
CCCM IM Handbook

Brian Mc Donald

Nov 24, 2021

CONTENTS

I Humanitarian IM	3
1 Data Literacy	5
2 What is Information Management?	7
3 Collection	9
4 Processing	11
5 Design & Acquire	13
6 Analysis	15
6.1 The Analysis Spectrum	15
6.2 Understanding Bias	15
7 Communication	17
7.1 How to talk about numbers	17
7.2 Data Visualization	17
8 Data Responsibility	19
9 Tools	21
9.1 Microsoft Excel	21
9.2 QGIS/ArcGIS	21
9.3 Inkscape/Adobe Illustrator	21
9.4 Microsoft PowerBI	21
II CCCM Operations IM	23
10 The role of IM in CCCM Operations	25
11 Products & Templates	27
III CCCM Cluster IM	29
12 The role of IM in the Cluster	31
13 The HPC Cycle	33
13.1 Preparedness	33
13.2 Needs Assessment & Analysis	33

13.3	Strategic Planning	33
13.4	Resource Mobilization	33
13.5	Implementation & Monitoring	33
13.6	Operational Peer Review & Evaluation	33
14	Products & Templates	35
14.1	Cluster IM checklist	35
15	Conclusion	37
15.1	Further Reading	37

Warning: The handbook is in a very early stage of development!

- Introduce the rationale for creating this handbook - what need is it addressing.
- State the learning objectives of the handbook.
- Explain who are the target audiences.
- Explain how the handbook should be used. [^1]
- Who to contact if there are any questions or issues.

Note: To download this guidance as a pdf, click *here!* (coming soon)

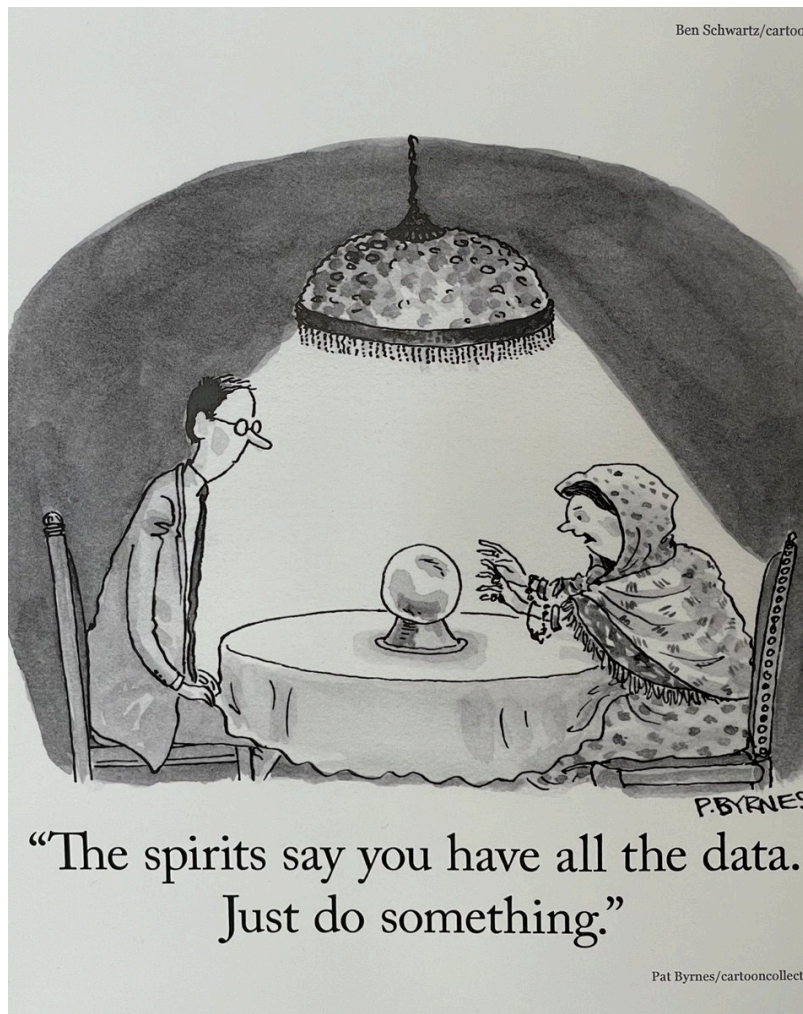


Fig. 1: A funny image

This sentence is to test links to [websites](#)

This one it to test footnotes¹

Download file

Acknowledgements

This handook is builds upon and borrows from experiences and advice from countless colleagues in our field missions and from the many excellent information management trainings including:

- OCHA's Coordinated Assessmet and Information Management training (CAIM)
 - ACPAS's Humanitarian Analysis Program
-

¹ A sample footnote with file

Part I

Humanitarian IM

DATA LITERACY

This section describes indicators measures etc.

