


**PERFORMANCE REPORT (1 October –15 December 2014)**
**AWARD #: AID-OFDA-G-14-00067**
**STRENGTHENING THE PERFORMANCE MONITORING OF  
HUMANITARIAN RESPONSES IN THE SAHEL REGION**
**EXECUTIVE SUMMARY**


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Basic monitoring of key humanitarian indicators has been in place since June 2012, but it needs to be improved by strengthening data collection and extending across the nine affected countries in the Sahel. In line with the Transformative Agenda and the Program Cycle, the Regional Humanitarian Coordinator (RHC) for Sahel requested the United Nations (UN) Office for the Coordination of Humanitarian Affairs (UNOCHA) and other humanitarian partners to ensure timely and accurate performance monitoring of their responses.

Based on lessons learned from the 2012 response it was noted that there were significant obstacles to data collection in response countries due to the lack of a centralized system. The system does not need to be a complex system but rather a system which enables clusters to report activities in a predictable and standardized format, ultimately against indicators derived for each respective cluster.

Cooperation and facilitation by UNOCHA throughout this project is a necessity for the success of this tool. All software development work conducted in this project will be hosted at the UNOCHA Regional Office for West Africa, with support coming from the respective UNOCHA Country Offices. This information management solution will provide a centralized platform for data collection and analysis to cluster members. It will allow cluster coordinators and UNOCHA to obtain a more comprehensive and accurate overview of the humanitarian response in the respective clusters and hence facilitate better unilateral and multilateral decision making.

<b>Objective</b>	To improve the analysis of the level of response to complex emergencies in the Sahel. iMMAP proposes to meet this goal by establishing and supporting an intra- and inter-cluster information management system for monitoring humanitarian assistance projects funded through the CAP in 9 countries.
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<b>Beneficiaries</b>	Primary Beneficiaries - Approximately 99 clusters (11 in each Sahel Country) Secondary beneficiaries: - 10,261,182 (500,814 refugees, 318,558 IDPs) *Figure targeted in June 2013
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## PROGRESS TO DATE

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The Online Reporting System (ORS) is accessible to all humanitarian stakeholders including UN agencies and NGOs, donors, and national government agencies. Summarized Performance monitoring data is public and accessible to all, while detailed reports and other functionalities are accessible after registering to the database To access ORS go to: <http://ors.ocharowca.info/>

There are 5 different user roles in this system

- Data Entry/Field Officer: This user belongs to an appealing organization (United Nations or NGO) based in the field. This user can view all projects entered by his/her organization and submit achievements on them. 3W reports to get the detailed information of Who, What and Where
- Country Cluster Lead: This user belongs to an appealing organization (United Nations or NGO) based in the field, and you have the function of Country Cluster Lead. This user has rights to submit reporting, select country indicators, validate achievements submitted by organizations, import data into the system and generate custom reports.
- Regional Cluster Lead: This user belongs to an appealing organization (United Nations or NGO) based in the field, and have the function of Regional Cluster Lead. This user has rights to submit reporting, select regional indicators, and generate custom reports.
- OCHA Country Admin: This user belongs to OCHA and has administrative power to view/edit/delete/submit data of that particular country along with uploading bulk data on behalf of other organization, cluster lead.
- OCHA Admin: This user belongs to OCHA ROWCA regional office. This user has power to view/add/edit/submit data of all the countries in the region.

Multiple interactive demo and training session held in Senegal, Mali and Cameroon. In these sessions a lot of suggestion, requirements and changes proposed by participant to make this tool more user friendly and get more information out of it. Most of the changes requested by users (Cluster Leads, Regional Leads, OCHA staff) is completed. The tool is ready for production.

In May there are multiple training sessions are arranged in Mali, Mauritania, Burkina Faso, Cameroon, Chad, Nigeria. The old data from Jan to May 2014 will be imported in the system using 'Bulk Import' functionality.

