



ActivityInfo



GPMS

Global Programmes & MEAL System



ActivityInfo Webinar - March 2026

Enabling Local Design for Global Impact - **Lessons from the roll out of IRW's GPMS**



Claire Bedwell- Thomas

Global Programme Impact
& MEAL Manager



Islamic Relief Worldwide

2024 in Numbers

TOTAL NUMBER OF ACTIVE PROJECTS IN 2024

795 projects **in 38 countries**

OUR 2024 PROJECTS REACHED OVER

14,511,664 unique rightsholders* and

* Direct rightsholders are the documented recipients of services, by Islamic Relief or implementing partner at the delivery point

12,487,023 indirect rightsholders*

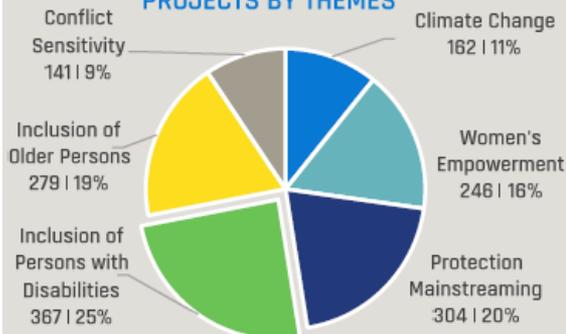
* Indirect rightsholders are those in the wider community who cannot be documented but may accrue partial indirect benefits. Usually, any count of indirect rightsholders will always be an approximation, because it is not verifiable



GPMS
Global Programmes & MEAL System

Total persons with disabilities	7.1%
	1,229,663
Total elderly	7.6%
	1,303,559
Total female	52.6%
	9,052,726
Total male	47.4%
	8,158,936
Total children (under 18)	46.4%
	7,987,181

PROJECTS BY THEMES



Type of project (intervention type)	# Projects	Direct rightsholders
Development (12 months+)	407	4,636,664
Orphan sponsorship	25	97,745
Seasonal	100	5,170,218
Humanitarian (emergency response)	266	7,282,771
Advocacy	7	24,264

Host community population	74%
	1,280,3268
Internally displaced persons (individuals who fled their homes but remained in country of origin)	23%
	4,042,096
Refugees (individuals who fled their homes and crossed international borders)	2%
	366,298



Session Objectives



Key activities undertaken from the initial stakeholder consultations, the pilot and the global roll out itself



Composition of the implementation team, including roles and responsibilities of internal staff and external partners along with required skillsets

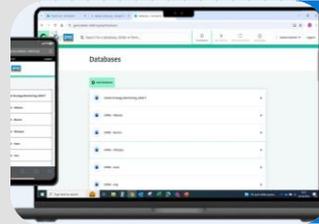


Tools used to implement our new system, including considerations for implementing at a global scale while empowering local staff



Project Objectives

A Global Online Digital System that facilitates:



Being designed from the ground up – BY and FOR our colleagues on the ground/in the field



Project management, risk/issue and delivery/activity tracking incl. # rightsholders reached



Offline and online longitudinal (case management) data collection



MEAL indicator, results tracking



Project Objectives Continued

A Global Online Digital System that facilitates:



Flexible to meet different country contexts - must allow configuration



Flexible and configurable disaggregated and aggregated data analysis and reporting



Translations - multiple languages, e.g. English, Arabic and French



Integration with the new finance system (Unit 4) to avoid duplication and maximise data visibility



Who is the GPMS For?

