GUIDANCE ON IMPLEMENTING GBV INFORMATION MANAGEMENT SYSTEMS (GBVIMS+) FOR GOVERNMENT ACTORS:
STRATEGIES AND BEST PRACTICES

Primero™

GBVIMS+™

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ACKNOWLEDGMENTS

The Guidance for Implementing GBVIMS+ for Government Actors is a live document subject to periodic and regular updates.

It has been developed to serve as a valuable resource for governments seeking to implement this system within their respective countries. It provides comprehensive, actionable steps and guidance to ensure a successful rollout.

These guidelines draw inspiration and expertise from the pioneering rollout of GBVIMS+ in Sierra Leone as well as Iraq and Zimbabwe.

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1 The GBVIMS Steering Committee is comprised of global GBV experts from International Medical Corps, International Rescue Committee, UNFPA, UNHCR, and UNICEF.

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ABBREVIATIONS

CPIMS+: Child Protection Information Management System plus

CSO: Civil Society Organization

DGO: Data Gathering Organization

GBV: Gender Based Violence

GBVIMS+: Gender Based Violence Information Management System plus

GBVIMS SC: GBVIMS Steering Committee

GTT: GBVIMS Global technical team

ICT: Information and Communication Technology

INGO: International Non-Governmental Organization

ISP: Information Sharing Protocol

KII: Key Information Interviews

MoGCA: Ministry of Gender and Children's Affairs

NGO: Non-Governmental Organization

SC: GBVIMS Steering Committee

SOP: Standard Operating Procedures

SP-IM: Service Provision - Information Management

TFSV: Tracking System for Family Violence

TWG: Technical Working Group

UAT: User Acceptance Testing

UN: United Nations

WHO: World Health Organization

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PURPOSE OF THE GUIDANCE

This Guidance was developed to support stakeholders interested in implementing Primero's 'Gender Based Violence Information Management System plus (GBVIMS+)' module with government actors.

Specifically, this guidance targets agencies that support service provision for gender-based violence (GBV) services to survivors. This can encompass a range of stakeholders including one or more governmental ministries as well as a singular United Nations (UN) agency and/or group of UN agencies (coordinating agencies) with system strengthening mandates who are providing technological support to government actors, donors etc. to rollout the GBVIMS+. This guidance includes considerations that stakeholders should be aware of when equipping governments with information management systems to analyze, act upon, and communicate trends in reported incidents of Gender-Based Violence (GBV) whilst prioritizing highest standards of safety and confidentiality. This Guidance is based on respecting the rights of survivors, their families, and communities; and in full respect for the World Health Organization (WHO)'s ethical and safety recommendations[2] for documenting sexual violence in emergencies.

BACKGROUND

In 2006, the GBVIMS was created for humanitarian settings to address the lack of comparable GBV incident data and information management issues. An evaluation in 2014 led to the development of Primero/GBVIMS+, a digital system for GBV case management. It has been used in 19 humanitarian contexts with over 1,200 service providers.

The GBVIMS, including Primero/GBVIMS+, was mainly used in humanitarian settings by non-governmental actors. Requests to involve national governments led to the development of a government engagement framework in 2014. The COVID-19 pandemic highlighted the benefits of digital solutions for remote service delivery and data management.

State actors play a crucial role in GBV response, including during humanitarian crises. Collaborating with governments ensures sustainability, institutionalizes best practices, and improves accountability for GBV services. **In 2020, UNICEF and UNFPA with the support of the GBVIMS Steering Committee (GBVIMS SC) began designing a GBV data system for governments.**

In May 2023, the first global deployment of GBVIMS+ with a government actor occurred in Sierra Leone, led by UNICEF in partnership with the Ministry of Gender and Children's Affairs (MoGCA).

METHODOLOGY

This Guidance was developed based on a desk review of existing models adopted for rolling out information management systems with government actors; including learning from the experiences of various agencies (e.g. UN Women, UNICEF, UNFPA, etc.), the Child Protection Information Management System plus (CPIMS+); including lessons learnt from field level stock taking exercise of the Tracking System for Family Violence system (TFSV)[3] in Jordan and the first rollout of the GBVIMS+ with government actors in Sierra Leone. It is expected that with ongoing rollouts of the GBVIMS+ in similar contexts,

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2 WHO Ethical and safety recommendations for researching, documenting, and monitoring sexual violence in emergencies, 2007: https://www.who.int/publications/i/item/9789241595681
3 In 2016, UNICEF with the collaboration of, the National Council for Family Affairs, worked on implementing the Automated Tracking electronic system called "Tracking System for Family Violence" (TSFV) to Be used by all service providers responding to violence cases to monitor the procedures related to the institutions that are providing services for family violence cases in general and against children in particular

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the content presented in these guidelines will be regularly updated to provide a more comprehensive overview of factors to consider when rolling out a GBV information management system with state actors. The present document is meant as a live document. This Guidance starts by presenting an overview of the GBVIMS+ rollout process based off rolling out the legacy GBVIMS and Primero/GBVIMS+ in over 30 countries[4]. The present guidance considers the scenario in which the Government is leading on the rollout of GBVIMS.

ESSENTIALS TO DEPLOY GBVIMS+

Drawing on 15 years of experience with GBVIMS and insights from the pilot government-led rollout in Sierra Leone, UNICEF and the GBVIMS SC identified the key essentials and pre-requisites necessary to ensure a government-led rollout is conducted safely and ethically.

1. **Adaptation to Local Context:** Acknowledge the distinct nature of each setting, as the provided guidance offers a flexible framework adaptable to specific circumstances. It's crucial to discern whether the rollout is exclusively for government entities or also involves NGOs/CSOs. In cases involving the latter, **it's important to comprehend the options available for NGOs/CSOs to abstain from data submission, and to understand the established framework regarding data protection, control, and ownership.**

1. **Non-Negotiable Prerequisites:** In order to ensure safe, ethical and survivor-centered approach, it is essential to ensure the below considerations are in place prior to the rollout of GBVIMS+:
   - **Quality GBV case management** and service provision.
   - **Commitment** and budget sustainability.
   - Information and Communication Technology (ICT) **infrastructure**, including hardware and connectivity.
   - Sufficient **human resources** and staff capacity, including supervision.
   - Understanding and agreeing on how current information management systems will **co-exist and do not duplicate**.

1. **Government attitude and resources:** Understanding the government's stance and capacity is a critical step before implementing the GBVIMS+. This includes a thorough assessment of the potential risks associated with the system's deployment. Key considerations include:
   - **Direct request** from government for roll out of the IMS, indicating official endorsement and commitment.
   - Government agencies should be capable of providing **quality GBV case management** and related services.
   - They should express a **need and interest** in deploying a GBV information management system and aligning with global best practices in information management.
   - The necessity for **well-trained staff**, encompassing GBV specialists and individuals proficient in digital literacy.
   - **Availability of funds or a solid strategy** to ensure the ongoing support and maintenance of the GBVIMS+ rollout.
   - The Government should **not have a history of breaching GBV guiding principles** or perpetrating GBV.

   - **Government Buy-In:** The impetus for deploying an IMS often originates from external sources, like UN agencies, but experience shows that **without a government-driven request and acknowledged need, the deployment, ownership, and sustainability of the IMS remain weak**. Therefore, it is important to ensure the below considerations are accounted for:
   - Securing **commitment from the government at both the highest political** and technocratic levels is essential for the success of the IMS.
   - It's important to identify government personnel who possess the necessary **capacity and technical skills** to actively engage in the rollout process.
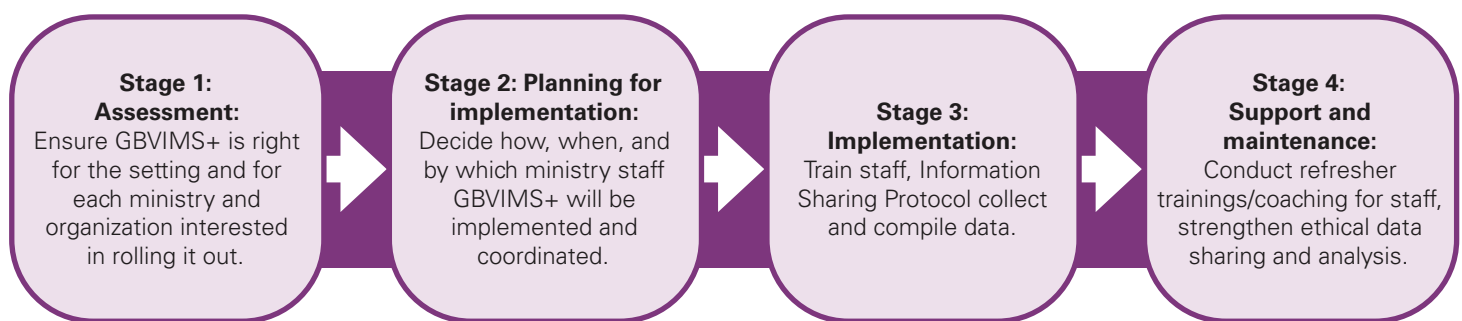
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5. **Technical Support:** While requests for GBVIMS+ deployment may originate from various entities like UNFPA, UNICEF, GBVIMS SC, Global Technical Team (GTT), other UN agencies, or the government itself, it is crucial for government actors to pursue **external technical assistance.** This support should ideally come from the **GTT or an independent GBVIMS+ Technical Specialist.** The chosen Technical Specialist must possess the requisite expertise and competencies to effectively orchestrate the implementation process. This approach ensures that the deployment is guided by knowledgeable and skilled professionals, leading to a more successful and efficient implementation.

In summary, successful government rollout of GBVIMS+ requires adherence to specific prerequisites, government commitment, and access to technical support for a coordinated and sustainable approach.

ROLLOUT PROCESS

The methodology for implementing GBVIMS+ in humanitarian settings has been refined to include specific factors critical for government-led rollouts. Insights gleaned from the pilot deployment of GBVIMS+ in Sierra Leone further informed its suitability and effectiveness, while also identifying key areas for improvement. These learnings are particularly vital in preparing for the national-scale rollout of GBVIMS+ involving government stakeholders, ensuring a more tailored and effective approach.

