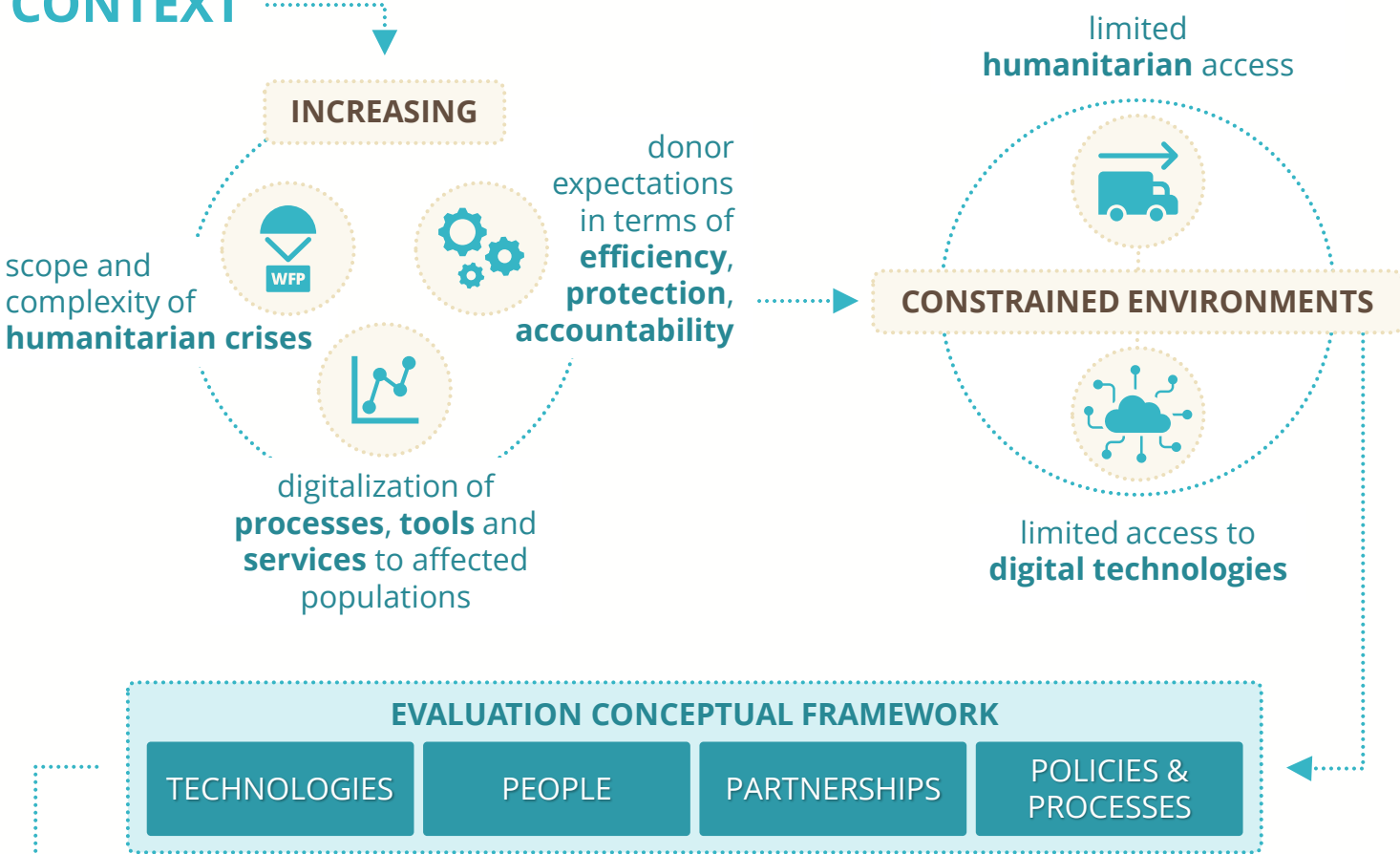


CONTEXT



EVALUATION covers from the period 2014 to 2021



6 country case studies

935+ document review

4 comparator organizations reviewed
UNICEF | UNHCR
ICRC | Mercy Corps

137 focus group discussions

874 stories collected through global survey

349 interviews with stakeholders

CONCLUSIONS



STRATEGY

- WFP leadership in the use of humanitarian technologies
- Important gains in terms of performance and adaptability
- Strategic role of technology not clearly articulated



RISKS AND PROTECTION

- Concerted efforts to strengthen cyber-security and data protection
- Lag in implementation of data protection regulations
- Protection risks for affected populations



GOVERNANCE

- Regulations and responsibilities for digital technologies recently clarified
- Struggle to find right balance between centralized and localized approaches



INCLUSION AND ENGAGEMENT

- Limited engagement with people served
- Lack of monitoring of exclusion risks and impacts on different groups



KNOWLEDGE MANAGEMENT

- Unique experience on use of digital technologies in constrained environments
- Lack of monitoring and exchange of experiences



DIGITAL SKILLS AND PARTNERSHIPS

- Insufficient investment in diverse digital skills of staff and partners
- Opportunities to engage more with partners on humanitarian technologies

RECOMMENDATIONS

1

Formulate an overall strategic vision and clear standards for the use of digital technology and data in which people and protection are central concerns

2

Strengthen governance arrangements and allocation of resources driving WFP's digital transformation across all levels of the organization

3

Ensure effective protection of people and management of risks associated with the use of technologies, in particular in constrained environments

4

Integrate inclusion and gender in technology development and use, and meaningfully engage with diverse community members

5

Develop a knowledge management approach to capture, store and disseminate relevant information on WFP's use of technology

6

Develop and implement a coherent capacity development strategy to enhance basic digital skills and data literacy for all WFP staff

7

Invest in successful technology partnerships for operations in constrained environments