1. Introduction

This report captures the learning outcomes and resulting action points established in the Protection Information Management (PIM) training delivered by Danish Refugee Council, INTERSOS and UNHCR from 30 April – 4 May 2018 with funding from ECHO for 28 participants from the protection clusters of Iraq, Occupied Palestinian Territories (Palestine) and Whole of Syria (WoS) (for list of participants see Annex 1).

2. Rationale and objectives

The 5-day PIM training has been developed under the global PIM Initiative spearheaded by an inter-agency working group led by UNHCR and DRC since 2015, which seeks to enhance collaboration for quality data and information on displaced individuals and groups of persons in a safe, reliable, and meaningful way for quality protection outcomes. The PIM Initiative is based on the rationale that a shared understanding of PIM within the humanitarian community will facilitate the targeted use of protection resources, coordinated protection response, and life-saving protection interventions to a degree otherwise not possible.

With an overall view to enhancing PIM in the Iraq, Palestine and WoS Protection Cluster responses by strengthening PIM core competencies and collaboration, the training was delivered with the specific objectives of:

1. Demonstrating how PIM supports, informs and enables the development of an evidence-informed protection analysis, strategy and response;
2. Developing PIM-knowledge, skills and attitude that facilitate dialogue and collaboration;
3. Developing PIM-knowledge and skills to create a PIM-plan that informs protection analysis, strategy and response.
The training was delivered by a trainer team consisting of Ambika Mukund (Information Management Officer, UNHCR WoS), Brennan Weber (Protection Advisor, DRC HQ), Majed Abu Qubu (Head of IM, OCHA Palestine), Monica Matarazzo (Senior Protection Advisor, INTERSOS MENA) and Kathleen Gibson (Regional Protection Advisor, DRC MENA).

3. Content

The training schedule (see Annex 2) was designed based on the PIM Training Resource Pack1, and consisted of modules specifically designed to strengthen general PIM competencies2, and included presentations by the participating protection clusters. A cross-cutting element of the training was a progression of context-tailored modules to the assess information environment of the participating protection clusters.3 The fourth and fifth training days were specifically designed to inform and enable action planning for application of PIM principles, approaches and tools in the response context of the participating protection clusters. Whereas a full PIM training typically takes 5 days, this training was condensed to 4.5 training days, because of restrictions on cross-border mobility of participants from Palestine.

All resources from the training are available here4. Further resources and up-to-date information on the PIM initiative is available on www.pim.guide.

4. PIM learning outcomes

In line with the objectives of the PIM training, 100 per cent of participants reported that the training had demonstrated how PIM supports, informs and enables the development of an evidence-informed protection analysis, strategy and response. 100 per cent furthermore reported that the training had equipped them with PIM-knowledge, skills and attitudes that facilitate dialogue and collaboration, and 100 per cent that they had developed PIM-knowledge and skills to create a PIM-plan that informs a protection analysis, strategy and response.

Upon training completion, participants were asked to report their top three key take-aways from the training. The following three elements were pointed to by most participants:

1. **The ‘PIM Matrix’** (including specific categories) was reported to be a key take-away by 66 per cent of participants. As one participant explained “The Matrix has provided me with clear definitions and steps that are critical to effective response: Framing the definitions and outputs allows us to have a working consensus on the items and potentially facilitate the work of protection and IM in developing our sharing protocols”.

2. **Assessing the Information Landscape (including review of secondary data)** was reported to be a key take-away by 54 per cent of participants, referencing that its aided articulation and meeting of information needs. One participant explained “Mapping the information landscape has given me an

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3 All resources from the training, including products from the assessment of the information landscape of the participating protection clusters available here: [https://www.dropbox.com/sh/p0e1qn52lob3ore/AAD_KceS1c3PZ3htl8w_jn0a?dl=0](https://www.dropbox.com/sh/p0e1qn52lob3ore/AAD_KceS1c3PZ3htl8w_jn0a?dl=0).
understanding of the practical steps of collecting information and a better frame for what is actually possible in addition to the unique challenges we may face – gaps of information. It made us realize that we had a perceived info gap for feedback mechanisms in South Syria”. The statement of another participant further illustrates general feedback about the relevance of this take-away from PIM training participants “It is important because often we trigger assessments that aren’t needed, and this has an impact on people’s trust towards humanitarians, as it raises expectations”.

