



BI-Tools to Evaluate Emergency Preparedness Processes

-Using The Diver Solution in order to establish a reliable and systematic vehicle for data visualization and information delivery

Anders Jonsson, Swedish Civil Contingencies Agency (MSB)

Dimensional Insight Users' Conference 2010
Boston, June 7-10



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The Swedish Civil Contingencies Agency (MSB)

- Emergencies of all types, emergency management, and civil defence.
- Before, during, and after the occurrence of emergencies, crises and disasters.
- The entire spectrum of threats and risks, from everyday accidents up to major disasters.



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Operations Department



- **The first mission in 1988.**
- **Since then we have**
 - **recruited 2,000 people**
 - **to 600 operations in 80 countries.**

MANDATE

HUMANITARIAN OPERATIONS

URBAN SEARCH AND RESCUE (USAR)

CAPACITY DEVELOPMENT

MINE ACTION

TRAINING COURSES



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At this moment in time.....



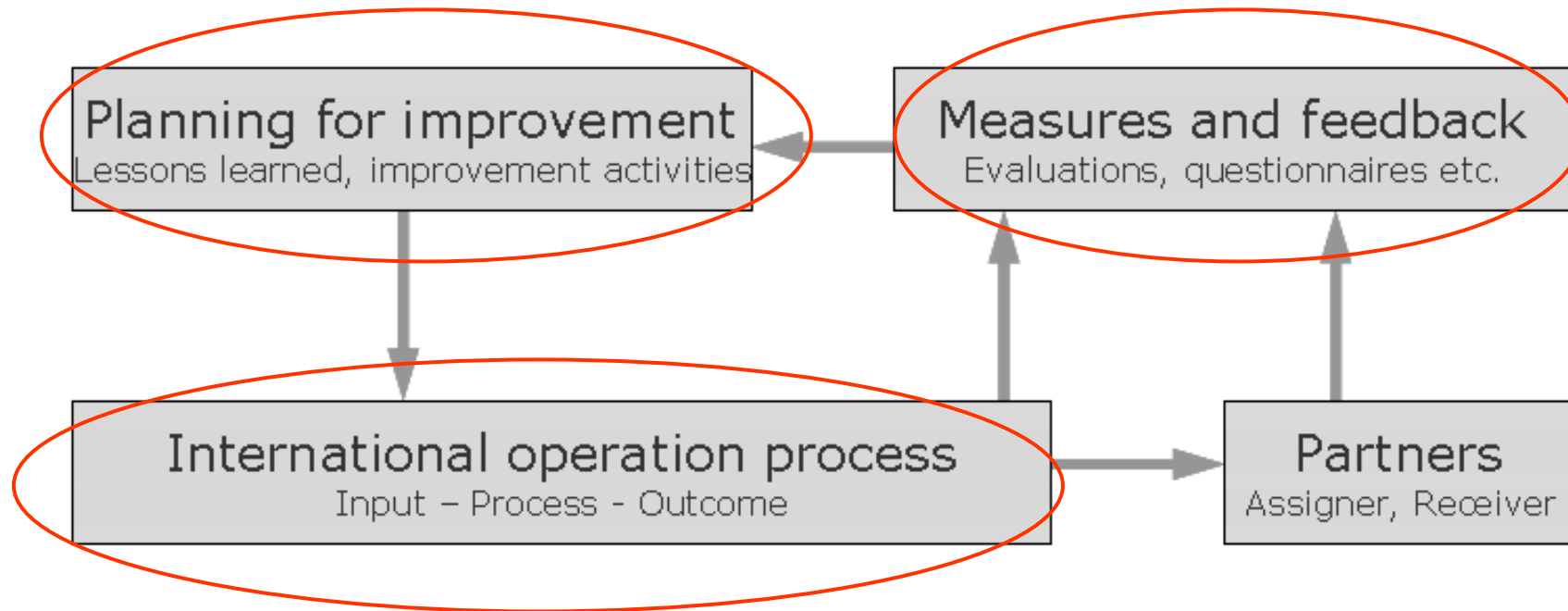
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The demand and need

