SHINE: THE POWER OF THE NETWORK

A LEARNING REVIEW OF THE SCALING HUMANITARIAN ICTS NETWORK

ANNA KONDAKHCHYAN, ICT IN PROGRAMME HUMANITARIAN ADVISOR

OXFAM
MEET LUCY
TYPES OF ICTS CURRENTLY DEPLOYED IN OXFAM PROGRAMMES

- Mobile data collection: 44%
- SMS/IVR: 24%
- GIS: 10%
- Mobile Money/vouchers: 8%
- Radio: 7%
KEY PRINCIPLES FOR SUCCESS

- CONSIDER ICT AS AN ENABLER
- CONTEXT APPROPRIATE SOLUTIONS
- BUY NOT BUILD
- SUSTAINABILITY
- WOMEN’S RIGHTS AT THE HEART
- HANDLE DATA RESPONSIBLY
- LISTEN TO STAKEHOLDERS
THE REALITY OF USING ICTS

SYSTEM SET UP

PROGRAMME DESIGN
Since June 2014, Oxfam has been implementing the Scaling Humanitarian ICTs Network (SHINE) programme with support from the Swedish International Cooperation Development Agency (Sida).

SHINE is a three-year multi-country innovation programme dedicated to scaling the use of Information Communication Technologies (ICTs) to improve the quality and efficiency of aid across the humanitarian project cycle.

SHINE tests the theory that the quality and efficiency of humanitarian aid can be improved through the adoption of ICTs.
SHINE PROGRAMME

Preparedness activities and Assessments

Communication for Accountability

Monitoring

Registration and Delivery

Whole cycle: Sharing Learning
SCALING HUMANITARIAN ICTs NETWORK - Where we work

**Last Mile Mobile Solutions (LMMS)** has been successfully deployed in northern Mali to facilitate the effective registration and delivery of essential services to communities. Mobile survey tools are supporting the monitoring of these activities.

In Iraq, 'One Solution' e-voucher technology has been piloted to support registrations and distributions for a voucher-based programme in Kirkuk. This system has been designed to support the registration of beneficiaries, as well as the provision of vouchers which enable beneficiaries to purchase pre-agreed goods from vendors with which agreements have been made.

In DRC, exit surveys and Post Distribution Monitoring surveys have been conducted using ODK and Survey CTO, significantly reducing the data collection and subsequently allowing Oxfam to share survey findings with communities much faster.

In Indonesia, seven local partner organisations across the country have been trained on the use of mobile data collection software Mobenzi as part of preparedness measures.

In Ethiopia mobile data collection software Mobenzi has been used to collect information during assessments and project baseline activities to improve the speed with which information is processed and inform faster decision making. Last Mile Mobile Solutions (LMMS) has been used to register beneficiaries to enable efficient delivery of services and as well as fraud reduction.
SHINE LEARNING REVIEW

- EXPLORE ADDED VALUE OF ICTS ACROSS HUMANITARIAN PROJECT CYCLE

- IDENTIFY ENABLERS AND BLOCKERS OF ICT DEPLOYMENTS

- CONSIDER HOW SUSTAINABILITY & CHANGE IN ORGANISATIONAL BEHAVIOURS MAY BE ACHIEVED
**FINDINGS @ A GLANCE**

- Mobile data collection has been the most popular and successfully administered. Time saving is the most commonly reported benefit – time taken for collection was halved in one instance. (Outcomes 1 and 3)

- Most SHINE countries introduced registration / delivery of aid resulting in faster decision making and enhanced security. (Outcome 2)

- Accountability required a creative response to contextual needs (Outcome 4)

- Learning has been effective through the network to build staff confidence and contribute to other humanitarians (Outcome 5)
VALUE OF THE NETWORK

• Champions were crucial for success – combination of functional roles worked best for better alignment to quality programmes.
• Percentage of time allowed for sustained support and knowledge.
• Learning opportunities demonstrated strong cross pollination
• Supportive space for experimentation and learning
• Buy in and visibility with management is crucial
• Human processes just as important (arguably more so) than tech
**CHALLENGES**

- No one-size-fits-all – need to navigate multiple tools to identify most appropriate.
- Focus needs to shift to specialised functions and interoperability
- A time to streamline, a time to innovate
- Training and capacity requirements affect tools selected
- Connectivity and infrastructure
- Need to involve multiple staff early to reduce the “double burden”
COMMUNITY PERCEPTIONS

- Security of transactions, assurance of entitlement
- Tackling mobility constraints
- Security concerns – photos and tracking
- Skills of enumerators
- Need for sensitisation and trust building
- Moving forward, need to work with partners
ANALYSIS AND USE OF DATA

- Do ICTs enable us to collect more data? Not clear!
- Too many assumptions about ICT enhancement of analytical capacity - skills are required to utilise tools
- ICTs not a replacement for good MEAL or methodological rigor but can offer crucial checks

![Bar chart showing spend on various items in GBP]
RECOMMENDATIONS

• Utilise recommended tools including those appropriate for limited Internet connectivity

• Support from programme and technical staff

• Need for standard cost models and pro forma budgets

• More attention needed to coordinate with partners

• High demand for funding similar models and to continue the network

• Responsible data is crucial. High value in prioritising learning
FURTHER INFO:


Or contact ICTinProgramme@oxfam.org.uk
THANK YOU