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ANNUAL
REPORT



**Better Data
Better Decisions
Better Outcomes**

Welcome to iMMAP Inc.'s ANNUAL REPORT 2023

iMMAP Inc. is an international nonprofit organization that provides information management services to humanitarian and development organizations, enabling partners to make informed decisions that ultimately provide high-quality targeted assistance to the world's most vulnerable populations.

Our mission is to harness the power of information to facilitate evidence-based decisions to improve people's lives. By turning data into information, we create knowledge for decision-makers operating in development contexts, situations of violence, post-disaster, and conflict recovery.

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Executive Message



2023 has been a year of extraordinary challenges for the communities we serve at iMMAP Inc. With crises fueled by conflict, climate change, and economic upheavals escalating worldwide, our mission to provide critical information management services has never been more vital.

Despite these daunting obstacles, we are immensely proud to showcase the exceptional work of our teams. In 2023, iMMAP Inc. reached new heights, delivering more profound impacts through innovation and collaboration. Our strategy-led, evidence-driven approach ensures that our work not only addresses immediate crises but also lays the groundwork for long-term resilience and recovery.

The ongoing war in Ukraine, earthquakes in Türkiye and Syria, and a prolonged crisis in Sudan have escalated the situation, with Sudan experiencing the largest global food crisis in modern history. Violent conflicts continue to take a heavy toll on civilians, leaving millions displaced and in urgent need of assistance. According to the United Nations Office for the Coordination of Humanitarian Affairs (OCHA), 300 million people are currently in humanitarian need, a figure that has doubled in the past decade. In response, iMMAP Inc. has risen to the challenge, offering robust information management support and innovative solutions to enhance humanitarian efforts globally.

In 2023, iMMAP Inc.'s Global Surge Program conducted 113 deployments across 27 countries, providing critical expertise in Information Management (IM), Geographic Information Systems (GIS), Monitoring & Evaluation (M&E), and more. Our work has

directly supported six Global Humanitarian Clusters and numerous partners, significantly contributing to the efficacy of humanitarian responses worldwide.

In Ukraine, our team played a pivotal role in supporting humanitarian actors with high-quality IM products and timely data, helping them navigate the complexities of the conflict. In Sudan, we led situation analyses and provided essential IM support amidst ongoing violence, ensuring aid reaches those most affected. In Afghanistan, our innovative Humanitarian Spatial Data Center has been instrumental in disaster risk reduction and emergency response efforts.

Strengthening local capacities in Information Management and Analysis to empower local responders in affected countries is a core mission of iMMAP Inc. In early October 2023, Herat province in Afghanistan experienced three powerful earthquakes, affecting 43,000 people and resulting in over 1,482 deaths. In response, iMMAP Inc. deployed IM Officers on a six-week critical mission to support the relief efforts through data collection, analysis, and visualization. Furthermore, over 1.9 million Afghans have returned to the country in 2023, intensifying the need for comprehensive humanitarian support. This situation has highlighted the importance of food security and agriculture, where iMMAP Inc.'s Remote Primary Data Collection (RPDC) tool plays a crucial role in facilitating a coordinated humanitarian response.

In Ethiopia, iMMAP Inc. delivered IM services to 10 clusters and 130 humanitarian organizations, supporting the coordination of a humanitarian response plan targeting 20.1 million people.

These achievements would not be possible without the dedication of our staff, the collaboration of our partners, and the generosity of our donors: USAID's Bureau for Humanitarian Assistance (BHA), the US State Department's Bureau of Population, Refugees, and Migration (BPRM), the US State Department's Bureau of Political-Military Affairs, Office of Weapons Removal and Abatement (PM/WRA), United Nations Children's Fund (UNICEF), United Nations Population Fund (UNFPA), World Health Organization (WHO), and United Nations High Commissioner for Refugees (UNHCR).

At a time when the need for humanitarian assistance is at an all-time high, we are honored to lead an organization that is at

the forefront of meaningful impacts on the sector. Our focus on innovative solutions and strategic information management continues to drive impactful change and improve the lives of the world's most vulnerable populations.

We extend our deepest gratitude to our team members, partners, and donors for their unwavering support. Together, we are making a difference and paving the way for a future where information empowers and transforms humanitarian action.

Thank you for being part of our journey.



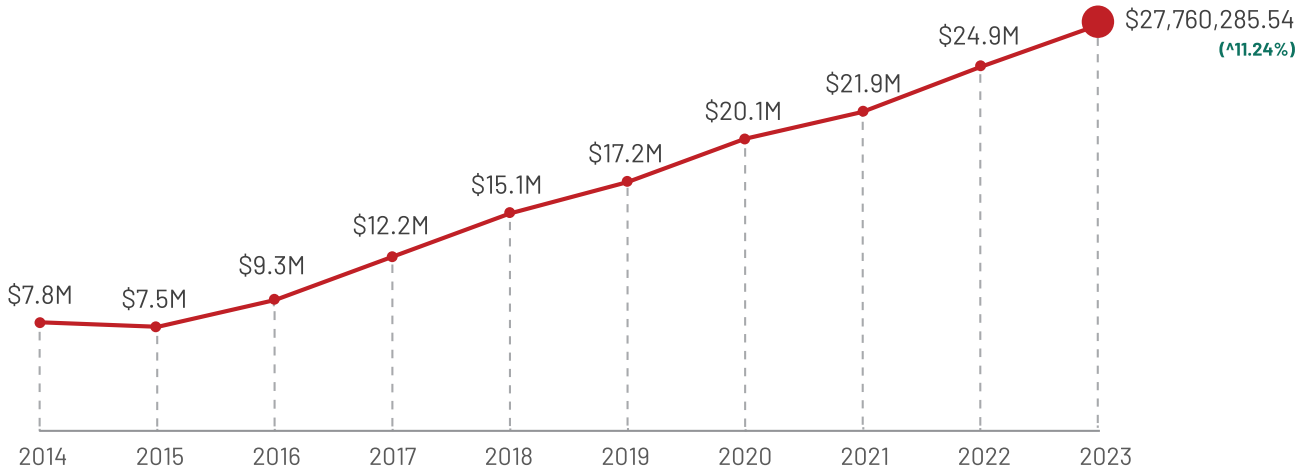
William Barron
CEO & Co-founder



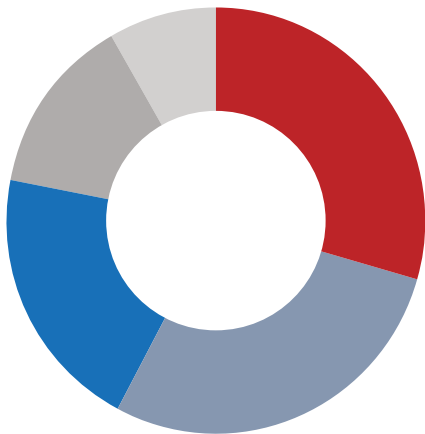
William S. Reese
Chair, Board of Directors

Financial Report

iMMAP Inc. Revenue by Year

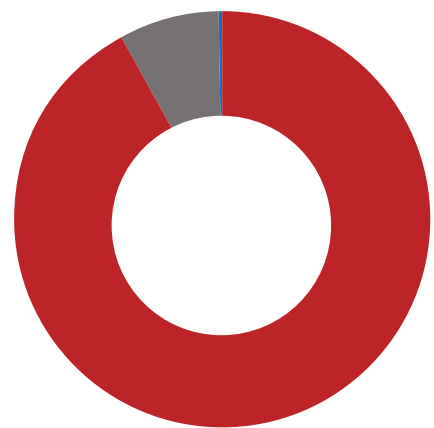


iMMAP Inc. Revenue by Region in 2023



- 31.25% Global
- 30.15% MENA
- 21.4% Europe & Central Asia
- 14.61% Africa
- 8.58% South America

iMMAP Inc. Revenue by Donor in 2023



- 92.15% U.S. Government
- 7.64% United Nations
- 0.21% NGO/Others

Governance

William S. Reese
Chair

Glenn C. Nye III
Board Director

Aimee Carter
Board Director

Brian Finlay
Chairman Emeritus

Maia Comeau
Board Director

Sundaa Bridgett-Jones
Board Director

William Barron
Board Director / CEO

Dan Grant
Board Director

Leslie R. Hinkson
Board Director

Robert Rosenberg
Board Director

Zaid Zaid
Board Director

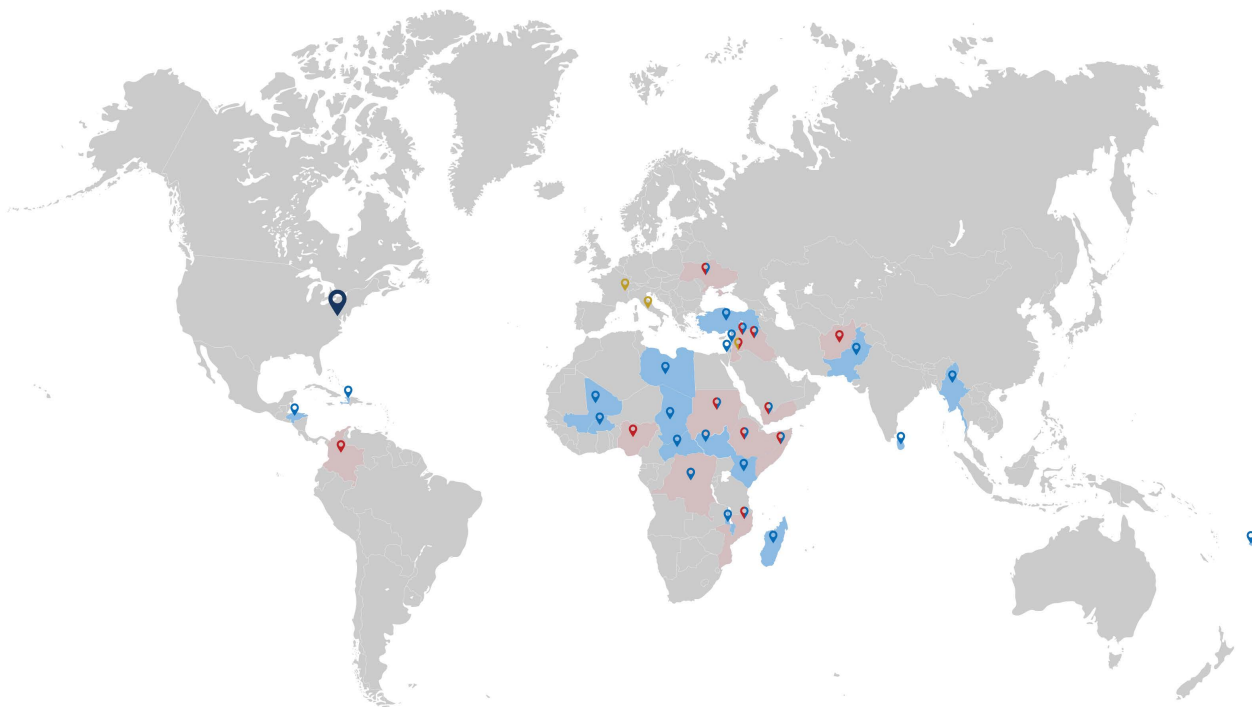
Our Donors



2023

AT A GLANCE

Geographic Footprint



HEADQUARTERS
Washington, D.C., USA

COUNTRY OFFICES 2023

- Afghanistan
- Colombia
- Democratic Republic of the Congo (DRC)
- Ethiopia
- Iraq
- Jordan/Syria
- Mozambique
- North East Syria
- Nigeria
- Somalia
- Sudan/Kenya
- Ukraine
- Yemen