- It is becoming an obligation to present results and the effectiveness of aid
- ...and therefore we need to build a user-friendly, reliable and systematic vehicle for data visualization and information delivery to support the process of evaluation and improvement



Evaluation and improvement





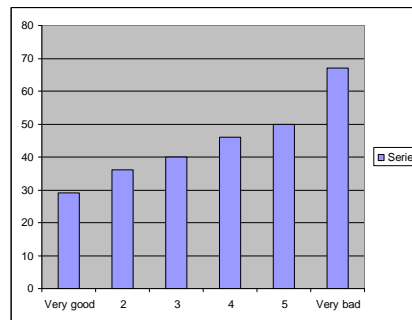
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What type of reporting/BI capabilities were in place before Diver?



Paper collection

How was information delivered, analyzed and distributed to users?



Manual work in Excel



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Evaluation and improvement

-2009

No systematics in the work

No easy access to data and
no appealing way of
presenting information

No support in analysing

Not time efficient!



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Evaluation and improvement

2010-

Systematics in the work
Easy access and user friendly, attractive visualization of information
Support in analysing
Time efficient!

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(LIVE)

<http://ida.msb.se/elliott>

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Welcome to **ELLIOT**

- Evaluation and Lessons Learned from International Operations Tool

ELLIOT is a tool for presenting information from evaluations and lessons learned in international operations

ELLIOT is a tool for analysing and presenting statistics and facts about international operations

ELLIOT is a web-based information system used by MSB, Swedish Civil Contingencies Agency





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ELLIOT DATA

(LIVE)

ABOUT



HOME DATA INDICATORS EVALUATION CONTACT ABOUT ELLIOT

LOG ON

International operations

Field staff

Incident reports

Assigner

Receiver

ELLIOT - DATA

- 1) Statistics about International Operations
- 2) Statistics from Field Staff questionnaire
- 3) Statistics from Incident reports *(under construction)*
- 4) Statistics from Assigner questionnaire *(under construction)*
- 5) Statistics about Receiver *(under construction)*

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ELLIOT DATA

(LIVE)

-International operations/Ongoing

ABOUT



HOME DATA INDICATORS EVALUATION CONTACT ABOUT ELLIOT

LOG ON

- International operations
 - Operation summary
 - Operations by assigner
- Ongoing Operations
 - Map**
 - Report
- Field staff
 - Incident reports
 - Assigner
 - Receiver



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ELLIOT DATA (LIVE)

-International operations/By assigner

ABOUT



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LOG ON

Start year: 2010 month: 01 day: 01 End year: 2010 month: 12 day: 31 Dagens datum: den 26 maj 2010

Operations by assigner

Assigner	Operations	Details	Status
UNHCR, UNICEF	0 operations		
Sudan	Transportstöd		ej inom tidsintervallet
UNHCR, UNICEF, WHO	0 operations		
Irak	Interagencykontor		ej inom tidsintervallet
UNICEF	12 operations		
Ghana	WASH-specialist		ej inom tidsintervallet
	WES-specialist		
Haiti	Elektriker		
	Emergency Communication Officer:		
	IMO		
	Telekomexpert		
	Wash-expert		
Indonesien	Emergency Wash officer		ej inom tidsintervallet
Kenya	Emergency Telecom Specialist		ej inom tidsintervallet
Madagaskar	Wash klusterkoordinator		
Namibia	WASH-expert		ej inom tidsintervallet
Sudan	Emergency specialist		
	Logistiker		ej inom tidsintervallet
	Logistiker Juba/Malakal		
	Transportstöd Unicef		
Västbanken/Gaza	IMO Unicef		ej inom tidsintervallet
Zimbabwe	IMO		ej inom tidsintervallet
	Logistiker Unicef		ej inom tidsintervallet
Övrigt ej landbundet stöd	WASH-rådgivare		
UNICEF, DIMCPA, UNDP	1 operations		
Haiti	Expertteam tolg återuppbyggnad		
UNMAO	0 operations		
Sudan	Minnatering		ej inom tidsintervallet

