

Quarterly Progress Report

Project Name: Mission Ready: Innovation in Humanitarian Security Training.

Project Duration: 01 October 2014- 30 January 2018

Recipient: Redr UK (Org ID: 12504)

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B. Summary of Quarterly Activities

Activity A: Set up and management of Humanitarian steering committee

Description:

RedR has established a Steering Group Committee of 10 members to contribute to the project's direction, with particular focus on developing and reviewing security training content. Committee members represent leading security experts from the NGO/INGO sector including Oxfam, Christian Aid, European Inter-agency security forum (EISF) and Islamic Relief. DFID's CHASE¹ security Advisor Neil Elliot also sits on the Committee.

Steering Committee meeting:

During Q2, a project Steering Committee meeting was held in London, UK on 25/02/15, facilitated by RedR and including representatives from sub-contracted partner DTS. Seven committee members were in attendance from organizations including, OXFAM, Save the Children and DFID.

The following topics were discussed:

- Interview content review (location, interviewees, questions);
- Documentary interview content;
- Inputs on interactive scenario script
- Kenya filming plan
- Feedback on the course outline.
- Feedback on six course modules and Key Learning Points (KLPs).

Final agreement was taken on the course content. A final course content overview document was signed off which details the security course's Key Learning Points (KLPs), core questions for security expert interviews and all six modules' descriptions and content overview. The steering committee agreed that the target audience should focus on national staff of INGOs and NGOs and that the message of the learning platform should be that security is everyone's responsibility

¹ Dfid's Conflict Humanitarian and Security Department;
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/67382/chase-2011.pdf

and not just within the remit of security managers or focal points. All levels of staff should be able to access and learn from the game, as it will provide multiple perspectives on security management.

Activity B: Software Build and Testing

Description:

Activity B refers specifically to the design, coding and testing of the Mission Ready e-learning platform which includes the Mission Ready Website, the Near Life Video Engine (also referred to as the Interactive Video Player) and the system Database which includes the Content Management System and User ID Management System.

B1 SYSTEM ARCHITECTURE DESIGNED

RedR's sub-contracted partner DTS, delivered the first round of site and logo designs by 30.01.15. Final designs were signed off by RedR on 23.02.15 following a redesign request to align the Mission Ready site style more closely to RedR brand colors. Following approval of the designs, a development meeting with DTS and their sub-contractors was held to walk through the user experience wireframes and align these to the designs to ensure that the designs and structure provide a seamless user experience. At this point, developers asked designers to provide design templates for each content page type as well as responsive designs (for mobile and tablet). This started in Q2 but is ongoing and will be finalized in Q3.

B2 E-LEARNING PLATFORM DEVELOPED

E-platform coding began in the week commencing 23.02.15. Developers are currently building the core site platform and translating the design elements into code. Coding is ongoing, and due to be completed by the end of Q3.

B5 MULTIPLE LANGUAGE ENABLED

Character set codes, to deliver multiple language content correctly, have been included in the site development plan. DTS's development team also agreed to include a geo-locator code. This code will automatically deliver the site in the language according to geographic location, determined by a user's IP address. The Mission Ready platform, website, game etc. will be available in three languages (English, Arabic and French). Any user will have the option, in their personal dashboard, to set the language to any of the three available languages. Cookies will remember the setting so that any time the user returns to the website on the same device the language will be automatically set.

Activity C: Standard Video Production

Description:

The production of six module-specific documentary films and an additional intro film to the overall course as part of the e-learning platform learning materials. They will be shot in the US, UK and EU. Specific interviewees and content were agreed during Q2.

C1 DOCUMENTARY SCRIPT WRITTEN

During Q2, RedR's security manager and an independent security consultant developed the learning points for the 'Mission Ready' course, including the KLPs for the documentaries and interactive scenarios. They compiled a list of documentary questions for DTS's production team to use. DTS adapted the learning objectives to create the pre-shooting script.

C2 INTERVIEWS CONTENT PLANNED

A database of key senior security experts, with global reach available for interview, was developed. Many contacts were approached and secured through networks of the Steering Committee members. The list of interviewees includes a gender balance of 14 men/6 women as well as portraying ethnic diversity in order to ensure that the interviews are relevant for as wide a target audience as possible, and that multiple perspectives are included.

