#LogClusterGM

logcluster.org  |  @logcluster  |  @logcluster  |  @logcluster

usaid.gov  |  @USAID  |  @theOFDA  |  @USAID
Operations Update II
South Sudan (Video)
INNOVATION FOR FUTURE HUMANITARIAN NEEDS
Microsoft
Technology for Social Impact

Cameron Birge
Humanitarian Response Officer
Technology for Social Impact

Tech for Social Impact empowers nonprofit and humanitarian organizations to advance their missions through the power of technology.
# Top Nonprofit Scenarios

Real-world solutions for Nonprofits & Humanitarian Organizations

<table>
<thead>
<tr>
<th>Nonprofit</th>
<th>Foundations</th>
<th>UN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engage Donors, Volunteers, and Beneficiaries</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fundraising research and analysis</td>
<td>Constituent and donor management</td>
<td>Campaign management</td>
</tr>
<tr>
<td>Finance, budget and accounting</td>
<td>Workforce management</td>
<td>Project management</td>
</tr>
<tr>
<td>Strategic planning</td>
<td>Program planning</td>
<td>Monitoring and evaluation</td>
</tr>
<tr>
<td>Access to data</td>
<td>Collaboration</td>
<td>User productivity</td>
</tr>
<tr>
<td>Data privacy</td>
<td>Digital identity</td>
<td>Open and permissioned data</td>
</tr>
<tr>
<td>Security standards</td>
<td>Global auth. and SSO</td>
<td>Endpoint protection</td>
</tr>
</tbody>
</table>

## 1. Donor engagement

## 2. Grant management

## 3. Program outcomes

## 4. Volunteer management

## 5. Program delivery

## 6. Collaboration

## 7. Infrastructure and Security
Focal point for data

Common Data Schema (CDS) brings an organization’s data together. Build your app here, benefit from everyone else’s data.

Point-to-point integrations without CDS

- Dynamics 365 Finance & Operations
- Dynamics 365 Sales
- Azure AD
- Office 365
- Other Apps/Services

Single point of integration with CDS

- Dynamics 365 Finance & Operations
- Azure AD
- Office 365
- Other Apps

Your app here
# Business Applications

**Office 365** + **Dynamics 365**

## Business Application Platform

- Power BI
- PowerApps
- Flow
- Common Data Service
- Connectors + Gateways

## What does it Enable?

- Cross Platform Seamless Integrations
- Cloud-first, Service Connected
- Single data store
- Workflow, Security
- No Code / Low Code
- Centrally manageable
- Purpose-built for nonprofits
- Transactional Business Processing
- 1st & 3rd Party Data Integrations
- Uniform view of Business Entities
- Enterprise Analytics, Reporting
AI integrated into Power BI

Integrated at every level of Power BI

**AI Enhanced Consumption Experiences**
- Data, Content, & People Recommendations
- Smart Alerting and Notifications

**Smart Data Discovery**
- Quick Insights
- Narrative Generation
- Natural Language Q&A
- Visualization Recommendations

**Intelligent Data Modeling**
- Smart Data Prep
- Proactive Data Caching
- Automatic Model Enhancement

**ELM Automation**
- Automatic Data Classification
- Fuzzy Matching and Clustering
- GDPR Compliance

**Intelligent Data Lake**
- Data Enrichment and Scoring
- Custom Advanced Analytics
- Built-in Advanced Analytics

**Streamlined Connectivity and Data Capture**
- Model aware data connectivity
Organizational Value

Current pain
It takes too long and costs too much to build a system of intelligence:

• Data is everywhere, siloed across many systems in the cloud and on premises.
• Creating a comprehensive schema to integrate all the data requires deep data modeling expertise.
• Extracting insights requires scarce developer skillsets and lots of custom development.
• Closing the loop and connecting insights to action is really hard.

CDS-Analytics Value
We dramatically accelerate time to value by providing the following capabilities:

1. Leverage 70+ connectors and on-prem gateway to easily move and aggregate data into a data lake in a standard schema.
2. The standard schema allows customers to get domain-specific insights, e.g. NL, ML, BI. These are available through Dynamics 365, Cortana, and Power BI.
3. Millions of non-developers can extend the out of the box insights or create entirely new value based on CDS-A data with low-code/no-code experiences.
Thank you!

