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# INFORMATION MANAGEMENT STRATEGY

Information Management  
Unit

CCCM CLUSTER SOUTH SUDAN

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## 1.0 Background/Introduction

In 2024, the CCCM Cluster estimates the population of people in need of services at 1.6M and commits to reach 1.3M people, 0.9M IDPs and 0.4M returnees. The cluster prioritizes to reach IDPs living in the most underserved IDP sites, regardless of their geographical location. With the incorporation of Phase 1 of the Emergency Response Plan for the Sudan Crisis into the 2024 HRP, the scope of the response will expand to cover transit and reception centers near the Sudan border. The Cluster's primary focus remains on ensuring safe access to services and protection for IDPs.

The CCCM Cluster monitors the situation in IDP sites through its sub-national state focal points and network of partners, and interacts regularly with a wide range of stakeholders, including the ICCG, national actors, and the RRC. The Cluster supports evidence-based response modalities through a robust information and data management system. 5W monitoring reporting through ActivityInfo, perception surveys related to key AAP outcome indicators, disaggregated by gender, age and specific needs, shall inform decision making on priority needs, response, implementation gaps, and response approach.

## 2.0 Strategic Aim

Information Management (IM) is essential for coherent cost-effective coordination as well as planning, designing, implementing, monitoring, and evaluating CCCM and multi-sector humanitarian response with progress towards durable solutions.

### 2.1 Specific Objectives

1. Support the HPC processes through needs analysis and severity mapping to inform cluster strategy and prioritization.
2. Provide reliable and accessible data on the IDPs and returnees in displacement sites in South Sudan.
3. Monitor the IDP response situation in sites and gaps analysis by periodically tracking cluster performance indicators against set targets.
4. Support border monitoring focusing on returnee influx, to inform CCCM response in reception and transit Centers near the border with Sudan.

## 3.0 Key IM Tools & Services

1. Information gathering in existing and newly established IDP sites:
  - a) Data collection system and tools design, agreed within the different TWiGs and with the CCCM cluster members.
  - b) Training of partners on data collection and the relevant assorted tools. i.e., ActivityInfo & KoBoCollect.
  - c) Technical support for assessment, monitoring, survey or reporting tools to make them suitable according to IASC agreements.
2. Storage of data and information in organized databases while upholding the accuracy and quality assurance of the cluster datasets.
3. Data/information analysis and visualization using appropriate softwares.
4. Dissemination of the IM products on internal and external service channels & portals.



### 3.1 Data Collection Tools

CCCM cluster uses various tools hosted in different platforms and softwares:

1. IDP site profiling tool (Kobo)
2. Mobile and Roving response tracking tool (Kobo)
3. 5W monitoring platform (ActivityInfo)
4. IDP site master-list (Excel)
5. Contact list management (Google sheets/Mail-chimp)
6. GIS data management (Kobo/ArcMap)

#### 1. IDP Site Profiling Tool (Kobo)

This shall be used to gather data on all IDP sites managed and unmanaged with the goal to understand the general situation and needs of IDPs, and identify threats, priorities, and opportunities for solutions.

The tool covers assorted sections including site information, location, land area, demographics, intentions, origin of displacement, returnees, intended length of stay in the site, HLP issues, Complaint and feedback mechanisms, social cohesion, livelihoods & HHs income, services available in site/proximity, threats to site and priority needs.

The data collected shall inform overall response planning, resource allocation, monitoring, lobbying, and advocacy for sustainable solutions.

Data source/Responsible:

Data from both primary and secondary sources shall be collected. A combination of key informants and focus group discussions shall be employed to gather data from respondents on quarterly basis. Data shall be collected by the cluster partners under the supervision of CCCM cluster state focal points. [SSD CCCM Cluster IDP Site profiling tool](#)

#### 2. Mobile and Roving Response Tracking Tool (Kobo)

The roving and mobile response tracker gathers information on the location of the site, number of persons displaced, number of households displaced, activities in the site, funding source and assessment report.

The data helps to provide quick update on the mobile and roving response in the relevant sites.

Data source/Responsible:

Data from a primary source by the CM partners is collected and submitted through the tacking form. The frequency of the exercise is adhoc based on the activation of cluster response in the specific site. [SSD CCCM Cluster - roving & mobile response tracker.](#)

#### 3. 5W monitoring platform (ActivityInfo)

This platform provides 5W dimensional approach to monitoring the CCCM cluster response by the CM partners. Details of activities, outputs and outcome indicators are tracked through the online system to offer monthly update of progress against set targets of the response.