### What is ORS?

Online Reporting System (ORS) is a web based tool. It has been developed as a reporting tool for the organizations working in the field to report their activities and share information. <http://ors.ocharowca.info/>

Some key functions of the tool after redesigning include:

- Multiple dashboards i.e. Performance Monitoring, Reporting Status and Operational Presence;
- Cluster Leads have the power to approve/reject entered data;
- Cluster Leads can pick priority indicators for the country so organizations in cluster work to a common goal;
- Cluster Leads can add/change mid-year targets and full-year targets for their cluster in a country;
- Cluster Leads can view multiple reports to judge the performance of their cluster in a country;
- Regional Leads can pick priority indicators for the whole region;
- Regional Leads can view different reports to judge the performance of their cluster in whole region;

- OCHA staff can view different reports to judge the overall performance.

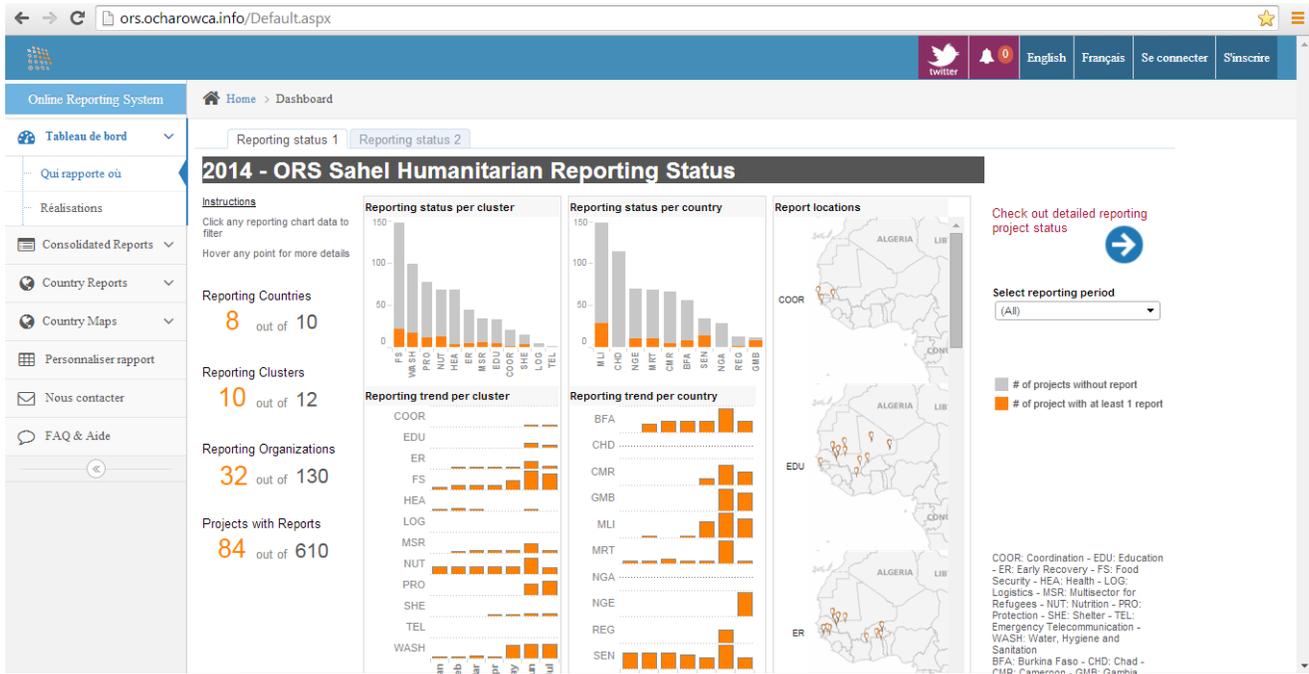


Fig1: Performance Monitoring dashboard ORS, Reporting Status 1 = overview of the Sahel