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INNOVATION FOR FUTURE HUMANITARIAN NEEDS
The International Humanitarian City

EMERGENCY PREPAREDNESS AND RESPONSE

Global Logistics Cluster Meeting
# What is IHC?
## A Unique Free-Zone Authority

### ABOUT IHC

**IHC: A Humanitarian Hub**

- Non-Profit Free-Zone Authority
- Hosts 70 Members
- Largest Logistics Humanitarian Hub and warehouses
- Strategic Location

### IHC Services

- Government Services
- Facilitation of airlifts
- Partnerships and visibility
- Innovative initiatives
The International Humanitarian City
Vision and Future
The Humanitarian Logistics Databank
Overview Screenshot – Outbound 2017

Humanitarian Aid Overview

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aid Amount</td>
<td>USD $74,048,697</td>
</tr>
<tr>
<td>Food</td>
<td>USD $1,202,684</td>
</tr>
<tr>
<td>Health</td>
<td>USD $5,700,739</td>
</tr>
<tr>
<td>Shelter</td>
<td>USD $23,068,178</td>
</tr>
<tr>
<td>Education</td>
<td>USD $1,323,440</td>
</tr>
<tr>
<td>Countries Reached</td>
<td>93</td>
</tr>
<tr>
<td>Water &amp; Sanitation</td>
<td>USD $3,315,919</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>USD $10,157,968</td>
</tr>
<tr>
<td>Logistics</td>
<td>USD $27,312,459</td>
</tr>
<tr>
<td>Protection</td>
<td>USD $1,967,310</td>
</tr>
</tbody>
</table>
BREAK
Session will restart at 10:45
Lead Agency Perspective

Amer Daoudi
WFP Senior Director Operations
(Emergency and Supply Chain Divisions)
Review of the Logistics Cluster Strategy 2016 - 2018
Initial Findings and Analysis

Contents

1. Objective and process
2. Assumptions and methodology
3. Findings and analysis
4. Key questions for the next plan
5. Summary and clarifications
AV162 GLC Strategic Plan Review

1. Objective and process

1. Kick off the review
2. Create inception report
3. Collect base data
4. Produce initial findings
5. Test Initial findings
6. Draw conclusions
7. Formulate recommendations

Measure the relevance, efficiency and effectiveness of the GLC 2016-2018 strategic plan to date, and make a recommendation on its sustainability

Identify any inaccuracies / gaps and generate discussion
2. Assumptions and methodology

- A strategic plan is used to make clear decisions and secure commitment across stakeholders

- It is required for coordinated, intentional and prioritised activities to meet stated objectives

- **Strategic planning and implementation is the chosen mechanism for the GLC to increase its impact**
### 3. Findings and analysis

<table>
<thead>
<tr>
<th>Phase</th>
<th>Gap</th>
<th>Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparation</td>
<td>Clarity on what impact is to be achieved</td>
<td>Plan purpose isn’t fully agreed</td>
</tr>
<tr>
<td>Analysis</td>
<td>Definition of how the impact will be achieved</td>
<td>Low priority for active stakeholders</td>
</tr>
<tr>
<td>Application</td>
<td>Systematic tasking to generate impact</td>
<td>Insufficient guidance and management</td>
</tr>
</tbody>
</table>
Can GLC be accountable for the strategic plan?

- YES
- NO

If NO, then:

Can stakeholders be differentiated?

- YES
- NO

If NO, then:

Retain

If YES, then:

Can the mission and vision be specified?

- YES
- NO

If NO, then:

Revise

If YES, then:

Replace

**4. Key questions for the next strategic plan**
AV162 GLC Strategic Plan Review

5. Summary and clarifications
Initial Findings and Analysis

LUNCH

Session will restart at 13:30
STRATEGIC PLAN ?!

Post 2018
Your table for 15 min:

Why do I need a “strategy” and what do I want to get out of it?

Aspirational (Vision/general direction) vs. Implementable (How to reach, indicators, clear accountabilities)
BREAK
Session will restart at 15:40
Operations Update III

Iraq (Video)
WORKING GROUPS UPDATE
KPI, CASH, PREPAREDNESS, LESSONS LEARNED, SPHERE
Indicators & KPI Working group

**Action point:** Bonn (May 2017): *Working group to look at Logistics Cluster Key Performance Indicators*

**Working group:** Global Logs Cluster, Mercy Corps, CRS, Oxfam GB, ECHO & BRC

**Indicators** (audience: public, media, communications – to inform)

- No. of trucks loaded
- Tonnage of NFIs shipped

**Key Performance Indicators** (audience: Logs and operations – to manage)

- % utilisation of trucks’ capacity
- % NFIs shipped in full & on time

**VISION:** Vulnerable communities globally are effectively served in crises by a prepared and locally driven humanitarian system
Strategic KPIs

GOAL 1: Strengthen the immediate response capacity of national actors in disaster-prone countries, and identify best capacities for potential humanitarian response.

