOs           |
| (DATABASE) NFI Post Distribution Monitoring  | Stores all collected NFI post distribution datasets   | Sector IMOs     | Sector members' humanitarian responses are well monitored and evaluated  | Sector members to refer to this tool to assess the sector's aid delivery impact.        | All fields indicated in the PDM tool  | MS Excel                                    | Monthly             | Inputs to Monthly NFI Dashboard | Sector IMOs           |

**Strategy C: Help ensure a functional coordination platform for all sectors members to facilitate an enabling environment for response complementarity**

| IM System / Activity             | Purpose   | Target Audience | Key Message  | Call to Action   | Content  | Specifications  | Reporting Frequency                         | Output               | Lead        |
|----------------------------------|---|-----------------|--|--|--|---|---|----------------------|-------------|
| <b>C1. Sector Coordination</b>   |   |                 |  |  |  |   |   |                      |             |
| (REPORT) Sector meeting minutes  | Document the proceedings of sector meetings                                   | Sector members  | SNFI Sectors are functional and members remain active. | SNFI sector members to refer to meeting minutes for meeting highlights and agreements. | -Attendance<br>-Agenda<br>-Meeting Highlights<br>-Agreements                           | -Word Format<br>-A4<br>-Length depends on the proceedings | -Maximum of 5 days after the meeting proper | SNFI Meeting Minutes | Sector IMOs |
| (TOOL) Sector meeting attendance | Capture details of attending SNFI members during any type of formal gathering | Sector members  |  |  | -Name<br>-Organization<br>-Position<br>-Contact Number<br>-Email Address<br>-Signature | -Excel spreadsheet  | During formal gatherings                    | SNFI Mailing List    | Sector IMOs |
| (REPORT) Donor Brief             | Aims to provide snapshot of sector's achievements and                         | Donors          | Sector is making an impact to the                      | Donors to maintain interest and sustain  | -Crisis highlight<br>-Key achievements<br>-Funding status                              | MS Publisher formatted                                    | Ad hoc                                      |                      | Sector IMOs |

**Strategy C: Help ensure a functional coordination platform for all sectors members to facilitate an enabling environment for response complementarity**

| IM System / Activity           | Purpose  | Target Audience                           | Key Message  | Call to Action  | Content  | Specifications                             | Reporting Frequency | Output                   | Lead                              |
|--------------------------------|--|---|--|---|--|--|---------------------|--------------------------|-----------------------------------|
|                                | impact to target donors to increase accountability   |   | lives of affected population.  | their support to the sector   | -Gaps<br>-Maps and statistics                  | document (1-2 pages)                       |                     |                          |                                   |
| (REPORT) Sector PPT            | Provides sector coordination team with readily-available information for external audiences                              | Humanitarian community, senior management | Sectors are well prepared to present its key achievements to various audiences                 | Sector coordination team to refer to this presentation for every presentation requests          | To be determined                               | To be determined (to be updated regularly) | Ad hoc              |                          | Sector IMOs                       |
| (REPORT) Partner Profile       | Provides organizational profile of every sector members to increase visibility and enhance collaboration                 | Sector members                            | Sector members are known for their individual expertise  | Sector members to contribute to the development of their profiles                               | To be determined                               | To be determined                           | One off activity    |                          | Sector IMOs                       |
| (TOOL) Sector Event Calendar   | Keep sector partners well informed on sector coordination meetings and other events                                      | Sector members                            | Sector is functional.  | Sector members to use this reference to check sector – related activities                       | -Event Name<br>-Event Schedule<br>-Event Venue | C/o GSC website                            | Adhoc               |                          | Sector IMOs                       |
| IM Support Group               | Group of IM focal points of all sector partners who regularly meet to address IM technical issues                        | Sector members                            | Sectpr IM projects and issues are collectively being planned and addressed by IM focal points. | Sector members to maximize this forum to raise IM issues.                                       | ToR to be defined                              |  |                     |                          | Sector IMOs                       |
| <b>C2. Discussion Platform</b> |  |   |  |   |  |  |                     |                          |                                   |
| Google Groups                  | An online coordination platform for all sector members where NFI-related information are being shared.                   | Sector members                            | Sector members collaborates effectively in various platforms                                   | Sector members to refer to this platform to be informed on any sector-related matters           | All sector members                             | Google Group                               |                     |                          | Sector IMOs with sector associate |
| (DATABASE) Contact management  | Store all contact information of sector members  | Sector IMOs                               | Contact details of sector members are properly stored and updated regularly                    | Sector coordinator and staff to refer to this database to contact sector members                | All fields indicated in the Attendance Sheet   | MS Outlook<br>MS Excel                     |                     | Sector contact directory | Sector IMOs                       |
| Slack                          | An online discussion platform that provide avenue for sector coordination team to discuss sector-related subject matters | Internal sector coordination team         | Sector coordination team collaborates effectively in various platforms                         | Sector coordination team to refer to this platform to be informed on any sector-related matters | Sector coordination team                       | Slack                                      |                     |                          | Sector IMOs                       |

