



SYSTEM OVERVIEW

IMS - Information Management System: Pioneering Information Management Excellence

AN OVERVIEW

The Information Management System (IMS) is an in-house developed system developed by IOM Iraq in **2019**, serving as a comprehensive and adaptable framework for information management. Expanding globally, it is presently operational in **Iraq, Lebanon, Pakistan, and Ecuador**, with planned pilot deployments in Somalia and Nigeria. This system facilitates the effective management and oversight of crucial data and information assets, customized to meet the distinct requirements of IOM and its stakeholders. IMS streamlines the collection and processing of beneficiary information, harnessing both online and offline capabilities in a systematic and efficient manner. IMS currently maintains data for over **300,000 beneficiaries worldwide** within this system. A dedicated team comprising five software developers and six Information Management Assistants, based in IOM Iraq, provides ongoing support to users.

TECHNICAL SPECIFICATION

IMS leverages cutting-edge technologies: PHP for server-side operations, Microsoft SQL Server for storing data, Vue.js for the client-side programming, Redis for caching and managing session, and Source control and CI/CD: Azure DevOps. Hosted on the IOM Cloud (Azure), IMS adheres to rigorous IOM's ICT and InfoSec compliance standards.













IMS USE CASES

Beyond IOM missions, IMS has been deployed as comprehensive solution for the Kurdistan Regional Government financial initiative called Project Bloom that offers financial services to Small and Medium Enterprises (SMEs) (<https://bloom.digital.gov.krd/en>).

IMS serves as a holistic web platform, integrating various organizational systems, processes, and standards into one intelligent system. Its versatility allows for digital project management across various domains, including but not limited to:





- Project Management
- Beneficiary Management
- Payments Management
- Infrastructure Projects Management
- Community Engagement
- Complaint and Feedback Mechanism
- Research and Assessments
- Surveys and Data Collection.

IMS KEY TECHNICAL FEATURES

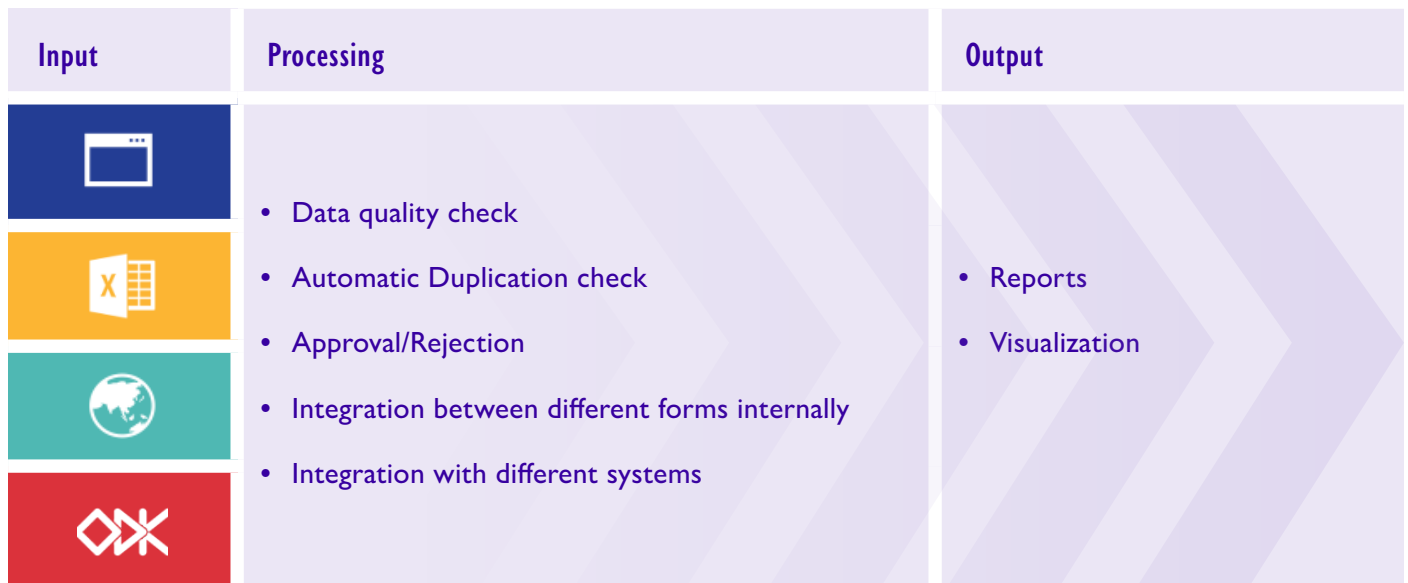
 <p>Develop forms and processes with a user-friendly interface.</p>	 <p>Integrated smart card system</p>
 <p>Offline mobile data collection with ODK Aggregate.</p>	 <p>Build-In configurable process flow</p>
 <p>Email and SMS notifications.</p>	 <p>Multi-dimensional data access control</p>
 <p>Live info-graphics</p>	 <p>Automated scoring calculations</p>
 <p>Online web Interface</p>	 <p>Automated duplication & quality check.</p>
 <p>Live data processing</p>	 <p>Ability to extend the framework to meet more complicated requirements easily.</p>

