



ActivityInfo

Lessons learnt from leading global M&E Systems

Real-world examples

Starting shortly, please wait!

Meet your presenter



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Presented by the ActivityInfo Team

All in one information management software for humanitarian and development operations.

- Track activities, outcomes
- Beneficiary management
- Surveys
- Work offline/online

The screenshot shows the ActivityInfo website homepage. At the top, there is a navigation bar with links for Features, Pricing, Customers, Support, News, Contact us, and a Log in button. The main content area features the ActivityInfo logo and the text: "Information management software for the social sector. Everything you need for your data collection and reporting needs. No-code relational database builder. Integrated analysis tools and advanced user management capabilities." Below this, a section titled "ActivityInfo is perfect for" lists four categories: Case Management, Monitoring and Evaluation, Humanitarian coordination, and Cash & Voucher Assistance. At the bottom, "Our key features" are listed as Mobile data collection, Data entry, Data management, and Analysis & visualization. On the right side, there is a large graphic showing a map of a region with several colored bubbles of varying sizes, each containing a number, representing data points or activity counts.

Outline

- The global M&E system
 - Purpose and complexity of the M&E system
- Incorporating the global Information Management system
 - Moving from a global M&E system to a global Information Management system
 - The importance of the environment
 - How does organizational maturity affect the adoption of a global Information Management system?
 - Structure
 - Processes and policies
 - How does ActivityInfo enable the global M&E system implementation?
- QandAs



