

# Introduction & Background to RITA

## Background

WFP and the Logistics Cluster support the broader humanitarian community during an emergency by providing logistical services, covering the storage and transportation of supplies (commonly known as “**Relief Items**”) from various entry points to extended points of delivery. Managing the information necessary to perform this task effectively is complex and time-consuming. Although the basic aim across all operations is the same – the tracking of cargo – the underlying operational requirements often differ widely, which led to the development of a variety of tracking solutions – ranging from white-boards, Excel spread sheets and Access databases, or some combination of the three.

In most cases, the tools developed were specific to a particular operation. This meant users with experience in one operation had to learn a completely new set of procedures and tools when placed in a new operation. It also resulted in information gathered during an operation effectively being discarded, as it was impossible to compare data across different operations.

RITA was developed in response to these shortcomings. By using a single system across multiple operations, procedures can be standardized, training becomes more efficient, and statistics can be accurately compared between operations.