The roll out process is organized into four stages:[5]

Stage 1: Assessment: Ensure GBVIMS+ is right for the setting and for each ministry and organization interested in rolling it out.	Stage 2: Planning for implementation: Decide how, when, and by which ministry staff GBVIMS+ will be implemented and coordinated.	Stage 3: Implementation: Train staff, Information Sharing Protocol collect and compile data.	Stage 4: Support and maintenance: Conduct refresher trainings/coaching for staff, strengthen ethical data sharing and analysis.

STAGE 1: ASSESSMENT

The GBVIMS+ is designed as a comprehensive tool for documenting services provided to GBV survivors and generating data to inform policy and programming decisions. It facilitates improved information management for ministries and organizations directly serving survivors, encompassing data collection, storage, analysis, and dissemination. Additionally, it fosters enhanced coordination among the UN, NGOs, and governments in their collective efforts to address GBV, thereby streamlining and strengthening the response to this critical issue.

The GBVIMS+ is highly relevant even when governments themselves may not directly provide services but are keen on understanding GBV trends. This is particularly true when working with partner organizations ready to share data via an Information Sharing Protocol. Grasping these trends is vital for governments to allocate resources effectively, enact evidence-based laws and policies, and triangulate data sources, such as administrative data. Consequently, the nature of government engagement in GBVIMS+ varies considerably. Therefore, it's imperative to first identify the government's specific requirements before implementing GBVIMS+.

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5 Note that the timeline for completing each of these phases is wholly dependent on the context of the rollout.

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In the assessment phase, the focus is on understanding the current landscape of service provision and information management. This includes prioritizing risk assessment, gaining insights into stakeholder perspectives, examining existing practices, and evaluating resource availability. **A range of tools are employed to assess factors like participant involvement, safety risks, service provision quality, and information management practices.** These tools help in determining how well-suited the GBVIMS+ is to meet the government's unique needs. Detailed information on these assessment tools outlined in this section.

Service Mapping (Who will be a part of the rollout):
Stakeholder mapping plays a crucial role in the GBVIMS+ rollout by pinpointing the main stakeholders in the GBV response, detailing their roles, geographic presence, and the demographics they serve. **This strategic mapping shapes the framework for implementing GBVIMS+, taking into account whether it will be utilized exclusively by government entities or in collaboration with non-government actors.** To aid this process, awareness-building meetings and presentations are conducted to promote informed decision-making and consultations. These sessions also help in cultivating buy-in and trust among stakeholders. For a detailed approach to this process, refer to Annex 1, titled "Government Service Mapping Tool.

Government-led GBVIMS+ can be divided into 2 scenarios:

Government only use: The GBVIMS+ is deployed for use by frontline staff of one or several ministries that provide specialized GBV services directly to survivors.	**The GBVIMS+ system is designed for collaborative use by both government and non-government entities, such as CSOs and NGOs:** Typically, government actors are responsible for administering the system, while non-government organizations utilize it primarily for data collection purposes.

Context Analysis and Risk Assessment:
The Context Analysis and Risk Assessment Tool (Annex 2) is a critical instrument designed to evaluate the operational environment for the GBVIMS+ rollout. This tool is best utilized in collaboration with in-country stakeholders, including government bodies. It's essential that both government and non-government actors (if they are part of the rollout) participate in this assessment, ensuring a comprehensive understanding of the on-the-ground reality.

This assessment methodically reviews aspects such as GBV response, service provision, national policies, available resources, and identifies potential safety risks to prevent any adverse outcomes from the mishandling of GBV data. The process is typically conducted through in-person, participatory meetings, spearheaded by the GBVIMS Technical Team (GTT) or an unbiased third party appointed by the working group. This could also be a local expert with the requisite knowledge and training. Maintaining connections with the GTT is strongly advised for optimal results.

The assessment places a high priority on minimum safety standards, which include providing high-quality, survivor-centered services, ensuring no safety concerns, adhering to GBV guiding principles, and having an effective GBV coordination mechanism in place.

To remain responsive to changing circumstances, ongoing context and risk analyses are recommended throughout the GBVIMS+ rollout. This approach allows for the timely implementation of contingency plans and adaptations to the strategy as needed.

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Insights from Sierra Leone :
The assessment of government actors in the context of GBV response can be a delicate task, primarily due to the existing power dynamics. It's advisable to engage an impartial assessor who can conduct the evaluation without bias. This is particularly important as governments may be sensitive to revealing their limitations or weaknesses to NGO partners. Additionally, there can be a lack of trust between government entities and NGOs, who might doubt the government's capacity to provide direct services to GBV survivors, often attributed to the government's funding challenges.

Given these complexities, it's essential that the assessment of government actors is carried out by an independent assessor who is mutually agreed upon. An NGO leading the assessment might not be the most suitable choice due to potential conflicts of interest, influenced by funding sources, reputation, and political affiliations. An independent assessor can provide a more balanced and objective evaluation, essential for a successful GBV response initiative.

Assessment of Service Provision and Information Management:
The Service Provision and Information Management (SP-IM) tool, detailed in Annex 3, is designed to ascertain which specific government departments and organizations are equipped to implement GBVIMS+. **The SP-IM serves as a self-evaluation tool for GBV service providers, focusing on aspects like case management, policy adherence, and information management, including the assessment of any existing parallel systems.**

Conducting a comprehensive assessment at the government level is crucial for identifying strengths, gaps, and areas requiring technical support. In instances where services do not align with international minimum standards, it is advised to initiate a capacity-building program prior to the adoption of GBVIMS+. The assessment also scrutinizes existing information management practices to pinpoint potential areas for enhancement and capacity development.

A significant component of this assessment is the mapping of current information management systems. This helps in understanding the overall landscape and recognizing any parallel systems that cater to similar user groups or gather akin GBV data. The possibility of integrating with existing systems, such as CPIMS+, should be considered to ensure a sustainable and complementary deployment, provided there are no significant concerns.

Key Informant Interviews:
To achieve a detailed understanding of the context, the GTT or an independent technical specialist collaborates closely with the lead government ministry responsible for GBVIMS+ implementation. They combine the insights from the SP-IM tool with key informant interviews (KIIs) conducted with a broad range of stakeholders involved in GBV services in the country of rollout. This includes interactions with government departments, international and national organizations, community-based groups, and UN agencies. Conducting these KIIs in person allows for a more nuanced and in-depth assessment, facilitating a comprehensive context and risk analysis.

The joint evaluation of responses from these KIIs plays a crucial role in corroborating the findings from the assessment phase. It also helps in identifying any inconsistencies or immediate challenges. Areas of focus in these interviews include:

- Services: Types of services provided, locations, and the number of staff involved.
- Training: Types of training staff have undergone, including case management training.
- Data Collection: Tools and forms used, and any other internal information management systems.
- Data Storage: Methods of GBV data storage and access control.
- Data Sharing: Protocols for external data sharing, formats used, and regulatory oversight.

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- Data Analysis and Reporting: Responsible parties for data analysis and the frequency of reporting.
- Coordination: Established coordination mechanisms and any associated challenges.
- Web-based Information Management Systems: Comfort level with navigating platforms and internet access.
- Technical Support: Anticipated needs for technical assistance.

Participatory Results Analysis:
Drawing from the insights garnered through the aforementioned assessment tools and techniques, it is crucial to organize consultative meetings with all relevant stakeholders. These meetings are key for dissecting the findings, fostering an atmosphere of transparency, and upholding accountability. **Given the potential power imbalances among different actors, which might affect the openness of sharing opinions, ideas, information, or concerns, the impartial assessor may need to conduct separate sessions. This can ensure a more comfortable environment for dialogue among government representatives, UN agencies, and other NGOs/CBOs.**

The decisions regarding the GBVIMS+ rollout are grounded in the results of these assessments. The findings should definitively establish the government's readiness to implement GBVIMS+, identify the involved actors, and pinpoint the specific ministry responsible for spearheading the in-country rollout. This ministry will act as the central point for all coordination and communication efforts, ensuring a cohesive and well-managed implementation process.

Insights from Sierra Leone :
The initial exploratory mission in February 2022, lasting between 5 to 10 days, proved to be highly influential. While the primary focus was on engaging the government as the lead institution, consultations were also extended to many key GBV partners at both the national and field levels. This mission included visits to sites operated by both government and partner organizations, aiming to collect firsthand information from frontline staff. This approach facilitated a comprehensive comparison between field data and information from headquarters.

A crucial part of this mission was a debriefing session with the government, focusing on what needs to be established in the country to guarantee the system's sustainability. Additionally, **a thorough review of the tools used by partners and a keen listening to their challenges were integral in securing overall buy-in from both the government and partner organizations. This multi-faceted approach was vital in understanding the on-the-ground realities and in shaping a strategy that accommodates the needs and capabilities of all involved stakeholders.**

STAGE 2: PLANNING

The planning phase is a cornerstone for the successful rollout of GBVIMS+, ensuring adherence to the defined scope, budget, and timeline. A joint rollout plan or workplan, as outlined in Annex 4, is typically crafted early in this phase, acting as a crucial tool for synchronizing all stakeholders with the project's activities, goals, and timelines. **Like the results review in the assessment phase, fostering ownership of the GBVIMS+ rollout is pivotal for its long-term viability. It is crucial for the designated lead government entity to be actively involved in the planning, contributing to the vision of the rollout, and participating in all planning and decision-making processes.**

Key steps in the planning phase include:

Identify GBVIMS+ Focal Points: It is vital to designate focal points at the ministry, UN, and organizational levels. The rollout strategy should leverage existing structures and resources, aligning with current staffing to ensure sustainability. The standardization of documentation and reporting through GBVIMS+ aims to enhance efficiency and data quality. The Ministry Focal Point should ideally assume the role of GBVIMS+ Coordinator/System Administrator after launch, with a trained backup in place, especially in ministries with high staff turnover (refer to Annex 5 for role descriptions).

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Establish a GBVIMS Coordination Forum/Working Group: In cases where an existing GBV coordination forum or group is absent, establishing a mechanism specifically for supporting, managing, and overseeing the GBVIMS+ rollout is recommended. This group will facilitate decision-making and implementation negotiations, meeting at least monthly (see Annex 6 for a sample terms of reference).

