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Humanitarian Demining Requirements Analysis Final Report

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Task 1C3

Humanitarian Demining Requirements Analysis
FINAL REPORT

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I. INTRODUCTION

The Humanitarian Demining Information Center (HDIC) at James Madison University is developing a plan for identifying, analyzing, enhancing, and disseminating electronic and hard copy information relating to humanitarian demining. The first step toward realizing this objective was identifying the information needs, information availability and optimal methods for organizing and delivering information to the humanitarian demining community.

Broadly conceived, the humanitarian demining community consists of ten components.

- U.S. government agencies that have as part of their mission the development of programs for humanitarian demining in selected countries

- volunteer organizations that are directly involved in the task of humanitarian demining

- for-profit organizations that are directly involved in the task of humanitarian demining

- those who devise or provide technologies for this activity

- volunteer organizations whose primary mission is that of providing short emergency aid or long term development assistance to victims of natural disasters and civil unrest that brings them into contact with the landmine threat

- organizations whose interest in the field of humanitarian demining lies in the area of public advocacy

- academic and research organizations whose involvement in humanitarian demining is largely tangential through their broader interest in world politics

- relief organizations that have a sustained and direct exposure to humanitarian demining projects

- UN or international organizations' agencies that are charged with demining as a subset of responding to complex human emergencies and promoting disaster prevention and preparedness

- Local or host government agencies that provide an indigenous capability to undertake humanitarian demining operations

Data from these organizations was obtained by a variety of means including: telephone surveys, analysis of printed material, analysis of organizational web sites, a conference

on humanitarian demining held at James Madison University, and a survey of the existing literature on humanitarian demining.

When significant differences exist in the nature of the response by these organizations to the questions asked in the telephone survey or in their printed material and web sites, these differences are noted in the analysis.

II. SURVEY METHODOLOGY

Development of the Telephone Survey Instrument

The survey instrument was developed in two steps.

1. Literature review
2. Meetings with key members of humanitarian demining community.

Literature provided by the UN, the Office of the Assistant Secretary of Defense for Special Operations and Low-Intensity Conflict (OASD(SO/LIC)), the State Department, and organizations involved in demining actions, was reviewed. These sources included brochures, letters, conference minutes, and web sites. This literature review was used to develop an expanded list of information elements, prepare a list of organizations involved in demining, look for problems with information already identified by organizations, and get an idea of the scope and activities of organizations involved in demining.

After the initial development of questions, two meetings with organizations involved in activities related to humanitarian demining provided a pretest and further refinement of the survey instrument. These two meetings are discussed in more detail below.

The first meeting on April 23, took place at the United Nations Department of Humanitarian Affairs (UNDHA) Demining Group. Representatives of the UNDHA, OASD(SO/LIC) and the Humanitarian Demining Center at JMU attended. A list of those attending is attached. These individuals commented on the survey instrument as designed and made suggestions for improvement. They were supportive of the survey as written and in particular emphasized the importance of the questions having to do with the potential and current capability of organizations to use electronic information.

The UNDHA asked that the survey include an indication that it had been discussed with them so as quell the number of inquiries which they would receive. This was done verbally during the telephone interviews and included in the cover letter faxed to organizations abroad.

The second meeting was held between members of JMU/HDC and people from the State Department, OASC-SO/LIC, USAID, and USAJFKSWC (see attachment 2). The benefits of this meeting were twofold. One, the survey was further refined by adding questions to determine the usefulness of past demining operations on current operations. Two, users and some of their requirements were identified. Attendees discussed the

differing perspectives of people involved in country operations ("operators") versus those working at higher levels in organizations ("policy makers"); the differing information needs and expertise of those involved in demining operations; the need to organize and present information in a manner that will be usable by a wide range of individuals; the challenges involved in developing standards for evaluating the information on humanitarian demining; and the importance of opening up lines of communication between the U.S. government (USG) and the humanitarian demining community.

Respondent Population

The population of respondents for the survey was drawn from nongovernmental organizations (NGO) -- both profit and non-profit -- with offices in the United States, U.S. government organizations involved in activities related to demining (primarily Department of Defense and State Department offices) and agencies in the United Nations. These organizations were identified from a list supplied by OSD/SOLIC, from literature distributed by organizations themselves, from a search of the World Wide Web, from the list of attendees at the conference sponsored by DOD in December, 1996 and by word of mouth referrals. As the survey was conducted, groups were added whenever identified. NGO's with no personnel in the United States were faxed a copy of the survey.

The response rate for groups in the United States was 75 percent. This is an extremely high rate for a survey of this length. The response rate was improved through a labor intensive effort which included multiple phone calls as well as by the timing of the May 9 conference which allowed us to build rapport with organizations, to show that our intent was serious and to request their assistance. The response rate from surveys faxed abroad was only 20 percent. This is about the response rate expected of written (no voice contact) surveys.

It should be noted that we defined demining very broadly to include humanitarian activities which are not directly involved with mine clearance or minefield marking but occur as a result of the threat of landmines, for example, assisting refugees who have fled from areas that are mined. The International Committee of the Red Cross stated on several occasions that it is "not a demining organization" although it is responsible for putting together a database on landmine injuries and in developing protocols for and assisting landmine victims. In spite of our continued efforts to convince the ICRC that we were interested in all activities that were related to relief for landmine victims as well as mine clearance, marking and awareness, they declined to be interviewed. They did send literature which was used in part VII of this analysis.

[Note: This mindset will make coordinating demining information more difficult; the realization that such a mindset exists must be taken into account as data is identified, collected, analyzed, organized, and transmitted.]

Those responding to the survey and interviewed were:

- Africa Humanitarian Action
- Africare
- C2Corps
- CARE
- CIET International
- Council for a Livable World Education Fund
- Counterpart International
- DTU (Development Technology Unit/University of Warwick)
- DynCorp
- DynMeridian
- Handicap International
- Human Factors Applications, Inc.
- Human Rights Watch: The Arms Project
- Interaction
- Intertect Relief and Reconstruction
- Marshall Legacy Institute
- Mennonite Central Committee
- National Academy of Sciences
- National Imagery and Mapping Agency
- Operation USA
- Peacetrees Vietnam
- Physicians for Human Rights
- American Red Cross
- Refugee International
- Save the Children
- Scivico International
- Spatial Data Analysis Laboratory
- Department of State
- US Special Operations
- United Nations, Department of Humanitarian Affairs
- UXB International
- Vietnams Veterans of American Foundation
- World Relief and Development Inc.

The Instrument

The survey is divided into two parts (see attachment 3). Form 1 is a table that respondents from each organization were asked to fill out prior to the telephone interview. All those present at the Conference held on May 9 received a copy of this table. About half of the organizations attending returned this form. The second part consists of open-ended questions that were customized based on the organization's activities. The purpose of the first phase was to identify those activities and to provide the basis for a database on each organization. On this form, each group was also asked to identify the person to be interviewed by phone. Form 1 was faxed or mailed (with the cover letter) to each

organization in advance of the first telephone contact. For organizations abroad, a cover letter, and both forms were sent.

Once Form 1 was received, a copy of Form 2 was faxed to the respondents in advance of the telephone interview so that they could think through their responses and consult with others in the organization as necessary. Interviewers, but not respondents to the telephone survey, were given expanded versions of Form 2 that included possible follow-up questions. These were designed to help the interviewers prompt the respondents should there be gaps in their answers.

Interviewer Training

Steps:

1. Attendance at conference

2. Review of conference notes

3. Review of questionnaire

4. Mock calls

5. Supervised interviews

The first step in training the interviewers was to have them attend the conference held on May 9 and take detailed notes. This process familiarized the interviewers with demining terms, issues, and organizations involved. Listening to the conference and reviewing their notes enabled them to probe more effectively during the interview process.

A briefing was held in which all interviewers read over the questions and made sure that everyone understood clearly the terms and the questions as well as what types of responses were desired. Each interviewer then did a run-through of a mock call, which was supervised, and suggestions were made for improvements or changes. The first few actual calls that were made were also supervised.

Interviewing

The interviewing process also proceeded in a series of steps:

1. Initial telephone contact

2. Fax of table (Form 1)

3. Respondent phoned for appointment

4. Fax of questionnaire (Form 2)

5. Interview

6. Preparation of transcript

Each organization in the United States was called and the name of a contact person for interviewing was obtained as well as a Fax number. The respondent thus identified was faxed the table about the organization's activities. When this table was returned the respondent was phoned and an interview date was established for a telephone interview. The respondent was faxed form 2 of the survey so that he or she could prepare answers. The actual interviewers averaged about 45 minutes to one hour in length. Immediately following the interview, the interviewer typed up the responses to the questions.

For the international respondents, a copy of both forms of the survey as well as a cover letter explaining the purpose of the HDIC and the survey, were included. These items are attached.

Non-Response

Only eight NGO/PVOs with an office in the United States who were contacted by phone and mail did not participate in the survey: Mercy Corps International, Argonne National Labs, Human Rights Alliance, Oxfam America, World Vision International, Catholic Relief Services, and the Mine Awareness Association.

There were several factors that resulted in non-response.

1. Small organizations have few people involved in demining which limits the potential pool

2. Key personnel are often abroad or at conferences

3. Key personnel are busy

Most of the organizations that were not surveyed were willing to participate but circumstances made contact difficult. In many cases, (particularly in small organizations) the number of key players in demining is one deep. If this person was out of the country or on vacation it was not possible to set up an interview during the time frame set aside for interviewing. In a few cases, the person identified as the key individual expressed a willingness to be interviewed but then was too busy to respond as promised despite repeated call backs. Only one organization, the International Committee of the Red Cross refused outright to participate, but it did send printed material regarding their humanitarian demining efforts. The reason given was that is not a demining organization. When queried about its activities relevant to mine victims, their response was that individuals associated with that effort are in the Geneva office. A copy of the survey was sent to Dr. Robin Coupland at the Geneva address but he did not respond formally. He

was present however at a meeting in New York and did address issues of information needs there.

NGO RESPONSES TO PART I OF THE SURVEY: THE ACTIVITY CHART

Type Of Activity

Of the 29 NGOs that responded to our survey, [a total of 33 surveys were returned with the remainder coming form government agencies] 17 completed the chart requesting information on the nature of their demining activities. (See attachment 4) Five organizations indicated that they are only active in one type of activity; five indicated that they are active in two activities; four indicated that they are active in three activities; two stated that they were active in four activities; and one identified five activities in which participated. The breakdown is as follows:

- One Demining Activity
    Africare
    C2Corps
    DTU/Workshop
    Red Cross
    Refugees International

- Two Demining Activities
    African Humanitarian Action
    Human Rights Watch
    Operation USA
    Scivico, Inc.
    Spatial Data Analysis

- Three Demining Activities
    (organization preferring not to be identified)
    DynMeridian
    Human Factors Applications
    Save the Children

- Four Demining Activities
    DEMEX
    Peacetrees Vietnam

- Five Demining Activities
    Handicap International

When specific answers are grouped together, demining was the most frequently cited activity. In addition to demining, two other categories of effort received the most attention. They were 1) mine awareness and 2) international advocacy campaigns. A complete list of demining activities [as defined by the respondents themselves] with the number of references to each is as follows:

Frequently Cited Activities	No#
Mine Awareness	6
Demining	5
Explosive Ordnance Disposal	5
Advocacy Campaigns	4
Landmine Location	3
Assistance To US Government	2
Technological Assistance	2
Physical Rehabilitation; Prosthetics	2
Research On Mine Clearing Effectiveness	2
Social Reintegration	1
Cross Cultural Relationships	1
Program Management And Support	1
International Police Task Force	1
Quality Assurance For Mine Clearing Operations	1
Supporting Sustainability & Increase Speed Within Demining Industry	1

Location Of Activity

The NGOs that provided responses to the request for information contained in the chart displayed a heavy involvement in humanitarian demining within specific locations. In four cases, these organizations are involved in only one country:

> Africare: Angola
> American Red Cross: Cambodia
> Refugees International: Cambodia
> (an organization which prefers to remain unidentified): Bosnia Herzegovina

In two cases, respondents are active in several states though the nature of their activities varied considerably. Save the Children is involved in eight states (Afghanistan, Angola, Persia, Cambodia, Croatia, Ethiopia, Mozambique, and Sudan) in educational awareness efforts. Handicap International is involved in physical rehabilitation efforts in 38 countries. It also has mine awareness, social reintegration and humanitarian demining operations underway in Cambodia and Mozambique. Some organizations are involved in only one region, but conduct activities in several countries within that region. Africa Humanitarian Action, for example, is only active in Africa but it is involved in several states: Angola, Uganda, Sierra Leone, Rwanda, and Burundi. NGOs active in public awareness and advocacy undertakings operated both in the United States and abroad. Several respondents identified the United States as the primary area of effort. These were organizations such as Dyn Meridian , Human Factors Application, and C2Corps whose involvement in humanitarian demining is concentrated on the technological, policy, and support side of the problem.

