



ACTIVITYINFO Step by Step Guide

JOR- Ref- Services

<https://www.syrianrefugeerresponse.org/#data-entry/Database+1100>

JORDAN
Inter-Sector Working Group

This Document details the steps required for all partners and agencies to follow to review and add information on services available for Syrian Refugees and host community, on line, that aims to inform the referral process.



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SECTION I: INTRODUCTION

ActivityInfo is an online system designed for humanitarian actors and that facilitate Data Entry and reports generation (charts, maps, pivot tables and custom reports).

In the context of Jordan, ActivityInfo is used in 4 distinct situations:

1. **Gap Analysis:** This system is used to know “who’s doing what where” (the focus is on activities) --> Based on a matrix that includes all possible activities within each sector, partners can indicate where they are currently working. This information can be used by Subject matter expert to develop the logical framework used in the Refugee Response Plan.
2. **Refugee Response Plan (RRP) preparation:** financial requirements and indicator target values for each proposed intervention are gathered according to a specific logical framework in order to develop the RRP appeal.
3. **Refugee Response plan Monitoring:** on a monthly basis, partners reports indicator value corresponding to the activities within the month. This information is used to develop monthly sectoral dashboard. This database constitutes a 4W (the focus is on time: who’s doing what where when?)
4. **Services Mapping:** This last database allow collecting detailed description of Services directly available to refugees. This database allows generating “Services Guide” or “online Aid Advisor” and constitutes a 5W (the focus is on beneficiaries: who’s doing what where to whom?)

The following Guide relates to the “Services Mapping” database, (JOR-ref-service)s. The main elements of this database are:

- 1) *Establish a Master List of services available to refugees*
- 2) *Inform referral processes (contact/ feedback)*
- 3) *Search and filter for available services*
- 4) *Disseminate information*

The main focus of this guide is on updating the information on services available.

Guides have already been created for Activity Info RRP6 Monitoring and Reporting as well as for RRP6 Review database and they are available at <http://data.unhcr.org/syrianrefugees/download.php?id=5206> .

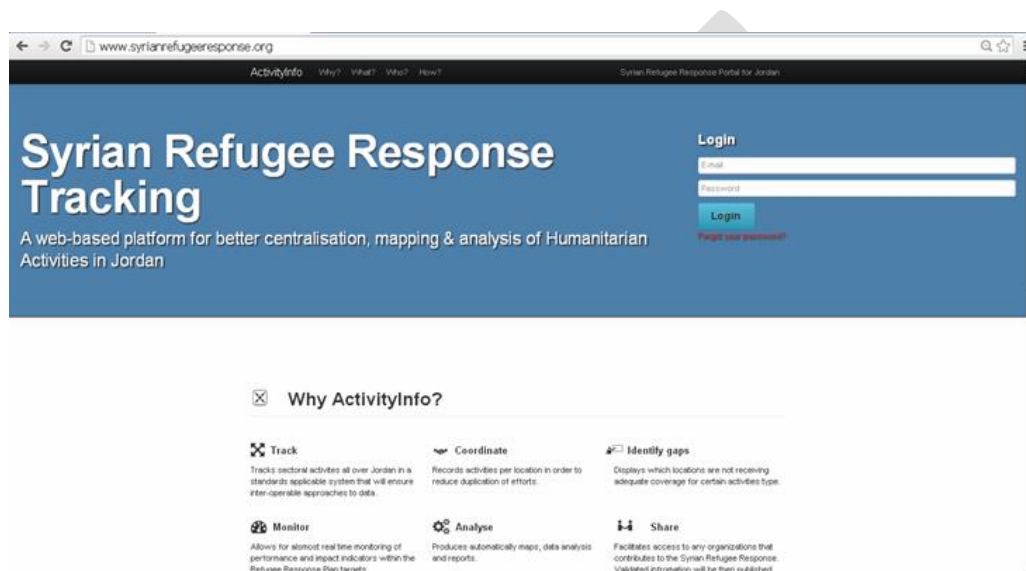


SECTION II: STEP BY STEP

STEP 1: Log-in / Access Database

Go to <https://www.syrianrefugeerresponse.org/#data-entry/Database+1100>

(Use Google Chrome, if you do not have administrative right to install application on your computer, you can use the portable version @ http://portableapps.com/apps/internet/google_chrome_portable)



In case you don't have a login, please contact your sector leads or any of the Associate Coordination Officers. After approval from your sector leads an invitation will be sent to your email (check your spam box) and you can then create your account. Please note that you need authorization for each one of the databases under Activity Info.

For log-ins, or technical issues on activity info, contact the Coordination Team

<http://data.unhcr.org/jordan/team.html>):

Name	Function	E-mail
Edouard Legoupil	Information Management, System Administration and Configuration	Legoupil@unhcr.org
Hawraa Harkous	Information Management, User and database support	Harkous@unhcr.org
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Kaleem Rehman	Analysis of activities	Rehmank@unhcr.org
Matthew Richard	Log-ins / advice on sector obj / outputs / indicators (Shelter / WASH)	Richard@unhcr.org
Yara Maasri	Log-ins / advice on sector obj / outputs / indicators (Food/ Health)	Maasri@unhcr.org
Angeliki Panagoulia	Log-ins / advice on sector obj / outputs / indicators (Cash/ NFIs)	Panagoul@unhcr.org



JORDAN REFUGEE RESPONSE

Click on **'Data Entry'** and select the database **"JOR-Ref-services"**. If you cannot see this database, contact the Coordination team above.