KPI 1: Degree to which national capacity is strengthened.
Data / Metric: target x % of affected served within y time period & actual %
Actions: National strategic target req’d – Preparedness group

KPI 2: % of logistic preparedness capacity gaps that are addressed.
Data / Metric: # gaps & # addressed
Actions: identify # gaps & % addressed – Preparedness group

KPI 3: % of action plans that are adopted and implemented at a local level by local organisations.
Data / Metric: target # people served by action plans & actual # served
Actions: identify % people served vs. target – Preparedness group
Indicators & KPI Working group

Strategic KPIs

GOAL 2: Engage with various actors on the global, regional and local levels to understand and address humanitarian logistics requirements.

KPI 4: % of local, regional and national registered partners that participate
Data / Metric: target # & actual # participating
Actions: identify target # & % participating – Country Log Cluster

KPI 5: % and variety of organisations / stakeholders engaged.
Data / Metric: target # & actual # participating @ GLM, LRT...
Actions: identify target # & % participating – Global Log Cluster

Logistics Cluster Global meeting –Washington DC – June 2018
Indicators & KPI Working group

**Strategic KPIs**

**GOAL 3:** Operate an effective platform that provides operational coordination, leadership of common logistics services, and logistics information to support the humanitarian community.

**KPI 6:** Degree to which resource pool (human resources) meets demands of new and on-going emergencies.

*Data / Metric:* # weeks position vacant & # weeks position filled

*Actions:* identify % positions not filled – **Global Log Cluster**

**KPI 7:** % of pre-agreements (assets, service providers) signed with selected countries.

*Data / Metric:* # pre-agreement target & actual # pre-agreements in place

*Actions:* identify % target pre-agreements in place – **Country Log Cluster**

**KPI 8:** % of operations that implement standards- (i.e. implement up-to-date toolkit, SOPs, MOUs etc.)

*Data / Metric:* identify target # & actual # tools, SOPs etc. implemented

*Actions:* identify % tools implemented – **Country & Global Log Cluster**
Strategic KPIs

GOAL 4: Actively use learning to improve humanitarian logistics operations through learning from experience and sharing best practices within the logistics cluster partners.

KPI 9: % of LLE recommendations adopted and implemented internally and externally
Data / Metric: # accepted recommendation & # implemented – see Dashboard
Actions: identify % accepted recommendation implemented – Global Log Cluster

KPI 10: % of best practices adopted and implemented internally and externally
Data / Metric: # best practices identified in LLEs & # implemented
Actions: identify % best practices implemented – Global Log Cluster
Strategic KPIs

Operational KPIs:
KPIs measuring the activities of the deployed Logs Cluster, data and metrics for these already measured or have systems in place to measure them. Action: IM support to build / add to Dashboard

COORDINATION & INFORMATION MANAGEMENT:
KPI 11: % and variety (with focus on local) of organisations actively participating in coordination and information sharing

KPI 12: % of meetings held to schedule

KPI 13: % of organisations that rate satisfactory for coordination and information sharing

KPI 14: % of information gaps identified and addressed within target time
SERVICE PROVIDERS:

**KPI 15:** 85% of con-ops services requested are fulfilled

**KPI 16:** 85% of organisations that rate ‘satisfactory’ for the service provided

**KPI 17:**
Indicator: Local vs international values of equipment procured, rented or leased
Indicator: Local vs international values of local services contracted
Indicator: Local vs international values of local staff employed

**KPI 18:** % of expenditure against approved budget

**KPI 19:** Lead time (against plan) to close down services that are no longer required to meet a humanitarian need.

**KPI 20:** Lead time (against plan) to open services given funding, security and con-ops approval.
Indicators & KPI Working group

**Plan of Action:** KPI Working Group & IM

- KPI Worksheet to be developed for each KPI
- Gaps in data fields identified and actioned
- Data analysis process(es) identified and implemented
- Dashboard developed to present KPIs and Indicators
- Dashboard reviewed for usefulness as management & communication tool
Cash Working Group Update May 2018
NEW Working Group - Established from discussion at Leysin