3. The ‘PIM Process’ was reported to be a key take-away by 54 per cent of participants. One participant explained the experience of learning about the PIM Process as “In practice, the steps and processes of the PIM process – we are implementing them. Earlier, it didn’t know how our actions fit into those processes, I lacked the overall picture – in a way I was doing it without understanding the reasoning behind it, and this training has filled that gap for me”.

5. PIM Challenges and solutions

Prior to the training, all participants were asked to discuss with the wider cluster membership and elaborate on PIM challenges in their context and cluster. On the fourth training day of the training, the participants convened for an action planning session, in order to develop a plan of action for PIM enhancement to tackle the PIM challenges identified, based on the learning and exchanges, which the PIM training had enabled.

The below summaries for each cluster outline both the identified PIM challenges as well as the solutions, which the participants jointly committed to following up on after completion of the training, under the leadership of the respective protection cluster coordinators.

5.1 Iraq

“As a Rapid Protection Assessment Program Officer, I have to manage the information collected from the affected community in order to inform response and advocate on evidence-based protection needs. Challenges are around collaboration on collection and processing data and information.”

(Pre-training statement by participant on importance of PIM training for the Iraq response)

The seven participants from Iraq represented both the general Protection Cluster, and the Child Protection and GBV AoRs. The key PIM challenge reported was:

Lack of collaborative systematic approach to PIM; Including challenges around coordination and joint actions – collection, processing etc., limited access and knowledge to information and data to move projects forward and lack of clarity of protection and information management roles creating further confusion among partners.

Solutions

- Introduce information and data sharing protocols: Collaboration with other forums to minimize the silo effect of clusters and sub-clusters; such as sharing data collection protocols and frameworks. The new data-sharing framework can facilitate data sharing within the protection cluster; and guide the protection cluster’s expectations of their information management officers and their capacity.
- Create a PIM community/PIM working group with regular meetings to discuss challenges and solutions to bridge gaps within the available and non-available information landscape(s). PIM needs to be streamlined in the Iraq response to simplify the coordination and coordination when encountering challenges in data collection exercises. Assessing the information landscape is an ongoing process which requires enhanced collaboration between the protection and information management AoRs.
- Design and implement new tools for cluster endorsement to address information management challenges.

5.2 Palestine

“One of the main challenges around PIM in Palestine is the lack of a clear database that avoids duplication, as the protection crises in the area might affect a whole community overlapping with other issues and concerns, which might affect the duplication of responding to the affected population. So, there is always a problem in identifying the people in need with the highest accuracy of data.”

(Pre-training statement by participant on importance of PIM training for the Palestinian response)

The seven participants from Palestine represented both the general Protection Cluster, and the Child Protection and GBV AoRs. The key PIM challenges reported were:

Lack of common systems/approaches/tools: Participants reported lack of a solid methodology for data collection and projections, lack of baseline on specific protection concerns, sex and age disaggregated data and information. Limited use of 4Ws data and information and other data collection systems (or multitude of different systems), no adequate geographic analysis, information/assessment gaps not clearly defined or prioritized by working groups. Effects of this included duplication of PIM and response activities.

Data sharing: It was reported that the absence of a common data sharing framework results in less or no sharing of information, irresponsible sharing or confusion among partners about what can or should be shared. Reported risks include loss of knowledge and evidence needed for decision-making and response, both internally and with operational stakeholders and partners. Lack of trust among cluster members hinders sharing in the 4Ws.

Disconnect between data and info and programme/cluster processes: Lack of adequate coordination and/or collaboration between WGs on joint analysis of specific protection concerns, and lack of transferral of information into HNO and HRP planning.

