

IASC Task Force on Information Management

Review of the Inter-Agency Web Platform

Circulated 8 June 2010

Background

1. The interagency platform – provisionally called OneResponse - was developed to support the IASC endorsed *Operational Guidance on Responsibilities of Cluster/Sector Leads and OCHA Information Management*. The purpose of the OneResponse interagency platform [hereafter referred to as OR] is to support the humanitarian community in order to improve coordination, situational understanding and decision making at the operational level. The specific objectives of OR are as follows:
 - a. **Allow easy access to humanitarian related information**
 - b. **Integrate data collected from multiple sources**
 - c. **Provide direct links to other sources of information**
 - d. **Provide a platform to enable collaboration and publishing of information**
 - e. **Offer a low bandwidth environment when connectivity is limited**
2. In conducting the review, a distinction is drawn between OR as a concept for exchanging information in an emergency and the technology that underpinned the pilots.

Objective of the Review

3. Following the pilot implementation of OR in Haiti and Pakistan, a review of how OR performed will be undertaken to assess if the concept, architecture, technology, and implementation are appropriate for current and future emergencies. The purpose of this review is to:
 - a. Measure the results from the pilots against original objectives for the site to determine whether the tool has met these objectives;

- b. Review both pilots of OR in Haiti and Pakistan to determine if the site achieved the desired results as specified in the pilot plan;
- c. Identify lessons from the OR pilots that should be taken into account if OR is to be implemented in existing or future emergencies;
- d. Review suitability of the OR information architecture and content management system for future use within the cluster approach;
- e. Outline future technology options for an inter-agency platform, including, but not limited to, existing OR solutions; and
- f. Determine level of support from Cluster/Sector Leads and OCHA for continuation of the inter-agency platform concept.

Review Criteria

4. The outlined approach below is designed to gauge the effectiveness of OR. The design of the Review looks at five key areas:
 - a. **Purpose** – the extent to which the objectives of the project are consistent with needs and requirements.
 - b. **Design** – review the overall structure of OR to ensure it is consistent with user requirements
 - c. **Technical** – assessment of the technical feasibility OR
 - d. **Branding** - review the naming of the inter-agency platform
 - e. **Governance** – assessment of support commitments to develop, manage and sustain OR

Purpose

5. Based upon the objectives of OR referenced above -did it meet expectations during the course of the pilots in Haiti and Pakistan?
6. Did the site provide the clusters with the capability to manage information more effectively by providing a web based publishing and collaboration platform?
7. Did cluster members see OR as an important tool for coordination and operations?
8. Did OR improve accessibility to information required to support the response in Haiti and Pakistan (at national and HQ levels)?
9. Should OR support publishing and collaboration in the future?

Design

10. Did the design of the site meet expectations?
11. Did the structure of the site reflect the way in which people work?
12. Was information discoverable through the site?
13. Did the site organize information in a clearly definable manner?
14. Were the pilot participants able to use the site easily?
15. Were any additional requirements discovered during the course of the pilots outside the original scope of the project?
16. Was the OR site easy to use with minimal training?
17. Does the design and the architecture provide a satisfactory solution for information sharing or is a new direction required?

Technical

18. Did OR provide the functionality as defined in the original business requirements?
19. Were there any problems accessing the site?
20. Did the site perform well?
21. Was the speed of the website acceptable?
22. Did users find tasks easy to execute (example uploading and publishing documents)
23. Did the site have all of the functionality enabled such as uploading, and downloading documents, establishing new sub-sites?
24. Did the performance of OR meet expectations?
25. Based on the pilots, what technical support would be required to implement OR in individual countries as well as provide global support across multiple countries?
26. Were there any problems due to the weaknesses/limitations of the Microsoft SharePoint technology? If yes, could these weakness/limitations be resolved by reducing the level of customized development to the site and bring it back to SharePoint's basic functionality?
27. Should alternative technology options to SharePoint be considered?

Branding

28. Was the domain extension appropriate for the site (for example government sites have extension gov – Education sites have edu)

29. Did the name of the site convey the overall purpose of the site
30. Is the naming of the site as “OneResponse” inclusive or exclusive of content providers (e.g. <http://www.oneworld.net/>)
31. What process could OR stakeholders use to determine a suitable brand for the inter-agency platform?

Governance

32. What lessons can be identified from the pilots that should inform the future governance arrangements for OR?
33. Do OCHA and the cluster/sector leads have existing resources to support OR going forward? If not, what additional resources would be required?
34. Are cluster members active supporters of the strategy and development of OR going forward?
35. How should OR be governed in the future?
36. What additional end-user training would be required as a one-off and an ongoing basis to support OR?

Document approved by the IASC Task Force on Information Management – 3 June 2010:

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