COUNTRIES SUPPORTED BY GLOBAL SURGE IN 2023

Burkina Faso	Malawi
Central African Republic (CAR)	Mali
Chad	Mozambique
Democratic Republic of the Congo (DRC)	Myanmar
Ethiopia	Occupied Palestinian Territory (oPt)
Fiji	Pakistan
Haiti	Somalia
Honduras	South Sudan
Iraq	Sudan
Kenya	Syria
Lebanon	Sri Lanka
Libya	Türkiye
Madagascar	Ukraine
	Yemen

GLOBAL & REGIONAL OFFICES SUPPORTED

Geneva, Switzerland
Global Health, Nutrition, Protection & WASH Clusters

Rome, Italy
Global Logistics & Food Security Clusters

Amman, Jordan
UNICEF - Middle East and North Africa Regional Office (MENARO)

iMMAP Inc. Team





Afghanistan

Launched the Humanitarian Spatial Data Center (HSDC), trained 164 humanitarian actors from 36 national organizations on IM and GIS, provided cluster support & ad hoc support to onset events, and enhanced our ReportHub platform and RPDC service.



Iraq

Provided extensive IM support for immunization strategies and economic opportunities, and trained mine action authorities on the use of GIS technology.



Nigeria

Produced 267 automated IM products and trained 427 aid actors across 123 organizations.



Colombia

Engaged over 1,150 individuals through our training platform & supported sectors for internal Colombia crisis and regional refugee response.



Jordan/Syria

Conducted analysis and monitoring studies to support the earthquake response in Northwestern Syria.



Somalia

Generated 82 IM products to aid humanitarian actors through a centralized Information Management request system.



Democratic Republic

Produced 37 IM products and conducted training sessions for 46 organizations to support health response coordination.



Mozambique

Expanded iMMAP Inc.'s presence in Africa and launched the Information Support Team (IST) in Mozambique.



Sudan

Established a Situation Analysis Cell to use innovative technology to collect, tag and analyze data on the humanitarian situation in Sudan.



Ethiopia

Developed 1,043 IM products and trained 130 organizations throughout nine Ethiopian regional states.



Northeast Syria

Built the capacity of local mine action authorities and enhanced coordination with Humanitarian Mine Action (HMA) actors.



Ukraine

We created over 1,150 information management (IM) products, enhanced capacity-building efforts, launched our Mine Action Third Party Monitoring project, and introduced our Digital Atlas.

2,588

IM PRODUCTS DEVELOPED

Including maps, interactive dashboards, websites, infographics, reports, assessments, and data collection tools.

3,520

PEOPLE TRAINED

Training sessions covered IM tools, GIS, data analysis, response data reporting, humanitarian coordination, and data visualization.

Surge Spotlight

Global Surge Steps Up Amidst Escalating Humanitarian Needs

In 2023, the world saw a significant rise in humanitarian needs, with 363 million people requiring urgent assistance, an 11.54% increase from the previous year¹. Driven by conflicts, violence, natural disasters, and climate-related events, global crises reached unprecedented levels. In response, iMMAP Inc.'s Global Surge Program and our deployees took swift action in delivering robust and effective support where it was most needed.

Now in its eleventh operational year, our Global Surge Program has over 300 skilled and experienced experts ready to be deployed across the globe to address the most challenging humanitarian crises. Our deployees provision of expertise in Information Management (IM) services, and other technical areas, including Geographic Information Systems (GIS), Monitoring & Evaluation (M&E), and Assessment & Analysis has contributed to the efficacy of our partners' humanitarian response efforts globally.

By year-end 2023 we undertook 113 deployments spanning 707* months of support, reaching almost 30 countries and aiding six Global Clusters: Health, Food Security, Protection, Logistics, WASH, and Child Protection Area of Responsibility. Our efforts extended to the enduring crises in the Horn of Africa and Ukraine, as well the escalation of emergent crises in Sudan, Haiti, and the occupied Palestinian territory (oPt).



Our extensive coverage was possible due to the responsiveness of our Global Surge team and the expanded capabilities of our deployees. In 2023, our main priority persisted: delivering tailored support to our partners with the highest level of efficiency."

Chiara Mancuso
Global Surge & Partnerships Coordinator

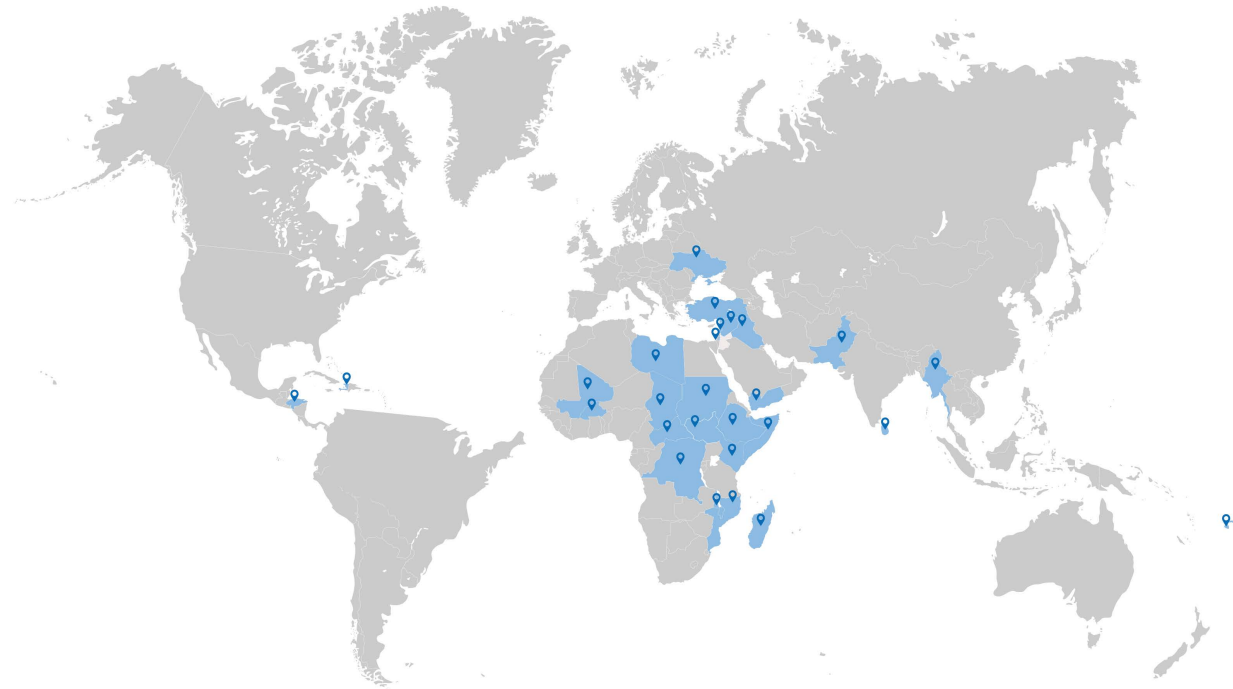
In 2023, we solidified our position as one of the Standby Partnership Programme (SBP) largest sending organizations, with over half (63) of our 2023 deployments executed under the SBP, including missions aimed at navigating gang-related insecurity in Haiti and responding to the conflict in Sudan.

Additionally, we established our 11th partnership agreement with the United Nations Department of Safety and Security (UNDSS).

** This figure includes deployments that started in 2022.*

Global Surge

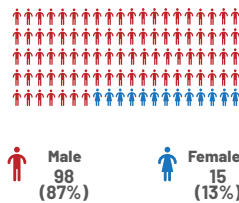
The Global Surge team provided critical support in various crises, contributing to the efficacy of humanitarian response efforts globally. **In 2023, Global Surge facilitated 113 deployments, providing 707* months of support, reaching almost 30 countries:**



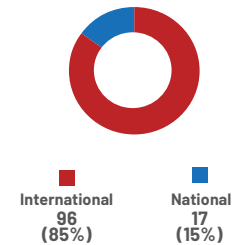
COUNTRIES SUPPORTED BY GLOBAL SURGE IN 2023

Burkina Faso	Lebanon	Sudan
Central African Republic (CAR)	Libya	Syria
Chad	Madagascar	Sri Lanka
Democratic Republic of the Congo (DRC)	Malawi	Türkiye
Ethiopia	Mali	Ukraine
Fiji	Mozambique	Yemen
Haiti	Myanmar	
Honduras	Occupied Palestinian Territory (oPt)	
Iraq	Pakistan	
Kenya	Somalia	
	South Sudan	

Gender



Grade



Modality



Global Clusters

The Global Surge team provides support across six Global Clusters/Sectors:



* This figure includes deployments that started in 2022.

