



NMAS 05.10
Information Management

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Edition 2.1

Lebanon Mine Action Center-LMAC

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Warning

This document has been released on the date shown on the cover page. The National Mine Action Standards (NMAS) of Lebanon are subject to regular review and update, so users are advised to consult the most recent version. To ensure that you have access to the current version, contact the Lebanon Mine Action Center (LMAC) through the www.lebmac.org website or by sending an email to info@lebmac.org.

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Foreword

The National Mine Action Standards (NMAS) of Lebanon were first developed in the form of Technical Standards and Guidelines (TSG). These TSG were edited into the first edition of the NMAS in 2010 and were written to comply with the first edition of the International Mine Action Standards (IMAS). Since then, the scope of the IMAS has been expanded to include more components of mine action and amended to mirror the most recent changes to standards as required in today's operations. These changes, as well as changes in the local context of Lebanon, have necessitated a review and update of the NMAS.

As detailed in the National Mine Action Policy of 2007, the Lebanon Mine Action Center (LMAC) has the responsibility to execute and coordinate the Lebanon Mine Action Program (LMAP) on behalf of the Lebanon Mine Action Authority (LMAA), including the development and amendment of standards. Such standards shall be developed in a participatory approach that shall involve international, governmental, and nongovernmental organizations.

The NMAS shall be reviewed as needed to reflect amendments in the IMAS as well as incorporate changes to international obligations and local requirements. Such revisions shall be made available on the LMAC's website www.lebmac.org or can be obtained through contacting the LMAC via the email info@lebmac.org.

Acronyms

ARCP	Arab Regional Cooperation Program
BI	Business Intelligence
CCM	Convention on Cluster Munitions
GICHD	Geneva International Center for Humanitarian Demining
GIS	Geographic Information System
IAs	Implementing Agencies
IM	Information Management
IMSMA	Information Management System for Mine Action
ISG	International Support Group
LAN	Local Area Network
LMAA	Lebanon Mine Action Authority
LMAC	Lebanon Mine Action Center
LMAP	Lebanon Mine Action Program
MAC	Mine Action Center
MoU	Memorandum of Understanding
MRE	Mine Risk Education
MVA	Mine Victim Assistance
RMAC	Regional Mine Action Center
RSHDL	Regional School for Humanitarian Demining in Lebanon
SOPs	Standard Operating Procedures
UPS	Uninterrupted Power Supply

Introduction

Information management is an integral part of all activities in mine action in Lebanon. It refers to the quality management processes adopted to collect, process, store, analyze, retrieve, and use data to support informed decision making. Efficient information management ensures that mine action managers and other stakeholders have access to optimal information when making decisions.

To be efficient, information management requires the close collaboration of all parties in a mine action program. Transparent information management makes programs easier to manage and the management accountable. It enables monitoring, evaluation and comprehensive quality management.

Within mine action, different information management systems may be employed to assist users achieve their information management needs. Like many other mine action programs around the world, the LMAC uses the Information Management System for Mine Action (IMSMA). IMSMA was developed and first released by the Geneva International Center for Humanitarian Demining (GICHD) in 1998 to “make mine action safer, faster, more effective, and efficient”. Since then, it has been regularly upgraded and improved.

IMSMA was first adopted in Lebanon in 2001 and has been regularly upgraded with successive IMSMA upgrades released through GICHD. Using IMSMA and its embedded Quality Management processes, the LMAC works to ensure that IM in Lebanon is conducted in close collaboration with key stakeholders, including demining organizations and members of the MVA and MRE steering committees. This cooperation facilitates transparent monitoring and evaluation and ensures appropriate accountability to the community and to donors.

Information Management

1. Scope

This NMAS provides practical guiding principles to the collection, processing, storage, analysis, retrieval, and use of data to generate information that supports informed decision making in the mine action field in Lebanon. It sets out the national standards that are required of all international and national organizations involved in mine action in Lebanon. This standard guides the LMAC and shall also guide all Implementing Agencies (IAs) in their day-to-day operations.

2. References

A list of normative and informative references is provided in Annex A.

Normative references provide cross-referencing to other standards referred to in this standard and which form an integral part of the provisions of this standard.

Informative references provide a list of documents that may be consulted for a clearer understanding of this standard.

3. Key Terms and Definitions

The following key terms and definitions are used in this standard.

