



Service Offer and Track Record:

## **Data and Knowledge Management (DKM)**

2019



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**//** *Integrity sets the international standard for expert services in fragile and complex contexts*

*Through our work, we transform conflict and build Stability, Accountability and Prosperity. //*

## Integrity: An Overview

Integrity is an international consultancy and service provider working in fragile, conflict-affected and complex environments around the globe.

We help our clients in government, international development and the private sector to succeed in such challenging environments, while building trust and giving voice to local people. Our access and trust at a community level, combined with our global perspectives produce powerful recommendations and deliver positive and sustainable change.

Our multinational team of over 50 specialists has extensive experience of delivering complex programmes in fragile geographies across Africa, Asia and the Middle East. We operate globally with offices in the UK, US, Jordan, Kenya and Pakistan.

Our vision is to set the standard for ethically delivered, expert services in conflict, post-conflict and fragile environments and through our work to help the international community transform conflict and build stability, accountability and prosperity. We do not advocate, we listen, comprehend, recommend and implement based on evidence and learning.

Anthony Ellis,  
Founding Director  
and CEO, Integrity



# DKM: An Introduction

Integrity's dedicated DKM team develops custom digital applications and optimises existing technologies to improve the efficiency and effectiveness of international programmes and projects.

We provide digital tools that are **user-friendly, accessible, cost efficient, scalable** and **sustainable**.

We work at senior levels with client organisations to support their digital strategies, develop information security protocols, and drive efficiency through digital standard operating procedures. We also work with beneficiaries and project teams to ensure a user-centred approach that meets requirements while ensuring ethical and secure use of data in the range of environments globally where Integrity works. We are agile in our approach and, as an endorsing organisation, advocate for the Principles of Digital Development.

Our DKM services include:

- Design and development of **custom applications and digital platforms**.
- Configuration and support of **existing tools for data management**.
- **Training and remote management** in digital development best practices.

We cultivate and maintain a range of strategic relationships with data specialists, programmers, software developers, and technology providers. We have experience delivering DKM systems and services to numerous clients across the globe.





# Capabilities and Toolkit

Integrity's in-house DKM team enables evidence-based decision-making for our clients through digital services. We provide cost-effective and sustainable solutions using a combination of capabilities, services, and tools:

Capability	Summary	Sample Tools
 <b>Digital Data Collection</b>	Identification, configuration, training, and deployment of digital data collection platforms, including mobile apps, SMS, interactive voice response (IVR), and web-based solutions to enable efficient, high-quality data collection.	<i>KoBo Toolbox, SurveyCTO, FrontlineSMS, ONA, Magpi</i>
 <b>Data Visualisation</b>	Design and development of data visualisations including interactive charts, graphs, and maps to demonstrate trends, patterns and relationships.	<i>PowerBI, Tableau, Adobe Illustrator, InDesign, Photoshop, Kumu, Gephi</i>
 <b>Geographic Information Systems (GIS)</b>	Use of GIS to visualise and analyse geospatial data. Enables the observation, demonstration, and response to location-based trends.	<i>Integrity's Database-connected Mapping Tool, Carto, ArcGIS</i>
 <b>Quantitative Data Analysis</b>	Statistical analysis of quantitative data to identify relationships, measure trends, and evaluate outcomes.	<i>SPSS, STATA</i>
 <b>Qualitative Data Analysis</b>	Analysis of qualitative data from key informant interviews, focus groups, and observations to contribute contextual and detailed information.	<i>NVivo, MaxQDA</i>
 <b>Big Data Analytics</b>	Use of big data analytics including media monitoring and satellite imagery to support atmospheric reporting and context monitoring.	<i>Media monitoring and analysis; Satellite imagery analysis and remote sensing</i>
 <b>Knowledge Management</b>	Support to organisational knowledge management using web-based project management and collaboration software, enabling efficient communication and learning.	<i>Podio, Microsoft Teams</i>
 <b>User-centred design</b>	User-centred, agile approaches in the design and development of custom digital solutions, including data-driven platforms, dashboards, websites and web-based applications.	<i>User-centred design, agile development, human-centred design</i>
 <b>Training and Remote Management</b>	In-person and remote training and management support in the use and deployment of digital solutions.	<i>Microsoft Teams, Podio</i>

# Digital Development

We use digital development principles to build a comprehensive understanding of the knowledge management challenges we aim to solve, user concerns, and barriers to engagement.

We deploy appropriate technologies and processes and build capacity to meet identified needs and support all stakeholders. We promote awareness, foster engagement, show flexibility, minimise conflict between systems, and avoid the temptation to take a technology-first approach.