The screenshot shows the 'Syria Refugee Response' dashboard with the 'Data Entry' tab selected. The left sidebar lists activities: JOR-Gap-Analysis, JOR-Ref-Services, JOR-RRP-Monitor, JOR-RRP6-Plan, and JOR-RRP6-Review. The main content area displays 'Monthly Reports' for 'JOR-RRP-Monitor - 2. Provision of regular cash assistance' for June 2014. A table lists indicators such as 'Unconditional -Total Amount distributed this month' with a value of 734,371.47. A callout bubble points to the 'Data Entry' tab with the text 'Click on "Data Entry"'. The status at the bottom is 'Working online'.

This screenshot is similar to the one above but with the 'JOR-Ref-services' database selected in the left sidebar. A callout bubble points to this database with the text 'Select 'JOR-Ref-services''. The main content area shows the same 'Monthly Reports' for June 2014. The status at the bottom is 'Working online'.

To filter by **sector** you can click on the yellow folder and then you can select the objective (blue boxes).



JORDAN REFUGEE RESPONSE

Jordan – Activity-Info Ref-services

draft 12.07.2014

The screenshot shows the 'Syria Refugee Response' dashboard with the 'Data Entry' tab selected. The main table displays various activities with columns for Date, Partner, SyriaRefResp, Governance, Region, District, Subdistrict, Refugee Camps, and Camp Districts. A callout bubble points to the 'Sector and Objective' column header.

Date	Partner	SyriaRefResp	Governance	Region	District	Subdistrict	Refugee Camps	Camp Districts
2014-Dec-31	CARE	Mafraq City	Mafraq	North	Mafraq	Gasabiah	Al Mafraq	
2014-Dec-31	ACF	Liwa Beni Odayd	JORD07007	North	Bani Odayd	Bani Odayd		
2014-Dec-31	OXFAM	Amman Govern...	Amman	Central				
2014-Dec-31	MC	Liwa Beni Kharah	JORD07008	North	Bani Khana	Bani Khana		
2014-Dec-31	MC	Liwa ar Ramtha	JORD07009	North	Ar Ramtha	Ar Ramtha		
2014-Dec-31	ACF	Liwa Beni Odayd	JORD07007	North	Bani Odayd	Bani Odayd		
2014-Dec-31	MC	Mafraq Govern...	Mafraq	North				
2014-Dec-31	MC	Zarqa Govern...	Zarqa	Central				
2014-Dec-31	CARE	Liwa Beni Kharah	JORD07008	North	Gasabiah	Gasabiah		
2014-Dec-31	DRC	Karak Govern...	Karak	South				
2014-Dec-31	SCJ	Liwa Beni Odayd	JORD07007	North	Gasabiah	Gasabiah		
2014-Dec-31	RD	Aljun Govern...	Aljun	North				
2014-Dec-31	CARE	Liwa Beni Odayd	JORD07007	North	Bani Odayd	Bani Odayd		
2014-Dec-31	MC	Liwa Beni Odayd	JORD07007	North	Bani Odayd	Bani Odayd		
2014-Dec-31	OXFAM	Amman Govern...	Amman	Central				
2014-Dec-31	RD	Jarash Govern...	Jarash	North				
2014-Dec-31	MEDAR	Mafraq Govern...	Mafraq	North				
2014-Dec-31	ACF	Liwa Beni Odayd	JORD07007	North				

STEP 2: Review the Information

The **JOR-ref-services** includes information on available services and ongoing activities for Syrian refugees and the host community in Jordan. In order to view this information after you select the sector and output, you can filter by partner, **click on the agency or the location** you are interested in and review the details of the intervention on the bottom right window using the “**Details**” tab.

Filter by partner or location

The screenshot shows the 'Syria Refugee Response' dashboard with the 'Data Entry' tab selected. The main table displays various activities. A callout bubble points to the 'Filter by partner or location' filter.

Date	Partner	SyriaRefResp	Governance	Region	District	Subdistrict	Refugee Camps	Camp Districts
2014-Mar-31	ACTED	Liwa Gasabiah	JORD071002	North	Gasabiah	Aljun		
2014-Mar-03	ACTED	Liwa Beni Kharah	JORD07008	North	Bani Khana	Bani Khana		
2014-Mar-31	ACTED	Liwa Gasabiah	JORD071002	North	Gasabiah	Jarash		
2014-Dec-31	DRC	Karak Govern...	Karak	South				
2014-Dec-31	DRC	Karak Govern...	Karak	South				
2014-Dec-31	ICRC	Mafraq Govern...	Mafraq	North				
2014-Dec-31	ICRC	Liwa ar Ramtha	JORD07009	North	Ar Ramtha	Ar Ramtha		
2014-Dec-31	ICRC	Amman Govern...	Amman	Central				
2014-Dec-31	ICRC	Amman Govern...	Amman	Central				



JORDAN REFUGEE RESPONSE

Here you can see a description of the activity, availability of the service, feedback Mechanism, referral methods, intake criteria, and other information that will be regularly updated.

The screenshot shows the 'Syria Refugee Response' dashboard. The left sidebar contains a tree view of activities: CASH, EDUCATION, FOOD, HEALTH, NFI, PROTECTION, SHELTER, and WASH. The main area displays a table of activities with columns: Date, Partner, SyrRefRespRRP6, Governorate, Region, District, Subdistrict, Refugee Camps, and Camp Districts. A callout bubble points to the detailed view of an activity, which includes a list of targeted districts, a description of the activity, and various metadata fields.