Country/region of support	Personnel seconded
Sudan	14
Ukraine	10
Ethiopia	9
Yemen	7
Iraq	6
Somalia	6
Haiti	5
Syria	5
Turkiye	3
Myanmar	3
DRC	3
oPt	2
Honduras	2
Kenya	2
Central African Republic	2
Burkina Faso	2
Mali	2
Libya	2
Lebanon	2
Madagascar	2
Mozambique	1
Pakistan	1
Fiji	1
South Sudan	1
Sri Lanka	1
Chad	1
Malawi	1
Regional (MENARO)	1
Total	113

Sector of Support	Personnel seconded
Health	24
Food Security	17
NA	16
Coordination	11
GbV AoR	7
Logistics	6
Child Protection & Education	5
Protection	5
Education	4
Nutrition	4
CASH WG	4
ES/NFI	4
Emergency Telecoms	2
WASH	1
Agriculture	1
CCCM	1
NFI/CCCM	1
Total	113

Cluster/Sector Supported	Personnel seconded
Global Health Cluster	4
Global Protection Cluster	2
Global Logistics Cluster	2
Global Child Protection Cluster	1
Global WASH Cluster	1
Global Food Security Cluster	1
Total	11

Receiving Organization	Personnel seconded
UNICEF	26
WHO	24
OCHA	16
FAO	14
WFP	12
UNHCR	10
UNFPA	5
UNDSS	2
UNWOMEN	2
Mercy Corps	1
IOM	1
Total	113

Supporting Donor	Personnel seconded
USAID - BHA	78
UNICEF	16
WHO	9
iMMAP Inc.	6
UNFPA	3
UNHCR	1
Total	113

Funding Mechanism	Personnel seconded
Global BHA	63
LTA	18
CO BHA	15
APW	7
G&ADEV	6
RLA	4
Total	113

Region of Origin	Personnel
Africa	52
Asia	39
Europe	11
South America	6
North America	4
Oceania	1
Total	113

As a prominent member of the SBP Network, our involvement went beyond deployments, we also played a pivotal role in the SBP Network's steering committee and co-led on a monitoring mission to assess the Türkiye/Syria earthquake response. Additionally, in line with iMMAP Inc.'s commitment toward advancing capacity building efforts, we conducted our first SBP 'Induction Course' for 15 roster members aimed at enhancing their preparedness for successful deployments. Our work under the SBP has been made possible through the steadfast support from USAID's Bureau for Humanitarian Assistance (BHA).

Beyond the SBP Programme, our Global Surge has diversified and adapted its deployment modalities to align with partners' evolving needs, exemplified through our Long-Term Agreement (LTA) with UNICEF to facilitate 16 rapid deployments within 72 hours in onset emergencies to provide expertise in 'Mapping and Geospatial Information Systems'. Other modalities, such as our Reimbursable Loan Agreements (RLA) with the United Nations Population Fund (UNFPA) and the UN Refugee Agency (UNHCR), enabled the rapid provision of experts responsible for prevention against Gender-based Violence (GBV) and shelter and non-food items (NFI) assistance, while we also supported the World Health Organization (WHO) through seven Agreements for Performance of Work (APW).

In 2023 we debuted as an Operational Partner to the OCHA - United Nations Disaster Assessment and Coordination (UNDAC). Throughout the year our deployees with UNDAC contributed to the development of critical needs assessments for local populations in three critical emergencies, including floods in the Democratic Republic of the Congo and Libya, as well as the Türkiye/Syria earthquake.

The Global Surge Team also introduced two new rosters over the past year, focusing on Monitoring & Evaluation (M&E) and GIS.



Since 2012, IMMAP Inc. has become a key humanitarian partner for UNICEF. IMMAP Inc. is among our top 5 partners, and throughout these years, due to its result-costumer-oriented mindset, responsiveness and flexibility to adapt itself to different setups, it is considered a “top-of-mind” organization in terms of IM surge capacity.”

Alvaro Gomez Barraza
Emergency Specialist / Standby Partnership with UNICEF

Looking Forward

Global Surge deployees are already at the forefront of the most demanding crises - from assisting food security partners in the oPt and in Haiti, to sustaining strong support for Sudan's response, and addressing overlooked crises in Malawi and Mozambique. As we look toward 2024, we will continue to remain steadfast in our commitment to aid and empower our partners in making informed decisions for effective response.



Photo: Smoke rising in Khartoum during the turmoil in 2023. (©Fazi Abubakr/TNH)



From the Field

Scaling Up Amid Sudan's Crisis

In 2023, Sudan found itself immersed in a complex humanitarian crisis, leaving little room for immediate resolution. Since hostilities began on April 15th, 2023, intense battles continued across various states of Africa's third-largest country.

The dire situation forced 5.5 million people to flee their homes in just six months, either within Sudan or to neighboring countries. Additionally, a staggering 20.3 million people (42% of Sudan's population) required food assistance², while 6.26 million had been in an emergency, at 'Integrated Food Security Phase Classification Level 4'³.

In a short period, Sudan had the highest number of iMMAP Inc. Global Surge deployments in 2023.



Our IMO's shared their first-hand perspectives with us:

"The scale of the crisis in Sudan was staggering," explained Hamzah Khamis, one of the 14 Information Management Officers (IMOs) deployed in the year 2023 to provide Information Management (IM) capacity support and expertise to the humanitarian actors engaged in the response.

"When the first clashes erupted in Khartoum – Sudan's infrastructure hub – telecommunication towers were destroyed as the power grid was severely derailed," shared Bright Ocohdhogu, an IMO seconded to the World Food Program (WFP) for the Emergency Telecommunications Cluster (ETC), and based in Nairobi.

With unreliable Internet connection and even a shortage of radio, IMOs had to get creative to collect and gather the necessary data. "Communication was definitely one of our main challenges, as we were not always able to reach our partners in a timely manner in most of the states in Sudan, sometimes the only solution was to send to partners on the ground to conduct offline data collection methods that we would later populate manually," affirmed Hamzah.

Roadblocks, checkpoints, and looting further obstructed the efforts of humanitarian actors in reaching affected populations to provide basic needs – such as food items or health services. In the first six months of the conflict, over 900 incidents affecting humanitarian operations had been documented⁴, with at least 19 humanitarian workers losing their lives⁵. Despite the crisis in Sudan being severely underfunded, with only 31.8% of the appeal met in 2023, the seconded IMOs remained aware of their crucial role in responding to the crisis and continued their work undeterred.

As explained by Bright:



When I arrived in July 2023, the ETC Cluster was only 5% funded. Three months later, we stood at 68%. So, I believe our activities, the information we were gathering propelled the momentum of donors to fund and support the response through evidence-based decisions."

At the Food Security cluster, Hamzah had also observed significant progress:



Upon my arrival, we were working with data from only six partners, covering nine states. In a few months, we were proud to work with more than 30 organizations, covering all 18 Sudanese states."

With Sudan continuing to face one of the world's most severe humanitarian crises, the IMOs we interviewed have collectively shared the need to expand relief efforts in Sudan. Further affirmed collective by our IMOs: "We needed to scale up our efforts to help every Sudanese, in every locality."

Photo: People seeking shelter at a refugee entry point located 5 km from the Chadian border with Sudan. Most of these people were already internally displaced in the Darfur region. ©Eloge Mbaihondoum/ WFP



Afghanistan

Empowering Risk Reduction Initiatives in Disaster-Struck Afghanistan



Project: Information Management for Disaster Risk Reduction and Response in Afghanistan (IM-D3R)

Donor: USAID's Bureau for Humanitarian Assistance (BHA)

Background

Amidst the enduring aftermath of over 40 years of conflict, a fragile economic landscape, and a stark decline in international aid, Afghanistan stands as one of the world's most vulnerable countries to both natural disasters and the effects of climate change. In the wake of such perilous circumstances, two-thirds of its 43 million inhabitants found themselves in dire need of humanitarian aid in 2023.

Deeply committed to the resilience of Afghan communities facing disasters, our team in the country has channeled its energies into bolstering Disaster Risk Reduction and Response initiatives. Since its inception in March 2022, our IM-D3R project has proven critical for both local and international partners to help them efficiently respond to sudden-onset disasters on the ground.

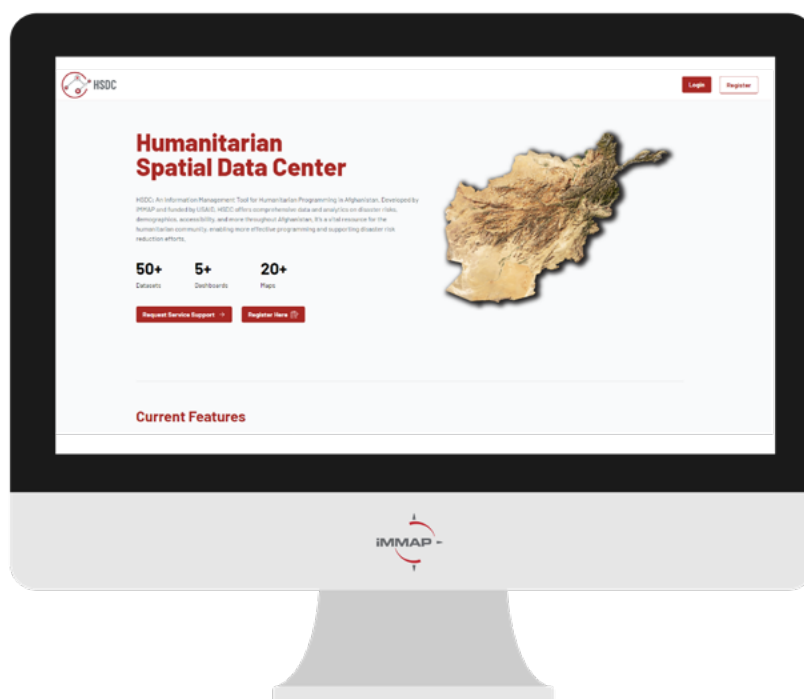
At the heart of this project lies our Humanitarian Cluster Information Management Support, which aids in coordinating and managing information across nine humanitarian clusters, sub-clusters, and working groups.

Earthquake Response

Our swift response to emergencies, exemplified by our assistance in the aftermath of the Herat earthquake in October 2023, underscores our commitment to facilitating effective response efforts. Within 48 hours, we deployed two IMOs to support OCHA and other partners deployed in Herat province. During their 6-week deployment, the IMOs provided crucial support in assessing and mapping the affected areas and populations, helping OCHA to coordinate its response efforts efficiently.

