

STANDARD OPERATING PROCEDURE FOR CONTACT LIST

Syrian Refugee Response Interagency Coordination - Lebanon

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Introduction

Contact lists for coordination of humanitarian actors are relevant to manage information that are in between “Confidential information” (i.e. contact details) and “Public Information” (i.e. position in the organization, sectors and areas of operation).

Building on good practices developed by other inter-agency actors in the area, Mailchimp can be used as a single unified repository for contact details.

MailChimp offers the following advantages:

1. Capacity for the member of the contact list to register, subscribe and unsubscribe
2. Consolidated repository for all contacts: one unique list to maintain instead of many working group list (no excel sheet using different versions in different services).
3. Possibility to extract contact details by Sector or Area of Operation when needed
4. Detailed Email Campaign Reports: analytics showing you how email campaigns are received; who is reached; which users are opening the email and reading the attachment.
5. Possibility identify real and regular users in order to prepare specific communications.

Scope of the Inter-agency contact list on MailChimp

It is important to note that the registration to the contact list is open to all the users who wish to subscribe. This is to ensure accessibility and effective dissemination of information across members of the interagency response.

The subscription to Inter-agency contact list on Mailchimp ensures that any new relevant information is shared with interested contacts.

The Inter-agency contact list on Mailchimp can be used for the following:

1. Every Friday: reminder of upcoming events and meetings scheduled for the following week on the inter-agency information sharing web portal;
2. Every Monday: information about the publication of new documents on the inter-agency information sharing web portal;

3. Any other public communication relevant to the interagency response

The contact list (shared on a monthly basis with sector leads and co-leads) can be used for:

1. Working group information sharing
2. Call for meetings
3. Any other communication relevant to the Working Group.

Access to mailing list & confidentiality

Admin: “Admin access” to the Inter-agency contact list on MailChimp is granted only to members of the Information Management Unit of UNHCR (hereafter “IM Unit”). MailChimp services will be used for public and regular updates directed to the interagency members. Confidential and sensitive information will not be shared through MailChimp.

Sector/Working Group mailing list: Sector leads and co-leads will receive access only to contacts who signed up to their specific sector or WG. The contact list will be shared with each sector lead and co-lead in an excel format. Sector Leads are not granted direct access to MailChimp.

Members of the Interagency Response in Lebanon: An excel version of the contact list is extracted weekly and shared with members in a password protected spreadsheet. To ensure confidentiality, the IM Unit reserves the right to limit access to the contact list based on the following criteria:

1. email accounts with general domains (i.e. gmail, yahoo, hotmail) will not receive the excel version of the contact list
2. uncompleted accounts
3. accounts with access from outside Lebanon
4. suspicious email accounts.

This protocol aims at granting access to the contact list exclusively to members of the interagency response in Lebanon and relevant donors. However, UNHCR cannot ensure that members of the contact list do not share confidential information (i.e. phone numbers, email address) with third parties after the contact list has been distributed.

Sector/WG Segments and Area Segments

The master mailing list can be divided in overlapping segments (Sectors/WGs or Area of Operation) based on the subscription of users. These contacts are shared with Sector leads, CoLeads and Field Focal points in an excel format for their communications with the WG/AORs.

Currently we have 14 Segments related to Sectors/WGs:

1. Inter-agency response/ Coordination
2. Protection
3. Child Protection
4. SGBV
5. Food Security
6. Distribution
7. Shelter
8. WASH
9. Public Health
10. Education
11. Livelihood
12. Social Cohesion
13. Cash Assistance
14. Information Management

And six Segments related to Areas of Operation:

1. Beirut/Mt Lebanon
2. Tripoli+5
3. Akkar
4. Bekaa

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5. South

6. National Level

Existing contacts can be imported in specific segments of the main mailing list only by the IM unit.

Sign up to the contact list

The existing contact list has been transferred to MailChimp as of 1st of November 2013. The two contact lists will coexist until the 15th of November.

All contacts will be asked to update their subscription during the transitional period through direct access to the sign up form (<http://eepurl.com/HjQUL>)

Access to the sign-up form is granted through the Interagency Information Sharing Web Portal and allows users to sign up, modify their subscription or unsubscribe directly. The contact list is automatically updated.

The sign-up form can be found at the following link:

<http://eepurl.com/HjQUL>

Sign up to the inter-agency response in Lebanon

* indicates required

Organization Name

Name

Title

Email Address

Telephone (with country code)

Select Area of Interest

- ☐ Beirut/Mt Lebanon
- ☐ Tripoli+5
- ☐ Akkar
- ☐ Bekaa
- ☐ South
- ☐ National Level

Select sectors of interest

- ☐ Inter-agency response/ Coordination
- ☐ Protection
- ☐ Child Protection
- ☐ SGBV
- ☐ Food Security
- ☐ Distribution
- ☐ Shelter
- ☐ WASH
- ☐ Public Health
- ☐ Education
- ☐ Livelihood
- ☐ Social Cohesion
- ☐ Cash Assistance
- ☐ Information Management

On certain computers, user is redirected to this message: "it seems your system clock is set too far into the future. If login continually fails, please adjust your system clock or use NTP." This occurs because of the change of time zone in Lebanon, you may have to reset your time zone to GMT +2 and reset the time correctly.

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Management of the list and cancellation

Sector leads who wish to unsubscribe certain contacts from their sector contact lists are kindly invited to contact the IM Unit: fambri@unhcr.org . A notification would be sent to the contact.

Inactive contacts (who do not open any communication for more than 2 months) will be contacted with a specific notification of cancellation.

Members of the contact list that wish to unsubscribe can do it directly through the Web Portal link to the contact list.

Reports

Campaigns sent through MailChimp can be monitored and the use of the contact list may be adapted accordingly to the analysis of the reports.