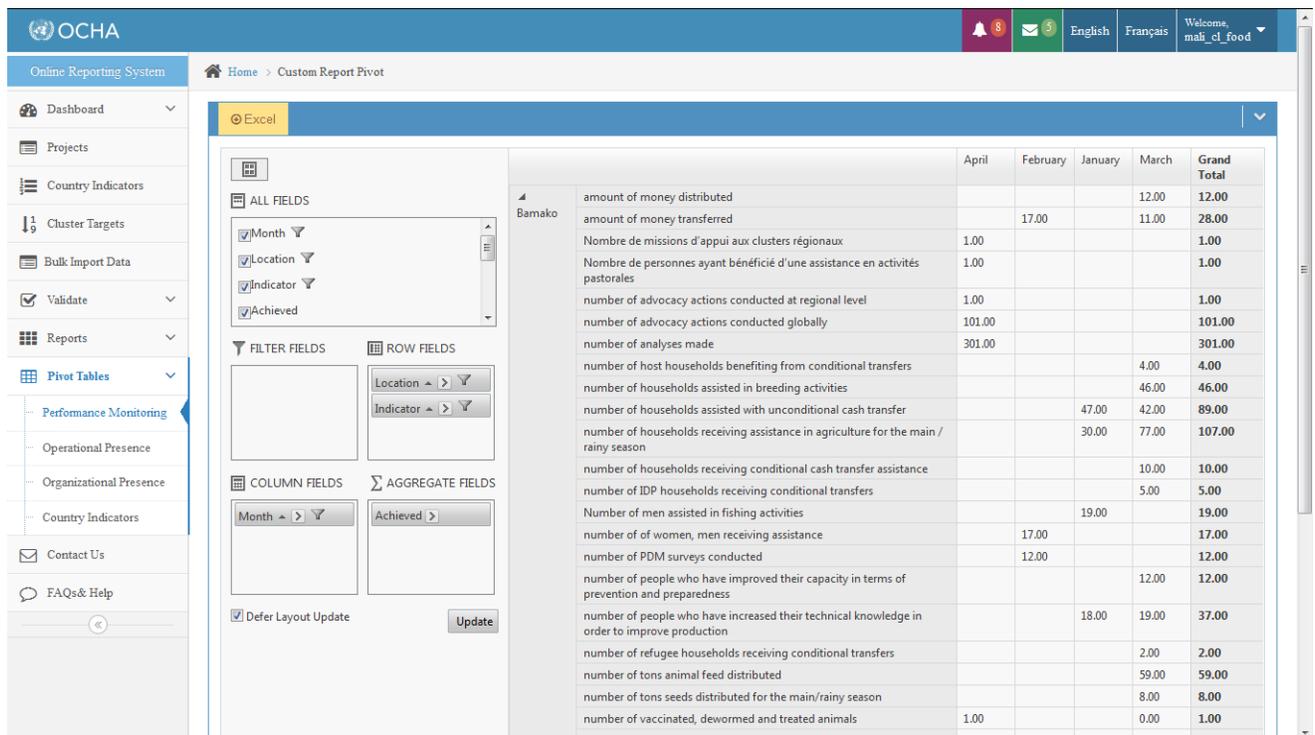


Fig2: Pivot 3W report.

**Performance Indicators**

#	Activity	Indicator	Target	Status
1	Develop admin side of the ORS	Roll out of admin side of the ORS from where users can add/edit Emergencies, organizations, locations, activities.	OCHA IMO's in 9 Sahel countries can access and use the admin side of ORS	March 2014 Done, continued until December 2014
2	Integration with FTS with live feed	Integrate FTS with ORS to track funded and not funded projects	Connect ORS with FTS	March 2014 Done
3	Data Validation.	Roll out of data validation module for all the clusters.	All cluster leads in 9 Sahel countries can validate data	March 2014 Done. Improvement in September 2014 : only country indicators validation (request from clusters)
4	User trainings.	User trainings	Users in all 9 Sahel countries trained	Users in 9 Sahel Countries Trained until December 2014
5	Generating 3W reports.	ORS system generates 3W (who, what and where) with live data.	All users have rights of generating reports can generate 3W report	Done May 2014
6	Dashboard development.	Roll out of dashboard with charts and maps.	Everyone (including not registered users) can access dashboard.	Done June 2014 continued until December 2014
7	Direct data import from excel sheets	Roll out of data import module from excel having data in decided Strategic Logframe	All admins and clusters of 9 countries can import data from excel to ORS	Done June 2014
8	Improvements of the tool	Response to request of partners	Problems and bugs are fixed quickly	Done June 2014, continued until December 2014
9	Improvements of the tool	Response to request of partners	Suggestions from users are taking into account	Add implementing partners in the projects, project status. Done in September 2014
10	Encourage partners to report	Demo of the tool within clusters and working group	Better understanding of the tool and more reports	Done June 2014, continued until December 2014
11	Release of ALPHA version on highly available server	Number and percentage of humanitarian organizations utilizing information management services	60% of members from at least 3 clusters logging into the web application	Over than 100% in September 2014 (some organization are out of the SRP process)
12	Release of ALPHA version on highly available server	Number and percentage of humanitarian organizations directly contributing to information products (e.g., situation reports, 3W/4W,	60% of members from at least 4 cluster using the web application to report on their activities using the Web Based application.	Mali : 49% of org. from 7 clusters have reported at least once Sahel : 30% of org. from 11 clusters December 2014