Photo above: Makeshift tents where iMMAP Inc. IMOs lived and worked post Herat earthquake. The earthquake has taken the lives of more than 2000 Afghans. ©iMMAP Inc. 2023

An overview of the online Humanitarian Spatial Data Center



Innovation

In 2023, our strides towards innovation and preparedness took a significant leap forward with the launch of the Humanitarian Spatial Data Center (HSDC)⁶, an in-house spatial tool that empowers partners across Afghanistan with comprehensive insights and analyses, crucial for navigating risks posed by floods, earthquakes, and other disasters. Launched in August 2023, the platform has been widely welcomed by Afghanistan's humanitarian community. Since its launch, 158 expert users from 64 international Non-Governmental Organizations (NGOs), 20 national NGOs, and 7 UN agencies have actively used the platform.

We also improved two of our in-house tools and services, ReportHub⁷ and Remote Primary Data Collection (RPDC), to better support our partners in their activities. In 2023, ReportHub allowed over 120 organizations to better monitor who is receiving assistance, what type of assistance they are receiving, and where in the country – ultimately improving coordination between different clusters and working groups in the country. Through RPDC service, we

implemented innovative and collaborative methods for data collection to address niche topics across various sectors. This structured approach ensured that our partners' humanitarian efforts are well-informed and effective, ultimately enhancing the overall impact of their initiatives.

As advocates for capacity-building and localization, we also trained 164 humanitarians from 36 national organizations enhancing their skills in IM and Geographic Information Systems (GIS), nurturing a cadre of skilled individuals equipped to drive impactful change from within Afghanistan.

Looking Forward

With natural disasters on the rise in intensity in Afghanistan, our aim is to continue supporting partners in responding to imminent emergencies. Our IM-D3R project is now securely funded until June 2025, with plans to expand services from Kabul to regional areas.



Colombia

From Migrant Crisis Monitoring to Boosting Disaster Response: Creating Lasting Impact in Colombian Communities



Projects:

- Information Management support to sectors under Interagency Group on Mixed Migratory Flows (GIFMM)
- EVIDEM Consortium – Evidence-based decision making: Information Management through evidence-based decision-making for an improved humanitarian response in Colombia

Donors:

- US State Department’s Bureau of Population, Refugees and Migration (BPRM)
- USAID’s Bureau for Humanitarian Assistance (BHA)

Background

While Colombia has made significant strides in the past few years in development and peace solidification, the country is still facing multifaceted humanitarian challenges. In 2023, 7.7 million people were in need of humanitarian assistance – notably Internally Displaced People (IDPs) and refugees, but also people affected by climate-induced disasters⁸.

Humanitarian Response

Since 2021, iMMAP Inc. in Colombia focused much of its efforts towards the humanitarian situation and response related to the situation of Venezuelan refugees and migrants in the country. Working within the Interagency Group on Mixed Migratory Flows (GIFMM) and the NGO Forum, our dedicated team supported various sectors by delivering accurate, relevant, and timely information to monitor the developing migrant crisis.

Photo above: An iMMAP Inc. IMO interacts with community members in Guajira. ©iMMAP Inc. 2023

In addition to hosting 2.9 million Venezuelan migrants and refugees, Colombia also experiences an increasing number of migrants transiting through the country and the challenging Dàrien Gap on their way to North America.

Under this project, our team provides Information Management and data analysis products to multiple sectors, as well as training in advanced Information Management practices and innovative data collection tools. Supported by the NGO Forum, we also extended our IM services directly to refugees and migrants in informal settlements across the country.

Improved Decision-Making

Our second major project in Colombia focused on leading the EVIDEM (Evidence-based Decision-Making) Consortium⁹ - co-funded by USAID BHA and the European Civil Protection and Humanitarian Aid Operations (ECHO). Its goal was to improve humanitarian response through better decision-making supported by information management and analysis — enhancing coordination among humanitarian organizations

With the Consortium, we have established crucial partnerships, including with national authorities such as the National Disaster Risk Management Unit (UNGRD), processing information for them, and humanitarian organizations like the Victims Unit (UARIV), to closely monitor victims of armed conflict.

In 2023, our EVIDEM project prioritized community engagement, employing a ‘Settlement Approach’ for needs assessment and local monitoring of humanitarian responses. This initiative originally initiated and developed as part of our project with GIFMM actively involved local communities in IM processes, identifying their capacities and needs to respond to daily situations. Committed to capacity building, we enhanced our Training Platform to offer specific modules on primary data collection, in-depth analysis, and geographic data mapping. To date, over 1,150 individuals have engaged in these modules. Additionally, we strengthened our disaster response capabilities by supporting the implementation of an Emergency Response Tracker, enabling OCHA, the Humanitarian Country Team (HCT) and Local Coordination Teams (LCTs) to efficiently monitor emergencies and address gaps in response.

From addressing the migrant crisis to monitoring the consequences of armed conflict and natural disasters, our team in Colombia remains dedicated in standing alongside local communities. Our focus on innovative Information Management practices, community engagement, and targeted training underscores our commitment to addressing Colombia’s most critical humanitarian challenges, creating lasting positive impacts and fostering resilience across the country.

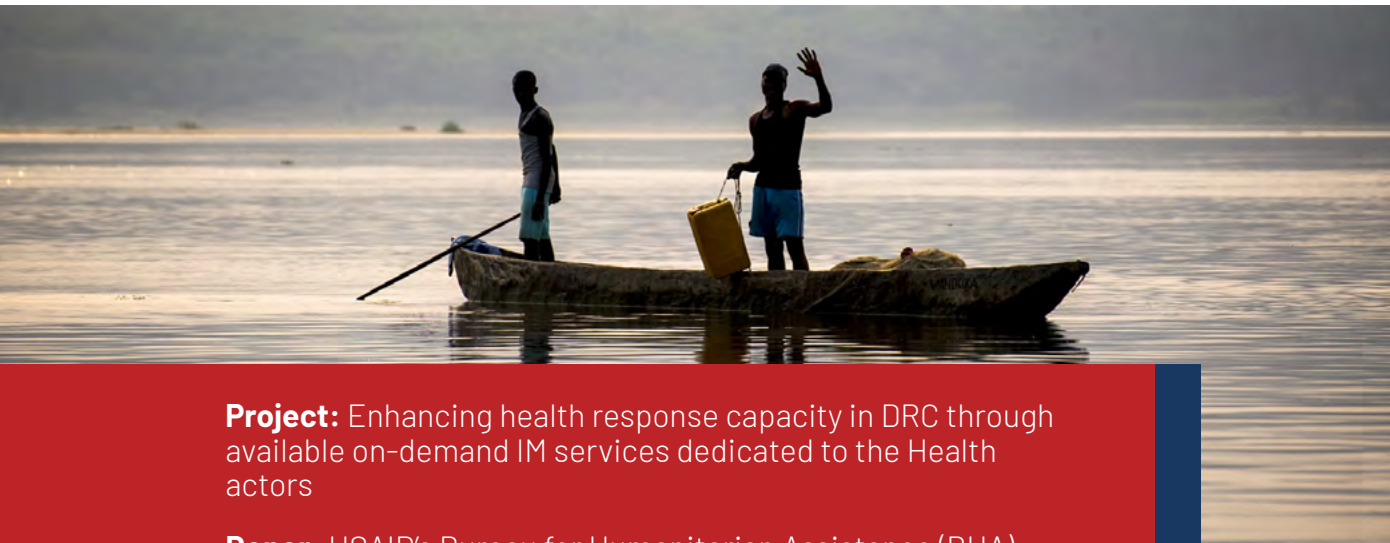
Photo: iMMAP Inc. staff lead on a community-scale modeling training session in Riohacha - Villa del Sur. ©iMMAP Inc. 2023.





Democratic Republic of the Congo (DRC)

Boosting DRC's Health Response Capacity with Specialized On-Demand IM Services



Project: Enhancing health response capacity in DRC through available on-demand IM services dedicated to the Health actors

Donor: USAID's Bureau for Humanitarian Assistance (BHA)

Background

The Democratic Republic of the Congo (DRC) is entangled in one of the world's most intricate humanitarian crises. A myriad of challenges, including heightened insecurity, frequent natural disasters, and the pervasive threat of infectious diseases, loom large over public health.

As the largest country in Sub-Saharan Africa, the DRC grapples with an array of health issues, from the world's largest measles epidemic to recurring outbreaks of meningitis, typhoid, cholera, and bubonic plague. Notably, six ebola outbreaks have also occurred since 2018.

Despite its vast natural resources, the DRC finds itself among the globe's five

poorest nations globally, with nearly 62% of Congolese, around 60 million people, living on less than \$2.15 a day, according to World Bank data (2022)¹⁰.

This complex and multifaceted crisis puts a constant strain on the healthcare system, intensifying the workload for health professionals in the country, but also underscores the critical role of Information Management services in prioritizing and coordinating responses. Especially given the multitude of health partners operating in the country – 131 in 2023, including 50 International Non-Governmental Organizations (INGOs), 61 National Non-Governmental Organizations (NGOs), and six UN agencies.

Responding to the Health Crisis

Recognizing the urgency of the health challenges in the DRC, iMMAP Inc. launched a year-long project in June 2023 to address the information management needs of the healthcare response. The project used a Humanitarian Information Support Team (HIST) setup, an on-demand IM services platform already successfully implemented by iMMAP Inc. across several African countries. This innovative and proactive approach enables and encourages prompt requests for IM services and products by health humanitarian actors.

In 2023, the HIST in DRC responded to 21 requests, delivering 37 IM products, including maps and infographics. The project also conducted face-to-face and online training sessions in four sub-national hubs, benefitting 45 organizations, including UN Agencies, INGOs, NGOs, and Government Organizations (GOs). These capacity-building sessions empower health cluster members and partners with essential skills in data collection, analysis, and visualization, enabling them to respond effectively to health crises.