We use the following phased approach to guide our work and ensure alignment with the Principles for Digital Development\*:

Phases	Methods/Requirements	Time
① Understand the objectives of digital development	Documentary review, meet with key information stakeholders.	30%
② Understand the user base	Meet with relevant component leads, partners, and stakeholders.	25%
③ Evaluate existing systems and process	Create and test a diagram of the current information flow and the ideal. Identify opportunities and challenges and co-design with users.	25%
④ Communicate a digital development 'Roadmap'	Deliver on findings, recommendations and options for short- and long-term improvements based on learning from phases 1, 2 & 3, including the evaluation of suitable technology options.	20%
⑤ Implementation	Engage key stakeholders and implement a solution based on strong understanding of the 'problem', the users, supporting systems and processes.	Conditional

\*Integrity is an endorsing organisation of the [Principles for Digital Development](#).



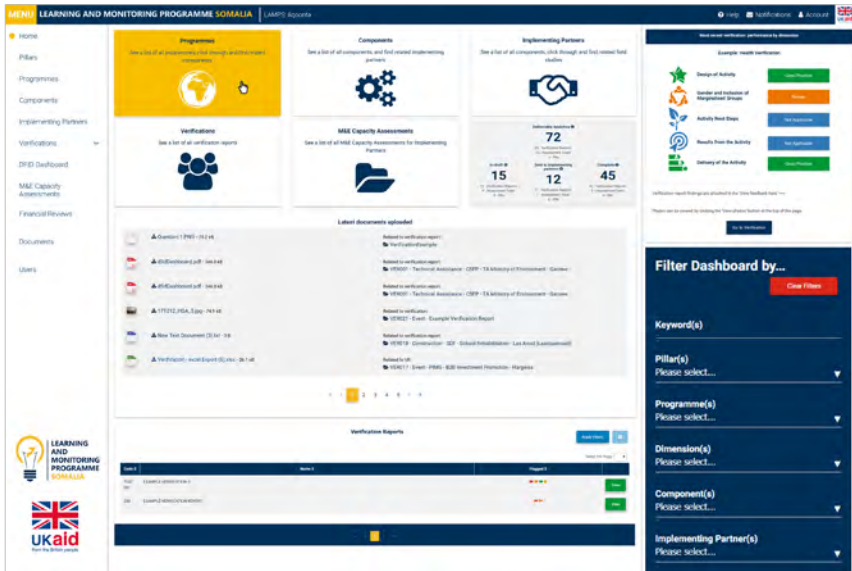


# Track Record

## Design and Implementation of a Digital Platform DFID, Somalia / Nov 2015 – 2020

We lead a consortium, including a software development company, to deliver and manage a web-based Digital Platform for a multi-year learning and monitoring programme in Somalia, a high-risk and challenging research and implementation environment. The Platform has 250+ active users and catalyses learning and action through improving the quality and availability of information through rapid verifications, dynamic visual reports, analysis dashboards and intelligent, automated user notifications. It increases the pool of information available to our client to enable informed decisions.

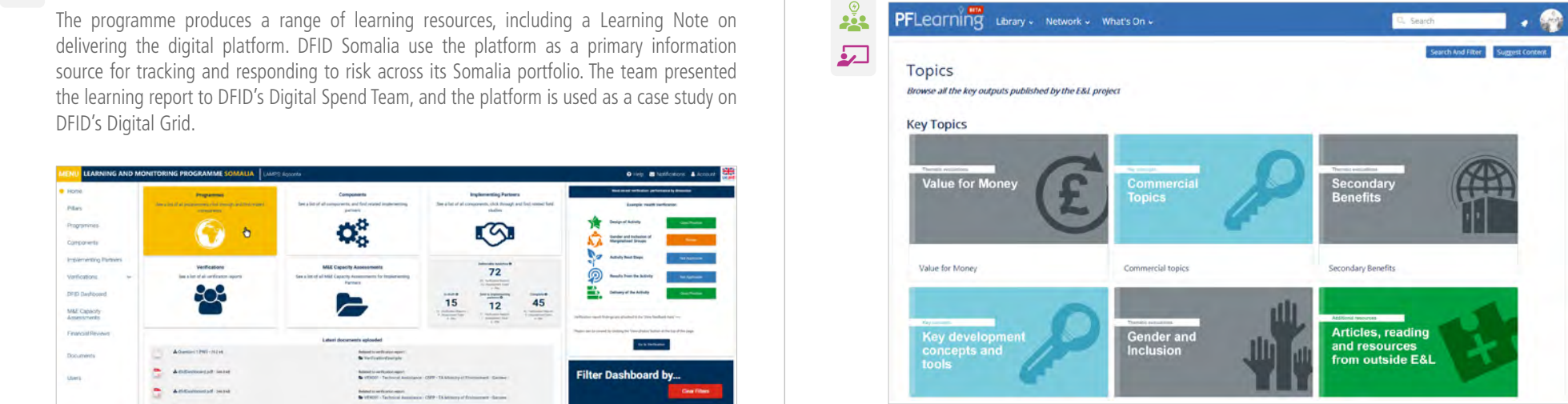
The programme produces a range of learning resources, including a Learning Note on delivering the digital platform. DFID Somalia use the platform as a primary information source for tracking and responding to risk across its Somalia portfolio. The team presented the learning report to DFID's Digital Spend Team, and the platform is used as a case study on DFID's Digital Grid.



