











Session 14	<b>Incident Information Management</b>	 Duration: <b>45 mins</b>
<p><b>Session Summary</b></p> <p>This session introduces processes and tools to effectively manage security and safety incident information, and outlines how to use this information to strengthen the security and safety of staff.</p>		
<p><b>Session Objectives</b></p> <p> <ul style="list-style-type: none"> <li>• Underline the role that incident information has in raising awareness, informing decision-making, and protecting staff.</li> <li>• Discuss the challenges of under-reporting of incidents.</li> <li>• Highlight what incidents must be reported, to whom and how.</li> <li>• Explain what factors to consider when analysing incidents.</li> </ul> </p>		
<p><b>Learning Outcomes</b></p> <p>By the end of this session participants should be able to:</p> <p> <ul style="list-style-type: none"> <li>• Outline incident reporting requirements and the mechanisms used to manage security incident information.</li> </ul> </p>		
<p><b>Supporting Material</b></p> <p> <ul style="list-style-type: none"> <li>• <a href="#">Security Incident Information Management (SIIM) Handbook.</a></li> <li>• <a href="#">Safety and Security Incident Information Management (SIIM) for Staff.</a></li> <li>• <a href="#">Safety and Security Incident Information Management (SIIM) for Organisations.</a></li> </ul> </p>		
Time	Suggested Activities	Resources
2 mins	<p><b>Introduction</b></p> <p>Introduce the session and provide an overview of what this session will cover.</p>	<ul style="list-style-type: none"> <li>• S.14 Incident Information Management Presentation - Slide 1</li> </ul>
3 mins	<p><b>Managing Incident Information</b></p> <p>Explain the importance of reporting incidents and how this helps to protect staff, enhances understanding and decision-making, and ultimately improves programmes.</p> <p>Introduce the SIIM process, highlight the key elements and show how security incident information management is an on-going process in which all elements feed into each other.</p> <p> <ul style="list-style-type: none"> <li>• Immediate Response - reporting incidents to ensure appropriate response and assist the individuals affected.</li> <li>• Lessons Learned &amp; Applied - analysing incidents to identify lessons and possible changes to avoid similar incidents.</li> <li>• Understanding the Operational Context - using internal and external incident data to identify patterns and trends and gain a better understanding of the context.</li> </ul> </p>	<ul style="list-style-type: none"> <li>• Slide 2</li> </ul>

	<ul style="list-style-type: none"> <li>• Strategic Decision-making - using incident data to raise awareness and inform decision-making.</li> </ul>	
10 mins	<p><b>Under-reporting</b></p> <p>Explain that under-reporting is significant challenge in the sector, as many incidents are still not reported.</p> <p> Ask participants: <i>What are some of the factors that deter people from reporting incidents?</i></p> <p>After listing participants' suggestions on a flip chart, refer to the slide with examples of factors that may deter staff from reporting incidents. If an internal training, discuss factors that are particularly relevant within your own organisation.</p>	<ul style="list-style-type: none"> <li>• Slide 3</li> </ul>
10 mins	<p><b>Immediate Response</b></p> <p>Explain what a security incident is, and what incidents should be reported, to whom, and why. Provide examples of reportable security incidents relevant for the operating context. If an internal training, adapt the slide to reflect your organisation's incident reporting requirements.</p> <p>Draw attention to the '5 Ws' and how to manage confidentiality. Explain the different types of incident reports and how they should be used.</p> <p> A formal post-incident report should be completed for all incidents that directly involve staff, or the organisation's programmes or assets.</p> <p>Discuss the advantages and disadvantages of different systems for logging and storing incident information. If an internal training, explain the incident logging requirements and tools within your own organisation.</p>	<ul style="list-style-type: none"> <li>• Slides 4-7</li> </ul>
10 mins	<p><b>Lessons Learned</b></p> <p>Emphasise that following any significant incident, it is important to conduct some analysis to identify possible causes, or to identify factors that may have led to or contributed to the incident.</p> <p> Understanding the motivation or causes behind an incident – whether it was an attack by others or caused by staff not following procedures – is key to future prevention and preparedness.</p> <p>Explain the factors to consider when analysing incidents, and how to identify potential changes to your security approach or procedures, to learn important lessons from the incident, or your response, to avoid similar issues in the future.</p>	<ul style="list-style-type: none"> <li>• Slides 8-9</li> </ul>
5 mins	<p><b>Understanding the Operating Context</b></p> <p>Explain how monitoring incidents occurring in the wider operating environment on a regular basis helps to understand how and why the security situation is changing, and what this change means for the security of staff and programmes. Refer to the earlier discussion during the context analysis session on incident monitoring and information sources.</p>	<ul style="list-style-type: none"> <li>• Slides 10-11</li> </ul>

	Explain the difference between security patterns and trends, and highlight different tools and information sources within the operating context that can be used to monitor this information.	
5 mins	<p><b>Strategic Decision-making</b></p> <p>Explain the importance of conducting periodic reviews of incidents affecting staff, and using this incident data to raise awareness of staff to the risk environment. Highlight that incident data can also be used to influence policy and the prioritisations of resources and training on security.</p> <p>Lastly, show how incident data can also be used to support advocacy and action at the global inter-agency level to improve the security of aid workers.</p>	<ul style="list-style-type: none"> <li>• Slides 12-13</li> </ul>