



# Information Management Systems

9 April 2014

Azraq Refugee Camp

# Managing Information?



## Opportunities

- Coordination
- Allocation of resources

## Risks

- Over assessment
- Assessment fatigue

# Information Management Manifesto



.→ Collect it once and use it all over

.→ Collect only what you need and use what you collect

# Components

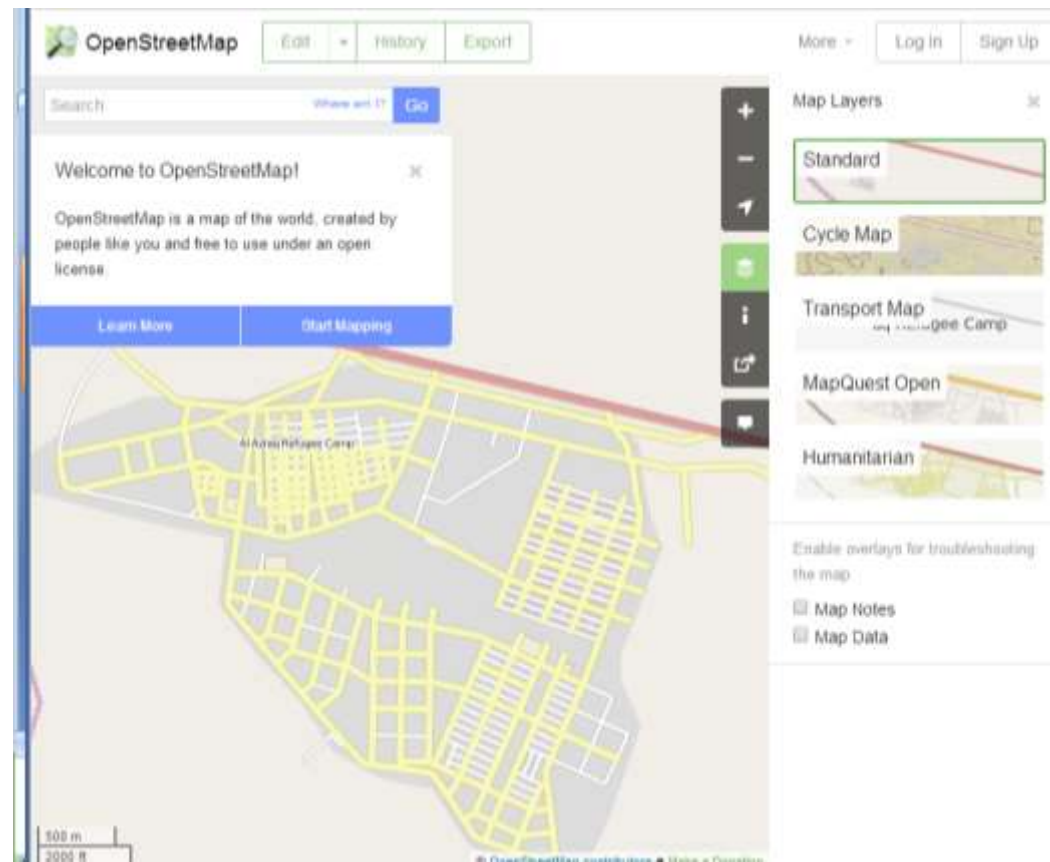


1. Infrastructure
2. Population
3. Indicators & programme
4. Services
5. Health Monitoring
6. Assistance Tracking
7. Refugee Satisfaction Surveys
8. Specific Ad-hoc Surveys
9. Incident Monitoring

