

# Reporting and Information Management

Friday 18<sup>th</sup> November 2005

10:45 – 12:30

- Reporting Thresholds: “To report or not to report”
- Systems protocols
- Incident reporting exercise
- Accessing and assessing report information

**Objectives:** Provide advice on and discuss

Reporting Format (UNHCR Standard)

- It is important for an organization to have a standard on what and how to report.

Different kinds of security reports:

- Periodic report
- Situational report
- SITREP

Report to WHOM??

- It is important to recognize the network of people and organizations on reporting process. By reporting to the right person, the information can be reached to the right place, in which the right/quick solution can be responded properly

Reporting Thresholds Exercise: Group Exercise (15 cases)

- What should be reported?
  - ◆ Immediately? (NOW)
  - ◆ Periodically? (ROUTINE)
  - ◆ Not at all? (NEVER)

**Group Exercise: 15 Case Scenarios**

1. Police Prediction of Attack – *NOW/ROUTINE* --**NOW**
2. Death threat against NGO staff – *NOW* – **NOW (personal)**
3. Sounds of Gunfire – *NOW/ROUTIN* - **NOW**
4. Telephone bomb threat in another agency – *NOW* - **ROUTINE**
5. Increase in burglaries – *ROUTINE* - **ROUTINE**
6. Car crash (no casualties) – *ROUTINE/NOW* - **NEVER**
7. Military information about weapons - **NEVER**
8. Football breaks a window – *NEVER/NOW* - **NEVER**
9. Angry refugee escorted from NGO premises – *N/R/NV* - **ROUTINE**
10. Sexual Assault on NGO Woman – *NOW* – **NEVER\*\***
11. Angry Mob breaks a window – *NOW* – **NOW**
12. Partner NGO hits a mine – *NOW/ROUTINE* - **NOW**

- 13. Asylum seeker suicide attempt defused – *ROUTINE/NOW* – **NOW**
- 14. Loud (non-violent) local demo – *ROUTINE/NOW* – **ROUTINE**
- 15. NGO Driver Imprisoned – **NOW (all imprisonment, all arrests, detentions)**

---- *Groups' options*

---- **UNHCR's options**

\*\*Scenario 10: a very controversial case → “NEVER” report doesn’t mean that you don’t take an action → you don’t report immediately or routinely, however, you need to DO something about it in order to help that person who came to you.

It is important to recognize **WHAT, WHEN, WHERE, HOW**, and to **WHOM** to report. Determining what kind of problems need the immediate response or support will lead to the more effective humanitarian operations.