

# GPPi

GLOBAL PUBLIC POLICY  
INSTITUTE

# SECURE ACCESS IN VOLATILE ENVIRONMENTS

# SAVE

Presentation of the SAVE Toolkit -  
Technologies for monitoring in insecure environment

JULIA STEETS 2019

# It is critical to weigh the advantages and risks of using technology



# **The presentation will introduce some technologies and focus on bigger questions**

1. Introducing the SAVE-Toolkit
2. 4 Technologies Frequently Used in Volatile Environments
3. Potential Digital Disasters
4. When Not to Use Technologies...

# Introducing the SAVE toolkit

Overview & Methods

Toolkit  
SEPTEMBER 2016

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## Technologies for monitoring in insecure environments

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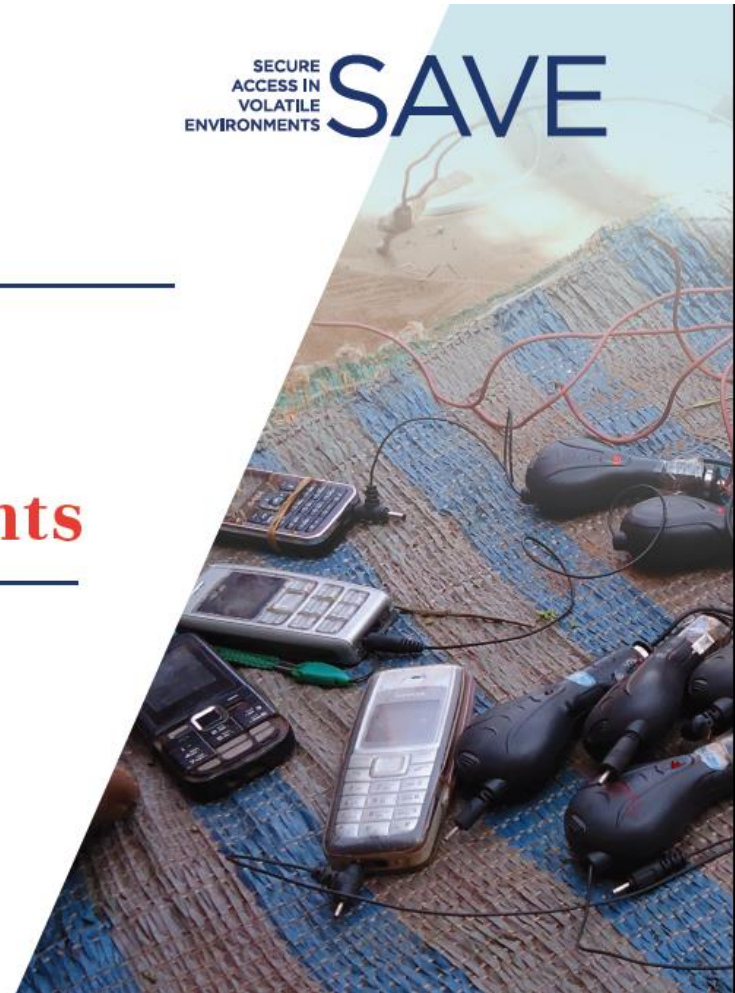
*By Rahel Dette, Julia Steets and Elias Sagmeister*