C3 INTERVIEWS CONDUCTED

An interview schedule was drafted with six out of 20 taking place between February and March 2015. All interviews are due for completion in Q3. Documentary content was shot at the EISF (European Inter-agency Security Forum) in Brussels, two shoots in London with members of the Steering Group, RedR and other relevant experts. American NGO contributions were shot in Washington DC and New York. Owing to RedR's ambition to gather voices from a diverse group of contributors, two shooting days were carried over to Q3 for logistic reasons. They will take place with Kenyan National security experts during April 2015.

C4 DOCUMENTARY CONTENT FILMED

With the exception of 2 additional filming days in Kenya, all documentary content, including relevant b-roll, has been filmed. Relevant stock footage has also been sourced ready for delivery of the final edit in Q4. All release forms from contributors have been collected in line with production requirements. Editing of the documentaries has started and will continue through Q3.

C9 PRODUCTION MANAGEMENT DEVELOPED:

The standard video production (SVP), including interviews and documentary filming plans was completed by the end of Q2. DTS finalized and shared the 'Production Planning' methodology with RedR in Q2.

C10 TRANSLATION COMPLETED

Translation of the documentary content will begin in Q3. Quotes for translation work have been sourced by DTS ready for translation to begin immediately in Q3.

Activity D: Creation of six interactive scenarios

Description:

Six module-specific interactive scenarios, which form the basis of the learning assessment for the course, will be created. They will be shot entirely in Kenya at the Humanitarian and Peace Support School (HPSS) training site near Nairobi in order to take the user through a journey which allows them to experience real life security incidents and concerns faced in starting a humanitarian operation.

D2: INITIALSCRIPTS DEVELOPED

During Q2 two independent security consultants were contracted to develop script outlines for each of the six learning modules in addition to developing scenario outlines. Based on this work, DTS will develop, at the beginning of Q3, full extended scenarios scripts for each module, which will represent the basis for the filming in Kenya.

D3 SCENARIOS AND SESSION BRIEFS CREATED

RedR's security manager and two independent security consultants created scenario overviews and session briefs. DTS fed into the development of these documents. A project meeting was held between RedR, DTS and select project Steering Committee members 13.03.15 in order to create detailed drafts of each planned scenario in order to ensure they are grounded in humanitarian experience and are realistic to the sector. Decision trees were mapped as a starting point for the structure of the game (i.e. you spot a fellow NGO car being harassed at a checkpoint do you: 1. Do nothing, 2. Report it as a security incident, 3. Approach the checkpoint to confront staff).

Activity E: Production of Written Content

Description:

The development of content design for each six learning modules- to include sub-modules and chapters, along with a narrative introduction to the course.

E1 LEARNING PROGRAMME NARRATIVE DEVELOPED

During Q2, a program outline as well as course introduction narrative was developed by RedR contracted consultants.

E2 MODULES WRITTEN

During Q2, all six modules were written by two independent security consultants contracted by RedR,

The six individual modules covered:

- 1) Context Assessment
- 2) Risk Assessments: Understanding threat, vulnerability and risk.
- 3) Security Strategies (or Generic Approaches to Security)
- 4) Security Risk Management: Overall Management of Risk
- 5) Staff Management for Security
- 6) Incident Reporting and Management

Draft content, for each of the six modules, was developed although further editing and consolidation is needed, and will be carried over to Quarter3 for final sign off.

Activity H: Project Management and Reporting

Description:

Project management by RedR including financial tracking and management to ensure accountable use of funds. This involves project coordination with Steering Committee members and sub-contracted project partner DTS. RedR and DTS share project progress and bi-weekly updates on a Project Management Software (Basecamp) as well as monthly face to face meetings. RedR requests that DTS submit quarterly financial reports with invoices and appropriate financial documentation and evidence of use of funds, in accordance with USAID regulations and RedR financial policy. During Q2, three meetings were held with DTS, six uploads onto base camp and one financial report received from DTS and checked by RedR.

C. Indicator Updates:

Table 1 (below), outlines the goals, objectives and indicators established at proposal stage. All indicators measure longer term progress results. Many indicators will not be determined as achieved until after the creation and roll out of the e-learning system, not due to take place until the end of year 1 and will be measured through feedback from users of the system, which will happen towards the end of the project. Therefore we cannot mark any positive progress to date against the indicators. As an internal tool, RedR has created, and shared with DTS, a project activity and monitoring matrix which helps us to plan and measure success against result one which covers the first 12 months of the project, consisting of the design and build phase. Within this matrix we have set indicators for specific activities which can be measured over the first 12 months of the project. Please find attached in Annex I, detailing progress against internal indicators for Q2.