		digital tools)		
13	Release of production version on highly available server	Number of products made available by information management services that are accessed by clients	For at least 1 cluster: 3W and performance monitoring reports issued on a monthly basis.	3W for all clusters (reports and maps), custom reports for all cluster and all organizations with live data , September 2014
14	Offline Data Entry Facility	Allow users to data enter while they are not connecting to the Internet	All clusters and users can access to this feature	Bulk Import Data functionality available for all. July 2014
15	Develop the ORS outputs	Maps Menu with Static GIS based maps	Each country can access to maps	Country Maps Menu Done August 2014, improved and completed until December 2014
16	Development of more comprehensive dashboard for monitoring	Dashboard with charts and maps give an overview of the situation report	Everyone (users or not) can access to this DB	Done August 2014

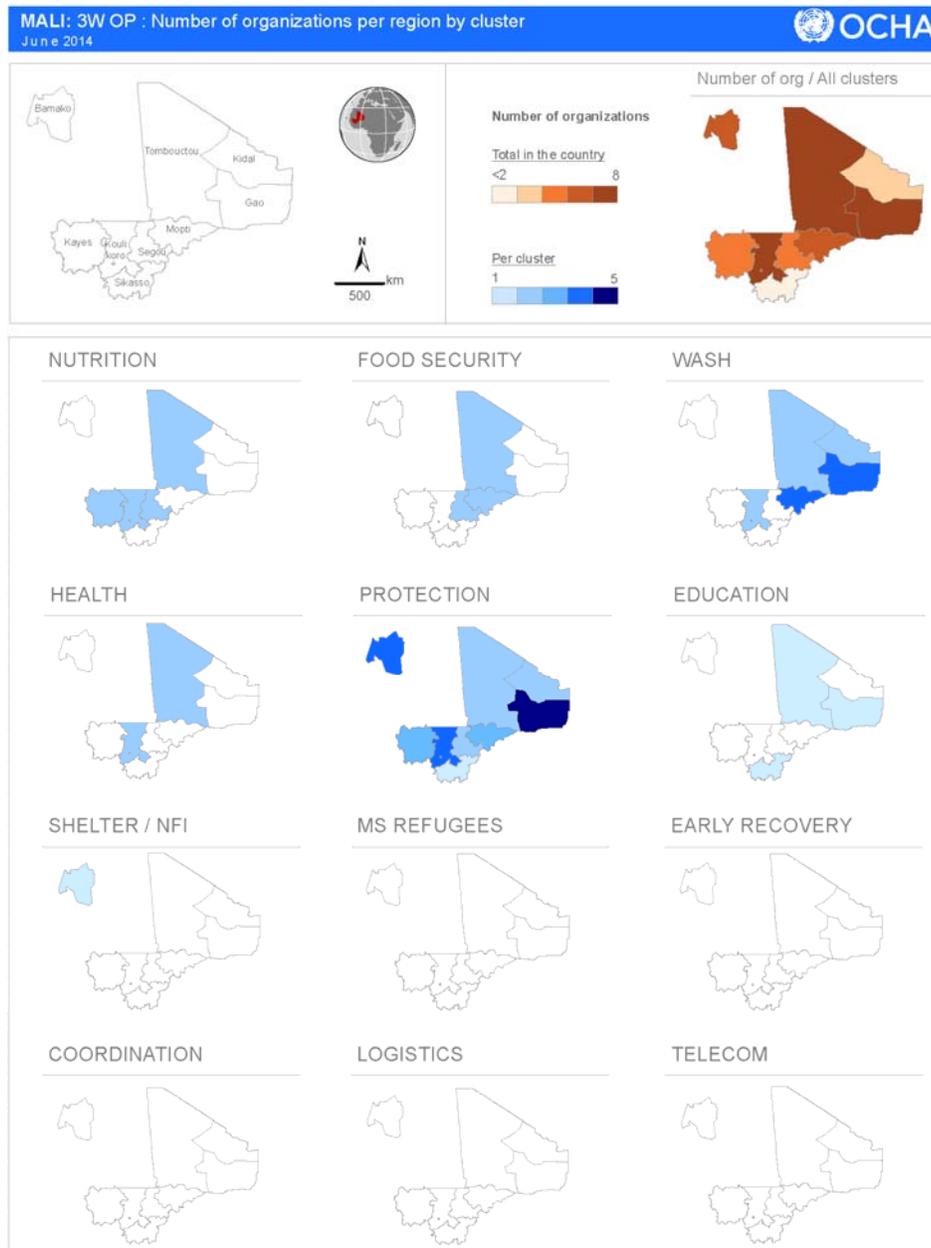
### Organization presence and reporting (including OPS and non OPS project / org)