A breakdown of specific country involvement on the part of responding NGOs is as follows. The number following the country indicates the number of NGOs indicating that they had an operation in that country:

Country	No.#
Cambodia	6
Angola	5
Bosnia	4
Mozambique	3
Uganda	1
Sierra Leone	1
Rwanda	1
Lebanon	1
Afghanistan	1
Ethiopia	1
Sudan	1

Scope of Activity

Because respondents chose not to provide information in response to this question or did not use the suggested terminology the information gathered here was less complete than for the first two items contained in the chart. Two basic patterns emerge.

- Those organizations such as Save the Children, Handicap International, and Peacetrees Vietnam that are heavily involved in physical rehabilitation and public awareness programs, define themselves as "independent, implementing" agencies in the field.

- Organizations more actively involved in the technical side of humanitarian demining efforts, such as UXB International, Dyn Meridian, and Human Factors Applications, identified themselves as prime contractors or subcontractors.

The existence of differences in how organizations involved in humanitarian demining self-define the scope of their operation is significant because it points to a potential source for communication problems among organizations and between organizations and the US government. Those who see themselves involved in humanitarian demining operations through a contractual route will likely have a different working relationship and view of the U.S. government than do those who define themselves as independent agencies.

Percentage of Organizational Effort

Only six respondents provided specific information regarding their organization's percentage of effort in the various areas of humanitarian demining that is useful for purposes of making comparisons. Others either used vague terms such as "significant" or left the column blank.

Refugees International, which identified itself as involved in only one area and one country –advocacy/Cambodia -- devotes 10 percent of its effort to this program. Another

organization with a small percentage of organizational effort devoted to humanitarian demining narrowly defined, is Spatial Data Analysis Laboratory. Five percent of its effort goes to mine detection using backscatter x-ray imaging. An additional 60 percent, however, is devoted to explosives detection in luggage using the multiple x-ray sensors.

Five organizations involved in multiple aspects of humanitarian demining provided detailed accounts of their distribution of effort. They are as follows:

- UXB International is involved in five aspects of humanitarian demining. Ordnance and explosive waste services accounted for the 40 percent of their effort followed by demining (30 percent), chemical weapons material remediation (15 percent), GIS/GPS surveys (10 percent) and demining training (5 percent).

- Another organization (that wishes to remain unidentified) noted that its efforts are evenly divided between logistic support to the U.S. Army (30 percent) and international policing and landmine location undertakings (30 percent).

- 50 percent of Peacetrees Vietnam's efforts are devoted to improving cross-cultural relations. An additional 25 percent is devoted to mine awareness education in the United States and abroad. The remaining 25 percent of the organization's efforts in humanitarian demining are devoted to demining and unexploded ordnance remediation and education.

- Operation USA devotes half of its time to advocacy of new technology development and half to setting up invitational roundtables and field visits.

- DEMEX describes itself as participating in four types of activity. However, taken together they account for only 12 percent of the organization's effort: mine awareness (5 percent), explosive ordnance disposal (7 percent), and quality assurance of humanitarian mine clearance operations (2 percent).

This information is significant for two reasons. First, the presence of multiple humanitarian demining activities within the same organization implies the ability of some organizations to take a much broader and all encompassing view of the demining problem and the information problems associated with it than can organizations involved in only one task. Second, the great variation in percentage of organizational effort committed to humanitarian demining activities suggests that not all organizations have an equal stake in seeing progress made in this area at this time. Efforts to develop a shared information data base need to take into account the varying degrees of self interest on the part of members of the humanitarian demining community.

IV. NGO/PVO RESPONSES TO PART II OF THE SURVEY: INFORMATION QUESTIONS

1. What Kinds of Information Do You Regularly Require?

Information requirements varied with the nature of the humanitarian demining activity engaged in by the NGO:

For some, the stated information requirements are quite general. These NGOs either are engaged in public advocacy efforts (Interaction) or conduct research and investigative studies (Physicians for Human Rights, National Academy of Sciences). CARE indicated that it needed information regarding who is doing what kind of research and on potential donors.

Organizations actively involved in in-country work made two important observations.

- First, even though their mission often is the same in all of the countries they were involved in, they need country-specific information.

- Second, there is a need for detailed and high quality information on a wide variety of topics.

UXB, for example, noted that it "requires a complete site history, archives and reports and interviews from the local population." They "need information giving the proximity of medical facilities and logistical support such as where train stations and roads are located." Peacetrees Vietnam cited the need for technical information regarding mines and their components. It was also interested in information regarding mine awareness and other data such as a listing of available resources, and a list of companies involved in manufacturing which they would distribute. Human Factors Application spoke of the need for a "host of information" including infrastructure, billeting arrangements, local medical services, indigenous skills, and the local history. Africare cited the need for "very specific information about the area they are going into."

Other organizations, both profit and non-profit were explicit concerning the need for site specific information. Topics identified by organizations as important, range from information on the latest technology, to information on mine awareness programs, to medical care. Some organizations identified a need for general information on who is doing what and what standard practices are.

One clear message that came across was that every organization, except one, has a need for a better system of receiving reliable demining information. [Note: the one organization surveyed (American Red Cross) which answered that it did not need any information, did so on the basis that "it is not a demining organization." In spite of that disclaimer, however, it did cite the need for demining information in the context of prosthetics.

2. Where Do You Normally Get This Information?

According to the respondents, four basic sources of information outside of the organization itself are relied upon in carrying out humanitarian demining activities:

- the Internet/Web
- local contacts
- other NGOs
- government sources.

Respondents cited each of the four about equally. Of the more than 20 respondents who cited these sources, only six identified a single source of information. Another eleven identified at least two of the four as important sources of information. Of the nine NGOs that identified local sources as important sources of information, four also cited the Internet as important.

Only one organization (Counterpoint International) relied exclusively on the Internet for information.

Twelve organizations did not mention the Internet as an important source of information. Common to most of those is that they are heavily involved in fieldwork. They stress the need for local information gathering activities and archiving information. These are organizations such as UXB, Human Factors Application, Handicap International, Africare, Scivico, and World Vision Relief and Development Inc. As they collect some of these data they should have information that is useful to others.

One organization, CIET International, commented that it was in the business of distributing information that they collect via house-to-house surveys within communities suffering from a demining problem.

3. What Problems Do You Have Obtaining the Information That You Need?

Respondents identifying problems in gathering humanitarian demining information were in general agreement that the most pressing problems were:

1. timeliness

2. reliability

Other problems cited more than once were:

1. the problem of accessing unknown (but available information)

2. problems of classification and secrecy

3. level of detail

4. language difficulties particularly in the meaning of technical terms

Several comments were quite telling regarding the underlying dynamics and scope of the problem. One organization noted that the problem varies widely and that "the farther you get from the mine location, the harder it is to get information." Local information was described as good but lacking in detail. At the national level, gathering information is difficult because it may be classified or political in nature. Host governments may be reluctant to give out information that might aid regime opponents, or may inflate damage estimates to secure more funding. Gathering information at the international level was described as "extremely difficult" with Iraq being used as the example. The National Academy of Sciences cited proprietary concerns as an impediment to obtaining information. Human Factors Applications echoed this sentiment noting that "information is power" and that for competitive reasons firms are unwilling to share information. Save the Children noted that groups were often uncooperative in providing information and that no regular information system existed. Operation USA noted the lack of full access to information that is held by the intelligence community but classified or held by private firms and is proprietary.

Several important observations were made regarding Internet/Web problems in gathering information. Respondents cited problems with the Internet/Web in each of the following areas: timeliness, reliability, and inability to access or find information believed to exist.

4. How Useful Do You Find This Information?

In spite of the above problems, a majority of those who responded to this question felt that information they received could be termed very good. Those that gave a less enthusiastic endorsement of the information they received did so either because the information was old, or because it was difficult to generalize from case to case. That is, that each country was unique and that information produced in one setting was not held to be relevant to their particular needs in another setting.

Three respondents (UXB, Human Rights Watch and Intertect Relief and Reconstruction) felt that the only good information was that gathered locally. CARE noted that one of its main problems was that the information available was largely fragmented in nature and that fuller more integrated data was needed. One organization noted that private firms exaggerate technical expertise and development in order to sell themselves. Another problem noted was that information gets out of date very quickly.

5. Does Your Organization Perform Checks for Reliability or Timeliness?

Eleven organizations stated that they did not perform any real checks.

The reasons they gave varied. In two cases the reason came down to trust. Africare has confidence in the information it receives from the Halo Trust, for whom it has been

working informally since 1990, and the Council for a Livable World Education Fund trusts the information it receives from the US government. Interaction states that it "takes whatever it can get." Both the American Red Cross and Refugee International stated that no real checks were performed but gave no reasons why. Spatial Data Analysis Laboratory at Virginia Tech states that it was too small to conduct reliability checks. Firms which gave reasons for not checking information cited too few resources (time and money, most often) as a reason.

Organizations stating that they did carry out reliability checks did so by a number of different methods that one would have to classify as unreliable. Among them are:

- reputation (the National Academy of Sciences, Marshall Legacy)
- comparing data to other available data (Human Factors Application and Counterpoint)
- "common sense" (C2Corps)
- intuition and personal experience (DynMeridian, Intertect Relief and Reconstruction, and Peacetrees Vietnam)

Two organizations noted that they rely on the expertise of staff members to validate information. These were firms that are dealing with highly technical information.

Three organizations actively involved in fieldwork stressed that they double-check the information they receive (an organization that prefers to remain anonymous, Save the Children, and UXB). One respondent (Physicians for Human Rights) stated that it did check information but "that it really does not have to do a lot of checks because all the information is primary."

6. What Are Your Preferred Formats for Information?

Those NGOs responding to this question identified three preferred formats:

- Eighteen identified some form of **electronic information** as desirable with one respondent noted that to be truly helpful this information needs to be site specific.
- Nine identified **paper copy** as useful, though in some cases as back-up for electronically transmitted information.
- Six respondents identified **"word of mouth"** as important. In doing so they emphasized the often mentioned difficulty that personnel in the field have in obtaining either electronic or paper information in a timely fashion.

7. What Language Must Information Be Available In?

Twenty-one respondents identified English as the language of choice. This is not surprising given that all but three of these organizations have offices in the United States. French, Portuguese and Spanish also were mentioned as acceptable languages. One British respondent questioned the value of French since ""the Khmer Rouge wiped out French speakers in Cambodia." Only three said that any language was fine. Several

respondents stressed the need for information to be available in local languages and move beyond an English-only setting over time. UXB noted that language problems are among the worst that it faces in Bosnia due to the lack of good local translators. One organization volunteered that it translates information it believes will be useful into French and Portuguese for dissemination in Africa.

8. What Barriers Exist To Information Sharing?

Only two respondents (American Red Cross and Physicians for Human Rights) did not feel that information barriers existed. Both of these organizations deal with information on good medical practice, which is widely available and not proprietary. Africare also does not find any barriers but its sole point of reference is the Halo Trust, not the broader demining community.

By far, the most frequently cited information barriers grow out of government classification systems and the proprietary nature of information. Both the US government and the UN are cited as placing impediments in the way of sharing information. Private corporations are also singled out as impeding the open flow of information in the humanitarian demining community. A difference of opinion exists as to whether or not NGOs are a good source of information or a barrier to it. One respondent pointed to the tendency of NGOs to speak ill of one another.

Also cited as a significant problem are barriers growing out of the manner in which humanitarian information is currently available. Concerns here include the mass of information available, the lack of a single source to go to for information, the absence of a well constructed index for obtaining information, and lack of a standard set of terms.

On-site, cultural factors, suspicious host governments and poorly educated indigenous people were identified as barriers. In particular, it was noted that the Communist governments in Laos and Vietnam are particularly suspicious of the motivations of foreign relief workers.

Several other important barriers to the flow of information are identified. Among them are the need to develop consistent terminology, the need for visual documentation of land mine problems, the lack of trust between NGOs and the US government, and the need for "crisis information."

Echoing comments reported later by other NGOs, Vietnam Veterans of America Foundation noted that information was power and that this places barriers on the free flow of information. CARE cited the absence of a central structure in many humanitarian-demining operations as a barrier to the effective exchange of data.

9. Are There Sources Of Information That You Believe Exist, But That You Do Not Have Access To For Some Reason?

Only three organizations that answered this question (the American Red Cross, World Vision and C2Corps) stated that they did not believe additional or unknown sources of information exist. Two other respondents (Council for a Livable World Education Fund and Refugees International) stated that while they believed additional sources of information exist it is not crucial to their organization to have access to them.

All others agreed that additional information exists that they could use but lack access. As in the responses to the previous question, government classification systems (Germany and Japan as well as the United States were mentioned here), the proprietary nature of information held by for profit organizations, and the UN were cited as reasons for this problem. The need for a neutral organization, perhaps the UN, to serve as a liaison between governments and NGOs was identified. Also mentioned were the unwillingness of "host" governments to make needed information available and communication problems between people in the field and headquarters personnel. Even where host governments are willing to help, they make have weak infrastructures that make it difficult for them to collect and process information in a timely fashion. One respondent (UXB) was critical of the Mine Action Centers (MAC) for their unwillingness to give out information. Finally, another respondent placed the problem of information access in the context of what might be called "rumor management or rumor control."

