

From challenges to solutions with UNICEF Romania - a tech-based journey with and for people

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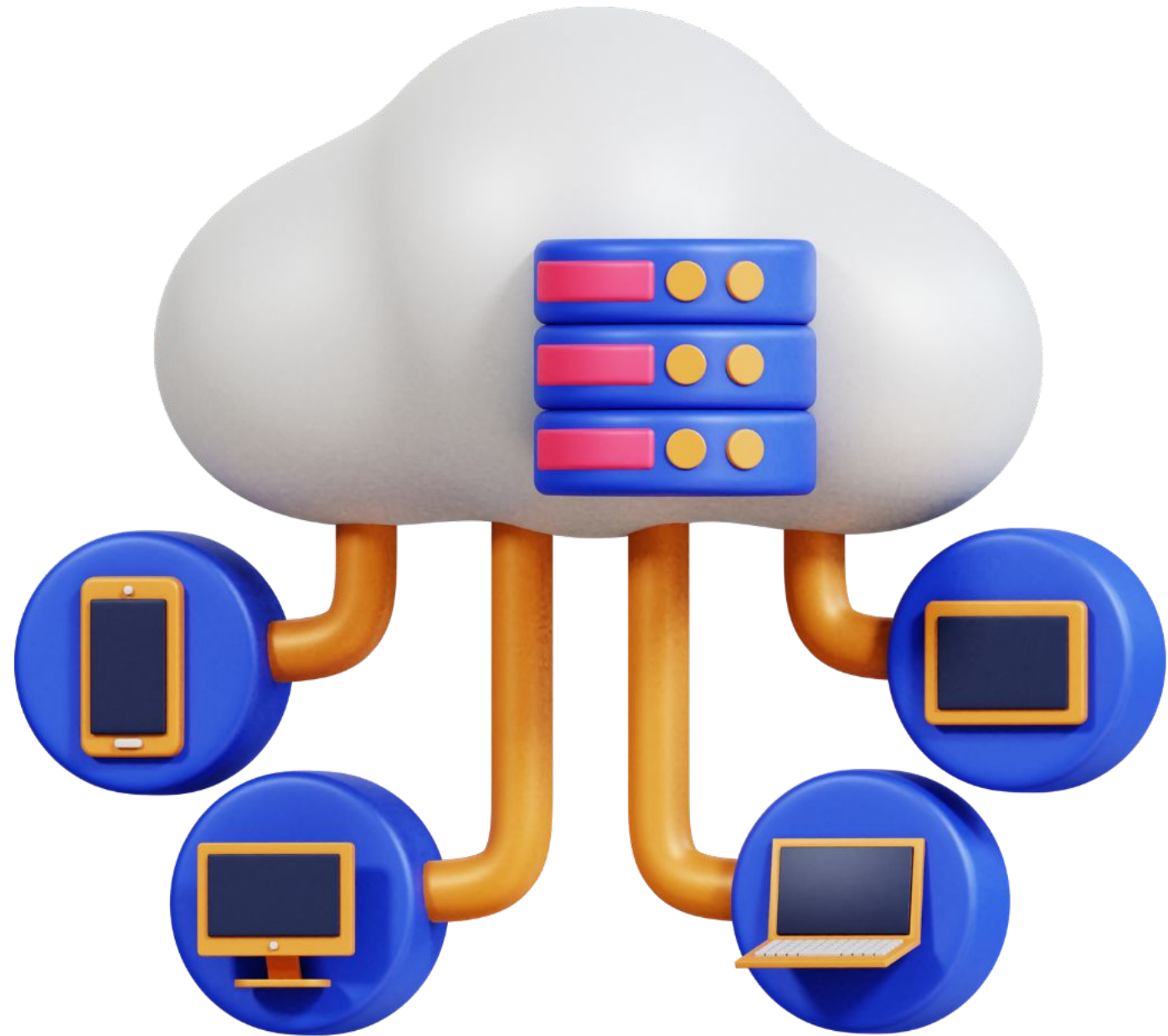


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Agenda

1. What was the context? UNICEF Romania's response to refugee crisis
2. What challenges did we face?
3. How did we manage?
4. What have we learnt? Tips and tricks
5. Questions? We're happy to answer!



Our journey: *with* people and *for* people

Looking back at 2022-2023

[UNICEF in Romania](#)

- Small team
- Commitments for children in Romania
- Massive influx of Ukraine refugees
- Among very first COs to respond (incl.A.I.)