# Monitoring of Infrastructure

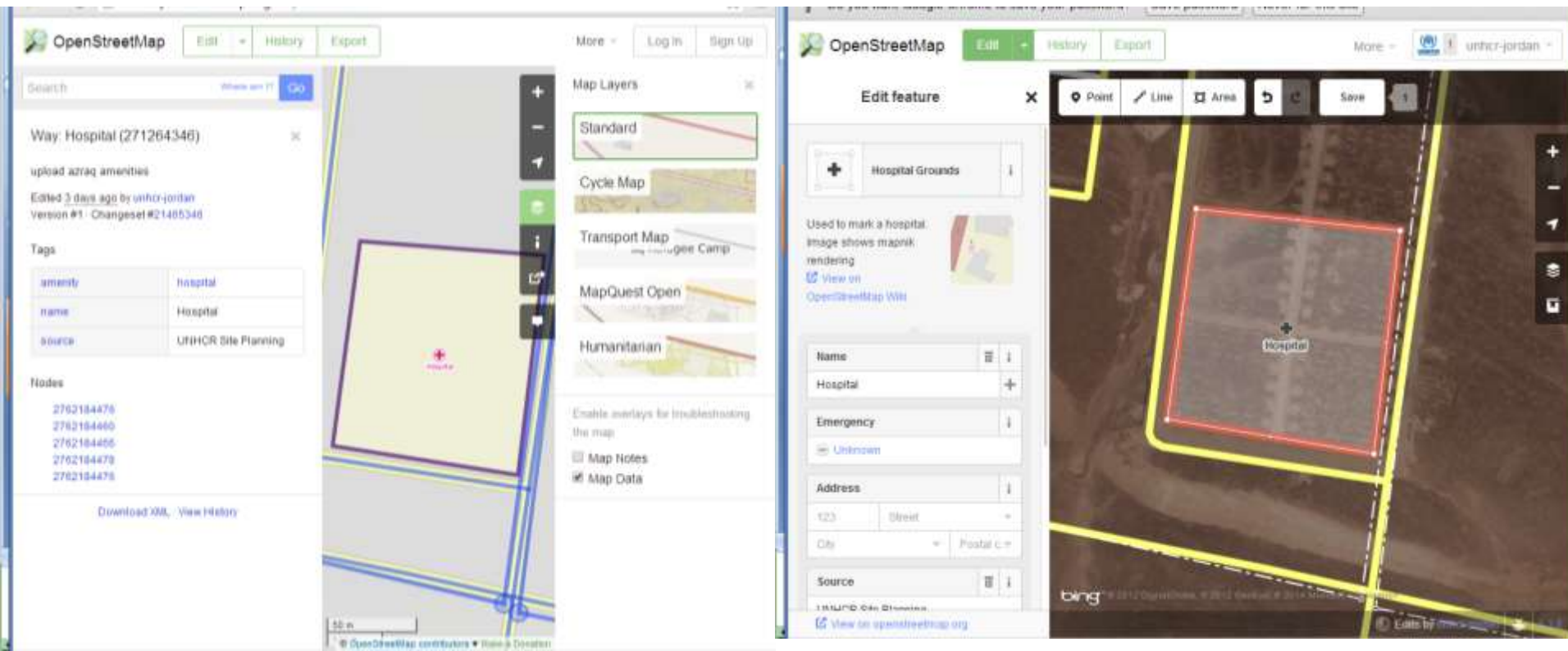
Infrastructures mapped and described:  
Azraq is on OpenStreetMap @

[http://www.openstreetmap.org/  
#map=14/31.9111/36.5829](http://www.openstreetmap.org/#map=14/31.9111/36.5829)



# View & Describe infrastructures

OSM is a Free Wiki World Map – An openly licensed map of the world being created by volunteers using local knowledge, GPS tracks and donated sources



The image shows two side-by-side screenshots of the OpenStreetMap (OSM) web interface. The left screenshot displays the 'Way: Hospital (271264346)' page, which includes a search bar, a map view, and a table of tags. The right screenshot shows the 'Edit feature' dialog for the same hospital, with a form for editing its details.

