04 TRACK AND COMMUNICATE ABOUT DATA INCIDENTS

Purpose:

Tracking and communicating about data incidents fosters learning and supports coordinated approaches to data incident management.

OCHA's Role:

OCHA is responsible for establishing and maintaining a registry of data incidents and providing periodic reports to the HCT.

Recommended Approach:

☐ Create a registry that captures key details about the nature, severity and resolution of different incidents. Where appropriate, this may be linked with other system-wide incident monitoring processes and tools, e.g., security and access monitoring systems. Limit access to the registry to staff involved in addressing incidents, to prevent unnecessary disclosure of information about incidents.

☐ Introduce the registry to the ICCG/ISCG and the IMWG and ensure that all relevant stakeholders are aware of the process for providing inputs, including thematic or technical working groups as relevant.

☐ Encourage inputs by the clusters/sectors on behalf of their members. Individual organizations may also provide inputs based on their own incident management tracking where these inputs are not already c overed by contributions from the relevant cluster/sector.

☐ Prepare periodic reports to the HCT summarizing the nature, severity and resolution tactics that stakeholders are using. When reporting, uphold confidentiality and do not share sensitive data.

Relevant Tool or Template:

IASC SOP for Data Incident Management Template