10. How Willing Is Your Organization To Share Information With Others?

While no respondent expressed an unwillingness to share information with others, not all respondents were equally willing to engage in such activities. Four organizations (UXB, C2Corp, Interdict Relief and Reconstruction, and an unnamed organization) indicated a willingness to share information so long as their contracts permitted them to do so. Human Factors Application was willing to do so "up to a point" because "information is power and economics will get in the way of this firm's ability and willingness to share information." Two organizations (Counterpoint International and DynMeridian) both stated that they were "hesitant" or "reluctant" to share information. Counterpoint International said it "would have to feel comfortable with the other organization."

Not-for-profit organizations tended to be more transparent than for-profit firms that must guard against competitors. Several Private Volunteer Organizations (PVO) noted that all of their information is public. One firm pointed out that technology can be shared once it is copyrighted but that no firm will share technology in development.

11. What Are the Best Formats For Sharing Information?

This question produced a variety or responses. Most placed the question back into the context of question #6 (preferred format for information). Electronic formats (undefined, web site, e-mail) are the preference of well over half the respondents. A few cited hard copy as the best format. This was especially important when the question was put in the

context of getting information into the field. Ten respondents cite conferences as highly desirable. CARE stressed that one of the major limitations of conferences was their broad focus. The respondent felt that his needs as an operator often got lost by the dominance of public advocacy concerns in conferences. CARE called for tightly focused conferences dealing with the concerns of operators. An interest was also voiced for newsletters and/or journals as a means for sharing information. It was emphasized that any information shared in this form must be concise as no one has time to read long papers. One respondent identified the press as the best format for sharing information.

12. Are There Other Organizations Or U.S. Government Agencies That Your Organization Has Coordinated Activities With In The Past?

Answers ranged from "hundreds" (Marshall Legacy), to "several" (CIET International), to the identification of specific organizations, to none (Africa Humanitarian Action). The more concrete responses to this question provide a picture of a humanitarian demining community that is largely, although not completely, divided into three self contained blocks.

- One group of organizations (UXB, Operation USA, DynMeridian, Interaction, the National Academy of Sciences, and Refugees International) responded to this question by citing US government agencies and the United Nations as organizations it interacts with frequently.

- A second group (Africare, Red Cross, Save the Children, Human Rights Watch and World Vision) responded by citing named and unnamed NGOs in the field. Interaction and DynMeridian provide a link between these two blocks.

- A third group of organizations (Physicians for Human Rights and Council for a Livable World Education Fund) identify their most prevalent contacts as being in the public advocacy arena interacting either with groups dedicated to banning land mines or pursuing arms control issues.

13. Would You Like to See More Coordination Among Organizations of Their Activities Regarding Demining?

No respondent opposed greater coordination among organizations involved in humanitarian demining. Three did put forward the position that instead of greater coordination, greater communication was needed. This observation was reinforced by the obstacles to greater coordination volunteered by respondents in answering this question in the affirmative. In almost every case they echoed the sentiment expressed by Counterpart International that a key obstacle to greater coordination is the existence of multiple cultures within the demining community that are built around different goals and objectives. Others cited the existence of competition and jealousy. Also there was a call for greater coordination between research and development people and operators in the field. Another important problem cited was the lack of a common vocabulary in the field

of humanitarian demining. CIET International noted that attendees at conferences often appeared to be speaking "different languages."

Human Factors Application noted that it was a business and that any move toward greater coordination would have to make sense in that context. In a similar vein, DynMeridian complained that the UN would not sign contracts with private US firms and that the US government was reluctant to involve NGOs. Coming from the opposite perspective, Handicap International supported greater coordination and urged that the phenomenon of for profit "double-dipping" had to be addressed. Interaction was concerned with the anti-government tone of many NGO-US government dealings.

In terms of specific suggestions, respondents called for a greater involvement of US embassies in the coordination process and pointed to technological issues and local demining efforts as areas where greater coordination would be especially beneficial. One organization cited its early experience in Bosnia as one where coordination was virtually absent and badly needed. Operation USA noted that it wishes to serve as a catalyst for greater coordination. It sees coordinating efforts among NGOs to be its function.

14. What Type of Computer Equipment Does Your Organization Regularly Use to Process Information?

All organizations responding to this question at a minimum possessed either a laptop or personal computer capability of some sort. The responses indicated that by a wide margin most organizations used IBM compatible machines rather than MACs. A majority used PCs while approximately one-half identified themselves as having laptops as well. Seven of the respondents indicated that their computers were networked. Only six respondents identified multiple systems in answering this question. Attachment 5 presents a summary of responses to the electronic information questions.

15. What Software Packages Are Used?

While this question produced a variety of responses, only two software packages were mentioned with any frequency. Twelve respondents stated that they used Microsoft Word. Eleven respondents stated that they used WordPerfect. Additionally, five stated that they used Windows 95.

16. Does Your Organization Have Internet Access?

All respondents except two indicated that their main offices had Internet access. Both of those organizations had e-mail addresses.

17. How Computer Literate Are Your Organization's Employees?

Almost uniformly respondents rated the computer literacy of their employees very highly. No respondent characterized it as low and only three responses would be placed in a middle category. Three stated that "it depends." Most significantly, six respondents

spoke to differences between headquarters and field personnel. Two identified the computer skills of both as being very high. The other four noted that personnel in the field were not as skilled. One, Handicap International, noted that it has a training program for local operators designed to improve their computer skills.

18. Does Your Organization Have A Home Page/Web Site?

Only six respondents indicated that they did not have a home page or web site, although in actuality the number would appear to be less than this. The National Academy of Sciences has a home page but it does not include demining since this program has not been funded. DynMeridian stated it did not have a home page but that an affiliated organization did. That organization in its response stated that it did not have a home page. C2Corp and Scivico also do not have home pages.

Three respondents commented on their management practices in operating their web site. UXB stated that it updates its web site every three weeks; Physicians for Human Rights updates theirs every month; and Save the Children rarely updates its web site.

19. Is Your Organization Willing To Be Linked Through The Hdic Home Page?

No respondent indicated an unwillingness to be linked through the HDIC homepage. However, three respondents indicated that they had reservations and one did not answer the question. The American Red Cross noted that it might require going through some significant "bureaucratic hoops." Refugees International said yes "not for vast amounts of information but for reasonable amounts of information." Interaction noted that it was linked with others and continued that it "would need to see an agreement first." Two respondents indicated that they would have to check with someone higher up in the organization.

20. Do You Or Others In Your Organization Use The Internet To Gather Information?

No respondent indicated that they did not use the internet to gather information although in one or two cases this question was not answered. Twelve respondents indicated that they used the internet on a daily basis. One (Council for a Livable World Education Fund) indicated that the internet was the primary means by which it gathered information. Five of the six respondents that indicated that they used the internet "some" to gather information noted that its value to them was limited by the amount of time required to search for information and the poor quality of much of the information that they found. One organization, Africa Humanitarian Action, stated that it used the internet only once to twice a month. This would be in keeping with an organization that is heavily field oriented in its humanitarian demining efforts.

21. Are You Familiar with Newsgroups?

Only five respondents indicated that they were not familiar with newsgroups. Nine of those that said they were familiar with newsgroups added that they either did not use them for humanitarian demining information or rarely did so. Only one organization reported using newsgroups.

22. What Is Your E-Mail Address?

see attachment 5

23. Do You Subscribe To Any Demining Or Humanitarian Aid Related E-Mail Mailing Lists?

Six organizations indicated that they did subscribe to demining or humanitarian aid related e-mail lists and provided citations:

DynMeridian: CDI and MGM
Counterpoint International: Disaster Relief e-mail
Save the Children: 1) from Vietnam office 2) US Campaign to Ban Land Mines 3) from UN out of DHA
Refugees International: Landmines.dsk
Marshall Legacy: Landmines.dsk

24. Do You Or Others In Your Organization Exchange Information Using Electronic Avenues Outside Of The Internet (E.G. Bulletin Boards)?

Only Handicap International, CARE, the Marshall Legacy Institute, and World Vision responded positively to this question. In this last case, their main office uses a bulletin board to post information.

25. Is There Someone In Your Organization Who Is Responsible For Dealing With E-Mail Requests For Information?

see attachment 5

26. To What Extent Does Your Organization Rely On Past Experience As A Source Of Information For Planning And Conducting Operations Related To Humanitarian Demining?

This question revealed the existence of a wide discrepancy in how organizations rely on past experiences in addressing humanitarian demining situations and points to the existence of a potentially large information gap.

At one extreme is the Council for A Livable World Education Fund's response, which stated that it does not look at past experience because "everything the Council for A Livable World Education Fund does is reactive to US and UN policy announcements." Other respondents could not relate this question to their activities since they were not "directly" involved in demining.

More open to learning from past experience were organizations such as Handicap International, the Marshall Legacy, CIET, and Human Factors Application, among others, which indicated that they relied on past experience but that it was primarily their own past experience to which they turned for insight. One organization indicated that it did look to past experiences but that it depended on the individual involved and that "in the commercial world, lessons are kept secret."

At the other extreme were organizations that stated that learning from the experiences of others was vitally important. Even here, however, they acknowledged that it was usually carried out on an "as needed basis."

Five responses are particularly telling about how organizations approach humanitarian demining operations with regards to using past experience as a guide.

Refugees International notes that it goes to a site and develops information from the people there and relies most heavily on other organizations which work in the field. Among the organizations it relies upon for information are: the Cambodian MAC, the American Embassy, CARE, various Cambodian NGOs, the Halo Trust, and Handicap International. It proceeds on an "as needed basis."

Africare noted that it "really didn't know anything about demining" before it got involved in Angola in January 1990. It made no methodological effort to gather information then, instead they relied upon the Halo Trust to provide them with information. Now 7 years later they are doing their first really independent work in demining in Angola. They gather information on a "need to know basis." They are particularly interested in knowing what types of media and information were used in educating rural populations elsewhere.

 C2Corps states that it works with the State Department and has access to their previous work. Their response stands in sharp contrast to the views expressed by Refugees International, which is highly critical of the State Department for its unwillingness to distribute information. It also complained about the difficulty of assessing the quality of information that is handed out.

Save the Children noted that it relied heavily on the Mine Advisory Group for technical information. Significantly it felt that the quality of information available was "small;" that recently CARE had done some good work in this area but that more needs to be done. They also responded favorably to what they believe to be a UN report on Afghanistan.

One respondent argued that since many organizations use information from each other it would be beneficial if they would put lessons learned in their reports. Another noted that it looks to the government for information on lessons learned. Finally one respondent mentioned the need for a complete study of one operation from start to finish to point out important lessons for all.

CARE indicated that it was just beginning to look at past experiences. It indicated that there were lessons to be learned from past experiences in other areas. For example, it noted that work on AIDS showed the importance of changing attitudes as part of the problem solving process.

27. What Current Operations Related To Humantiarian Demining Do You Think Might Best Serve As A Source Of Lessons For Future Efforts In This Area?

Most respondents who answered this question were able to cite more than one current humanitarian demining operation that could serve as a source of lessons. By geographic area the breakdown was as follows:

Lesson Country	No.#
Bosnia	7
Cambodia	7
Angola	6
Mozambique	5
Kuwait	2
Somalia	1
Afghanistan	1
Laos	1

Other possible sources identified were: 1) NGO cooperation, with Halo Trust/Africare cited as an example by Africare, 2) any technology issue, and 3) advocacy efforts by Vietnam Vets.

28. What Past Humanitarian Demining Operations Do You Think Need To Be Studied Closely For Lessons?

Virtually the same set of cases was cited in response to this question, as was the case in the previous one. Country lessons cited were:

Past Countries	No.#
Mozambique	5
Cambodia	3
Angola	2
Kuwait	2
Bosnia	1
Laos	1
Afghanistan	1

Also cited was the need to study demining in populated areas.

29. Are There Any Other Issues Concerning Information That You Would Like To Discuss?

Responses to this question (plus observations embedded in other answers) produced a lengthy list of items on which additional information is desired by elements of the humanitarian demining community. They are as follows. (Those with an * were cited by more than one organization)

- information on who is buying and selling mines
- some assessment of statistics regarding number of landmines, their locations, number of injuries
- declassification of documents by governments
- environmental impact of demining
- women as operators in demining
- training for deminers *
- technology development and sharing *
- creation of a central depository of information *
- developing ground clearing standards *
- medical information
- training for local inhabitants who live near mines
- contractual and financial concerns
- obtaining a realistic sense of what is happening in the field
- mine awareness information
- cultural aspects of countries in which demining is taking place
- geographical and weather related information in countries where demining is taking place
- independent assessment of current equipment used in demining

V. GOVERNMENT AND UN AGENCY RESPONSES TO SURVEY

Responses were received from two government agencies: the U.S. National Imagery and Mapping Agency and the U.S. Special Operations Command, and from the United Nations. None of their responses were at great variance with the information received from NGOs. Getting timely and consistent information was identified as a problem by two of the respondents. Reliability checks are performed when the information is taken in. English is the preferred language. Security and ownership problems were cited as barriers to information sharing. The Internet/electronic means were cited as a preferred method for sharing information and a willingness to share information was expressed. The Internet was used heavily to gather information by two of the three (the other gathered information in-house). Newsgroups were not used and were seen as unreliable. No specific current or past humanitarian demining operations were cited as potential lessons for future operations although both the UN and the National Imagery and Mapping Agency stated that they did look to the past for lessons. The UN said it did so "heavily" for management purposes on a "systematic basis" but found the quality of

information to be "few and far between." The U.S. Special Operations Command noted that regional commands issue reports which might be of interest in this regard.