METHODS OF DATA COLLECTION ON IMS

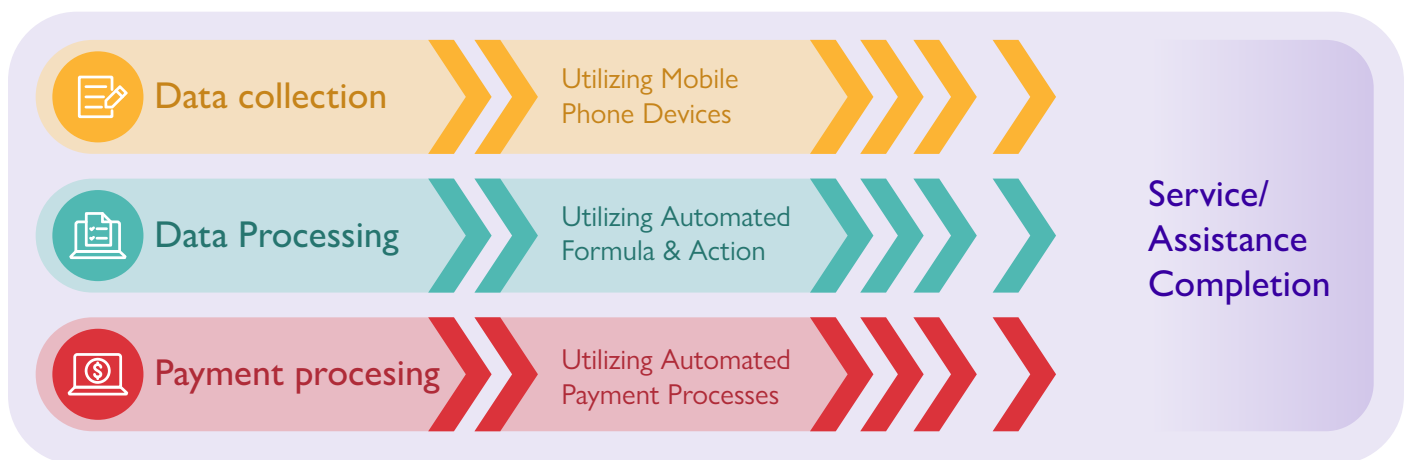
Four methods are available for data collection within IMS, each offering distinct advantages and encompassing various scenarios, ranging from offline data collection and bulk data import to direct data collection from beneficiaries.

<p>Web Interface</p> 	<p>Public Surveys</p> 	<p>Excel</p> 	<p>ODK Aggregate</p> 
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IMS DATA PROCESS FLOW



PAPERLESS PROCESS - COMPLETELY DIGITIZED DATA FLOW



CAPABILITIES IN FOCUS

- **Data Collection, Capture, and Storage:** IMS stands out in its ability to streamline the processes of data collection, capture, and storage, ensuring both efficiency and security in handling information.
- **Workflow Automation:** IMS facilitates seamless automation of workflows, significantly enhancing operational efficiency and ensuring precision in IOM mission processes.
- **Reporting and Visualization:** IMS offers robust capabilities in reporting and visualization, providing insightful tools that empower data interpretation and facilitate informed decision-making for mission success.
- **Data Processing and Manipulation:** IMS ensures efficient data processing, streamlining information tasks with precision to enhance overall operational effectiveness.