Date	Partner	SyrRefRespRRP6	Governorate	Region	District	Subdistrict	Refugee Camps	Camp Districts
2014-Mar-31	ACTED	Liwa Qasabat Aj JOR001002	Ajlun	North	Qasabat Ajloun	Ajloun		
2014-Mar-03	ACTED	Liwa Bani Kinana JOR007006	Irbid	North	Bani Kinana	Bani Kinana		
2014-Mar-31	ACTED	Liwa Qasabat J...	Jarash	North	Qasabat Jarash	Jarash		
2014-Dec-31	DRG	Maan Governorate	Ma'an	South				

Comments: targeted districts: Al-rantha, Bani kinana , Bani obaid and Qasabat irbid.

NFI (personal ,house, wash hygiene items) will be used through vouchers, we deal with CIVIL SERVICE CONSUMER CORPORATION , each house hold will take 5 vouchers each of them 10jd *5 =50jd for one time only. Winterization includes: blankets equal to number of persons in household, 1 heater and 1 gaz cylinder and 11 refill. Depend on ACTED scoring system.

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7. Availability Day: Sun-Thurs
8. Office Open at: 8:00am
13. Feedback Mechanism: Email to referring organisation
6. Availability: One time
12. Response delay after referrals: Case by case basis
4. Accessibility: Outreach
14. Feedback delay: Delay One month
2. Nationality: No restriction
1. Registration Type Requirement: Expired and Valid UNHCR ASC and MOI
10. Referral Method: Expired per case basis

Details | Monthly Reports | Attachments | History

STEP 3: Add information

IMPORTANT:

- If your organization is reporting on more than one activity, you will be required to enter data multiple times.
- Reporting is also geo-located, so if your activity has been in multiple governorates/districts under the same sector/objective/output, you will need to enter multiple times. For the camps, e.g. Zaatari, reporting will be at 'district' level, or which Zaatari has 12 districts.

After you have selected your sector and objective you can now **add activities**, click on “**New site**” and select your **location**.



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Jordan – Activity-Info Ref-services

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Syria Refugee Response Dashboard **Data Entry** Reports Design

Filter

Activities

- JOR-Gap-Analysis
- JOR-Ref-Services
 - CASH
 - EDUCATION
 - FOOD
 - HEALTH
 - NFI
 - PROTECTION
 - SHELTER
 - WASH
- JOR-RRP-Monitor
- JOR-RRP6-Plan
- JOR-RRP6-Review

Filter by geography +

Filter by date +

Filter by partner +

Filter by attribute +

Filter by location +

Working online

JOR-Ref-Services - Hygiene promotion & hygiene products Delivery

Grouping None

New Site Edit Delete Site Export Print UserForm Publish to website

Date	Partner	SyrRefRespRRP6	Governorate	Region	District	Subdistrict	Refugee Camps	Cam
2014-Dec-31	WVI	Azraq Camp JORAZR	Zarqa	Central	Zarqa Qasabah	Al Azraq	Azraq	
2014-Dec-31	WVI	Liwa al Hashimi... JOR012003	Zarqa	Central	Al-Hashimiya	Al-Hashimiya		
2014-Dec-31	WVI	Liwa al Hashimi... JOR012003	Zarqa	Central	Al-Hashimiya	Al-Hashimiya		
2014-Dec-31	WVI	Zaatari Camp (INP747)	Mafraq	North	Badiah Shamali...	Al Khaldyah	Zaatari Camp	

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Comments: World Vision Office in Amman
Margareta Siregar
margaretha_siregar@wvi.org

7. Availability Day: Sun-Thurs
8. Office Open at: 8:30am
13. Feedback Mechanism: Email to referring organisation
6. Availability: Every Day
12. Response delay after referrals: Case by case basis
4. Accessibility: Outreach

Details Monthly Reports Attachments History

Select sector and objective and then click on "New site".

After clicking on "New Site" the following window will be prompted then you can select the **Region** (North, South, and Central).

Choose Site

Here you can choose the site where your intervention takes place. Use the filters below to find sites where interventions have already been added. This will make it possible to link your activities results to other interventions inside and outside of your organization.