VI. INFORMATION GATHERED FROM JMU'S CONFERENCE ON HUMANITARIAN DEMINING

Overview of Conference

On May 9, 1997 a conference sponsored by the Department of Defense and hosted by James Madison University and Essex Corporation was held at James Madison University. The title of the conference was "Roles and Concerns of Humanitarian Demining Private Volunteer Organizations and Non-governmental Organizations" and among its goals was to capture the concerns and issues held by NGOs.

Seventy-three persons from both for-profit and not-for-profit organizations involved in activities related to humanitarian demining, from government agencies, and from universities attended the conference. The conference format included briefings by Mr. Robert Cowles, OASD/SOLIC, Colonel Lawrence Machabee, Department of State, and Mr. Stephane Vigie, United Nations Department of Humanitarian Affairs. Panel discussions featuring representatives of NGOs were held on technology issues, medical issues and mine awareness. The format followed by each panel consisted of a brief presentation by each member describing its activities in the area of demining and outlining successes, failures and gaps. Graduate students and faculty served as notetakers and they captured a number of issues raised during the panel discussions and presentations. These became the focus of a roundtable discussion at the end of the day.

Summary Of Major Points Regarding Information Needs

Those points most clearly related to the requirements analysis revolve around information needs and methods of communication. The participants at the conference agreed on a need for greater coordination but cited some barriers as well as some unfilled information needs. These include:

- demining terms do not have the same meaning from one place to another even where the language is English (ex. British and U.S. trained deminers use different terms)
- there is a reluctance on the part of host governments to share information that may assist opponents of the government
- it is difficult to obtain information from the U.S. government even when it is publicly available unless you know exactly who to call
- there is not enough information available on treatment for child mine victims
- maps are out of date
- minefield marking differs from one locale to another
- areas cleared of or free of mines are not marked – need for GIS/GPS

techniques to reduce redundancy
- there is a need for culture specific materials for mine awareness
- sources of funding must be identified
- there is a need to integrate technology from detection through clearing and treatment of wounded
- there is a problem in regarding the issue as one dimensional when in fact it has many: economic, social, environmental, political - a fear exists that is a ban is agreed to interest in the problem will cease
- there is not a systematic assessment of what works, need for standards of good practice in all areas of demining activity
- relief organizations entering a mined area do not train there own people on mine awareness
- need for global database that translates information from different languages and mapping systems
- need to identify and incorporate techniques used in other programs - for example "hug a tree" motto for lost children
- need for a single official in UN and US government as a contact point

Analysis

The conference clearly demonstrated that government, industry and volunteer organizations have much to say to one another. There is a demonstrated willingness to cooperate and to communicate. First, although groups are not able to share proprietary or classified information, understanding each other's activities and concerns is a first step toward increasing coordination of activities. Second, participants spent a fair amount of time networking and exchanging information informally at breaks and at lunch. These types of contacts are expected to bear fruit. Third, identifying problems is a necessary first step to solving them.

The conference demonstrated need for the coordination of information exchange. Many groups are aware that information exists but have difficulty in getting it. Groups also need to have certain types of information standardized (mapping, marking, terminology, etc.) so that it is more useful. The HDIC can provide support in this area by making information retrieval easy and by evaluating information that exists. Specifically the HDIC was requested to put the UN standards on its Web page and to include a glossary of terms. It was also asked to provide a chat room where deminers can freely exchange information.

VII. HUMANITARIAN DEMINING INFORMATION OBTAINED FROM PRINTED MATERIAL

Summary of Information

The Humanitarian Demining Information Center at James Madison University has on file information on the activities of fifty organizations involved in the field of humanitarian

demining. This information ranges in nature from brief statements of purpose to more fully developed mission statements. It includes brochures, advertising company products, and position papers. It should be noted that there are considerably more organizations involved who were not part of this sample. The organizations whose printed material was surveyed may be broken down into five general categories.

The organizations whose material was examined are listed in attachment 6.

First, there are organizations that are either directly involved in the task of demining or provide technologies for this activity. These are either for-profit businesses or quasi-governmental agencies. They are both U.S. and foreign based (UK, Denmark, Germany, South Africa, Israel). Examples include DETEC, UXB, and DEMEX.

Second, there are relief organizations whose primary mission of providing short-term emergency aid and long term development assistance to victims of natural disasters and civil unrest brings them into contact with demining. The printed material of these organizations does not include specific references to demining. This category is the largest of the five. CARE, Refugees International, Mercy Corps International, and World Vision are examples of these organizations.

Third, there are organizations whose interest in the field of humanitarian demining lies in the area of public advocacy and influencing policy decisions at a national and international level. The primary focus of their efforts is to secure passage of an international ban on the use of land mines. Examples include Council for a Livable World Education Fund and U.S. Catholic Conference.

Fourth, there are a few organizations whose involvement in humanitarian demining is largely tangential and comes about through their broader interest in world politics. They include the Stimson Center, the Arms Control Association, the Pearson Center, Defense Week, and OSIS.

Fifth, there are relief organizations whose literature includes specific references to demining. The presence of these references indicates that unlike the relief organizations noted earlier, they have experienced a more sustained and direct exposure to the problems associated with humanitarian demining. Examples include African Humanitarian Action, Operation USA, Landmine Survivors Network, and New Transcentury Foundation.

Analysis

The information obtained by examining printed material from organizations involved in humanitarian demining efforts reinforces and is consistent with the information obtained through the survey. It reveals that NGOs are involved in the full range of humanitarian demining activities from the identification and removal of land mines to providing medical aid for the victims of land mines, and to promoting economic development opportunities for those living in the vicinity of land mines.

As evidenced by the presence or absence of specific references to demining in their printed material it is clear that the depth of organizational awareness and involvement varies considerably. This is significant for two reasons.

First, it points to the need to provide organizations with different levels and degrees of information about humanitarian demining. Those organizations with specific references to demining as an area of concern can be expected to possess a greater amount of information about demining and a greater capability to process and evaluate it than those that fail to make explicit reference to demining as an area of organizational concern. Thus, electronic information systems designed to aid organizations involved in humanitarian demining efforts must be designed with the needs of a very diverse set of users in mind.

Second, it points to the great likelihood that many mid sized organizations whose primary mission is not humanitarian demining a) possess an imperfect sense of the range of information they need to carry out their tasks effectively and b) the information they possess on humanitarian demining is not in the form that it can be easily transmitted or shared with others as it lies in various offices scattered through the organization. An appropriate strategy to address this situation is the establishment of a series of highly focused conferences to which these organizations as well as US government agencies, international organizations, and commercial firms would be invited. The purpose is to a) build trust among the participants b) bring into focus the information needs of those involved in humanitarian demining c) help organizations look inward to find information that is valuable to themselves and others d) introduce and further develop mechanisms for sharing this information. Primary instruments would be the newsletter/journal and the web page being established by the HDIC at JMU. An ideal topic for an initial conference would be a "Lessons Learned" conference which could bring together major and minor participants in the humanitarian demining efforts in a single country or series of countries. The shared focus on a common problem would provide a point of departure for discussions among NGOs that otherwise might approach humanitarian demining from different perspectives. Such a conference would also constitute a first systematic attempt to analyze or evaluate humanitarian demining efforts so that future requirements might be better understood and anticipated.

VIII. HUMANITARIAN DEMINING INFORMATION OBTAINED EXAMINING WWW SITES

Summary of Information:

Almost two dozen web sites from organizations that identified themselves as involved in humanitarian demining operations were surveyed in order to determine the nature of the information they contained. The web sites are listed in attachment 7.

These web sites can be broken down into two categories. First, and most plentiful, are web sites which contain general information. The information contained in these

locations is heavily oriented toward heightening public awareness about the land mine problem, providing histories of past organizational efforts to deal with the land mine problem, documentation relating to international conferences and law, first hand accounts of the land mine problem, statistics, and newspaper-style updates of current land mine problem areas. While this information is excellent for individuals or organizations engaged in public advocacy efforts or general research, it provides little of benefit to those engaged in humanitarian demining operations who are in need of specific and detailed information. Examples of these web sites include those maintained by Jesuit Landmine, Norwegian People's Aid, Refugees International, Vietnam Veterans of America Foundation, and Warchild.

The second set of web sites provided specific information that would be of help to individuals and organizations engaged in humanitarian demining operations. The primary strength of the information found here was in the areas of demining technology and training. This information was found in web sites maintained by the Department of Defense, MGM, and DeTec. Additional detailed information was available on mine awareness programs and treatment of injuries as well as post traumatic stress disorders. Much of this information was found on the Department of Defense's demining web site. Virtually absent was any detailed information relating to country specific conditions. What information was available in this regard was either general or dated. This was the case, for example, with the country specific information found on the UN Demining web site.

Analysis

Four conclusions follow from the examination of organizational web sites and the information they contain regarding humanitarian demining operations.

First, most of the information available has little to do with the actual activity of humanitarian demining. Most of it is directed to a wider, generalist audience.

Second, most of the information related to demining efforts is found on a few web sites, one of which is maintained by the Department of Defense.

Third, the information needs of all aspects of humanitarian demining operators are not being equally met. Up-to-date information is heavy in certain areas and light or nonexistent in others.

Fourth, the structure and links used by the various web sites often frustrate users. Some sites combined general and specific information but give little indication as to what type of information one will uncover. Also, some web sites restrict themselves to using such generic terms in creating their headings for links that one has no idea where one is being connected to. Others provide an extensive list of links but present no commentary as to their potential usefulness.

These conclusions are significant because in phone interviews a high percentage of the respondents indicated that they relied upon the web for information. This survey of web sites suggests that while those engaged in public advocacy oriented efforts can readily find the information they need, practitioners cannot. There are relatively few information sources at their disposal and many web sites do not adequately inform their users regarding the quality or source of the information they are looking at. A web site which 1) brings together existing information in a coherent fashion and 2) "invites" additions from other organizations involved in humanitarian demining efforts to fill in information gaps and 3) regularly updates its information would fill a glaring void.

IX. HUMANITARIAN DEMINING INFORMATION OBTAINED THROUGH GOVERNMENT DOCUMENTS

Summary of Information

A great deal of general information about humanitarian demining is now available in U.S. government documents. For example, the U.S. Government Periodical Index (1991-1997) showed 75 entries under the heading "landmines." A search of the Congressional Record Index (1992) revealed fifteen pieces of information. They included statements by Senators Leahy, Nunn, and Bailey, UN documents, reports from the Department of Defense, and references to technology, appropriations and weapons. A search of the 105th Congress produced five references including a list of reports, two specific reports (one House and one Senate), and the Foreign Policy Reform Act.

More general searches of US government documents also yield a great number of documents relevant to humanitarian demining operations from U.S. government agencies. For example, from the Department of the Army is a report on the M128 ground vehicle mine dispenser. Also available from the Army are reports on "Demining Honduras" and "Demining Germany's Borders" as well as a study, "Lessons Learned: Kuwait Demining Operations." Documents available from the State Department include a speech by Secretary of State Warren Christopher, "Luanda Demining," a report, "Fact Sheet: U.S. Initiatives for Demining and Landmine Control," and articles from the State Department Dispatch on the Cambodian Mine Awareness Center (CMAC) and mine clearing in Central America.

The more general search of U.S. government documents also brought to light several hearings and reports from Congress. For example, the Subcommittees on Military Research and Development and that on Preparedness of the House Committee on National Security held a hearing on the "Response to the landmine threat in Bosnia." Additionally, the Senate Committee on Foreign Relations produced a report, "Convention on Prohibitions on the Use of Certain Conventional Weapons,"

UN documents also provide an abundance of information relevant to humanitarian demining. For example, in September, 1995 the Secretary General issued a report. "Assistance in Mine Clearing." In February 1997, the General Assembly passed a

resolution "Assistance in Mine Clearing." A relatively new quarterly newsletter, "Landmines" is also available from the United Nations. Put out by the Department of Humanitarian Affairs, Mine Clearance and Policy Unit, it provides conference updates, updates on mine action studies, and reports from states and ngos.

Analysis

Two points should be stressed about the information on humanitarian demining uncovered through a search of government documents. First, much of it is of a general nature. It provides humanitarian deminers with information necessary to understand the political and legal context within which these operations occur. This information is vital background information that must be constantly surveyed by ngos and pvos if they are to successfully operate in what is a complex domestic and international political setting. At the same time, because it is general in nature much of this information is not germane to a the field level activities of humanitarian demining organizations. For this type of information they need to look elsewhere. And, as we have documented in this report that information is not easily obtained.

Second, little, if any, of this material is available through web sites. Links tend to be restricted to the more high profile reports such as the State Department's 1994 report, "Hidden Killers" or major statements by the Secretary General. Since most organizations state they rely on the web for information, this means that a great deal of information that is potentially important to the humanitarian demining community is not being located or used. As was noted in the discussion of information from web sites and the telephone survey, the poor organization of web sites, their mixing of detailed and general information, and the frequent failure to identify the source of the linked site all contribute to a sense of frustration on the part of small and medium size NGOs in using the web for information.

