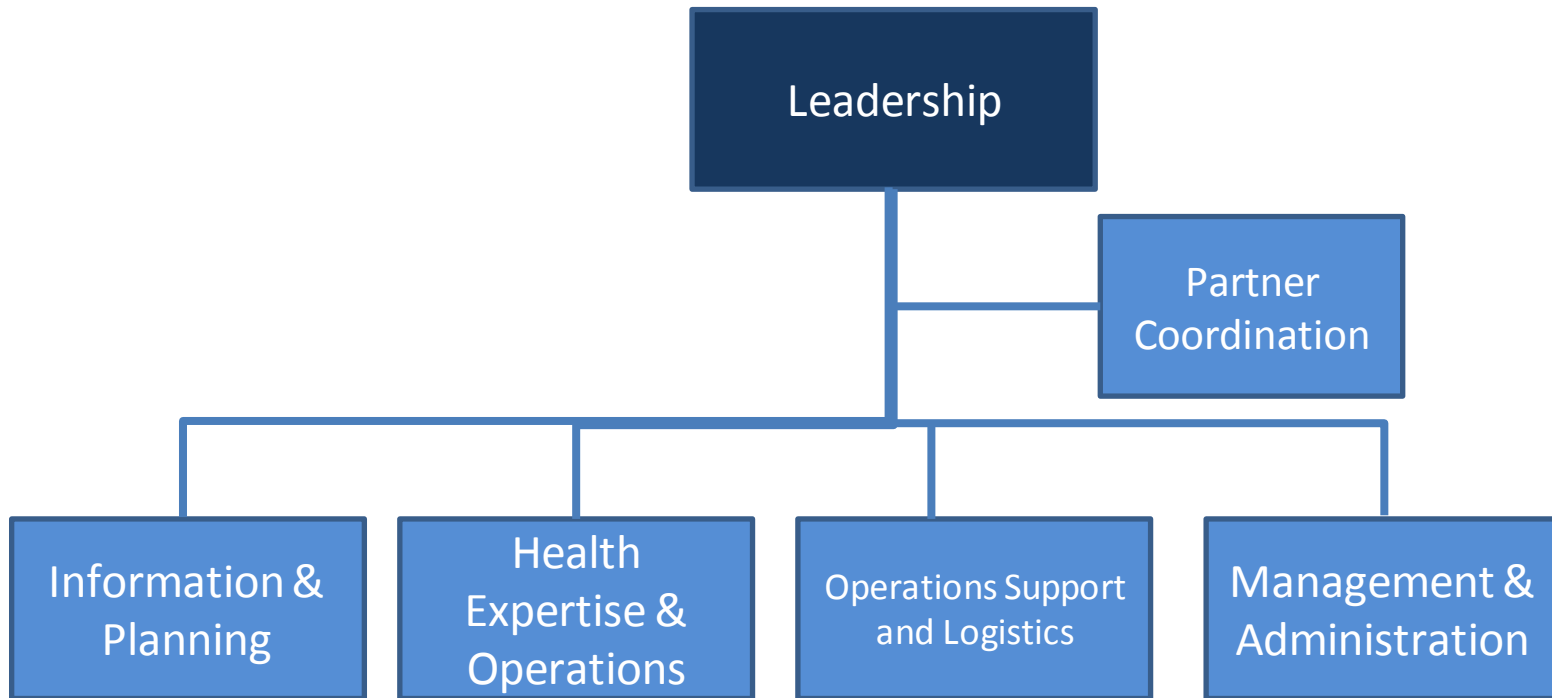


WHO's IMS Organizational Structure

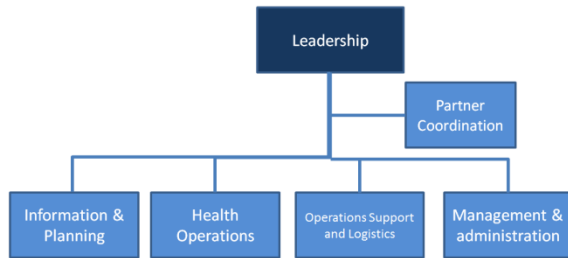
Overview



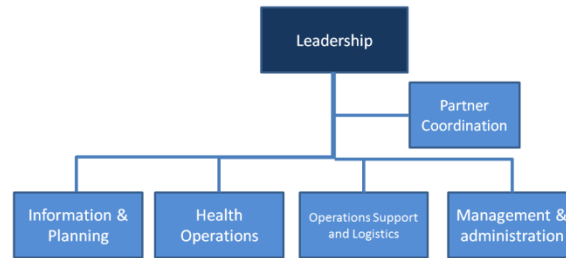
**this structure applied at HQ, RO, WCO and sub-national levels*