Data source/Responsible:

The inter cluster/sector monitoring platform is hosted and configured by OCHA. The cluster IMO tracks the reporting progress and keeps the partners checked on timeline compliance, quality assurance and lead the data analysis process. CM partners are granted user rights to report, update and edit their own data on monthly basis. [CCCM 2023 South Sudan 5W template. - ActivityInfo.](#)

## 4. IDP site master-list (Excel)

The cluster master-list originated as an extract of DTM R13 dataset comprising sites listed with status as open, with population size >20HHs. The data, managed in excel, is continuously updated, and cleaned based on feedback from CCCM cluster state focal points working in close cooperation with the RRCs, CMCs and CM partners to validate key information on existence of the site, site typology, response type, population figures, site location and presence of returnees joining the sites.

Data source/Responsible:

The data source for this database is both primary and secondary. Updates are based on review of existing assistance reports, headcounts, and ongoing registration of arrivals by the camp management partners, CMCs and the RRCs. The Cluster IMO receives the updates on mail where the coordinators are in the loop and upon confirmation of the reports, the necessary changes are implemented on the master-list including removal of sites from the list and update of the key variables enlisted above.

## 5. Contact list management (Google sheets/Mail-chimp)

The IMU shall maintain and update a contact list in a central repository, online available on google sheets [CCCM Cluster Mailing List](#). This serves as an effective tool for coordination and communication in the cluster. Update of the mailing list and key contacts of cluster staff at national/state and the inter cluster coordination level shall be done on adhoc basis. The mail chimp and imu Gmail account shall be used for dissemination of cluster products and information on regular basis.

## 6. GIS Data Management (ArcMap)

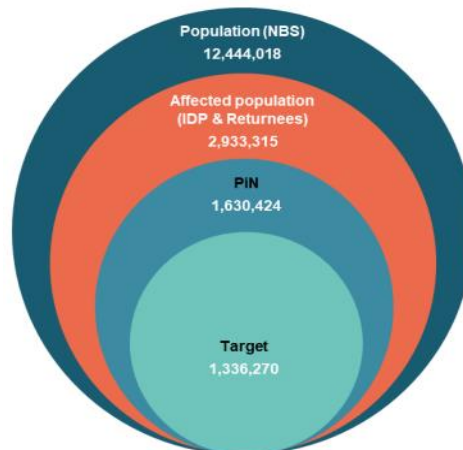
The cluster IM Unit shall maintain, update, and visualize geospatial information to support the ongoing response. Coordinates of new sites mapped and consolidated in a central repository.

## 3.2 Technical support to the HRP/HNO Process

The IM Unit shall offer technical and analytical support for the cluster Humanitarian Needs Overview and Response planning process. This will entail providing cluster inputs:

- On the Analytical framework for the ISNA,
- Data/inputs in the establishment of baseline for IDP and Returnees population if need arises,
- Calculation of cluster PiN and mapping of severity in collaboration with cluster coordinators and partners,
- Support in the targeting and prioritization process,
- Establishing financial requirement of the cluster in collaboration with the cluster coordinators and partners.

**Summary of CCCM Cluster HPC 2024**



## 3.3 Data Collection Timeline

To minimize the number of assessment's country wide and produce coherent datasets, the tools shall be configured with mutually exclusive indicators and contrasting times of data collection.

Activity description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
IDP site profiling			x			x			x			x
Mobile and Roving response tracking	Adhoc											
5W monitoring report	x	x	x	x	x	x	x	x	x	x	x	x
IDP site master-list	x	x	x	x	x	x	x	x	x	x	x	x
Contact list management	x	x	x	x	x	x	x	x	x	x	x	x
GIS data management	Bi-annual						Bi-annual					