X. INFORMATION SOURCES USED BY THE HUMANITARIAN DEMINING COMMUNITY

As part of its efforts to determine the information sources for the humanitarian demining community, the HDIC sent surveys to organization's actively involved in humanitarian demining activities in order to determine where they get their information from. The survey is found in attachment 8. Surveys were sent to the following organizations:

> National Ground Intelligence Center
> Naval Air Warfare Center
> National Academy of Sciences
> Night Vision Electronics Sensor Directorate
> Ronco Consulting Corp.
> SANDIA
> SOCEUR
> U.S. State Department

None of the organizations listed above returned completed the sources of information survey. The reluctance of these organizations to discuss sources of information highlights and reinforces the analysis of the telephone survey which points 1) to the proprietary nature information in the area of humanitarian demining and 2) to problems that are created when some information is classified.

Extracting information from these and similar sources will require an intensive effort on the part of researchers that may require face-to-face interactions. Furthermore, the ultimate success of these efforts will rest heavily upon the willingness of government officials to direct its organizations to enter into a frank and open discussion with the HDIC about information sources that can be shared with, or brought to the attention of, the broader humanitarian demining community.

XI. IMPROVEMENTS TO THE METHODOLOGY USED TO GATHER INFORMATION

In order to gather the most complete picture possible, the information on humanitarian demining that was captured through the telephone survey was supplemented by searches of printed material, government documents, and web sites. Additionally requests for sources of information were made to government agencies actively involved in this area.

The experience gained from this information search suggests several avenues for refinement in future information gathering efforts:

- First, the short time frame within which it was conducted limited the amount of information gained through the telephone survey. In many cases there are few individuals in an organization responsible or knowledgeable about demining. Their absence from the office during the interview period limited the information that could be obtained.

- Second, while the answers provided by the respondents suggested many directions for future inquiry it was only after all of the responses had been analyzed that this became evident. Given the length of the current survey (often taking an hour to administer) it is unlikely that organizations will wish to be approached again and again. Future information searches will require direct personal contact. Focus groups would be an ideal way to get at additional information and permit questioners to follow up on interesting answers.

- Third, successful information gathering will only be possible if trust is built up between the HDIC and the humanitarian demining community, especially among the NGOs. This will require continued and regularized contact between the HDIC and the humanitarian demining community. Conferences, the web site, and the electronic journal provide excellent opportunities in this regard. Additionally a liaison should be established to serve as a first point of contact for NGOs.

- Fourth, in some cases information will only be made available if the organization is directed to do so. Future requests for information may have to originate within the government itself.

- Fifth, the most difficult sources of information to obtain and the most pressing information needs are in the field. Accessing this information and assessing these needs will require face-to-face meetings and should be conducted in focus groups.

XII. GENERAL SUMMARY AND RECOMMENDATIONS

The responses to the survey, the conference, and an examination of web sites, government documents and organizational literature provided by members of the demining community validate the need for a neutral information clearinghouse that provides the humanitarian demining community with a single well indexed location where it can obtain quality information. To quote a paper by the International Red Cross (which did not wish to participate in the phone survey portion of this study): "there is a general lack of credible data on countries affected by mines…[and] lack of coordination and rivalry between organizations is, sadly, another reality in new situations."

Attachment 9 presents a summary of responses to the telephone survey.

In particular our study documents:
1. the existence of substantive information gaps in the humanitarian demining field
2. the existence of distrust and/or suspicion among different members of the humanitarian demining community towards one another
3. the existence of organizations with limited abilities, resources, and time available to them to obtain needed information
4. the absence of any systematic analysis of past experience that could serve as lessons for current and future demining operations
5. the belief that lessons can be learned by examining other humanitarian demining operations
6. a willingness to cooperate on the part of members of the humanitarian demining community
7. an electronic capacity that makes cooperation possible

The responses to the survey also point to several criteria that must be kept in mind in constructing an information clearing house:
1. users (organizations) have different goals and objectives
2. users (organizations) have different capabilities
3. need to build on existing patterns and modes of communication (i.e.: word of mouth)
4. need country specific information
5. differences in perspectives/needs exist in headquarters and in the field
6. proprietary concerns and security classification considerations will place limits on the amount and nature of the information that can be included on the web site.

7. Organizations lack the will, time and resources to do their own quality control checks on information in any systematic fashion.

Given these considerations, the web site constructed by the HDIC should be organized around four basic clusters:

A "chat room" capability that would allow a two way flow of information between members of the humanitarian demining community. In particular it would allow information to get into and out of the field quickly. This point is extremely important. Refugees International urged that it be made "simple enough so that it can be used in the field. There is a great need to get information into the fields when it can be used." They also spoke to the need to make sure that people in the field could get feedback on their reports. A "chat room' could be used to update information, "rumor control," and provide the humanitarian community with crisis information.

A "quick find" Humanitarian Demining Directory that would be subdivided into major categories related to humanitarian demining. It purpose would be to allow new entrants into the field and headquarters personnel to locate other organizations active in humanitarian demining. It would include relevant US government agencies as well as UN bodies. Key documents would also be listed in this directory. Regularly updated this would provide NGOs with a key source of information about the broader legal and political setting within which they operate.

A detailed Humanitarian Demining Handbook that would be geared to the needs of people in the field or involved in coordinating/undertaking field operations. It would consist of two parts. The first part would use the same categories as used in the Directory but have each category broken down into detailed and specific subtasks with information sources listed for each. The second part would be organized around countries where humanitarian demining is taking place. It would consist of a directory of key in-country offices where information could be obtained: the US embassy, UN offices, MACs, host government offices, etc. This second part could also contain a listing (with addresses) of other NGOs engaged in humanitarian demining efforts in that country.

A search capacity (index) which will provide its own quality control mechanism. The simplest option would be to rate information for reliability on source and timeliness. The next level of difficulty would involve doing independent checks of information by looking at original source where possible and talking to proximate source where not. In either case the need is for the information to be clearly identified by source so that users can get quickly and confidently to the information they desire. The most effective way of maintaining quality control over the data in the index would be to regularly contact organizations by phone and through visits, by attending conferences, and by using follow up surveys that at least reach a portion of the humanitarian demining community.

In addition to the construction of a web site, several other humanitarian demining information activities are suggested by the data acquired in this study.

- An electronic journal that would provide information on several keys aspects of humanitarian demining including: the activities of for-profit organizations, a calendar of events including both conferences and congressional hearings, summaries of recent conferences and publications, articles profiling the activities of ngos, country study updates, and articles on recent technological developments.

- Conferences geared to the needs of specific audiences. Foremost among these are the needs of operators in the field and conferences designed to bring out lessons of the past. These conferences would build bridges and between various participants in humanitarian demining operations and help organizations better understand their information needs and resources. While recognizing that every humanitarian demining situation is to some extent unique, "Lessons Learned Reports" will be invaluable for holding down expenses of future operations and minimizing human suffering. Funds are not unlimited and a systematic effort to establish what works and what does not work; what can be fixed and what can't be fixed; and under what circumstances humanitarian demining operations should be attempted is needed before even larger amounts of funds are expended.

- Material should be developed so that it is specifically tailored to the needs of humanitarian deminers in specific countries. A constant refrain from operators was the lack of country specific information. These observations reinforce the thrust other efforts being undertaken by the HDIC at James Madison University to produce geographic, mine awareness, and emergency medical information that can be tailored to the country-specific needs of humanitarian deminers. One way to accomplish this task at the broader information level is to assemble on an as needed basis teams of country experts who could search out the relevant information and identify gaps. The results of their efforts could be distributed through the electronic journal or at a conference.

- The requirements analysis should be continually updated through Web searches, telephone contacts with members of HD community, attendance at conferences, analysis of responses to the Website.

- The requirements analysis should be updated and provided with more detail through focus group interviews with teams of deminers and other key persons in the demining community. It is important to meet with an entire team of deminers in the field in order to properly assess information needs.

- An information and referral center should be established to provide a problem solving capability for those who are experiencing difficulty in acquiring the information that they need. There should be a liaison who provides a personal contact that groups can rely on. This person should attend conferences and stay in regular telephone, mail and email contact with organizations. The center would keep a log book and provide a periodic analysis of the most frequently asked questions and the most frequently encountered problems. This provides another source of updates for the requirements analysis.

More detailed suggestions regarding how to meet the information needs of the humanitarian demining community are presented in the following section.

XIII. SPECIFIC SUMMARY AND RECOMMENDATIONS

Prioritized List of Demining Information Elements

The starting point is to identify which activities or concepts are of the greatest importance to demining operators. The prioritized list can then be used to develop recommendations regarding the focus and sequencing of actions to be conducted by or through the Humanitarian Demining Information Center.

A number of methodological issues arise in prioritizing the information elements of demining activities; these considerations must be kept in mind when developing information support:

- Most of the organizations involved in humanitarian demining are involved in more than one demining activity and thus require information on a variety of topics.
- Most of the organizations involved in humanitarian demining are involved in activities which are not demining specific (i.e. food handling, translating, etc.)
- Those activities which organizations conduct which require the greatest amount of information, may also be the areas in which information is most readily available and therefore may not represent a need for more.

Therefore, we conclude that information elements can be divided into two broad categories: information elements that are <u>specifically developed for demining</u>, i.e., after action reports on demining operations or technology developed specifically to detect landmines; and information that is necessary for launching a demining operation but is <u>useful in many field activities</u>, i.e., information on local customs, food supply, medical centers, etc.

We also feel that it makes sense to further group information elements into three categories indicating those most commonly sought, those which are often sought, and those needed by relatively few organizations. These elements could then be ranked based on how readily available information is and whether there are significant gaps or problems with access, availability, and quality control.

It should be noted that regardless of which activity or function is considered, <u>the most often cited overall need is for site specific information</u>. The consumers of demining information find much of the information available to be too general to use in specific operations and difficult to collect prior to deployment. Any scheme which allows organizations to search for site specific information will constitute a much needed advance in the presentation and management of demining information.

Category I: Information Most Often Sought
Element 1: Technology

The most commonly cited element needed is information on latest technologies for mine detection and clearance. *This information is sought more by for-profit firms than by PVOs.*

Element 2: Standard Practice

Related to the above and mentioned nearly as often is an expressed desire for information on standard practice for all areas of activity including mine clearance, marking and monitoring of minefields, medical treatment, and mine awareness. Included in this information category is a desire for a more consistent format and distribution of lessons learned. Several organizations expressed a desire for assessments of practices.

Various organizations (even those not specifically involved in demining activities) articulated a need to have access to a training center which would provide all NGOs with standard procedures for dealing with the landmine threat.

Element 3: Medical Services

All types of information on medical treatment including <u>immediate emergency treatment and long term rehabilitative services</u> are needed.

Element 4: Mine Awareness

Mine awareness as a topic came up as often as medical services. In particular organizations are interested in materials related to mine awareness, in country specific mine awareness information and in standard practices.

Category II: Information Often Sought
Element 5: Country specific logistical support

This information is not confined to demining activities, i.e., it is used by any field workers regardless of the relief effort, however, it is necessary for demining organizations and is particularly critical for those who do not already have a field office in a particular country. It included information on roads, billeting and housing, communications, currency, customs, food supply, water supply, local customs, political situation, language translation, location and level of sophistication of medical support, work skills and educational level of population, maps, transport, terrain and vegetation.

Element 6: Location of mines

Organizations need information on where mines are, how minefields are marked and *where mines are not.* The last point was made several times. Field operators and the local people are disadvantaged by not having areas that are safe clearly marked as safe. They avoid areas at great cost that may in fact be safe.

Element 7: Reliable statistics

The need for reliable statistics as to how many mines are in the ground, how quickly they are being removed, where and how many mine injuries there are, and who is doing what in terms of demining was stated fairly often.

Element 8: Types of ordnance

This element refers to the types of mines in the ground, where they are and what the characteristic injuries from each are.

Category III: Information Mentioned More Than Once But Sought By Relatively Few Organizations
Element 9: Public advocacy

Who is selling mines, who is laying mines and who is for or against a ban, and exactly what US policy is describes this element.

