GLOBAL SURGE INFORMATION MANAGER ROLE SCENARIO

Scenario Situation - 60 min total.

It is day 5 after a urban sudden onset disaster that has displaced 5000 people from their homes. Fatalities currently stand at 60 but this number is increasing daily. An area with potentially 100s of people (exact figures and identities of those missing remains unknown) was severely affected and their homes are permanently destroyed. The surrounding areas have been affected to a lesser extent, the inhabitants of these areas were evacuated but many people have now returned to their homes, though these remain without running water, gas or electricity.

A rest centre has been set up nearby. Some beneficiaries are still sleeping at the centre as they await new shelter. The centre is also the main site for the provision of services and information. Within the centre beneficiaries can access health services, identity papers, housing information, cash distribution, postal services, welfare/benefits, police, food, water, clothes and washing facilities. In order to enter the centre beneficiaries have to register and are given a wristband.

The response by both the local authority and the local community has been large in scale though completely uncoordinated and this remains the case with little sign of improving. Added to this, there is significant media attention around both the disaster and the response, with widespread mistrust of the local authority. There is a large police presence at the rest centre.

This is a deprived area. The local population is very diverse, with a range of ethnic and religious backgrounds – a potentially sensitive issue. It is also known that there will be asylum seekers, illegal immigrants and other 'irregular' citizens, who do not want any involvement with the authorities.

The Red Cross National Society has deployed Emergency Response volunteers to the site; these volunteers only have experience responding to smaller scale emergencies. At the moment the NS is offering emotional support to those affected and supporting the local authority in running the rest centre. Due to the limited capacity of the local authority, the Red Cross is currently entirely responsible for the registration process.

When beneficiaries arrive they are first directed towards RC volunteers at a desk outside. If they have not visited the centre before they have to complete a registration form (next page) before being given a wristband that allows them access to the centre. These forms are on carbon paper and three copies in total are produced. These are each put in a separate box. One box is handed to the police, one box is handed to the local authority and one box is kept by the Red Cross. That last box is currently being locked in the response vehicle. And nothing further is done with it.

The wristbands are easily lost when worn, which means the beneficiaries have to re-register, this is causing frustration and confusion. It is not known how many people are re-registering, or how often people visit the centre as, currently, once they have a wristband they can come and go as they please. Nor is it known what their needs are or if these needs are being met.

The local authority is attempting to digitise the forms but there is a massive and ever increasing backlog. Also, the staff who are digitising the forms rotate every day and bring their own laptops. It takes about 7 minutes to digitise a single form. Most of the forms have missing or incomplete data.

You have been asked by the Ops Manager to support the Red Cross response at the Assistance Centre. The management team is based in Head Office so are not aware what the current information management system is. There is a task force meeting at 4pm every day and their biggest concern is that they have no information from the centre on which to base operational decisions (eg. whether to scale up or down, what services to offer, whether needs are being met, when to surge).

Rest Centre Registration Form

Last Name		
First Name		
Address		

Postcode	Date	
Tel	Time In	Time Out
Sex Male / Female		
Date of Birth DD / MM / YYYY		
Religious / Cultural Needs		

Next of Kin
Name: _____

Relationship: _____

Address: _____

_____

Postcode : _____

Telephone: _____

Pets	
Dietary Needs	
Allergies	

OFFICIAL USE ONLY	Other Information

OFFICIAL USE ONLY

Name:_____

Sign:_____

Date:_____ Time: _____

Organisation: _____

☐ On Database   ☐ Casualty Bureau

Mobility Code ☐☐

Communication Code ☐☐   ☐☐

Special Needs Code ☐☐   ☐☐

Vulnerability Assessment Complete ☐

Waterlow Score ☐☐   Assistance Score ☐☐

Other Information

QUESTIONS:

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Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja
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1	Please give a clear and concise description of the current IM situation as you understand it.	30%
2	Please design a set of recommendations on what steps you would take and how you go about implementing them.	30%
3	Write your comments about:	
	What are your biggest concerns?	10%
	What are the priorities?	10%
	What will be effective?	10%
	What will be sustainable?	10%

Interview questions:

1. Which organisations do you think are leading the humanitarian sector on operationally useful IM and why?

2. Please tell us about an operationally useful IM programme/strategy/actions that you have designed or managed.
   - What was the purpose?
   - What was the biggest blocker you encountered and how did you overcome it?

3. What do you consider your biggest success where data and IM have effected an useful operational outcome?

4. What do you consider your biggest failure/missed opportunity where data and IM have effected an useful operational outcome?

5. What do you think are the key needs of a cash distribution from an IM perspective?

6. You are asked to support a National Society with capacity building around IM to prepare for a slow onset emerging crisis. What approach would you take to find the key datasets to be most operationally useful?

7. For a slow onset complex needs humanitarian crisis in the Sahel region you are asked to input into deploying someone, you are presented with 4 profiles, a GIS specialist, a mobile

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data specialist, a general IMer, a database specialist - What additional information would you need to make a suggestion?

8. You have been emailed a spreadsheet by the Emergency Response Team containing the beneficiary database from an active rest centre. You have been asked for guidance as to what to do next for reporting.
   - Describe what how you get your head around the data?
   - Describe what you would look for in the data?
   - Describe how you would approach the conversation with the sender?

9. What are the IM related programmes you would want with you on a deployment to support an operational team with IM?

10. What do you feel you would need to learn to make an impact in this role?

CREDIT
- Simon Johnson, British Red Cross

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