

Service Mapping Tool

User guide

*Regional Interagency Coordination
Platform for Refugees and Migrants
from Venezuela*

March 2020

Table of contents

Definitions

Key Operating Principles

- Overall Objective

- Platform Access and Visualization

- Information available

- Languages

Users and Roles

Use of the Desktop Web Platform

Use of the Web App

Maintaining and Updating the Information

Types of Forms

Data Protection

Monitoring – Web Analysis

Dissemination Strategy

Definitions

- **Service Mapping:** reference tool designed to provide a place for refugees and migrants, host communities, returnees, people undertaking pendular movements and persons at risk of statelessness, among others, as well as service providers, to access up-to-date information on services and Support Spaces available in each country.
- **Support Spaces:** regional initiative supported by the Regional Interagency Coordination Platform for refugees and migrants from Venezuela, which seeks to promote in a coordinated and joint manner, a network of spaces where people receive information, orientation and basic services that respond to their urgent needs. A Support Space can provide only information, orientation and identification of cases with specific needs (e.g. Information Point/Protection Desk) or can have integrated services that respond to urgent needs (e.g. Child-Friendly Space, Connectivity, Psychological first aid, women and girls space, among others). A regional toolkit, concept note and factsheet on the Support spaces can be found at: <https://r4v.info/es/documents/details/72707>
- **Service:** refers to any provision of assistance and support in different fields (i.e. education, health, protection) and by different types of organizations/actors. Refugees and migrants are referred to different services, including specialized (e.g. case management for survivors of gender based violence) for support and follow up.
- **Service Provider:** organization, agency, institution or any actor providing information and services.
- **R4V:** Regional Interagency Coordination Platform for Refugees and Migrants from Venezuela, aims at addressing the protection, assistance and integration needs of both refugees and migrants from Venezuela in affected Latin American and Caribbean countries – for more information visit: <https://r4v.info/en/situations/platform>
- **User:** different levels service providers are organized depending on roles (regional, national, local) and permissions when adding, modifying or editing information of Support Spaces and services – a service provider can have multiple users. The different users and permissions are explained in this document, section “*Users and roles*”.
- **End-user:** refers to refugees and migrants, host communities, returnees, people undertaking pendular movements and persons at risk of statelessness, among others, as the target group receiving support.
- **Category:** used to organize the two types of structures in this service mapping: Support Spaces and Services – for more information see: *SectorsTaxonomy_ServiceMapping.xls*
- **Sector:** way of organizing the types of services/activities according to the specialties. There are currently ten types of sectors in the service mapping: basic assistance, education, food safety, information, health, livelihoods, connectivity and logistics, nutrition, protection and water sanitation and hygiene. More sectors can be added or modified according to the need.
- **Subsector:** subcategories for each sector. For example, Protection has Child Protection, Gender Based Violence and Trafficking & Smuggling, among others.
- **Activity:** subcategories for each subsector.

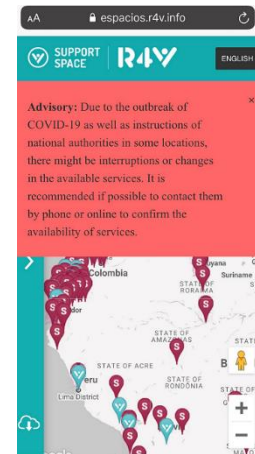
Key Operating Principles

Overall Objective

The Service Mapping Tool is a web app designed to provide useful information about services for refugees and migrants, host communities, returnees, people undertaking pendular movements and persons at risk of statelessness, among others. The tool allows you to see where you can access up-to-date information and the location of 1) Support Spaces and 2) Services in each country.

The Service Mapping is an inter-sectoral tool that provides a comprehensive overview of available services and assistance across all sectors (e.g. Protection, Health, Food Security). It provides regional and national platform members the possibility of updating information on services and assistance available for the communities that can be used for self-referrals and referrals through service providers.