Web Page

The Specific objectives of the web page are:

- to provide a one-stop location for individuals and organizations seeking information on activities related to humanitarian demining by establishing key links to critical information on the information elements identified through the requirements analysis – the key here is integration
- to provide information on ongoing demining activities including operations and conferences in order to facilitate cooperation and coordination of activities
- to provide for the exchange of ideas through a chat function and email

To this end it is critical that the major information elements should be featured on the Web page. These include:

- technology issues
  - mine detection equipment
  - medical equipment
  - product descriptions and specifications
  - Research and development

- training issues
  - training for mine clearance
  - training for mine handling
  - training for mine awareness
  - training for minefield marking and management

- mine awareness
  - culture specific awareness materials
  - training
  - assessment of programs
  - public awareness for children
  - public awareness for adults

- medical issues
  - country specific information on trauma facilities
  - information on injuries (especially tied to types of mines)
  - treatment information
  - treatment information geared especially to children

- country information
  - extent of problem
  - terrain
  - weather
  - culture
  - transport
  - communication
  - skills of indigenous people
  - location of medical care
  - food availability
  - water supply
  - political situation

- mine location
  - how marked
  - maps and their reliability
  - extent of problem
  - areas cleared

- statistics
  - injuries
  - location and number of mines
  - clearance rates
  - countries producing mines
  - countries laying mines

- types of ordnance
  - types of mines tied to location
  - types of injuries tied to types of mines

- land mine control
  - countries supporting ban
  - activities toward ban

- ongoing activities
  - conferences
  - CINC's activities
  - NGO/PVO activities
  - workshops
  - who's who in the demining community
  - Government agencies
  - International governing agencies
  - NGOs (for profit firms)
  - PVOs (voluntary organizations
  - Universities

- Political, economic and environmental issues
  - impact on development
  - impact on political stability
  - refugees
  - environmental impact

- Glossary
  - commonly used terms with definitions
  - reconciliation of terms in different cultures

In addition, the Web site should include a calendar of activities. The Web site should contain a chat room to facilitate the free exchange of information and ideas. Persons looking for information not immediately available on the Website can email the HDIC for possible help in locating specific information or can log onto a chat room and ask for information from the wider community. Additionally individuals can exchange ideas and meet informally in the chat room.

The Web site should be organized in a user friendly fashion. If users are forced to load numerous pages to get to the information they desire they will soon tire of using it. Deminers are busy individuals who need concise forms of information that is up to date. To the extent possible links should be annotated, i.e., those that have not been updated recently should have that indicated.

There must be some mechanism to cross link country specific information.

There should be a newsgroup feature that would allow individuals and organizations to subscribe to information on particular topics or to the chat.

Initial use of the Web page will play a central role in validating the findings of the requirements analysis. For example, the number of "hits" on the Web site will provide a rough measure of its potential utility to the humanitarian demining community; chat room discussions will provide evidence of the Web site's ability to facilitate communication as well as provide insight into how information sources on the Web might be refreshed; and directed queries to the HDIC for specific information will be used as a measure of the Web site's ability to capture needed information sources.

Index

The goal of the index is to provide a search engine capable of distinguishing information relevant to humanitarian demining from information gleaned form a generic search using terms like "mine" which will identify sites dedicated to mining for ore as well as the names of rock groups, etc. Specifically the index should provide a user friendly and comprehensive search vehicle.

The index should include information on all of the information elements included in the list for the web page. Additionally, it should be capable of allowing more refined searches such that users wanting information on a particular county or organization or subtopic can use the index for that purpose.

The designers of the index should consider the possibility of quality control. Only sources of information that are from reputable sources and updated in a timely fashion should be included to avoid wasting the time of the user.

English is the dominant language used by the demining community that use the internet and thus is likely that the index needs to be created in other languages at this time. The search facility should include the foreign terms and phrases that might be found on the web.

Electronic Journal

The goal of the electronic journal is to provide a forum for improving communication among members of the demining community. The journal will provide a vehicle for organizations to plan and coordinate activities and to communicate with one another about technological developments as well as activities.

The results of the requirement analysis suggest these recommendations:

- articles should be concise
- articles should be written for a non-technically proficient audience but one which understands demining terminology
- there is a need for articles about the activities and products of for profit firms
- there should be some forum for the exchange of ideas and discussion of issues
- hard copy should be available to be sent to field operators and those organizations not on the Web

Future Conferences

The goal of future conferences should be to highlight the information needs of the humanitarian demining community as well as to focus attention on existing sources of information that are not being exploited effectively. The emphasis should be on the needs of operators rather than policy advocates.

One set of future conferences should have a "lessons learned" focus and should be organized around specific humanitarian demining efforts. Foremost among these should be:

- Cambodia
- Mozambique
- Angola
- Bosnia

A second set of conferences should focus on the information requirements and needs of the humanitarian demining community identified earlier:

- technology issues
- training issues
- mine awareness
- medical issues
- mine location
- political, economic, and environmental issues

Finally, a large conference might be organized for the purpose of bringing as many of the operational elements of the international humanitarian demining community together as possible. This would fulfill two purposes. First, it would lay the foundation for the more specific conferences suggested above by familiarizing participants with the informational goals and objectives being pursued. Lack of familiarity with the goals and purposes of the survey, for example, was a major impediment to getting some organizations to respond in an effective manner. Second, it would serve as an "invitation" to those pvos and ngos that might see themselves as having a future role to play in humanitarian demining operations and are in need of guidance as to how to get involved in the process. This task is especially important as the scope of international humanitarian demining operations quickens and expands.

XIV. RECOMMENDATIONS OUTSIDE THE SCOPE OF THE CONTRACT

The following recommendations listed under section IX are outside the scope of the current contract:

1. Although a maintenance plan has been developed for the index and web page, there are no contract funds to continually refresh the site or to maintain quality control over the index. In particular the current contract does not provide funds for regular contact with organizations, follow up surveys, or attending conferences.

2. The development of teams of country experts to search out information and identify gaps to meet the needs of deminers in specific countries.

3. Continual refreshment of the requirements analysis through focus groups, target interviews, attending conferences, etc.

4. Development of an information and referral center.

LIST OF ATTACHMENTS

1. **UNDHA MEETING**
    List of attendees at UNDHA meeting (April 23, 1997)

2. **PENTAGON MEETING**
    List of attendees at Pentagon meeting (May 1, 1997)

3. **COVER LETTER**
    Cover letter, Form 1 (Table), and Form 2 (questionnaire) sent to members
    of the demining community that serves as basis for telephone interviews

4. **ACTIVITY FORM**
    Completed activity forms for respondents indicating type of organizational
    activity, location activity, scope of activity, and percentage of
    organizational effort involved in humanitarian demining

5. **INFORMATION PROFILE**
    Completed information profiles of organizations indicating preferred
    formats for information, computer equipment regularly relied upon,
    software packages, internet access, homepage and web site information, e-
    mail address, and identification of person(s) who deal with e-mail requests

6. **ORGANIZATION LIST – PRINTED MATERIAL REVIEW**
    List of organizations whose printed material was examined for references
    to humanitarian demining activities

7. **ORGANIZATION LIST – WEB SITE REVIEW**
    List of organizational web sites examined for information relating to
    humanitarian demining activities

8. **RESPONSE MATRIX – INFORMATION SOURCES**
    Cover letter and reply chart sent to organizations actively involved
    humanitarian demining activities in order to identify currently used
    sources of information

Attachment 1 – UNDHA MEETING

Attendees at April 23, 1997 meeting at UNDHA, New York

UNDHA staff members:
Stephane Vigie
Mary Fowler
Kevin Cassidy

Representatives from the United States UN Mission:
Ann Clifford
Bob Feliz

Representative from the US Department of State Political Military Affairs Office:
Larry Machabee

Representatives from the OASD(SO/LIC):
Robert Cowles
Gene Gately

Representatives from JMU HDC:
Kay Knickrehm
Dennis Barlow

Attendees at a May 1, 1997, meeting at OASD/SOLIC (Pentagon):

Representatives from OASD/SOLIC
    Robert Cowles
    LtCol Mike Dudley
    Dale Sampson
    Allen Kong
    Gene Gately

Representatives from the U.S. State Department
    Karl Olson (PM/ISP)

Representatives from USAID
    Thomas O'Keefe

Representatives from JMU/HDC
    Joe Lokey
    Dr. Kay Knickrehm
    Dr. Glenn Hastedt

Other Attendees:
    CWO Will Haynes (USAJFKSWC)

James Madison University
Humanitarian Demining Center
College of Integrated Science and Technology
University Boulevard
Harrisonburg, Virginia 22807
(540) 568-2756

TO: Humanitarian Demining Program Officer
FROM: Humanitarian Demining Information Center
SUBJECT: HDIC Information Survey
DATE: May 13, 1997

The Department of Defense has been tasked with developing a program for sharing appropriate demining technology and information with the international community. To this end a Humanitarian Demining Information Center (HDIC) will be developed at James Madison University. The HDIC will identify, gather, process and disseminate humanitarian demining information. Much of the work and focus of the Humanitarian Demining Information Center will derive from the needs of the demining community. Therefore it is necessary to assess those needs accurately so that appropriate information vehicles and procedures will be implemented. The first step is to conduct an analysis of the needs of the community. This survey is designed to collect information that will allow is to design the HDIC such that it will serve your needs. We would appreciate very much your identifying a knowledgeable person in your organization who would be willing to respond to this survey.

The survey is in two parts. The first part, the attached chart, can be filled out in about 15 minutes and can be faxed back to us (540-568-8021). The chart may also be returned in the mail. The second part will be a telephone interview to be scheduled at your convenience. The interview will involve questions about your organization's information needs concerning operations and activities related to landmines and how those might best be met. Once you have identified the person to be interviewed, we will contact them, set up an appointment for the interview, and FAX a copy of the interview questions in advance.

We are grateful for your assistance. We believe this effort will enable us to develop the HDIC in such a way that it will effectively serve your interests. We recognize that your time is valuable and we will make every effort to intrude as little as possible.

Sincerely,

Kay Knickrehm
Professor

Form 2. Questionnaire

Thank you very much for agreeing to talk to us.

I am going to ask you a series of questions about your information needs concerning (give topic area – for example, medical issues).

1. What kind of information do you regularly require on (medical issues)?

> Follow up: data on needs, information on procedures or standard practice, information specific to country or region, information on the activities of other organizations, government agencies, international organizations or firms,

2. Where do you normally get this information?

> Follow up: sources? How is information delivered? Hard copy? Kept in house?

3. What problems do you have now with obtaining the information you need?

> Follow up: what information do you find readily available? Is this information you need classified? Are sources undependable? Of questionable quality?

4. Generally speaking, how useful do you find this information?

> Follow up: Is it reliable? Up to date?

> If not useful, how do you make it useful?

5. Does your organization perform checks for reliability or timeliness?

> Follow up: If yes, what standards are used?

> If no, why not? Because information source is known for reliability? Because of insufficient staff?

> If checks are performed as the materials are used, how do you capture the enhancements or dismissals?

6. What are your preferred formats for information on _____?

Follow up: electronic, word of mouth, printed copy

Does the format vary depending on the specific activities you are performing?

7. What languages must information be available in?

Follow up: If information is available in English only will it be usable? If no, then if French translation were added would be information be usable?

8. What barriers exist to information sharing?

Follow up: security concerns, proprietary concerns, too expensive or time consuming to put in a form available to others

9. Are there sources of information that you believe exist, but that you do not have access to for some reason?

Can you rate how essential to you this information is?

Follow up: are there for example sources you would like to pursue but cannot for lack of time or resources? What are they?

10. How willing are you to share information that your organization has with other organizations involved in humanitarian demining?

11. What are the best formats for sharing information?

Follow up: WEB, Print, journals conferences, reference library - in what form - electronic? Hard copy? If latter where would be best location

12. Are there other organizations or U.S. government agencies that your organization has coordinated activities with in the past?

If yes: How useful did you find this coordination to be?

Follow up: strengths, problems, difficulties in communication, ease of coordination

13. Would you like to see more coordination among organizations of their activities regarding demining?

Follow up: Potential barriers to this coordination, areas in which coordination is most needed.

What is the benefit of this type of coordination? Does it save money, time, improve overall efficiency, etc.?

Now I'd like to ask you some questions about your organization's computer capacity

14. What types of computer equipment does your organization regularly use to process information?

Follow up: Desktop computers, DOS based, Apple/Mac products,

Are these networked?
UNIX, VAX or other miniframe

15. What software packages are used?

16. Does your organization have Internet access?

Follow up: What type? E-mail only, WEB? How many individuals? Home office only? Field offices?

17. How computer literate are your organization's employees?

Follow up: Home office? Operators in the field?

18. Does your organization have a home page/WEB site?

If so, what is the address?

How often is it updated with new information?

19. Is your organization willing to be linked through the HDIC home page?

20. Do you or others in your organization use the Internet to gather information?

If so, how often do you go online to search?

21. Are you familiar with newsgroups?

Have you found any that address the issues you and your organization are involved with?

If so, what is/are the names?

22. What is your organization's e-mail address?

23. Do you subscribe to any demining or humanitarian aid related e-mail mailing lists?

If so, what are they and can you give us contact information?

24. Do you or others in your organization exchange information using electronic avenues outside the Internet (e.g., bulletin boards)?

If so, how would you describe the quantity and quality of the information you receive?

Can you provide us with contact information?

25. Is there someone in your organization who is responsible for dealing with e-mail requests for information?

How can we contact them? (e-mail address, phone number)

We are also interested in the extent to which information from past missions is available and useful to future efforts.

26. To what extent does your organization rely on past experience as a source of information for planning and conducting operations related to humanitarian demining?
If no: could you please tell us the major reasons why?

Follow up: is each operation unique? / not enough time? / not enough funds? / not enough personnel? / poor quality of information? poor quality of information, unwillingness to share on part of others - who? inherently bad data, lack of comparability of data, lack of timely data

If yes: could you please tell us whose past experience it relies upon:
Follow up: other organizations: little, some, a great deal

If other organizations were identified: could you please tell us which organizations (and how much for each)

How would you characterize your organization's attempt to gather information on other humanitarian demining efforts?
systematic; on a needs basis; informal based on accumulated experience

What is of most interest to your organization in looking at past efforts in humanitarian demining:

In thinking about learning lessons from previous operations could you comment on the quality of the information available:

27. What current operations related to humanitarian demining do you think might best serve as a source of lessons for future efforts in this area?