- *Business Intelligence (BI)*: collective trends, patterns, and relationships processed from operational databases and other sources of information gathered from internal and external sources to give organizations the ability to make effective, important, and strategic decisions.
- *Data*: raw, unprocessed facts and figures.
- *Geographic Information System (GIS)*: an organized collection of computer hardware, software, geographic data, and staff intended to efficiently capture, store, update, manipulate, analyze, and display all forms of geographically referenced information.
- *Information*: data presented in a meaningful context to support decision making.
- *Information Management*: activities and processes adopted to effectively develop, maintain, adapt, retrieve, and disseminate information to support informed, evidence based, decision making.
- *Information Management System for Mine Action (IMSMA)*: is the United Nation's preferred information system for the management of critical data in UN-supported HMA programs. IMSMA provides users with a tool for data collection, data storage, reporting, information analysis, and project management activities.

In addition to the above terms, NMAS 04.10 provides a glossary of terms and definitions used across all standards.

As in the IMAS, the terms 'shall', 'should' and 'may' are used across all standards to indicate the required degree of compliance. For any organization working in Lebanon, the use of 'shall' indicates a compulsory requirement. The term 'should' indicates the national preference which may be varied with LMAC approval. The term 'may' indicates a suggestion that is not obligatory.

4. Information Management in the Lebanon Mine Action Program

Quality IM requires the 'prerequisites' presented in the graphic below:



5. Document Management

The LMAC uses Document Management to specify the ways in which files, both digital and physical, are captured, stored, modified, and shared within the LMAC and between the LMAC, the Implementing Agencies (IAs) and other stakeholders. The main focus of document management standards is to increase efficiency through ensuring that (a) unnecessary paper work is reduced, and (b) the potential for the loss of data is reduced.

For electronic documents, weekly backups are made by the LMAC Information Management (IM) Section to reduce the risk of loss. Physical documents are stored at both the LMAC and at relevant Regional Mine Action Centers (RMACs). Each section at the LMAC is responsible for ensuring the safe storage of the physical documents it holds.

Documents submitted to the LMAC by IAs are stored and maintained until approval for their disposal is granted by the LMAC Director.

5.1 Records Management

To maintain appropriate historical tracking, the LMAC manages its records throughout the different phases of each record's lifecycle from creation/reception through analysis and dissemination until eventual record disposal. To this end, the LMAC uses different systems as appropriate, including databases created using Excel and Access. All formal records are coded and saved on a server located at the LMAC. Such records include documents, Memoranda of Understanding (MoU), inventory records, personnel records, pictures, etc.

The LMAC shall provide all IAs with appropriate standardized data entry forms and with subsequent updates to the forms when applicable. All IAs shall use the standardized LMAC data entry forms and return them as required.

5.1.1 IM Resources Management

Information Management resources include IM human resources as well as IM physical resources.

To ensure the efficient operation of the Mine Action Program in Lebanon, the LMAC maintains the following key positions as part of its human resources:

- IM Section Head: in charge of supervising the overall planning and operation of the IM section, ensuring effective IM in all mine action pillars;
- IM Officer: in charge of providing technical advice, ensuring the quality of data input into IMSMA and reports produced;
- System Administrator: in charge of managing the server and related permissions and access rights;
- IMSMA Data Entry: responsible for the data entry of all IMSMA related forms as well as checking the data received from IAs; and
- GIS Officer: in charge of managing the GIS.

In addition to the above positions, each section in LMAC is headed by a person in charge of analyzing information and making appropriate decisions. Section Heads work under the Director's supervision and include:

- Head of Operations;
- Head of Quality Control;
- Head of IM;
- Head of Admin, Finance and Logistics;
- Head of MRE/Media;
- Head of MVA;
- Heads of RMAC; and
- Head of RSHDL.

IM physical equipment is updated as appropriate to maintain compatibility with any revisions to IMSMA. The IM server is disconnected from the Internet to ensure privacy and security. In each center, a storage server, an external hard disk, and an external backup tape are regularly used to secure data and avoid risk of data loss. Backups are kept separately in secure places. Computers should be connected to an Uninterrupted Power Supply (UPS) at all times.

The LMAC maintains two local area network (LAN) connections to minimize downtime.

5.1.2 IM Knowledge Transfer

All staff working within the Mine Action Program in Lebanon receive appropriate training to aid them in their work. Whenever practicable, the LMAC supports the provision of necessary IM, IMSMA, and GIS related training which may be conducted internally or externally, as appropriate. Moreover, training may be facilitated through the Regional School for Humanitarian Demining in Lebanon (RSHDL).