- 6 members
  - Tearfund (WG Lead) – Pieter / Lisha
  - CRS - Lionel
  - ICRC/IFRC - Dragana
  - Plan International - Rebecca
  - Oxfam International - Bachir
  - GLC – Cristina (ACH Secondee)

- 5 meetings (virtual)
ToR, Scope, Objectives

- Act as a strategy consultation group on Cash
- Quick analysis of the logistics related gaps in the implementation of CTP & MBP/I
- Identification of the gaps that the Logistics Cluster Community could address / add value
- Identifying any activities the Logistics Cluster Community could advocate for
- Exploring / reviewing the Logistics Cluster role with the Cash Working Group (UNOCHA), especially, but not only, during emergencies
2018 Workplan

- ToR defined by end of March
- Collect information by April
- Consolidate first findings by May
- Provide 2 recommendations for GLC by May (GLM)
Approach

Bilateral consultations with stakeholders to answer:

- What are the supply chain gaps in Cash Transfer Programming?
- What are the supply chain gaps in Market Based Programming?
- What gaps in either CTP and or MBP can the Logistics Cluster Community address?
- What activities the Logistics Cluster Community can implement to address the gaps?
- How can the Logistics Cluster Community interact / complement existing working group / initiatives?
- Are their good examples / case studies where logistics is supporting either CTP or MBP?
Progress as at May 2018

Consultations with:

- Cluster Coordinators
- OCHA
- CASHCAP
- British & Swiss Red Cross / IFRC / ICRC
- Thought leaders / Specialists

- MIC (Market in Crises)
- CaLP
- ELAN

Consolidated and analysed the feedback to bring out potential actions that are:

- Common / trending across stakeholder interviews
- Potentially within Logs Cluster Community remit
- Realistic and Relevant
Feedback

Some of the main gaps identified:

- Market Monitoring - baseline and post monitoring e.g. price monitoring - what and how often, including volume / availability / pipeline
- Infrastructure assessments (access and security)
- Performance monitoring to ensure quality and supply
- Information management of supply chains and accessibility
- Guidelines on how programme/logs work together
- FSP mapping
- Standard requirements for FSP services
Recommendations

1. Defining the **menu of potential roles of the LCC** in Cash and MBP / Hybrid Response - what they could /should do, what support they might need to be ready to do this

2. *New opportunity* **Cluster Coordinator Guidelines for CASH** - input

3. **Inventory** and **Re-energizing** of logs-cash resources. Identify ‘true’ gaps, updates needed, then re-circulate

4. Add CTP/MBP related service providers (consistently) into the **LCA**. This could be information from cluster partners as much as directly logs cluster – are we ready for wiki-LCA?

5. Initiate **research** into the best way of doing **market monitoring** (beyond food) and market assessments - possibly partnering with a private partner and/or an academic institution
Moving Forward

- Sense Check – Recommendations
- Questions, Comments, Next Steps
WORKING GROUPS DISCUSSION

ISSUES AROUND SPHERE WG AND CLOSING OF THIS GROUP

MAPPING OUT HOW TO ENSURE GOOD FUNCTIONING OF WORKING GROUPS
Work streams and WG Involvement

- Network outreach, partnership establishment
- Revision, guidance, technical input
- Target user feedback (survey)
- User testing (July-September)
- Data needs definition (June)
- Partner data sharing
Country Overview

- Madagascar: started
- Bangladesh: started
- Indonesia: started
- Haiti: Scoping mission done, planning phase
- Nigeria: Scoping mission done, planning phase
- 6th country: TBD (Final decision June)
Preparedness Platform
Target audience and functional needs

Support Humanitarian Partner’s logisticians in supply chain decision making

(1) Information Provision
   timely, targeted, validated
   mid 2018

(2) Collective & Coordinated
   automated, collaborative processes
   end 2018

(3) Analytical Enhancements
   network modelling & simulation
   2018 / start 2019 (tbc)

(4) Pre-emptive Analytics
   behavioural pattern analytics & social media
Phase 1 focus on core products

- LCA mapping
- CONOPS map creation
- Logistics access constraints mapping
- Simulator
Outlook, Working Group involvement
DINNER

Clyde’s of Gallery Place
707 7th St NW

This dinner is kindly supported by

HELP LOGISTICS