



ActivityInfo



UNHCR
The UN Refugee Agency

Case Study

Clusters in Yemen:

The use of ActivityInfo for data management in the Protection and Multi-Sector Cluster by UNHCR in Yemen



Executive Summary

In 2015, UNHCR in Yemen started using ActivityInfo for gathering all the information related to the activities of the Protection Cluster. Today, they use ActivityInfo in three different cases; in the Protection Cluster, in the Multi-Sector Cluster and for other UNHCR programmes.

[UNHCR in Yemen](#) provides life-saving aid to displaced Yemenis, refugees and asylum seekers across the country.

UNHCR in Yemen leads the Protection, the Shelter/Non-Food Items/ and Camp Coordination and Camp Management Clusters, and the Refugee and Migrant Multi-Sector Cluster in Yemen.

They work together with other national and international partner organizations to respond to the needs of the conflict-affected population.

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Today they use ActivityInfo in three different cases; in the Protection Cluster, in the Multi-sector Cluster and for other UNHCR programmes.

Real-time analysis of up-to-date data and minimising duplicate effort are critical for data management.

We spoke with Mr. Saddam Al Hubaishi, Senior Data Management Assistant in UNHCR in Yemen and learnt more about the challenges of data management and the way ActivityInfo has been used in the organisation and the Clusters.

We also found out how Locks and Folders in ActivityInfo are used to facilitate data collection and data management for UNHCR in Yemen.

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UNHCR in Yemen

The National Protection Cluster in Yemen is a coordination mechanism of organizations implementing protection activities. It is composed of the National Protection Cluster with two subClusters: the Child Protection sub-Cluster and the SGBV sub-Cluster.

Following the unprecedented levels of humanitarian crisis during the first half of 2017, 20.7 million people are in need of humanitarian or protection assistance.

The UN Refugee Agency in Yemen provides life-saving aid to displaced Yemenis, refugees and asylum seekers across the country continually responding to the protection needs of the conflict-affected and displaced population.

UNHCR partners with a number of national and international non-governmental organizations, as well as UN agencies, such as UNICEF, WFP and WHO, in order to deliver more comprehensive services to displaced populations.

UNHCR leads the Protection, Shelter/Non-Food Items/ and Camp Coordination and Camp Management Clusters and the Refugee and Migrant Multi-Sector Cluster.

In addition, UNHCR works with key line Ministries to expand and enhance local response capacities, with the aim of mainstreaming health and education services for refugees into existing national systems.

The National Protection Cluster in Yemen is a coordination mechanism of organizations implementing protection activities.

It aims to safeguard the respect for and protection of the rights of individuals affected by the current crisis in Yemen, with a particular emphasis on persons with specific needs.

The Protection Cluster in Yemen is composed of the National Protection Cluster with two subClusters: the Child Protection sub-Cluster and the SGBV sub-Cluster.

The sub-Clusters report to the Protection Cluster. The Protection Cluster is led by UNHCR, the Child Protection sub-Cluster is led by UNICEF and the SGBV sub-Cluster is led by UNFPA.

ActivityInfo facilitates Information Management for Cluster activities

UNHCR in Yemen started using ActivityInfo in 2015 for the activities of the Protection Cluster and today they are using the platform for the activities of the Protection Cluster, the Multi-Sector Cluster, for the Shelter/NFI Cluster and for other UNHCR programmes.

These activities aim at assisting persons of concern, refugees, asylum seekers by collecting information for all the activities related to these persons.

In 2018, UNHCR in Yemen works with 15 Partners in the Protection Cluster and with more than 15 partners in the other UNHCR Programmes.

In 2017, some of the Partners of the main Protection Cluster were OHCHR, YFCA, YWU, DRC, CSSW, Al Amal and ADRA. In the Protection Cluster both UN organizations and national organizations work together.

In the Protection Cluster, ActivityInfo is being used as an online common Database to track activities that are ongoing or completed.

The findings of the completed activities are synthesized from this Database. This helps a common understanding of the ongoing situation. This information can also be used for quarterly or joint planning and reviews.

