

Background Note

25th National Directors' Meeting: Plenary Session #2

- Session Title: **Maximizing Information Management: Lessons, Challenges and Prospects**
- Date and Time: 23 June 2022, 14:30-15:45 CEST
- Chair: **H.E. Amb. Stefano Toscano**, Director, Geneva International Centre for Humanitarian Demining (GICHD)
- Moderator: **Noor Zangana**, Information Management Capacity Development Advisor, Geneva International Centre for Humanitarian Demining (GICHD)
- Speakers: **Ahmad Lamaa**, Information Management Section Head, Lebanon Mine Action Center (LMAC)
- Amir Omeragic**, Director, Peace and Security Cluster, UN Office for Project Services (UNOPS)
- Ros Sophal**, Database Unit Manager, Cambodia Mine Action Authority (CMAA)

Overview

Whether using cutting edge technology or rudimentary tools, all mine action programmes manage information in some format. The digital tools available to the sector have become dramatically more capable. But the pace of adopting these tools and, more importantly, how well they align with operations has varied. This session aims to share experiences and good practices among national authorities as they mature their information management systems and structures. The panel will take a broad look at the motivation for information management, offering observations and reflections on the promise, potential and pitfalls of information management. Attendees will be challenged to consider a whole-of-organization approach to unlock the value of information management to improve the efficiency and effectiveness of mine action operations.

Plenary Structure

Introductory remarks by chair	05 minutes
Guided questions from moderator	30 minutes
Presentation of UNMAS Global IMS	15 minutes
Questions and answers from attendees	20 minutes
Closing and call to action from chair	05 minutes

Session Details

Introduction by chair (5 minutes)

Key message: Why do we invest in information management for mine action? Are programmes seeing a return on their IM investment? Is the sector realizing the promise of information management to make operations more effective and efficient?

Guided questions from moderator (30 minutes)

Format: Moderated discussion with panelists. Key questions:

- How do we measure efficacy and impact of IM?
- How do you rely on IM to prioritize operations? What impact does this have on your efficiency and effectiveness?
- What are the conditions that enable successful alignment of people, process, technology and organisation?
- How can a national authority enable operators to work in a shared, frictionless IM system?
 - How do you protect data ownership and privacy when exchanging data with external stakeholders?
- After investing in a modern IM system, what type of innovation is possible and what impact can it have?

Presentation of IM to Inform Decision Making (15 minutes)

Key message: Information management is a comprehensive management tool that goes far beyond basic reporting to inform strategic and operational decision making. The Global IMS and other peace and security cluster IM tools exemplify this concept. Well-executed IM offers as a framework that helps build partnerships and collaboration; brings financial economies of scale for reporting and analysis; and fosters a culture of continuous improvement and learning.

Questions and Answers from Attendees (20 minutes)

Closing Call to Action by chair (5 minutes)

Key message: The rationale for investment in information management for mine action is to make operations more effective and efficient. Information management tools have matured alongside the evolution of the mine action sector. But there is strong evidence that to truly unlock the potential of information management requires a whole-of-organization commitment to align people, process, technology and organisation.