Relevance during evolving emergencies? This service mapping tool is launched as an intersectoral effort to facilitate timely and accurate information delivery on services and assistance. During the developing of new emergencies, as is the COVID-19, given its rapidly development and its impact on refugees and migrants, there is an urgent need to ensure consistent and up-to-date information on critical services available for the communities. Therefore, a coordinated approach, avoiding duplication and maximizing efforts by using this tool is highly recommended.



Platform Access and Visualization

The Service Mapping tool can be accessed and visualized in two different ways:

- **Desktop Web Platform**: this digital platform is a web-based data management tool that allows service providers to access up-to-date information on services and Support Spaces. In this tool service providers can edit, update, create and delete information about the Support Spaces and services in each location. It also allows to create and edit user permissions. In order to guarantee the quality and security of the data, this platform has access only for service providers authorized focal points. <https://espacios.r4v.info>
- **Web App with Google Maps integration**: this platform is the interface for the end users (refugees and migrants) to get the information needed. All information entered through the **Desktop Web Platform** will appear in the mobile map and shared publicly. The map can be accessible by mobile phone/tablets/computers. In this map you can filter by Support Space & Service, as well as by sector. You can also get useful information for each service by location, assistance, working hours and more. Through Google Map it provides directions to services & Support Spaces. The Map platform can be accessible by - <https://espacios.r4v.info/en/map> and also through a QR Code by scanning with the phone's camera.



It is important to note that confidential locations for specialized services (i.e. safe shelters for GBV survivors or for victims of trafficking) will not be available in this tool.

Information available

The following information is provided by the Service Mapping Tool:

- Service provider offering the assistance.
- Services provided categorized in sector, subsector and activity.
- Location - exact address.
- Contact information - email, phone, webpage, social media.
- Opening schedule – hours, days and other details.
- Link to google maps to get the direction from the user location.

Languages

Both platforms are currently available in English, Spanish and Portuguese.

Users and Roles

There are different types of users within this tool and this is determined by the type of role each one has:

- 1) Super Administrator (Super admin)
- 2) Regional (more than one country, for example R4V regional sector coordinators)
- 3) National (country level)
- 4) Local (department/province/specific location)

The table below details the functions, scope and permissions for each type of user:

Type of User	Functions	Scope	Role	Approval
Super admin	Can VIEW, EDIT, CREATE & DELETE Sectors, Subsectors and remove Support Spaces and services. Can create/delete users.	In all countries, all provinces and all cities.	Focal point regional level. Needs to approve all changes in services and Support Spaces. Notifications to appear in main dashboard.	
Regional	Can VIEW everything, EDIT, CREATE services.	Assigned countries, provinces and cities.	Modifications need to be approved by super admin.	✓
National	Can VIEW, EDIT, CREATE Services and Support Spaces. Can create/delete interagency and national users.	Only in the country they have been assigned.	Modifications need to be approved by super admin. Notifications to appear in panel.	✓
Local_inter agency	Can VIEW, EDIT, CREATE Services and Support Spaces. Can create/edit local users.	Only in the department/province they have been assigned.	Modifications need to be cleared by national user and approved by super admin.	✓
Local	CAN VIEW, EDIT, and CREATE services.	Only in the city/location they have been assigned.	Focal point assigned by each organization. Modifications need to be cleared by national user and approved super admin.	✓