[Full article is here: Click for more details](#)



Systemic
challenges in
programme
management
=>
systemic
tech-enabled
solutions
(selected examples)



Humanitarian performance monitoring



Supply distribution monitoring



Field reporting



Funds monitoring – from donor proposals to funds utilisation



Social media monitoring / AAP

Challenge 1?

Humanitarian reporting – timely and accurately

Number of partners growing by day

- Cumbersome excel spreadsheets – difficult to analyse
- Multiple monitoring/reporting channels
- Errare humanum est





Humanitarian performance monitoring

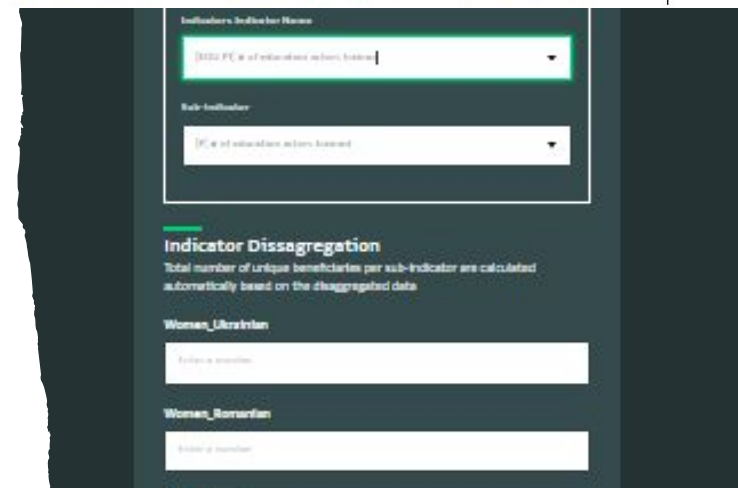
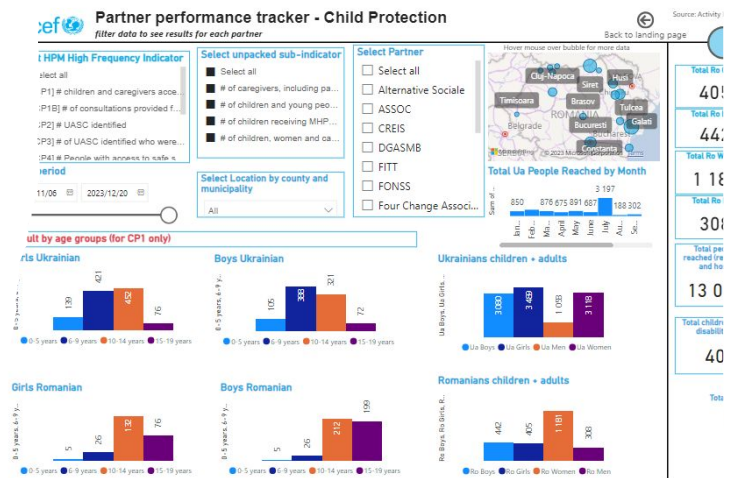
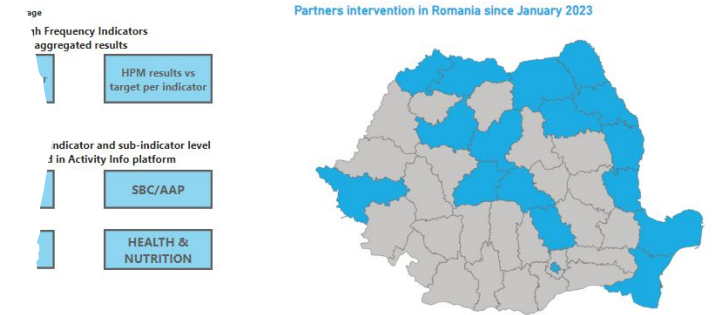
Standardized 5Ws form for collecting detailed data directly from partners involved in field activities, across multiple categories, making it easy for partners to report their activities accurately and systematically

Holistic training sessions – frameworks, definitions, subactivities

Integration of Activity Info form with PowerBi for dashboards. A visual tool to help programme colleagues monitor their partners performance

Streamlining all reporting requirements and data collection tools (Inter-Agency, Regional response)

Supported real-time data analysis and decision-making, helping to ensure that partner activities align with UNICEF's strategic goals and response plans



Challenge 2?

