

CONCEPT NOTE:

ETC Assessment and Reporting Tool (ETC ART)

March 2014

The Challenge

The Emergency Telecommunications Cluster (ETC) provides common information and communications technology (ICT) services to the humanitarian community in emergency operations. ETC projects and services are contingent upon effective assessments carried out to determine needs in operational areas.

While the ETC has an Excel-based assessment tool, this has not been fully utilized and optimized. Currently the majority of ETC assessments carried out are often rapid, adhoc 'look-see' and end without reports that can be shared with the humanitarian community. This comes at a risk of programming thousands of dollars' worth of projects without solid evidence-base.

Furthermore, many humanitarian organizations conduct rapid and in-depth ICT assessments using their own in-house built tools and guidelines. As such, there is no common ICT assessment tool used among aid organisations. This results in a number of challenges:

- tools used are not automated resulting in delays and inaccuracy of data due to manual processes;
- often the assessments are uncoordinated resulting in duplication of effort;
- assessment data is insufficiently shared; data sets from different assessments are incomparable;
- disparate information management systems are used.

This makes it difficult to establish a common operational picture for ICT, determine critical priorities, and ultimately hampers the ability to implement systems that support and enable aid workers save more lives and restore more people's livelihoods.

Objectives

1. Improve the timeliness, quality and accuracy of ETC assessments through automated, intuitive and easy to use mobile data collection solution.
2. Encourage coordinated ICT assessments through use of shared ETC assessment tool and information management platform, hence reduce duplication of effort.
3. Promote a shared ICT operational picture of humanitarian needs and priorities, through validation, aggregation, analysis and visual display of assessment information.

Proposed Solution

There is need for a solution to address the challenges outlined above. This requires an adaptive mobile data collection application that should be designed and developed to enable initial, rapid and in-depth ETC assessments by participating organisations. The core application will be capable of loading various assessment templates (e.g. ETC Rapid Assessment, ETC In-Depth Assessment) as would be required. ICT responders can save time by loading or customizing existing forms from the library or creating new forms for use with the app. The solution will work both offline and online depending on connectivity. It will enable real-time data collection, analysis and presentation. The application will be integrated with the ICT Emergency website where data from various assessments can be aggregated, analyzed and visually displayed, to authorized personnel, for faster and better decision making. The application will be developed for commonly used mobile platforms (e.g. Android, iOS, Windows Phone).

In the longer term, the aim is also to have the local ICT community to use the tool in non-emergency situations for day-to-day data sharing and as a preparedness activity for future emergencies. Such information would be valuable for future emergency response operations.

Project Management

A project team has been established, under the leadership of the Global ETC Support Cell, to gather requirements from stakeholders and manage solution delivery.

The deliverables for the project are:

1. *Requirements*: Gather and validate requirements with ETC stakeholders.
2. *ETC App*: Plan, design, develop and deliver the ETC assessment and reporting application that can work on at least three commonly used mobile platforms within the humanitarian community.
3. *App Integration with ETC Website*: Integration of the ETC App into the ETC Website, particularly for visual display and reporting.

The project duration should be a maximum of 6 months (January – June 2014).

The project team to be composed of personnel from the Global ETC Support Cell and other ETC partners. Some of the identified personnel include:

- Global ETC Support Cell (Project Manager): Eric Kiruhura
- WFP/FITTEST
- Emergency.lu
- Other partners to be included based on interest