- International operations
 - Operation summary
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International operations

Field staff

Background

Cooperation

Cooperation, MSB

Cooperation, Others

Management

Info conditions

Info operational tasks

Info aim & purpose

Pre-conditions

Acc. to aim & purpose

Con. to aim & purpose

Obstacles

Handing over process

Environ. perspective

Children perspective

Gender perspective

Info gender issues

Project management

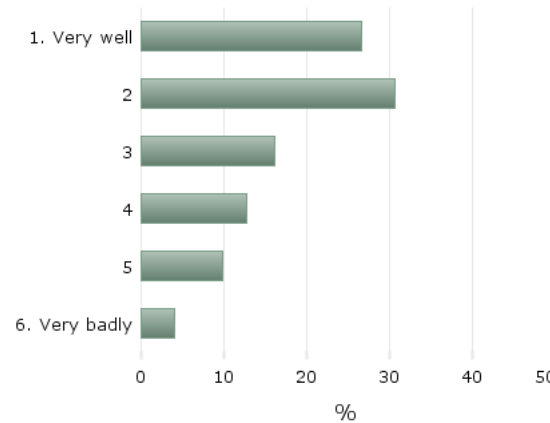
Health

Matériel

Security

Incident reports

How well do you feel that the operation, as a whole, was executed in accordance with the guidelines issued on aim & purpose?



Commissioned by: All Values (10)

Length of operation: All Values (5)

Age: All Values (4)

Gender: All Values (2)

Number of operations: All Values (4)

- Process Quality
- Operationsupport
- Health and safety
- Genderperspective
- Goals and results
- Availability
- Summary
- What 's good and what can be improved?
- Performance

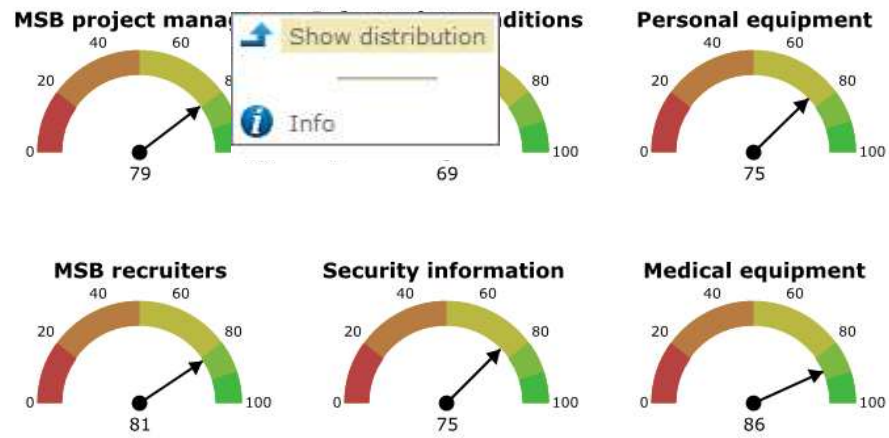
ELLIOT - INDICATORS

- 1) Process Quality
- 2) Performance (*under construction*)

ELLIOT INDICATORS (LIVE)