WHO's IMS Organizational Structure

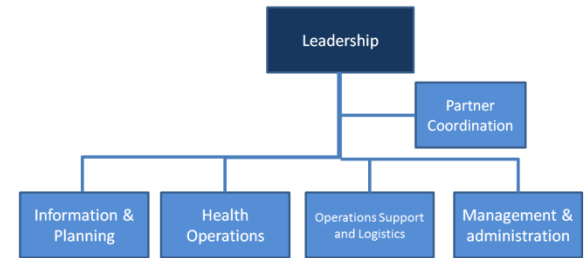
Overview



Headquarters



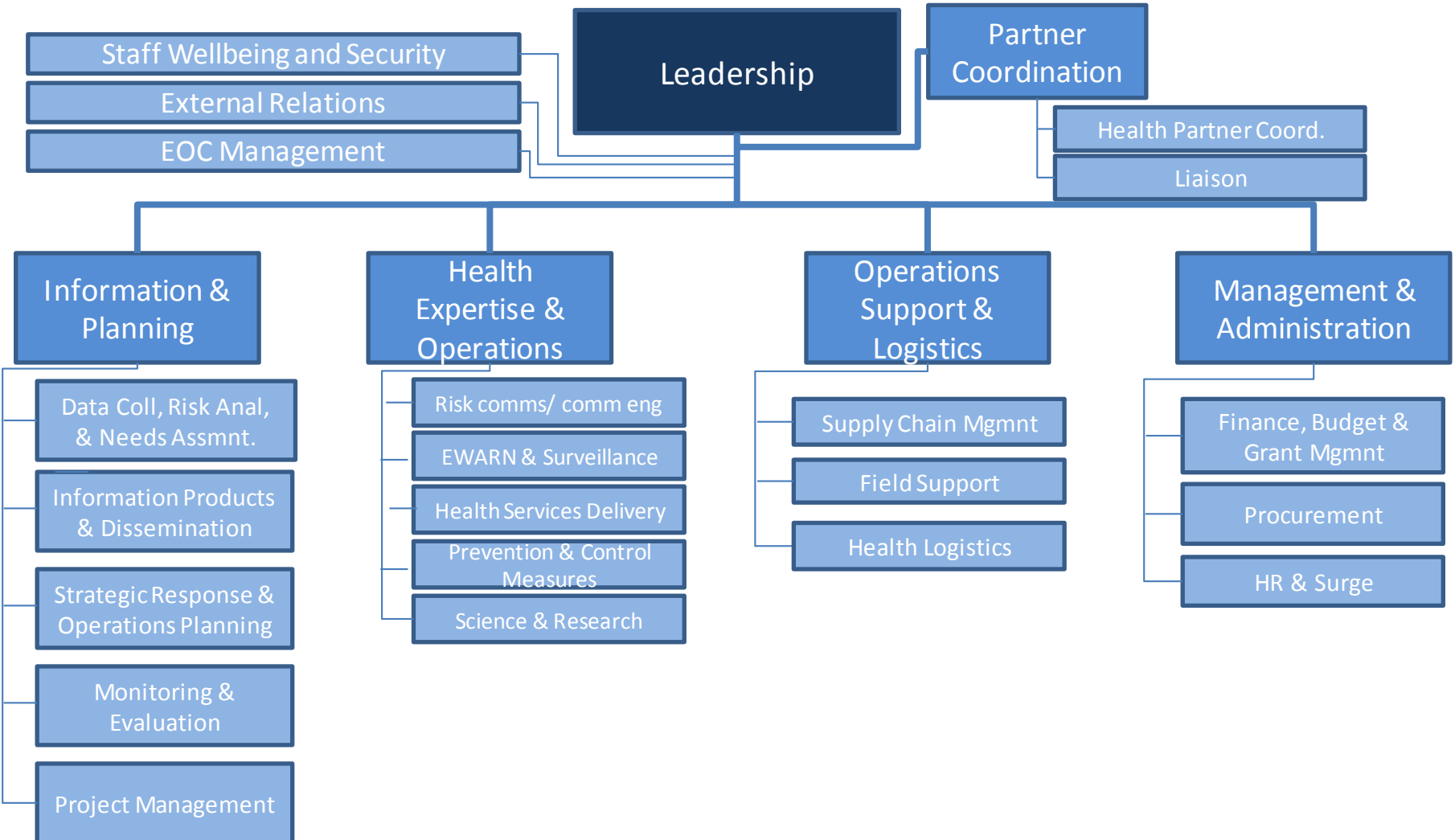
Regional Office



Country Office

WHO's IMS Organizational Structure

Detail, Level 3



Function and Sub-function Definitions

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Functions	Sub-Functions
Leadership	Strategic leadership and incident management
	Staff health, wellbeing and security
	External relations (Resource mob, Communications, Advocacy)
	EOC management
Partner Coordination	Health partner coordination
	Liaison
Information and Planning	Risk analysis and needs assessment
	Information products and dissemination
	Strategic response and operations planning
	Monitoring
	Project management
Health Operations	Risk communications and community engagement
	Early warning and surveillance
	Health service delivery
	Prevention and control measures (case management, vector control, prep of unaffected areas)
	Science and research
	Operations Support and Logistics
Management and administration	Supply chain management
	Field support (ITC, transport, lodging, office)
	Health logistics
Management and administration	Finance, budget and grant management
	Procurement
	Human resources and surge

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Leadership definitions, part 1

Leadership	<p>Provides strategic leadership to the health sector/cluster response in support of national and local health authorities--prioritizing filling health service delivery gaps to reach health sector performance standards; manages the WHO response and the physical emergency operations centre from which the WHO response team works-- ensuring fulfilment of WHO's six critical functions; based on recommendations from the Information and Planning function, determines WHO response team staffing needs and ensures that the Administration and Finance function mobilizing the human resources required; builds external relations— issuing communications and advocacy products and statements and mobilizing the necessary resources for WHO and encouraging donors to fund the overall health sector response to affected populations; and tracks security issues and takes concrete measures to ensure the safety and well-being of all those in WHO's response team</p>	Strategic leadership and incident management	Works with health authorities to steer priorities for the health response; serves as overall manager of WHO's response team and supervises all functional area leads; provides overall direction to the health cluster when activated