Country	# Organization	# Reporting	%
Burkina Faso	21	6	28,5
Cameroon	19	4	21
Gambia	9	6	66
Mali	57	28	49
Mauritania	36	10	28
Niger	28	10	36
Chad	33	0	0
Senegal	14	7	50
Nigeria	14	0	0
Sahel Region	8	1	12
<b>Total</b>	<b>239</b>	<b>72</b>	<b>30</b>

### Clusters reporting

Country	# clusters
Burkina Faso	4
Cameroon	3
Gambia	6
Mali	9
Mauritania	6
Niger	6
Chad	0
Senegal	6
Nigeria	0
Sahel Region	1

**Dynamic Maps and charts with live data.** Semi dynamic maps and charts reproduced as dashboards using Tableau data visualizations software. These maps and charts were not fully dynamic because admin of the site has to update data source periodically but it was first step to dynamic charts and maps. In future development starting from Jan 2015 ORS development team is working to make the maps, charts and dashboards fully dynamic.



Maps illustrate the humanitarian presence in the country showing the number of organizations per cluster at national and regional levels as reported in the Online Reporting System (<http://ors.ocharowca.info>).  
Creation date : 07 Aug 2014 Sources : OCHA, UNCS, ESRI, Humanitarian clusters Contact : [im@ochaowca.info](mailto:im@ochaowca.info) [www.unocha.org](http://www.unocha.org) [www.reliefweb.int](http://www.reliefweb.int)  
The boundaries and names shown on this map do not imply official endorsement or acceptance by the United Nations