The global M&E system

Purpose and complexity

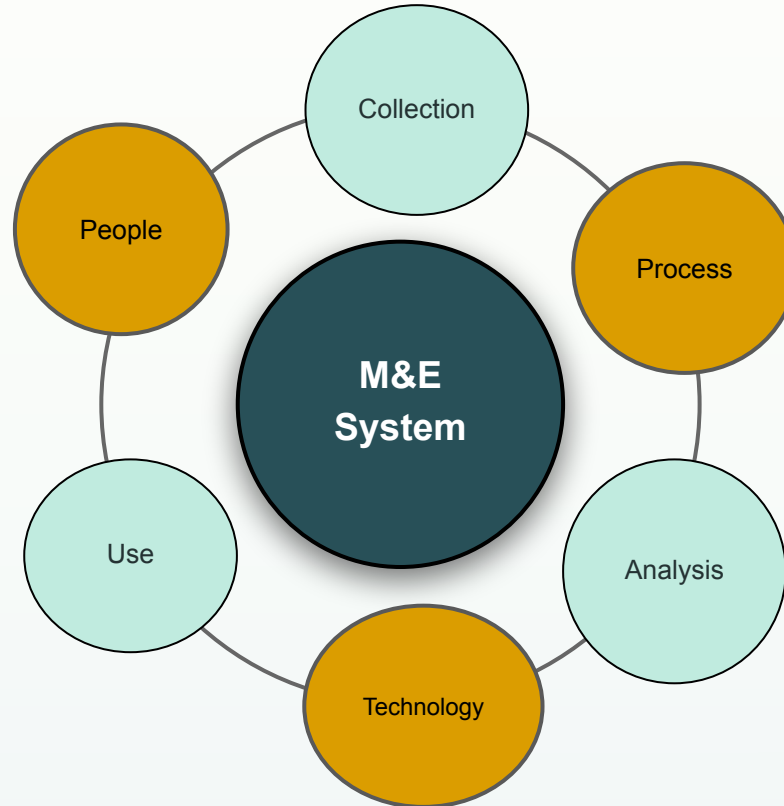
M&E system



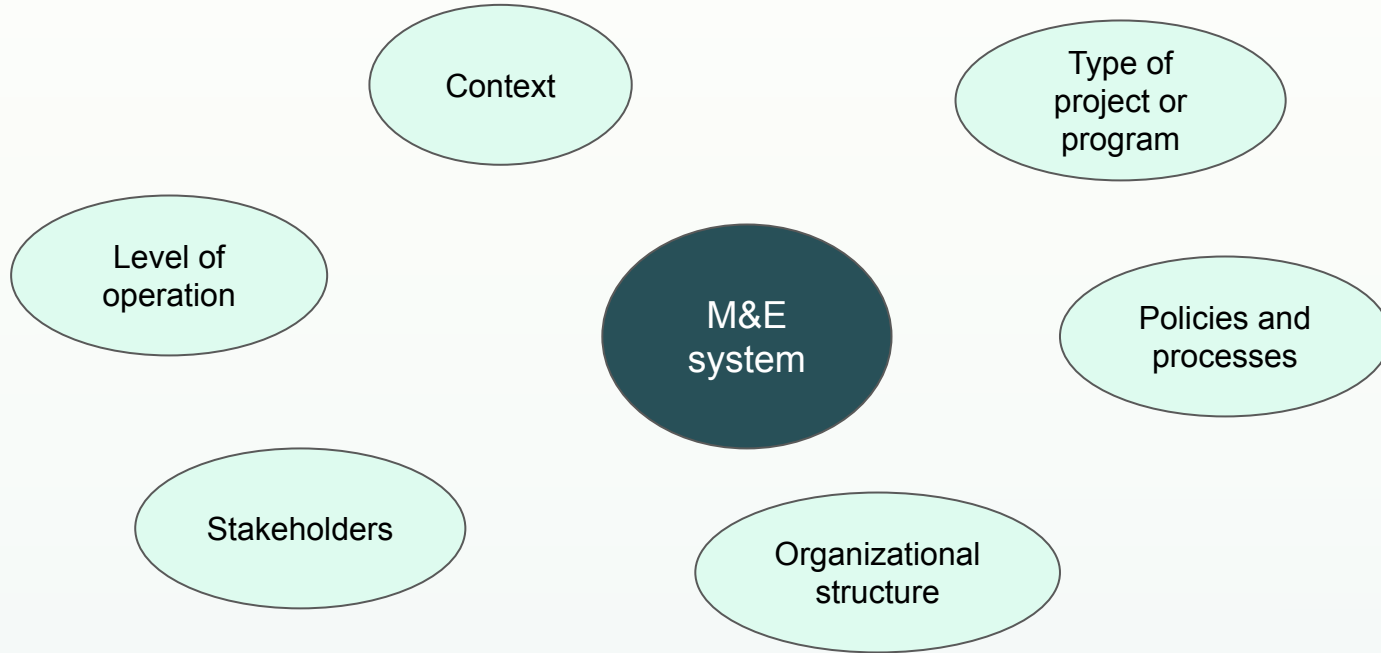
Unrealistic expectations

Many M&E systems failed to achieve their full potential

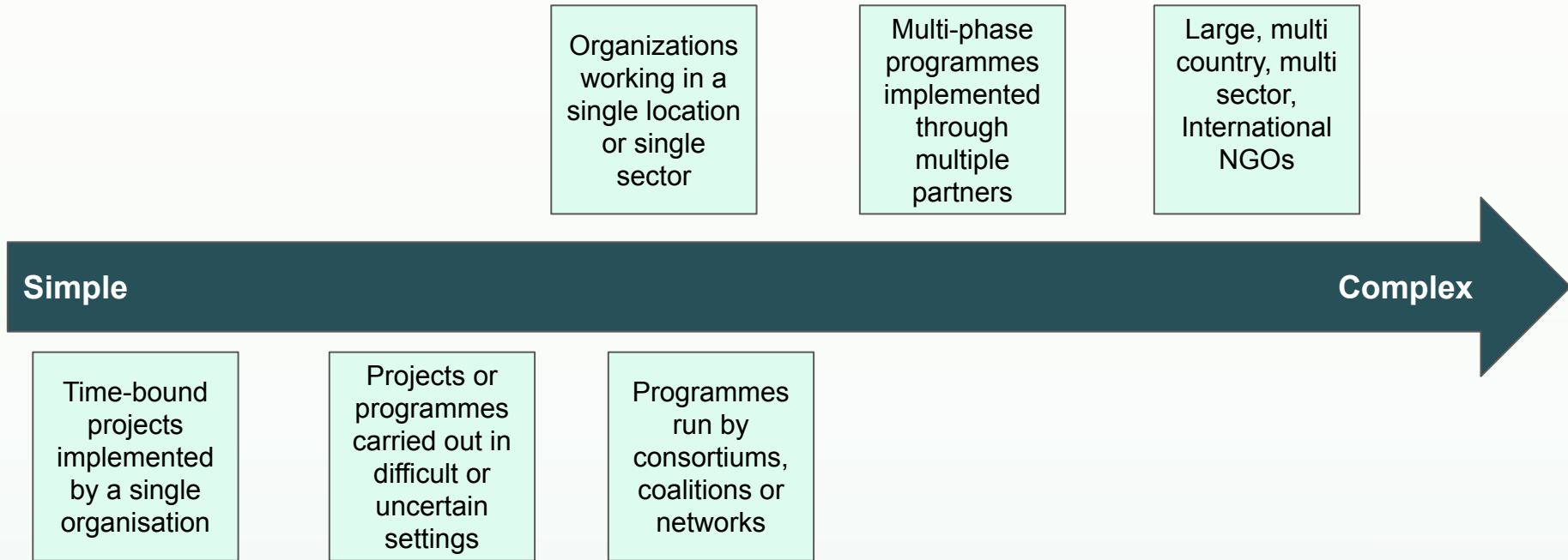
M&E system definition



What factors influence the M&E system?