		External relations (Resource mobilisation, Communications and Advocacy)	Coordinates with donors and members States in order to support the implementation of the WHO strategic response and preparedness plan. It takes the lead in the overall and day-to-day activities related to Mobilization of resources such as funding contribution, in kind and in services; it manages the daily communication and liaison with donor communities and partners; liaises on resource Mobilization at country, regional or global level; manages the donor advocacy materials; represents the WHO response team at donor coordination meetings; in close coordination with project and grant management, monitors and tracks the affected countries in terms of their funding needs and gaps; takes the lead in donor negotiations including a rapid donor agreements negotiations and correspondence; liaises with other UN agencies in the context of the coordinated UN wide range resource Mobilization.

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Leadership definitions, part 2

Leadership	Continued...	EOC management	The EOC facility manager (not Incident Manager) is responsible for the operation and maintenance of EOC, to ensure that all of the EOC's functionality, systems, hardware, software and staff support tools are well-maintained and operational when needed, and that designated EOC personnel have access to training to support their effectiveness. A larger, permanent facility will usually have a designated team of technical personnel working with the EOC facility manager and providing information management, telecommunications support, geospatial information systems and security management. The EOC Manager organizes visitors, provides briefings for new staff and acts as a resource for the Incident Manager, as needed.
		Staff health, wellbeing and security	The duty of care of staff to maintain health, well-being, security and safety of staff in developing and deploying appropriate risk management approaches to protect people from possible harm.

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Partner Coordination definitions

