Lessons learned in digital case management for protection

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Kosovo crisis, 2003
Syria crisis, 2016
And in between…
What have we learned?

• Institutional support and staffing
• Continuous process of maintaining, upgrading and updating both software and data
• Policy, guidance, supervision and support for protection staff
• Integration between protection teams and with IT and other support divisions
• Monitoring and case management go hand in hand
Where are we going?
Holistic protection case management
Centralized and Web-Based
Data retrieval and analysis

- Views
- Reports
- Dashboards, charts, tables, grids, etc.
- Data warehouse
Where are we going?