

## **Executive Summary**

The development and maintenance of an effective information management system is critical for an effective and efficient Disaster Risk Management System. To ensure a strong management commitment and cooperation for natural and technological disaster contingency among stakeholders, the development and maintenance of an effective information management system is critical. Information management systems function to provide data and information to support control centres and operating agencies related to disaster monitoring, mitigation and enforcement.

As part of the process to strengthen capacity for disaster management, the Department of Civil Protection (DCP) in consultation with the Project Planning Committee initiated a process to improve the current information management system for the department. The needs assessment survey is part of a preparatory phase to inform the process of establishing an information management system based on information technology.

This report is a presentation of the findings and recommendations from the assessment survey.

### **Assessment activities were threefold:**

- identifying information needs, sources and use in line with the roles and responsibilities of the Department of Civil Protection and its structures outlined in the interim policy document;
- analysing the strengths, weaknesses, opportunities and threats with particular emphasis on hardware and software of the present information management system; and
- Identifying training requirements and supportive resources to further improve information management systems based on information technology.

Due to limited time and resources, the scope of the survey focused on the Department of Civil Protection Harare Metropolitan province and the other 9 provinces/districts with fax machines which were functioning at that time to enable the faxing of Questionnaires.

Through the review of various literature and interviews with key personnel, the study found that the Department of Civil Protection is poised to implement a highly effective and efficient information management system.

### **Key Issues**

- Improvements on the current system which include the acquisition of newer versions of computers, laptops and networking equipment provide an excellent opportunity to implement information management system based on information technology.
- There is under utilisation of resources and available equipment such as the internet.
- There is need for capacity building of staff on the use and maintenance of various information technology related activities and equipment.
- Inadequate security measures on the current information management system.
- The Department requires a dedicated server room with appropriate environmental settings.