Partner Coordination	<p>Fills health service delivery gaps in a prioritized manner by mapping existing capacities and proposing deployment of flexible service providers to priority locations; promotes collective action and collective results from all health actors, including those deployed as part of the WHO response team (staff, consultants, GOARN members, or Stand By Partners) and those deployed otherwise (independent governmental and non-governmental agencies within and outside the health cluster and Emergency Medical Teams); facilitates health partner involvement in health sector assessments, planning, information, interventions, monitoring and quality assurance; produces and continually updates a mapping of who is doing what where in health; both informs and is guided by the strategic priorities set by the leadership function together with national and local authorities.</p>	Health partner coordination	<p>Fills health service delivery gaps in a prioritized manner by mapping existing capacities and proposing deployment of flexible service providers to priority locations; promotes collective action and collective results from all health actors, including those deployed as part of the WHO response team (staff, consultants, GOARN members, or Stand By Partners) and those deployed otherwise (independent governmental and non-governmental agencies within and outside the health cluster and Emergency Medical Teams); facilitates health partner involvement in health sector assessments, planning, information, interventions, monitoring and quality assurance; produces and continually maps who is doing what where in health; both informs and is guided by the strategic priorities set by the leadership function together with national and local authorities; is represented at all Humanitarian Country Team meetings with a representative from the Leadership Function; is represented at all technical-level inter-sectoral and inter-cluster meetings.</p>
		Liaison	<p>To provide the point of contact for representatives of assisting and cooperating agencies and to respond to requests or concerns from non health stakeholder groups. The LO address inter-organizational issues. Bring issues and concerns to the attention of the Incident Manager with a recommended course-of-action. Key goals include: to develop rosters of participating response agencies with Coordination Function and other stakeholders • Facilitation information exchange within the EOC• Exchange information with agency reps/stakeholders</p>

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Information and Planning definitions, part I

Information and Planning	<p>Collects, analyses and disseminates information on health risks, trends, needs, service delivery gaps, the results of interventions, and performance; uses available information to develop and continually refine a comprehensive health sector response strategy and joint operational plan, including WHO's own operational response plan, with common health sector/cluster indicators drawing on input from all functional leads, with consideration for logistics constraints; develops WHO project documents based on the overall strategy and plan, for use by the leadership function to mobilize resources; recommends to the Leadership Function the human resource needs for WHO's response team; continually adapts planning and project documents as required based on available information; oversees the implementation of WHO projects and grants, ensuring that implementation, expenditure and reporting are consistent with plans and projects.</p>	<p>Risk analysis and needs assessment</p>	<p>Risk assessment is the process by which risks are identified, exposures are assessed and risks are characterised. This is consolidated through the collection, analyse and interpretation of all information related to an event. This allows stakeholders to make the best possible decisions (and take the best possible actions) with the information available, and aims to prevent or reduce the impact of the event. This assessment is an iterative process that guides the response.</p> <p>Needs assessment is the systematic process for determining and addressing gaps between current conditions and desired conditions, or between 'needs' and 'wants'.</p>
		<p>Information products and dissemination</p>	<p>This refers to the processing of data and communication of information in a timely manner. It is based on needs/risk assessments, and involves compiling of information to produce products appropriately tailored to their audience, in order to allow stakeholders to take appropriate actions. This can include internal and external situation reports (SitReps), bulletins, health risk assessments, health needs overviews (HNO), and strategic response plans (SRP). It also involves communicating with, and being held accountable to, the people affected, the public, the media, member states, partners and donors. Communication with other IHR national focal points.</p> <p>It also includes event specific information (what, where, who, how many, how quickly, current status), event management information (human and material resources, resource deployments, expenditure, status of interventions and partner activities, progress towards achieving objectives) and context data (mapping, population distribution, transport links, location of fixed and temporary facilities, clean water availability, climate and weather etc.)</p>

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Information and Planning definitions, part 2

Information and Planning	Continued...	Strategic response and operations planning	<p>The strategic response plan is a management tool that guides the international response to a health emergency by informing emergency response organizational planning and activities. It also serves as a roadmap for response organizations to prioritise activities and design projects.</p> <p>The WHO operational plan outlines the activities and resources (staffing, equipment, funding) required for the WHO to perform its role as the lead technical agency in health emergencies, and more specifically as the leader of the Health Cluster in humanitarian emergencies and outbreaks.</p>
		Monitoring	<p>Systematically tracks the evolution of the incident, as well as the response, within the defined strategy. This involves defining the indicators and source(s) of information, gathering the data, interpreting this data, making a judgment about whether the response is on track, and if the response is not on track, analysing the reason(s) why.</p>
		Project management	<p>Working closely with the information and whilst remaining accountable, project management supports the design, structure and content of donor updates and other reports; monitors project implementation and advises WCOs on how to adapt standard monitoring tools to the country context; promotes standardized management throughout the project management cycle by developing and disseminating guidelines and templates.</p>

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Health Expertise & Operations definitions, Part 1

