**Minutes - Information Management Network Meeting, 3rd March 2020**

**Follow-on Open Data and Big Data**

Chair: Shon Campbell, MIMU Manager.

Participants: See list below.

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| **1** | **UNHCR Registration and Case Management System (ProGres)**  Mathew Richard (Information Management Officer) UNHCR  The Profile Global Registration System Profile (ProGres) was established in 2003 to provide a common source of information to facilitate protection of persons of concern (PoC). It serves as UNHCR’s registration and case management system that holds all population and case data. Registration is the process of recording, verifying and updating information on PoC aimed to assist UNHCR in the provision of protection, documentation and durable solutions. That is, instead of having individual registration tools, UNHCR has a “global system” that is recognized by UNHCR, and the governments and partners it works with**. It is not used in Myanmar, as UNHCR does not conduct registration in the country**, but in other humanitarian settings.  The UNHCR Population Registration and Identity Management EcoSystem (PRIMES) is a central repository for all UNHCR collected information, which includes ProGres. These systems avoid duplication and gaps in providing aid and improve accountability to donors, making sure that assistance is coordinated. UNHCR’s registration activities are a major source of population data, which are essential for their programming activities, but also of relevance to the entire humanitarian community. Registration has huge potential, especially in the opportunity it provides to refugees: it is the first step towards ensuring protection in a refugee crisis, it can help identify people with specific needs, facilitate issuance of documentation, protect against forced return, etc. UNHCR’s registration work in Bangladesh, for example, gives many Rohingya refugees identification for the first time.  ProGres (v4) system is based on Microsoft Dynamics CRM software. It is a centralized online system with the servers and data located in Copenhagen (a big shift from past practices where data was locally stored and sourced, on local servers at the field level). This change is an improvement not only in terms of data protection, but also in terms of convenience of access by having one central system rather than decentralized systems that are difficult to consolidate and access. The system can be accessed from anywhere by using a regular browser connected to the internet, although there is also an offline option.  There are a series of data protection protocols aligned to the data protection policy of UNHCR, but also a number of data sharing agreements with partners such as WFP, highlighting which data is shared, how it is used, how it is protected, and how it is stored. Access to ProGres data is restricted to different levels of access, not just for staff but also for partner organizations and government. Data stored on the ProGres v4 server is highly secured and the system provides multi‐layered security safeguards. All communications between the user and ProGres v4 are encrypted using a Secure Sockets Layer (SSL) certificate issued by a globally trusted Certification Authority (CA). The PRIMES ecosystem includes tools that the PoC can access themselves, they have access to all the data that UNHCR has, and they can edit, update, and withdraw certain data in the system.  This system is not currently used in Myanmar as UNCHR does not have the mandate or resources to conduct registration activities in the country, however implementation of the ProGres system would support provision of estimates on population numbers and coordination of assistance.  DISCUSSION:   * UNHCR collects information and data on some of the most vulnerable people in the world. This is data that must be properly secured. There is a department that oversees information authority, passport protection and management, and there is restricted access at every level. * Persons of Concern cannot withdraw completely from the ProGres system. Their records would instead be marked inactive and their historical record kept in the metadata. They can remove the biodata if they choose however there seems to be little interest from any individual to ‘deactivate’ themselves from a registration process, due to the enormous protection that registration offers. Certain processes, such as resettlement, can lead to people choosing to withdraw. People can easily update their own information on education and livelihood within the system so their details are kept up-to-date. GDPR, a European Legislation, invokes the Right to be Forgotten – this same principle is applied with UNHCR working from the perspective of data ownership by the individual. * Registration is the first point of contact of PoC with UNHCR, and it is also the first point of protection, so it is important that it is done right. UNHCR strives to collect data only once and use it as much and as intelligently as possible. ProGres is the central repository for all its partners on registration, which means WFP, for example, does not need to conduct their own registration activities so reducing administrative time and allowing more focus on beneficiaries’ needs. * The challenge remains optimising use of the data and ensuring unnecessary data is not collected. More reflection would be useful on what information is needed, as well as how the information can be better used/analysed. Another challenge is in terms of the structure of the information; the system allows you to see who is getting what, but it does not allow you to see what the needs are: who needs what. For vulnerable groups, if the needs are not assessed immediately it can be difficult to find out later what they are. Codes to record needs are in place in the system during the registration process however it is not the role of the registration office to assess needs. Also, registration may happen when people are in vulnerable situations, so there is time pressure to do it fast and do it right. * The question of how long data is stored is interesting, especially after re-settlement, or when people move from one country to the next or from one camp to the next. It is possible that data is stored in the system indefinitely although it can become inactive or “closed” as a case. |