28. What past humanitarian demining operations do you think need to be studied closely for lessons?

29. Are there any other issues concerning information that you would like to discuss?

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: _____ Africa Humanitarian Action _____

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Mine Awareness	Angola, Uganda, Sieraleone, Ruanda Angola, Surundi, Ruanda, Sieraleone (under establishment)	Independent Agent	as planned
2)Demining			

* For example, United States, International, Host State(s)

** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Hengistu Beyene

(251-1-)511660(251-1) 513541

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: ___AFRICARE___

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Mine Awareness	ANGOLA	Originally working with HALO Trust - now has grant from USAID for 1 year program	

*   For example, United States, International, Host State(s)

** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Kevin Lowthar   (202)462-3614

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: _____ CARE _____

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)			
2)			
3)			
4)			
5)			

* For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information Paul Giannone

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: ___C2CORPS___

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Assistance to USG	Arlington, VA	Military Veterans, DOD, DOS	Significant

*   For example, United States, International, Host State(s)
**   Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: John Bender   (703)351-5508

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: **CIET INTERNATIONAL**

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)			
2)			
3)			
4)			
5)			

*   For example, United States, International, Host State(s)
**   Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Kate Galt

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: **Development of Technology Unit/Worshop**

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)How best to support sustainability and increase speed with the demining industry	Cambodia, Mozambique, Angola		

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Andy Smith   44-1926-493993

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: **DynCorp**

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Log Cap (Logistic support to U.S. Army	Worldwide	Prime Contractor	30%
2)International Police Task Force	Bosnia and Hercegovina	Prime Contractor	30%
3)land mine Location/ Information/ Integration	Bosnia and Hercegovina	Developer and User	30%

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Walt Berk

(813)960-1987
Fax: (813)264-1360

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: __DynMeridian__

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Arms Control Land Mines	USA	Primary Contractor	N/A
2)Program Management Support	USA	Subcontractor-Internal to DynCorp	N/A
3)Technology Assessments	USA	Primary Contractor	N/A

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Richard H. Johnson   (703)461-2257

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: _____ **Handicap International**

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Physical Rehab. & Prosthetics Programs	38 Countries (Asia, Africa, S. America, & E. Europe)	Implementing NGO in the field	100%
2)Mine Awareness	Bosnia, Cambodia, Mozambique		
3)Social Reintegration	Cambodia, Angola, and many others		
4)Humanitarian Demining	Cambodia & Mozambique		
5)Int'l Campaign to Ban Landmines	USA, FR, BEL, SWITZ, DEN, CAMBODIA		

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Susan Walker, Director USA   (612)925-9418

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: __Human Factors Applications, Inc.__

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)UXO Locations, Removal, Disposal	North America	Prime Contractor	N/A
2)Demining	United States	Subcontractor	N/A
3)Mine Reconnaissance	United States	Subcontractor	N/A

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Jack K. Norris II   (301)705-5044

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: ___ **Human Rights Watch**

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Political Side- Promote Ban			
2)Send people into field to do research and assess mine clearance effectiveness	Africa		

* For example, United States, International, Host State(s)

** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Steve Goose   (202)371-6592

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: ___Marshall Legacy___

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)			
2)			
3)			
4)			
5)			

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Daniel Layton

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: __Mennonite Central Committee__

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)			
2)			
3)			
4)			
5)			

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Titus Peachy

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: **National Imagery and Mapping Agency**

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Supply imagery and Geospatial information to JMU a.Hardcopy maps b.Digital maps c.Commercial satellite imagery	Primary POC, Liason to OSD	N/A	

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Bruce Lillegard   (703)614-4728

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: _____Operations USA_____

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)"Operation Landmine"	Los Angeles	Primary	50%
2)Set up invitational roundtables and field visits	US and Cambodia	Primary	50%

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Richard Walden   (213)658-8876

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: _____ **Peace Trees Vietnam**

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Mine Awareness Education	International United States	NGO	25%
2)Demining	International	NGO	10%
3)UXO Remediation and Education	United States International	NGO	15%
4)Cross Cultural Relationships	United States International	NGO	50%

*   For example, United States, International, Host State(s)
**   Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: John Boyden   (540)788-3550

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: _____ **Physicians for Human Rights**

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)			
2)			

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Rich Sollom

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: ___Red Cross___

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Prosthetics Production Workshop	Cambodia	Primary Contractor	This is difficult to answer-ARC has many programs-please call me to clarify if you wish

*   For example, United States, International, Host State(s)
**   Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Mark Preslan   (202)728-6633

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: _____ **Refugees International**

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Advocacy to increase international effort for humanitarian demining	Cambodia	1) Purchase testing of demining equipment 2) Assistance for demining and victim programs 3) advocacy for longer USG budgets on demining	10%

*   For example, United States, International, Host State(s)

**   Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Larry Thompson

                    Work: (202)828-0110
                    Fax @ Work: (202)828-0819
                    Home: (540)951-2770
                    Fax @ Home: (540)953-0580

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: SAVE THE CHILDREN

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Educator / Awareness	Afghanistan, Angola, Bosnia, Cambodia, Ethiopia, Mozambique, Sudan, and Angola	Independent Agency with Private and Public Support	Not Available
2)Demining	International		
3)Public Awareness Advocacy	International		

* For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Jennifer Dec   (202)293-4170

Organization: ___DynMeridian___

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address with e-mail requests	Deals with e-mail requests
Electronic because it is easier to handle the information and manipulate it.	Gateway 2000	Windows	Internet and E-mail	No, Dyncorp does	All e-mail is individual	No

Organization: _____ **HANDICAP INTERNATIONAL**

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
She did not express a preferred format for information	Desktops and Laptops	Uses Microsoft Word, Headquarters has a different program, unsure what it is.	Yes	Yes, does not know the address. But it is in French.	Susan Walker's e-mail: sbwhandicap@igc.apc.org Headquarters in Lyon, France are: 101511.625@compuserve.com Brussels, Belgium: handicap.international.be@infoboard.be	Christian Huberty by phone #011-33-4-78-69-7979

Organization: _____ **Human Factors Applications, Inc.**

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Electronic, initially. Easiest way to deal with a lot of information. Word of mouth best way to get exact information and prevent misunderstandings.	PC's, laptops and desktops. IBM compatible. Some are networked.	Microsoft office, Intergraph, AutoCadd	Yes, uses e-mail and Web site	http://www.hfactors.com	waldorf@hfactors.com for the Maryland office or holicong@hfactors.com	Scott Hemstredd scans the waldorf@hfactors.com Phone #301-705-5044

Organization: ___**Human Rights Watch: The Arms Project**___

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Electronic, word of mouth, printed copy all okay	IBM's use desktops and laptops (laptops in the field)	Microsoft Office	Yes	Yes, did not know address	Did not know	N/A

Organization: _____ Interaction

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Did not express a preference	Desktops and laptops, mostly IBM's	Many	Yes	Yes, http://www.interaction.org	Each have individual ones. Not sure or general one	Not applicable to this interviewee

Organization: _____ **Intertect Relief and Reconstruction**

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Web sites provide a fairly easy means of finding information. They subscribe to many journals related to their activities (e.g. Disasters, Journal of Refugee Studies, Foreign Affairs, Cross Lines, Food Forum, et. al).	PC, system is networked through a central computer	WordPerfect, Lotus(e-mail)(ccmail), Lotus(database), NetNavigator	Home office yes, but tenuous connection from the field	Have a rudimentary web-site, still questionable whether or not it will be further developed		

Organization: __Marshall Legacy__

Preferred formats for information	Computer equipment packages are used	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Depends on what the information concerns. (e.g. for educational programs visuals help, for statistics a database would be the best format) Electronic and printed both good.	IBM PC's. Desk tops and laptops		No, not yet.	Not yet.	Marshall_L egacy@mai l.crc	N/A

Organization: ___Mennonite Central Committee___

Preferred formats for information	Computer equipment rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Printed Copy	IBM compatible, both desktops and laptops. Some Internet access, but not at their desks. They do have e-mail.	Word Perfect	Yes	Yes, sent soon.	TMP@MCCUS.ORG	Charmane Brubaker (717)859-1151

Organization: _____ National Academy of Sciences

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Word of mouth, written and electronic; any means at all would be helpful. Do not have a preferred format.	PC, on a UNIX system	Microsoft systems: Access, Lotus notes (e-mail, some database), Word, Word Perfect, Power Point, MS Excel	yes, through Netscape	The National Academy of Sciences does, since the demining project has not been funded it does not.	>www. nas.edu disarm.armst ra@conf.gn.a pc.org or disenber@cd i.org	David Isenberg

Organization: ___ National Imagery and Mapping Agency

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
CD Rom	Everything done on computers, so have from huge mainframes down to personal desktop PC's. They are all networked.	Microsoft Office for office work, for making maps have special reps. Also have computer system and computers	Yes, they have a Web site, and all use e-mail. The field reps. Also have computer access so can check e-mail. (have special numbers they dial into to access this)	http://www/nima .mil Updated frequently	Chdesk@ni ma.mil	Requests for information go through the Public Affairs office. Requests for data go to a help desk within National Imagery and Mapping Agency. Bruce Lillegard: (703)614-4728

Organization: ___Operations USA___

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Word of mouth through phone calls	Pentium (IBM and Mac products)	Netscape 3 Homesite for the Website IBM Platform Pentium 200	e-mail and Internet	opusa.org	opusa@opusa.org	Kathy Schutzer

Organization: _____ **Peace Trees Vietnam**

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Internet is most important. In the field, word of mouth is most common means of finding mined areas. There is a sort of unwritten law that if you find a mine-field you have to report it to as many people as possible, such information should be provided on the HDIC web-site. Suggestions are a publication, both electronic and hard copy, of an "Emergency Data Sheet" newly identifying newly discovered, or discredited, mine-fields, with the latest information. E-mail, faxes, and an 800 number may be very effective.	John Boyden has a Mac, but he believes Peace Trees is PC compatible. Also has Netscape, scanner, fax, etc. No Mac format for MINEFAC by SOLIC. Does not know much specific about the Peace Trees equipment.	See previous column	Yes	John Boyden does not, but Peace Trees does.	Did not know	

Organization: ___Physicians for Human Rights___

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
There is no preferred format for information.	Personal computers	Windows and WordPerfect	Yes, along with e-mail	www.phr.usa.org Updated monthly	phr.usa@igc.apc.org	Yes, a program assistant

Organization: _____ **RED CROSS**

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
The printed copy is the most preferred format for information.	IBM compatible in Washington Headquarters; Microsoft in Cambodia; Web access in DC but not in Cambodia.	Microsoft and Word Perfect	Yes	Yes, but Presslan did not have the address.	Did not know at the moment. Did not want his e-mail available to everyone.	No, each individual has their own e-mail.

Organization: _____

REFUGEE INTERNATIONAL

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Fax or e-mail	regularly use PC's. Have Macintosh computers but are moving more toward PC's.	Windows, the Mac, WordPerfect	Yes. E-mail, world wide web. Use the Internet to gather information.	Yes. Http://www.refint 1.org or http://www.refint el.org	rirefintel.org or rirefintl.org	No, information is usually passed along. The secretary usually passes the information.

Organization: _____ **SAVE THE CHILDREN**

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Electronic. Able to get information at home offices this way and sent to field offices through fax phones, though this is expensive.	PC's, desktop computers. They are networked. Each field unit is networked within itself, has local e-mail for example	Word, Excel, statistical programs.	Yes, e-mail and Internet access. About 800 users world wide (this is an approximate number). Washington office has a WEB site, but not very good.	Yes, will fax us one, name specific. Washington office has the web site.	No general address. Rarely updated. Jennifer will be the contact. JDEC@dc.s avechildren. org (generally is first initial, then last name @dc.savechi ldren.org if in DC office.	Jennifer Dec is the contact. JDEC@dc.sav echildren.org

Organization: _____ Scivico, INC. _____

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Printed copy, cause you can touch it, and then pass it on. Though Electronic and Word of Mouth are also useful.	Desktop, IBM compatible. Not sure if they are networked.	Microsoft Word	Has e-mail. Home and field reps. Have e-mail.	No.	Scivico@ju no.com	N/A

Organization: __**Spatial Data Analysis Laboratory/VA Tech**__

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Electronic	PC's, workstations. IBM compatible they are networked	Word. Mentioned there is something called PIF file that can be ingested by all word processing systems. Hwoever he has never used it so does not know how it works or if this transfers changes format.	e-mail and WEB	Yes will send	rconners@vt.edu	Panos Arvanitis panos@vette.ee.vt.edu

Organization: _____ United Nations

Preferred formats for information	Computer equipment rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Electronics	UPS Platform GPS in the field		Yes	ww.un.org/Deptf /Landmine	Have individual addresses	no

Organization: __United States Special Operations Command__

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Internet web site would be the most helpful, either on the Internet or Milnet. It would help his office for HDIC to maintain information on policy, etc., drawn from ASDSOLIC, on its web-site	Strictly PC	DOS		Yes, ASDSOLIC has a web-site on Milnet	N\A	

Organization: ___Department of State___

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests

Organization: _____ **UXB International**

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site address	E-mail address	Deals with e-mail requests
Electronic data recorders. UXB wants to be site specific. They want to know information such as what kind of landmines are found and who made them. This leads to helpful clues.	NT Based PCs	Microsoft Office Pro 97 & Microsoft Office Exchange	Yes, e-mail and Internet at both the home office and in the field. UXB transmits the information found in the field to the home office over the Internet.	Http://www.uxb.com Update information every three weeks.	Do not have an organization e-mail address. You may e-mail Dr. Richmond Dugger. dr.dugger@uxb.com	The person who deals with e-mail may be found at rdugger@vt.edu

Organization: _____ Vietnam Veterans of America Foundation

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
	IBM's		Yes	www.vvaf.org	banminesusa@vi.org	

World Vision Relief and Development, Inc.