Health Expertise & Operations	<p>Adapts and promotes technical guidelines; trains health care providers to improve quality of services; advises health authorities and partners on, and contributes to, the implementation and strengthening of health surveillance and early warning systems; advises health authorities and partners on, and contributes to, the implementation of control measures; conducts operational research to enhance interventions and develop content for risk communications; develops and disseminates public health risk communications messages; and provides patient care including medicines and supplies to fill service delivery gaps, if necessary, as Provider of Last Resort. The above may be limited to technical guidance, research and training, but may also extend to include field implementation</p>	Risk communications & community engagement	<p>Define the content of key messages that are to be communicated to population at risk for the prevention, mitigation and control to ensure that these messages are technically sound and appropriate to prevent, mitigate and control risks. As a provider of last resort, WHO may also ensure that these messages are appropriately communicate to target population and audience.</p>
		Early warning & surveillance	<p>Develop or strengthen the system that ensures the rapid collection, analysis, verification and dissemination of data related to the incidence of epidemic prone diseases in all areas directly and indirectly affected by the emergency. Establish or strengthened rapid response teams that are responsible for the rapid investigation of alerts and the early response to outbreaks.</p>

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Health Expertise & Operations definitions, Part 2

Health Expertise & Operations	Continued...	Health service delivery	<p>Ensure that health facilities serving the population affected by an emergency are equipped and provided with the necessary infrastructure, staff, information, equipment, drugs and medical supplies to address the existing and foreseen causes of excess morbidity and mortality affected by an emergency and to prevent the dissemination of infectious diseases within the facilities.</p> <p>Note: WHO only supports the delivery of health services as provider of last resort.</p>
		Prevention and control measures	<p>Ensure that all measures that can prevent and/or mitigate the risks to increased morbidity and mortality are considered and instituted such as vaccination, vector control, water, sanitation and hygiene, increased nutritional intake.</p> <p>Note: WHO only supports the implementation of control measures as provider of last resort. Includes case management, vector control, prep of unaffected countries</p>
		Science and research	<p>Identify gaps in knowledge on the etiology, physiopathology, transmission, reliable and rapid diagnostic, effective prevention and treatment of any of the causes of excess morbidity and mortality of the population affected by the emergency, promotes and advise on relevant researches necessary to address these gaps.</p>

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Operational support and logistics definitions

Operations Support and Logistics	Ensures the transport, customs clearance, delivery, storage and management of material assets for the response; establishes functional offices, housing and storage facilities as required; sets up telecommunications and other equipment for the smooth functioning of WHO's response team at both national and sub-national levels as required; informs Information and Planning function of logistics constraints that may hinder the work of other Functions.	Supply Chain management	Ensure an end to end, timely and efficient provision of quality and adequate equipment and consumables to support emergency response operations, aiming to reduce the consequences of crises on health systems and populations.
	Alternate, from JC: the strategic management and implementation of the tactical processes necessary to support any WHO response in emergency situations resulting in or caused by public health events. Integrated across the organization and consisting of established comprehensive infrastructure, highly skilled professionals, and standardized processes, OSL provides the capacity for WHO to successfully implement a rapid, fully functional and efficient response to any emergency crisis.	Field support (ITC, transport, lodging, office)	Provides logistics strategy, management and operations support, to response teams. This includes functional and secure working spaces and equipment, communications capabilities, and safe staff transport and living accommodations as well as partnerships and operational synergies to ensure an effective management of a health crisis.
		Health logistics	Provides technical expertise, tools, methods and means in the areas of health emergency logistics including; medical facilities & equipment, cold chain management, Water Sanitation and Hygiene, Laboratory activity support .

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Management and Administration definitions

Management & administration	Provides management and administrative support to enable the smooth functioning of the WHO response; ensures leadership/ incident manager decisions trigger the provision of management and administrative services that meet emergency performance standards.	Finance, budget & grants management	Manages funding allocations and awards; tracks and reports on financing against budget; supports, monitors and reports on financial implementation; monitors and follows-up on donor proposal and reporting deadlines; supports in the preparation of proposals and reports for resource mobilization group; ensures payments.
		Procurement	Procures all necessary supplies for the response and for the response team, tracks inventory, coordinates with logistics and HR to provide supplies and equipment to the local response team.
		Human Resources and Surge	Fills human resource needs of the WHO response team, as determined by the Leadership function, including sourcing, recruitment, medical clearance, travel to the relevant duty station, entry formalities, briefing and training, on-site administrative support, de-briefing and performance evaluations. Tracks and reports on HR requirements against plans, status of filled positions/vacancies.