| **2** | **Protection Against Sexual Exploitation and Abuse (PSEA) Network**  Lian Yong (Inter-Agency PSEA Coordinator) UNFPA  The PSEA is a thematic group under the Humanitarian Country Team. Also known as “safeguarding”, the PSEA network has been active since March 2018, with over 80 organizations involved (UN, NGOs, CSOs, and donors). All organizations focused on humanitarian and development activity are welcome to join. The PSEA network has developed Myanmar-specific tools and resources to facilitate policy implementation across humanitarian, development, and peacebuilding fields.  There is a sub-national coordination, mostly in the humanitarian context. A working group has been established in Sittwe, chaired by UNHCR and UNFPA, and efforts are underway to develop smaller communities of practice among local NGOs in Northern Shan and Kachin. Donors put many requirements on organizations now to meet the obligations of safeguarding or PSEA and there is a high level of interest in “localization” (strengthening local NGO capacity), but how prepared are agencies for preventing sexual exploitation and abuse (SEA)? The PSEA Network is sharing good practice examples of tools that can assist organisations to introduce stronger procedures, such as the Sample Code of Conduct and a Glossary which are available through the MIMU website. The Glossary has been particularly helpful since a lot of the terms relates to PSEA are difficult to translate to Myanmar language, and there were close to 600 downloads just in February 2020.  It is the responsibility of all humanitarian and development workers to be aware of the risks of SEA and to report any possible incidents or allegations. **The PSEA Network has developed a Reporting Framework for use by Network members - it provides overall guidance on reporting allegations of SEA outside an organization**. This Framework sets out how to handle a complaint *outside* an individual organization (for example, if Organization A receives a complaint, but then finds out that the alleged perpetrator is actually a staff member of Organization B, how should the information be channelled safely and confidentially to Organization B?). It also aims to strengthen collective accountability in PSEA by establishing the reporting of non-identifying information to the PSEA Network co-chairs/coordinator. This information focuses on the WHAT and WHEN (for example, the date the allegation was received, and what was done about it). It is important that agencies can demonstrate having the right procedures in place to inform staff and to take appropriate action is any allegations are raised. Donors can cut funding if organizations do not handle cases appropriately, or if they fail to report cases. This framework document is in the process of endorsement by the HCT and includes a reporting guideline for organizations when reporting to donors. The PSEA Focal Point List and the Summary Table for Reporting have been digitized (also available via MIMU), and members of the PSEA Network can make non-identifying reports confidentially online.  The Information Sharing Protocol standardizes and limits the information that is shared, and monitors where it goes and what happens to it, based on gender-based violence information management systems. In terms of data protection within your own organisation, it is important to check with your PSEA focal point to support them on drafting a data protection policy or checking what are the procedures for data protection if there is an allegation. For SEA, there are huge barriers to reporting, such as barriers like stigma, shame, and fear of retaliation. Organizations need to be prepared to receive these properly, and make sure there is no further harm. For the sake of accountability, the PSEA Network asks for summary information: basically, if here have been any cases, and if these have been investigated. They are currently investigating the best mechanisms to keep any such system secure.  There is a global information portal for UN and implementing partner allegations, that is public and online ([www.un.org/preventing-sexual-exploitation-and-abuse/content/data-allegations-un-system-wide](http://www.un.org/preventing-sexual-exploitation-and-abuse/content/data-allegations-un-system-wide)). It is important to note that as reporting gets better, the number of cases or allegations might increase, also because of the outreach work in communities, increased confidence in systems in addition to seeing that perpetrators are held to account and individuals and communities are not paying the price for reporting. A well-functioning reporting system that enables safe and confidential reporting will, by its nature, attract a higher number of complaints.  DISCUSSION:   * The focal points for the PSEA Network are designated by the Head of Office. The PSEA Network has a draft ToR in terms of desired skills and qualifications for this role. Implementation of the policy is up to each agency or organization (for internal reporting etc) – the PSEA Network is looking into providing alternate reporting channels for cases where internal reporting is difficult. International Organizations often provide one central reporting channel which bypasses the country operations – this avoids difficulty for those wishing to report when the abuse of power has occurred in the country office. With the Reporting Framework, if a survivor feels that the reporting channel is compromised, an allegation can go through the PSEA Network, or through another organization. Unfortunately, the obligation to follow-up lies with the organization; if they do not have the capacity to do it, it may be referred to their donor. * Investigation capacity is also limited within organizations, especially since the information is so sensitive. The PSEA Network is planning an Investigations Training with the aim of setting up a pool of national investigators in Myanmar who can be deployed to organizations. It is an open call for all interested individuals and consultants as well as private sector entities. Ideally, at least two investigators could be deployed per case. This pool of investigators who are external to the organisation would increase local capacity, reducing the need for out-of-country experts, and the waiting time for survivors. * In Myanmar, if people do not see immediate action on an allegation, they often turn to social media, specifically Facebook, which reflects their frustration. In terms of PSEA implementation, if any of the elements are not done properly, there are huge repercussions on reputation for organizations and the trust of communities. |
