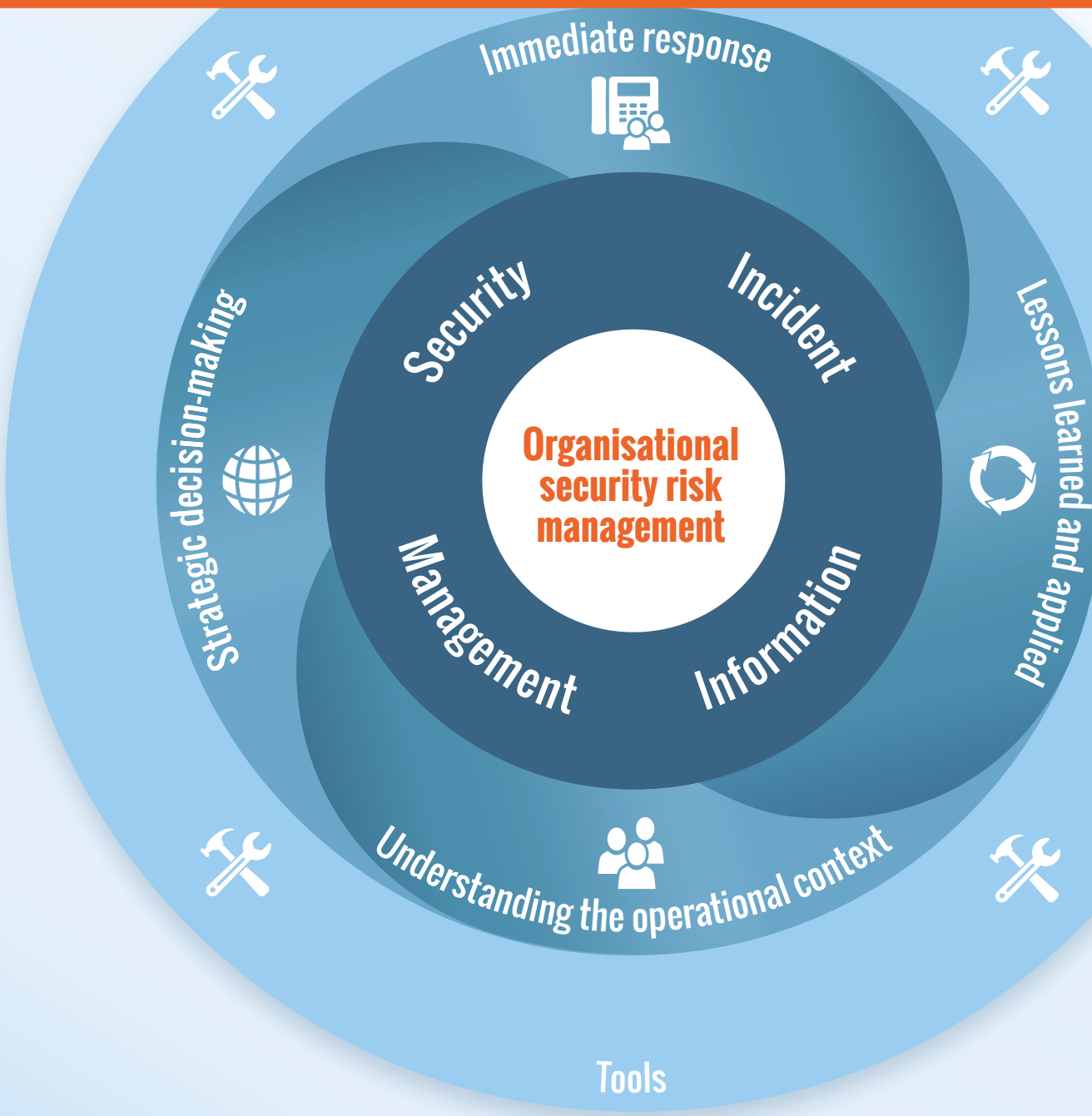
# SECURITY INCIDENT INFORMATION MANAGEMENT HANDBOOK

## TOOL 1: SIIM SELF-ASSESSMENT GRID

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# TOOL 1: SIIM SELF-ASSESSMENT GRID

Please use this table as a guide to the typical elements of an incident information management system.

| GENERAL QUESTIONS | |
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| How many field/country/regional offices are currently operational in your organisation? | |
| Numbers of employees (international staff, national staff, volunteers, etc.) | |
| How many security focal points are currently working with you? | |
| At HQ level, are you sharing responsibility of the implementation of the security risk management framework? If yes, with whom (function)? | |
| **SECURITY RISK MANAGEMENT FRAMEWORK** | This is in place for my organisation (yes/no/partly) |
| Are decision-making responsibilities on security risk management clearly established at all levels? | |
| Does your organisation use information on the security context for other policy purposes such as advocacy, communication with donors and/or programming? | |
| **INCIDENT AND CRISIS MANAGEMENT** | |
| Does the organisation have an incident/crisis management policy? | |
| Is there an incident management framework in place at field/country level (procedures)? | |
| Is there an incident management framework in place at HQ level (procedures)? | |
| Does the incident management framework contain a communications tree? | |
| Does the incident management framework address near miss incidents? | |
| Do you train staff on incident and/or crisis management and carry out simulations? | |
| Is the organisation using an online incident management system? | |

