Information management for communication and community engagement and accountability to affected people (CCE/AAP)

Key activities to support information management throughout the humanitarian programme cycle for the three pillars of collective CCE/AAP work: working collaboratively; sharing information with communities; listening & responding to communities

Working collaboratively

Providing information for communities

Listening & responding to communities

Programme cycle

Crisis preparedness

Assessing preferred & appropriate channels
Joint/multi-sector needs assessment
Tracking rumours & misinformation

Messaging to meet information needs
Assessing preferred & appropriate channels

Actor capacity and mechanism mapping
Foundations for collective action
Support risk & preparedness consultations with communities

Needs assessment & analysis

Mapping/tracking actors & activities
Support risk & preparedness consultations with communities

Assessing preferred & appropriate channels
Joint/multi-sector needs assessment
Technical assessment
Community consultations
Data validation
Secondary data

Strategic planning

Advocacy with response leadership/coordination
CCE/AAP in strategic plans
CCE/AAP indicators
Data management approach
Taxonomy & language

Planning for information-sharing

Planning for seeking & acting on feedback

Implementation & monitoring

Mapping mechanisms
Collating & harmonising data
Analysis of stakeholder data use
'Closing the loop' with communities
Analysis of data
Rumour & misinformation tracking
Monitoring & evaluation

Messaging to meet information needs
Information-sharing mechanisms

Mapping/tracking actors & activities
Coordination information management
Facilitating effective coordination

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