SIMS Review Process

Surge Information Management Support (SIMS) has been providing support to IFRC disaster responses for the past two years. Along the way, there has been ad hoc monitoring and an internal learning review in 2015. However, the following process aims to help document the way that SIMS course corrects and learns in a form that remains light, agile and can be incorporated into the SIMS business process.

SIMS Response Monitoring

Monitoring is the collection of feedback and evaluative information during the response whilst many of the issues and successes are fresh in the minds of both operational staff and members of SIMS. Monitoring frequency will be determined by the SIMS Coordinator and revisited throughout the response as needed.

Questions:

Internal monitoring: *are we working efficiently?*	External monitoring: *are we operationally useful?*
Right skills/tasking	Right content
Right communication	Right recipients/people
Right timing	Right time
Right sharing	Right format
Input from SIMS team members	**Input from ops staff, leadership and implementers**

The level of monitoring is scalable depending on the size of operation and degree of involvement. Deployed staff and the SIMS coordinator will **use a combination of no more than 1-2** of the following strategies to seek to answer the questions above at regular intervals determined during the operation. The tables below indicate which strategies may be useful for which questions.

Strategies:

Internal monitoring:

	Tasking	Comms	Timing	Sharing
Skypes	X	X	X	X
Team meetings	X	X	X	X
Appraisals		X	X	X
Debriefs		X		X
Trello analytics	X		X	X
Review of storage			X	X

External monitoring:

	Content	People	Time	Format
Conversation	X	X	X	X
Written	X	X	X	
Observation	X	X	X	X
Analytics		X	X	X
Sketches	X			X
Lookbook	X	X	X	X

Example: If you are trying to ascertain the work-load of those activated for the response, skype chats, team meetings, and trello analytics are useful strategies to do so; whereas debriefs and a review of storage might not give you the information you need.

Monitoring templates with suggested questions will be located here on Google Drive. Team members tasked with monitoring activities can use the templates to guide their collection of information, and will store a record of their monitoring information on Trello, per guidance here (to be developed). Monitoring issues can be addressed in team meetings for follow-up.

SIMS Response Learning

The learning phase is the analysis of all the monitoring information after the response in order to come up with priority areas for development and improvement. Below is a timeline of the proceedings for learning and then the desired outputs at the end:

Stage	Detail
Commencing	The starting point for our learning activities is all the information collected from monitoring during the response and will be stored in this folder in the Google Drive. Monitoring will continue for as long as SIMS is activated. Review will begin once SIMS has exited a response, but a mini review should take place after 3 months of activation if SIMS engagement will continue past 3 months. In order to commence the learning, the response necessarily has to have been phased out through the process documented in the activation chart for SIMS.
Analysis	**Analysis chunked into tasks for members of SIMS:** During the analysis, SIMS members - both active for that response and non-active - as designated will sift through the monitoring information collected on both (1) our outputs and (2) the feedback in order to see: 1. What issues were specific to this response? 2. What issues were successfully corrected during the response? 3. Did we absorb the lessons from last time? Ultimately reaching an answer to: 4. What issues are outstanding and need to be addressed? This analysis will lead to a long-list of potential focus areas of improvement which will be tasked up between members of SIMS. It is important for M&E advisors to comment on and review the analysis, particularly for major responses. The SIMS Coordinator will work with any deployed IM delegates to engage NS, IFRC or PNS M&E advisors as appropriate.
Review	**Group discussion:** This long-list of potential areas of improvement will then be brought to the table in a group discussion with as many members as possible from SIMS. The group will work through all the analysis and information to agree on next steps and create action items to take away for development. These action items will form the content for either the (1) operational guidance or (2) development tasks below.
Implementation	**Operational guidance and development tasks:** Operational guidance: This takes the form of an infographic with a template available here and the content documents the top 3-4 procedural improvements agreed upon in the group discussion to be implemented in the next response. Development tasks: These are other action points from the group discussion that can be turned into tasks/cards on the SIMS Project Trello Board e.g. create style guide.