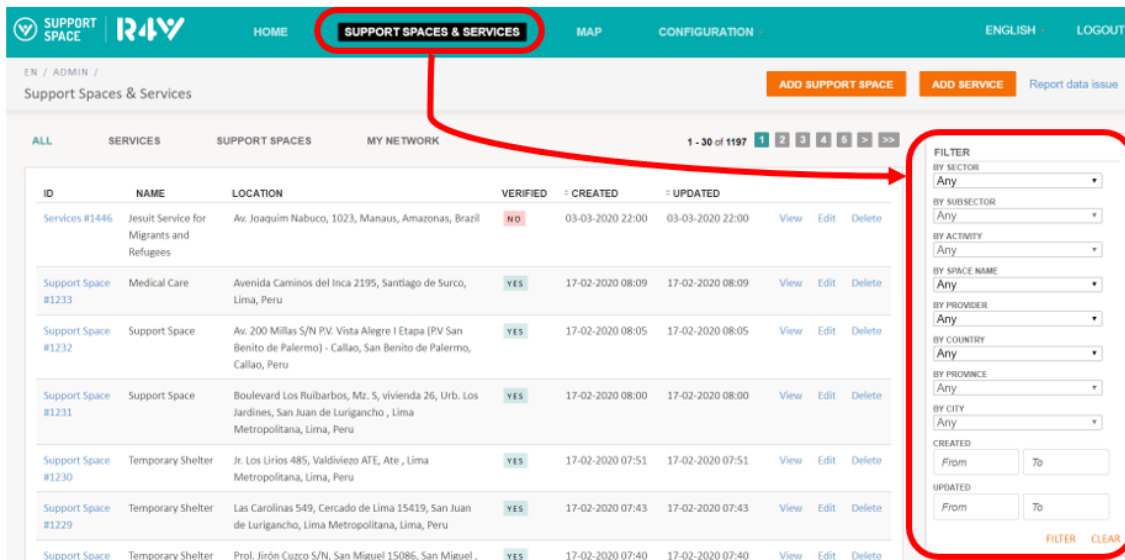
VIEW-only user	Can only SEE information displayed. Access provided to review the tool.	--	--	N/A
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An annex with detailed information on the different types of users will be developed at regional and national levels.

Use of the Desktop Web Platform

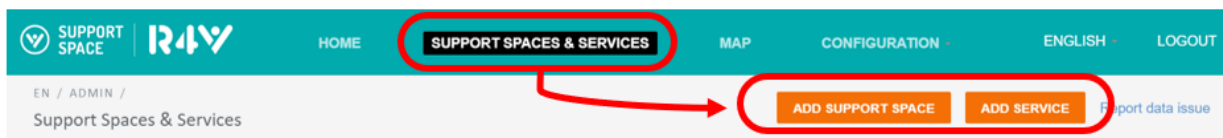
All service providers can have access to the **Desktop Web Platform** in order to see information on **services** and **Support Spaces** in their area of operation. According to the roles described in the section above they can update, create and edit services.

In the “Support Spaces & Services” section (see image below) the user will be able to access the database and see specific information in the subsections: 1) All information (both services and Support Spaces), 2) Services, 3) Support Spaces, 4) My network. This information can be filtered to facilitate the search of specific information by sector, subsector, activity, etc. In this section, users can also add information on Support Spaces and Services, and report data issues.



Adding a Service/ Support Space

In order to add a new service or Support Space, the user will have to click on “Add Support Space” or “Add Service” (see image below), then a window will appear to complete all information referring to that Support Space or service.



When adding a service and Support Spaces essential information appearing with an asterisk (*) needs to be completed in order to be able to proceed. For example: country, city, location (see image below).

LOCALE / ADMIN / SERVICES / NEW /

Add Service Create a Support Space instead **CANCEL**

LATITUDE

LONGITUDE

Confirm exact coordinates [How to find geo coordinates](#)

COUNTRY

PROVINCE

LATITUDE

LONGITUDE

Confirm exact coordinates [How to find geo coordinates](#)

IMPORTANT!

When adding the geo coordinates please make sure to use the **decimal format only** and that the **coordinates are exact and correct.**

After filling out all the information (name, location, contact details, hours of operation, activities, service provider roles) click on the “create service” box to finalize all steps (see image below).