Key Stakeholders

Country Teams

including programmes and MEAL staff globally

Regional Desk Colleagues

IPD Management

Wider IPD Colleagues

Wider IRW Stakeholders

Senior Management / BoT / General Assembly

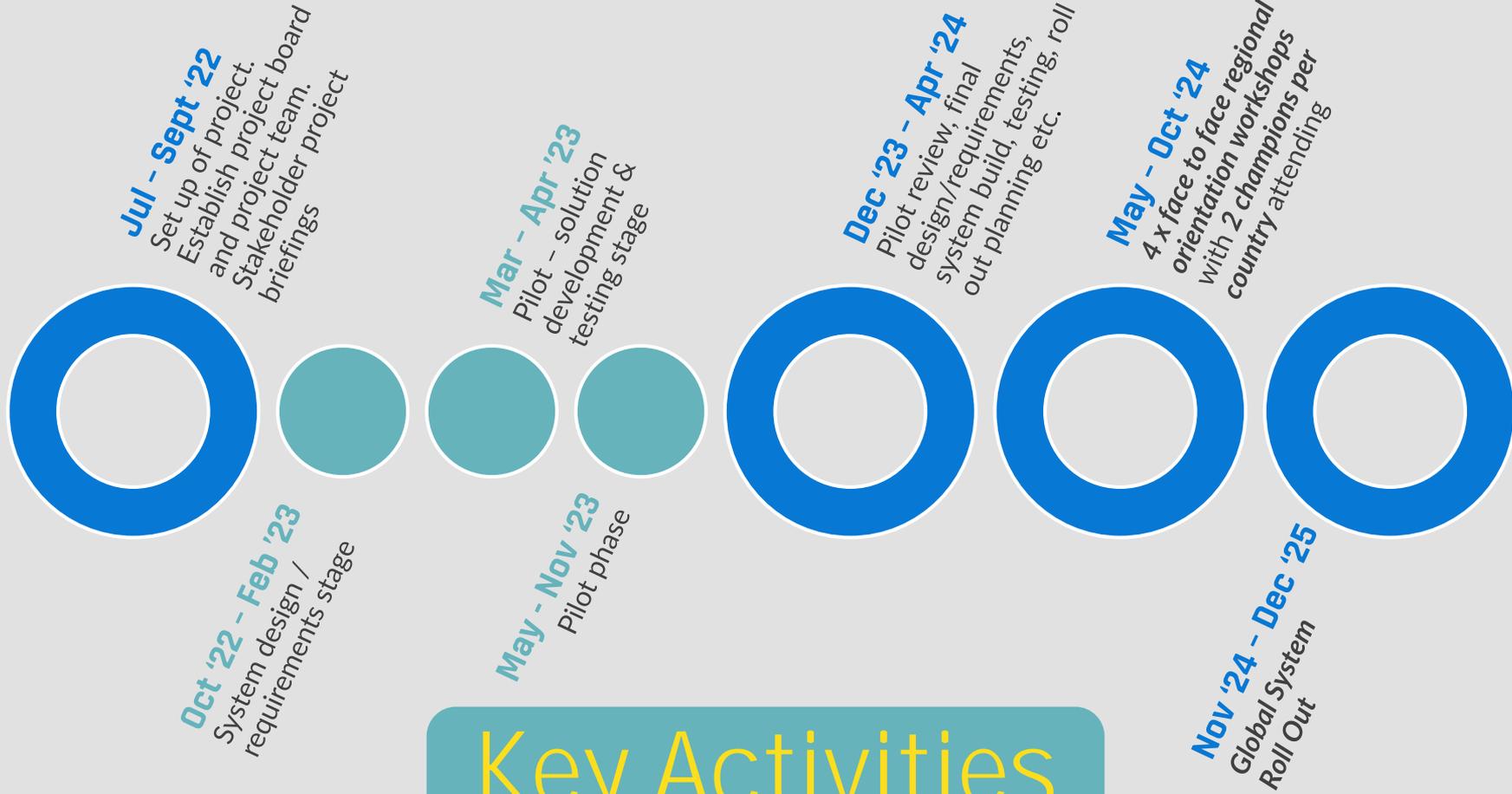
Local Implementing Partners

(depending on specific arrangements)

