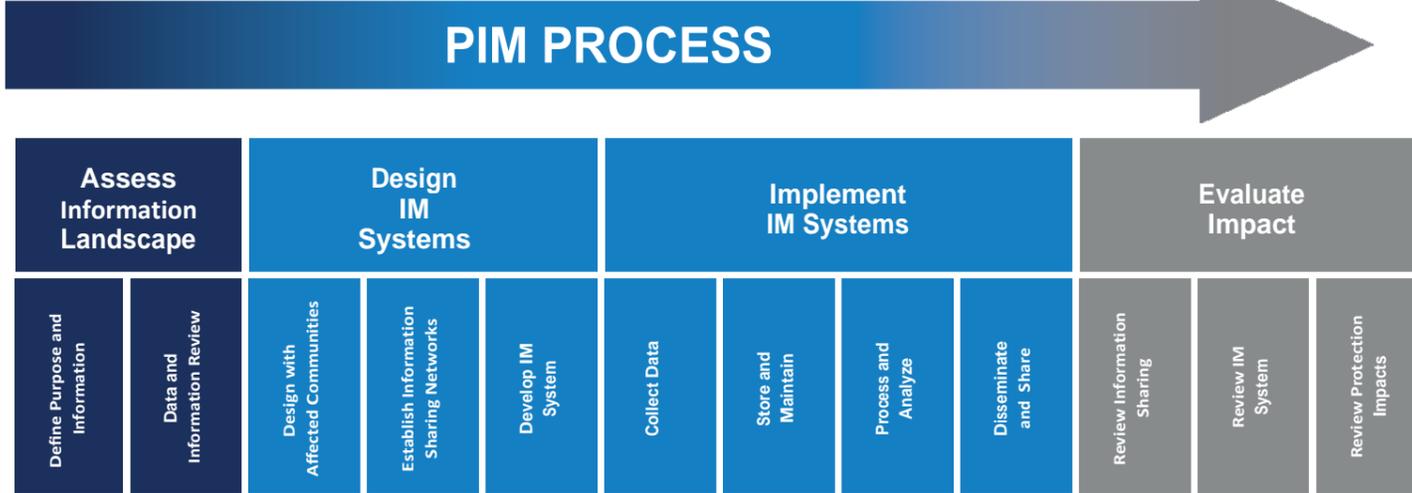


## PIM Process

The PIM Process captures the steps to be followed when implementing a PIM system or following a PIM cycle.



### Assess Information Landscape

**Define purpose and information needs:** Define the purpose of the information system and related information needs (assess and organize information on and understand your environment)

**Data and information review:** Undertake a secondary data review/desk review (a compilation and analysis of existing data which will inform and build upon context, sources, objectives, and help you to further articulate your information needs)

### Design IM Systems

**Design with affected communities:** Work with the community to identify, gather and understand their protection priorities

**Establish information sharing networks:** Establish and maintain a coordination and information sharing network with stakeholders

**Develop IM system:** Design the system, methodology, and tools to collect, analyze, share, store and disseminate protection data and information based on the defined purpose and proportionality

### Implement IM Systems

**Collect data:** Collect data based on defined purpose and as per IM system design

**Store and maintain:** Store, maintain and decommission or archive protection data and other components, such as secondary data reviews, information sharing protocols, and reports

**Process and analyze:** Clean, sort, organize, analyze findings and review data and information to inform planning, response and strategy development

**Disseminate and share:** Safely disseminate data, information, findings and/or methods in accordance with the chosen information sharing approach and protection data guidance

### Evaluate Impact

**Review protection impacts:** Consider and review protection impacts in terms of informed decision-making, and advocacy

**Review IM system:** Review data and information to determine if it corresponds to defined purpose, and is proportional to outcomes

**Review information-sharing:** Review and maintain compliance with data-sharing protocols, procedures, networks, and agreements

*It is important to note that the higher-level steps of the PIM Process – assess information landscape, design IM systems, implement IM systems, and evaluate impact – are prescriptive. The sub-steps falling under these steps do not necessarily have to be done in the sequence in which they appear.*

## What is PIM

“Principled, systematized, and collaborative processes to collect, process, analyze, store, share and use data and information to enable evidence-informed action for quality protection outcomes.”

## PIM Principles

The below principles underlie and characterize all PIM systems, regardless of their purposes, methods, or products:

**People-centered and inclusive:** PIM activities will be guided by the interests and well-being of the population, which must participate and be included in all relevant phases of PIM. PIM activities must be sensitive to age, gender, and other issues of diversity.

**Do no harm:** Data and information activities must include a risk assessment and take steps, if necessary, to mitigate identified risks. The risk assessment must look at negative consequences that may result from data collection and subsequent actions or service delivery for as long as the data and information activity is carried out.

**Defined purpose:** Given the sensitive and often personal nature of protection information, data and information activities must serve specific information needs and purposes. The purpose must be clearly defined and communicated; proportional to both the identified risk and costs vis-à-vis the expected response; and aimed at action for protection outcomes, including the sharing and coordination of protection data and information.

**Informed consent and confidentiality:** Personal information may be collected only after informed consent has been provided by the individual in question, and that individual must be aware of the purpose of the collection. Further, confidentiality must be clearly explained to the individual before the information may be collected.

**Data responsibility, protection and security:** Data responsibility goes beyond data privacy and data protection. It entails a set of principles, purposes, and processes that seek to guide humanitarian work and leverage data to improve affected populations and their hosts’ lives in a responsible manner while adhering to international standards of data protection and data security. Data and information activities must adhere to international law and standards of data protection and data security. Persons of concern have a right to have their data protected according to international data protection standards.

**Competency and capacity:** Actors engaging in data and information activities are accountable for ensuring that data and information activities are carried out by information management and protection staff who have been equipped with data and information core competencies and have been trained appropriately.

**Impartiality:** All steps of the data and information cycle must be undertaken in an objective, impartial, and transparent manner while identifying and minimizing bias.

**Coordination and collaboration:** All actors implementing data and information activities must adhere to the principles noted above and promote the broadest collaboration and coordination of data and information internally between humanitarian actors and externally, with and among other stakeholders. To the extent possible, data and information activities must avoid the duplication of other data and information activities and instead build upon existing efforts and mechanisms.

## How to use the PIM Matrix

The PIM Matrix can be used by anyone who is seeking to map, understand, or identify PIM systems, either in general or for a specific operation. This includes protection officers, IMOs, registration officers, senior management, implementing partners, and more. The PIM Matrix can be used at any phase of the response, from preparedness to solutions.

**There are a number of ways to get started using the Matrix:**

- You can start at the top with a PIM category, reading through the definition and explanations. Likewise, if you have used the Matrix to map, categorize and analyze the types of systems that are being used by colleagues in your operation or context, you may be able to identify which organization could be a source for the data or information you are looking for.
- You can start at the left with a criteria, in the rows. Example: if you are interested in learning more about the different methods that can be used to collect data in PIM systems, you can start with that row and read about which methods are used for each PIM category.
- You can start specifically with the Output row. This is especially helpful if you know the data or information you need but you do not know which PIM system is best suited to achieve the objective.

You may customize the PIM Matrix to map or track the PIM systems that exist in your operation or context. The Definition and Outputs rows will not change, since these are characteristics that distinguish the PIM categories from each other. For all other rows, colleagues may adapt, add to, or remove existing examples to reflect their context. Additional resources can be found online at: [pim.guide](#)