D. Project Beneficiaries:

Planned beneficiaries: 2,000 individuals and 50 INGOs/NGOs

Achieved in Q2: 0 (the beneficiaries will be reached towards the end of the project when the completed e-learning package is available for use).

E. Programmatic Challenges and Planned Response

Challenges	Planned Response
<p><u>Activity C3 Interviews Conducted and Activity C4 Documentary Content Filmed:</u> Delay in filming all interviews in Q2 as planned.</p>	<p>Owing to RedR’s ambition to gather voices from a diverse group of contributors, two shooting days have been carried over to Q3 for logistic reasons. During DTS’s first trip to Kenya, planned for 06.04.15-11.04.15, the remaining interviews will be captured with Kenyan national security experts.</p>
<p><u>Activity C10 Translation Completed:</u> Translation of the documentary content cannot begin until the rough cut edits are agreed and signed-off.</p>	<p>Quotes for the translation work have been sourced and a supplier chosen by DTS. The supplier will be able to start work immediately following sign off of content by Q3.</p>
<p><u>Activity D2 Decision tree mapped:</u> Delay in finalizing Decision tree.</p>	<p>Work continues on decision tree mapping and will be completed in early Q3 so that scenario filming can take place as planned in May/June.</p>
<p><u>Activity D3 Scripts Developed</u> Delays in work meant that by Q2 full scripts for all six scenarios have not been finalized.</p>	<p>DTS has begun writing full scripts for each module, one of which have been shared with RedR. The remaining five will be shared with RedR and finalized by the end of Q3.</p>
<p><u>Activity E2 Modules Written:</u> Delay in completing written course content for six modules.</p>	<p>Draft content for each of the six modules, was developed in Q2 although further editing and consolidation by RedR is needed, and will be finalized during Q3.</p>

Table 1: USAID program indicators

Program Level Objective			
To further enhance the capacity of international and national organizations to deliver safe and effective humanitarian operations globally.			
Description	Indicators		Means of Verification
Sector Level Objective Humanitarian actors globally will increase their capacity to deliver safe and effective programs through access to high quality e-learning.	Number of organizations that can demonstrate evidence of changes in organizational security practice as a result of the use of Mission Ready.	50%	Evaluation of organizations using Mission Ready supported by evidence of changes to the policies, practices, operating procedures, contingency plans or other working documents of those organizations.
	Percentage of individuals questioned that can demonstrate evidence in changes in behavior as a result of knowledge gained from use of Mission Ready.	75%	Feedback questions built into Mission Ready software for returning participants. Surveys sent to all participants 3 months after engagement. Interviews with individuals during organization evaluation.
Outcome 1 Increased access to effective, interactive security training for Humanitarians.	Number of humanitarian staff that use Mission Ready tool	2000	Number of licenses distributed. Number of users who log in and complete learning modules.
	Geographical diversity of participants - number of countries in which Mission Ready users are operating as humanitarians	30	Data collected on participants when they sign up for and access the learning modules.
	Number of online interactive scenarios made available to the humanitarian sector.	6	Dates that scenarios go live and are available to humanitarian workers.
	Number of additional online resources made available for humanitarian workers - Documentaries - Interviews with sector specialists - Resource materials	25	Dates that resources are published on Mission Ready tool.
Outcome 2 Increased security knowledge of Humanitarians as a result of use of the Mission Ready Tool	Percentage of Mission Ready users who demonstrate increased knowledge through improved decision making during interactive scenarios.	80%	Reports will be generated by the Mission Ready tool indicating the number of correct decisions made during online scenarios. Participants will adjust their decisions based on learning indicating increased knowledge.
	Percentage of Mission Ready users who indicate that the learning modules are "relevant" or "highly relevant" to their work as a humanitarian.	80%	Feedback will be gathered from Mission Ready users via surveys when they complete the online learning modules.
	Percentage of Mission Ready users who indicate that the learning materials made available on Mission Ready are of "good" or "excellent" quality.	80%	Feedback will be gathered from Mission Ready users via surveys when they complete the online learning modules.
	Percentage of Mission Ready users who indicate that the learning materials made available on Mission Ready are "useful" or "very useful".	80%	Feedback will be gathered from Mission Ready users via surveys when they complete the online learning modules.