LOCALE / ADMIN / SERVICES / NEW /

Add Service Create a Support Space instead **CANCEL**

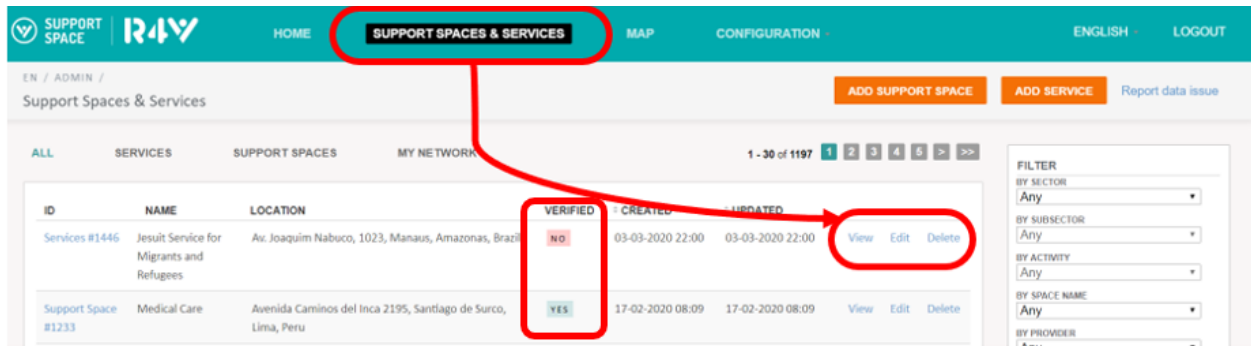
PROVIDER ROLES [ADD NEW PROVIDER ROLE](#)

All data verified as accurate?

CREATE SERVICE **CANCEL**

Editing a Service/Support Space

In order to edit a Support Space or service, the user will have to click on the “Edit” button (see image below). For each service or Support Space, the user will be able to view or edit. However, for “deleting” the option is limited depending on the type of role that each user has (see table above under “Users and Roles”).



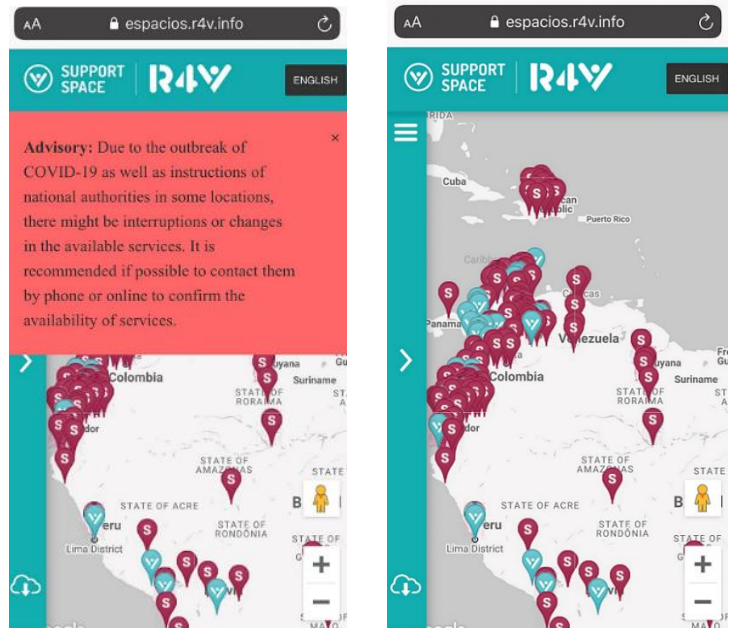
Once the user has edited the information, the Local_inter agency and national users will have to verify the information entered by local service providers and confirm it in the Desktop Web Platform. Pending verifications will appear in red in the main menu “Home” of the Desktop Web Platform (see image above “verified: no-red/yes-green”). Information can be edited as many times as needed.

Use of the Web App

All users have access to the **Web App** in order to see information on **services** and **Support Spaces**. The Web App is a way of visualizing the information inserted by service providers in the Desktop Web Platform and accessible in a computer, desktop or mobile phone.