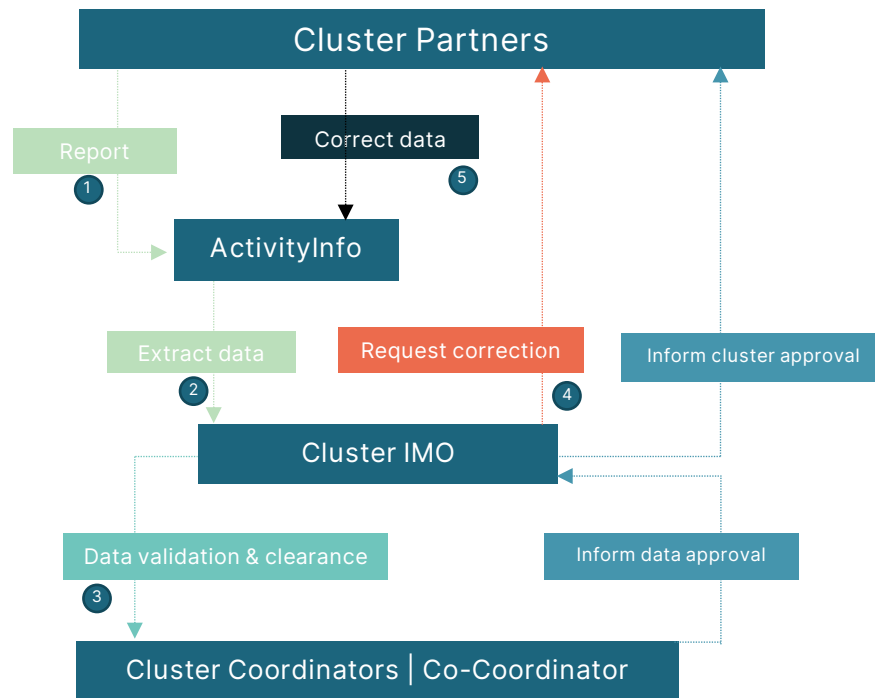
### 3.4 Data Storage and Access

The cluster data is stored on different platforms including:

- Microsoft Excel which is the main storage software for the master-list. Master list datasets are accessible on the cluster page on month basis.
- Kobo toolbox has been used as a temporary storage platform for the IDP sites master-list, the mobile and roving response tracker. This is only accessible to the IMO and can be availed in Excel on request.
- ActivityInfo is the main platform for the storage of data on the 5W monitoring reports. Access to the platform is through OCHA issued user licenses and the cluster IMO has read and write rights to all the partner records and can view or update all cluster submissions though does not take responsibility of data correction in the system.

### 4.0 HRP Reporting Process Flow

Partners submit monthly reports into ActivityInfo by the 15<sup>th</sup> day of the new month, Cluster IMO generates the data for validation by the Cluster Coordinators. Partners are requested to do data correction in case of anomalies, the cluster IMO generates the corrected reports for product creation by 25<sup>th</sup> day of the month and final products are validated and cleared for publication by the 30<sup>th</sup> day of the month. See below for the process follow:



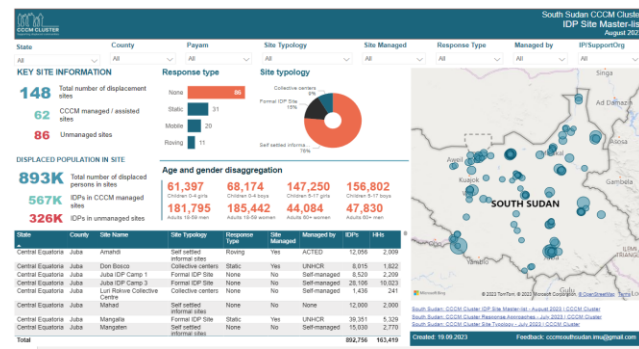
## 5.0 Information Management Products

The data provided by partners feeds into the CCCM systems for content management and data management storage for the IM to perform analysis. The analysis and product update/dissemination are monthly and/or on demand to the IM Officer.