Photo: Acacia nursery in Yangambi, Tshopo Province - DRC. © Axel Fassio/ CIFOR-ICRAF, 2023. CC BY-NC 2.0 Deed



Ethiopia

Driving Change in Ethiopia's Humanitarian Landscape: Commitment to Quality Data for Enhanced Decision-Making and Outcomes



Project: Information Management Support to Humanitarian Responders in Ethiopia

Donor: USAID's Bureau for Humanitarian Assistance (BHA)

Background

Ethiopia's humanitarian landscape has been confronted by multilayered crises and a series of challenges, ranging from prolonged conflicts in the north, to recurrent droughts exacerbating displacement and severe food insecurity. The effects of these crises ripple across the nation, affecting millions of vulnerable individuals who are in dire need of humanitarian assistance. In such complex emergencies, access to timely and accurate information becomes paramount for effective decision-making, response coordination, and achieving better outcomes.

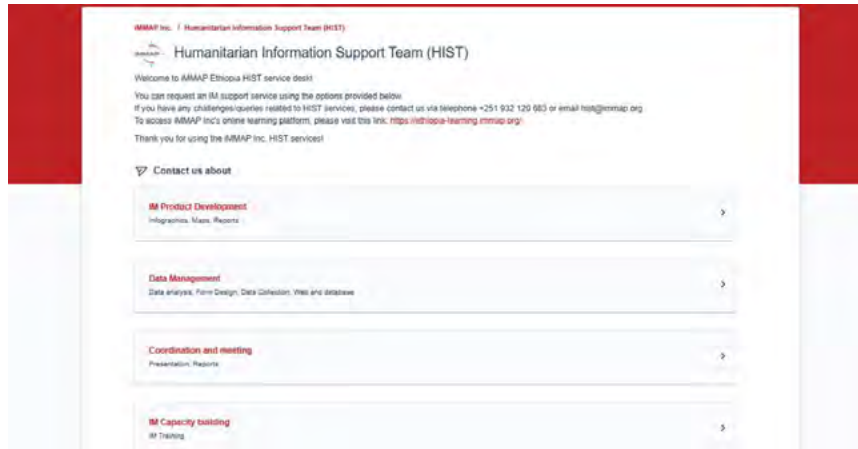
In response to the circumstances, iMMAP Inc. Ethiopia launched the Humanitarian Information Support Team (HIST) in May 2023, providing a variety of assistance,

including developing IM products, and conducting capacity-building trainings for humanitarian actors. The primary goal of HIST is to ease the hardships faced by communities and bring stability where it is most needed, by providing streamlined IM support to the dedicated actors in the humanitarian field. At the core of HIST's work is the conviction that well-informed decisions and trustworthy data have the power to trigger meaningful change.

HIST Partnerships

The HIST operates at both national and regional levels, providing customized support to UN agencies, clusters, INGOs and NGOs, as well as government agencies.

An overview of the online HIST Ethiopia Service Desk platform.



The HIST collaborates closely with key partners such as OCHA's IM unit and the Ethiopian Disaster Risk Management Commission, to ensure efficient coordination of humanitarian IM activities. This partnership extends to academic institutions like Addis Ababa University (AAU), with whom an internship program was initiated in 2023. The aim is to address Ethiopia's specific humanitarian challenges, particularly the low participation of women in Science, Technology, Engineering and Mathematics (STEM) fields, which are crucial for supporting humanitarian IM efforts.

Supporting Humanitarian Responders

The HIST has been providing various forms of IM support under a project entitled "Information Management Support to Humanitarian Responders in Ethiopia", aimed at strengthening the response capacity of humanitarian actors in two sectors: Humanitarian Coordination, Information Management, and Assessments (HCIMA) and Humanitarian Policy, Studies, Analysis, or Application (HPSAA).

In 2023, the HIST responded to 609 requests, providing 1,043 IM products, mainly maps and infographics. As part of its assistance to humanitarian actors, capacity-building training sessions were conducted. This involved organizing 15 face-to-face training sessions in nine National Regional States (NRS) of Ethiopia, benefiting 130 organizations across Ethiopia on various IM topics.

In response to high demand, the HIST introduced an online learning platform, offering accessible and self-paced training materials. In 2023, The self-paced online trainings courses was completed by 47 participants and one webinar completed by 57 participants. Surveys conducted by the HIST indicate a 90% satisfaction rate with the IM support services, with users highlighting the timeliness and usefulness of the products. Additionally, 74% of training participants reported improved work quality, and 70% noted enhanced organizational and digital data collection practices resulting from the capacity-building training.



Iraq

Navigating Post-Conflict Challenges for Impactful Change

Projects:

- Third Party Monitoring of Explosive Remnants of War Clearance in Iraq
- Information Management Technical Support and Capacity Building for the National Mine Action Authorities in Iraq
- Supporting Iraq's Immunization Strategy Through GIS Technology in Partnership with UNICEF
- Durable Communities and Economic Opportunities (Service contract with Chemonics, funded by USAID)

Donors:

- US State Department's Bureau of Political-Military Affairs, Office of Weapons Removal and Abatement (PM/WRA)
- USAID
- United Nations Children's Fund (UNICEF)

Partners:

- Chemonics

Background

In the face of post-conflict challenges in Iraq, iMMAP Inc. has emerged as a pivotal actor, addressing environmental, economic, and humanitarian issues within the region. Iraq, ranked as the fifth most climate-vulnerable nation globally, grapples with the aftermath of historical conflicts, particularly with ISIS, leading to extensive landmine, improvised explosive device and unexploded ordnance contamination. This has not only hindered land use and forced displacement of millions of people but continues to threaten lives and livelihoods. Despite ongoing clearance efforts, substantial contamination persists, impeding economic development and the return of displaced families.

De-Mining Response

Since 2011, iMMAP Inc. has played a crucial role as a leader in the field of information management in Iraq by providing support to the humanitarian and demining actors. iMMAP Inc. is instrumental in supporting the Iraqi National Mine Action community, ensuring that data related to contamination and clearance efforts are meticulously captured and analyzed. This enables effective monitoring, planning, and prioritization of Humanitarian Mine Action activities. Embracing the transformative potential of new technologies, iMMAP Inc. uses IMSMA Core, a system anchored on ESRI ArcGIS technology, to facilitate mobile field data collection and data visualization.

iMMAP Inc. also conducts third-party monitoring of mine action activities funded by the US Department of State's Office of Weapons Removal and Abatement's (PM/WRA). This involves visits to explosive ordnance clearance sites and community risk education sessions throughout Iraq. Engagement with demining partners and affected communities enables us to assess the socioeconomic impact of mine action clearance activities in the country.

One of the lives touched by these efforts is that of Shahab Ahmed, a 28-year-old farmer from Ajairwia Al-Jnubia village in Basra governorate. Supported through the Danish Refugee Council's Humanitarian Disarmament and Peace Building teams,

Shahab shares his journey back to safety and rebuilding:



I was at primary school when we first left our village and moved to the city with my family, fleeing for our lives because of war. We were only able to return in 2010 after the land was cleared.

Since returning, I have built my own house and planted palm, pomegranate and other fruit trees to feed my family."

Photo: Shahab Ahmed in Basra Governorate, working on the land cleared from mines through our project. ©iMMAP Inc. 2023



Iraq continued

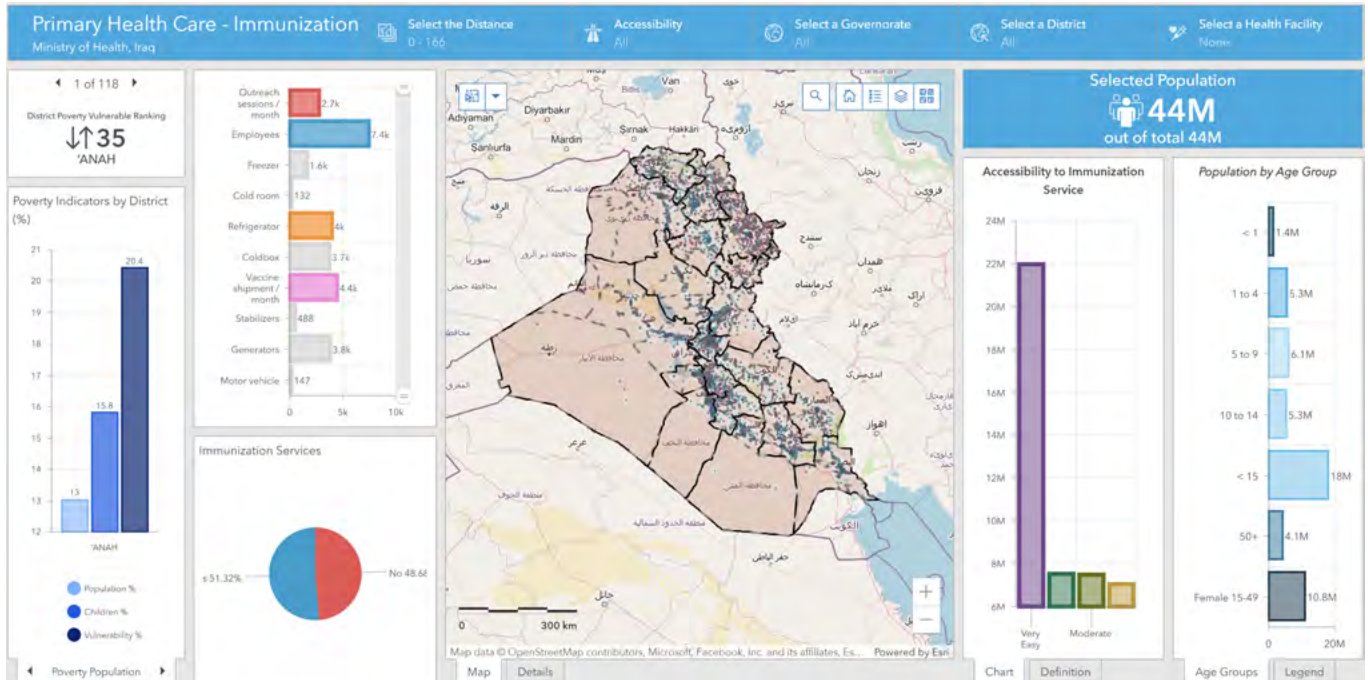
Durable Communities

iMMAP Inc. partnered with UNICEF to support the Ministry of Health's 'Expanded Program on Immunization' (EPI) that focuses on access to immunization services. Our team developed a geospatial system for identifying previously untargeted groups for their inclusion in vaccination and health care services. This empowers decision-makers with the information needed to enhance immunization service in underserved communities.