Hold Implementation Planning Meetings: Allocate dedicated time for planning activities, involving members of the technical working group, government, organizations, and UN agencies. Engage stakeholders in a participatory process, including those not part of the initial pilot but involved in the national rollout.

During these meetings, stakeholders should:
• Develop a rollout plan and timeline, including activities like trainings.
• Adapt, translate, and contextualize Case Management and Incident Monitoring Forms.
• Discuss data compilation, reporting tools, and mechanisms.
• Establish an Information Sharing Protocol detailing data access and sharing.
• Address data safety and security, particularly during leadership transitions.

Develop an Implementation Plan[6]: Create a detailed, strategic document outlining the steps, timelines, and activities for the GBVIMS+ rollout. This plan should be flexible and endorsed by all stakeholders, serving as a roadmap for accountability.

Determine Pilot Location: Select pilot locations through consultations with the GBVIMS coordinating group, considering factors like service availability, resource access, and safety. Starting with a small number of locations for the pilot phase before expanding to other areas is recommended.

These steps ensure a thorough, inclusive, and strategic approach to implementing the GBVIMS+, setting a solid foundation for its effective and sustainable use.

Insights from Sierra Leone :
In countries facing significant disparities in service availability, access to electricity, internet, and computers, it's crucial to engage communities that are typically hard to reach and resource-constrained into the pilot phase. The results from these pilot tests in such challenging environments will yield valuable insights and evidence. This information can greatly inform government decisions regarding the potential for broader scale-up, ensuring that the implementation strategy is both inclusive and effective in addressing diverse and complex contexts.

Assess Data Protection Measures within the Ministries and Organizations: It is critical to thoroughly evaluate the existing data protection protocols in ministries and organizations participating in the GBVIMS+ initiative. The goal is to develop a refined data protection checklist, ensuring adherence to the most stringent standards of confidentiality and security. For guidance, refer to Annex 7: the Standard Data Protection Checklist. This assessment should be carried out by the Global Technical Team (GTT) or an impartial evaluator, such as a UN agency member of the GBVIMS Steering Committee. This process ensures that all data protection measures align with best practices and provide robust safeguards for sensitive information.

Implementing a Data and Role Mapping: Undertake a comprehensive data and role mapping process, as outlined in Annex 8, to gain a clear understanding of how each government ministry and organization handles information collection and management. This step is vital regardless of whether there is an official system in place, as various methods might be used for data gathering and organization, tailored for reporting, programming, and other needs. These methods may range from

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6 The implementation plan includes accountability framework, background, locations, key documentation, configuration, hosting and technical architecture, testing, maintenance and decommissioning.

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regular to situation-specific approaches and encompass both paper and electronic formats, manual calculations, and diverse data transfer techniques. **Executing an information management mapping exercise is a key initial step in the GBVIMS+ implementation. This involves engaging staff who will be part of the rollout. The purpose of this exercise is to aid in crafting a well-functioning information system and to effectively plan the setup of user profiles within the GBVIMS+. It plays a crucial role in facilitating the integration of GBVIMS+ into the existing information workflows, addressing potential obstacles such as low connectivity and varied information sharing requests.** This strategic approach ensures that the GBVIMS+ is seamlessly adopted and efficiently utilized within the current information management infrastructure.

STAGE 3: IMPLEMENTATION

During the GBVIMS+ implementation phase, several critical activities are integral to its success:

1. **Training Preparation for GBVIMS+ Tools and Procedures:** It is essential to thoroughly prepare staff for GBVIMS+ system training. Before finalizing the User Configuration for Government Roll Out form, the GTT needs to coordinate with the in-country team to determine the specific roles for training in the GBVIMS+ pilot. These roles typically include at least one case worker, one case worker supervisor, and one focal person from the participating government ministries and NGOs. Clarifying these roles ensures that the pilot organizations select appropriate staff for the training.

2. **Effective Training Delivery:** Implement comprehensive training sessions for key staff, potentially in stages to accommodate large groups. It is crucial for ministry and organizational focal points to be prepared to conduct additional trainings for end users, offering continuous mentorship and technical support. Employing a combination of e-learning[7] and face-to-face training methods can enhance the learning experience. To maximize the effectiveness of these training sessions, it's important to:
   - Collaborate closely with the GBVIMS Technical Team in planning the training.
   - Utilize available training resources and materials.
   - Set aside a specific budget for training purposes.
   - Schedule the training sessions well in advance, ensuring adequate notice for participants.
   - Use a demonstration version of the system for training purposes, rather than the live operational system.
   - Organize end-user training sessions, to be facilitated by designated in-country focal points.
   - These measures are designed to ensure that the training is thorough, accessible, and practical, equipping staff with the necessary skills and knowledge to effectively utilize the GBVIMS+ system.

Insights from Sierra Leone :

"*During the session, I found the training to be quite refreshing as it effectively connected GBV Case management with the GBVIMS+ system. We had the opportunity to explore the incident monitoring tool and engage in practical exercises, including demonstrations of all GBVIMS steps except reporting. We also discussed and addressed contextual questions and challenges related to system usage. Personally, I was fascinated by my first experience using the system, and I had very high expectations. It's crucial for facilitators to be well-prepared for this part of the session to handle questions effectively and avoid being caught off guard.*" Government Staff, Sierra Leone.

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7 UNICEF developed an e-learning on GBVIMS+ that can be found here: https://agora.unicef.org/course/info.php?id=28633

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3. **Configuration and Testing:** During the implementation phase of GBVIMS+, the process begins with System Configuration Management, led by the GTT/GBVIMS+ Deployment specialist. This stage involves setting up key system aspects such as user groups, roles, and access settings. The GTT works in tandem with the government System Administrator, who eventually will take over after a transition period. Concurrently, User Management is executed, involving the setup and maintenance of user profiles, password protocols, and user roles. A critical component of this phase is User Acceptance Testing (UAT), where front-line users test the system's functionality and provide feedback. This feedback is crucial for refining the system before its official launch, ensuring it meets the users' requirements and operates effectively.

4. **Staff Support:** Offer robust support to key staff, particularly the lead government focal point and the system administrator for GBVIMS+, as they begin to utilize the system and engage in data collection.

5. **Information Sharing Protocol Negotiations:** Actively participate in the negotiations related to the Information Sharing Protocol. This is crucial for ensuring appropriate data sharing and management practices. For reference and guidance, access the ISP Template at https://www.gbvims.com/gbvims-tools/isp/.

FOCUS ON INFORMATION SHARING

Information sharing is a crucial aspect of collaboration and coordination between organizations, especially in the context of addressing GBV. **Given the sensitive nature of GBV data, the decision to share information for creating interorganizational statistics requires meticulous consideration.** Service providers must prioritize their clients' confidentiality and avoid drawing undue attention to individuals or communities involved. Striking a balance between the risks and benefits of sharing incident data is challenging, as organizations often differ in their views on what information to share, with whom, and under what conditions.

Developing an Information Sharing Protocol (ISP) is key to navigating these challenges. It serves as a comprehensive guide for multiple agencies, outlining processes, systems, and standards to ensure transparent, safe, effective, and ethical use and sharing of GBV data. This includes guidelines on data collection, storage, and usage. The ISP aims to facilitate overcoming obstacles in information sharing, setting clear directives for sharing GBV incident information, and safeguarding survivors while enhancing GBV coordination efforts. It clearly delineates the roles, responsibilities, and rules for all entities involved in the sharing process.

The process of creating the ISP is as critical as the protocol itself. **An inclusive, respectful, and collaborative approach can build trust among organizations, fostering more effective information sharing and a stronger collective response to GBV. Typically, this process involves organizing an in-person meeting with all potential signatories of the ISP to discuss its contents.** Key topics include the purpose, ground rules, monthly reports, information sharing procedures, data security, and handling external requests for GBV information.

To facilitate open and honest discussions, participants are usually grouped by organization type (NGOs/CSOs, government agencies, UN agencies), considering power dynamics. External facilitators guide these group discussions before reconvening everyone for a plenary session to highlight areas of agreement and disagreement. Adequate time is allocated to thoroughly discuss all elements of the ISP, allowing participants to express concerns and work towards a consensus. Finally, the ISP is drafted, reviewed, and endorsed by all parties, solidifying a shared commitment to responsible information sharing and management in GBV response efforts.

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The accompanying diagram provides a detailed summary of the key implementation steps for the GBVIMS+ rollout. It offers a more granular breakdown than the overview described above.

STEP 1

Determine Training Participants and Budget
» Determine the number of participants and their roles.
» Plan the training budget, including logistical considerations.
Invite Training Participants
» Invite key staff participating in the training well in advance.

STEP 2

Conduct Training on the GBVIMS+ Platform
» Train Ministerial and Organizational Focal Points and key staff.
» Cover topics including GBV basics, information management, navigating GBVIMS+, and more.
» Adapt the training based on participants' digital literacy and familiarity with GBVIMS/ GBVIMS+.

STEP 3

User Management
» Set up and maintain users.
» Change temporary passwords to secure passwords.
» Disable users when necessary.
System Configuration Management
» Configure the GBVIMS+ platform.
» Build the capacity of the government System Administrator.

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STEP 4

Conduct User Acceptance Testing
» Allow front-line users to test the configuration.
» Identify representatives from participating ministries and organizations to provide feedback
» Sign the Terms of Use
» Ensure that all GBVIMS+ user organizations sign a Terms of Use document.

Go Live
» Share access to the GBVIMS+ platform with User ministries and organizations.
» Communicate important information and responsibilities to users.
» Implement the phased deployment, if any.

STEP 5

Collect and Compile Data
» Collect and input data on Case Management and Intake Forms

Enter Data into the Incident Recorder (if applicable to context)
» Extract data from reporting functions on the GBVIMS+.
» Establish a timeline for regular data entry.

STEP 6

Agree on Information Sharing Processes
» Initiate discussions on information sharing.
» Facilitate negotiations for an Information Sharing Protocol.