**Left Screenshot: Way: Hospital (271264346)**

Search:

Way: Hospital (271264346)

upload azraq amenities

Edited 3 days ago by untho-jordan  
Version #1 - Changeset #21465346

Tags

amenity	hospital
name	Hospital
source	UHFHR Site Planning

Nodes

- 2762184476
- 2762184460
- 2762184456
- 2762184478
- 2762184476

[Download XML](#) [View History](#)

**Right Screenshot: Edit feature**

Hospital Grounds

Used to mark a hospital. Image shows mapnik rendering. [View on OpenStreetMap Wiki](#)

Name:

Emergency:

Address:

[View on openstreetmap.org](#)

# Tag usage and map updates

Infrastructure are tagged according to an agreed terminology:  
[https://wiki.openstreetmap.org/wiki/Refugee\\_Camp\\_Mapping](https://wiki.openstreetmap.org/wiki/Refugee_Camp_Mapping)

Changes in the map are visible in the portal page for Azraq

The screenshot displays the OpenStreetMap portal for the Azraq Camp area in Jordan. The page is titled "Jordan - Zarqa Governorate - Azraq Camp" and includes a breadcrumb trail: "Azraq Camp - General Jordanian Camp (Storage of Food) - Zarqa".

Key sections of the page include:

- Latest Documents:** A list of recent uploads, including:
  - "UNOSAT: Azraq Camp Map" (Report Date: 26/12/2014, Download: 1.8 MB)
  - "Inter-Agency position on Azraq refugee camp" (Report Date: 06/12/2011, Download: 291.2 KB)
- Who's Doing What Where?:** A section for tracking changes, with a "Who's Doing What Where?" button.
- Live News Feeds:** A section titled "New on the map" listing recent updates:
  - "User unho-jordan has uploaded a changeset: 'upload azraq amenities'" (07 Apr 2014)
  - "User unho-jordan has uploaded a changeset: 'upload azraq Village'" (07 Apr 2014)
  - "User UNHCR\_SAHYA has uploaded an untitled changeset" (07 Apr 2014)
  - "User unho-jordan has uploaded a changeset: 'Revised camp extent'" (07 Apr 2014)

The right side of the page features a map view with a "View on Google Maps" button and a "Sign in" button. The footer contains navigation links for "Feedback", "About", and "Information Sharing Portal" provided by UNHCR.

# Monitoring of population

Registration is done entirely in proGres.

Shelter are allocated directly from the map based on shelter type, case size, shelter occupancy, family re-unification