Durable Communities and Economic Opportunities (DCEO) is a USAID program implemented by Chemonics International in Iraq. The objectives are to build community resilience against destabilizing factors,

and to advance economic well-being in targeted communities in Iraq by addressing underlying drivers of conflicts. iMMAP Inc. has supported these efforts from 2020-2023 through research that guided strategic and localized decision-making, technical support to the programs in the areas of geoinformatics, data visualization, data collection, and data systems.

The iMMAP Inc. team in Iraq comprises of 55 dedicated professionals, both national and international, across offices located in Baghdad and Erbil. This team operates across 13 governorates, showcasing a widespread commitment to addressing the multifaceted challenges Iraq faces.



Immunization Service Coverage Dashboard
created by iMMAP Inc for the Iraqi Ministry of Health.



Photo: Salar Hamalaw, Livestock animal herder, showing the positive impact of clearance. ©iMMAP Inc. 2023

Embracing a Sustainable Future:

iMMAP Inc. in Iraq's Vision for Climate Change Resilience and Impactful Information Management

In our pursuit of a world where no one suffers due to lack of access to timely, relevant, and reliable information, iMMAP Inc. in Iraq envisions a future that extends beyond continuation of our current work. Recognizing the urgent global challenge of climate change, iMMAP Inc. is supporting climate change initiatives in Iraq through leveraging pioneering technology and innovation to address the environmental challenges exacerbated by conflict and adversity.

Looking Forward

iMMAP Inc. is working to actively engage in partnerships with GOs and NGOs, as well as academic institutions that share a vision for a sustainable and resilient Iraq. We therefore extend an invitation to organizations passionate about environmental sustainability and community empowerment to join forces with iMMAP Inc.



Addressing the escalating climate change threat in Iraq is more critical than ever, given water scarcity challenges leading to the loss of livelihoods and forced displacement of families. We look to broaden our assistance to affected communities by leveraging innovation and technologies that support partners' climate interventions across the country."

Clare Pritchard
iMMAP Inc. Country Representative in Iraq



Jordan / Syria

Addressing Earthquake Impact in Northwestern Syria through Information Management, Research, and Analysis

Our team in Jordan was responsible for implementing our operations in Syria.



Project: Information Management Resource Center (IMRC)

Donor: USAID's Bureau for Humanitarian Assistance (BHA)

Background

In 2023, iMMAP Inc. in Jordan continued its Information Management Resource Center (IMRC) project. This initiative aims to bolster the Whole of Syria (WoS) structure through providing essential Information Management, coordination, research, and analysis services, with a specific focus on addressing Food Security and Livelihood challenges.

At the beginning of 2023, our attention swiftly pivoted to Northwestern Syria in the aftermath of the earthquake that struck Türkiye and NWS on February 6th, 2023, resulting in the loss of over 5,000 lives. The disaster exacerbated an already precarious situation, as humanitarian needs at the onset of 2023 had reached the highest level since 2011, with over 90% of NWS's 4.5 million inhabitants were heavily reliant on life-saving assistance.

Earthquake Analysis

In response to the crisis, our team immediately undertook a comprehensive analysis of the earthquake's impact on bread production facilities, a crucial humanitarian need that our office has vigilantly monitored for several years. A detailed mapping and monitoring study covered public and private wheat-flour to bread processing units across NWS to provide a panoramic view of the disaster's effect on bakeries, mills, and silos, aiding the decision-making of our partners. Throughout the year, we continued to monitor the evolution of bread production, revealing that while production remained relatively stable, it failed to meet the total needs of the population.

The earthquake's ripple effects extended to the increase in prices of agriculture and livestock inputs. Supply chains crumbled in localized districts, and crops suffered damage, causing a surge in prices, as highlighted by our multiple Integrated Market Monitoring Initiative¹¹ reports. Our keen analysis empowered the Food Security and Livelihoods Cluster and humanitarian partners to make informed decisions and take appropriate actions to support farmers in the post-earthquake.

Broadening Our Scope

Expanding our scope beyond Food Security and Livelihoods, we also covered broader humanitarian aid challenges in Northwest Syria. Our reports meticulously dissected structural issues within the aid landscape, shedding light on gaps in the earthquake response. This comprehensive resource aimed to foster informed and actionable conversations among humanitarian actors, donors, government agencies, and stakeholders in Syria. Our goal was to pave the way for more resilient and effective response mechanisms, grounded in a deep understanding of existing limitations, humanitarian needs, and lessons learned from past experiences.

Our response to the earthquake's impact in Northwest Syria underscores the preparedness of our team in Jordan to promptly react in times of crisis and to maintain unwavering focus throughout the extended aftermath. This dual, both reactive and long-term approach spearheaded the development of evidence-based recommendations intended to pave the way for enduring and highly efficient solutions.




Photo: Post Turkiye-NW Syria earthquake in 2023, food insecurity issues are looming in the NW Syria, where iMMAP Inc. conducted comprehensive analysis of the earthquake's impact on bread production facilities. ©UNOCHA/Mohanad Zayat 2023



Mozambique

New Information Support Team Deployed in Mozambique, Boosting our Presence in Africa



Project: Information Management Support to Humanitarian and Development Responders in Mozambique through the creation of an Information Support Team (IST)

Donor: USAID's Bureau for Humanitarian Assistance (BHA)

Background

The humanitarian crisis in Mozambique stems from the ongoing conflict between the government and armed groups, particularly in the northern provinces of Cabo Delgado, Nampula, and Niassa. Since 2017, this conflict has led to widespread displacement, loss of lives, and a severe humanitarian crisis, forcing thousands to seek refuge in neighboring provinces or Tanzania.

Natural disasters, such as Cyclone Idai and Cyclone Kenneth in 2019, have exacerbated the situation, caused significant destruction and left many without access to essential services. The complex crisis in Mozambique demands immediate humanitarian assistance and long-term solutions focused on sustainable development, peacebuilding, and the protection of vulnerable populations, especially given the decrease in humanitarian funding for Mozambique since 2022.

Expanding our Presence

In response to the crisis, iMMAP Inc. expanded its presence in Africa, and launched a new 24-month program in Mozambique to address the escalating humanitarian challenges faced by the country. The project aims to enhance partners' capacity to effectively coordinate, plan and implement interventions based on concrete evidence.

To realize the aim of the project, iMMAP Inc. partnered with OCHA and other UN agencies, the government, and both local and international NGOs to implement an evidence-based approach to the response and work towards ensuring that the needs of the most vulnerable are met. The development of local IM capacity plays an important role in ensuring the sustainability of the enhanced IM service delivery, and more so in a country with significant shortages of skilled technology workers.

Looking Forward

Drawing on expertise from similar initiatives in the region, iMMAP Inc. will establish an Information Support Team (IST) to support the humanitarian response in the north and aid development actors across the country, to support and improve coordination in the nexus approach. The HIST will act as an Information Management service center, offering practical and cost-effective IM solutions. This includes information products like maps, interactive dashboards, websites, infographics, and reports, as well as providing IM capacity building with a strong emphasis on localization.

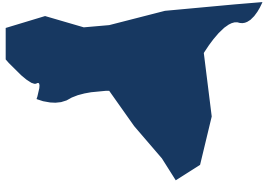


iMMAP Inc. will build on the successes and experience of its collaboration with OCHA, sectors, and partners in Ethiopia, Somalia and Nigeria to strengthen the IM capacity of our partners in Mozambique, with a strong focus on building local capacity and practical solutions for our partners.”

**Arie Claassens, iMMAP Inc.
Country Representative in Mozambique**

Photo: A community impacted by drought in Chibuto District, Mozambique. © Aurélie Marrier d'Unienville / IFRC. 2016. CC BY-NC-ND 2.0 Deed





Northeast Syria (NES)

Empowering Mine Action Local Authorities Through Tailored Capacity Strengthening



Project: Support to the Mine Action Office and Humanitarian Mine Action (HMA) Operations in Northeast Syria.

Donor: US State Department's Bureau of Political-Military Affairs, Office of Weapons Removal and Abatement (PM/WRA)

Background

The complexity of the Humanitarian crisis in Northeast Syria has continued for more than 12 years, with more than six million people internally displaced.

The earthquake in 2023 affected around 4.2 million people. The external interventions in northeast Syria towards the end of the year 2023 has damaged the infrastructure massively and increased the number of people in need of humanitarian assistance. Currently, there are over 15 million people in need of humanitarian assistance according to the latest figures provided by the 2023 Humanitarian Needs Overview¹².

Mine Action Response

In the enduring aftermath of a 12-year conflict in Syria, explosive ordnance (EO) still poses a substantial threat, with an estimated 300,000 unexploded shells and bombs scattered across the nation. Northeast Syria (NES), where iMMAP Inc. maintains a physical presence, is significantly impacted by this contamination, as unexploded ordnance affects every district in NES¹³. Since 2018, our dedication to Mine Action in NES has been vital in providing information management support to Humanitarian Mine Action (HMA) actors and operational partners.



Photo: Humanity & Inclusion (HI) teams withdrawing a bomb from the rubble in Raqqa. ©HI, 2018.

In mid-2023 iMMAP Inc. expanded its commitment by launching a new project to build and empower the capacity of local actors in the Northeast Syria Mine Action Center (NESMAC), to effectively manage mine action programs and set national action standards.

The repercussions of EO in NES are profound, amplifying the need for health and recovery services while posing access constraints for humanitarian aid delivery and complicating the return of IDPs and refugees in affected locations¹⁴. Recognizing this, iMMAP Inc. emphasizes the critical importance of building local capacities to foster lasting impact beyond HMA activities in the region.

Our project zeroes in on strengthening the capacities of the authority. Throughout the year, our technical teams have conducted numerous training sessions for NESMAC staff, covering national and international

Mine Action Standards, explosive ordnance recognition, Training of Trainers (TOT), prioritization systems, task order prioritization, and information management processes specific to mine action activities.

Integrating Gender Perspectives

Another pivotal aspect of our project is enhancing collaboration between NESMAC and other mine action actors through the facilitation of regular workshops and meetings. Furthermore, our team concentrates on the land release process, integrating gender perspectives by involving both male and female staff in training sessions to enrich their understanding and knowledge.

This new project builds on iMMAP Inc.'s legacy in mine action. It empowers local actors to take the lead in the design, implementation, and monitoring of effective mine action programs – eventually leading to a safer future of Northeast Syria.