## Implementation of a Fund-wide Learning Platform UK Government, Global / Sep 2017 – 2022

In its role in a consortium delivering evaluation and learning services to a large cross-UK Government fund, Integrity commissioned a custom web-based Learning Platform that hosts curated knowledge products and communities of practice for stakeholders from a broad range of user perspectives, geographies and areas of expertise.

The platform offers a secure service to support evaluation processes, exchange best practices, and ultimately facilitate cross-government learning.



## Digital Data Collection for Health Pool Fund Evaluation DFID, South Sudan / Jan 2018 – Dec 2018

Integrity conducted field work to help evaluate the contribution and relevance of the Health Pooled Fund to development needs in South Sudan. Integrity trained and deployed a team with mobile data collection devices and used an ODK-based survey to collect respondent data to assess the relevance, effectiveness, efficiency and sustainability of the Health Pool Fund.

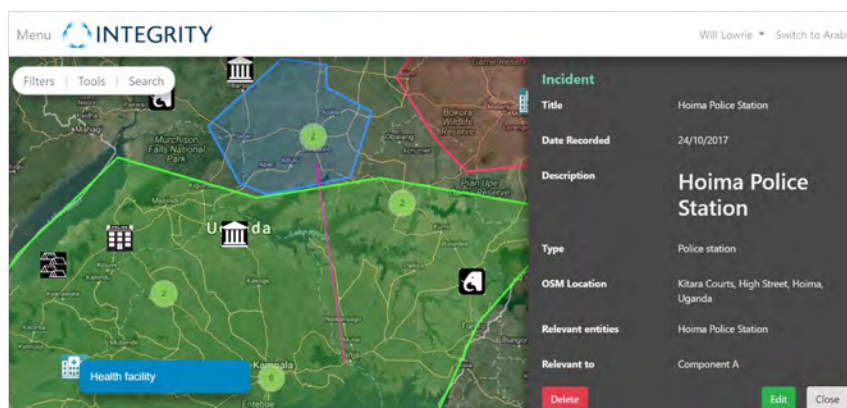


## Production of Integrated Mapping Software

Integrity / 2018

Integrity designed a customised mapping tool to help our team and clients visualise geographic information from mobile data collection, online monitoring and infrastructure mapping. The tool pulls data from our custom project management suite and displays filterable maps via granular access. The tool can be used to track security events, areas of control, infrastructure locations and duty of care provision.

It can be deployed quickly to support any project that benefits from a map-based component or geographic interface.



## Comprehensive Review of Data Management Systems and Processes

2018 – 2019

As part of Integrity's support to a client's M&E design, our DKM Team conducted a full review of the client's data management systems and processes. We held consultations with the global programme's team and stakeholders to identify and procure a new digital agency to manage the programme's service user-accessible website. We delivered a mapping of the programme's data systems, visualised the information 'journey' into and between systems, and designed a new data management structure for the programme to implement.



## Online Coordination Platform for Framework Management

Integrity / 2018 – Ongoing

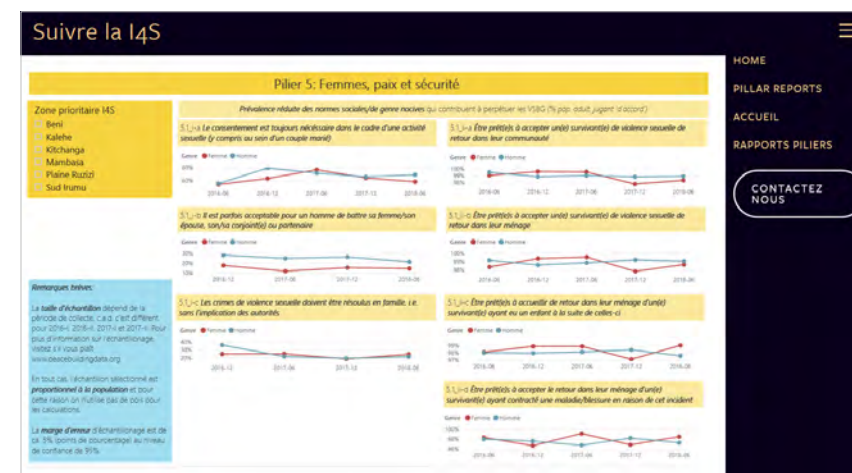
Integrity implements an online coordination platform to support its leadership of consortia for various frameworks, including the DFID's Global Evaluation Framework Agreement and UK FCO's previous and most recent Conflict Security and Stabilisation Fund Framework Agreements. Our innovative, web-based framework management tool offers powerful efficiencies for framework communication, coordination and transparency. Leveraging our proven digital project management systems, it allows all partners within consortia to communicate securely and facilitates quick collaboration on call down opportunities.