Search for existing sites

Region: Central North South

Matching sites

100 matching sites

Too many sites to display, please narrow your search criteria above

Use site Cancel

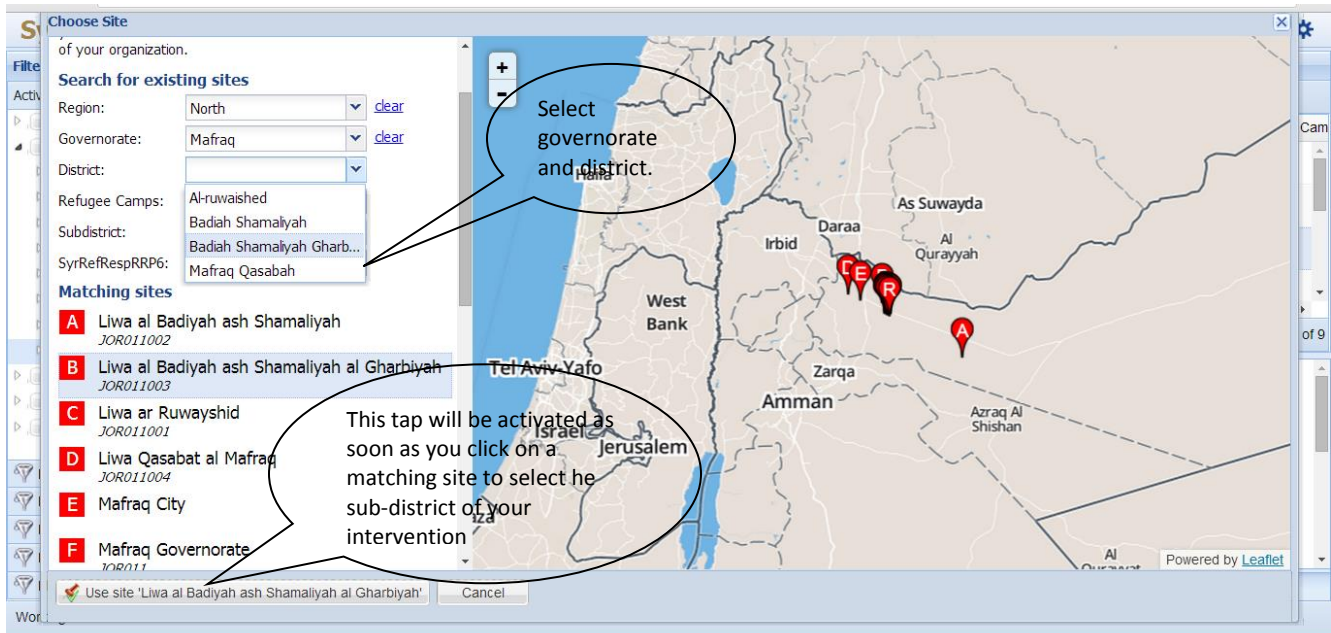
Select the Region of the intervention.

Map showing the region of the intervention (North, South, and Central).

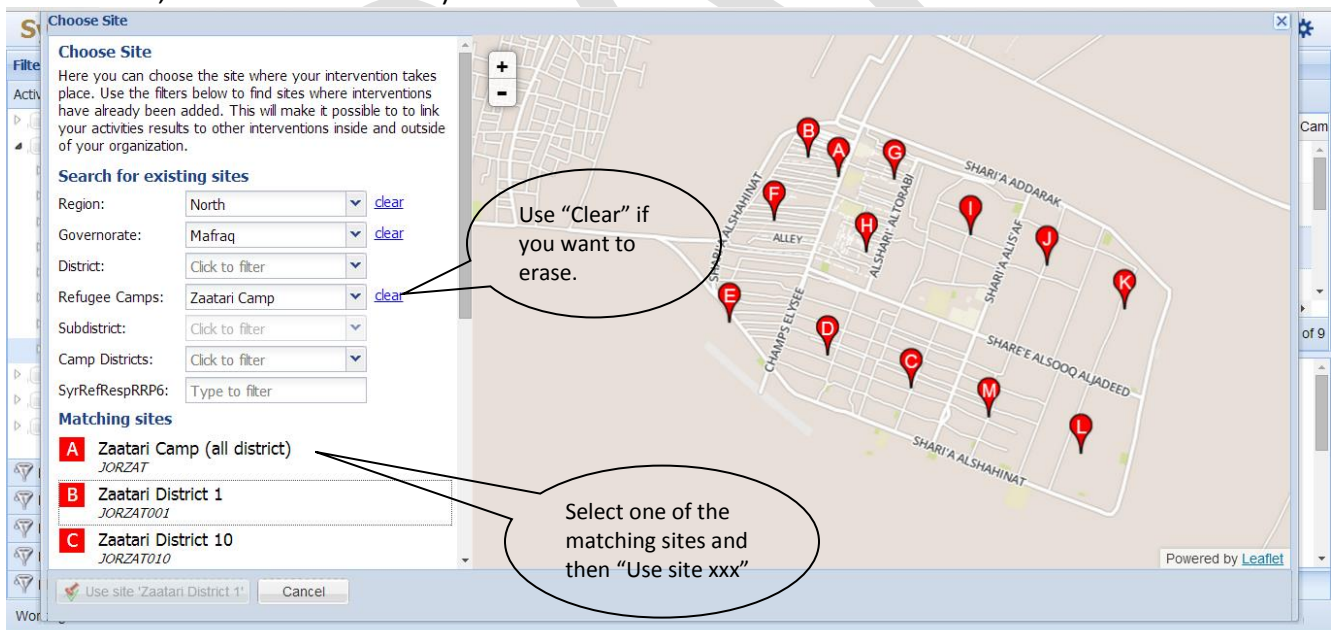
For urban/ rural interventions, after selecting the **Governorate**, select the **District** from the drop down list. The **Sub-District** level can be selected from the list of matching sites that will be prompted when the District is selected. After selecting the matching site click on "Use Site xxxx" on the bottom left of the screen to proceed.



IMPORTANT: Contact Information Management if you need to create new sites (cf Q&A Section IV).



For Camps, after the Region, select the **camp name (e.g Zaatari)**, and then the **camp district** (one of 12 districts, in the case of Zaatari).



After you locate your intervention you can add your details.

Intervention Details: the sector and objective is preselected, you can now select the name of your organization.

Site: you can revise the *Latitude and Longitude* of your site.



