

Annex 1. — PIM Matrix Cover Page (click here for a printable version)

1. The PIM Matrix: An Introduction

The PIM Matrix is a tool to map, organize, and define the various PIM systems (or ‘categories’) we use, so they can be clearly differentiated from one another and commonly understood.

The PIM Matrix is based on the work done by members of the PIM community who attended one or many of the PIM working meetings (I in May 2015, II in December 2015, III in September 2016) as well as by colleagues in the PIM Reference Group. Participants included stakeholders from the UN, international NGOs, academics, and other protection and information management stakeholders. The PIM Matrix has been collectively developed by the humanitarian community at large.

There are eight PIM categories. These include different types of PIM activities or systems that can be implemented by protection and/or information management (IM) colleagues to enable evidence-informed action for quality protection outcomes:

1. Population Data
2. Protection Needs Assessments
3. Protection Monitoring
4. Case Management
5. Protection Response Monitoring and Evaluation
6. Security and situational awareness
7. Sectoral Systems/Other
8. Communicating with(in) Affected Communities

Although they are distinct, the PIM categories are interconnected. For example, most of the PIM systems require Population Data (Category 1) to function. Moreover, the output of two PIM categories may be combined for a desired result. For example, combining the outputs of Case Management and a Protection Monitoring system can be used to design a cash-targeting programme.

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 in the PIM Matrix, colleagues may adapt, add to, or remove existing examples to reflect their context.**

In the Matrix, each of the PIM categories are explained and unpacked according to eight criteria, with one presented per row:

1. Definition: This row provides a clear statement of the meaning of the PIM category. The definitions of the PIM categories **may not be revised or changed**, as they have been endorsed and agreed by PIM stakeholders, and reflect unchanging characteristics of a PIM category.

2. Sub-category examples: This row provides examples of the activities that are part of the broader PIM category. Developed by the PIM community, the list is non-exhaustive and serves to illustrate the category in a concrete way. For example, border monitoring and detention monitoring are two types of Protection Monitoring. The content of this row **may be revised** or adapted by colleagues to reflect their specific context or situation.

3. Methods: This row lists some of the methodologies and techniques that can be used to collect data when implementing the PIM category. For example, key informant interviews, surveys, and focus group discussions can be used to collect data for the purposes of Protection Monitoring. The content of this row **may be revised** or adapted by colleagues to reflect their specific context or situation.

4. Specific Examples: This row lists some of the systems and tools that are available to carry out activities related to the PIM category. For example, the GBV IMS and the CP IMS are tools used to undertake Protection Monitoring. The content of this row **may be revised** or adapted by colleagues to reflect their specific context or situation.

5. Output (data and information): This row provides a clear statement of the expected output of a PIM category, in terms of data and information. For example, the output of Protection Monitoring is data on the protection environment, trends, risks, threats, vulnerabilities, and capacities of the affected population. By contrast, the output of Protection Response Monitoring and Evaluation is information on the actual outcomes of a protection response against the expected effects.

Also under the output row are '*data and information needed for decision making*' and '*common unit of analysis*'. The data and information needed to inform decision making, illustrate slightly more detailed examples of an output which is either needed directly to inform decision making, or would need to be incorporated into a decision-making process or analysis. Examples of the '*common unit of analysis*' are the data or information which a specific system (regardless of sub-category, or approach) requires to produce a desired result.

The content of this row **may not be adapted or revised**, as the output of a category represents an unchanging characteristic of a given PIM category.

6. Shared data: This row provides examples of the data that could be shared, some only with protection actors. Although this may vary by context, the idea is that the data in this row may be sensitive, confidential, or otherwise potentially harmful. For example, for Protection Monitoring, information on the movements and protection concerns of individual households should usually not be shared outside protection actors. On the other hand, information on the trends in protection issues (produced from protection monitoring systems) and the protection environment could usually be shared widely to improve situation awareness. The content of this row **may be revised** or adapted by colleagues to reflect their specific context or situation.

7. Sources: This row lists some of the types of people or reports that can be used to obtain information for the purposes of the PIM activity. For example, community leaders, national NGOs and social media can be sources of information for Protection Monitoring. The content of this row **may be revised** or adapted by colleagues to reflect their specific context or situation.

By clearly mapping out and defining the PIM categories and their respective components, the PIM Matrix helps us to:

- Organize thinking and provide guidance on which systems might be most suited for a desired outcome, and which tools might be most appropriate.
- Create a common understanding and facilitate dialogue between both protection and IM colleagues, internally as well as externally.
- Refine the overall quality of PIM activities, those undertaken both individually and as a community of responders.

2. The PIM Matrix: How to Use It

The PIM Matrix can be read in a number ways:

- You can start at the top with a PIM category, reading through the definition and explanations. For example, if you are interested in learning more about Protection Monitoring, you can start with that column and read all about the issue.
- You can start at the left with a criteria, in the rows. 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. For example, if you are interested in comparing the tools that can be used to conduct Protection Monitoring versus Needs Assessment, you can start with the 'Tools' row.
- You also can start specifically with the Output row. This is especially helpful if you know what you need (as an output) but you do not know which PIM system would be best suited to achieve the objective. For example, if you read the Output row and one description corresponds to your desired objective, you can move up to the top of the column to see which PIM system is best suited. Reading the Matrix this way allows you to identify the methods, tools, and resources you need to achieve your objective.
- Likewise, if you have used the Matrix to map and categorize the types of systems that are being used by colleagues within your operation or context, you may be able to identify what organization could be a source for the data or information you are looking for. At this point you would leverage the requisite coordination mechanism for this data or information or work to reach out so as to avoid duplication and increase collaboration. In this way, the output row is yet another starting point to identify the needs of a system or the types of systems that are or are not operating in a given situation.

The PIM Matrix also can be used for a number of purposes. For example:

- If you are an IMO arriving in a new emergency, you can use the PIM Matrix to map and organize the PIM systems that are currently being used, and to identify the PIM systems that would be required to meet the information needs that are being identified by your protection colleagues. This can be the first step toward drafting an IM or a protection strategy.
- If you are a protection actor, you can use the PIM Matrix to explore the types of PIM systems you may need to obtain the information you want. Here, it can be useful to start by looking at the Output row. Once you find the output you want, you can move up the column in the Matrix to find the PIM system that would be most appropriate.
- You can customize the PIM Matrix to map the PIM systems that exist in your operation. **The Definition and Outputs rows would not change**, since these are important parameters that serve to distinguish the PIM categories from each other. For all the other rows, you can remove existing content and add information that is specific to your operation. Going further, you could add a row to diagnose or evaluate each PIM system you have mapped. The map can be regularly updated and serve as a focal point for discussions on PIM systems and responses.

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 also can be used at any phase of the response, from preparedness to solutions. For example:

- In the preparedness phase, you can use the PIM Matrix to organize your thinking about population data activities, since it will be important to have accurate and reliable population figures at hand at emergency onset.
- In a protracted emergency, you can use the PIM Matrix to explore which PIM categories can provide information about protection trends, to assist your analysis.