Supply distribution

- CO massive supply – like NEVER before
- Global supply monitoring not yet rolled out
- Quick solution needed





Supply distribution

An intermediate solution – till the global system rollout

Integration with PowerBi allowed for real-time data available in a dashboard

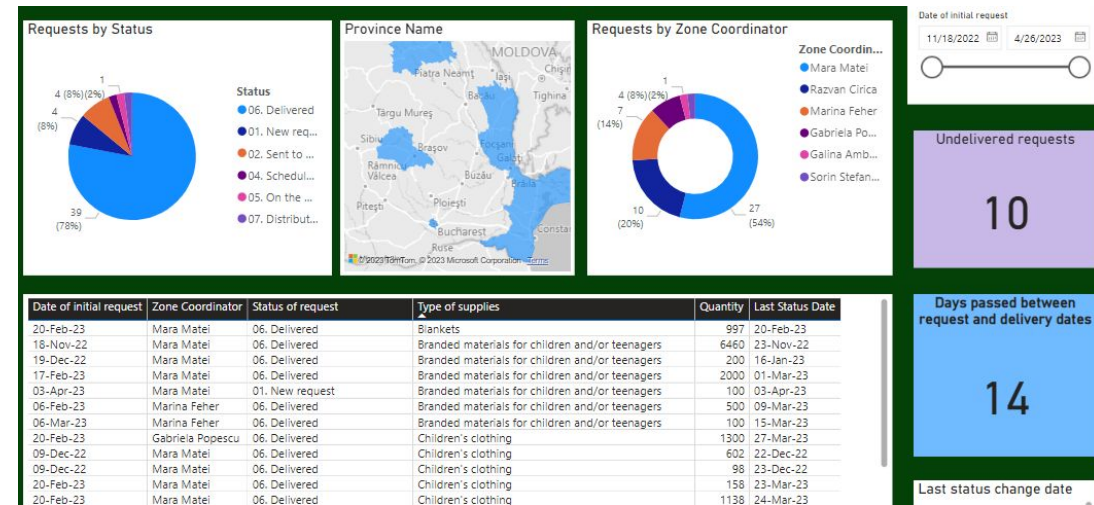
Easy to use for SitReps etc

DATABASES > UNICEF ROMANIA RESPONSE > ARCHIVE > [NEW ZONE COORDINATORS] SUPPLIES REQUESTS FORM > SUPPLIES STATUS

Supplies status

+ Add record Import Export Analyze Select columns Map Show all records

[In use] 2023 H...	[In use] 2023 Zo...	Province Name	[In use] Locatio...	[In use] Locatio...	Other Location	Supplies Type T...	Other supplies/...	Form of supply ...	Quantity
Other partner	Gabriela Popescu	Suceava	Suceava	Other location		IT materials		pieces (individual ...	300
DGASPC Suceava	Gabriela Popescu	Suceava	Suceava	Other location		Educational Suppl...		kits (multiple indi...	100
Sector 2 Mayorality	Mara Matei	Bucuresti	Bucuresti	Edmond Center- ...		Branded material...		kits (multiple indi...	100
Other partner	Marina Feher	Galati	Galati	Galati Blue Dot		Branded material...		pieces (individual ...	100
DGASPC Constanta	Razvan Cirica	Constanta	Constanta	Constanta		Children's clothing		boxes (contains ...	1,448
DGASMB	Mara Matei	Bucuresti	Bucuresti	RomExpo Blue Dot		Blankets		pieces (individual ...	500
DGASPC Sector 3	Mara Matei	Bucuresti	Bucuresti	Blue Dot Sector 3 ...		Children's clothing		kits (multiple indi...	87
DGASPC Sector 6	Mara Matei	Bucuresti	Bucuresti	Blue Dot Plevnei		Blankets		pieces (individual ...	497
DGASPC Sector 1	Mara Matei	Bucuresti	Bucuresti	DGASPC Sector 1 ...		Children's clothing		kits (multiple indi...	48
DGASPC Sector 6	Mara Matei	Bucuresti	Bucuresti	Blue Dot Plevnei		Children's clothing		kits (multiple indi...	450
Sector 2 Mayorality	Mara Matei	Bucuresti	Bucuresti	Edmond Center-...		Children's clothing		kits (multiple indi...	50
DGASPC Suceava	Gabriela Popescu	Suceava	Suceava	Other location		Children's clothing		kits (multiple indi...	1,300
Sector 2 Mayorality	Mara Matei	Bucuresti	Bucuresti	Tel Center - Acco...		Children's clothing		kits (multiple indi...	71



Challenge 3?