Attributes: you have 14 questions to fill in. these includes information on your availability, the referral methods, opening hours etc. these information will appear at the main page under the tab “details”

Indicators: enter one if you are implementing on of the activities in this group.

Referral Contact: enter here the contact to be used in case of referral. This information will not be shared outside of the system (i.e. only partnering organization users who were granted access to the system will be able to see it)

Comments: here you can input a short description of your activity that helps other users to better understand what the site is about. You can include information on your intake criteria or more details on your program. After finishing click on “Save” and go back to the main page to check your information.

Intervention details:

Syria Refugee Response Dashboard Data Entry Reports Design

Filter Activities: JOR-Gap-Analysis, JOR-Ref-Services, CASH, EDUCATION, FOOD, HEALTH, NFI, PROTECTION, SHELTER, WASH, JOR-RRP-Monitor, JOR-RRP6-Plan, JOR-RRP6-Review

Filter by geography, date, partner, attribute, location

Working online

Add new intervention for activity 'Hygiene promotion & hygiene products Delivery'

Database: JOR-Ref-Services

Activity: Hygiene promotion & hygiene produc

Partner: [Dropdown]

Start Date: [Date Picker]

End Date: [Date Picker]

Intervention Details
Choose the project and partner implementing this intervention

Site
Choose the site of this intervention

Attributes
Choose the attributes of this intervention

Indicators
Enter indicator results for this site

Comments
Add additional comments for this intervention

Basic information of your intervention.

Attributes:

Syria Refugee Response Dashboard Data Entry Reports Design

Filter Activities: JOR-Gap-Analysis, JOR-Ref-Services, CASH, EDUCATION, FOOD, HEALTH, NFI, PROTECTION, SHELTER, WASH, JOR-RRP-Monitor, JOR-RRP6-Plan, JOR-RRP6-Review

Filter by geography, date, partner, attribute, location

Working online

Add new intervention for activity 'Hygiene promotion & hygiene products Delivery'

Database: JOR-Ref-Services

Activity: Hygiene promotion & hygiene produc

Partner: [Dropdown]

Start Date: [Date Picker]

End Date: [Date Picker]

Intervention Details
Choose the project and partner implementing this intervention

Site
Choose the site of this intervention

Attributes
Choose the attributes of this intervention

Indicators
Enter indicator results for this site

Comments
Add additional comments for this intervention

14 questions to be filled in.



Indicators:

Working online

Referral Contacts:

No data to display

STEP 4: Edit existing information

You can edit the information by clicking on the **Edit** tab after you have clicked on your site.



JORDAN REFUGEE RESPONSE

IMPORTANT: you cannot edit or delete sites that have been entered by a different organization, you can only edit/delete activities that have been entered from your organization even from a different user. However, all changes can be tracked by clicking on “History”.

The screenshot shows the 'Syria Refugee Response' application with the 'Data Entry' tab selected. A table lists activities with columns for Date, Partner, Site, Governorate, Region, District, Subdistrict, and Refugee Camps. Callouts provide the following instructions:

- First click on the site you want to edit and then click the “edit” tap on the toolbar line.
- Click on “history” if you want to track the changes in your activities.

Additional visible text includes: 'Comments: World Vision Office in Amman', '7. Availability Day: Sun-Thurs', '8. Office Open at: 8:30am', '13. Feedback Mechanism: Email to referring organisation', '6. Availability: Every Day', '12. Response delay after referrals: Case by case basis', '4. Accessibility: Outreach', and a 'Details' button.

After clicking on “Edit” the following window will appear. Make the necessary changes (see also Step 2 of this guide) and don’t forget to “Save”, click on the bottom right hand.

The screenshot shows the 'Add new intervention for activity' window. Callouts provide the following instructions:

- Click on the different taps to edit the details of your intervention.
- Always save your changes.

Additional visible text includes: 'Intervention Details', '1. Registration Type: MOI card', '2. Nationality: Jordanians only', '3. Intake Criteria: Open to all', 'Specific Vulnerability Calculation/Score', 'Child at risk', 'Unaccompanied or separated child', 'Woman at risk', 'Older person at risk', 'Single parent or caregiver', 'Disability', 'Serious medical condition', 'Family unity', 'Specific legal and physical protection', and a 'Save' button.



❖ **What other options I have:**

Delete: choose the activity you want to delete and click the “Delete” tab.

Export: you can also export the information on excel. Alternatively, you can generate reports (see step 5).

Syria Refugee Response Dashboard

Filter

- Activities
 - JOR-Gap-Analysis
 - JOR-Ref-Services
 - CASH
 - Need Coverage
 - EDUCATION
 - FOOD
 - HEALTH
 - NFI
 - PROTECTION
 - SHELTER
- Filter by geography
- Filter by date
- Filter by partner
- Filter by attribute
- Filter by location

JOR-Ref-Services - Need Coverage

Grouping: None

Buttons: New Site, Edit, Delete Site, Export, Print UserForm, Publish to website

Date	Partner	SyrRefRespRRP6	Governorate	Region	District	Subdistrict
2014-Dec-31	CARE	Mafraq City	Mafraq	North	Mafraq Qasabah	Al Mafr
2014-Dec-31	ACF	Liwa Bani Ubad	Irbid	North	Bani Obayd	Bani O
2014-Dec-31	OXFAM	Amman Govern...	Amman	Central		
2014-Dec-31	MC	Liwa Bani Kinanah	Irbid	North	Bani Kinana	Bani K
2014-Dec-31	MC	Liwa ar Ramtha	Irbid	North	Ar Ramtha	Ar Ran