-Process Quality/Operationsupport

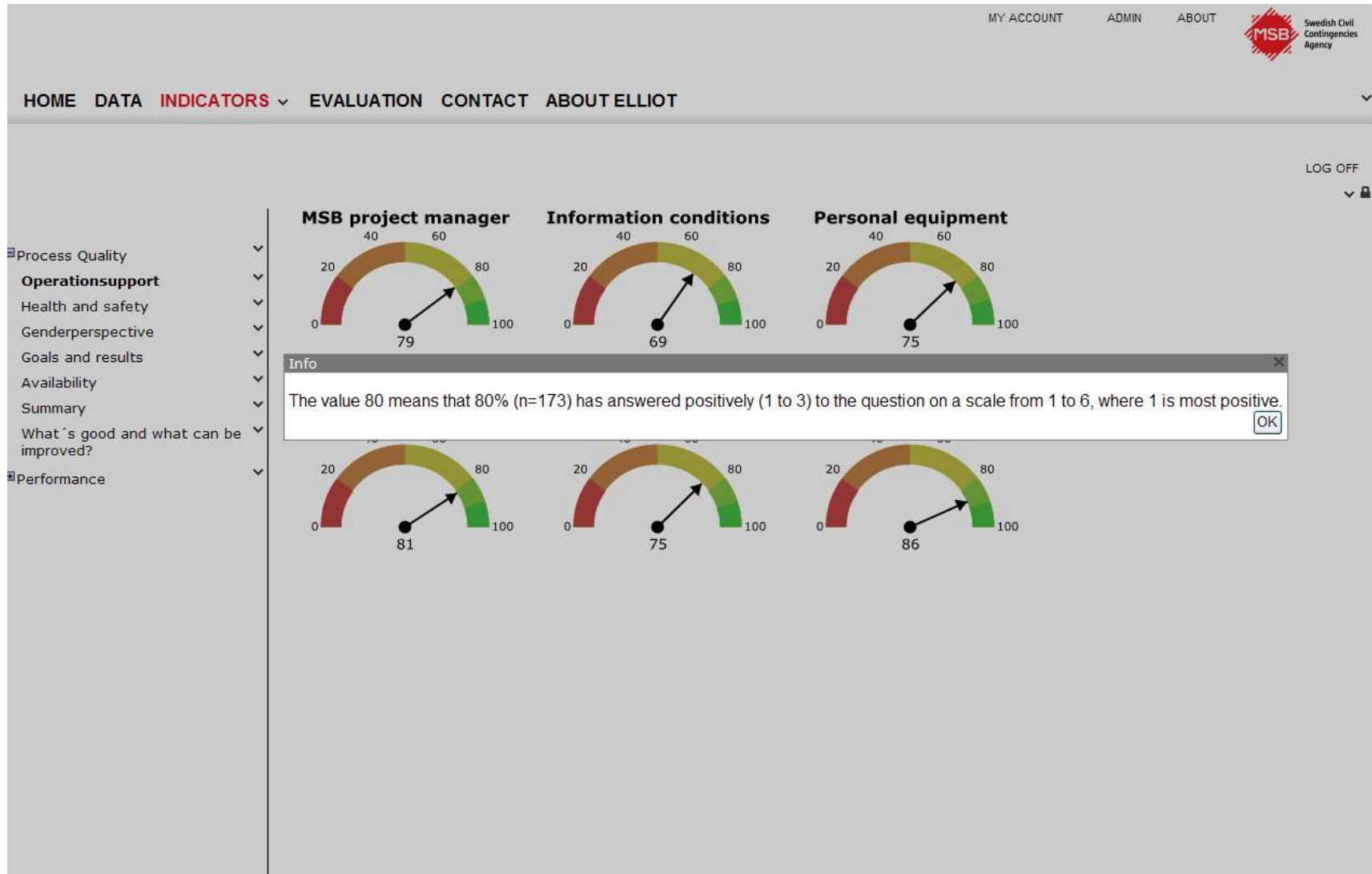
- ▣ Process Quality ▾
- Operationsupport** ▾
- Health and safety ▾
- Genderperspective ▾
- Goals and results ▾
- Availability ▾
- Summary ▾
- What's good and what can be improved? ▾
- ▣ Performance ▾





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ELLIOT INDICATORS (LIVE) -Process Quality/Operationsupport