Ways of accessing the map:

- 1) Typing: <https://espacios.r4v.info/en/map>
- 2) Scanning the QR below with a mobile phone (cell phone’s camera):



Filtering information:

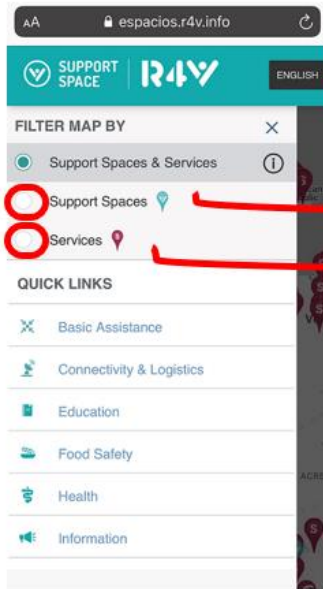
Before filtering per category, you can click on the



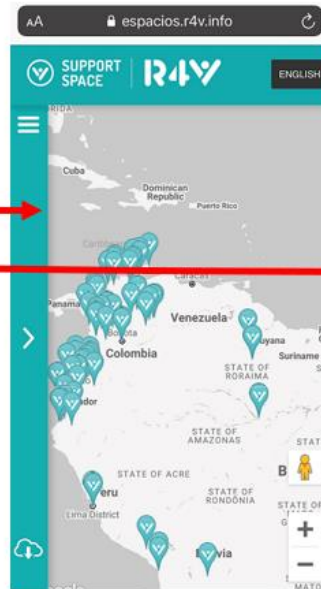
icon (see image below) in order to read the definition of Support Space and Services.

There are three categories for filtering the information (see below):

1) Support Spaces & Services



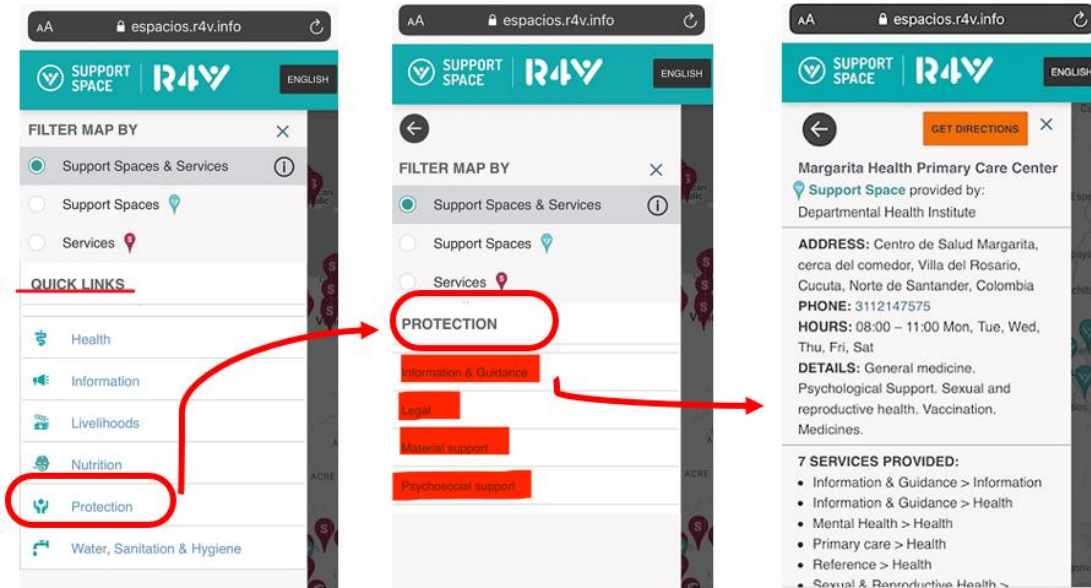
2) Support Spaces



3) Services



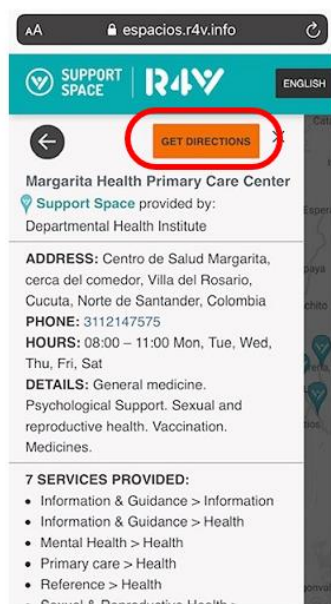
Information can also be accessed by choosing a sector (e.g. Protection) under “Quick links” and by clicking on it. Once accessed there are subsectors (e.g. Information and Guidance), when clicking on it, detailed information will be displayed on the screen (see image below):