Field coordination and reporting

- Qualitative inputs in Word.doc
- Varying styles
- Difficult to systematize and analyse
- Untraceable trends





Field reporting

From Word we transition to Activity Info standardized forms to collect qualitative updates from the field colleagues from different geographic zones of the country

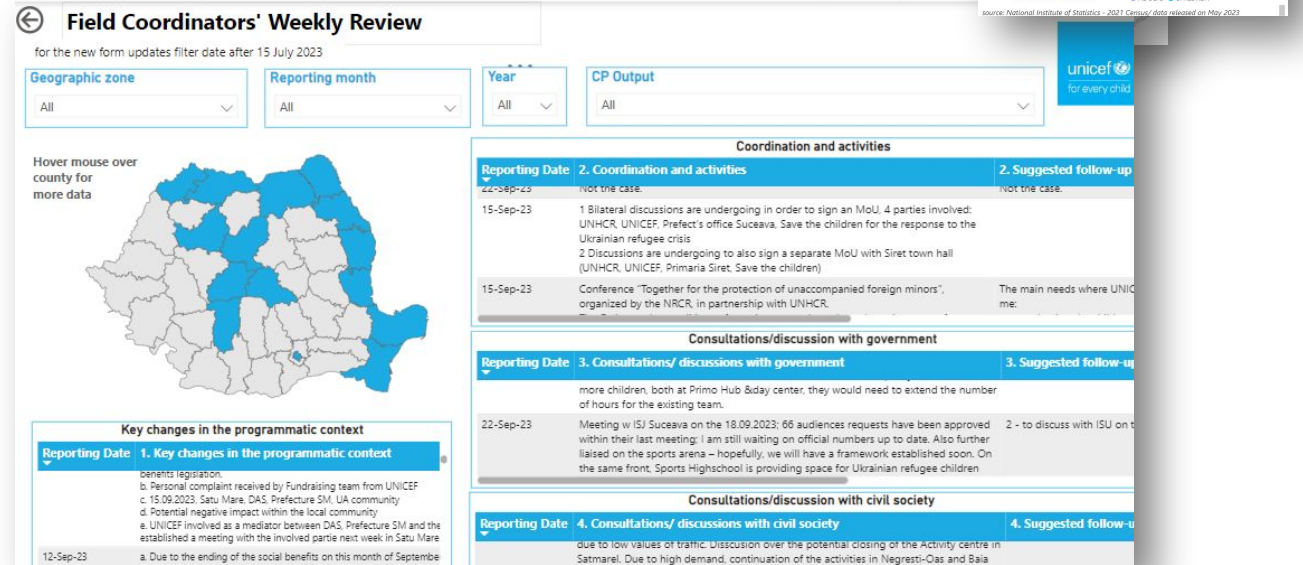
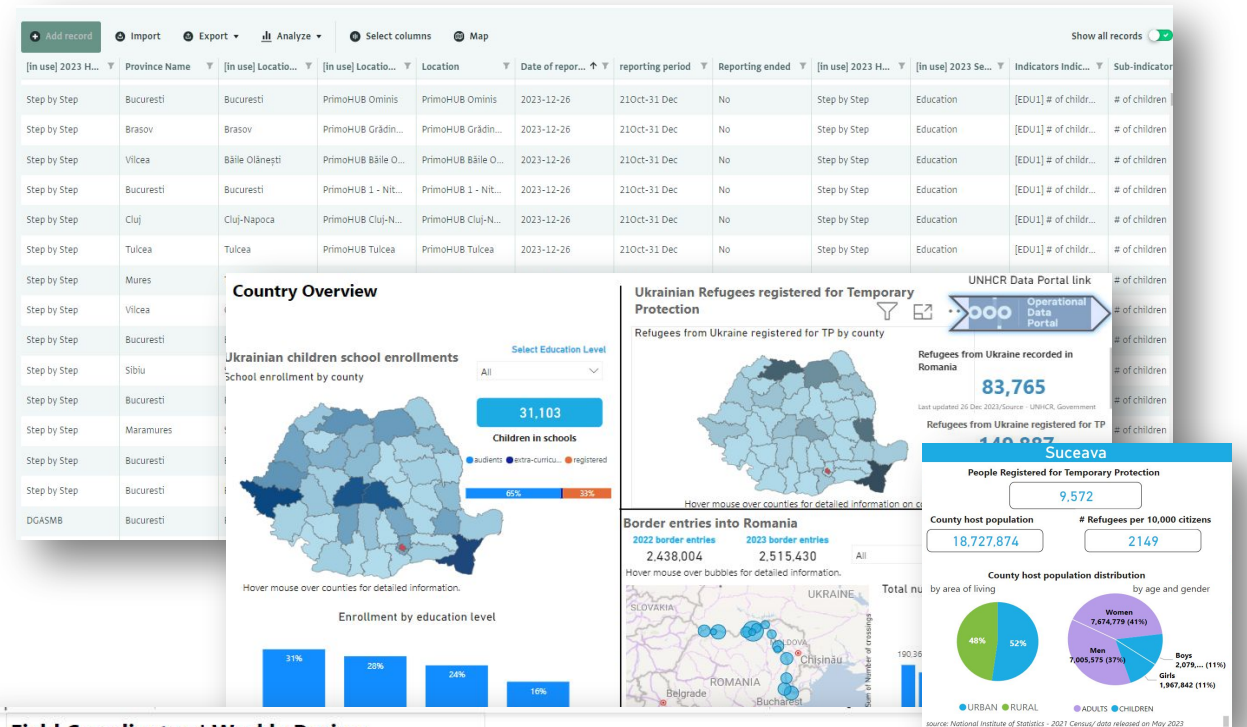
An Informative bulletin