Towards a global M&E system



Characteristics of project M&E system

01

Context

02

Selection

03

Collection

04

Analysis

05

Use

Environment

Towards a global M&E system

01

Scope and
purpose

02

Levels

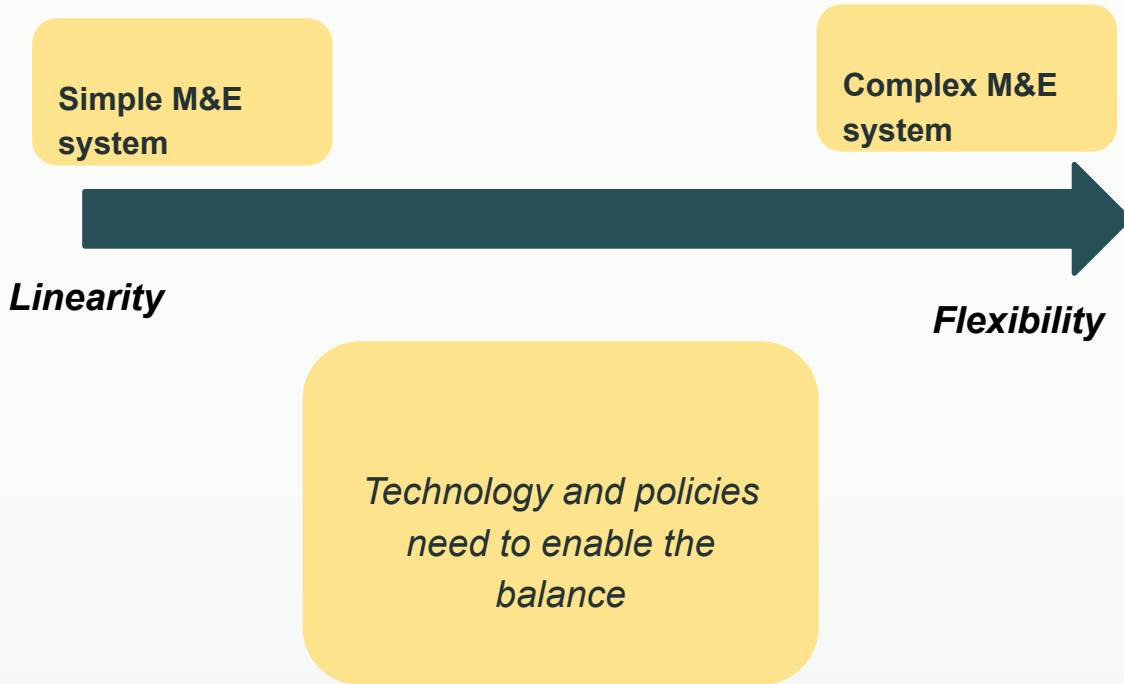
03

Decentralization

04

Measurement of
change

Towards a global M&E system



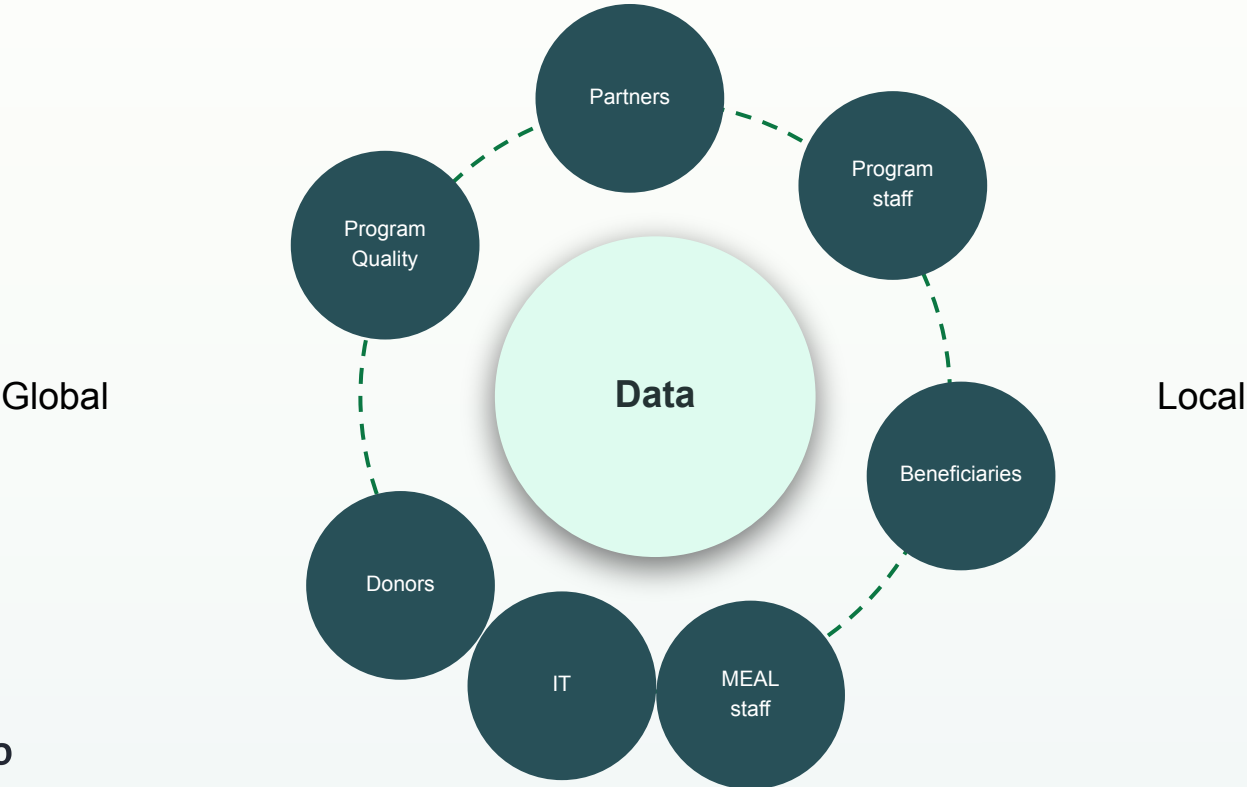
Towards a global M&E system

Key priorities

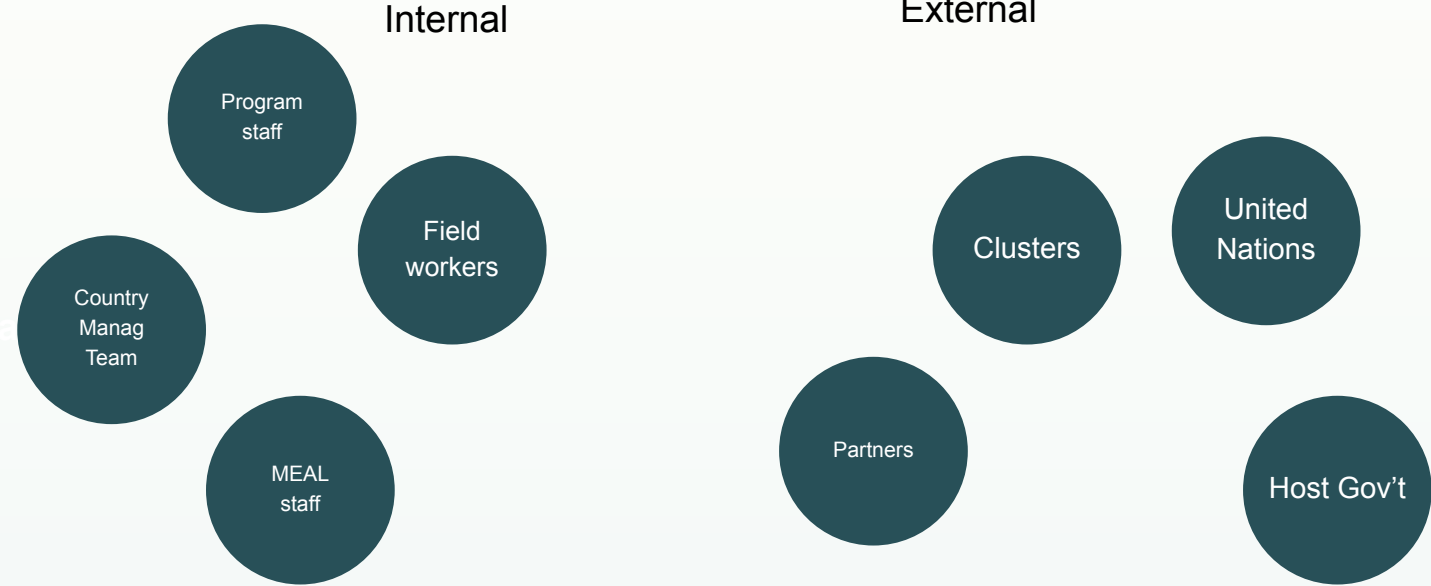
1. Need for increased **coordination** and **clear roles** and responsibilities
2. Clear **knowledge management framework** for data collection, sharing, storage, analysis
3. Need for a supportive organizational culture
4. Need for a **balance** between local and central level