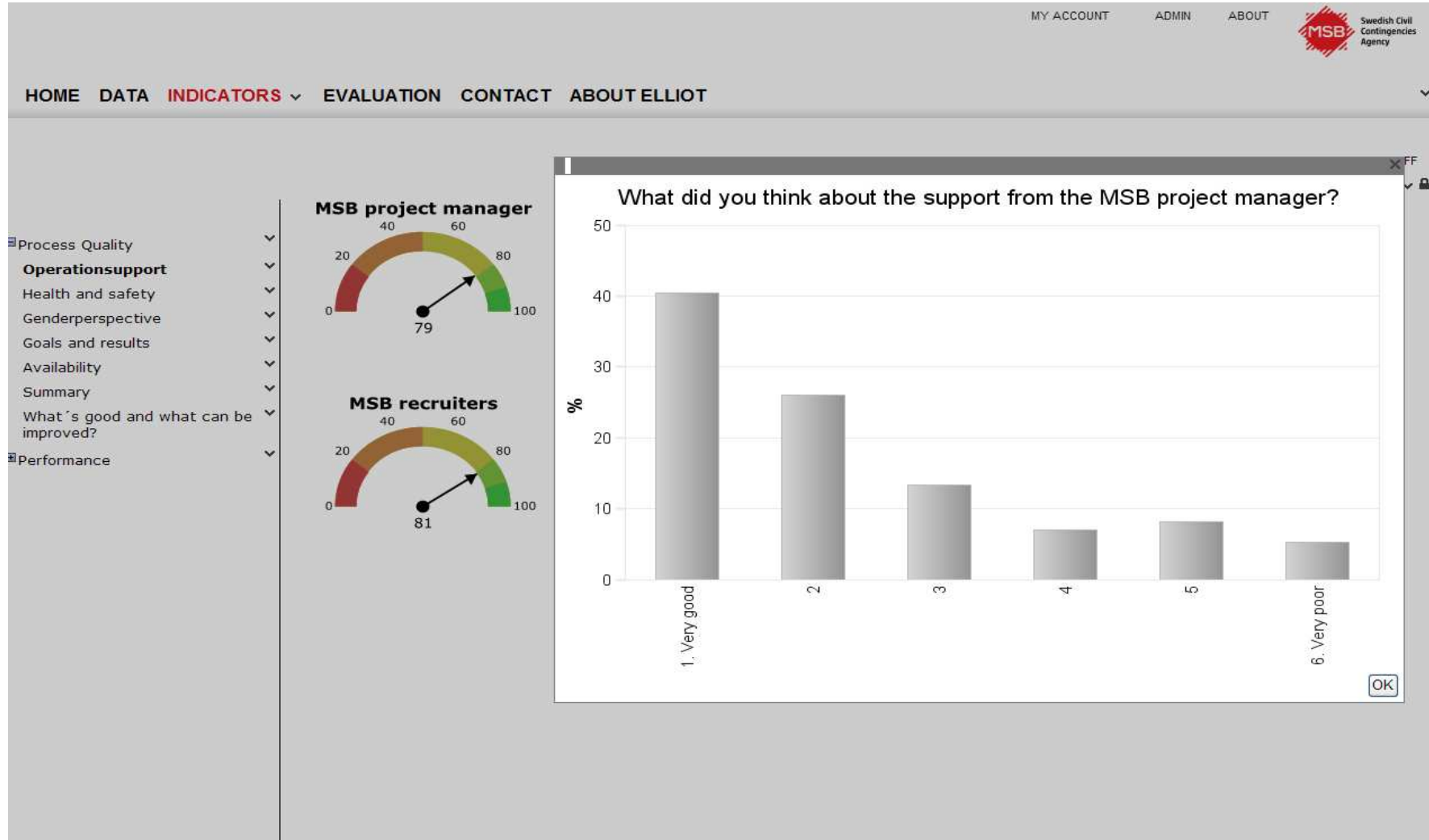


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ELLIOT INDICATORS (LIVE) -Process Quality/Operationsupport