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Electronic, Word of mouth	Both laptops and desktops. IBM compatible	WordPerfect, Excel, Lotus 1 2 3, Windows		http://www.worldvision.org	No general one. Usernamewvi.org	Amir Safayan, computer expert

ORGANIZATIONS WHOSE PRINTED MATERIAL WAS EXAMINED

Academy for Educational Development
African Humanitarian Action
African Women Alliance for Mine Action (New Transcentury Foundation)
Arms Control Association
Association of Peace and Democracy for Afghanistan
BETAC Corporation
CARE
CIET International
Corporate Information Center, US. Army Missile Command
Council for a Livable World Education Fund
Defense Week
DEMEX (Denmark)
DeTec (Demining Technology Center, Switzerland)
DTU (Development Technology Unit, University of Warwick)
DynCorp
Earth Stewards Network
Friends Committee on National Legislation
Golden West Products International
Handicap International
Interaction
International Committee of the Red Cross
Intertect
Krygkor Armscor (South Africa)
Landmine Survivors Network
Laos UXO
Mercy Corps International
MGM (Germany)
Miltra Engineering Ltd (United Kingdom)
Mine Relief Engineering Group (Sweden)
Network
Norwegian People's Aid
Open Source Information Systems (OSIS)
Operation USA
Peacetrees Vietnam
Pearson Peacekeeping Centre
Refugees International
Save the Children
SIBAT (Israel)
Social Impact
Stimson Center

ORGANIZATIONS WHOSE PRINTED MATERIAL WAS EXAMINED
(Continued)

UN Department of Humanitarian Affairs
US Catholic Conference, Migration and Refugee Services
US Committee on Refugees
UXB
Veteran News
Vietnam Veterans of America Foundation
World Education
World EOD Foundation
World Vision

ORGANIZATIONS WHOSE WEB SITE WAS EXAMINED

Ban Land Mines Project
        http://www.web.apc.org/~pgs/pages/ldmn0html
Berserkistan
        http://www.linder.com/berserk/mines.html
Canadian International Demining Centre
        http://eagle.uccb.ns.ca/demine/index.html
DeTeC
        http://diwww.epfl.ch/w3lami/detec/
Emergency Logistics Organization
        http://os2.iafrica.com/emlogist/
Handicap International
        http://mediartis.fr/handicap/
International Committee of the Red Cross (ICRC)
        http://www.icrc.org/icrcnews/2d36.htm
Jesuit Landmine Site
        http://ecdpm.org/landmines/index.html
Land Mine Awareness Education (LMAE)
        http://www.pitt.edu/~ginie/lm/
Norwegian People's Aid
        http:www.fna.no/nofo/info/mine.html#NPA
Refugees International
        http://www.refintl.org/demining/
Stiftung Menschen gegen Minen (MgM)
        http://www.dsk.de/mgm/index.htm
UNICEF
        http://www.unicef.org
United Nations, Department of Humanitarian Affairs
        http://www.un.org/Depts/Landmine
United Nations, Department of Peacekeeping Operations
        http://www.un.org/Depts/dpko/homepage.htm
United States, Army Electronic Communications Command
        http://www.demining.brtrc.com
United States, State Department
        http://www.mineweb.org
University of Minnesota
        http://lenti.med.umn.edu/~mwd/landmines.html
Unofficial Mine Warfare Home Page
        http://www.ae.utexas.edu/~industry/mine
Vietnam Veterans of America Foundation
        http://www.vvaf.org
War Child: The Landmine Programme
        http://www.warchild.org/projects/mines.html

James Madison University
Humanitarian Demining Center
College of Integrated Science and Technology
University Boulevard
Harrisonburg, Virginia 22807
(540) 568-2756

TO: Humanitarian Demining Officer
FROM: Humanitarian Demining Information Center (HDIC)
RE: HDIC Information Survey
DATE: June 13, 1997

The United States Department of Defense has been tasked with developing a program for
sharing appropriate demining technology and information with the international
community. To this end a Humanitarian Demining Information Center (HDIC) will be
developed at James Madison University in Harrisonburg, Virginia under a contract with
DoD. The HDIC will identify, gather, process and disseminate humanitarian demining
information. Much of the work and focus of the Humanitarian Demining Information
Center will derive from the needs of those responding to the international landmine crisis.
Therefore it is necessary to assess those needs accurately so that appropriate information
vehicles and procedures will be implemented. The first step is to conduct an analysis of the
needs of the international demining community. This survey is designed to collect
information that will allow us to design the HDIC such that it will serve your needs as well
as the needs of NGOs.

The survey is in two parts. The first part is a chart that details your organization's
activities. The second part contains a series of open-ended questions about your
organization's information needs concerning operations and activities related to landmines
and how those might best be met. If you are not the best source of such information for
your organization, we would appreciate your passing this on to a more appropriate
contact person. The survey can be faxed back to us (540-568-8021) or returned in the
mail.

We are grateful for your assistance. We believe this effort will enable us to develop the
HDIC in such a way that it will effectively serve your interests and the interests of the
broader demining community. We recognize that your time is valuable and we will make
every effort to intrude as little as possible.

Sincerely,

K Knickrehm

Kay Knickrehm
Professor

We a[r] [inter]ested in the activities of your organization related to humanitar[ian] [de]mining. Please fill out the enclosed chart indicating the type of activity, the location [an]d scope of activity and the percentage of organizational effort.

Organization: _____

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)			
2)			
3)			
4)			
5)			

* For example, United States, International, Host State(s)

** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information

_____ _____
Name   Telephone

The Humanitarian Demining Information Center at James Madison University is working for the Department of Defense on assessing the information needs of NGO's working in demining activities and identifying sources for that information. Please help us identify sources of information by filling out the table below.

Organizations need a broad range of information on topics including such things as:

Topic	Who may use this information	What is office or Contact Person for this information?	Form in which info. is available, i.e., electronic, published report, etc.	Is info. Country Specific?
Land Mine Location				
Standard Procedures for clearing landmines				
Mine Awareness				
Country Specific Information for logistical support such as: transportation, medical care, food handling, and availability, etc.				
Medical Treatment for Mine Victims				
Latest Technology for Mine Detection and Clearing: Surveying, Marking, disposal				
Education Programs				

Topic	Who may use this information?	What is office or Contact Person for this information?	Form in which info. is available, i.e., electronic, published report, etc.	Is info. Country Specific?
Information on Political Situation, customs, skill level of indigenous population, etc.				
Maps: especially on roads to mined areas, landmines.				
Where Demining is taking place, who is doing it.				
Socio-economic impact of mines.				
Training methods for mine clearing.				

If you have a mailing list, would you please add us to your list?
Please Fax to Dr. Kay Knickrehm (540) 568-8021.

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: Scivico, Inc.

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Anti-Static bags used for Explosives	Southeast Asia	Bags are Biodegradable and can be used to store explosive materials	Ground work being set in this new area for our company
2)Technology Transfer	Southeast Asia	To promote Humanitarian Demining in Southeast Asia	

*   For example, United States, International, Host State(s)

** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Gisele Gildener   (301)299-7733

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: Spatial Data Analysis Laboratory

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Explosives, Detection in Luggage using a multiple x-ray sensor	Spatial Data Analysis Laboratory Virginia Tech Blacksburg, Virginia 24061-0111	Primary Contractor	60%
2)Mine Detection using back scatter x-ray imaging		Primary Contractor	5%

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: R.W. Conners   (540)231-6896
                                                                        rconners@vt.edu

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: **United Nations of Humanitarian Affairs**

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Mine action at large	UN, NEW YORK	Focal point within the UN system for mine-related activities	100%

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Stephane Vigie   (212)253-9110

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: **US Department of State**

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Develop USG policy on Humanitarian Demining	Washington, DC and locations worldwide	Lead agency of the US Gov't through Interagency Working Group on HD	This is one of very many activities and responsibilities of the US Department of State
2)Manage Humanitarian Demining	Washington, DC and locations worldwide	Create and support a sustainable, indigenous HD capability in host nations, in cooperation with DoD	

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Karl Olson   (202)647-1186   fax: (202)647-4055
olsonk@ms3817wpoa.is-state.gov

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: __United States Special Operations Command__

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Plan, coordinate and execute mine awareness training, demining training and training of host nation personnel in establishing a national demining organization. Provide SF, CA and PSYOP troops to conduct training	International	We conduct the training with our soldiers	Do not have an exact figure but it would be a small percentage of total SOF missions

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: LTC Michael Spight   (813) 828-2812   fax (813)968-3826

We are interested in the activities of your organization related to humanitarian demining. Please fill out the enclosed chart indicating the type of activity, the location and scope of activity and the percentage of organizational effort.

Organization: **UXB INTERNATIONAL, INC.**

Type of Activity	Location of Activity*	Scope of Activity**	Percentage of Organizational Effort
1)Demining	International	Contractor	30%
2)Ordinance and Explosive Waste Services	International	Contractor	40%
3)GIS/GPS Surveys	International	Contractor	10%
4)Chemical Weapons Material Remediation	International	Contractor	15%
5)Demining Training	International	Contractor	5%

*   For example, United States, International, Host State(s)
** Primary Contractor, Subcontractor, Independent Agent

Contact person for additional information: Dr. Richmond Dugger   (703)724-9601

Organization: __Africa Humanitarian Action__

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Word of mouth and print copy when activity commences will endeavor to develop electronic capability	desktops and laptops; DOS based, Apple/Mac products		Yes, e-mail and Web	not yet	dawitzawde @telecom.n et.et.	

Organization: __AFRICARE__

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Angola does not have reliable electronic capability so word of mouth and printed copies are probably the best	Both laptops and desktops. Desktops are networked, IBM	Windows 95, Lotus, WordPerfect 6.0 is main word processing system	Individual access	www.africare@f1 104.n109.ZL.fido net.org This is on the fidonet system	Do not know if they have a general one	N/A

Organization: _____ **C2 Corps**

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Web-sites are best, but some hard copy might be helpful to others	Stand alone PC's, do the database development and pass it on to DOS, state is on a Local Area Network system	Microsoft Office and Database: Access 97	Yes	No, plans for one are still quite vague	C2CORPS @erols.com & C2CORPS @compuser ve.com	It is a small organization, everyone is responsible for responding

Organization: CARE

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Workshops and meetings as well as electronic and hard copy	IBM compatible, networked	Microsoft Office	Yes, both home-page and e-mail	Not available	giannone@ care.org Last name of employee plus @care.org	No specific person

Organization: __CIET INTERNATIONAL__

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
	Toshiba laptops. They enter information they gather in the field immediately. They share information among themselves using CompuServe.	EPI Info.	Yes, both web site, and e-mail	www.escape.com /ciet	cietinter@ Compuserv e.com or cietwashing ton@comp userve.com	

Organization: __Council for a Livable World Education Fund__

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Web sites	Dell 486 Pentium Networked	WordPerfect, Eudora e-mail. Do not have any field offices.	Yes with e-mail	http:\\www.clo.org/pub/clw/cat/cat main.html This goes straight to the newsletter site and then to other links.	Organization does not have an e-mail address, but we do have individual ones. Ton Cardamone cardamone@ clw.org	Tom Cardamone

Organization: Counterpart International

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Electronic, Internet, and e-mail	Laptops, MAC, e-mail, Internet Access	Windows	Yes, Internet and E-mail	Yes, but do not have address	Not aware of the org. e-mail address	Yes, David Payne. Did not have his e-mail address or phone number

Organization: **Development Technology Unit/Workshop**

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
Electronic, but most would rather have paper					dtu@eng.warwick.ac.uk or avs@new-med.co.uk	

Organization: **DynCorp**

Preferred formats for information	Computer equipment regularly rely upon	Software packages are used	Internet Access	Homepage or Web Site	E-mail address	Deals with e-mail requests
DynCorp's preferred formats of information are paper or electronic information. Both are needed. Ground units rely on paper while planners of operations deal more with electronic information.	DynCorp uses all types of PC's. They do not use MAC products. Basically, DynCorp uses just desktops and laptops.	Esery products and KAD	Yes. In home offices and field offices have Internet access. Is limited in Sarajevo	No	No central e-mail address.	No. DynCorp prefers face to face contact