| **2** | **Updates on National Initiatives**  **COVID-19** short audio messages prepared by UNICEF and MRTV available on the MIMU page in many ethnic languages related to prevention. The MIMU website also contains other information on the current status for Myanmar including links to dashboards recommended by WHO and the MoHS. The ICCG is looking into the contingency plan for COVID-19 among displaced and stateless populations in Rakhine and Kachin. WHO has done a huge amount of information sharing on the situation and prevention; the important thing is to make sure that people around us actually have this information and take note of basic prevention measures, most notably frequently washing hands and avoiding touching the eyes, nose and mouth..  In other   * A final round of metadata definition for the National Indicator Framework is underway – contact UNDP for more information. * The Socio-Economic Reportwas released from the 2017 Myanmar Living Conditions Survey (MLCS) * The first results from the Inter-Census are expected in June (a 5% sampling of all Townships and 4,200 enumeration areas around the country with 5 households in each was conducted in December). |
| **3.** | **Updates on cluster/sector/agency initiatives**    **DAI** – as part of their work on context analysis with USAID, DAI has been developing a dashboard illustrating the Armed Conflict Location Events Database (ACLED). The information is gathered by “web scraping” to collect information from media reports around the world on riots, conflicts, protests, parties involved etc. DAI has set up an API to code the data from ACLED to visualise it on maps. It is not yet clear whether it can be shared externally.  **MIMU** – Many online platforms with any sort of boundaries are using MIMU datasets, which are not official datasets, and since some of these are to be used on government websites, this is problematic. There are considerable differences in the township boundaries used by different sources and there has been no initiative to clarify these boundaries within government. MIMU is introducing new Terms and Conditions which will clarify that MIMU datasets cannot be used as part of an online platform without express agreement and permission. Any platform that wants to use MIMU’s shapefiles and boundaries must check first with MIMU to request permission and to understand the limitations of the data which MIMU has collected. MIMU spatial data and spatial data layers are provided purely for illustrative purposes for development, humanitarian, and peace-focused activities and are based only on available information. As such they cannot be used on official sites.  The MIMU 3W is underway and the updated 3W data will be released by the last week of March. Following requests through the IM Network, the MIMU team has developed a POWER BI training – this was piloted with 15 participants from agencies which frequently participate in the IM Network. While initially planned as one day only, the request from participants is to extend to a second day to enable more hands-on practice. The next POWER BI training will be on 24th and 25th of March and will include applicants who were not included in the pilot. MIMU has also developed a one-week Intermediate QGIS course – the pilot will take place in mid-March. Currently MIMU provides it online basic course materials online through the MIMU website – these materials are provided for individual use and not meant for organizations to use as their own training materials without support from the MIMU team. The MIMU online training materials (Excel and QGIS) were downloaded more than 27,000 times over a four-month period since their release – this indicates a huge interest for Myanmar-language training materials and agencies are encouraged to consider how to make their various skills development opportunities more widely available online.  **OCHA** – providing summary reports on the COVID-19 situation for HCT use. There are currently two workshops focusing on access in Kachin and Shan, compiling feedback from partners. The Subnational INFORM Index has been published under the Joint Research Centre of the European Commission website as the INFORM website has been under maintenance for quite for some time. As soon as it is finalized, as well as some visualization tools, OCHA will present the Inform Model to the IM network. OCHA will share the weblink for the index.  **NRC** - Still using the KOBO system for the Global Outcome Reporting System. Started using POWER BI, for which training was required. Provided training on education, livelihoods and small business development in Kayin. NRC is also focused on shelter construction and rehabilitation, and government school rehabilitation.  **UN-HABITAT** – New water treatment plant using RO system to provide clean and uncontaminated water supply for the community was established in Hmawset Ward, Dala Township and the implementation process was led by Community Development Committee and technical supported by UN-Habitat. The handed over ceremony will be held on coming 10th March at Dala Township. Yangon informal settlements-resettlement survey was conducted in Hlaingtharyar Township and the survey report II has been released and the publication is available |
| **4.** | **Next Meeting**  There will be no regular IM Network meeting in April. The next meeting will take place on May 6th at 1500, possibly on the theme of gender data and possibly a presentation on OCHA’s Inform Model. |

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|  | **Participants** | **Designation** | **Agency/Organization** |
| 1 | Mathew Richard | UNHCR | IMO |
| 2 | Sara Hiller | DAI | M&E Manager |
| 3 | Olivier Uzel | OCHA | IMO |
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