



ICT for Programs (ICT4P) General Work and Mission

The Information and Communications Technology for Programs unit (ICT4P) applies innovations in technology to improve the speed, effectiveness and accountability of the IRC's efforts to respond to the world's worst humanitarian crises.

Field-driven

Using a field-based approach to problem solving, the ICT4P unit develops technology-based solutions to new and on-going challenges that provide people in need with timely information, critical support and supplies. By employing the right technological tools for each situation—from electronic data collection and automated reporting to bulk text messaging and mapping systems—the ICT4P unit helps increase the reach, efficiency and impact of IRC programs.



Building to scale

Taking advantage of the rapid expansion and wider reach of global communications in the last decade, the ICT4P unit is building a library of reusable, best-of-breed ICT solutions and knowledge that can be customized for quick deployment in the field. It supports program staff to develop technology-based initiatives, proposals and budgets. Conscious of budget and time constraints, the ICT4P unit uses freely available open-source applications when available and appropriate, and develops proprietary software and systems when needed.

ICT4P innovations have enabled the IRC to do the following:

- Remotely track and verify the delivery of medical supplies to hospitals and clinics in conflict-affected areas of Syria
- Receive early notifications from refugees and internally-displaced people threatened by eviction in Iraq
- Ascertain the safety and whereabouts of IRC staff within minutes after the Westgate Mall attack in Kenya
- Collect and map prices of food staples and price hikes inside Syria and use that information to target delivery of food supplies
- Engage and support mentors of young women in Liberia
- Rapidly assess the winter supply needs of 5,000 urban refugee households and vulnerable residents in northern Iraq

Media mentions and publications:

- ServiceInfo Application:
<http://www.marketplace.org/topics/world/service-info-its-yelpbut-refugees> (April 27, 2015)
- Commodity Tracking System:
<http://www.wired.com/2015/08/fedex-style-system-humanitarian-aid-now-free/> (Aug 5, 2015)
- <http://video.ft.com/3926051499001/David-Miliband-on-the-FT-Seasonal-Appeal/World> (Dec 8, 2014)
- OCHA's Humanitarianism in the Network Age, Chapter 4:
<http://www.unocha.org/hina> (2012)

How and When to Engage with the ICT4P team?

The best time to engage with the ICT4P team is in the earliest stages of problem solving. Share the challenge and context with the ICT4P team, and let us brainstorm with you to identify an existing solution or to devise a new one. Once an appropriate solution is identified, the ICT4P team can help craft a viable proposal and support the funding and implementation process. The ICT4P team can provide the following services:

- Brainstorming/Problem Solving: Understanding the challenges and determining if appropriate technology is locally available; devising new solutions as necessary
- Concept Note & Proposal development: Determining required resources, a budget and a timeline
- Consulting: Choosing and managing a vendor, selecting appropriate technology and design, knowledge management
- Software/Application Development: If there are no appropriate solutions that can be purchased or modified, we can design and custom-build a solution
- Project Management: Project framework, third-party vendor management, platform development, quality assurance, implementation