Information Sharing
» Develop an Information Sharing Protocol to share information effectively and ethically.
» Consider the sensitive nature of GBV incident data in the protocol.

Insights from Sierra Leone :
In Sierra Leone, the preparation for GBVIMS+ Training was a meticulous process. It began with the careful selection of participants, all of whom were required to have experience in survivor-centered GBV case management, digital literacy, and a direct role in working with survivors or supervising case workers. The organization of the training involved planning for a group of 25 participants, with two facilitators leading a 6-day program. Key logistics included securing a budget, coordinating with the GBVIMS Global Technical Team for materials, ensuring a suitable venue with reliable internet access, and providing necessary devices and stationery. The preparation aimed to create an optimal learning environment for effective skill development.

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STAGE 4: MAINTENANCE

The fourth phase of the GBVIMS+ rollout is centered on maintenance, a critical factor in the system's sustained success. This phase involves several integral activities:

1. **Sustainability Planning:** Crafting comprehensive sustainability plans involves allocating human, material, and financial resources, ensuring the system's long-term viability.

Insights from Sierra Leone :
A sustainability plan was developed and includes the following commitments: MoGCA will support GBV Case Management and Information Management (GBVIMS+) through our yearly Ministry's Strategic plan and budget at National and Decentralized Levels; The Ministry is pushing for the recruitment of staff in various cadres and will therefore continue to deepen capacity building through training on GBV Case Management and Information Management. The Senior Management Team of the Ministry will discuss and assign dedicated Staff to the Coordination and Management of the GBV Case Management, Information Management and ensure coordination modalities are replicated at district level.

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2. **Appointing and Maintaining Key Personnel:** Assigning GBV technical specialists and system administrators is crucial to oversee the system's functionality and manage its operations effectively. UN Agencies and International Organizations can support the secondment of these key staff to ensure system functionality.

3. **Data Quality Management:** Regular data quality checks are conducted, with GBVIMS+ Government and Organizational Focal Points playing a key role in monitoring and implementing corrective actions to maintain high data standards.

4. **Data Analysis:** The use of GBVIMS+-generated data is carefully overseen through an Information Sharing Protocol (ISP), prioritizing survivor confidentiality. It is important to understand that the analysis is based on reported incidents, which should not be confused with prevalence data.

FOCUS ON DATA ANALYSIS:

Analyzing GBV data through the Gender-Based Violence Information Management System (GBVIMS) is of paramount importance. It serves as a critical tool for enhancing programming and interventions in the field of gender-based violence. **By systematically examining this data, organizations and agencies can gain valuable insights into the prevalence, patterns, and trends of GBV incidents. This, in turn, enables them to make evidence-based decisions, design more effective programs, and allocate resources where they are most needed.** Analysis of GBV data through the GBVIMS not only helps in understanding the scope of the problem but also supports the development of targeted and responsive strategies that can ultimately lead to improved prevention, support, and protection for survivors of gender-based violence.

Detailed information on data analysis and its application can be found at https://www.gbvims.com/data-analysis/

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5. **Periodic ISP Review:** Conducting periodic evaluations and updates of the Information Sharing Protocol (ISP) is vital, especially in response to major shifts such as governmental transitions, variations in security conditions, the expansion of GBVIMS+, or occurrences of ISP violations. **Given the complex power dynamics between government entities and non-governmental organizations, it is crucial to establish robust checks and balances. These measures ensure the ethical and secure execution of the ISP.** Implementing system audits with automated alerts that flag unauthorized or unusual access to system data is a proactive approach to safeguarding the integrity and confidentiality of the data.

6. **Troubleshooting and Support:** Support is structured into three levels: Level 1 (Ministry/Organization Focal Points or System Administrator), Level 2 (Primero Help Desk at UNICEF HQ), and Level 3 (Third Party). Users can access support resources at http://www.gbvims.com/primero/ and Primero Support at https://support.primero.org/

7. **Ongoing Training and Skill Maintenance:** Continuous training and mentoring are essential to keep GBVIMS+ users adept with the system, especially in addressing challenges like staff turnover. Refresher training is recommended every 3-6 months, subject to budget availability. As the system expands to include more organizations and users, training becomes increasingly important.

RECOMMENDATIONS AND KEY TAKEAWAYS

The GBVIMS+ rollout in Sierra Leone, marking the first government-level implementation, has yielded several key insights for future government-led deployments:

1. **Transparency, Stakeholder Engagement, and Co-Design**
   - Emphasize clear, honest communication about **GBVIMS+ features and limitations.**
   - Actively involve stakeholders, including end-users, service providers, and international NGOs, from the start.
   - Create a **cooperative environment** that focuses on the needs of end-users in system development, ensuring long-term viability.

2. **Survivor Safety and Data Confidentiality**
   - Cultivate a **culture prioritizing the safety and confidentiality** of GBV survivors.
   - In the initial phase of the GBVIMS+ rollout, a **comprehensive approach to privacy and security** was paramount. The system incorporates **Role-Based Access** Control to limit data access, complemented by robust data encryption for both stored and transmitted information. **Audit trails** should be established to monitor user activities, alongside **regular security assessments** to address emerging vulnerabilities. Additionally, **consent mechanisms for data handling** are integrated, ensuring survivor awareness and agreement. All users underwent thorough training in data privacy principles.
   - Formulate and adhere to **stringent data use, sharing, and communication protocols** to maintain accountability and build trust. Information Sharing Protocols should be developed in a collaborative manner accounting for complex power dynamics.
   - Anticipating **potential system changes or decommissioning,** contingency plans should be crafted, especially for scenarios like shifts in government leadership. Throughout, close collaboration with the government was essential, embedding these privacy safeguards from the very outset of the project to ensure the utmost protection of survivor data.

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3. **Capacity Building and Digital Literacy**
   - Commit to capacity building for a comprehensive understanding of GBVIMS+ among stakeholders. It should happen through a **robust training and mentoring plan** over a period of time.
   - Offer training and support for effective data management, analysis, and communication. Mentors should be trained to provide ongoing support to end users.
   - Address **gaps in digital literacy** with foundational IT training, ensuring end-users' proficiency with digital tools.

4. **Leadership, Political Commitment, and Sustainability**
   - Garner **political backing at various government levels** and align the GBVIMS+ rollout with national objectives, integrating it into national frameworks and policy documents like GBV case management SOPs and referral pathways.
   - Plan the **system's transition to government control to foster local ownership.** This includes considerations for the server hosting and technical infrastructure (e.g. support and maintenance), financial model and governance body.
   - Implement the rollout in phases, as successfully done in Sierra Leone. GBVIMS+ should be deployed through a **pilot rollout in limited geographical locations** before the expansion at national level.

5. **Avoiding Duplicate Systems**
   - To optimize resources and prevent confusion, it is crucial to **avoid replicating information management systems** that are already in place. This necessitates a comprehensive understanding of the current information management landscape within the country. A **detailed mapping exercise** can reveal the existing data workflows and systems, identifying potential areas for integration with GBVIMS+. While reviewing these systems for possible transition to GBVIMS+, it is important to acknowledge that **GBVIMS+ may not suit every stakeholder's needs.** In scenarios where GBVIMS+ is not the ideal fit, exploring ways to facilitate data sharing becomes essential. This approach allows various actors to utilize, triangulate, and incorporate GBVIMS+ data into their systems and workflows, ensuring a cohesive and efficient data management ecosystem.
   - Maintain **open, transparent dialogues and establish strong checks and balances,** like codes of conduct, especially when governments encourage NGOs to adopt their GBV systems. This approach enhances trust, ensures accountability, and protects the safety and confidentiality of GBV survivors, while promoting efficient data management and service delivery. The decision for NGOs to join a government proposed GBV system should always be

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ANNEXES

ANNEX 1: Government Service Mapping tool

ANNEX 2: Context Analysis and Risk Assessment tool

ANNEX 3: Service Provision and Information Management tool

ANNEX 4 : Workplan or Rollout plan

ANNEX 5: Summary roles for GBVIMS+ Focal Points

ANNEX 6 : GBV coordination group/technical working group terms of reference

ANNEX 7 : Standard data protection checklist for reference

ANNEX 8 : How to conduct a data mapping exercise

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ANNEXES

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ANNEX 1
GOVERNMENT SERVICE MAPPING TOOL

Purpose: The purpose of the government service mapping tool is designed on the basis of Who does what, Where, When and for Whom. It is a critical exercise that will support UNICEF and UNFPA on global level to understand more the response in-country, such as the different locations where work is being carried out and who are the targeted populations.

Instructions: When filling out the tool, please use the dropdown lists where indicated and use the space available to provide comments for open-ended questions. Ensure on using a separate line for each service in each location. The government service mapping tool should be completed by the GBV Sub-Sector Coordinator with support from the GB-VIMS Coordinator (is position is functional) and submitted to [add email address(es)].

WHO	
Please indicate the line ministry name and department, and implementing partner name and type. If there is no implementing partner, please indicate.	
WHAT	
Sector	Please select the sector you are reporting to from the dropdown list.
Sub-Sector	Option include Protection, GBV, Child Protection, WASH, Health, Food Security, Education, Shelter/NFI.
Services	Specify the type of service provided.
Response modality	Refers to whether the response is being provided in static, mobile or remote facilities.
Modality	These include: In-kind assistance, Public-service system support, Multi-purpose cash assistance and Rapid Response (dropdown list). For further examples, please read the descriptions provided.
Response Type	One-off, Regular (e.g. monthly cash assistance), or Seasonal (e.g. winterization) (dropdown list).
WHERE	
Admin levels	Please enter the location of the service provided at three admin levels.
Exact location	Please use this column to specify the name of the IDP settlement, Detention centre, , School, etc. You can also use this for GPS coordinates.
Location Type (Setting)	Select from the dropdown list: Detention centre, IDP settlement, Community centre, Urban, Rural, Other.
WHEN	
Status	Ongoing, Completed, Planned (dropdown list).
WHOM	
Population Type: Sex (Male, Female, Non-Binary) Age Group (Children - under 18 year-old; Adults - Over 18 year-old)	IDPs, Returnees, Non-Displaced, or all of these; Refugees and/or Migrants; Local stakeholders (e.g. trainings); All population groups (dropdown list)

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GBV Information Management System	
Existing GBV Information Management System	Selection 'Yes', 'No' or 'I don't know'
Type of information management currently used	Type text
Example of tools used in the IMS in use	It could include Intake form, consent form, etc.
List the purpose of each tool	Type text
System users	It could be caseworkers, service providers, data clerks, etc.
Data collection aligned to data protection and ethics principles	Options include "Yes", "No" or "I don't know"
CONTACTS	
	Indicate the name of the focal points on different Admin levels, title, email address and phone number.
COMMENTS	
	Indicate if you have any other comment or clarification you would like to share.