## Data Collection, Consolidation, Analysis and Visualisation, Website Development

DFID, Democratic Republic of Congo / Jan 2015 – Feb 2019

Integrity delivers support to DFID DRC's International Security and Stabilisation Support Strategy (I4S) programme. We provide data analysis and interactive website-based visualisations for UN MONUSCO reporting and learning. Integrity lead the development of a website to host visualisation reports, with granular permissions to allow appropriate access to I4S information.





## Coordination, Data storage and Duty of Care Tracking for a Third-Party Monitoring Programme in Syria

**UK & US Government, Syria / Apr 2014 – Feb 2019**



Integrity established an online project management and coordination platform to manage third-party monitoring data collection, analysis, storage and reporting to build an evidence base to see what works and does not work when conducting complex programmes in an active conflict environment.

Additionally, the programme team used our tool to manage field logistics, including daily check-ins, and distilled a range of information sources in an 'online monitoring' module to ensure our team remains aware of contextual developments in Syria.



## Optimisation of Knowledge Management Systems and Processes

**DFID, Kenya / Jun 2017 – Jun 2019**



Integrity conducted a review of a DFID Kenya programme's approach to knowledge management, and proposed a mix of technology and processes, while simultaneously identifying the required human resources to:

- manage logframe data effectively,
- prevent duplication of efforts, and
- increase the efficiency of information flows.

Integrity met with all members of the programme team to understand user needs and proposed realistic solutions for incremental improvements to the knowledge management approach. Integrity began implementing its recommendations in March 2018 and has since built the team's digital capacity.



## Implementation of Digital Project Management Tools for Independent Reviews

**The UK Independent Commission for Aid Impact (ICAI), global / Feb 2015 – Aug 2019**



Integrity established a communications and knowledge management hub for ICAI and its service provider consortium to support the management of a large portfolio of independent reviews. The platform tracks progress against review timelines, stores research responses, and serves as a database of teams, documents and thematic dialogues.



## Digital Protection of Human Rights in Tanzania

**DFID, Tanzania / Dec 2014 – Feb 2018**



Integrity delivered the three-year Civil and Political Rights Tracking project, UHAKIKI, and implemented a digital project management solution to foster collaboration across the geographically dispersed implementation team. The project has provided technical support to the Legal and Human Rights Centre and its network in Tanzania.



## Construction of an Expert Engagement Platform

**DFID, Democratic Republic of Congo / Mar 2015 – Nov 2017**



For DFID DRC, Integrity designed and managed a space for the EACP that enables DFID staff to share ideas and documents with selected participants. We also selected participants and developed a space to foster dialogue among stakeholders on strategy. We invited comments and reactions from DRC experts as members, and expert contributions directly informed DFID's strategic programming decisions.



## SMS Survey of Peacebuilding Radio Programme

**PeaceTech Lab, South Sudan / May 2015 – Jun 2016**



Integrity conducted a mixed qualitative and quantitative study to generate and triangulate data on changing knowledge, attitudes and behaviours of radio listeners before, during, and after a peacebuilding radio drama series. The approach included mobile data collection from key informant interviews, an SMS survey that collected responses from active listeners, and data visualisations for the final report.



## SMS Surveys for Community Security Programme

**Saferworld and the Dutch Ministry of Foreign Affairs, South Sudan / Jan 2015 – May 2016**



In South Sudan, Integrity conducted third-party monitoring of a Dutch-funded community security programme implemented in five states. A key monitoring approach was to establish a 'crowd seeing' platform to allow for regular monitoring via an SMS feedback mechanism. Respondents were selected and given communications credit to enable real-time feedback.



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// Based on evidence and learning, we help clients and communities to **build trust and understanding as the basis for transformative change.**

We do not advocate,  
**we listen, comprehend and recommend.** //

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