**Strategy C: Help ensure a functional coordination platform for all sectors members to facilitate an enabling environment for response complementarity**

| IM System / Activity                      | Purpose  | Target Audience | Key Message   | Call to Action  | Content               | Specifications | Reporting Frequency | Output | Lead   |
|---|--|-----------------|---|---|-----------------------|----------------|---------------------|--------|--|
| Skype IMO                                 | An online discussion platform that provide avenue for all sector members to discuss sector-related subject matters | Sector members  | Sector members collaborates effectively in various platforms      | Sector members to refer to this platform to be informed on any sector-related matters | All sector members    | Slack          |                     |        | Sector IMOs  |
| <b>C3. Inter-Sector Reporting</b>         |  |                 |   |   |                       |                |                     |        |  |
| (REPORT) OCHA Situation Report (biweekly) | Bi-weekly publication of OCHA that provide sectoral updates  | Sector members  | Sector members are active in aid delivery and is making an impact | Sector members to constantly provide updates to feed this bi-weekly SitRep            | SNFI thematic updates | PDF format     | Bi-weekly           | SitRep | Sector IMOs (currently under the HCR Reporting Unit) |

**Strategy D: Increase awareness of target humanitarian stakeholders on the sector's contribution and impact through timely circulation of discoverable sector-related products / data**

| IM System / Activity  | Purpose  | Target Audience | Key Message   | Call to Action  | Content   | Specifications | Reporting Frequency  | Output | Lead           |
|---|--|-----------------|---|---|---|----------------|--|--------|----------------|
| <b>D1. Information Dissemination</b>  |  |                 |   |   |   |                |  |        |                |
| HR website / Relief Web / Humanitarian Data Exchange/ Global Shelter / Social media | Regular uploading of sector-related materials and updates for online access among partners                     | General public  | Sectors are active and functional and is making an impact to the people it intends to serve           | Sector members to refer to this sites for regular publications                                  | All sector-related publications   |                |  |        | Sector IMOs    |
| Email Blast ( <i>Gmail</i> )  | Provide digital platform for internal and external information exchange  | Sector members  | Sector members are well informed on the sector-related activities                                     | Sector members to refer to this for all official communication from the sector                  | -Meeting announcements<br>-Job postings<br>-Publications  | -Gmail         |  |        | Sector IMOs    |
| IM Manual   | A document that includes all operating guidelines per IM system set in place for sector -related coordination. | UNHCR staff     | The sector has proper documentation of guidelines, lessons learned and best practices all IM systems. | UNHCR staff to refer to this document to review operating guidelines of established IM systems. | -IM Staffing and Structure<br>-IM Strategy Plan<br>-IM Systems Overview<br>-IM Systems Guidelines<br>-IM Admin Matters<br>-Lessons Learned and Best Practices<br>-Annex | -Word format   | Updated every now and then to reflect learnings and realizations |        | UNHCR IM Staff |