**Available at:**

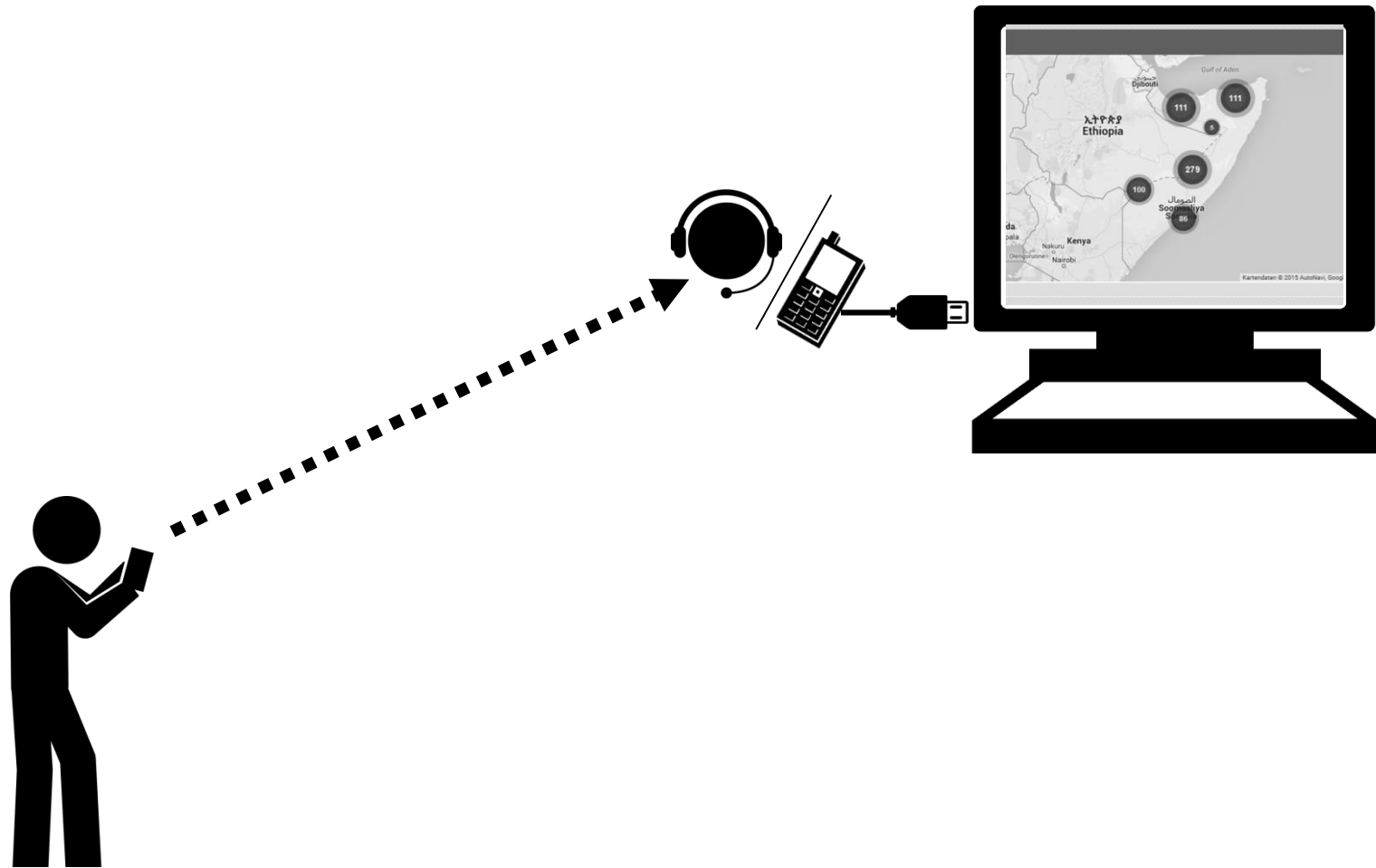
**<https://www.gppi.net/2016/11/09/technologies-for-monitoring-in-insecure-environments>**