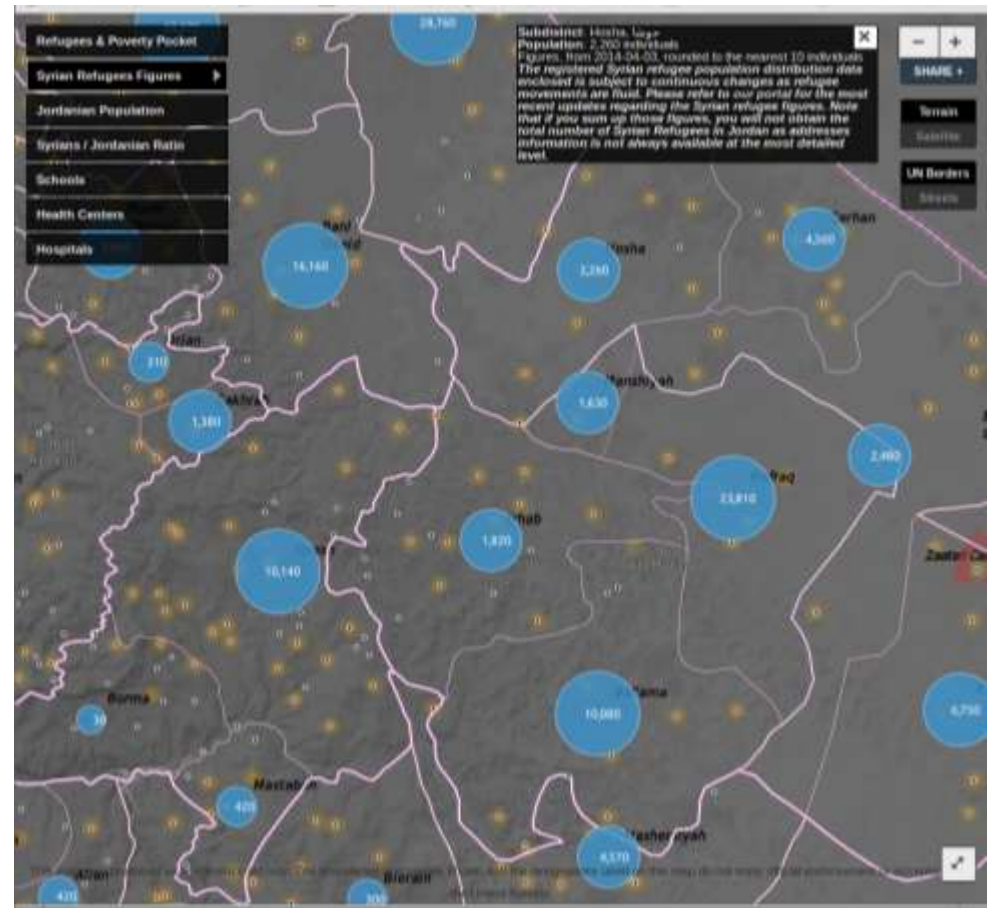


# Consulting Population statistics

An online situation map will be available to consult population stat per bloc

Example of Population Statistics visualization at the country level:

<http://data.unhcr.org/jordan>



# Monitoring of Indicators

→ Syrian Refugee Response Tracking = Database:  
**rrp6-monitor**

→ Monitoring done at the village geographic  
level



## ☒ Why Activity info?

### ✂ Track

Tracks sectoral activities all over Jordan in a standards applicable system that will ensure inter-operable approaches to data.

### 📁 Coordinate

Records activities per location in order to reduce duplication of efforts.

### 📍 Identify gaps

Displays which locations are not receiving adequate coverage for certain activities type.

### 👁 Monitor

Allows for almost real time monitoring of performance and impact indicators within the Refugee Response Plan targets.

### ⚙ Analyse

Produces automatically maps, data analysis and reports.

### 👤 Share

Facilitates access to any organizations that contribute to the Syrian Refugee Response. Validated information will be then published publicly in the portal.

# Monitoring of Services

- Syrian Refugee Response Tracking = Database: **jor-analysis**
- Monitoring done at the village geographic level

The screenshot displays the ActivityInfo software interface. On the left, a sidebar shows a filter tree with categories like HEALTH, PROTECTION, and WASH. The main area features a data entry form for 'BIPs-monitor - 1. Access to safe water in Camps'. A 'Choose Site' dialog box is open, showing a map of Azraq Camp with five red location markers labeled A through E. The dialog box includes a search for existing sites with filters for Region (Central), Governorate (Click to filter), and SyRefRespRPE (az). The matching sites list includes Azraq Camp, Azraq Camp Village 1, Azraq Camp Village 2, Azraq Camp Village 3, and Azraq City. The interface is powered by LogiTech.

