

# Case study - Information Management

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## Haiti Earthquake Response 2010

Information management in emergency operations is vital in ensuring clear and effective communication with all actors involved in humanitarian response. In Logistics Cluster operations, information management team collects and analyses essential operational information and disseminates to cluster partners, relevant government authorities, and donors.

When the earthquake struck Haiti on 12 January 2010 at 16:53h local time, the Logistics Cluster IM team in Rome immediately started to compile logistics information related to the response and issued its first situation report in the following day. During the first five days following the earthquake, information management activities continued on daily basis, despite challenges related to lack of sufficient communication equipment, with remote support from IM team in Rome and from logistics officers on the ground in Port-au-Prince.

On day 6 (18 Jan), an Information Management Officer from the GLCSC arrived in Port-au-Prince joined by another IM Officer in Santo Domingo. The IM Officers in the field act as the focal point for collecting, analyzing and disseminating logistics information, in close coordination with logistics and information personnel of other UN entities and NGOs involved in the humanitarian response, and national authorities. IM meetings called for by OCHA have been attended every day.

Logistics Cluster information products range from procedures to snapshots and flash news regarding any aspect of the operation that can be highlighted and made public (airport/seaport status, warehousing, guidance on how to use services, customs procedures, etc). These products will be circulated through the Logistics Cluster mailing list, to which users and participants can subscribe in order to receive regular updates.

The IM Officer is also working closely with the Logistics Cluster or WFP GIS officer, in order to issue relevant logistics maps (e.g. General Logistics and Planning map and/or Road Condition maps); and also with the Web Developer in Rome in order to make Logistics Cluster information and products available to the entire humanitarian community by publishing them on the main information sharing platform, the website: <http://www.logisticscluster.org/>

Within the first month, the Logistics Cluster IM team for Haiti operation issued e.g. 20 sitreps, 9 flash news, 7 snapshots, 10 different maps, which have been regularly updated. During this period, the Logistics Cluster website received an average of 1,100 visitors per day<sup>1</sup>.

<sup>1</sup> Total number of visitors during the first month: 36,580;  
Total number of page views during the first month: 146,019.