Family Members / Donors

Key Activities

Project Timeline to Date



Roll Out Progress



100%

27 countries are now LIVE

Region	Country	Date Of Orientation Workshop	Database Creation	Country Strategic Objectives & Sub Objectives	Roles & Permissions	Geo Location Data	Initial Data Load	Missing Data Confirmation (post initial data load)	Data Load Verification	Adding New Projects Since Workshop	Updating Historical Activities & Indicators	Launch Webinar - Country Level	Go Live	Expected Go Live Date - as at last month's update	Expected Go Live Date - CURRENT
West Africa	Mali	May-24												Apr-25	Apr-25
	Niger	May-24												Apr-25	Apr-25
	Malawi	May-24												Apr-25	May-25
East Africa	Ethiopia	May-24												May-25	Jul-25
	Kenya	May-24												May-25	Jul-25
	Somalia	May-24												Jun-25	Jul-25
	Sudan	May-24												May-25	Jul-25
	South Sudan	May-24												Jun-25	Jul-25
South Africa	South Africa	May-24												Jul-25	Sep-25
MENA_EE	Albania	Aug-24												Jul-25	Aug-25
	Bosnia	Aug-24												Jul-25	Oct-25
	Gaza	Aug-24												Aug-25	Nov-25
	Iraq	Aug-24												Jul-25	Aug-25
	Jordan	Aug-24												Jul-25	Aug-25
	Kosovo	Aug-24												Jul-25	Sep-25
	Lebanon	Aug-24												Jul-25	Aug-25
	North Macedonia	Aug-24								N/A				Jul-25	Sep-25
	Syria	Aug-24												Jul-25	Nov-25
	Turkiye	Aug-24												Jul-25	Aug-25
	Yemen	Aug-24												Aug-25	Oct-25
Asia	Afghanistan	Oct-24												Jul-25	Dec-25
	Bangladesh	Oct-24												Jul-25	Sep-25
	Indonesia	Oct-24												Jul-25	Aug-25
	Nepal	Oct-24								N/A				Jul-25	Aug-25
	Pakistan	Oct-24												Jul-25	Sep-25
	Philippines	Oct-24												Jul-25	Sep-25
Sri Lanka	Oct-24												Jul-25	Sep-25	