# Health Monitoring

→ <http://twine.unhcr.org>



**Tools**  
Download the tools and guidelines needed to setup data collection systems in the field.

**Work**  
Create, edit and collaborate on reports with other colleagues.

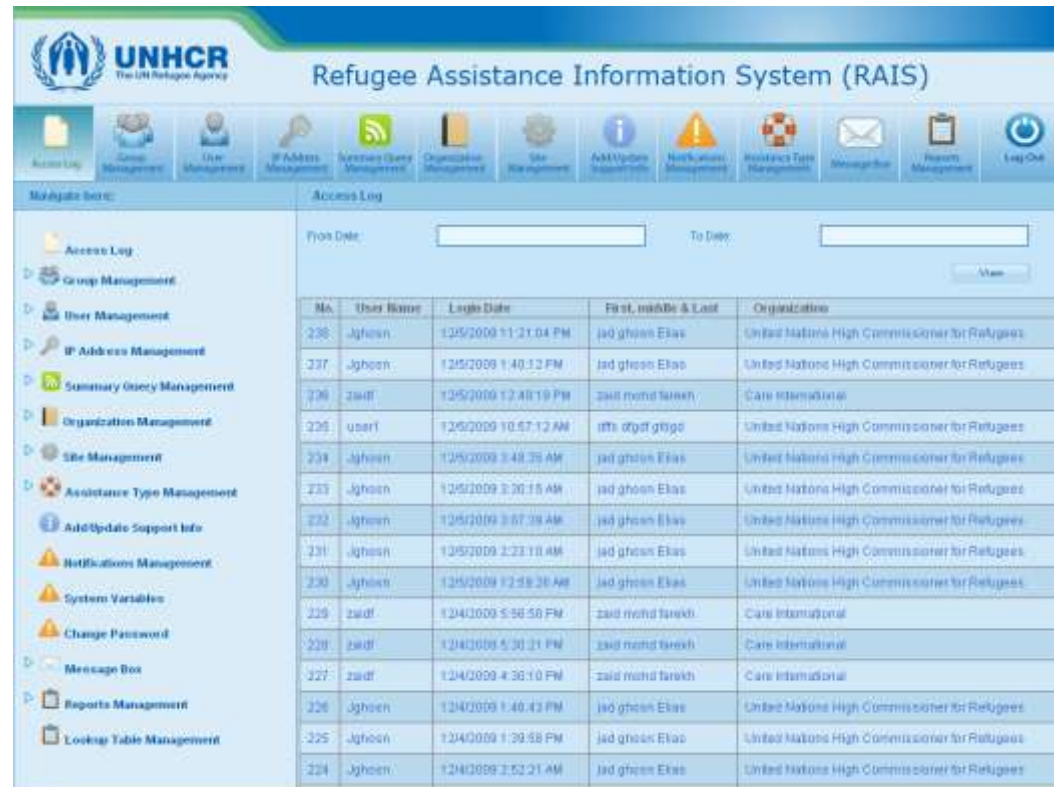
**Explore**  
Explore and interact with published reports and data.

Our Partners include:



# Assistance tracking

- <http://raisunhcr.org>
- Track assistance at individual level
- Prevents duplication of efforts
- Reduces fraud and abuse of assistance services



UNHCR  
The UN Refugee Agency

Refugee Assistance Information System (RAIS)

Navigation icons: Access Log, Group Management, User Management, IP Address Management, Access Query Management, Organization Management, Site Management, Add/Update Support Info, Notifications Management, Password Table Management, Message Box, Reports Management, Logout

Navigation bar: Access Log

Access Log

From Date:  To Date:  View

ID	User Name	Login Date	First, middle & Last	Organization
236	jghoen	12/5/2009 11:21:04 PM	jad ghoen Elias	United Nations High Commissioner for Refugees
237	jghoen	12/5/2009 1:40:12 PM	jad ghoen Elias	United Nations High Commissioner for Refugees
236	zaidf	12/5/2009 12:48:19 PM	zaid mohd tareh	Care International
225	user1	12/5/2009 10:57:12 AM	dfs ofdf gdfg	United Nations High Commissioner for Refugees
234	jghoen	12/5/2009 3:48:35 AM	jad ghoen Elias	United Nations High Commissioner for Refugees
233	jghoen	12/5/2009 3:20:15 AM	jad ghoen Elias	United Nations High Commissioner for Refugees
232	jghoen	12/5/2009 3:07:39 AM	jad ghoen Elias	United Nations High Commissioner for Refugees
231	jghoen	12/5/2009 2:23:10 AM	jad ghoen Elias	United Nations High Commissioner for Refugees
230	jghoen	12/5/2009 12:58:26 AM	jad ghoen Elias	United Nations High Commissioner for Refugees
229	zaidf	12/4/2009 5:50:50 PM	zaid mohd tareh	Care International
228	zaidf	12/4/2009 5:30:21 PM	zaid mohd tareh	Care International
227	zaidf	12/4/2009 4:30:10 PM	zaid mohd tareh	Care International
226	jghoen	12/4/2009 1:40:43 PM	jad ghoen Elias	United Nations High Commissioner for Refugees
225	jghoen	12/4/2009 1:39:58 PM	jad ghoen Elias	United Nations High Commissioner for Refugees
224	jghoen	12/4/2009 2:52:21 AM	jad ghoen Elias	United Nations High Commissioner for Refugees