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WHO

Line Ministry	Department	Abbreviation	Implementing partner	Implementing partner type	If selected 'other'	Source of funding
Type in your response by Indicating the line ministry.	Type in your response by Indicating the department.	Type in the abbreviation of the line ministry or department name (i.e. Ministry of Gender and Children's Affairs: MoGCA).	To be filled if the response is not directly implemented by the ministry. If the response is directly implemented by the ministry indicate so.	Select from the dropdown list, to be filled if the response is not directly implemented by the ministry.	For the implementing partner type, please specify here by typing your response.	Select from the dropdown list., How is the response funded.

WHAT

Sector	If selected 'other', please specify here	Response modality	If selected "more then one", specify the response modality	Delivery Modality	Response type
Select from the dropdown list, Which sector best fits the response provided		Choose from the dropdown list, if the services are provided in a static space, mobile, remotely or more then one		Select from the dropdown list, the modality of service delivery	Select from the dropdown list the response type

WHERE

Admin 1	Admin 2	Admin 3	Exact location	Location type	If selected 'other', please specify here
This will vary depending on your contexts, example include (Governorate). Indicate what level you are using.	This will vary depending on your contexts, example include (district), Indicate what level you are using.	This will vary depending on your contexts, example include(village), Indicate what level you are using.	Type in your response by Specifying the name of exact location (i.e. refugee camp) you may also wish to include GPS coordinates).	Select from the dropdown list the location type (i.e. urban area, rural area).	Type in your response.

WHEN

Status
Select from the dropdown list the status(i.e.ongoing)

WHOM

Population type	Sex	Age Group
Select from the dropdown list, population type (i.e. refugees, IDPs and etc.)	Select from the dropdown list the sex (i.e. Male, female)	Select from the dropdown list the age group (i.e. child, adult)

GBV INFORMATION MANAGEMENT SYSTEM

Select from the dropdown list, if you use any GBV IMS?	Type your response	Type your response	Type your response (one row for each)	Type your response	Type your response	Select from the dropdown list	Type your response	Use the space to type any other comments you want to include
Do you use any GBV information management system?	**If answered "YES", please list the type of information management system(s) you are currently using.**	**Provide examples of tools used in the information management system: i.e. if GBVIMS, intake and classification excluding or including IR and etc.**	**List the purpose of each tool**	**Who are the system users? e.g. case worker**	**For each of the system users identified, state their roles and responsibilities**	**Are the staff collecting the data trained on data protection ethics and principles**	**If answered "YES", who provided the training ?**	**Other comments on the Information Management System(s) used**

CONTACTS				COMMENTS
Type your response	Type your response	Type your response	Type your response	Please add here any comment or clarification you would like to share.
Admin 1 Focal Point name	**Title**	**Email address**	**Phone Number**	**Comments**

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ANNEX 2
GBVIMS+ CONTEXT ANALYSIS AND RISK ASSESSMENT TOOL FOR GOVERNMENT ROLLOUTS

Country:
Respondent(s) – *list name(s), organization(s), job title(s) and duty station(s) of stakeholders consulted. Add respondent if needed.*
Respondent 1:
Respondent 2:
Respondent 3:
Respondent 4:

Assessment start date:
Assessment completion date:

Instructions: The below questions should be filled by the UN agency leading in the rollout of the GBVIMS+ for government service providers. The responses to these questions, in addition to the Service Provision and Information Management Tool, will be used by UNICEF and UNFPA at global level as a basis for assessing suitability for a Primero/GBVIMS+ rollout to government actors in your context. Please be as detailed as possible and add additional information where relevant. Information will be collected through a guided focus group discussion with a team of experts in-country knowledgeable on GBV response, existing government policies on GBV, legal framework and data management framework. **Due to the sensitive nature of the questions, this tool shall NOT be administered or shared with a government entity.**

Section 1: General situation
a. Give a brief description of the type of humanitarian/development context in the specific geographical areas you propose to rollout GBVIMS+ with government stakeholders, including description of the context. For example, security situation, actors involved in the conflict, drivers of conflict, GBV actors and other humanitarian or development actors present etc. Is the response context development aid, humanitarian aid, fluctuating between the two, or both? Please provide details.

b. Provide a description of the level of internet connectivity in these locations. Is it frequent and uninterrupted? Interrupted? Unstable?

Geographical area(s)	Description of the context	Connectivity

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Section 2: Service provision

a. How would you assess the government's response services for GBV survivors? Is it of high quality, is it survivor-centered, is it safe, confidential, respectful, non-discriminatory, and informed by gender equality? What are the biggest challenges to the government's delivery of services in the geographical areas under consideration (E.g., access, resources, stigma, or community acceptance)? Does this vary from one government entity of response to another? If yes, provide details on of each response for every sector.

b. Are GBV and Child Protection services provided separately or through integrated services? (e.g., describe if the same case worker provides services to both GBV & CP). Please describe the relationship between GBV and Child Protection Services.

Section 3: Safety and ethics

a. Have there been any safety concerns for GBV survivors, communities and service providers linked to government GBV service provision? If yes, please explain what some of these concerns have been. Which governmental entities have been part of these concerns and who has observed them?

b. Have there been instances where the government has requested access to GBV survivor data or other sensitive data, has the government been implicated in breaches of confidentiality for GBV survivors, or misuse of GBV survivor data? If yes, please explain what happened, the risks involved, and if/how those risks were mitigated.

c. As lead agency in this initiative, how comfortable do you feel with the government being equipped with an GBV Information Management System such as Primero/GBVIMS+? How do other non-governmental GBV stakeholders feel, and have they raised any specific concerns or objections? Please explain.

d. Do you foresee any resistance from the government entity in ensuring the information management system follows the GBV guiding principles of confidentiality, safety, non-discrimination, and respect? If yes, please provide examples of concerns.

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Section 4: Coordination

a. Is there a functioning GBV Coordination mechanism (e.g., GBV sub-cluster or national or sub-national GBV working group)? What is the government's role or engagement in these mechanisms?

b. Does the government have GBV Standard Operating Procedures (SOPs) that have been developed/adopted within government entities/ ministries and is there anything that they might be missing or lacking? Please explain.

c. Is there a functioning GBV Case Management Task Force or working group? Is there a Case Management SOP in place? What is the government's role or engagement in these? If not, are there plans in place to establish these?

d. Is there an updated mapping or '5Ws' of local medical/health, psychosocial, legal/justice, and protection/safety services readily available and up to date to facilitate referrals? What is the government's role or engagement in these?

e. Is there a functioning GBVIMS Coordination group? What is the government's role or engagement in this?

Section 5: National Laws, Policies and Strategies

a. Are there any national laws, legislation, or policies around GBV/VAWG which might impact (positively or negatively) the rollout of a GBV IMS+? Please explain.

b. Are there any legal provision's that state that any data system must be managed by the government?

c. Are there any national policies, strategies, or action plans in which the establishment of a GBVIMS has been indicated or embedded?

d. If you answered 'no' to question (c), please provide suggestions on any entry points for the integration of commitments around safe and ethical GBVIMS establishment into national policies, strategies, or action plans.

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e. Are there any mandatory reporting laws or policies in country that might pose a risk to survivors if the government were to establish and own a GBV Information Management System?

f. Does the government have an existing national framework on data management? Do you foresee the government requesting to align the GBVIMS+ with its national framework on data management and what could be some of the risks involved? Please Explain.

g. Are there any legal clause(s) that mentions that the data must be hosted within a national data center?

h. Are there any data protection laws in country concerning cloud hosting of sensitive data?

Section 6: Data collection

a. Generally, do government staff (e.g., caseworkers) have a computer/digital literacy sufficient for the use of Primero/GBVIMS+? If no, could you describe what is the current level of computer/digital literacy they have (e.g., familiar with web-based navigation)?

b. What type of documentation (paper forms and electronic file/database) do the government entities interested in using the Primero/GBVIMS+ currently use?

c. Do the interested government entities already use a specific classification of GBV incidents? If yes, are they using the GBVIMS classification tool? If no, share a copy with the technical team of the classification methodology.

Section 7: Data storage

a. How do government entities currently store their GBV data? Describe the breakdown depending on the entities involved (e.g., government main GBV service provider, ministry of health etc.).

b. For government service providers interested in using Primero/GBVIMS+, what is their expectation in terms of data hosting? Is there a Ministry which is responsible for national data hosting? Is there infrastructure in place for data hosting? Please explain.

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c. If NGOs/CSOs are asked to use a government Primero/GBVIMS+ platform, how would this be received? Do you foresee any risks or have CSOs/NGOs expressed any risks related to storing their GBV survivor data on a government-hosted cloud?

d. If answered yes to question (c), what would make CSOs/NGOs comfortable to store GBV data on a government instance (e.g., terms of use, information sharing protocol etc.)?

Section 8: Data sharing, analysis and reporting

a. Is there an Information Sharing Protocol (ISP) in place? Is any government entity part of the ISP?

b. Is there a demand to better understand GBV data/trends by the government? Will the concerned government entities play a role in analyzing the data from Primero/GBVIMS+? Please describe.

c. What type of reports would Primero/ GBVIMS+ data be used for? Will the government use the data from Primero/GBVIMS+ in government related reports?

d. Are there any particularly political issues around data sharing on GBV? If yes, please describe.