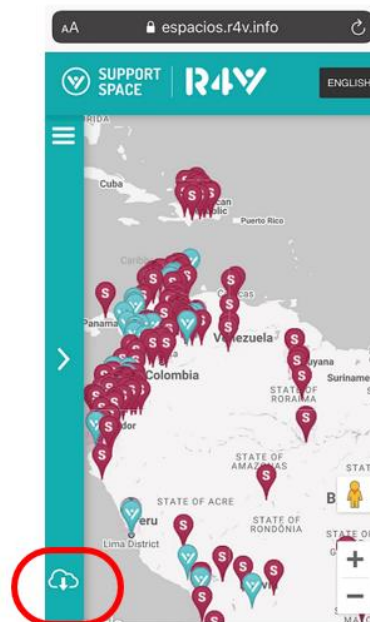
Some tips:

- Information on the map can be displayed in English and Spanish: click on the top right corner to change the language.

- Once a service or Support Space has been selected, you can access information on how to get to this location by clicking on the “get directions”. This will open up google maps (see image below):



In order to download information on Support Spaces or services, you can click on the cloud icon below (see red circle below) and have this information available in your phones even when offline.



Maintaining and Updating the Information

Sector coordinators at regional and national levels (e.g. Protection, Food Security, Education) will request their members to review the existing services and assistance incorporated into the Service Mapping Tool. Interagency coordinators will be responsible for reaching out to sector members to update their services/information into the tool and review that information is complete. The Regional Support Spaces Group will coordinate with the national Support Spaces focal points to ensure that the list of Support Spaces and its services are updated and complete.

Maintaining and updating the information is a key element in order to ensure quality of the data and service provision to refugees and migrants. The information in this tool will be revised by focal points at regional, national and local levels on a monthly basis to guarantee the accuracy of the information displayed (see box below).

Verification processes at the national level should at minimum take into account the following: length of time of service, known organization, evaluations conducted, etc.

National and regional users would act as reviewers of the data, providing a second security layer, and as additional support for the Local Service Providers.

RESPONSIBILITIES:

Who is responsible for updating the information about services? Service provider’s focal points. Each organization/actor should assign a focal point that will receive a username and password to access the Desktop Web Platform.

Who monitors that the information in the Service Mapping tool is updated? Sector coordinators and Interagency coordinators at national and regional levels.

Who is responsible for updating the Support Spaces information? Support Spaces focal points at national and regional levels are responsible for updating the Support Spaces information.

Who monitors the Service Mapping tool overall? A multifunctional team has been established at regional level to monitor the implementation of the tool, analyze data and ensure continuity. Team is comprised of Information/Data Management, Protection, Support Spaces and Intersectoral coordination focal points. This group will also decide if needed changes (e.g. new functionalities) are needed and can be included.

FREQUENCY:

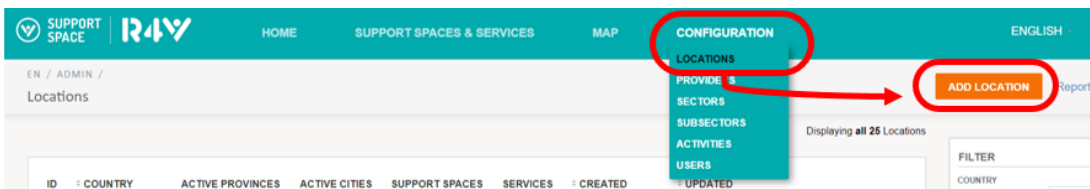
Information should be updated minimum once a month during emergencies (e.g. COVID-19) and every three months during normal periods. This needs to be kept up-to-date and should always accurately reflect program activities and services.