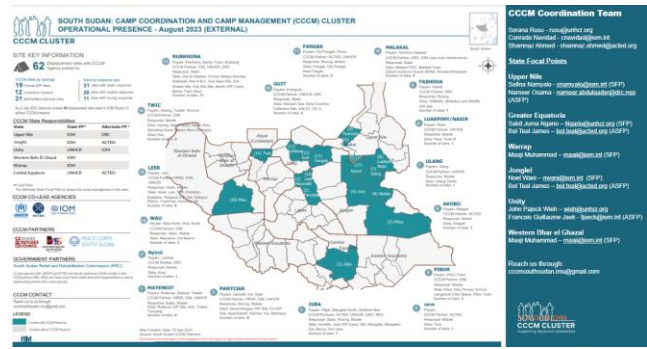
S/No	Product description	Software	Updated	Publication date	Access link	Audience	Channels
1.	SSD CCCM IDP Sites Master-list	Excel	Monthly	15 <sup>th</sup> day of new month	<a href="#">South Sudan: CCCM Cluster IDP Site Master list   CCCM Cluster</a>	External	Email, CCCM Cluster portal, Relief web
	SSD CCCM IDP Sites Interactive Master-list	Power BI	Monthly	15 <sup>th</sup> day of new month	<a href="#">South Sudan: CCCM Cluster IDP Site Master list   CCCM Cluster</a>	External	Email, CCCM Cluster portal, Relief web
2.	SSD CCCM IDP Sites Interactive Profile	Power BI	Quarterly	15 <sup>th</sup> day of new month	<a href="#">South Sudan: CCCM Cluster IDP Site Profile</a>	External	Email, CCCM Cluster portal, Relief web
3.	SSD CCCM 3W Operational Presence	Adobe Illustrator	Monthly	15 <sup>th</sup> day of new month	<a href="#">South Sudan: CCCM Cluster IDP Site Master list   CCCM Cluster</a>	External	Email, CCCM Cluster portal, Relief web
4.	SSD CCCM 5W Monitoring Analysis report	Excel	Monthly	Adhoc		Internal	Email
5.	SSD CCCM 5W Response Monitoring Dashboards	Adobe Illustrator	Monthly	25 <sup>th</sup> day of new month	<a href="https://www.cccmcluster.org/where-we-work/south-sudan">https://www.cccmcluster.org/where-we-work/south-sudan</a>	External	Email, CCCM Cluster portal
6.	SSD CCCM Cluster IDP sites map	ArcMap	Bi-annual	Adhoc	<a href="https://www.cccmcluster.org/where-we-work/south-sudan">https://www.cccmcluster.org/where-we-work/south-sudan</a>	External	Email, CCCM Cluster portal
7.	CCM Cluster response approaches	pdf	Adhoc	Adhoc	<a href="https://www.cccmcluster.org/where-we-work/south-sudan">https://www.cccmcluster.org/where-we-work/south-sudan</a>	External	Email, CCCM Cluster portal
8.	CCCM Cluster Site typology	pdf	Adhoc	Adhoc	<a href="https://www.cccmcluster.org/where-we-work/south-sudan">https://www.cccmcluster.org/where-we-work/south-sudan</a>	External	Email, CCCM Cluster portal
9.	CCCM Cluster Situational Reports	pdf	Monthly	Adhoc	<a href="#">South Sudan: CCCM Cluster Monthly Situational Report June - July 2023   CCCM Cluster</a>	External	Email, CCCM Cluster portal

### Annex 1: CCCM IDP Site Profile

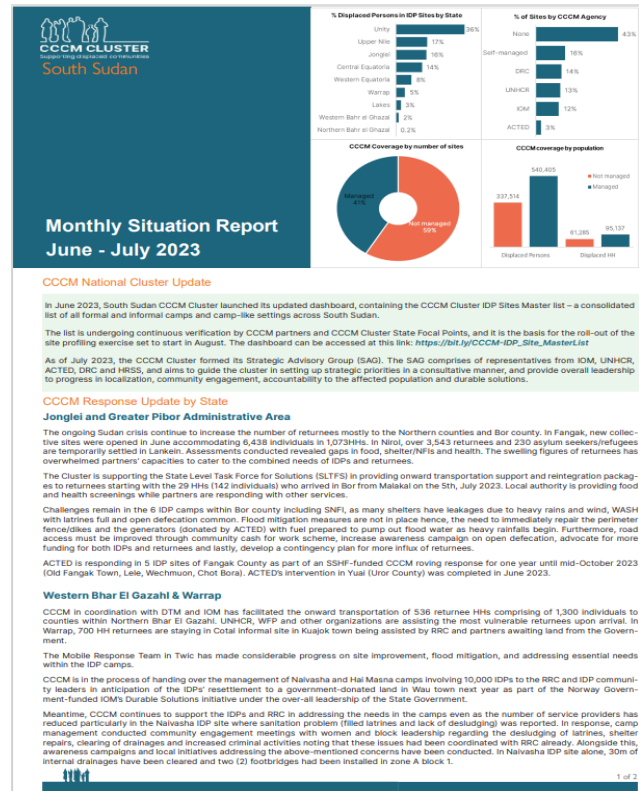
## Annex 2: CCCM IDP Site Master-list



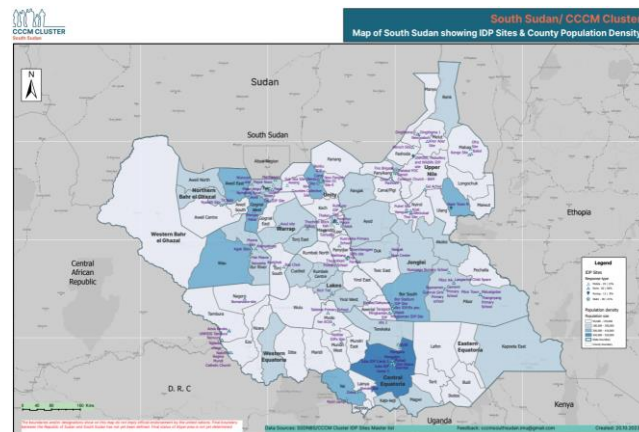
## Annex 3: CCCM Cluster 3W Operational Presence