Africa

 Ethiopia **LIVE**

 Kenya **LIVE**

 Malawi **LIVE**

 Mali **LIVE**

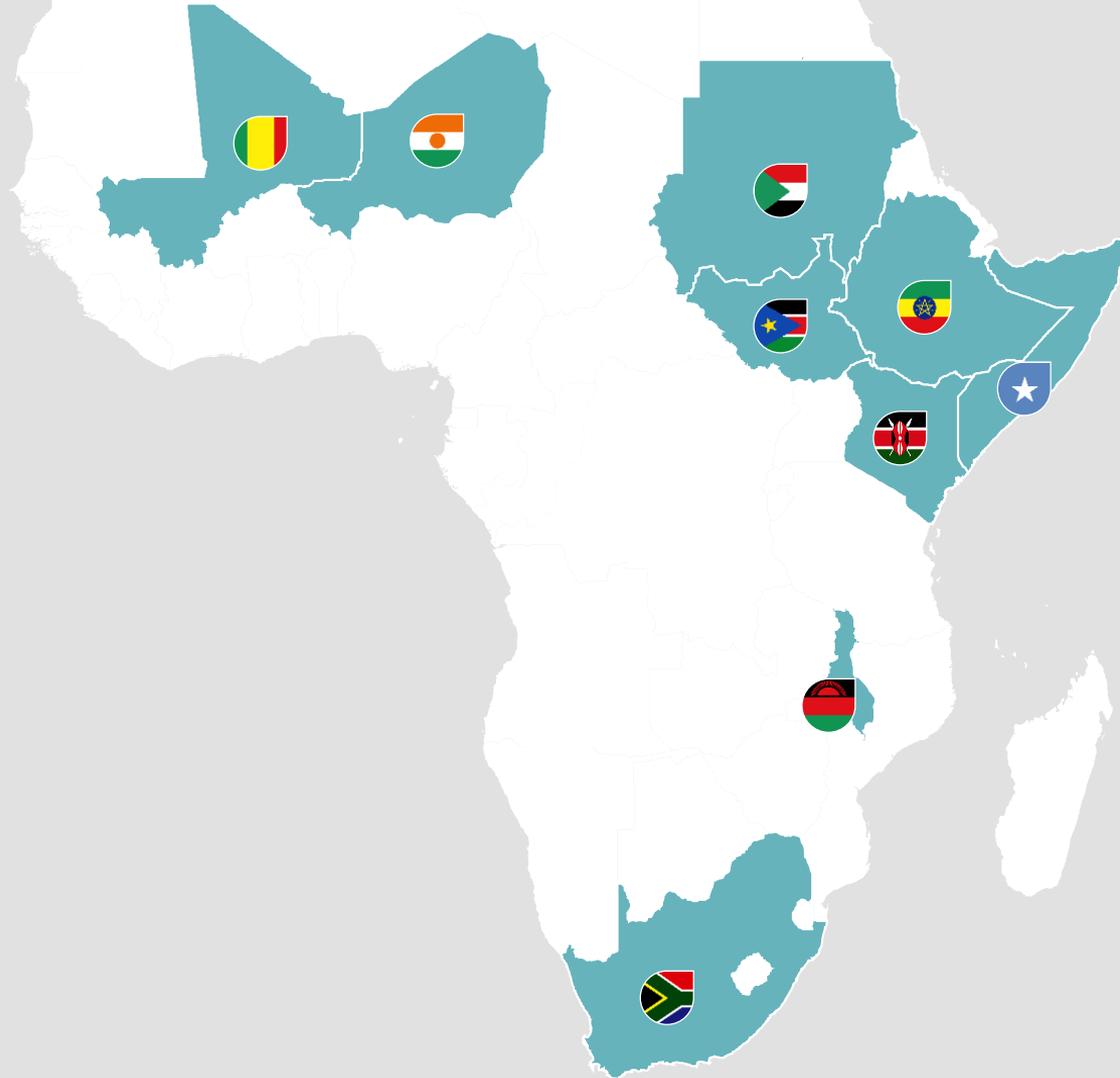
 Niger **LIVE**

 Somalia **LIVE**

 South Africa **LIVE**

 South Sudan **LIVE**

 Sudan **LIVE**



Africa



Middle East

-  Gaza LIVE
-  Iraq LIVE
-  Jordan LIVE
-  Lebanon LIVE
-  Syria LIVE
-  Turkiye LIVE
-  Yemen LIVE