Types of Forms

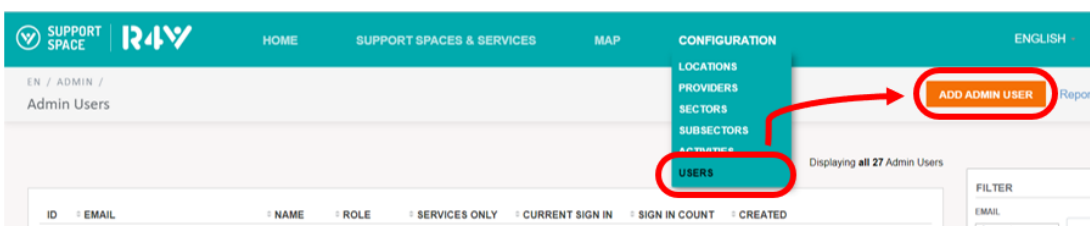
User Edit Form

Under the configurations tab, national and local_interagency users have the possibility of adding or updating information regarding a country, province/department. To access it, click the “locations” tab (see image below). A specific form is available for regional users to add countries and for national users to add or edit information within its specific country.

- Regional user edit form: used to add countries.

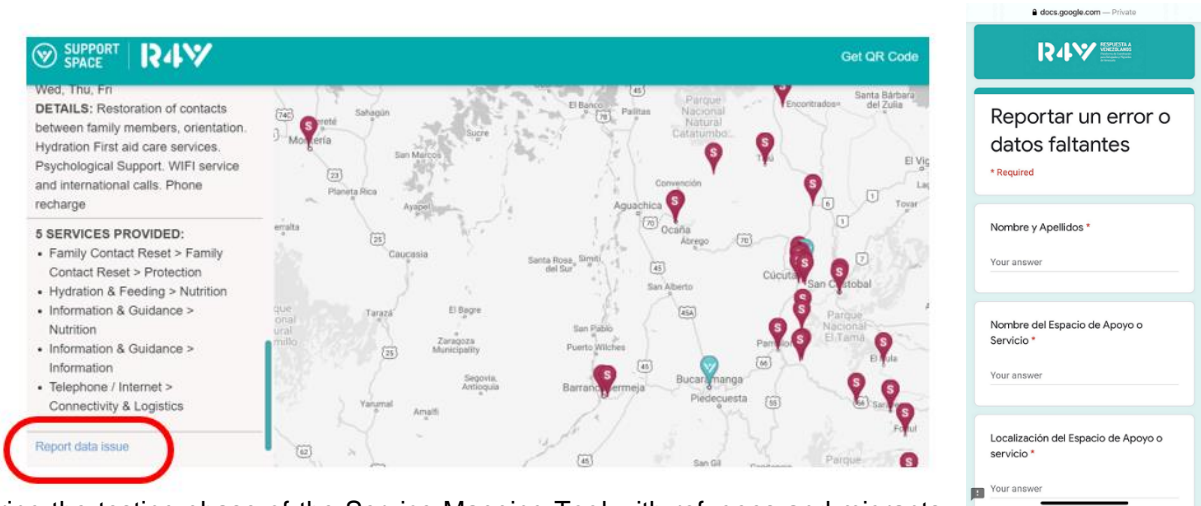


- National edit form: used to add/edit the national user's settings.



End-User Feedback Form

In the Web App, this form allows end-users (refugees and migrants) to provide feedback on the service mapping tool, including reporting challenges when using the tool, information that is not accurate, needs to be updated or needs further review. It is important to highlight that this service mapping tool keeps the anonymity of the user. Refugees and migrants' feedback will help us to improve the current features of the tool and future functionalities in order to respond to their needs.



