

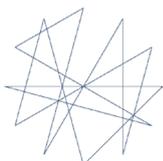
SECURITY INCIDENT INFORMATION MANAGEMENT HANDBOOK

TOOL 11: TECHNOLOGY TO REPORT AND RECORD INCIDENTS



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TOOL 11: TECHNOLOGY TO REPORT AND RECORD INCIDENTS

Each system to report and record is different and has its own advantages and disadvantages. The model that is most appropriate to a potential organisation will depend on the level of technological capacity the agency has, the scale of its operations, size and financial resources, etc.

See the table below for a comparison of some online incident reporting systems.⁴¹

	FEE	OPEN SOURCE (FREE)	LICENSED	STAND-ALONE	SOFTWARE AS A SERVICE	STANDARD	TAILOR MADE	INTEGRATED GRAPHS	DATA PROTECTION LEVEL
Ushahidi		●		●		●			●●
SIMSON	●		●		●	●		●	●●
Open DataKit		●		●		●		●	●●
SharePoint	●		●	●	●	●		●	●●
NAVEX Global™	●		●		●		●	●●	●●
IRIS	●		●				●	●	●●
RIMS			●				●	●	●●

●● Not analysed

The following section presents the advantages and disadvantages of systems currently used by organisations that contributed to this handbook. To learn more about a system, please follow the links provided.

⁴¹ Some of the information shared in this tool has been extracted from the forthcoming EISF article: De Palacios, G. (2017). 'Managing security-related information: a closer look at incident reporting systems', EISF.

SharePoint

This is a web-based application that integrates with Microsoft Office. It is primarily sold as a document management and storage system; however, the product is highly configurable and usage varies substantially between organisations. Although it requires buying a license for its use, some of the Microsoft Office 365 products are free for non-profit organisations. SharePoint is a system that can be used for sharing information in different forms; it is possible to create online forms that only authorised users can access.

ADVANTAGES	LIMITATIONS
As a Microsoft product, it is compatible with data processing software such as Word, Excel, Power-Point, etc. This allows an organisation to easily export the data from the system to these applications and share and analyse the information using familiar software. It might not need new software installation or staff training on the use of the new platform. The development of the system can be managed internally by the IT team already in charge of developing and maintaining SharePoint.	Although it is possible to run surveys using SharePoint, it is not software specifically designed for reporting or collecting data. Representation of data in a map is not by default built into the system and it would have to be done through the installation of an additional complement.



Ushahidi

Ushahidi was developed to map reports of violence in Kenya during and after the post-election violence in 2008. Reports can be sent via a number of platforms including an online form, e-mail, text message or social media such as Twitter. Once these reports are received, they can be reviewed by an administrator in order to validate and approve the content, so that they can appear in the map of its main page.

Ushahidi is a free open-source software for information collection, visualisation and interactive mapping. The report form can be customised so that an organisation can collect the information that is important for it, and once reports have been validated it is possible to see them reflected in a map grouped per the pre-defined incident category. The platform can be programmed to alert security managers when a new incident has been reported, so that they can provide support to the victims and validate the report. Ushahidi can also alert other users once the report has been validated.

ADVANTAGES	LIMITATIONS
The main advantage with Ushahidi is that it can be downloaded from the internet for free. Installing the system is not complicated and since the organisation decides where to install the software, data remains under the control of the organisation.	The main disadvantage of Ushahidi is that statistical representation of the information contained in the database is not integrated into the system, and external solutions have to be combined for this purpose. It is an excellent solution for data collection, but other resources are needed for data analysis. The Ushahidi platform is no longer being developed, which could cause issues as other related technologies keep evolving. These potential issues can possibly be solved by IT staff.

SIMSON

The SIMSON system was specifically designed for NGOs by the Centre for Safety and Development (CSD). SIMSON is an online security incident reporting system where users can see the reported incidents represented on a map. NGOs that use SIMSON do not have to install, programme or write the code of any software. The Centre for Safety and Development (CSD) also provides support with running the platform and managing backups. Incidents can be filtered by categories, organisation, location, timeframe and other security-related information and indicators. Users receive e-mail alerts of new incident reports depending on their place in the organisation and their derived access rights. Incidents can be analysed within SIMSON by use of graphs and tables. Incident data can also be downloaded as an Excel file. Documents and incident reports can be uploaded, and at the discretion of the organisation, shared with other stakeholders, for example, insurance companies or other NGOs. There is a special ‘sensitive incident’ procedure that informs only designated officers in your organisation. This is relevant when dealing with for example sexual assault incidents.