Real-time Snapshots: Provides up-to-date information on the current situation, significant changes in programming, key meetings with government officials and other stakeholders, and other relevant data points.

Complementary Data: In addition to qualitative reports from field colleagues, the dashboard is supplemented with relevant demographic data such as education enrollment, border movements, and county profiles with statistical data.

Support Tool for Emergency Coordinator: Enhances decision-making and strategic planning.

Expanded its scope for nexus approach

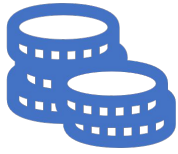


Challenge 4?

Funds monitoring – from proposal to utilisation

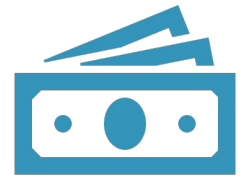
- Need for coordinated fundraising and proposals tracking
- Need for one-stop shop
- Multiplicity of requirements AND sources





Funds monitoring – from proposal to utilisation

From Excel to ActivityInfo form



Edit record

Proposal Name
Austria 1-pager Blue Dots

Proposal ID number
00001

Date of submission
2023-02-27

Proposal submitted Y/N
Yes

Total amount asked for proposal
100,000

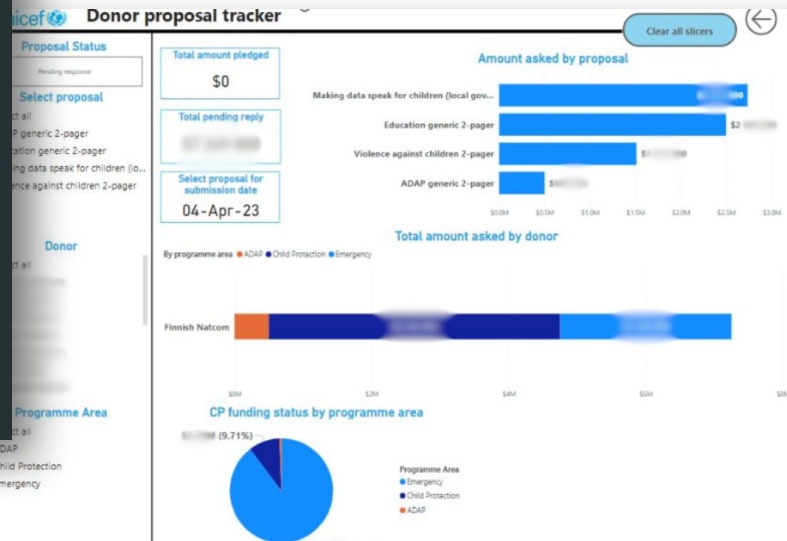
Total amount pledged for proposal
100,000

Amount asked for programme area
100,000

Donors list
Austrian Natcom

Final Status
Successful

Cancel Save record



Integration with financial data coming from other sources, for comprehensive analysis

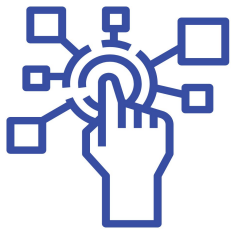
Tracking how donor proposals were addressing the Country office funding gaps for both Country Programme and Humanitarian Appeal for Children

Challenge 5?