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Details | Monthly Reports | Attachments | History

Working online

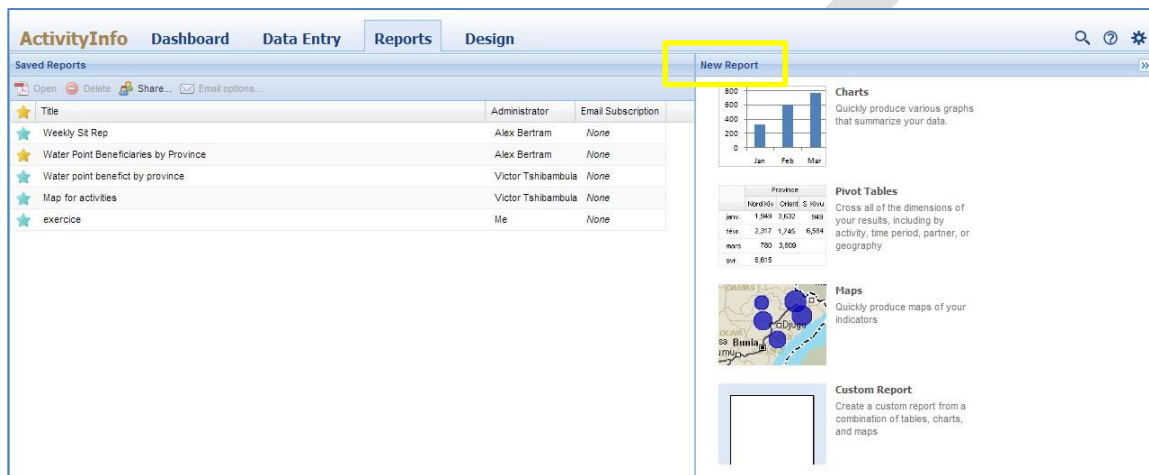
<https://www.syrianrefugeerresponse.org/#>



SECTION III: GENERATE REPORTS

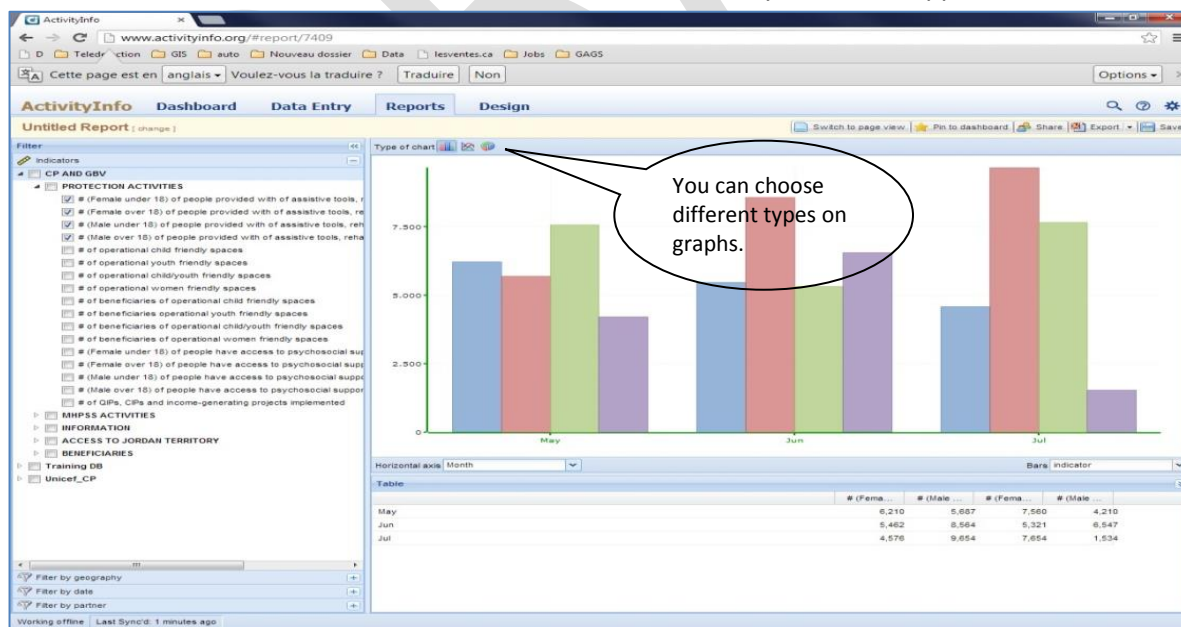
Once you have entered the data, it is possible to present them in the form of visualized information. They can be presented as charts, pivot tables or maps.

To produce a report, click on the **Reports** menu and choose one of the forms of presentation of your report under New Report. The report can then be exported in PowerPoint, Word, Image (for maps) or Pdf format by using the export function.



CHARTS

To produce a report in the form of charts, click on Charts, then click on “JOR-Ref Services” database on the left to access the different activities. Check the items you want to appear on the chart.