Section 9: COVID-19 specific

a. Please explain whether movement and other pandemic-related restrictions are in place, and whether service provision has been adapted as a result of COVID-19 restrictions. Please provide information relevant to the government entities who are interested in rolling out Primero/GBVIMS+.

b. b)   If government service providers have adapted their service provision to remote phone-based case management, do caseworkers usually have intermittent internet access/mobile data (3G/4G) in place where they provide services? Please explain.

c. c)   Due to COVID-19 related restrictions, the GBVIMS Global Team may provide training remotely for the Primero/ GBVIMS+ pilot rollout. Will actors have access to stable internet and computers in order to access remote training? Will any additional resources be required to facilitate this? Will interpreters be required for this? If yes, please detail languages.

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Section 10: Physical, Human and Financial Resources

a. Primero/ GBVIMS+ should be used directly by caseworkers on desktop computers or laptops and/or mobile devices (mobile phones or tablets)[1]. Do interested government entities typically have such hardware available? If not, could it be procured by the lead agency supporting the rollout or other members of the in-country Steering Committee (if functional)?

b. Do you foresee risks associated with   the government sustaining the rollout of Primero/GBVIMS+? (e.g., funding, staffing/ turnover, commitment & etc.) and if the government has budget dedicated for GBV information management systems within their national framework to sustain the rollout of Primero/GBVIMS+ beyond Year 1.

c. What other risks might threaten the sustainability of a GBVIMS+ rollout? For example, political instability, natural disaster, financial resources, staff turnover, technical capacity retention, etc.

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1 Operating system – Android 6 and above.

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ANNEX 3
SERVICE PROVISION AND INFORMATION MANAGEMENT (SP-IM) TOOL

GUIDANCE ON HOW TO USE THIS TOOL

Purpose: This Integrated Service Provision – Information Management Tool was adapted from the CM-IM self-reflection tool that was developed by the GBVIMS Global Team. The tool has been adapted and designed to be self-administered by government entity staff to assess service provision, policies, and information management systems. Please respond as honestly and accurately as possible. Your answers will help the technical team identify strengths and gaps in your programming and determine what technical support on GBVIMS+ is needed.

Instructions: The Integrated Service Provision- Information Management Tool should take approximately 1 hour to complete. It should be completed by government staff responsible for providing services within your entity. These could include Program Managers in charge of case management or Supervisors of Caseworkers. Ideally, the IT focal point within your government entity should be involved in completing the 'IM' tab. Since your answers should reflect existing practices within your government entity, it is important to consult with Caseworkers, Supervisors and Senior Management on their experiences and perceptions prior to filling the tool. Please list the names of the individuals involved in filling out this tool in the "Respondents Information" tab.

Please return this checklist to **[ADD NAME AND EMAIL ADDRESS OF IN-COUNTRY FOCAL POINT AT AGENCY LEVEL]** at your earliest convenience. For further questions, please do not hesitate to contact **[ADD NAME AND EMAIL ADDRESS OF IN-COUNTRY FOCAL POINT AT AGENCY LEVEL]** or send an email directly to [Add email address(es)].

RESPONDENTS INFORMATION

No.	Government Entity/ Department	Position	Duty Station	Email Address

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SERVICE PROVISION

No.	Service Provision Checklist	Answers		Answer keys	Comments (Please add information to complete your answer)
1	What type of services does the government entity provide to survivors?			Options includes: • Case Management/ Individual Psychosocial Support • Legal • Health • Safety • Other (please specify)	
2	What age group are services provided for survivors?			Options include: • Children (under 18 year-old) • Adults (over 18 year-old) • Both Children and Adults	
3	Please describe how services are provided? (i.e. physically in a safe space, remotely)				
4	Does the government entity operate a helpline/hotline for GBV survivors? If yes, provide a short description on how it operates (i.e. number of days, toll free number, number of staff & etc.)			Options include: • Yes • No • I don't know	
5	Where are services provided physically? (i.e. survivors home, government premises , community center & etc.)				
6	How do you ensure the confidentiality of the conversations taking place with survivors in the location where services are provided? Please provide specific examples.				
7	Who provides the services within your organization (i.e. function of staff providing services, which entity they belong to)?				
8	What are the required qualifications (professional/educational) of staff within the government entity providing GBV response services directly to survivors ?				
9	How many staff provide specialized GBV services directly on a full-time basis? *Provide a breakdown of the sector if more then one in the comments section (i.e. if applicable breakdown of staff for GBV, health, legal , safety and etc.)*	Female	Male		

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#	Question	Female	Male	Options	
10	How many staff provide specialized GBV services directly on a part-time basis?	Female	Male		
11	Do you have supervisors who oversee the services provided by staff? Please explain further in the comments section if you are not GBV actors and do not have case management supervisors, but work in different sectors and have clinical supervisors for social services. This does not entail administrative supervisors.			Options include: • Yes • No • I don't know	
12	If answered "YES" to Question 11, how many supervisors are employed full-time by the government entity?	Female	Male		
13	If answered "YES" to Question 11, how many supervisors are employed part-time by the government entity?	Female	Male		
14	Does the government entity have volunteers that provide direct services?			Options include: • Yes • No • I don't know	
15	If answered "YES" to Question 14 how many volunteers provide direct services?	Female	Male	Options include: • Yes • No • I don't know	
16	If answered "YES" to Question 14, what type of services do the volunteers provide?				
17	Do the government staff providing services represent the ethnic, religious and cultural background of the population being served?			Options include: • Yes • No • I don't know	
18	Do the government staff providing services speak the language(s) spoken by survivors so survivors can communicate in their first language?			Options include: • Yes • No • I don't know	
19	How is informed consent collected from survivors during service provision?				
20	How is informed consent explained to survivors during service provision?				
21	Do government staff providing services have meetings with their supervisor(s) to review case files?			Options include: • Yes • No • I don't know	
22	If answered "YES" to Question 21, how often?				

23	What supervision method(s) is/are being used by supervisors?		Options include: • Peer-to-peer support • Group sessions • Case File Review • Individual Supervision sessions • Other (please specify)	
24	Does the rollout of the GBVIMS+ fit into the government's national work plan?		Options include: • Yes • No • I don't know	
25	If answered "Yes" to Question 24, explain briefly what government objective is being addressed by the rollout of the GBVIMS +?			
26	Have the government staff providing services been trained and/or refreshed on GBV Guiding Principles (right to safety, confidentiality, self-determination , dignity and non-discrimination)? Please specify in the comments section, when was the last training provided? Who (entity) provided the training? How long was the training for (days)?		Options include: • Yes • No • I don't know	
27	Have the government staff providing services been trained on GBV Case Management? Please specify in the comments section, when was the last training provided? Who (entity) provided the training? How long was the training for (days)? Was the training based on the Interagency GBV Case Management Guidelines (released in 2017) or another resource? (link to resource: https://reliefweb.int/sites/reliefweb.int/files/resources/interagency-gbv-case-management-guidelines_final_2017_low-res.pdf)		Options include: • Yes • No • I don't know	

POLICIES

No.	Service Provision Checklist	Answers	Answer keys	Comments (Please add information to complete your answer)
1	Does the government entity providing GBV services specifically mention in its national action plans or legislation having a survivor-centered approach when providing services?		Options include: • Yes • No • I don't know	
2	Does the government entity providing services have a code of conduct for staff that outlines broad principles, core values, and ethical standards?		Options include: • Yes • No • I don't know	
3	Does the government entity providing services have a SOP for service provision that includes policies and protocols covering the following topics: (1) how cases are received/assigned; (2) maximum caseload per caseworker; (3) case closure (i.e. when to close a case); (4) staff safety and staff care; (5) mandatory reporting requirements; and (6) protection against sexual exploitation and abuse by UN/INGO/NGO humanitarian and government entity personnel. If yes, please share copy of the SOP with the Technical Team.		Options include: • Yes • No • I don't know	
4	Do staff of the government staff providing services sign a Code of Conduct against Sexual Exploitation and Abuse when hired?		Options include: • Yes • No • I don't know	
5	Does the government entity providing services have a data protection protocol or laws to ensure the safety and confidentiality of survivors' data? If answered "YES", please share a copy with the Technical Team.		Options include: • Yes • No • I don't know	
6	Does the government entity providing services have any mandatory reporting laws or policies in country?		Options include: • Yes • No • I don't know	
7	If answered "YES" to Question 6, please describe in the comments section.			

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INFORMATION MANAGEMENT

No.	Item	Information Management Checklist	Answers	Answer keys	Comments (Please add information to complete your answer)
1	Documentation of Service Provision	Does the government entity use forms to document service provision for each survivors? If answered "YES", please share copy with the Technical Team.		Options include: • Yes • No • I don't know	
		If paper forms are used to document GBV data, are files stored in a locked file cabinet or other secure container?		Options include: • Yes • No • I don't know	
2	IMS	Have the government staff providing services been trained on GBVIMS tools (classification tool, intake and consent forms, incident recorder, information-sharing protocol) and/or used GBVIMS tools previously?		Options include: • Yes • No • I don't know	
3		If answered "YES" to question 2, please specify in the comments section when was the last training provided? Who (entity) provided the training? How long was the training for (days)?			
4	Other IMS	Does the government currently use an information management system to manage GBV data?		Options include: • Yes • No • I don't know	
5		If answered "Yes" to Question 4, provide detailed description and documentation in the comments section. What type of data is stored on the information management system (i.e. case management, incident data, demographic & etc.)? Who within the government entity has access to what data? Does any other entity has access to the data? Is data entered by a non government entity (i.e. CSO/NGO)? How is data collected, stored, analyzed & shared?			
6		If answered "YES" to Question 4 & 5, what is your expectation linked to this information management system in relation to Primero/GBVIMS+ (i.e. integration, interoperability & etc.)?			
7		If answered "No" to Question 4, could you describe what type of information management system(s) is used in your government entity.			