Nigeria

Fostering Strategic Partnerships and Spearheading Data Solutions for the Northeast Nigeria Humanitarian Crisis



Project: Coordination, Information Management and Capacity Building Services in Support of Humanitarian Action

Donor: USAID’s Bureau for Humanitarian Assistance (BHA)

Background

The 13-year-long insurgency perpetrated by non-state armed groups continues to take a heavy toll on the livelihood of communities across the Borno, Adamawa, and Yobe States (BAY States). With the internal armed conflict deepening amid climate issues, high poverty rate, overcrowded IDP camps, camp closure, and influx of refugees from the Lake Chad Basin, the Nigeria Humanitarian Response Plan¹⁵ targeted 8.3 million vulnerable people in 2023.

Accelerating IM Technology

In 2023, iMMAP Inc. focused on accelerating IM technology transformation in the humanitarian space and among government

stakeholders through innovative technical solutions. This is achieved through its Humanitarian Information and Analysis Unit (HIAU), launched in 2021 to provide diverse arrays of IM services tailored to partners’ needs. Additionally, iMMAP Inc. introduced a service request mechanism, which allows aid actors to directly request IM services based on their unique needs.

The HIAU supported all stakeholders with IM services, such as the development of digital IM tools, the coordination of assessments and analysis, or the provision of technical capacity strengthening. iMMAP Inc. also built an automated Red Flag System for the Nigeria Protection sector and its Areas of Responsibility (AoRs). The

Photo above: Displaced women and girls face disproportionate protection risks. Dalori camp in Maiduguri, Nigeria. ©UNOCHA/J. Kindra

system allows stakeholders to quickly detect protection breaches, thereby eliciting timely intervention. Through the HIAU, iMMAP Inc. contributed to critical coordination activities and created IM tools for the Nigeria Cash Working Group at the sub-national and national levels, which improved cash-based interventions.

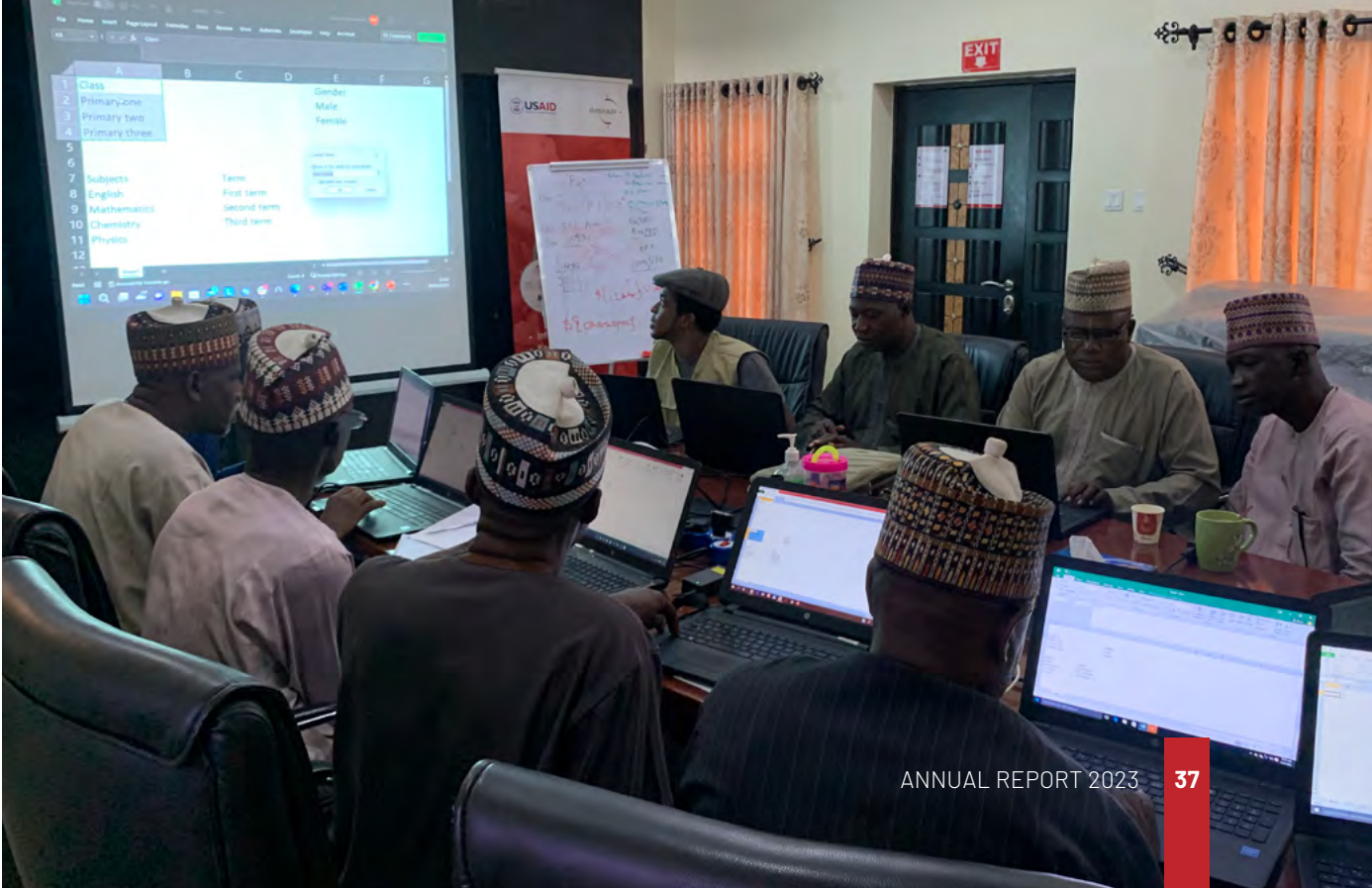
iMMAP Inc. has forged strong partnerships in Nigeria. This year we continued to strengthen our collaboration with the Borno State Agency for the Coordination of Sustainable Development and Humanitarian Response. We also worked to establish new partnerships with the Adamawa and Yobe state governments through their respective agencies - the Adamawa State Planning Commission and the Yobe Information Technology Development Agency. In addition, we signed a Memorandum of Understanding (MoU) with the American University of Nigeria (AUN) - Atiku Institute for Development, which paved the way for iMMAP Inc. to support the university's "Cash Based Intervention Study" and the "Market

Assessment and Socioeconomic Analysis" projects with data collection tools and interactive dashboards.

In 2023 we led on the delivery of capacity building sessions, empowering 427 humanitarian actors on data collection tools, Power BI, GIS, ArcGIS, advanced Excel, as well as other relevant thematic areas. Furthermore, the iMMAP Inc. internship program in Nigeria doubled its quarterly intake from eight to 16 interns due to high demand. In total 40 interns have graduated from the program, some of whom were deployed to sectors and WGs for real-life application of the knowledge gained. These capacity building programs provide pathways to employment and help sustain response localization.

By year-end 2023 iMMAP Inc. produced a total of 267 automated IM products, including maps, interactive and static dashboards, assessments, data collection tools, reports, for the benefit of 123 operational partners from various humanitarian sectors and working groups.

Photo: A thematic Capacity Building Session for College of Business Studies and Management Staff. ©iMMAP Inc. 2023





Somalia

iMMAP Inc.'s Humanitarian Information Support Team (HIST) in Crisis-Affected Somalia



Project: Information Management Support to Humanitarian Responders in Somalia through the creation of a Humanitarian Information and Support Team (HIST)

Donor: USAID's Bureau for Humanitarian Assistance (BHA)

Background

Over the past 30 years Somalia has faced political instability, frequent conflicts, and environmental and economic shocks. Extreme weather, including flash floods, have contributed to widespread food insecurity and displacement in recent years. Around four million people are currently internally displaced, while another nearly four million are food insecure and in need of assistance. The reliance on pastoralism and rain-fed agriculture makes the population highly vulnerable to climate shocks and natural disasters.

Enhancing Response Efforts

iMMAP Inc's project in Somalia plays a vital role in enhancing coordination and response efforts. It aims to scale up data collection efforts and to gather comprehensive and real-time information, while also strengthening analytical capabilities to derive actionable insights. Whenever needed, our partners can effortlessly request and receive prompt and accurate technical support – such as maps, advocacy materials, online dashboards, infographics, or even web applications. Additionally, we provide training to enhance our partners' capacity in information management.

Supporting all humanitarian actors (UN Agencies, NGOs and INGOs) in data standards, compatibility, information sharing and pooling of technical resources, our team focuses on the five most severely affected states in Somalia: Benadir, Southwest, Hirshabelle, Jubaland, and Galmudug, where enhanced IM capacity is urgently required.

HIST in Action

In 2023, following the successful testing of the Humanitarian Information Support Team (HIST) model in Ethiopia, DRC, and Nigeria, iMMAP Inc. introduced HIST in Somalia to support on the roll out of the model in Somalia. This demand-driven and centralized Information Management request system simplifies the support provided to local and international humanitarian actors involved in the Somalia Response.

The HIST was quickly in action during the severe flood and heavy rains of early summer 2023 which affected around

2.5 million people and displaced nearly 900,000 people¹⁵. iMMAP Inc. supported the humanitarian response efforts, focusing primarily on strengthening IM capacities. Comprehensive trainings were conducted on the flood rapid need assessment tool, benefiting 123 humanitarian actors and 245 individuals. Furthermore, 82 IM products were generated from the data collected during the flood rapid need assessment.

Continued Efforts

In 2024, around 6.9 million people in Somalia are expected to need humanitarian assistance¹⁶. Our team strives to enhance the coordination of information management in the country, aiming for more effective and efficient humanitarian responses nationwide.