*Information as a key to to a global
M&E system*

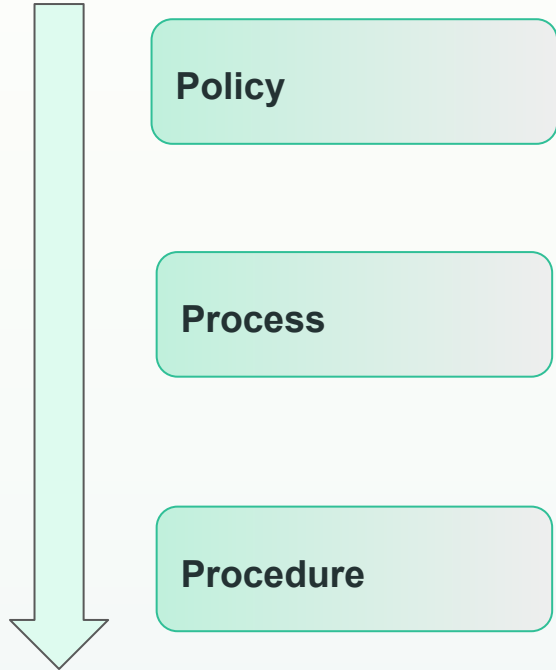
People



People



Policy, Process and Procedure



formal, **guiding principle** or rule that defines an organization's stance, expectations, or approach to specific matter

high-level, overarching sequence of tasks or steps designed to achieve a specific outcome or goal

detailed, step-by-step set of instructions that describe how to perform a specific task or activity



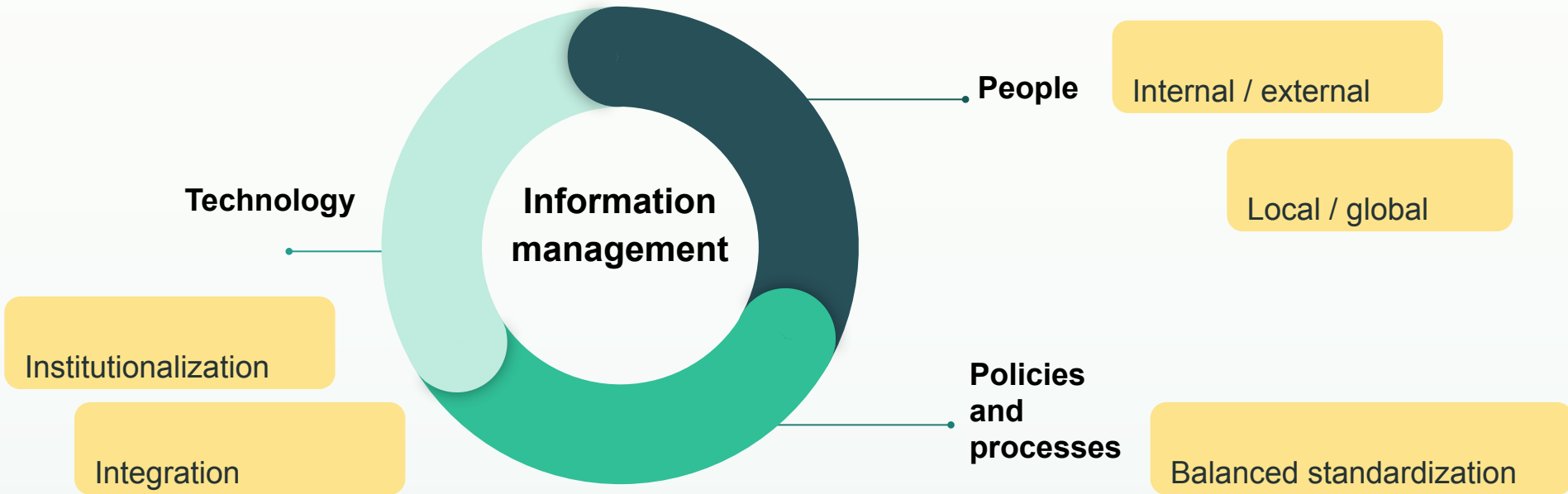
The global Information Management system