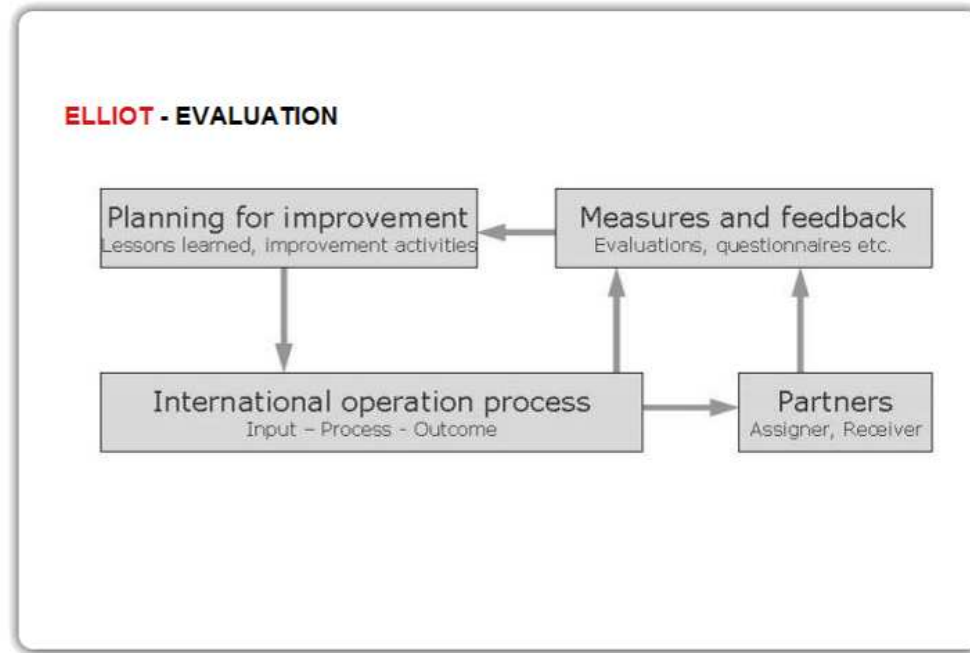
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ELLIOT EVALAUATION (LIVE)



- Evaluation
- Lessons learned
- Activities



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ELLIOT EVALUATION (LIVE)

-Final reports and Evaluations



Evaluation

Lessons learned

Activities

Operation category Operation status

Operation	Country	Startdate	Enddate	Final report	Evaluation
Logistiker	Palestinska omr.	2008-08-29	2009-12-31		
Fordonsstöd	Georgien, Armenier...	2009-11-01	2010-10-31		
Administratör	Afghanistan	2009-01-20	2009-11-30		
Sambandsutrustning	Kosovo	2007-04-24	2009-12-31		
Transport Officer	Palestinska omr.	2009-02-04	2009-11-25		
ICT-expert	Dem. rep. Kongo	2007-06-25	2009-12-31	Open	
Transport officer	Afghanistan	2009-05-10	2010-05-31		
Head of operations	Georgien	2008-10-02	2010-09-14		
Containerby	Georgien	2008-08-25	2009-12-31		
HR officer	Afghanistan	2009-01-20	2009-11-18		
Mission support-expert	Afghanistan	2008-02-20	2010-01-31		
EULEX	Kosovo	2008-04-01	2009-12-31		
Security officer	Kosovo	2008-09-22	2010-08-31		
Stöd till EU-observatörer	Georgien	2008-09-01	2009-12-31		
Chief HR	Afghanistan	2008-12-29	2009-12-29		

- Who uses the ELLIOT system?

Doers and Thinkers

- Doers (technical, operational staff, project managers)
 - Needs: to see and understand the data
- Thinkers (Analysts, managers, non-technical)
 - Needs: to use the data

Diver meet both needs!

Next step - Practical aspects

- Performance evaluation of international operations
- Performance evaluation of MSBs other departments/areas
- Scandinavian agencies
- United Nations- pilot project UNICEF



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Next step – Technical aspects

- Tunnel vs Models
- Full integration, web questionnaire and DivePort analysis
- Improved integration with Google Maps



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Thank you for listening

QUESTIONS?

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