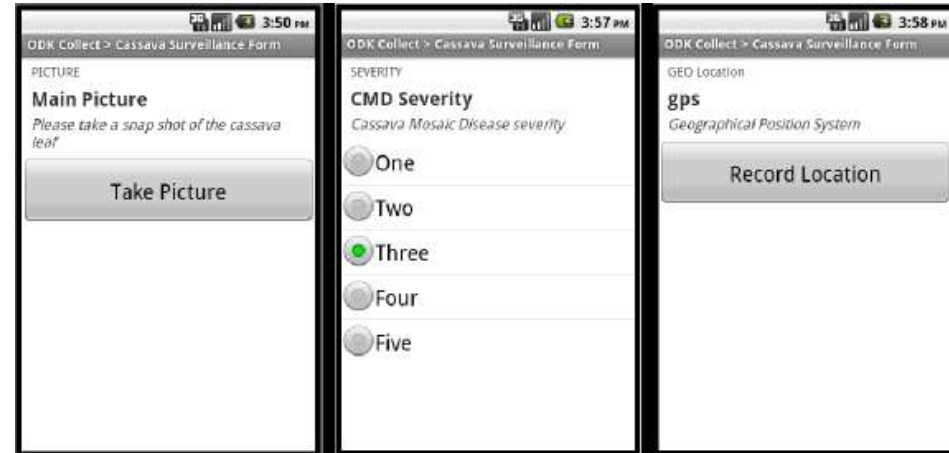
# Refugee Satisfaction Surveys

Monthly survey to be organized using a sample from the camp population

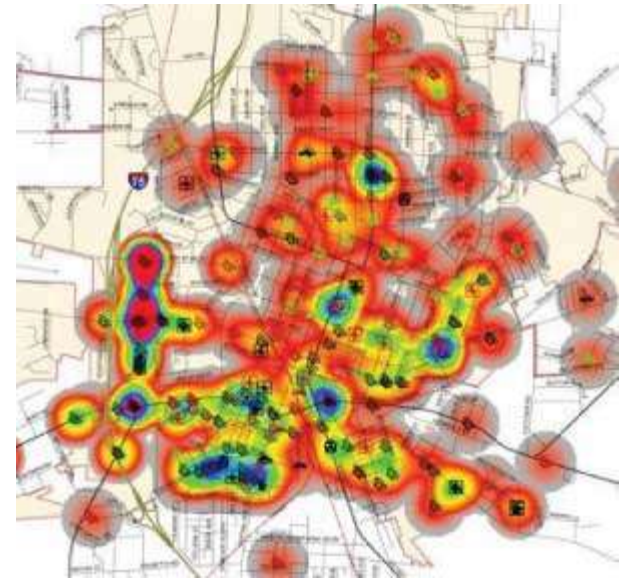
Dedicated partner & Usage of modern data collection method to get quick results

Raw data of the survey systematically shared with all partners active in the camp

Information will be mapped in the online situation map



The image displays three sequential screenshots of the ODK Collect mobile application interface for the Cassava Surveillance Form. The first screenshot shows the 'Main Picture' section with a 'Take Picture' button. The second screenshot shows the 'CMD Severity' section with radio buttons for 'One', 'Two', 'Three', 'Four', and 'Five', where 'Three' is selected. The third screenshot shows the 'GEO Location' section with a 'Record Location' button.



# Specific Ad-Hoc Surveys

Specific ad hoc surveys look at what is not already covered through the regular monitoring

Surveys are managed through the survey registry

The screenshot displays the 'Needs Assessment Registry' interface. The main content area shows a list of survey entries, each with a title, date of entry, status, participating organizations, and creation date. The sidebar on the right provides search and filtering options, including a search bar and a filter menu for 'Organization' with a list of organizations and their respective counts.