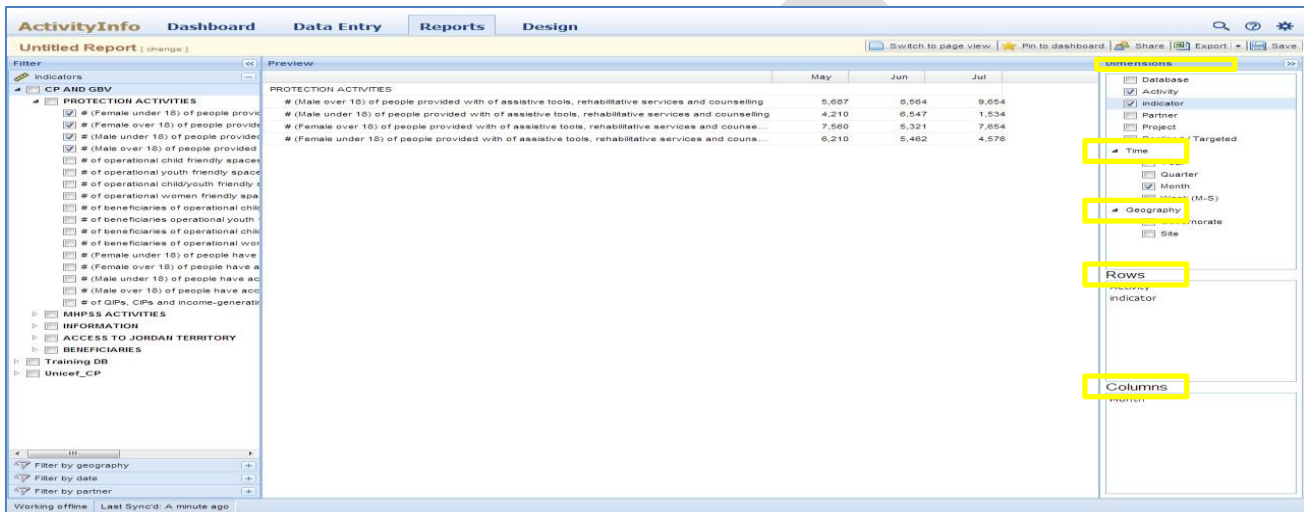


NB: When you export the chart, it comes with the legend.

PIVOT TABLES

To generate a pivot table, click **Pivot Tables**

- 1 - Select the indicator you want to be in the pivot table
- 2 - Under the **Dimension**, choose depending on which factors you want to present the data. In our example, we chose to present the data depending on indicators by activity.
- 3 - Under **Time**, you can present the data by months or years
- 4 - You can also choose the factors you want to put on **Rows** or **Columns**. To put a field in column or in row, click first in Rows or Columns and then check the field.
- 5- The **Geography** function permits to display data by location.

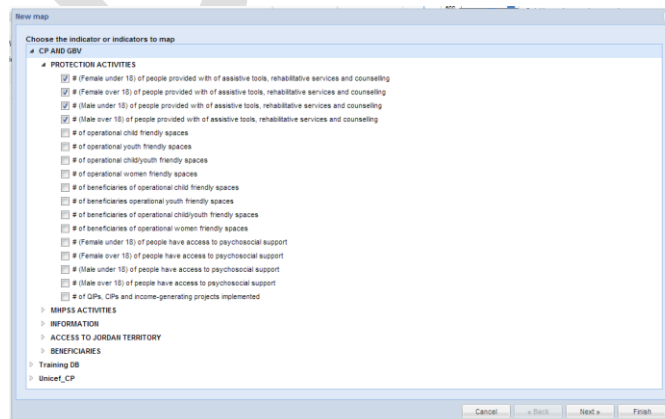


MAPS

It should be noted that the mapping capacities of ActivityInfo are not yet very developed but they are sufficient to have an overview of spatial representation of the data.

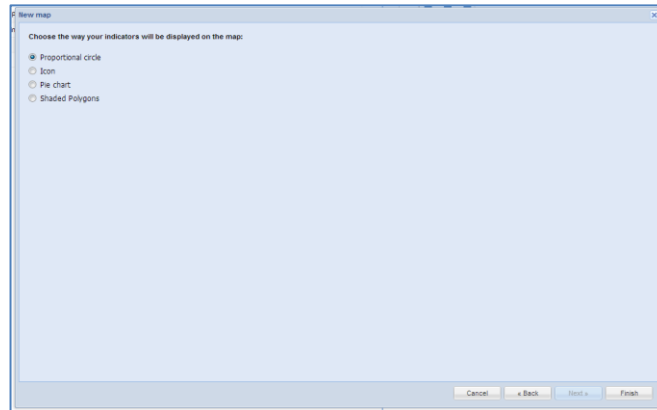
To produce a map, after clicking on **REPORTS**, click **MAPS** and then do the following:

1. Select the indicators you want represent in your map

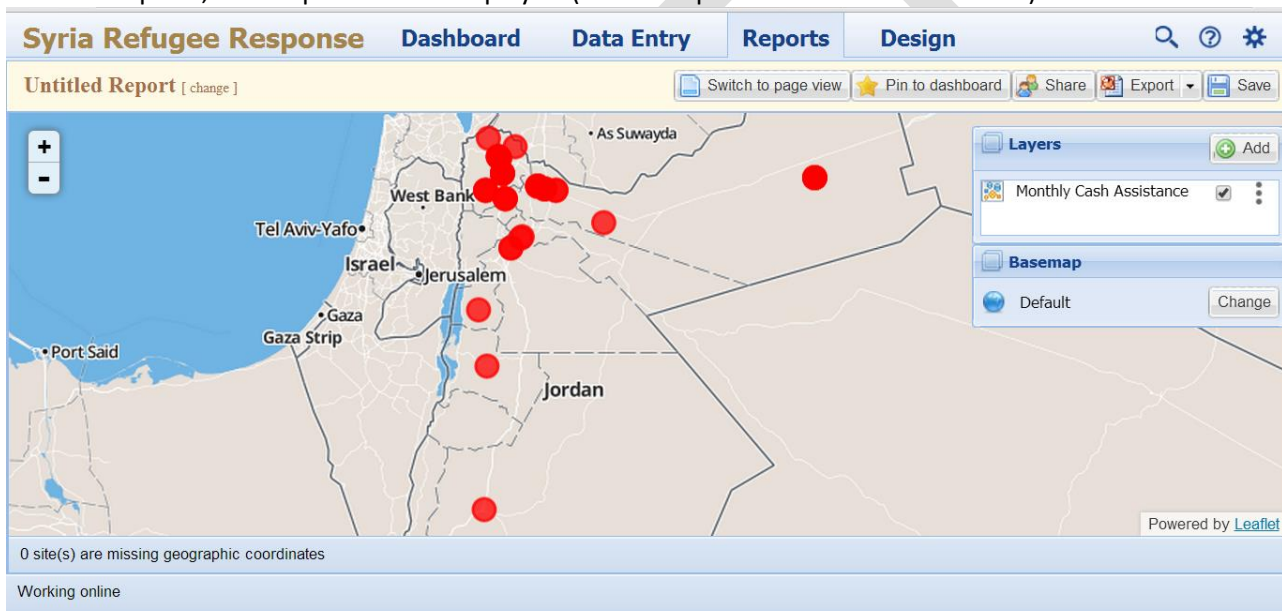




2 - Choose the way your data will be displayed on the map and click **Finish**



From this point, the map should be displayed. (NB example from Lebanon version)



SECTION IV: “Services Advisor” interface

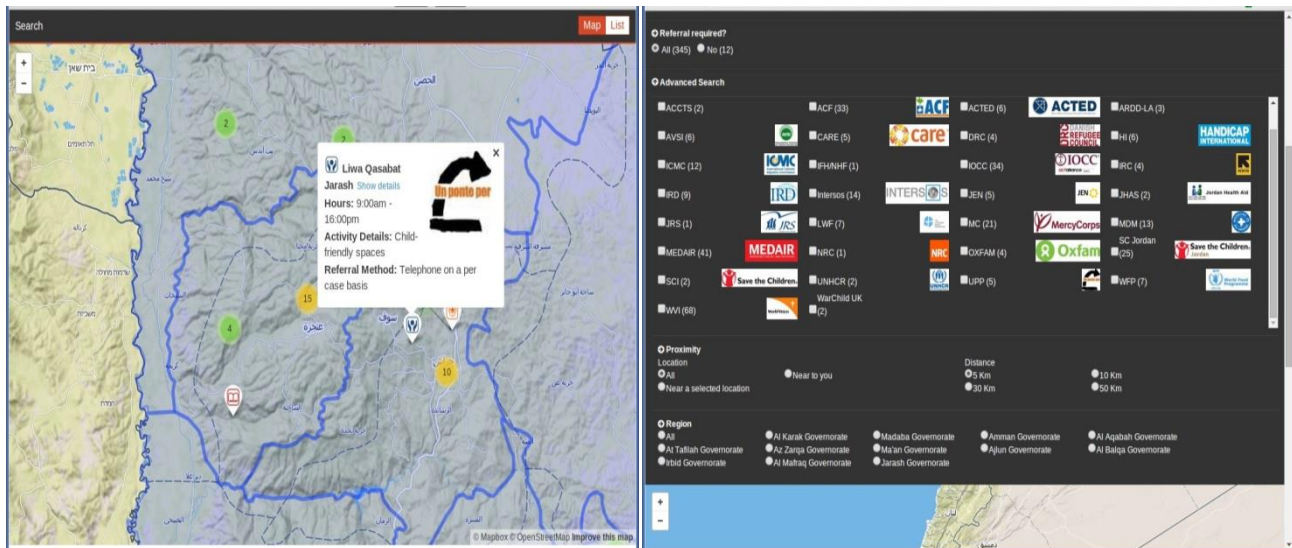
The data entered in the “Services Mapping” database will feed an online application “Services Advisor”.

The application will retrieve the data from ActivityInfo every night (except the specific information on contact details) and will present it in user and mobile friendly way.

The application will be reachable:

- In Arabic @ <http://help.unhcr.io>
- In English @ <http://data.unhcr.org/jordan/servicesadvisor>

The application is also embeddable in other websites.



SECTION V: Q&A

REVISE TAXONOMY

Services are described at two levels:

- Services Category (displayed in the data entry tab to select the type of services to be described)
- Services Details (displayed in the indicator tab)

Services taxonomy (i.e. the label used to name the service) is expected to be understood by non-technical expert and even by refugees directly.

Please contact UNHCR Information Management, if you have some suggestion to revise the taxonomy

ADD NEW OR MISSING LOCATIONS

When creating a new record to describe a location, users have first to select a location.

Par default the offered list of location is including major cities, all governorates and district.

Though it is possible to add new locations (for instance community centers or health centers) to be used for the description of specific services.

Please contact UNHCR Information Management, if you have some suggestion to revise the location master list.