Social media monitoring – precious source of feedback

- Multiples channels of reporting
- No overview on trends
- Manual data manipulation
- Need to guide volunteers





Social media monitoring & dashboard integration



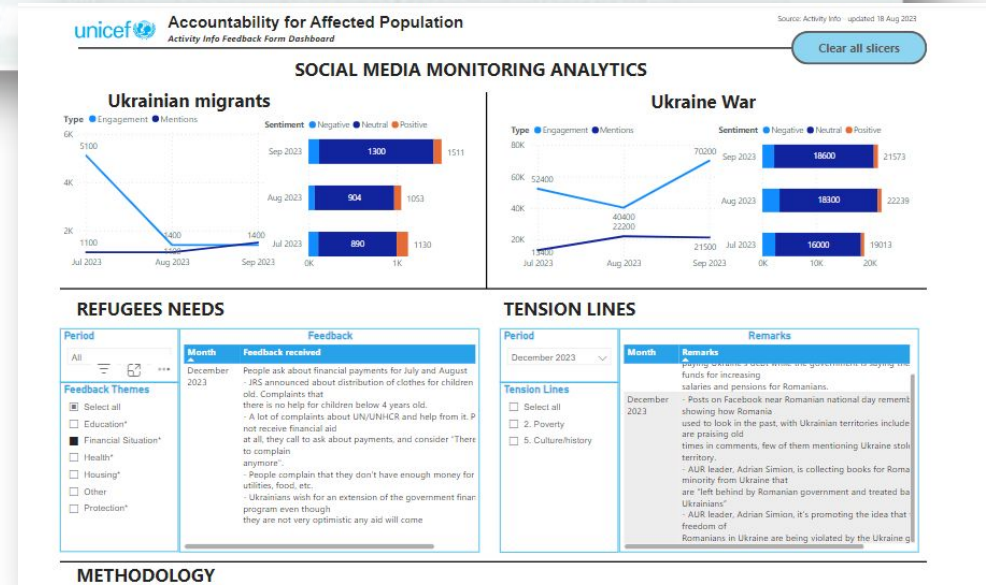
- Standardized form on key topics
- Integrated with PBI for a comprehensive AAP dashboard



- Increased reporting from online UNVs
- Improved and facilitated analysis
- Less time spent on data manipulation, more time on analysis and recommendations

Theme-specific feedback received

Period	Month	Topic	Sub-Channel	Feedback received	Feedback received	Feedback received
2023-07-01	July 2023	Topic	Sub-Channel	Feedback received	Feedback received	Feedback received
2023-08-01	Aug 2023	Topic	Sub-Channel	Feedback received	Feedback received	Feedback received
2023-09-01	Sep 2023	Topic	Sub-Channel	Feedback received	Feedback received	Feedback received



Approach to Information Management



Integral support function:

- Streamlined, collaborative office-as-a-whole work
- ‘One vision’ - Effective refugee response and overall programme management

Complementarity and inter-connectedness:

- One component feeds into another and one solution opens the door to others
- Simple tweaks enable comprehensive work solutions

End-user focus:

- User-friendly and adaptable to evolving contexts
- Tools must be used to be effective
- IM linked to Knowledge Management (processes, guidelines, capacity building)



What have we learnt?

Lesson 1

Start small but think big :)

- from prototype to mass use
- with regular audits for quality and compliance
- mind capacities and mindsets



What have we learnt?

Lesson 2

Kaleidoscope approach –
from flat lifeless
spreadsheets to telling a
story – you pick!



What have we learnt?

Lesson 3

Systemic challenges –
systemic thinking:
office needs in mind and
how tech can help (nexus)



What have we learnt?

Lesson 4

Feedback and adaptation
(partners, users,
colleagues...)

... and repeat!



What have we learnt?

Lesson 5

Teamwork! – and what's in it for me... and you... and users, peers, bosses, partners...

With many thanks to all + ECARO team, BDD team...





THANK

YOU