The Information Management system

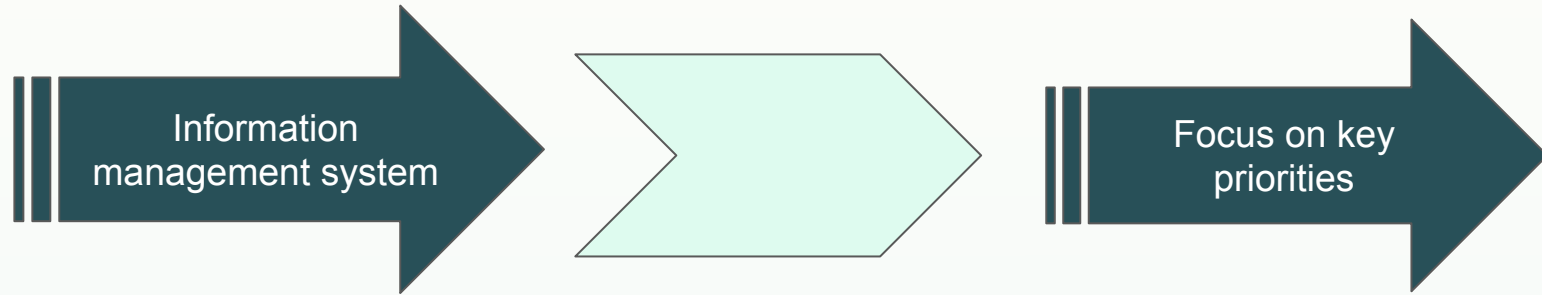


People - Policies - Technology

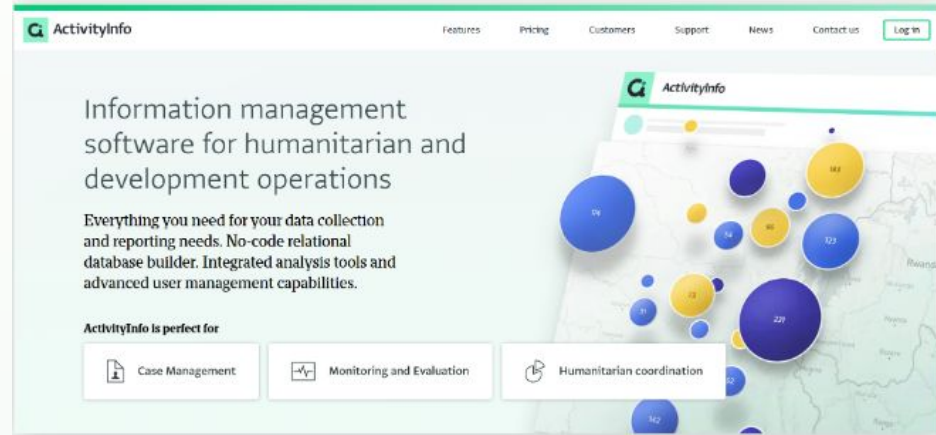
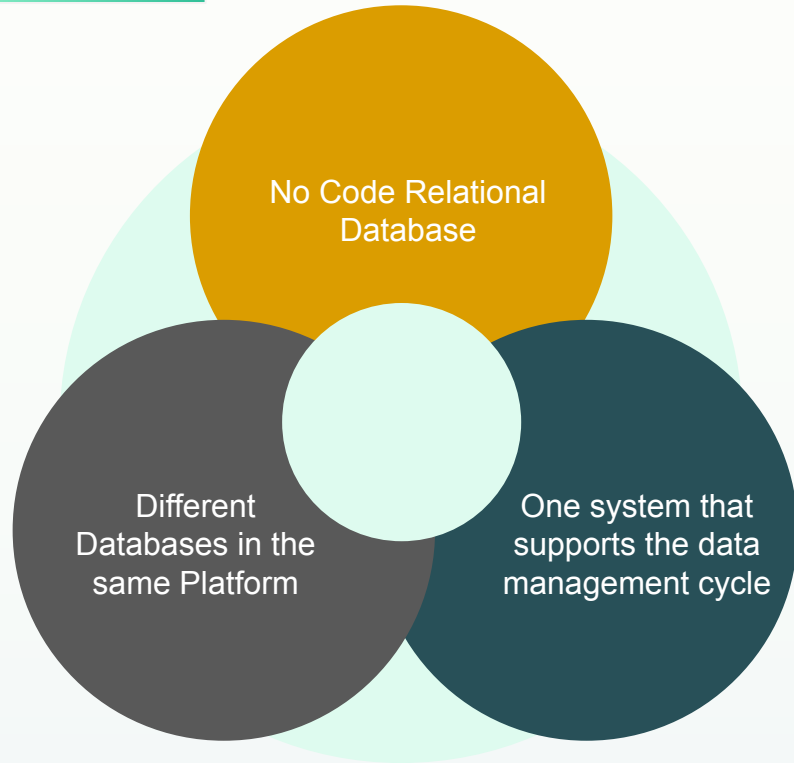
The environment