Eastern Europe



Albania

LIVE



Bosnia & Herzegovina

LIVE



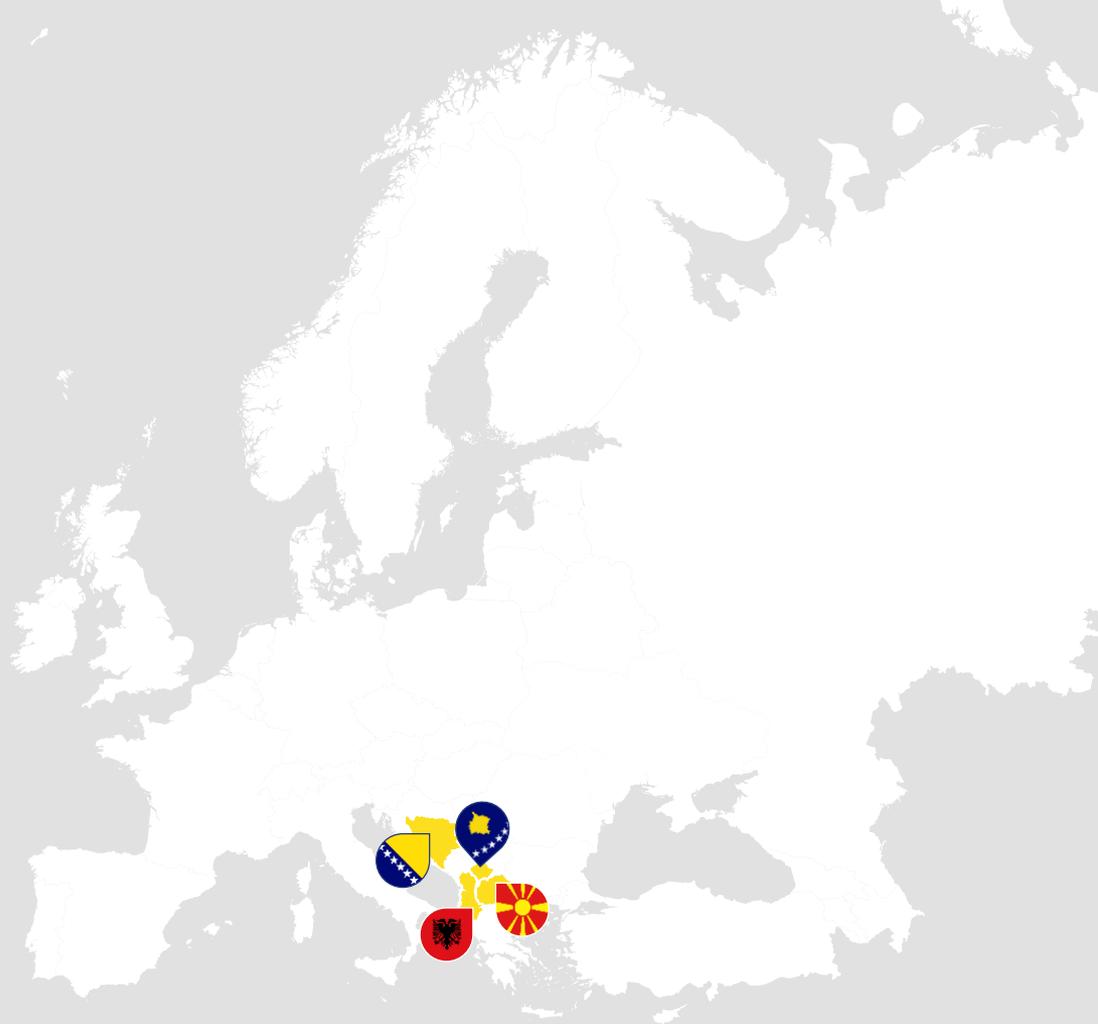
Kosova

LIVE



North Macedonia

LIVE



Middle East & Eastern Europe



Asia



Afghanistan

LIVE



Bangladesh

LIVE



Indonesia

LIVE



Nepal

LIVE



Pakistan

LIVE



Philippines

LIVE



Sri Lanka

LIVE



Asia





Key Stakeholder Roles, Responsibilities & Skills



GPMS Project Team

Drive project forward |
Project management |
Stakeholder engagement, buy in and commitment



Technical knowledge |
Subject matter experts – programmes & MEAL |
Relationship skills |
Communication skills | SDLC knowledge and application

Country Teams

Subject matter experts |
System “designers” |
Data inputters | Data quality assurance (CMT) |
Information consumers



Programmes | MEAL |
Sectoral / technical areas |
Senior management decision making

GPMS Project Sponsor

Project oversight and championing at strategic level



SMT member |
Relationship skills |
Communication skills



Key Stakeholder Roles, Responsibilities & Skills Continued



IRW ICT

Technical and security oversight



Cloud technology | Data security | Data protection

IRW International Programmes Division

Subject matter experts | Conduit between Country Teams & Family Members (donors) | Data quality assurance | Information consumers



Programmes | MEAL | Sectoral / technical areas | Senior management decision making

IR Family Members (Donors)

Subject matter experts | Data quality assurance | Information consumers



Programmes | MEAL | Sectoral / technical areas | Senior management decision making



Key Stakeholder Roles, Responsibilities & Skills Continued



IRW Senior Leadership

Information consumers



Senior management decision making

IRW Communications Team

Help spread awareness and messages



Supported with video production, internet page creation, regular communication newsletters

ActivityInfo

External partner in system design and implementation | Part of initial requirements mapping | System configuration etc.



Platform expertise!! Technical knowledge | Subject matter experts – Programmes & MEAL | Relationship skills | Communication skills | SDLC knowledge and application



ActivityInfo

The Winner



Key Take-Aways & Lessons Learned



Be in it for the long haul from the outset -
This is not a quick win if you want long term
sustainability and benefit

Find a solution provider who
wants more than the sale -
Co-creation for us was and continues
to be our top priority - find someone
who shares your passion

Get stakeholder buy in and commitment right
from the start -
**Don't shy away from or put off those difficult
conversations - they will only come back to bite you**

The project team need to cover
ALL the skills needed -
**1 person doesn't have to have it all,
but the team as a unit does**



Key Take-Aways & Lessons Learned Continued



Face to face regional workshops worked well to make the system less scary, validate complex parts of the system and really test it in real life; created a stronger product as a result

Requirements being led from the ground up enabled those who would be entering and updating the data to feel that they had a say in it from the beginning, has increased ownership **and buy in. But don't forget the validation** process with wider stakeholders - this is just as critical

Try & have a 100% dedicated project manager - Doing this as well as main job function has been incredibly challenging, and both have suffered as a result



Key Take-Aways & Lessons Learned Continued



A change management project plan is just as important as the main project plan!

Good enough is good enough -
Support the country teams and then support them some more; make it a safe environment for openness, honesty and transparency; provide translated resources, webinars, how to videos, visual guides, drop-in sessions etc.

It's all about relationship building and communication!!

Start with your requirements
NOT the solution -
Understand your WHY, just as much as your WHAT - and figure out the HOW later!!

Any Questions or Thoughts?

Feel free to reach out - claire.bedwell-thomas@irworldwide.org



**SAVING
LIVES
SINCE
1984**