Sudan

Empowering Sudan's Response with Analysis and On-Demand IM Services



Project: Sudan crisis - Situational and forward-looking analysis and Information Management support for effective humanitarian response

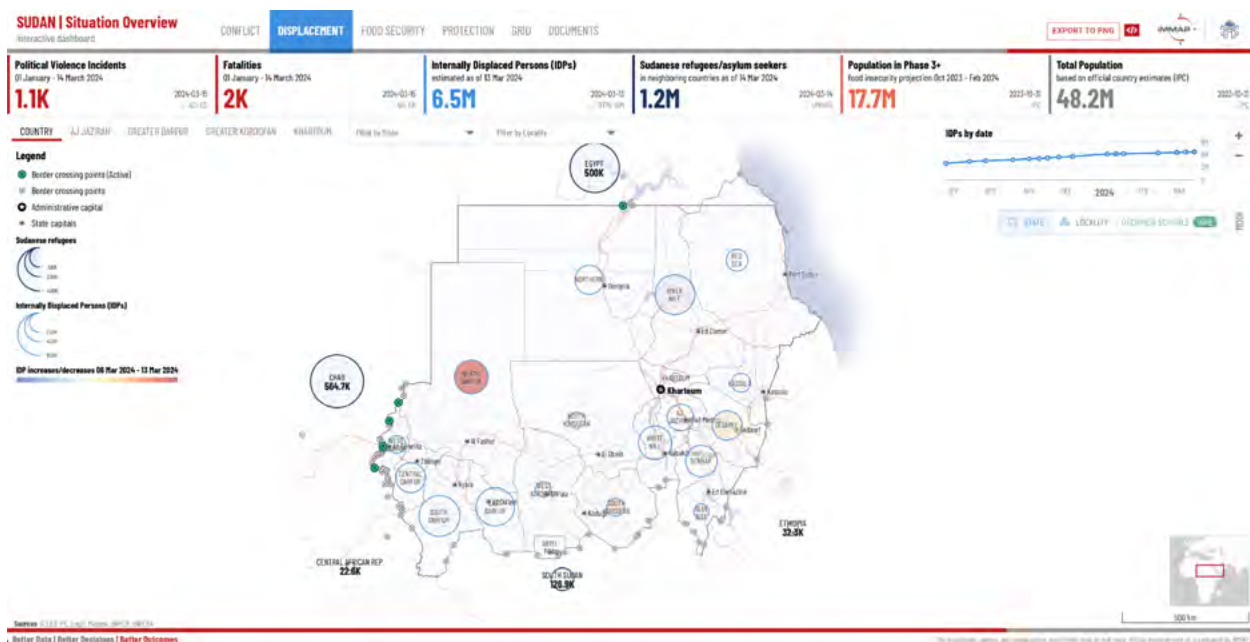
Donor: USAID's Bureau for Humanitarian Assistance (BHA)

Background

In April 2023, a conflict erupted between the Sudanese Armed Forces (SAF) and the Rapid Support Forces (RSF), which propelled Sudan to the top of the list of countries with the highest number of IDPs. By the end of 2023, half of the country's 25 million people required humanitarian assistance, while six million found themselves internally displaced¹⁷.

Situation Analysis Cell

In response to the unfolding humanitarian crisis, iMMAP Inc., in collaboration with Data Friendly Space, initiated a six-month project out of Nairobi, Kenya, where most humanitarian actors involved in the Sudan response were based. A Situation Analysis Cell was established, that used the DEEP platform¹⁸ to collect, tag and analyze data on the humanitarian situation.



Sudan Situation Overview Dashboard

The project’s core objective was to deliver comprehensive Information Management and analysis support to the humanitarian response. This encompassed secondary data review, situational analysis reports, interactive crisis dashboard, data sharing for in-depth analysis, capacity-building, and streamlined information management for humanitarian actors involved in the response.

Through the compilation of data on the conflict’s incidents, displacement trends, food security levels, and protection hotspots, iMMAP Inc. led on the production of situation analysis reports, thematic reports, scenario papers, and a Situation Overview Dashboard¹⁹. Additionally, the team offered on-demand Information Management support, as well as online capacity strengthening.



Operating inside the country is particularly challenging and complex for humanitarian actors. Through our support, we aim to assist these actors in achieving their goals by offering detailed and precise insights into the situation on the ground.”

Askinnur Esigul
Situational Analysis & IM Support Project Manager



Ukraine

Supporting Ukraine's Humanitarian Response

Projects:

- Third Party Monitoring of Explosives Remnants of War (ERW) Clearance in Ukraine
- Provision of Information Management Support to Ukraine Crisis Response Clusters

Donors:

- US State Department's Bureau of Political-Military Affairs, Office of Weapons Removal and Abatement (PM/WRA)
- USAID's Bureau for Humanitarian Assistance (BHA)

Background

Millions continue to face dire needs in Ukraine after the full-scale invasion by the Russian Federation, and nearly a decade since the start of the conflict in eastern part of the country. Since the launch of our operations in Ukraine in 2015, iMMAP Inc. has been empowering the humanitarian actors across Ukraine to reach the most vulnerable.

Humanitarian Response

Throughout 2023, iMMAP Inc. played a key role in supporting the humanitarian response in Ukraine. As part of the Cluster Support Project, we provided high-quality and timely IM assistance to various sectors, including country-level Food Security and Livelihoods, Water, Sanitation and Hygiene and Health, and the Gender-Based Violence and Child Protection Sub-Clusters. We also collaborated with our partners to support technical working groups (WG) including the Sexual and Reproductive Health (SRH

WG), the Nutrition Technical (TWG), the Information Management Working Group (IMWG), and Protection from Sexual Exploitation and Abuse (PSEA WG). Throughout the year, the iMMAP Inc. team developed over 1,150 information management (IM) products, including dashboards, reports, maps, and analytical tools. These resources have been invaluable in helping humanitarian partners gain a clearer understanding of needs and gaps in assistance.

In close collaboration with OCHA, iMMAP Inc. contributed to the development of more effective response planning. Following the destruction of the Kakhovka Dam in June 2023, the IM team played a vital role in supporting the humanitarian response with information on flooded areas, number of affected people, priority needs and initial response efforts.

Rapid Agricultural Needs

Recognizing the war's devastating impact on Ukraine's agricultural sector, iMMAP Inc. supported a rapid agricultural needs assessment, in which a Participatory Rural Appraisal (PRA) methodology was used to gain a deeper understanding of the challenges faced by communities.

This inclusive approach ensured that the voices and needs of those directly affected by the war were heard and incorporated. The resulting report provided crucial insights into the key challenges that communities face in crop production and harvesting.

As part of our ongoing support for Ukraine's humanitarian response, iMMAP Inc. significantly increased its capacity-building efforts in 2023. Through 84 training sessions covering critical areas such as data management and analysis, response data reporting, humanitarian coordination, GIS, and data visualization, our team empowered 1,272 participants from 163 organizations. Notably, 80% of these participants represented local organizations, hence strengthening local capacities for the sustainability of the response efforts.

Mine Action Third Party Monitoring

After its official launch in November 2022, our Third Party Monitoring (TPM) project began its activities in early 2023. The project's main objective was to enhance transparency and accountability in the humanitarian efforts to clear Explosive Remnants of War (ERWs) in Ukraine.

During the launch of the project, iMMAP Inc. led on an interactive session with (national and international) demining organizations to present on the projects scope and objectives, and work towards fostering information exchange and synergy. The launch also allowed for the opportunity to revisit the proposed data collection framework and the feedback mechanism in place, to identify solutions to existing challenges, and to tailor tools to meet partner needs.

During the year 2023, a total of 137 monitoring and verification missions took place, and 262 interviews with stakeholders have been carried out by the iMMAP Inc. Ukraine.

Photo: iMMAP Inc. Ukraine team at work. ©iMMAP Inc./Tetiana Kuras 2023



Knowledge Management, Data Protection, Technology & Innovation



Global Tech

In 2023, the Global Tech team at iMMAP Inc. achieved significant milestones across various domains, underscoring its dedication to technological innovation and efficient knowledge management, integral to humanitarian endeavors.

The team expanded with the addition of a Data Protection Officer and a Data Scientist, addressing compliance needs and leveraging cutting-edge technologies to tackle complex and dynamic challenges in humanitarian settings.

Serving as the backbone of iMMAP Inc.'s humanitarian action, the Global Tech Team focused on establishing robust and scalable technological foundations, processes, and knowledge dissemination throughout the organization.

Key achievements in 2023 include the standardization and integration of systems across all iMMAP Inc. projects, aiming to streamline operations, enhance efficiency, and ensure consistent service delivery. To facilitate this, the team assessed the organization's digital tools and assets, leading to the development of an Asset Management Platform, serving as a centralized repository for all iMMAP Inc. assets.

Communications

Collaborating closely with the Communications team, initiatives were launched to redesign the website for better responsiveness and operational alignment, which will be launched in September 2024. Additionally, efforts were made to enhance the architecture, design, and technology stack of iMMAP Careers, with a focus on responsiveness, security, and scalability.

In terms of Knowledge Management, the team utilized comprehensive reviews, user feedback, and technological advancements to outline a plan for restructuring iMMAP Inc.'s internal information and knowledge system, emphasizing access permissions, information security, and internal communication channels. Continuous knowledge management was ensured through briefings, training sessions, support for external collaborations, and maintaining a well-organized document system.

Data Protection

In data protection, substantial progress was made through a meticulous review of internal IT policies and the development of a robust Data Protection policy. Cross-unit Data Protection training, conducted in collaboration with an external GDPR law specialist, equipped over a hundred iMMAPers with crucial data protection skills. Operational technical support initiatives were marked by valuable contributions, including providing essential technical input to proposal development and ongoing projects. Innovative Data Science techniques streamlined tasks for Finance and HR teams, such as automating processes like Incidental Insurance calculations.

IT Systems

In IT systems administration, the team ensured a 99% uptime of iMMAP Inc.'s cloud-based information systems, providing crucial support to field-based IT teams. Furthermore, optimization of IT expenses was achieved through the cleanup of unused licenses, centralized software acquisitions globally to benefit from non-profit discounts, and ensuring audit compliance. The team also supported iMMAP Inc.'s Humanitarian Information Support Teams (HIST) in Somalia, DRC, and Mozambique by developing and deploying a streamlined Ticket Management platform for IM product requests.

Looking Forward

Looking ahead, the team aims to capitalize on insights gathered during the workshop in December 2023, initiating activities outlined in the Operation Plan for 2024 to align with iMMAP Inc.'s Strategic Direction in Technical Leadership.



Photo: Data collection, assessments, and analyses in-person training sessions for Right to Protection in Dnipro, Ukraine, 18th-21st of September 2023. ©Iryna Tkachyk/ iMMAP Inc. Ukraine

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