Leverage the global Information Management system

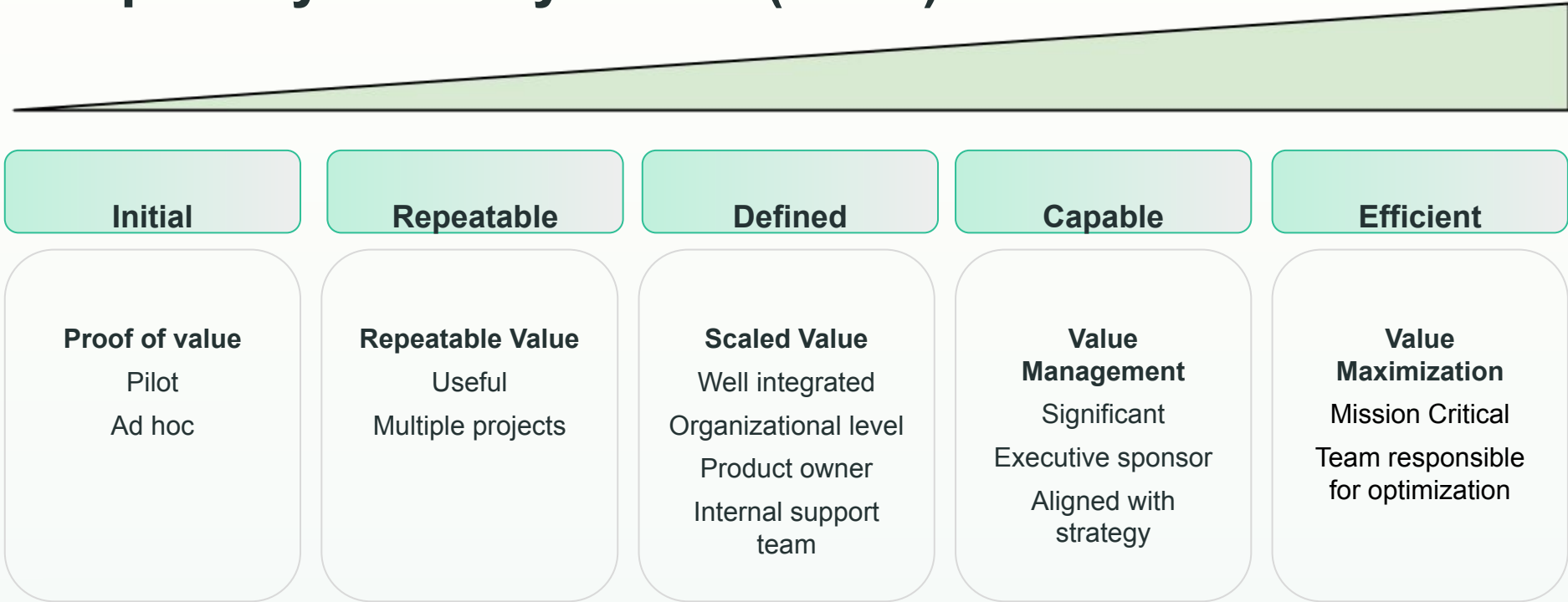


Technology



Organizational maturity

Capability Maturity Model (CMM)



Case studies

Organizational Profile

	ACDI/VOCA	IREX	Lutheran World Federation	Heartland Alliance Int'l
Countries	20	➔ 100	27	➔ 6
Annual Budget 2021 (\$m)	123	100	➔ 191	➔ 20
Main Focus Area	Building resilience of people and planet	Building prosperous and Inclusive societies	Building just, peaceful and reconciled world	Promoting equal access to health and justice
Indicative Impact 2022	490M \$ in sales 35K jobs	190K youth 354K individuals	↑ 3.5 m served	↑ 54K people served 13M people impacted

Organizational Profile

	ACDI/VOCA	IREX	Lutheran World Federation	Heartland Alliance Int'l
Catalyst	Microsoft discontinued Access Web Databases	Salesforce – increased external dependency	Vendor stopped active development	Lack of timely access to information
Immediate Result	Selected technology did not satisfy existing needs	Selected technology was not flexible – led to stalled roll out in global system	Selected technology was not adaptable	Selected modality led to inefficiencies

Maturity evolution during ActivityInfo deployment

Initial

Repeatable

Defined

Capable

Efficient

ACDI/VOCA

LWF

IREX

IREX

HAI

HAI

What was the role of the environment?

People

HQ

Implementation team: Staff with technical background - Data scientists, Data manager/ MEAL staff

Executive Sponsor: Staff with decision making authority - MEAL President/ Vice-President

Country level

Implementation Team: MEAL and MIS program staff

In country Executive Sponsors: Country Representatives and Program Managers

Project manager dedicated to the MIS implementation

Active Sponsor Involvement

How Organizations drive implementation?

	ACDI/VOCA	LWF	IREX	HAI
Executive Sponsors	VP Quality, Accountability and Learning	Data Management Global Coordinator PMER	No formal executive Sponsor	No formal executive Sponsor
Dedicated Project Manager	Yes	Yes	No	No

How Organizations drive implementation?

ACDI/VOCA

LWF

IREX

HAI

HQ Implementation Team	Data scientist, a Data Management and Analytics Director and MEAL specialists	System officers, data management, MEAL specialist	Data Management and MEAL TA MEAL liaison pre practice areas	MEAL Advisor
Country Implementation Teams	M&E director, 3-5 M&E officers, MIS specialist and project staff	Program MEAL, country managers and country Reps	Program MEAL, data reporting and program staff	Program MEAL and program staff

Development of Policies and Processes

Before Adoption

Global and Project Policies and resources in place

ACDI/VOCA

LWF

Following Adoption

Adoption led the development of Global Policies

IREX

HAI

Standardized project level implementation

Proposal M&E Plan Database Design (Migration) End users training

Approval

Data model

Testing

ToT

Adoption

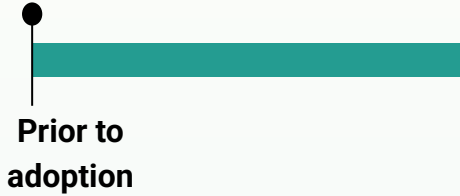
1 to 3 months

Capacity building approach

ToT to dedicated implementation team by Vendor

Involvement of Executive Sponsors to trainings

Resource library creation tailored to HQ team



Targeted ToT at country level depending on responsibilities - online/ on site by HQ with Vendor support

Resource library creation tailored to country



Frequent refreshers led by country focal points with HQ support

Office hours by HQ team

Webinars organized on selected topics by HQ team



Global roll out process

Assess

Understand the need for change

- Identify objectives
- Identify needs and gaps
- Identify technology needed
- Establish clear timeline and change management plan
- Define roles and responsibilities
- Define success criteria