5.1.3 GIS Management

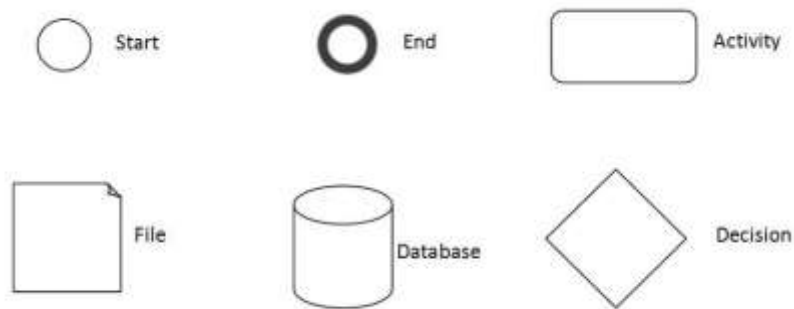
All Heads of Sections are granted access to relevant GIS records and geospatial data. In this respect, Heads of Sections have access to maps related to their sections but are not permitted to print or retrieve the digital version of the maps without the permission of the IT section and the approval of the LMAC Director. IAs may be given a hard copy or a copy or an image file of maps when this helps them to conduct authorized tasks.

5.1.4 Quality Management

Quality management extends beyond IM and is the responsibility of all Heads of Sections. In IM, each section shall manage and control the quality of data generated by its own team and stakeholders. The IM Section shall then receive input from the sections and manage and control the overall quality of data input into IMSMA and GIS. The LMAC Director should approve data entry into IMSMA.

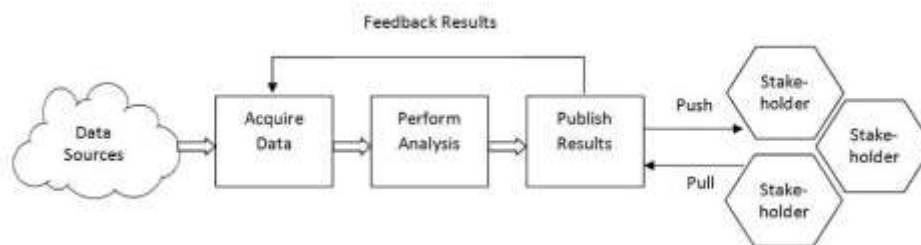
The LMAC provides all IAs with appropriate standardized data entry forms and with updates to the forms when appropriate. All IAs shall use the standardized LMAC data entry forms and complete all fields according to LMAC requirements. The LMAC reviews the data provided and provides timely feedback to the IAs when appropriate. IAs shall correct any errors, omissions or other shortcomings in data provision as directed by the LMAC.

IAs shall also be required to develop their own Standard Operating Procedures (SOPs) for data collection and quality management. Such SOPs shall be submitted for the LMAC's approval before use. All IA IM SOPs should use the Business Process Modeling Notations shown below.



5.2 Business Intelligence (BI) Cycle

One of the aims of IM in Lebanon is to generate Business Intelligence (BI). The BI cycle includes three main activities as illustrated in the figure below and focuses on generating BI that answers the needs and requirements of the various stakeholders working in, or in support of, HMA in Lebanon.



5.2.1 Acquire Data

To support the generation of BI, data is acquired from all available sources, including data from IMSMA, GIS, IAs, NMAS, IMAS, the LMAC, local assessments, international conventions, local stakeholders as well as local and national policies and requirements. Data gathered is then processed, stored, analyzed, evaluated, and catalogued to ensure consistency and compliance.

Data collection and management is conducted in a manner that ensures confidentiality and privacy. To ensure quality data collection, standardized forms issued by LMAC shall be used. Validation of data is the responsibility of both the generating organization and the LMAC. All outputs required from IMSMA should be requested using the forms made available by the LMAC.

5.2.2 Perform Analysis

Acquired data is analyzed by the relevant Heads of Sections to create BI in support of all mine action pillars. Data analysis is supported by appropriate reporting tools, filters, and queries and is subject to QM review in support of continuous improvement. When appropriate, Access and Excel may be used to support analysis. Such analysis also supports reporting on the progress made towards achieving the milestones outlined in the Lebanon Mine Action Strategy and on the progress towards Lebanon meeting relevant international obligations.

5.2.3 Publish Results

As deemed suitable, results are published to the various stakeholders using a variety of means, including printed reports, presentations, publications disseminated via the Internet, and information shared internally via the local server. Some of the dissemination tools share information via the LMAC's website www.lebmac.org. An annual report is reproduced and circulated, an annual newsletter disseminated, and a transparency report submitted in compliance with the requirements of the Convention on Cluster Munitions (CCM).

6. IM in Support of the Mine Action Pillars in Lebanon

Noting that Lebanon has no stockpile of anti-personnel mines to be destroyed, IM in Lebanon supports four of the five pillars of mine action. These are 1) Survey and Demining, 2) Advocacy, 3) Mine Risk Education and 4) Victim Assistance. To ensure that quality information is generated and disseminated, each pillar requires the joint cooperation and management of the IM Section and the responsible section head with a feedback loop that informs service improvement strategies. The main role of IM Section is to support data needs design, data gathering, data retrieval, analysis, storage, and dissemination.