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8		What need(s)/gap(s) are you trying to address with the rollout of Primero/GBVIMS+?			
9		Which government entity would be using Primero/GBVIMS+?			
10	IMS Needs	What type of data does the government entity want to collect?		Options include: • GBV Service Provision • GBV Incident Data • Child Protection Service Provision • Child Protection Incident Data • Protection Incident Data • Other (Please specify)	
11		Does the government entity require non government partners (i.e. NGOs, service providers) to use Primero/GBVIMS+?		Options include: • Yes • No • I don't know	
12		If answered "YES" to Question 11, please indicate who.			
13		Will data stored on Primero/GBVIMS+ be shared with anyone?		Options include: • Yes • No • I don't know	
14		If answered "Yes" to Question 13, please explain with who will the data be shared?			
15	Primero/GBVIMS+ Rollout	If answered "Yes" to Question 13 &`14, will you develop an Information Sharing Protocol to regulate how data will be shared and with whom?		Options include: • Yes • No • I don't know	
16		If answered "Yes" to Question 13- 15, will the government entity own GBV data entered by non-government partners? Will non government actors have access to their own data?		Options include: • Yes • No • I don't know	
17		Will the government entity analyze the data collected and use it any governmental released reports?		Options include: • Yes • No • I don't know	
18		Will partners be involved in how the data will analyzed and presented (i.e. thematic data reports, info-graphics)?		Options include: • Yes • No • I don't know	
19		Will partners be able to decommission their data if they wish to leave the system hosted by the government entity?		Options include: • Yes • No • I don't know	

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20		Will Terms of Use be signed to regulate access and privileges of all entities using the government entity system?		Options include: • Yes • No • I don't know	
21	**Data Security**	Does the government entity have the necessary infrastructure or budget for the roll out of the Primero/GBVIMS+ (computers, secure offices, internet connectivity, etc. – see resources list below)?		Options include: • Yes • No • I don't know	
22		Does the government entity have the ability to take over costs of the Primero/GBVIMS+ implementation beyond the initial rollout (i.e. beyond year 1).		Options include: • Yes • No • I don't know	
23		Does the government entity have the commitment demonstrated through accountability and sustainability plans, including financial commitment to support the maintenance of Primero/GBVIMS+?		Options include: • Yes • No • I don't know	
24	**Data Security**	Does the government entity have a stable connection in places where data is being collected by caseworkers/service providers?		Options include: • Yes • No • I don't know	
25		If answered "No" to Question 24, please specify in the comments section what type of internet connection is available (i.e. bandwidth).			
26	**Human Resources**	For Primero/GBVIMS+ rollout: Does the government entity have the following human resources in place or budget to support Primero/GBVIMS+?			
27		a. Program Manager/Coordinator		Options include: • Yes • No • I don't know	
28		b. Service providers/caseworkers and/or data entry staff		Options include: • Yes • No • I don't know	
29		c. IT Staff (acting as system admin)		Options include: • Yes • No • I don't know	

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30		Does the government entity wish to host the server where Primero/GBVIMS+ is stored?		Options include: • Yes • No • I don't know	
31		If answered "Yes" to Question 30, please provide detailed description where and how it will be stored, on an internet cloud (specify provider/location), local server and etc.			
32	Hosting	Does the government have data protection laws that would need to be taken into consideration for the rollout of Primero/GBVIMS+? Please make reference to the legal provision, the comments section.		Options include: • Yes • No • I don't know	
33		If the government entity is interested in rolling out Primero/GBVIMS+, please indicate the number of staff that will be using the platform directly.			
34		What challenges or obstacles do you foresee in implementing Primero/GBVIMS+?			
35		Do you foresee any risks to GBV survivors when managing data using an online and office case management and incident tracking platform such as Primero/GBVIMS+, and have you adopted any necessary mitigating measures?		Options include: • Yes • No • I don't know	

**GBVMS+ resource list:
- **Hardware and connectivity:** Desk, filing cabinet or furniture that locks to keep confidential document safe (if paper is still used); One computer for each staff entering data on GBVIMS+; Internet connection should be stable enough to enable data entry: Internet Explorer (IE 10.0 or higher), Google Chrome (v32 or higher), or Mozilla Firefox (v26 or higher). If that is not the case, there might be a need to consider using GBVIMS+ on mobile devices. When mobile is consider, organizations should procure mobile phones and tablets for staff.
- **Human Resources and Staff Capacity:** Staff dedicated to service provision and/or data entry staff are able to enter data related to cases/incidents into GBVIMS+ without impairing their capacity to provide quality case management and/or specialized services to GBV survivors; IT support available to install and maintain GBVIMS+ within government entity (20-30%) ; Staff are familiar with web-based navigation: navigating between pages, using an internet browser and with MS Excel; Data entry in GBVIMS+ can be done frequently (i.e.. Daily/weekly/bi-weekly); Preferably, data entry into GBVIMS+ can be done directly by case workers/staff providing GBV services.

***Mobile devices are used in contexts where connectivity does not allow to use the web application (connecting through a web browser) and/or when the safety context does not allow the collection of paper forms.

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ANNEX 4
WORKPLAN SAMPLE

GBVIMS+ for Governments Rollout Plan									
PROJECT TITLE			Phased Rollout of GBVIMS+ in COUNTRY						
Step	**Task Title**	**Related Section in Impl Plan**	**Task Owner Country**	**Global Support Focal Point**	**Start Date**	**End Date**	**Duration**	**Is the Task Complete? (Done, In-Progress, To-Do, N/A**	**Notes for Template**
1. Assessment and Preparation									
1.1	Conduct consultation calls with countries that have requested a GBVIMS+ rollout with government's (two internal calls and one joint call with both leading UN agencies)		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
1.2	Deliver presentation on GBVIMS+ (specific to government rollout process, includes budget (insert link to template)) to relevant in-country stakeholders		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
1.3	Administer pre-requisites assessment tool to in-country actors		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
1.4	Conduct desk review process for countries interested in rolling out GBVIMS+ (insert link for desk review template)		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
1.5	Carry out follow up calls based on the pre-requisites assessment tool and selection of pilot country		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
1.6	Administer Context Analysis and Risk Assessment Tool with UN agency and GBV partners in-country		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
1.7	Present main findings and recommendations to leading UN agency in-country on context analysis and risk assessment tool		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					

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1.8	Present Service Provision and Information Management Tool to in-country staff and to be carried out with governmental entities		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
1.9	Present Administer Service and Stake-holder Mapping tool to in-country staff and to be carried out with governmental entities		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
1.10	Finalize SOPs for case management (if they are being adapted or in process of development)		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
1.11	Develop a set of recommendations based on the outcomes of all the assessments		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead, Primero Team, GB-VIMS TT					
1.12	Carry out individual consultations with key stakeholders		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
1.13	Training on GBVIMS classification tool and intake forms (to enable agreement on intake form content).		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
1.14	Review and agree on the GBV Case Management and Incident Monitoring Forms (tbd if only intake monitoring forms initially)		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
1.15	Completed the Data Protection Impact Assessment		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
1.16	Develop a Data Protection Protocol		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
1.17	Review and sign the Terms of Use		GBVIMS+ UN in Country Lead	Primero Team, GBVIMS+ Global Team Lead					
1.18	Plan process for Data Breaches		GBVIMS+ UN in Country Lead	Primero Team, GBVIMS+ Global Team Lead					
2. Planning for Implementation									
2.1	Determine System Administration responsibility and identify transitional role for GBVIMS global team in this		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					

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2.2	Determine GBV Capacity Building Special-ist (focal point on behalf of UN agency)		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
2.3	Finalize GBVIMS Data System Specialist/System Administrator (seconded to government) ToRs		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
2.4	Recruit GBVIMS Data System Specialist/System Administrator (seconded to government)		GBVIMS+ UN in Country Lead	GBVIMS+ Global Team Lead					
2.5	Determine system roles, features, functionality and customization needs (note these are in the tabs below)		GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead					
2.5a	Complete Forms and Lookups		GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead					
2.5b	Complete Roles Permissions		GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead					
2.5c	Complete Roles, User Groups and Users		GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead					
2.5d	Complete agencies and services		GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead					
2.5e	Complete forms for Referrals (aligned to the DPISP)		GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead					
2.5f	Complete consolidated configuration choices and reports mapping		GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead					
2.5g	Complete Locations lookup		GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead					
2.6	Complete Interoperability mapping (if applicable)								
2.7	Agee on approaches to ensure Data Analysis and Monitoring to Improve Programming								
2.8	Determine Hosting & Review the Technology Deployment Approach if hosted by UNICEF		GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead, Primero Team					
2.9	Purchase Primero Subscription and additional services as needed such as translations or data migration using this request form.		GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead, Primero Team					

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			GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead, Primero Team					
2.10	Draft Implementation Plan including plans for any needed capacity building		GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead, Primero Team					
2.11	Users trained using E-learning			GBVIMS+ Global Team Lead, Primero Team					
3. Implementation of the GBVIMS+ module									
3.1a	Start the deployment process: If hosted by UNICEF, the Primero Team provisions an alpha and production GBVIMS+ and access is provided to the system administrator		GBVIMS+ UN in Country Lead, Seconded SA	Primero Team					
3.1b	Training of System Administrator		GBVIMS+ UN in Country Lead, Seconded SA	Primero Team, GBVIMS+ Global Team Lead,					
3.2	Configure the demo environment as per STEP 2.1 (features , roles and etc.)		GBVIMS+ UN in Country Lead, Seconded SA	Primero Team, GBVIMS+ Global Team Lead,					
3.3a	Testing and Verification of the Configuration by the in country GBVIMS+ team		GBVIMS+ UN in Country Lead, Seconded SA	Primero Team, GBVIMS+ Global Team Lead,					
3.3b	Update configuration based on feedback from testing		GBVIMS+ UN in Country Lead, Seconded SA	Primero Team					
3.3c	Roll-out to production		GBVIMS+ UN in Country Lead, Seconded SA	Primero Team, GBVIMS+ Global Team Lead,					
3.4a	Data cleaning and data migration (if applicable)		GBVIMS+ UN in Country Lead, Seconded SA	Primero Team					
3.4b	Verification completed by software development vendor		GBVIMS+ UN in Country Lead, Seconded SA	Primero Team					
3.5	Go-live including ceremony and media capitalization		GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead					
4. Production Support and Maintenance									
4.1	User & Technical Support through the Support Hub		GBVIMS+ UN in Country Lead, Seconded SA	Primero Team	Duration of Primero Subscription				
5. Information Sharing									
5.1	ISP Workshop		GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead					
5.2	Training in Data Analysis and Reporting		GBVIMS+ UN in Country Lead, Seconded SA	GBVIMS+ Global Team Lead					