**Fig3: 3W Map from the Country Maps Menu, Available for the 9 countries**

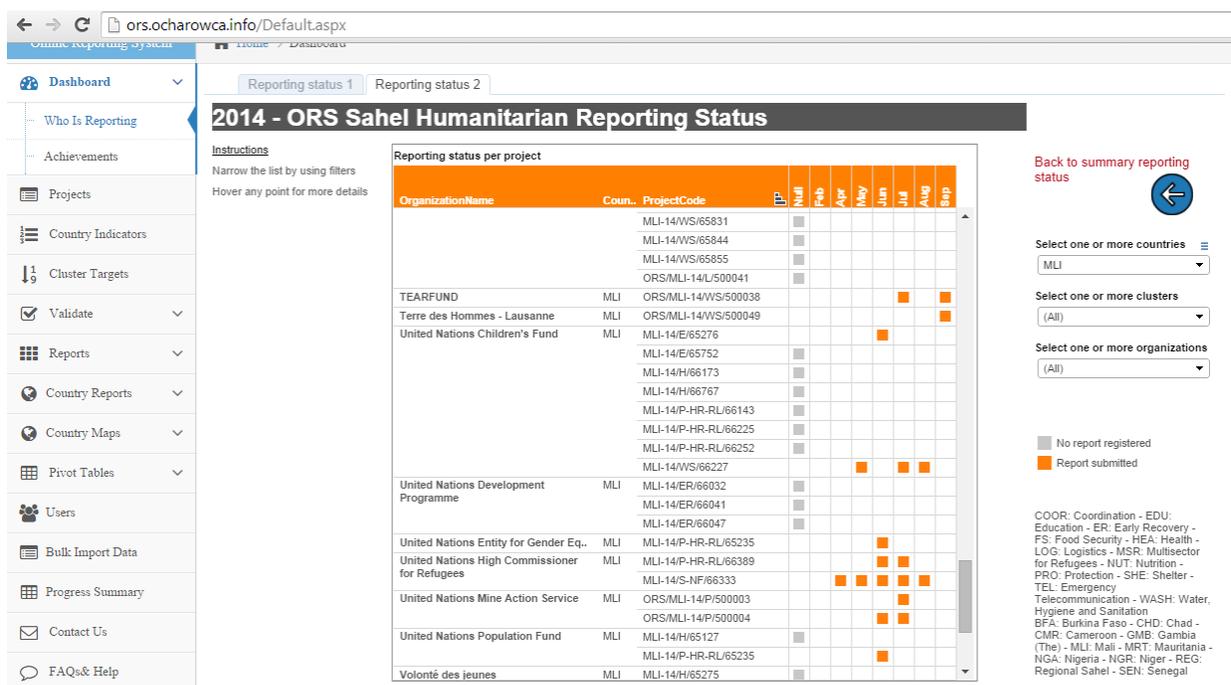


Fig 4: Dashboard Reporting Status 2 with detail per country, organization, project and month

**Different activities have been done to support the implementation of the tool in Mali :**

- Trainings for all users
- Bilateral meetings with all clusters
- Participation to cluster meeting, demo of ORS
- Feedbacks to OCHA Dakar to improve the tool : add features, fix bugs
- Answer to questions from clusters and organizations and supports
- Send regular email to all clusters to encourage the reporting (inventory of the reporting, data to be validated, reporting deadline, improvement of the tool...)
- Point on ORS during several ICC OCHA meeting
- Work with Nutrition and Protection clusters to make some maps with ORS data. Other clusters didn't answer to the proposal.

A questionnaire on the use of ORS for clusters coordinators and partners in Mali have been launched in October 2014. The objective was to have direct feedback from the users about different features, training, etc. and to have their suggestions.

6 clusters and 19 organizations responded. Most of them know ORS. More than half have already been trained, but there are still major needs in training and bilateral support. A training session has been done in November to answer to these needs.

Among the problems encountered, the majority (for clusters and partners) is related to the activities and indicators: too many, not corresponding to the activities... This question could be improved for the SRP 2015.

Most of respondents (clusters and partners) recognize the (potential) added value of ORS for the representation and analysis of the data.

**Lack of reporting :**

- Most of organization attribute this issue to the lack of funding
- Some clusters (Health, Early Recovery in Mali) are facing problem of coordination and a lack of capacity in information management
- The Education Cluster hasn't conducted many activities between June and September due to the school holiday
- SRP process is complicate with a lots of indicators
- The SRP 2015 process takes time

#### **Other Activities done, regional level**

- Develop Admin site of the system : continuous add-ins and updates
- Updated ORS with revised SRP (mid-year review) project targets
- Monthly GIS maps for each country
- Website optimization : clean the code, reduce the amount of backend processing to increase speed
- Search engine optimization
- Upgrade website design version
- Changes in website on users' request
- Bug fixes