Solutions

- Creation of a PIM plan: Consultation within the protection cluster to establish a clear PIM plan, a PIM focal point ToR and a revision of data logged to uncover what needs the cluster has. To include PIM sessions for protection profiles to establish a baseline of PIM; harmonizing priorities in relation to protection and information management.
- Promote data sharing: Jointly seek to address data sensitivity and how to overcome and mitigate risks, especially where the Palestine lacks the experience in data sharing across clusters/sub-clusters and AoRs.
- IM themed meeting for the sub-clusters to move forward on the PIM action planning with all members of the sub-clusters.
5.3 Whole of Syria

“Challenges include finding ways to accentuate - rather than duplicate - one and another’s protection information management activities. For example, while different organizations’ quantitative data collection methods can help validate identified protection trends, avenues for better accentuating quantitative data with contextual analysis should be sought.”

Pre-training statement by participant on importance of PIM training for the WoS response)

The ten participants from WoS represented both the general Protection Cluster, and the GBV AoR. The key PIM challenges reported were:

**Lack of collaborative systematic approach to PIM:** The existence of different coordination mechanisms leads to inconsistency in interpretation and using different information management protocols. There are OCHA and WoS to which as a sector we have to report using different information management protocols and requirements. Challenges around analysing the data to serve the requests received from coordinators and focal points.

**Disconnect between data and info and programme/cluster processes** (including that for various reasons the data collected is not analysed and used, as well as conflicting reporting requirements and issues using common reporting platforms):

**Capacity gaps:** Lack of (quality) data collection difficulties due to partners capacity, lack of resources and timely delivery of reports.

**Solutions**

- **Harmonization of PIM** in protection cluster/hubs and between other sectors. PIM Principles to be realized in the coordination and collaboration with other actors and stakeholders. Orientation sessions on PIM to Protection and Information Management colleagues to mainstream PIM in the sector.
- **Data and information sharing:** Increase and encourage the coordination between the Syria hubs in sharing public reports to reach a holistic response and approach to PIM. Facilitate data sharing within the sub-clusters.
- **Protection monitoring:** Re-evaluate of protection monitoring system in accordance with the PIM Process; defining purpose and information needs as guided in assessing the information landscape. Closer collaboration with sector members to set a coordinated system for protection monitoring. Revision of the Protection Monitoring Tool for South Syria to increase impact across the humanitarian sector.
6. Annexes