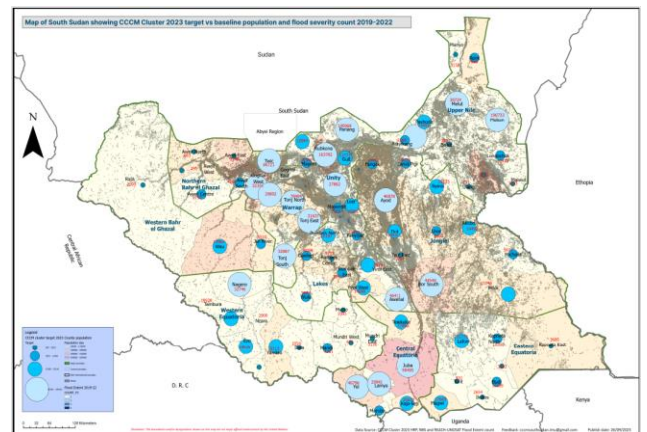
## Annex 4: Monthly Situational Report



## Annex 5: IDP Sites Map

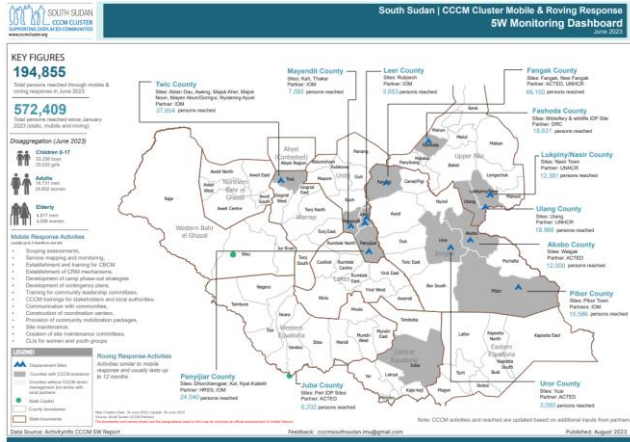


## Annex 6: County population & target vs flood severity Map

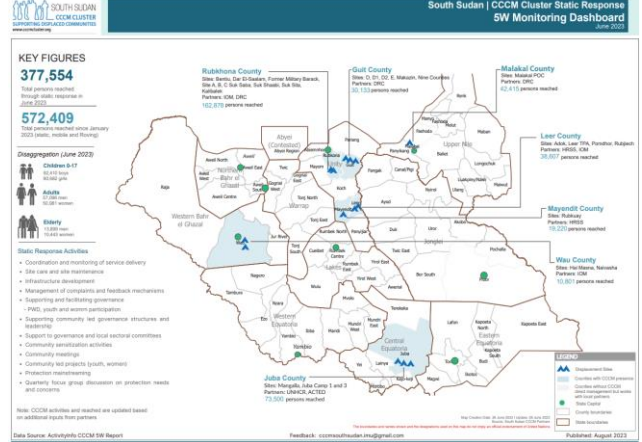




## Annex 7: Roving & Mobile Response 5W Dashboard



## Annex 8: Static Response 5W Dashboard



## Annex 9: Sample Contact List

S/No.	Name	Organization	Position	Email Address	Phone Number	Area of Coverage
1	Sorana Florina Rusu	UNHCR	CCCM Cluster Coordinator	<a href="mailto:rusu@unhcr.org">rusu@unhcr.org</a>	+211 926 600 268	National
2	Conrado Navidad Jr.	IOM	CCCM Cluster Coordinator	<a href="mailto:cnavidad@iom.int">cnavidad@iom.int</a>	+211 912 379 590	National
3	Shamnaz Ahmed	ACTED	CCCM Cluster Co-Coordinator	<a href="mailto:shamnaz.ahmed@acted.org">shamnaz.ahmed@acted.org</a>	+211 929 100 038	National
4	Abusa Michael	UNHCR	CCCM Information Management Officer	<a href="mailto:abusa@unhcr.org">abusa@unhcr.org</a>	+211 922 645 205	National

## Useful links to Cluster files

- ✓ [CCCM Cluster - South Sudan Teams Channel \\_ Hosted by UNHCR](#)
- ✓ [CCCM Cluster - South Sudan - All Documents \\_ Hosted by IOM](#)
- ✓ [CCCM Global Cluster IMO Teams Channel](#)
- ✓ [CCCM Cluster Dashboards - Hosted by UNHCR SSD \\_ Juba IMU](#)