- data vs information vs knowledge
- measures, discrete continuous
- indicators
- standards
- IM tips

WHAT IS INFORMATION MANAGEMENT?

A sample note:

Note: Here is a note

COLLECTION

This section discusses:

- Secondary data review
- Primary data collection

PROCESSING

This section discusses:

- Data quality, cleaning, management.

a test

just a test to see if this works and to see how far the text goes across the screen

Note: Here's my note!

DESIGN & ACQUIRE

- many illustrations start with “data collection” but this should not be the first step
- secondary data review vs primary data
- formulating the questions that need answering.
- create a data analysis plan

ANALYSIS

...

6.1 The Analysis Spectrum

...

6.2 Understanding Bias

COMMUNICATION

Introduction....

7.1 How to talk about numbers

...

7.2 Data Visualization

...

7.2.1 Visual Design Principles

...

7.2.2 Use of Colour

...

DATA RESPONSIBILITY

This section describes data security; data protection

Note: Here's my note!

Outline

- Main resources: IASC Data Responsibility in Humanitarian Action; ICRC Handbook on Data Protection in Humanitarian Action; IOM Data Protection Manual
- Explain what is personal information
- Examples of types of data in CCCM
- Data protection principles

IASC Data Responsibility in Humanitarian Action

ICRC Handbook on Data Protection in Humanitarian Action

IOM Data Protection Manual

TOOLS

The choice of software used to create CCCM products can be influenced by factors such as personal preference/familiarity, experience - some IMs may prefer more advanced tools, time constraints and budget. The following list of software is not a prescriptive list, rather a list of tools preferred by the authors

9.1 Microsoft Excel

...

9.2 QGIS/ArcGIS

...

9.3 Inkscape/Adobe Illustrator

...

9.4 Microsoft PowerBI

..

Part II

CCCM Operations IM

THE ROLE OF IM IN CCCM OPERATIONS

Todo: create outline for part 3.

PRODUCTS & TEMPLATES

note: For some products, the operating environment may dictate whether certain tools are designed at the CCCM partner level or at the Cluster level. For example, in some countries, the CCCM Cluster designed and manages a single system for Complaint and Feedback, whereas in other contexts each CCCM partner design and manage their own system.

Part III

CCCM Cluster IM

THE ROLE OF IM IN THE CLUSTER

Todo: create outline for part 3.

THE HPC CYCLE

work in progress..

13.1 Preparedness

13.2 Needs Assessment & Analysis

13.3 Strategic Planning

13.4 Resource Mobilization

13.5 Implementation & Monitoring

13.6 Operational Peer Review & Evaluation

PRODUCTS & TEMPLATES

The following list of CCCM Cluster IM products are a showcase of good examples from various contexts. While they can be reused for other contexts it is important to understand the specific information needs messages and audiences for your context.

- **Operation Presence (3W):**
 - Contact list, meeting minutes and meeting attendance sheet.
 - Site profiles.
 - Site maps.
 - Complaints and Feedback Overview

14.1 Cluster IM checklist

[] Compile a contact list containing all partners, other cluster focal points, OCHA and donors is in-place, with an easy way for people to subscribe/unsubscribe (email footer, webpage, mailchimp) [] Ensure that the CCCM Cluster webpages on humanitarianresponse.info and cccmcluster.org have at minimum, information showing the clusters strategy, current activities, key focal points and key documents. [] Have a cluster site master list with clear alignment with cluster partners and data collection agencies. [] Develop a 4W spreadsheet for gathering data on what CCCM activities are being conducted in what locations by partners.

CONCLUSION

...

15.1 Further Reading

...