Annex 1] List of participants

<table>
<thead>
<tr>
<th>#</th>
<th>Duty station</th>
<th>Title</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Iraq</td>
<td>Rapid Protection Assessment (RPA) Program Officer</td>
<td>Martina Lecci</td>
</tr>
<tr>
<td>2</td>
<td>Iraq</td>
<td>GBV Information Management Officer</td>
<td>Alisher Ashurov</td>
</tr>
<tr>
<td>3</td>
<td>Iraq</td>
<td>Protection Coordinator and Ninewa PWG Co-Lead</td>
<td>Ann Marie McKenzie</td>
</tr>
<tr>
<td>4</td>
<td>Iraq</td>
<td>Child Protection sub-cluster Information Management Officer</td>
<td>Chalak Hassan</td>
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<tr>
<td>5</td>
<td>Iraq</td>
<td>Technical Advisor</td>
<td>Arie Claassens</td>
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<tr>
<td>6</td>
<td>Iraq</td>
<td>Information Management Officer</td>
<td>Hussein Al Mulla</td>
</tr>
<tr>
<td>7</td>
<td>Iraq</td>
<td>Information Management Officer</td>
<td>Ateeq Bashir</td>
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<tr>
<td>8</td>
<td>Palestine</td>
<td>Legal Advisor</td>
<td>Fatma Al Sharif</td>
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<td>9</td>
<td>Palestine</td>
<td>CP Research Officer</td>
<td>Maha Taweel</td>
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<tr>
<td>10</td>
<td>Palestine</td>
<td>Human Rights and Protection Officer</td>
<td>Nishan Krishnapalan</td>
</tr>
<tr>
<td>11</td>
<td>Palestine</td>
<td>Human Rights Officer, Protection Cluster Coordinator</td>
<td>Davide Tundo</td>
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<td>12</td>
<td>Palestine</td>
<td>Deputy Head of Mission</td>
<td>Claire Soubriard</td>
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<td>13</td>
<td>Palestine</td>
<td>Acting Programme Officer</td>
<td>Soula Kreitem</td>
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<td>14</td>
<td>Palestine</td>
<td>Human Rights Officer</td>
<td>Amina Abu Safa-Aslan</td>
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<td>15</td>
<td>WoS (Jordan)</td>
<td>Associate Information Management Officer</td>
<td>Matthew Richard</td>
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<td>16</td>
<td>WoS (Jordan)</td>
<td>Protection Monitoring Manager: South Syria</td>
<td>Husni Abumelhim</td>
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<tr>
<td>17</td>
<td>WoS (Jordan)</td>
<td>Associate Programme and Communications officer</td>
<td>Vitale Gianmarco</td>
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<td>18</td>
<td>WoS (Lebanon)</td>
<td>Regional MEAL Coordinator</td>
<td>Khaled Esber</td>
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<td>WoS (Syria)</td>
<td>Information Management Associate</td>
<td>Hussien Ahmad</td>
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<td>Information Management Associate</td>
<td>Ashraf Zedane</td>
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<td>WoS (Syria)</td>
<td>Sectors Project Associate</td>
<td>Mohammad Taleb</td>
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<td>22</td>
<td>WoS (Syria)</td>
<td>Information Management Officer and Software Developer</td>
<td>Kosay Alassaf</td>
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<td>23</td>
<td>WoS (Syria)</td>
<td>Information Management Assistant</td>
<td>Sara Al Malki</td>
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<td>WoS (Syria)</td>
<td>Associate Protection Officer (Community-Based)</td>
<td>Marie Therese Chakbazo</td>
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<td>25</td>
<td>WoS (Syria)</td>
<td>GBV Specialist</td>
<td>Leila Zgoul</td>
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<td>26</td>
<td>WoS (Turkey)</td>
<td>Information Management Officer</td>
<td>Alen Chalak</td>
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<td>27</td>
<td>WoS (Turkey)</td>
<td>Program Manager</td>
<td>Hiba Brais</td>
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<td>28</td>
<td>WoS (Turkey)</td>
<td>Protection Specialist</td>
<td>Burcin Cevik</td>
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## Annex 2) Training programme

<table>
<thead>
<tr>
<th>Mon 30 April</th>
<th>Tues 1 May</th>
<th>Wed 2 May</th>
<th>Thurs 3 May</th>
<th>Fri 4 May</th>
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<tr>
<td>09:00-09:20 Day 1 opening</td>
<td>09:00-09:20 Day 2 opening</td>
<td>09:00-09:20 Day 3 opening</td>
<td>09:00-09:20 Day 4 opening</td>
<td>09:00-09:30 PIM training summary</td>
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<td>09:20-10:05 Introduction</td>
<td>09:20-09:50 Cluster presentation (Iraq)</td>
<td>09:20-10:20 PIM Matrix</td>
<td>09:00-10:25 Assessing your information landscape – II</td>
<td>09:30-10:30 Cluster outcome presentations</td>
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<td>10:05-11:05 Review of webinar</td>
<td>09:50-10:50 PIM sensitivities</td>
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<td>10:05-11:00 Training evaluation</td>
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<td>11:25-12:10 Cluster presentation preparation</td>
<td>11.10-11.40 Cluster presentation (oPt)</td>
<td>12:00-14:00 Protection Needs Assessment</td>
<td>11:45-12:35 Assessing your information landscape – III</td>
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<td>14:00-15:40 Assessing your info landscape – I</td>
<td>14:20-15:30 Protection Monitoring</td>
<td>14:10-15:30 Data sharing</td>
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<td>14:45-15:00 Coffee break</td>
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<td>15:00-17:30 Information Management</td>
<td>16:15-16:55 Assessing your info landscape – I (continued)</td>
<td>16:00-17:00 Matrix categories – navigating the Matrix</td>
<td>16:00-17:30 Cluster-led workshop and action planning</td>
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<td>17:30-17:45 Day 1 review</td>
<td>16:55-17:10 Day 2 review</td>
<td>17:00-17:15 Day review 3</td>
<td>17:30-17:45 Day 4 review</td>
<td>Evening: Social event (My PIM Champion)</td>
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