

# Reporting Guidance | Inter-Sector Service Mapping

The purpose of the online **inter-sector service mapping for Lebanon** is to facilitate the referral of individuals, households, or communities at-risk from one service provider to another, and to provide an overview of services and assistance being provided across the Lebanon Response Plan. This will be the central platform used across sectors and governorates to capture information on available services and assistance. It will replace existing data collection exercises for service mapping and referral pathways.

The services and assistance provided will be linked to corresponding organizational complaint and feedback mechanisms for affected women, men, girls and boys.

## → Communication process

Field Offices will request implementing organizations and agencies to report on their services and assistance being provided into the inter-sector service mapping. Moving Field Sector Coordinators will be responsible for reaching out to sector members to update their services in the service mapping and review that information for their sector is complete. For any queries, please contact your Sector Coordinator. Information should be kept up to date with a regular review monthly.

## → Reporting Guidance for services and assistance

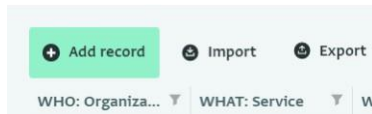
These are instructions for reporting focal points on how to record your services and assistance into the online inter-sector service mapping platform, hosted on Activity Info.

**Who:** Reporting Focal Points – (Activity Info Focal Points, IM Focal Points)

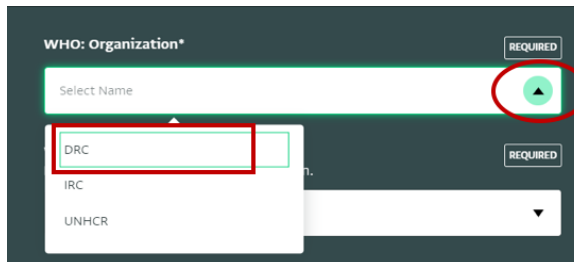
**Frequency:** Once monthly.

**Required:** You will need to fill all inputs marked required\*.

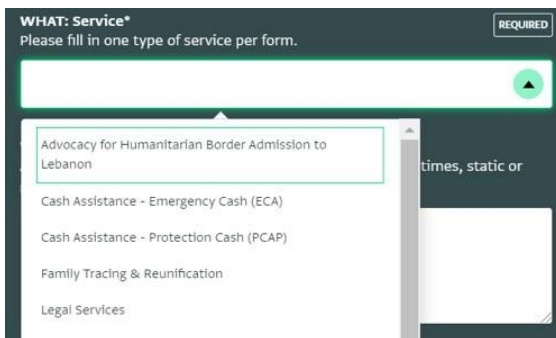
1. Log into <https://v4.activityinfo.org/>, go to 0. Lebanon Service Mapping.
  - a. If you do not see this, please contact your sector IM at national or field level.
  - b. If you do not have an account please send an email to your Sector IM at national or field level who will set one up for you.
2. Select geographical area you are reporting on (e.g. Beirut & Mt Lebanon)
3. Select the relevant sector of your intervention (e.g. Protection)
4. Select the relevant service (e.g Protection Services)
5. Select 'Add record'



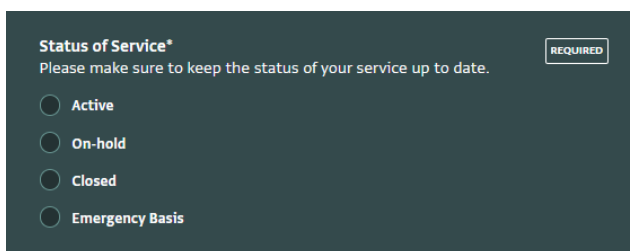
6. Select your organization from the drop-down menu:



7. Select 'WHAT: Service' you provide from the drop-down list of services. You will only be able to fill in one 'type of service' per form. Some selections will pull up additional follow-up questions.



8. Select 'Status of Service'



- Active: This status indicates that the service is currently operational and available for use. It means that the service is ongoing and providing its intended functions or benefits to its users or beneficiaries.
- On-hold: This status indicated that the service is suspended or paused. This status is typically used when there are temporary issues or circumstances preventing the service from being delivered or accessed, but it is expected to resume later.
- Closed: This indicator indicated that the service has been permanently discontinued or terminated. This status is applied when the service is no longer available and will not be resumed in the future. It may be used when the service has fulfilled its purpose, become obsolete, or is no longer feasible to maintain.
- Emergency: This status is assigned to services that are activated in response to emergencies or crises (for example: South Escalations). It indicates that the service is currently being provided as part of an emergency response effort to address urgent needs or situations. Emergency services are often temporary and may be activated or deactivated based on the evolving situation.

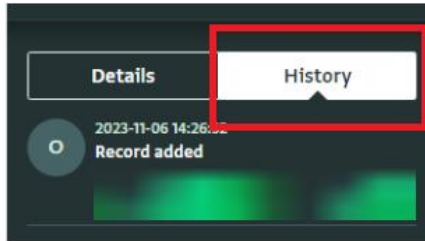
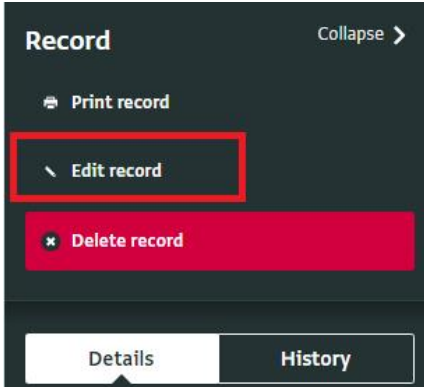
9. Fill in all the 'required' fields for your service, and click on 'Save record' in the bottom-right / top-right corner



10. After saving, you can still edit your record later by selecting it, making sure it is highlighted in green. This will bring up a wing on the right side called 'Record'

WHO: Organiza... ▼	WHAT: Service ▼	WHAT: Case Ma... ▼
DRC		

11. Scroll down and click 'edit record'. You can also review the editing history of this record by going to the 'History' tab.



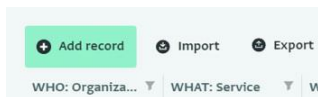
## → Reporting Guidance for complaint and feedback mechanisms (who, what, where)

These are instructions for reporting focal points on how to record your organizations complaint and feedback mechanisms on the online inter-sector service mapping platform, hosted on Activity Info.

**Who:** Reporting Focal Points – (Activity Info Focal Points, IM Focal Points)

**Frequency:** Once. Any changes should be updates as/when they occur.

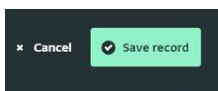
1. Log into <https://v4.activityinfo.org/>, go to 0. Lebanon Service Mapping
2. Select *Complaint & Feedback Mechanisms (Who, What, Where)*
3. Select 'Add record'



4. Select your organization from the drop-down menu:

The screenshot shows a form field labeled "WHO: Organization\*" with a "REQUIRED" tag. The field contains the text "Select Name". A dropdown menu is open, showing three options: "DRC", "IRC", and "UNHCR".

5. Fill in all the 'required' fields for your service, and click on 'Save record' in the bottom-right / top-right corner



6. After saving, you can still edit your record later by selecting it, making sure it is highlighted in green. This will bring up a wing on the right side called 'Record'

WHO: Organiza...	WHAT: Service	WHAT: Case Ma...
DRC		

10. Scroll down and click 'edit record'. You can also review the editing history of this record by going to the 'History' tab.