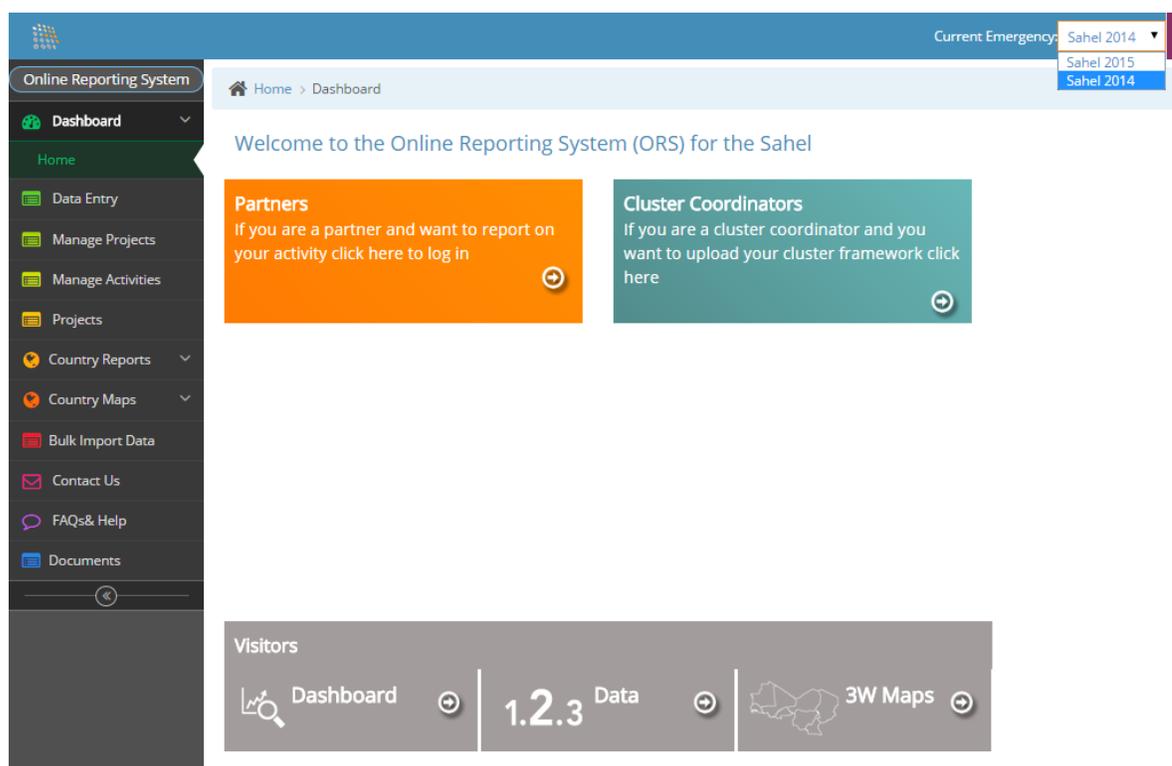
#### **Transition**

At the end of this project, all the monitoring of the implementation and the use of the tool is under the responsibility of OCHA ROWCA and OCHA country offices. OCHA is responsible for the administration of the ORS Server and development of the ORS website.

A hand-over have been done to a dedicated person at OCHA Mali with trainings, share of documents and experiences.

A last Excel sheet has been sent to OCHA ROWCA with recommendations and suggestions.

Some new features have been added to ORS to take into account the SRP 2015 process. The new important thing is that each cluster has to download his framework with the list of activities and indicators (with a limited number). Once done, OPS will be opened and the organizations will be allow to put their projects in the system.



**Figure 5 : New Dashboard December 2014**

In Mali, a demo has been done to the clusters for the integration of their framework; OCHA IM Unit will continue this work with bilateral trainings.

### Following

- Continue to encourage Clusters and partners to report and use ORS
- Especially support to Health and Early Recovery Clusters in Mali
- Improvement of Dashboard and outputs like 3/4W.
- Finalize the integration of 4W data from Food Security cluster and develop a template for other clusters
- Continue to produce maps from ORS Data according to request from clusters (most important indicators for each cluster in Mali, monthly basis)
- Dynamic maps and charts