6.1 IM in Support of Survey and Demining

6.1.1 Role of the LMAC:

The LMAC shall:

- share relevant IMSMA forms with IAs and provide appropriate training for their use;
- following NTS, provide a task dossier generated and approved by the Operations Section before tasking any TS or demining activities;
- share a copy of all relevant forms with IAs;
- check the quality and approve data received from IAs related to NTS, TS or demining before it is approved for entry into IMSMA;
- conduct QM reviews of data gathered to ensure its relevance and utility, ensuring that revisions to the IM requirements are made to maximize the value of outputs; and
- maintain a digital copy of all relevant MoUs, conventions, agreements and support documents.

6.1.2 Role of the IA:

Each IA shall:

- use an approved internal IM system as part of their own QM systems; and
- report as required by the LMAC on any survey or demining related activity using the appropriate IMSMA form(s).

6.2 IM in Support of Victim Assistance

6.2.1 Role of the LMAC

LMAC shall:

- share relevant IMSMA forms with IAs and provide appropriate training on their use;
- check the quality and approve data received from IAs in relation to victim assistance before it is approved for entry into IMSMA;;
- maintain and update victim related datasets; and
- maintain a digital copy of all relevant MoUs, conventions, agreements and support documents.

6.2.2 Role of the IA

Each IA active in VA shall:

- use an approved internal IM system as part of their own QM systems;
- provide prompt information about its activities and achievements using the appropriate IMSMA forms; and
- ensure that the rights of victims to privacy, respect and dignity are protected at all times.

6.3 IM in Support of Mine Risk Education (MRE)

6.3.1 Role of the LMAC


LMAC shall:

- share relevant IMSMA forms with IAs and provide appropriate training in their use;
- check the quality and approve data received from IAs in relation to risk education before it is approved for entry into IMSMA;;
- maintain and update MRE related information; and
- maintain a digital copy of all relevant MoUs, conventions, agreements and support documents.

6.3.2 Role of the IA

Each IA active in MRE shall:

- use an approved internal IM system as part of their own QM systems; and
- provide prompt information about its activities and achievements using the appropriate IMSMA forms.


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ANNEX A: Normative and Informative References				
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The documents listed below constitute normative references and form an integral part of the provisions of this standard:

- Current LMAC and IMSMA reporting formats (request copies from the LMAC);
- NMAS 07.11 Guide for Land release;
- NMAS 07.12 Quality Management
- NMAS 12.10 Mine/ ERW Risk Education;
- NMAS 13.10 Mine Victim Assistance; and
- NMAS 04.10 Glossary of Mine Action Terms, Definitions, & Abbreviations used in the Second Edition of the NMAS.

In addition to the normative references listed above, the following informative reference may be consulted:

- IMAS 05.10 Information Management for Mine Action.

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	ANNEX B: Requesting IMSMA Data			
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The form below is an example. Be sure to use the latest version.

	IMSMA DATA REQUEST FORM		Approved by:
			Date:
Purpose of the Request:	Date:	Time:	
Location Data:			
Location Name:	Grid reference in UTM :		
Nearest Town/Village:	Grid reference in UTM :		
Dead Line:	(To be filled in by LMAC/RMAC Information Section)		
Delivery:	Map/Information will be picked up at LMAC/RMAC Information Section		
Technical Details			
Map Scale:	<input type="checkbox"/> 1:50,000	<input type="checkbox"/> 1:25,000	
Map Size:	<input type="checkbox"/> A4	<input type="checkbox"/> A3	<input type="checkbox"/> A0
Themes to be shown:	<input type="checkbox"/> Towns	<input type="checkbox"/> Contours	<input type="checkbox"/> Road (main, secondary) <input type="checkbox"/> Agricultural
Special Requests:			
TO BE COMPLETED BY LMAC/RMAC OFFICER INFORMATION SECTION			
Map Product Produced:		Archived	
Report Type:	Date:		
Report Number:	Name:		
Report Number:	Signature:		

NMAS 05.10, Edition 2.1: Amendment Record

The NMAS are subject to a comprehensive or partial review by the Review Board periodically. Changes in the context as well as safety requirements and efficiency considerations may necessitate amendments to individual NMAS standards more frequently. If this occurs, such amendments shall be given a number, dated, and detailed in the table below. The amendment should also be indicated on the header under the NMAS edition number.

Whenever the formal review of the NMAS is completed, a new edition shall be issued. Amendments that have taken place before the review date shall be incorporated in the new edition and the amendment record table cleared. Consequently, the recording of amendments shall start again until the next review.

The most recent revisions of the NMAS shall be posted on the Lebanon Mine Action Center (LMAC) website on www.lebmac.org.

Number	Date	Amendment Details
1	March 2020	Minor revisions throughout.