**Strategy D: Increase awareness of target humanitarian stakeholders on the sector's contribution and impact through timely circulation of discoverable sector-related products / data**

| IM System / Activity    | Purpose   | Target Audience           | Key Message   | Call to Action   | Content                           | Specifications            | Reporting Frequency | Output        | Lead                             |
|-------------------------|---|---------------------------|---|--|-----------------------------------|---------------------------|---------------------|---------------|----------------------------------|
| Style Guide             | Provide guidelines to maintain the sector brand in all its communication products | Sector members and donors | Sectors are consistent on its communication styles.                             | Target audience to maintain good retention of sector's work and brand                                    |                                   |                           |                     |               | Sector IMOs                      |
| <b>D2. File Sharing</b> |   |                           |   |  |                                   |                           |                     |               |                                  |
| Google Drive            | Provides easy file sharing platform to all sector members                         | Sector members            | Sector files are systematically organized and can be accessed anytime anywhere. | Sector members to use this platform and maximize its use.  | All sector-related external files | -Google Drive             |                     |               | Sector IMOs with field associate |
| Photo Library           | Update and maintain a photo library accessible to all partners on a cloud service | Sector members            | Sectors have collected good photo documentation of its operations.              | Sector members to maximize the use of these photos to further highlight its work and mobilize resources. | SNFI photos                       | Action photos with impact |                     | Photo Stories | Sector IMOs                      |

**Strategy E: Sustain information management initiatives by building the capacity of sector partners**

| IM System / Activity                   | Purpose   | Target Audience | Key Message  | Call to Action  | Content   | Specifications | Reporting Frequency | Output | Lead        |
|--|---|-----------------|--|---|---|----------------|---------------------|--------|-------------|
| <b>E1. Capacity Building Support</b>   |   |                 |  |   |   |                |                     |        |             |
| IM Basic and Technical Training Module | Contains various session topics on information management to varying types of target audience | Sector members  | Different target audience requires different training approaches | Sector to refer to the right type of module to target participants. | -Basics of IM<br>-Data Collection<br>-Data Processing<br>-Data Analysis<br>-Dissemination |                |                     |        | Sector IMOs |

## VIII. Annex

### a) Document Version Tracking

*(this section must be completed every time changes are made to this document)*

| Date             | Version No. | Edited By          | Edits / Changes  |
|------------------|-------------|--------------------|--|
| 16 June 2016     | 01          | lagamayo@unhcr.org | Original version   |
| 17 June 2016     | 02          | lagamayo@unhcr.org | Edited context with reference to NFI and shelter needs; Added few more products (donor brief, partner profile, and sector PPT)<br>Added shelter project implementation tracking tool |
| 17 June 2016     | 02.1        | anderssj@unhcr.org | Editorial fine tuning  |
| 23 June 2016     | 3           | lagamayo@unhcr.org | Added Joint Inter-Agency Convoy Report   |
| 15 October 2016  | 4           | lagamayo@unhcr.org | Integrated the approved and endorsed strategy of shelter sector and ensure that all stated IM objectives are aligned with it. Edited the organigramme also.                          |
| 12 February 2017 | 01 (2017)   | lagamayo@unhcr.org | Updated IM strategy for 2017 reflecting lessons learned in 2016 and other recommendations  |
|                  | 02          | anderssj@unhcr.org | Editorial fine tuning  |
| 27 February 2017 | 03          | lagamayo@unhcr.org | Revised Context and IM Mix (online NFI catalogue)  |
| 18 April 2017    | 03          | lagamayo@unhcr.org | Revised organigramme   |
| 24 July 2017     | 04          | lagamayo@unhcr.org | Added abbreviations and organigramme   |

### a) Shelter and NFI Sector Coordination Team Organigramme Damascus Hub (as of July 2017)