Pilot

Pilot and document

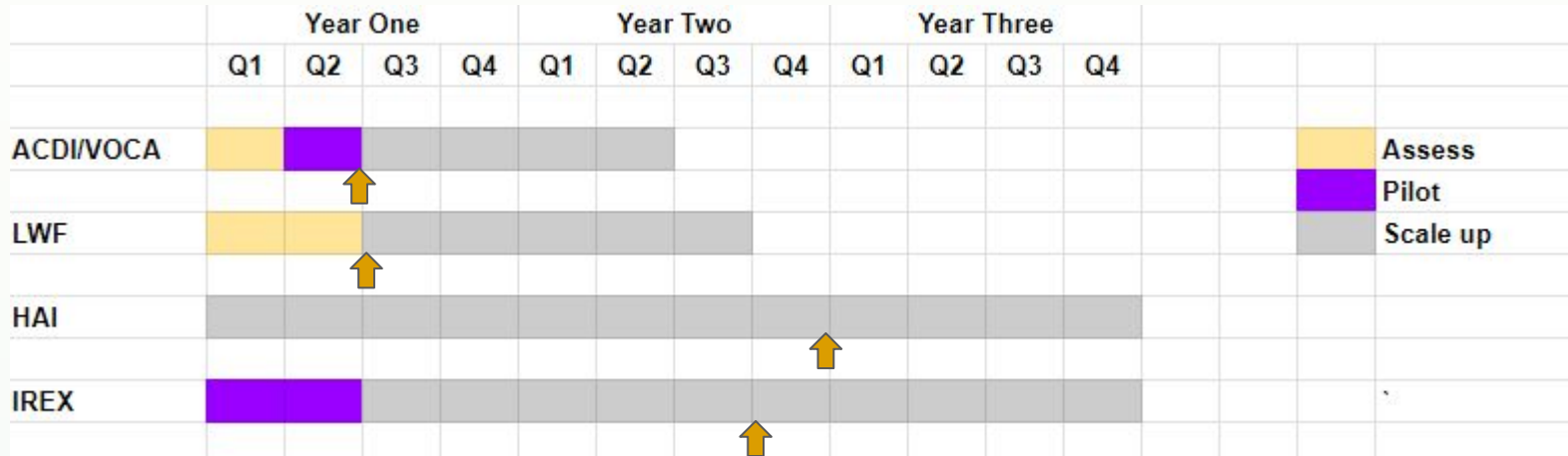
- Pilot program choice
- Adequate communication
- Clear timeline for pilot and roles and responsibilities
- Design of data model and Translate the data model into the chosen technology
- Review, test and adjust
- Document lessons learned for scale up

Scale up

Create enabling environment

- Establish timeline for scale up
- Establish clear roles and communication channels
- Create capacity building approach
- Create library with dedicated resources
- Establish and refine processes at local and global level
- Document lessons learned