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| Is the organisation using word-processing or spreadsheet programme as the basis for its incident management system? | |
| Is there an agreed incident-related communications procedure with the organisation's insurance company? | |
| Is there a link between the security risk management policy and the HR policy in your organisation? | |
| **COLLECTION OF INCIDENT INFORMATION** | |
| Do you have an organisational definition of the term 'incident'? | |
| Does your organisation use defined categories to describe different types of incident? If so, are they standardised with the categories used by other NGOs you partner with? | |
| Is there an incident report template at field/country level? If yes, has it been standardised with other NGOs that you partner with? | |
| Is there a procedure for emotional debriefing (defusing) at field level? | |
| Is there a procedure for factual debriefing at field level? | |
| Is there a safe storage system for collected information at field level? | |
| Is there a safe storage system for collected information at country/regional level? | |
| Is there a safe storage system for collected information at HQ level? | |
| Does your organisation collect information on external incidents (i.e. those not impacting your organisation)? | |
| **REPORTING AND RECORDING OF INCIDENT INFORMATION** | |
| Is there a procedure for reporting incidents? | |
| Are there guidelines supporting the incident report template? | |
| Is there a clear reporting tree for each field office? | |
| Is there a list of contacts available at field/country level? | |
| Is there a recording system in place at field/country level? | |
| Is there a recording system in place at regional level? | |
| Is there a recording system in place at HQ level? | |
| Do you record loss and damage to infrastructure or equipment? | |
| Do you record oral, written and cyber threats to your organisation? | |

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| Do you record administrative obstacles? | |
| Do you record sexual violence (including harassment) cases? | |
| Are incidents that are associated with sexual violence reported using the same incident management framework? | |
| Do you record near misses? | |
| Is the above system (at all levels) safe? Is data secure? | |
| **ANALYSIS OF INCIDENT INFORMATION** | |
| Is there a second incident reporting template providing guidance on information to be collected for analytical purposes (for example, 72 hours after the event)? | |
| Is someone at field/country level in charge of the analysis of an incident? | |
| Is someone at regional level in charge of the analysis of an incident? | |
| Is someone at HQ level providing analysis/verification of the regional and field/country analysis results? | |
| Do you train your staff to improve their analytical skills (not necessarily only on security-related topics)? | |
| Is there a system in place at country level to map (e.g. via spreadsheet) and analyse incidents? | |
| Is there some consultation of external resources (stakeholders or information) during the analysis, at field/country level? | |
| Is there some consultation of external resources (stakeholders or information) during the analysis, at regional level? | |
| Is there some consultation of external resources (stakeholders or information) during the analysis, at HQ level? | |
| **SHARING OF INCIDENT INFORMATION** | |
| Is there a general 'information classification' guideline or policy in the organisation? | |
| Is there an internal communications policy in place at field/country level? | |
| Is there an internal communications policy at regional level? | |
| Is there an internal communications policy at HQ level? | |
| Is the organisation part of an NGO security group at field/country level? (examples) | |
| Is the organisation part of an NGO security group at regional level? (examples) | |
| Is the organisation part of an NGO security group at HQ level? (examples) | |

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| Is there an external communications policy at field/country level? | |
| Is there an external communications policy at regional level? | |
| Is there an external communications policy at HQ level? | |
| Is the organisation using social media for general communication? | |
| Does the organisation have established links with media stakeholders? | |
| Does the organisation have an actor mapping system at field/country level? | |
| Does the organisation have an actor mapping system at regional level? | |
| Does the organisation have an actor mapping system at HQ level? | |
| Is the tradition for internal communication oral/written? | |
| Is the tradition for external communication oral/written? | |
| Is there a field level SFP handover document including incident information? | |
| Are staff trained on information sharing of incidents and organisational policies? | |
| Do executives and board members benefit from this information sharing? | |
| **USE OF INCIDENT INFORMATION** | |
| Is there a person identified at field/country level in charge of follow up actions (in the mid-term)? | |
| Is there a follow-up communication 1 month after the incident (levels can vary)? | |
| Is there a follow-up communication 3 months after the incident (levels can vary)? | |
| Is there a follow-up of implementation of lessons learned by the HQ? | |
| Does your organisation do quantitative analysis? | |
| Does your organisation do qualitative analysis? | |
| Is there a system in place at country level to do quantitative data analysis on incidents? | |
| Is there a system in place at HQ level to do quantitative data analysis of incidents? | |
| Are there meetings at field level to present the data trends to staff? | |

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| Are there meetings at country level to present the data trends to staff? | |
| Are there meetings at regional level to present the data trends to staff? | |
| Are there meetings at HQ level to present the data trends to staff? | |
| Are field/country SFPs consulted by programme staff? | |
| Is the HQ security advisor/manager consulted by programme staff? | |
| Are the executive and board members presented with the analysis (e.g. of trends)? | |
| Is data trend information shared with external stakeholders? | |
| Are data trends from your own organisation used in advocacy? | |