SECURE  
ACCESS IN  
VOLATILE  
ENVIRONMENTS

# SAVE



# 1. Phone-based surveys



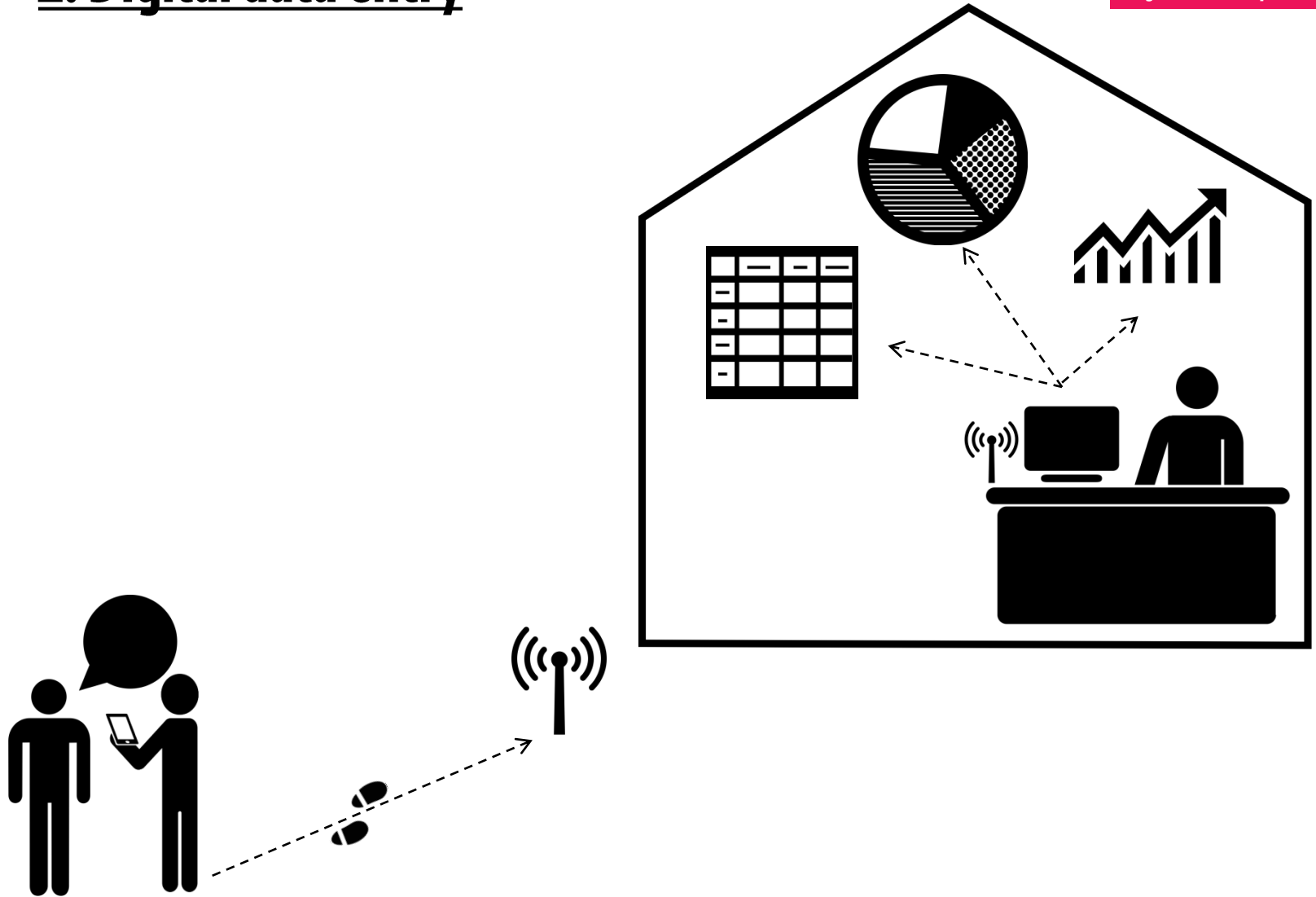
# There are different options for implementing phone-based surveys

- a) SMS
- b) Voice-recorded messages
- c) Call-center

# Benefits & Challenges

Benefits	Challenges
Enables direct contact with affected people in areas without physical access	Verification and follow-up are challenging
Phone-based data are technically easy to process	Risk of bias towards those owning phones and living in areas with network connection
Devices and software are inexpensive	Sensitive data shared via phone can be intercepted and cause risks
Aid organisations & service providers have increasing experience with these technologies	Some forms require literacy