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ANNEX 5
SUMMARY ROLES FOR GBVIMS+ FOCAL POINTS

Lead Ministry Focal Point[1]	Organization Focal Point[2]
Responsible for the day-to-day implementation of the GBVIMS+, including providing support to the coordination with the ministry focal point of the Technical Working Group. **Duties:** • Participating in consultation calls with the Global Technical Team at Headquarters (if available). • Lead on assessment with various stakeholders. • Support discussions on Primero architecture of data hosting arrangements with the Primero team. • Support the review of forms, roles, and users on GBVIMS+. • Lead on the development of an implementation plan and workplan. • Support the procurement processes of hardware such as computers, tablets, or mobile devices as needed . • Support user acceptance testing (UAT) before the launch of the production platform. • Provide regular trainings, refreshers and GBV technical support to all actors using the GBVIMS+. • Coordinate with various ministries and CSOs as needed. **Skills:** • Good knowledge and understanding of GBV Case Management and Safe and Ethical Data Management. • Good IT skills. • Ability to coordinate others .	Responsible for the day-to-day management of the GBVIMS+ within their organization. **Duties:** • Oversee that data is being properly collected and entered the GBVIMS+ incl. quality assurance. • Provide on-going training to staff and technical support to staff as needed. **Skills:** • Good understanding of GBV Data management.

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1 This position is recommended as full time considering the investment needed to launch GBVIMS+. Moving forward, it is ideal if this role evolves into a GBVIMS+ Coordiator/System Administrator (see below). In some contexts, this position will be shared between Government and UN entities.
2 Here we mean the focal point within each organization (e.g. CSO) or Government entity that is using GBVIMS+ for their service provision. In general, this person should be someone that will be flexible enough in their schedule and location to make site visits on an as-needed basis and have time to dedicate to the GBVIMS+

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ANNEX 6

SAMPLE TERMS OF REFERENCE FOR GENDER-BASED VIOLENCE INFORMATION MANAGEMENT SYSTEM (GBVIMS) TECHNICAL WORKING GROUP

Background:

(Provide background on GBV response in country and the GBVIMS rollout; Include details on the membership of GBVIMS+)

The Technical Working Group will provide technical oversight for the day-to-day case management and holistic data collection. Hence the development of a Gender-Based Violence Information Management System (GBVIMS) which will provide a safe and ethical mechanism for recording, reliable GBV data to address GBV issues in a more coordinated, timely and holistic manner.

Objective:

In the process of the development of a functional GBVIMS system, a GBVIMS Technical Working Group (TWG) will be established as a technical body with the objective to develop, harmonize existing data collection tools and standardize reporting and referral procedures for GBV using international best practices. The TWG works to facilitate multisectoral, inter-agency action aimed at responding to all forms of GBV in order to ensure a principled approach to the provision of accessible, prompt, confidential and appropriate services to survivors of GBV. The TWG will make recommendations to a Management Team which will have the overall decision making responsibility for the design, roll out and implementation of the GBVIMS+

Principles:

The work of the GBVIMS TWG is guided by the following principles:

- **Confidentiality:** ensuring that survivors, witnesses and information sources are protected. No identifying information will be revealed in data resources, nor during discussions in coordination and other meetings, when reference is made to specific GBV cases.
- **Safety:** all actors will prioritize the safety of the survivor, family, witnesses and service providers at all times.
- **Do no harm:** The concept of 'do no harm' means that actors must strive to minimize the harm they may inadvertently be doing by being present and providing assistance.
- **Respect:** actions and responses of all actors will be guided by respect for the choices, wishes, rights and the dignity of the survivor.
- **Non-discrimination:** non-discrimination on the basis of nationality, ethnicity, religion, political views, social or other status.
- **Survivor-Centred Approach:** every intervention should be in the best interest of the Survivor.
- **Independence and Accountability:** Working without influence of external bodies and ensuring TWG members takes responsibility for actions.

Tasks of the Technical Working Group:

- Develop the management plan (including a roadmap) for the establishment and implementation of GBVIMS;
- Review existing data collection and case management tools and procedures for GBV;
- Contextualize/ localize international GBVIMS guidelines/ tools if existing tools are not aligned;
- Consolidate data collection and case management tools and procedures for GBV;
- Pilot the tools and finalize/ validate the tools and procedures in the field to gauge its validity;
- Support the safe and systematic collection of GBV data among partners;
- Develop, implement and monitor the National SGBV Response Strategy and the National Referral Protocol on GBV as revised including adherence to the Standard Operating Procedures (SOP) for all actors involved in GBV response;

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Tasks of the Technical Working Group:

- Develop a Standard Operating Procedure (SOP) for the GBV Information Management Systems (GBVIMS+)
- Contribute to the development, implementation and monitoring of the referral pathway to reinforce the referral system's focus on providing prompt and appropriate services to GBV survivors;
- Assess, monitor and evaluate usage of the GBVIMS on a regular basis and provide technical feedback to the NY technical teams as and when necessary
- Regularly identify and document key lessons learned, best practices and utilize information for effective planning of the GBVIMS
- Work with technical teams in NY to support upgrades to the GBVIMS+
- Identify and support training needs of frontline GBV responders in collaboration with the pool of GBV trainers in country.

Membership of the Technical Working:

The following constitute the membership of the Technical Working Group:

- (*list governmental and non governmental actors*)

Meetings/venue/ leadership:

Technical working group shall meet (*Add frequency*). The meeting will be held virtually or in person as the situation requires and shall be chaired by the (*Add chair*). A co-chair will be nominated and made rotational among agencies to support the chair. The (*add actor*) will provide secretariat support to the TWG and prepare minutes.

Linkages to other subcommittees:

(*Provide information on possible linkages*)

Reporting/ Accountability:

The GBVIMS TWG reports to the (*provide name of body*). The Management Team shall be the decision-making team for GBVIMS+.

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DATA PROTECTION CHECKLIST
For GBV programs to assess their existing data security and develop a customized data protection protocol.

This checklist is designed to be an *active document* that complements your existing Data Protection Protocols. At the time of establishing the GBVIMS, programs should adapt the template Data Protection Protocols for their context. Similarly, Program and Site Managers are encouraged to adapt this checklist to match their Data Protection Protocols. Managers should then review the checklist on a regular basis to ensure that their Data Protection Protocols are being followed.

General data protection:
☐ Staff have been asked to identify security risks specific to their context and to explicitly think through the possible implications for clients, their families and communities, and for the organization, if data gets into the wrong hands. All staff in contact with the data have a strong understanding of the sensitive nature of the data, the importance of data confidentiality and security.

☐ Staff understand that all cases will be allocated a code based upon an agreed standard coding format, and that the code should be used to refer to the case either verbally or on paper, in place of any identifiable information such as name.

☐ Clients and/or their caregivers are giving their informed consent for the agency/agencies to gather and store their data before any information is recorded. Staff are aware that when obtaining informed consent, clients may highlight particular information that they do not want shared with certain people, and that this must be recorded and respected. Signed paper consent forms are being kept in a locked filing cabinet.

☐ Information is not being passed to a third party without the informed consent of clients and/or their caregivers.

☐ All staff working with data sign the data protection checklist/agreement as part of their hiring process.

Paper file security:
☐ Paper documentation for each incident is stored in its own individual file, clearly labeled with the incident number. Names of clients are NOT on the outside of the paper files.

☐ Paper files are being kept in a locked cabinet / drawer, accessible only to responsible individuals specified by the Site Manager. No one else should be given independent access to the paper files without permission.

☐ Rooms containing paper and electronic information are being locked securely when the staff leave the room. All staff are aware of the importance of being vigilant as to who is entering the room where they work and for what purpose.

Electronic data security:
☐ All computers being used for data storage are password protected.

☐ All applicable staff are aware that information should be transferred by encrypted and password-protected files whether this is by internet or memory sticks.

☐ At least two backups exist – one stored in the location of the database and backed up each day data is entered, and the second sent for secure storage in a designated off-site location (for example: the database copy sent to GBV Program Coordinator once a month). Staff responsible for the data at the second site must follow the same Data Protection Protocols. The reason for having an off-site back-up is so that the main database can be restored in case of technical problems, or destroyed in an emergency evacuation without this meaning the loss of all electronic data. Typically, the on-site back up is an external hard drive which is kept locked in a filing cabinet, and the off-site back up is done through emailing the database to the designated receiver (most likely GBV Coordinator) as an encrypted, password-protected file.

ANNEX 8
HOW TO CONDUCT A DATA MAPPING EXERCISE

Map the sites
Map the sites where services are provided, and staff are hosted.

↓

Map the staff and their roles
Map staff based on the role they will lead on the GBVIMS+, such as program manager, organizational focal point, case management supervisor and case worker (review standard GBVIMS+ roles in Table 1). Note that the GBVIMS+ system role may not match their functional official job titles. Each role has specific permissions and access on GBVIMS+ platform. In order to plan for the implementation, involved ministries and organizations need to map the number of staff in each of these roles and in which sites.

↓

Map the resources available
- There are additional resources required for GBVIMS+. In order to determine existing resources and gaps in resources, for each site map out the following at minimum:
- Electricity: does the site have reliable electricity; is it from a generator; is it solar-powered (if the latter, determine if there is back-up electricity during rainy seasons)
- Computers: are there desktop or laptop computers with Google Chrome for staff to access and how many per case worker – do staff share
- Internet: is internet wired or wireless; does each staff have access to Wi-Fi dongles, - how many staff per dongle, is it secure; is it reliable

↓

Map access issues
It's important to determine levels of access to needed resources. Map out how often case workers can enter data into the GBVIMS+ when needed. Map out how often case workers have access to an internet connection and where. Map out where and how often case workers can synchronize their data over a secure internet connection when they are offline.

↓

Map the flow of data
This is a helpful, but optional step. This shows how data flows from one place to another, resources and people involved.

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