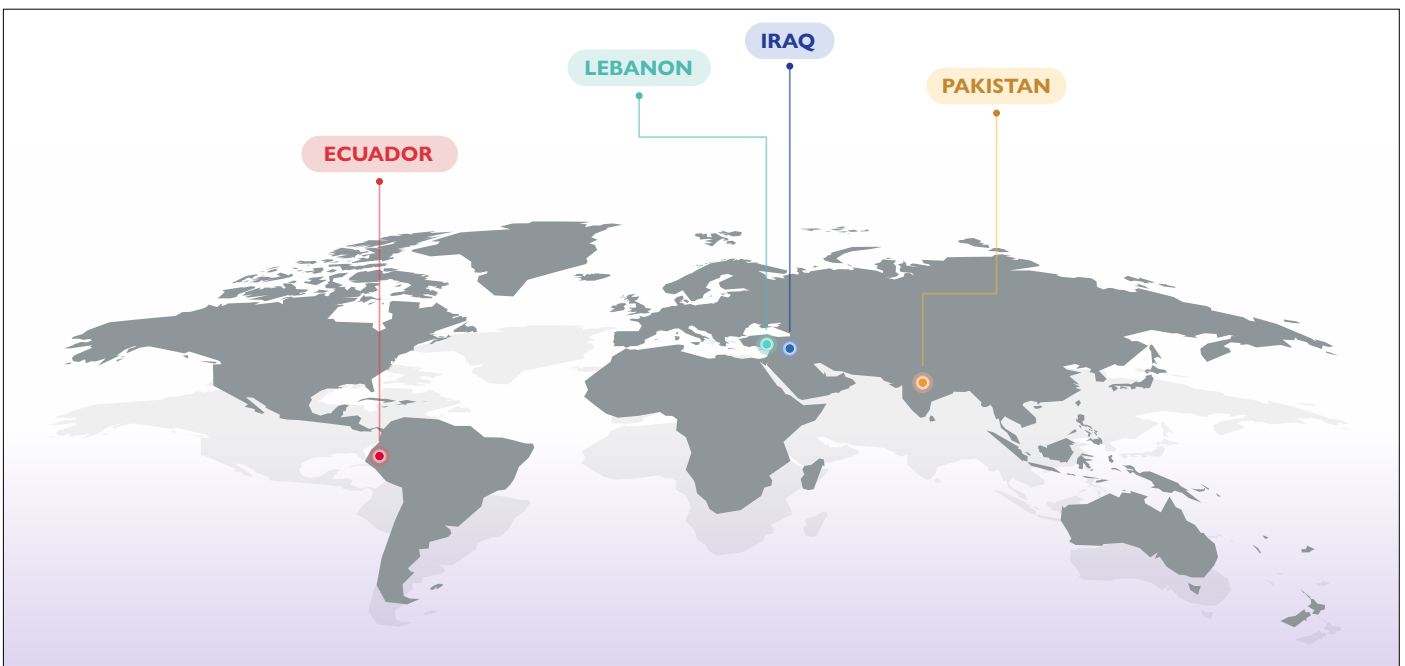
- **Security and Access Control:** Security and access control are paramount in IMS, with a focus on safeguarding sensitive information and ensuring only authorized access, thereby fostering a robust and protected data environment.
- **Project Management:** IMS empowers effective project management by providing comprehensive tools and features that streamline the planning, execution, and monitoring phases, leading to successful mission outcomes.
- **User-Friendly Interface:** With its user-friendly interface, IMS offers an intuitive and accessible experience, ensuring seamless navigation and optimal user engagement for all stakeholders.
- **Integration and Interoperability:** IMS excels in integration and interoperability, seamlessly connecting with various systems to enhance collaboration and ensure a cohesive and unified information ecosystem, thereby maximizing operational efficiency and effectiveness.
- **Data Sharing Agreement:** Partners and service providers are required to sign data protection agreements.

DATA VISUALIZATION

Dashboards and visualizations can be generated directly within IMS, showcasing live data without any delay in updates. Moreover, the system can seamlessly integrate with PowerBI and other reporting & visualization platforms

GEOGRAPHICAL COVERAGE

MS is being actively used for information management across 4 missions worldwide.



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