# 2. Digital data entry

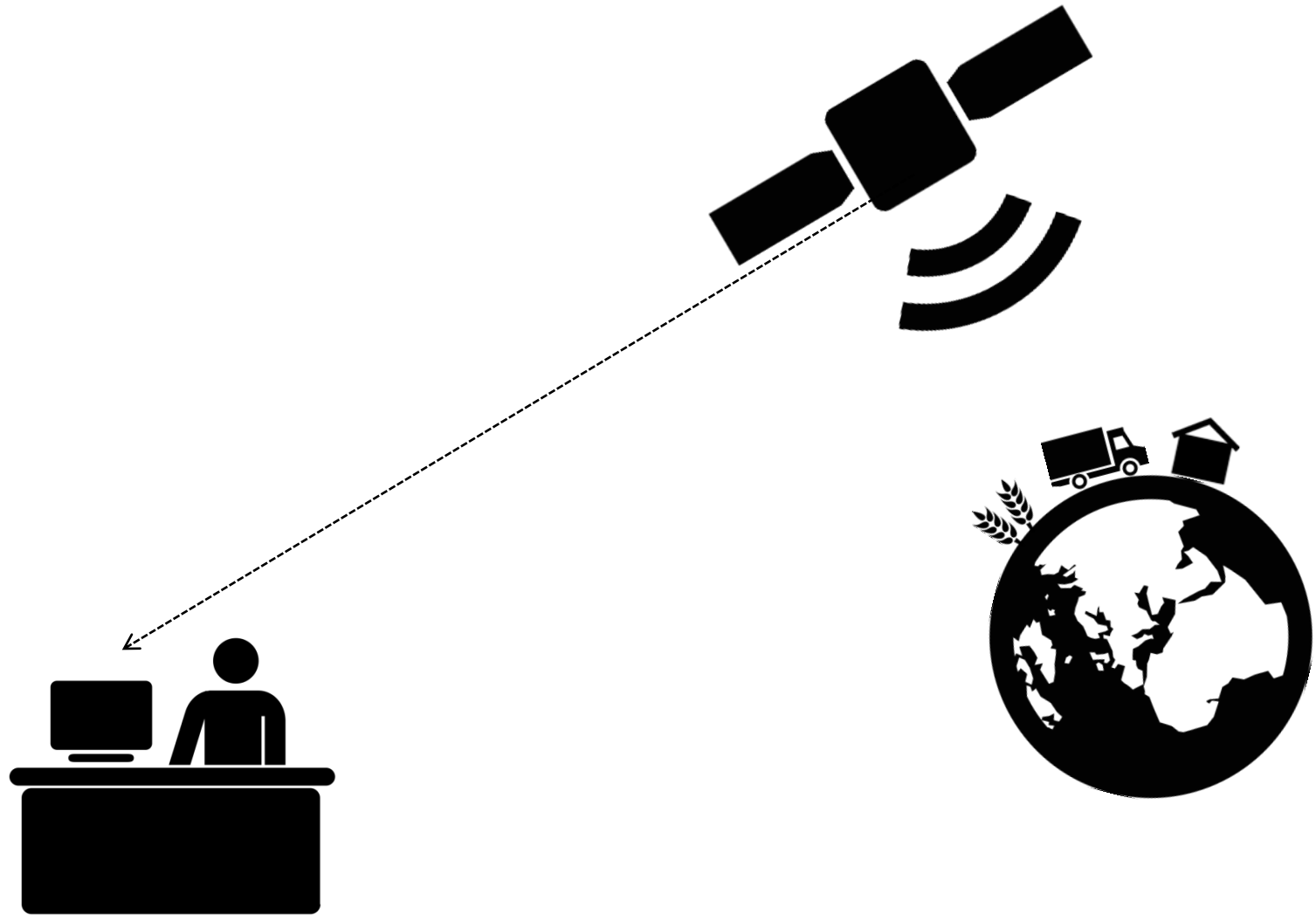




# Benefits & Challenges

Benefits	Challenges
Reduced work steps (no data entry from paper forms)	Requires physical access
Surveys can be easily adjusted	Encourages closed-question formats
Easier detection for abuse in data collection	Can lead to unequal access to results
Lower visibility for enumerators using small handheld devices	Technology can be viewed with suspicion by armed groups
Rapid transmission of data / Can prevent unauthorized views	Requires capacity and skill
Enables the collection of multimedia data	Depends on connectivity and power

