



Course material

Course:

## Understanding the digital supply chain and its stakes for humanitarian actors

Video:

### 3.2.1 Understand the Digital Ecosystem - Intro

Concepts (extracted from automatically generated subtitles):

**Humanitarian work. Digital ecosystem. Information systems. Humanitarian organisation. Regulatory requirements. Service quality. Local context. Humanitarian sector. Previous chapters. Challenge of diverse digital literacy. Important role. Confidential information. Humanitarian organisations. Unique digital landscape. Organisations.**



[to video sequence search](#)

(within Understanding the digital supply chain and its stakes for humanitarian actors.)



[to video](#)

Center for Digital Education. More educational support material here:

<https://www.epfl.ch/education/educational-initiatives/cede/educational-technologies-gallery/boocs-en/>

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# STAKES FOR HUMANITARIANS ORGANIZATIONS



## Understanding The Digital Ecosystem

**Madalitso Khozi**

Risk and Assurance Manager

International Committee of the Red Cross (ICRC)



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summary

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# Understanding the Digital Ecosystem



Welcome. My name is Madalitso Khozi. I am a Risk and Assurance Manager working with International Committee of the Red Cross.

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## summary

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# Understanding the Digital Ecosystem



In this video, we are going to explore the digital ecosystem that plays an important role in humanitarian work and the risks associated with it.

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summary

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# Understanding the Digital Ecosystem



As we have seen in previous chapters, technology has greatly transformed humanitarian work. It improves service quality and efficiency,

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## summary

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# Understanding the Digital Ecosystem



helps organisations reach communities more effectively, and enhances their overall response. But it's not without challenges. While technology opens up many opportunities,

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## summary

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# Understanding the Digital Ecosystem



it can also introduce risks if not managed properly. That's why understanding the digital ecosystem typical for a humanitarian organisation is essential.

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## summary

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# What is a digital ecosystem?



Information Systems



Data Flows



Stakeholders

What is a digital ecosystem? A digital ecosystem consists of all the interactions between information systems, the data flowing within those systems,

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summary

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# Stakeholders



**For the humanitarian sector**

- Supplier
- Donors
- Affected populations
- Partners
- Employees
- ...

and the groups that produce and use this data to achieve a common goal. In the humanitarian sector, these groups usually include suppliers,

notes

summary

1m 13s



# Stakeholders



**For the humanitarian sector**

- Supplier
- Donors
- Affected populations
- Partners
- Employees
- ...

donors, the affected populations, partners, and employees. Humanitarian organisations operate systems similar to all those in other sectors:

notes

summary

1m 25s



# Humanitarian Digital Ecosystem Specificities



Confidentiality of  
Information.

handling logistics, finance, and service delivery. But they also have a unique digital landscape shaped by their specific missions.

notes

summary

1m 37s



# Humanitarian Digital Ecosystem Specificities



**Confidentiality of information.**



**Varying level of access to / knowledge of technologies.**

For example, they often handle confidential information, requiring strict security measures. This is also the challenge of diverse digital literacy,

notes

summary

1m 49s



# Humanitarian Digital Ecosystem Specificities



**Confidentiality of information.**



**Varying level of access to / knowledge of technologies.**



**Laws, regulations and exemptions.**

meaning that the population served by humanitarian organisations have varying levels of digital skills. Legal and regulatory requirements also vary, depending on the local context,

notes

summary

2m 1s



# Humanitarian Digital Ecosystem Specificities



**Confidentiality of information.**



**Varying level of access to / knowledge of technologies.**



**Laws, regulations and exemptions.**

making compliance and risk management more complex.

notes

summary

2m 13s



## Humanitarian Digital Ecosystem Specificities



**Confidentiality of information.**



**Varying level of access to / knowledge of technologies.**



**Laws, regulations and exemptions.**



**Unique operational context and needs.**

Lastly, humanitarian organisations often operate in unique context, places where others might not go.

notes

summary

2m 14s



# Understanding the Digital Ecosystem



This forces them to make technological choices that others might avoid. In conclusion, it is essential for humanitarian organisations

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summary

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# Image Reference



## In order of appearance

PICTURE1 : not-words-PP10LJ01ng-unglosh  
PICTURE2 : World humanization by xeromolucan from Adobe Stock  
IC0001 : Created by Sharon Alexander from Noun Project  
IC0002 : Strawberry Growned from Noun Project  
IC0003 : Created by woodfield from Noun Project  
IC0004 : Created by David Wile from Noun Project  
PICTURE3 : Photo provided by KONG  
IC0005 : Growned by Iona Field from Noun Project  
IC0006 : Created by M. Fossil from Noun Project  
IC0007 : Created by Jochen Gueut from Noun Project  
IC0008 : Growned by noma Tule from Noun Project  
IC0009 : Growned by David L. from Noun Project  
IC0010 : Created by Jochen Gueut from Noun Project  
IC0011 : Created by Jochen Gueut from Noun Project  
IC0012 : Created by Jochen Gueut from Noun Project

to be aware of these risks that come from the interactions within their digital ecosystem.

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### summary

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