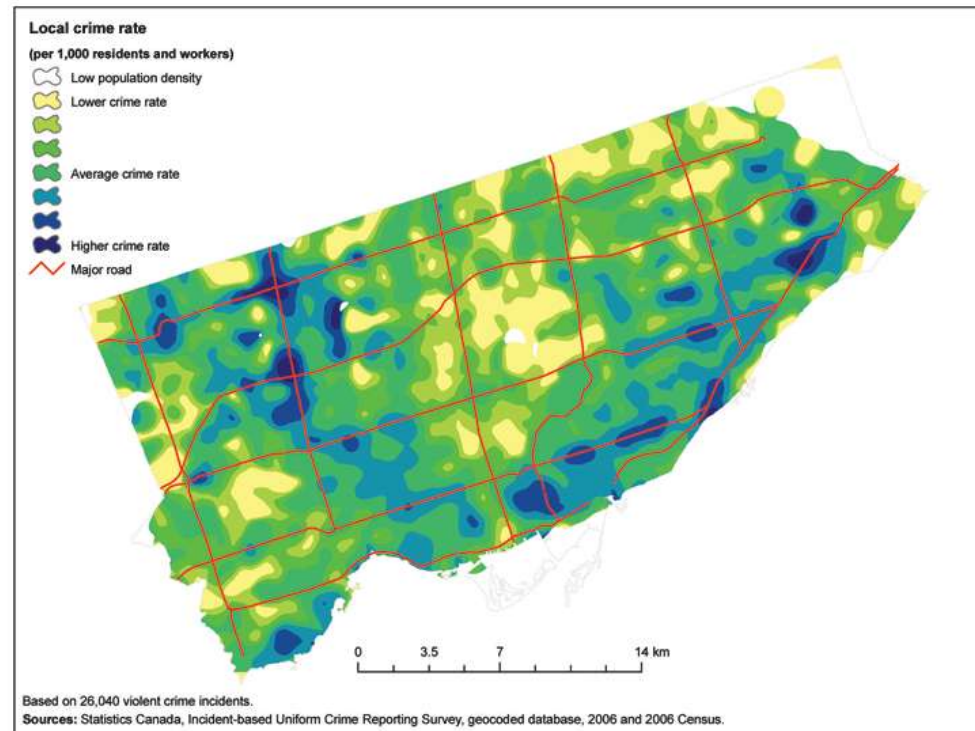
Organization	Count
<input type="checkbox"/> UNICEF	13
<input type="checkbox"/> UNHCR Jordan	13
<input type="checkbox"/> WFP Jordan	7
<input type="checkbox"/> CARE Jordan	6
<input type="checkbox"/> ACTED Jordan	5
<input type="checkbox"/> NRC Jordan	4
<input type="checkbox"/> UNFPA Jordan	4
<input type="checkbox"/> IMC Jordan	4
<input type="checkbox"/> MoH Jordan	3
<input type="checkbox"/> CHF Jordan	3
<input type="checkbox"/> IRC Jordan	3
<input type="checkbox"/> MoE Jordan	2
<input type="checkbox"/> Oxfam - Jordan	2
<input type="checkbox"/> REACH	2
<input type="checkbox"/> ICMC Jordan	2
<input type="checkbox"/> IFRC Jordan	2
<input type="checkbox"/> MC Jordan	2
<input type="checkbox"/> ABAAD Lebanon	1
<input type="checkbox"/> ACF	1

# Incident Reporting System

System under the responsibility of our Governmental Partner

Report will be geo-located in the camp.

Statistic can be generated once a month to identify “hotspot “in the camp





# Conclusion: what you need to do?

1. Contribute in OSM – Create your account, consult the wiki & start mapping: <https://www.openstreetmap.org/user/new>
2. Have an account in ActivityInfo @ <http://www.syrianrefugeeresponse.org> (account to be requested to Inter Sector Coordination)
3. If your assistance can be tracked at individual level, get in touch with UNHCR Operation Data Management to get in account in RAIS @ <http://raisunhcr.org>
4. Consult available information!
  - Portal page: <http://data.unhcr.org/syrianrefugees/settlement.php?id=251&country=107&region=73>
  - Situation map: <http://data.unhcr.org/jordan/azraq>

Thanks!

شكرا

Edouard Legoupil  
Information Management Officer  
**legoupil@unhcr.org**  
0796823358