During the testing phase of the Service Mapping Tool with refugees and migrants from Venezuela conducted between December 2019 and March 2020, key information was collected using the form “Guiding questions service mapping piloting”. This exercise helped to identify needs and concerns of refugees and migrants in order to access updated information and continue improving the tool.

Data Protection

The Desktop Web Platform has been developed to have a secured access in order to guarantee the protection of the data introduced and the reliability of the tool. Only accredited users created by the Super Admin Users in coordination with national platforms, will have access to the platform. It is envisaged that no personally or group-identifiable data will be collected for the purposes and scope of this initiative.

The existing information will be verified by the national and local focal points on a monthly basis in order to provide another layer of monitoring. Additionally, end-users have the possibility of reporting directly any observation they have in the service provision, including outdated or wrong information captured in the tool.

Mitigation: As the website and related portals are rolled out, certain incidents may arise in which it will be necessary to temporarily remove certain features or data from the website. Measures should be put in place to allow these functionalities and ensure the Super Admin Users and their backups can resolve the issues in a timely manner.

Monitoring – web analysis

Google analytics

This online tool will give the possibility to monitor the audience traffic in real time, number of visits, sociodemographic profile of users, main hours and days visited and geographic locations, among others.

Report

The overall monitoring of the service mapping tool will be conducted at regional level and feedback will be shared with national and local levels. Reports will be published and shared with R4V members on a monthly basis.

Dissemination strategy (user engagement)

A dissemination strategy will be developed in coordination with the Protection Sector, Communication, Communication with Communities/Communication for Development (CwC/C4D), and Support Spaces R4V Working Groups, along with the different Platform Sectors and in consultation with national platforms. The base of this strategy will be the Support Spaces Communications Plan. Dissemination needs to be updated to the current needs and situation in each location, including in the context of COVID-19.

Social media

Social media cards and GIFs to disseminate information on the Service Mapping tool are under construction. This material will be distributed in existing and trusted channels used by refugees and migrants, including WhatsApp, Facebook, Instagram and Twitter. Community groups and community structures will play a key role in sharing information with their communities. Example of social card on the right:

Macros and GIFs:

- QR code to online service mapping
- Chatbot # (not active yet)
- How to use the Regional Service Mapping tool
- How to use the interactive PDF
- How to use the Chatbot



Printed materials

- Printed cards to be handed out in transit routes with QR for accessing the online map.
- Posters to be placed in Support Spaces and key locations at border and urban areas.

Support Spaces

- Information sessions to be conducted in waiting areas on what is the service mapping and how to access it.
- Printed materials to be disseminated and placed in all Support Spaces, this including banners with QR for easy access.
- Computers/tablets/mobile phones with direct access to the service mapping to be available in all Support Spaces as a reference tool for the communities.

- Outreach volunteers, youtuber/influencers and community groups to help disseminate the tool when reaching out to the communities and through their existing community networks.
- Free connectivity access points through the project “Connectivity for Refugees” supported by UNHCR in Colombia and Peru and prospective Support Spaces to be connected in 2020, adding the Service Mapping Tool as their landing page “splash pages”.

i INFORMACIÓN **R4V**
RESERVA A VENEZOLANOS
SERVICIOS DE APOYO

¿ERES UNA PERSONA REFUGIADA Y MIGRANTE Y QUIERES SABER CÓMO Y DÓNDE ACCEDER A SERVICIOS?

TOMA UNA FOTO CON TU CELULAR A ESTE CÓDIGO:

O INGRESA AL SITIO WEB
ESPACIOS.R4V.INFO/ES/MAP

EN EL ESPACIO DE APOYO (TODOS LOS SERVICIOS SON GRATUITOS):

SI PREFIERES HABLAR DIRECTAMENTE CON ALGUIEN, ACÉRCATE AL ESPACIO DE APOYO MÁS CERCANO.

BUSCA ESTE LOGO: **ESPACIO DE APOYO**