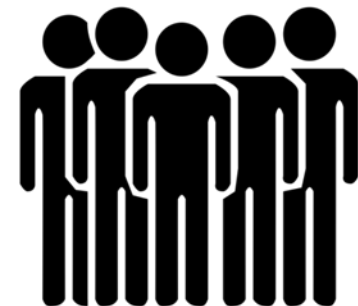
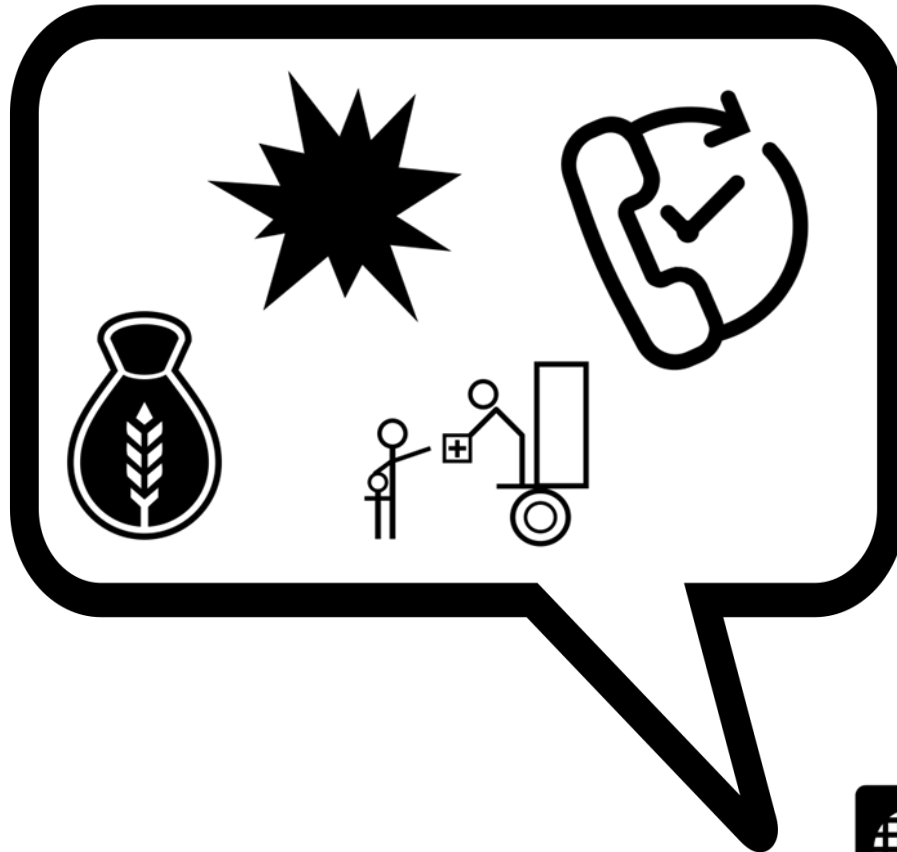
# 3. Remote sensing



# Benefits & Challenges

Benefits	Challenges
Requires no access	Costs for satellite images can be prohibitive
Provides unique complementary data	Host state, local communities and armed actors can object to their use
Visible impact can be compared over time/scale	Can reveal location of vulnerable groups
One image = many applications	Information requires verification / sense-making

# 4. Radio and other media broadcasts



# Benefits & Challenges

Benefits	Challenges
Wide and reliable reach	Security risks due to high visibility: interception possible
Local engagement, input and ownership	Difficult to target specific audiences and verify who has been reached
Increases accountability with better information	Translation needs, especially for dialects
Effective for awareness-raising	Gender bias towards male voices

# Many risks can be mitigated

**Mishaps & mistakes**

- Study the context / don't rush

**Negative reactions to devices**

- Invest in building trust

**Digital vulnerability**

- Informed consent / limit data

**Dependence on non-humanitarians**

- Use free, open source software

**Double standards**

- Apply humanitarian principles to tech

# Do not use technology if...

... Data is so sensitive that it could put people at risk

... Acceptance is low and could hamper efforts: bans, suspicion, stigma, etc.

... Infrastructure makes it impossible or costly: network connectivity, low spread of phones

# Thank you!

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