The findings of the completed activities are synthesized from a Database in ActivityInfo and can also be used for quarterly or joint planning. This helps a common understanding of the ongoing situation. At the same time, IMOs manage to use efficiently their resources by minimizing multiple redundant efforts to record the same thing.

Mr. Saddam Al Hubaishi, who is a Senior Data Management Assistant in UNHCR in Yemen, and also provides trainings on ActivityInfo to other organisations participating in the Clusters and to UNHCR partners using ActivityInfo, comments:

“I think ActivityInfo is very useful for us and facilitates our work. With partner turnover, we are frequently required to conduct training for new staff to ensure they are aware of how to share and update on their activities.

In February this year I conducted a training for UNICEF staff managing the Nutrition and Education Clusters on ActivityInfo.”

By keeping all the information available online and with the use of ActivityInfo the Data Management officers and Cluster Coordinators

manage to understand the gaps in the information that is being collected.

At the same time, they manage to use their resources efficiently by minimizing multiple redundant efforts to record the same thing. Also, being web-based, ActivityInfo enables the real-time analysis of up-to-date data.

How UNHCR benefits from specific ActivityInfo features

By using the Locks feature on specific activities, the gathered data remain untampered unless a partner specifically requests to make a change on submitted data. Using the Folders feature in ActivityInfo, UNHCR in Yemen assigns specific permissions to Partner's users.

By using the Locks feature on specific activities, the gathered data remain untampered unless a partner specifically requests to make a change on submitted data.

This way, these requests are being managed in a controlled way. Mr. Saddam Al Hubaishi, Senior Data Management Assistant in UNHCR in Yemen, explains:

"After some discussion with the Management for these frequent requests from partners for updates on their reports, we agreed that we will accept these requests and unlock ActivityInfo so they can update or correct their data."

In February 2018, ActivityInfo introduced the Folders feature, a feature that has been specifically requested by many users, including UNHCR in Yemen, to make searching for a specific Form quicker. Using the Folders feature in ActivityInfo, UNHCR in Yemen assigns specific permissions to Partner's users. This way users can quickly focus on the specific Forms they want to work with and save time.

"This feature makes it easier for our partners to just see or to go through only 3 or 5 Forms instead of going through hundreds of Forms. So really thank you for this powerful feature," Mr. Saddam Al Hubaishi notes.

Data collection remains a challenging task especially because of the frequent movement or change of staff in every organisation. Still, ActivityInfo as a tool, strives to facilitate the technical aspect of that.

By moving from Excel sheets and the Standard Reporting format to ActivityInfo, UNHCR in Yemen made data collection easier.

"We can say that ActivityInfo makes it easier for us to collect information on activities and indicators but we still have some challenges in terms of partner staff turnover," states Mr. Saddam Al Hubaishi.

Conclusion

Real-time analysis of up-to-date data and minimising duplicate effort are critical for data management for UNHCR in Yemen. Using ActivityInfo the organization facilitates tracking and collecting indicators and enables real-time analysis of updated data.

All in all, overcoming challenges and responding to the increasing needs of the Yemeni population is a daily mission for UNHCR in Yemen. Information management has a particular role to play in that.

ActivityInfo is used for information management to facilitate the tracking and collection of indicators and activities of the specific Clusters in Yemen and enables real-time analysis of updated data.

By developing features based on users' requests, ActivityInfo aims to make data management easier and quicker to support humanitarians in their challenging mission.

What is ActivityInfo?



ActivityInfo is a service provided by BeDataDriven B.V., a private company based in The Hague in the Netherlands.

It is a software application for data collection and reporting which is accessible over the internet.

Due to its design, it is particularly well-suited for reporting on activities which are geographically dispersed and which are performed by multiple partner organizations.

ActivityInfo builds on the company's 10 years of research and practical experience developing information management systems for humanitarian and development projects.

Originally developed for UNICEF's emergency programme in the eastern DRC, ActivityInfo has evolved into a mature project and is now used daily by hundreds of organizations working in humanitarian relief, reconstruction, and development assistance worldwide.

You can sign up and try ActivityInfo at:

<https://www.activityinfo.org/signUp>

If you want to invite more than 10 users and get personal support, you can subscribe to one of our plans by sending us an email at: info@activityinfo.org