To learn more, an overview of SIMSON can be downloaded from the CSD’s web page [following this link](#).

ADVANTAGES	LIMITATIONS
The system is ready-to-use and is supported by the CSD. Organisations therefore do not have to invest resources in its development, maintenance, backups. Incident data can be analysed within SIMSON or by exporting the data to an Excel file.	Although the CSD guarantees organisations using the system that, if they choose, they are the only ones able to see their incident reports, NGOs may wish to control their security and incident related data and are reluctant to delegate this responsibility to third parties. Tailoring the reporting form for the specific needs of the organisation may not be easy.

World Vision International and NAVEX Global

World Vision International (WVI), in partnership with the international risk reporting provider [NAVEX Global](#), have created an online incident reporting system for the communication of incidents, grievances, harassment and other events. This system goes beyond the strict communication of safety and security incidents and encompasses other elements of a risk management approach such as corruption, lawsuits, reputation, etc., in several languages. NAVEX Global adapts its reporting system to the needs and characteristics of the organisation using it. The incident reporting system allows input from a variety of sources and all WVI staff are able to report into the platform, since it also serves as a whistleblowing system.



To learn more about the World Vision International incident reporting system, see the following [document](#).



ADVANTAGES	LIMITATIONS
The combination of incident reporting form with the whistleblowing channel, beneficiary complaint mechanism, etc. reduces the possible diversity of systems used for similar purposes. Having the support of a company dedicated to ethics and compliance management behind the system can help put incident reporting data in perspective with other risk management fields.	The form can be comparatively detailed which, despite its advantages, can discourage reporting due to its lengthy process. It is also probably a solution that only bigger organisations can afford.



IRIS

Based on Ushahidi, IRIS is a platform that can be used for reporting incidents through an online interface, and visualising where those incidents have taken place on a map. It is possible to customise the incident reporting template to accommodate the reporting needs of the organisation using the system.

The platform can be used as ‘software as a service’ as well as installing it in the servers of an organisation, allowing full control of the reported data. Only registered users can access the interface and different privileges can be set up depending on the user profile. Reports can be submitted through the online interface or through a low bandwidth connection.

The platform is multilingual and reports can be filtered by default or customised fields. Managers and other users can be alerted when new incidents have been reported so that immediate support can be provided to the victims while the rest of the team is informed to take appropriate actions.

Data can be extracted from the platform and fed to data visualisation software so that statistics about incidents can be used to draw lessons learned, give recommendations, provide briefings, use as risk analysis background information, etc.

ADVANTAGES	LIMITATIONS
Easy to install and use, highly customisable in its appearance and in the way the information is collected. IRIS is based on Ushahidi version 2, which being an open source platform, can be developed to accommodate the reporting needs of organisations using it, to adapt it to new developments and technologies and to make it compatible with other existing systems. Users are unlimited and it works without licenses, so organisations pay only for the installation and customisation. Existing data about incidents can be imported to the system upon installation.	The connection of the users list with the active directory of the organisation would have to be developed, but users can be created one by one and access to information granted during the process. The original software was conceived to widely share reported information. Although it is possible to have a ‘reporter only’ user profile, limiting access to information has to be carefully planned.

RIMS

The incident management service from the Risk Management Society (RIMS) offers a simple, easy to use system primarily using test-based incident descriptions. It allows for custom made categories to code aspects of the events. It is possible to set up graphs. The platform only exists in English.

In the example viewed, the system was mainly used by the HR department around insurances. The use of the system for security incident analysis was limited. It was therefore not possible to judge how well this system could have functioned if fully set up to serve needs for security incident information management beyond test-based incident descriptions, and in particular analysis.

ADVANTAGES	LIMITATIONS
Easy to use. Staff can use the system to report incidents without much training. It is easy to set up customised fields and to navigate the site. It is an easy and very accessible systems to store security incident descriptions.	The example reviewed used mainly text based event descriptions. The system does not send out reminders.