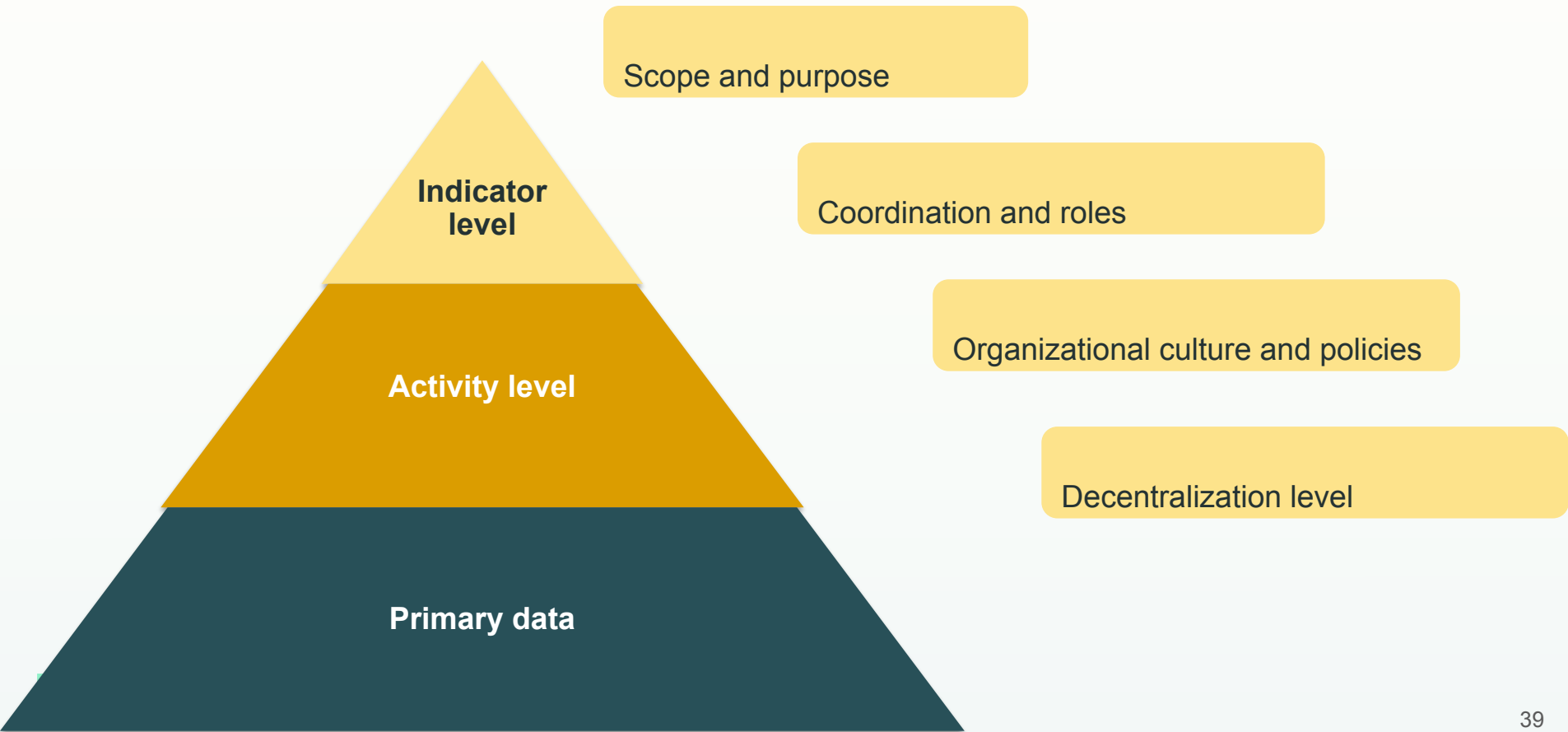
Global roll out process



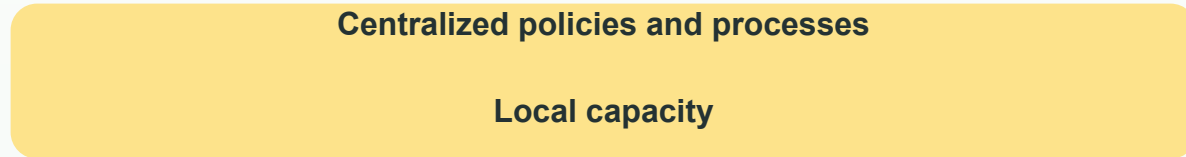
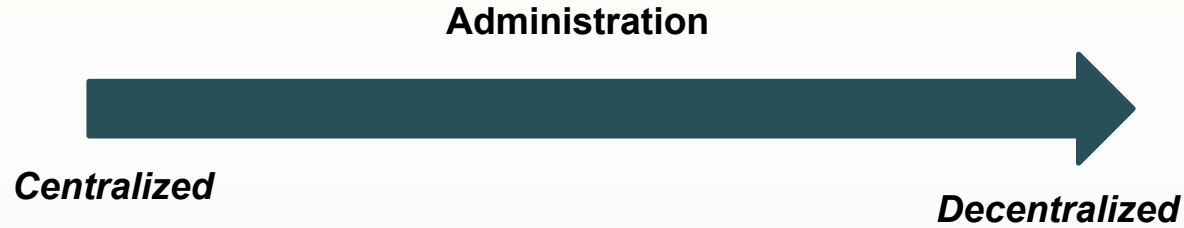
↑ Institutionalization - Required for all new projects

How do we leverage technology?

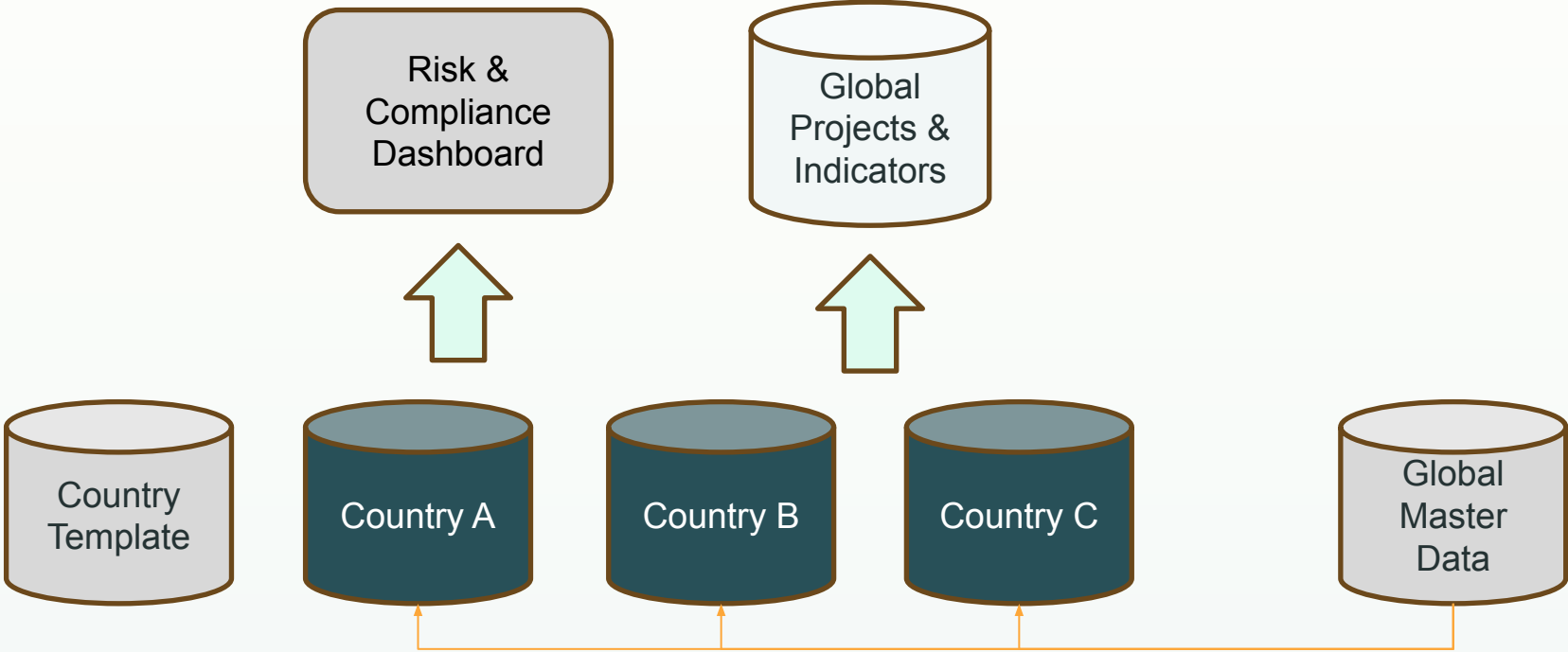
The depth of Information Management System



Governance & Administration



ActivityInfo Data Architecture



Key messages

- The global Information Management system need to serve the needs of the global M&E system; Need for increased coordination and clear roles, clear knowledge management framework, need for a supportive organizational culture, need for a balance between local and central level.
- The global Information Management system operates within the context; people, policies and other existing systems. We need in the adoption to consider each of those components separately and all together.
- We need technology to support the localization, flexibility and create efficiencies.

Do you want to implement a global Information Management System using ActivityInfo?

Contact us at:

<https://www.activityinfo.org/about/contact.html>

Questions?

Follow us:

LinkedIn page: <https://www.linkedin.com/showcase/activityinfo/>

LinkedIn group: <https://www.linkedin.com/groups/5098257/>

Resources

- [Complex M&E Systems: Raising standards, lowering the bar](#)