

Regional SGBV Case Management and Information
Management (CM / IM) Workshop

Handout #: SGBV Information Management

SGBV IM: Understanding the Challenges

COLLECTION

- **Lack of clarity** regarding what data is appropriate and useful to collect
- **Lack of prior agreement** and **standardization** on what data is collected and how
- **Human error** while recording information on forms

STORAGE

- Client files and SGBV data are not stored with adequate precautions to protect client anonymity and safety.
- Appropriate precautions such as anti-virus protection and database backup are not taken, making loss of stored electronic data common.
- Contingency plans for destruction of paper files during emergency evacuation are non-existent.

ANALYSIS

- Calculating and compiling SGBV data by hand is very **time intensive**.
- Staff are not accustomed or trained to use collected data.
- Lack of inter-agency data analysis leads to **fragmented** and **isolated responses** to SGBV.

SHARING

- Client consent over the use of data is overlooked, e.g. client files are often expected to be automatically shared as routine reporting versus within the confines of a referral and with client consent.
- Lack of standardization in SGBV terminology, data collection tools and incident-type classification **undermines quality**.
- Quantity of data is prioritized over quality and usefulness of data.
- Requests for information are made without an explanation.