

HUMANITARIAN INNOVATION FUND

Final Report

- Please try not to exceed 5 pages (Arial, 12pts) excluding attachments –

Reference Number	HIF/L/2012/4-023
Organisation Name	World Vision

Project Title	Speed Evidence Project
Location	UK with pilot simulation in East Africa or SE Asia
Start Date	April 1, 2013
Duration	16 Months
Total Funding Requested	£148,200

Partner(s)	Ushahidi & Smap FieldTask
Total Funding	£261,241 (£148,200 HIF; £113,041 World Vision) This excludes World Vision staff time needed to implement this project as well as in kind contributions by tech partners.

Innovation Stage	Development and Implementation
Type of Innovation	Process Innovation
One sentence description of the innovation	Speed is designed to create a continuous real-time feedback loop between affected communities and responders after a disaster, with the aim of increasing the situational awareness of both.
Project Impact Summary	Developed Speed Minimum Viable Product which was tested during the Typhoon Haiyan Response. A number of discussions initiated with humanitarian networks (Start, DEC, CDAC) through the project and discussions continue with these networks looking into Speed Platform as a possible tool for their information management. WV has transitioned from doing paper based assessments to digital assessments as a result of this project. All Speed resources (code, research, designs, lessons learned and evaluations) have been released externally on a promotional site: www.speedevidence.com for use by other humanitarian organisations.

Reporting Period	July – August 31, 2014
Total Spent	£261,241

ACTIVITIES CARRIED OUT

Describe all the activities carried out.

- Engaged tech partners to build prototype
 - Tested early versions with users at multiple geo graphic and functional locations.
 - Continued to modify and test based on user feedback
 - Deployed prototype during the Typhoon Haiyan response
 - Train/Support Info Manager
 - Rebuild and improve design
 - Create user manuals & videos
 - Improve SMAP
 - Test in SomReP, Iraq, Lebanon
 - Conducted in workshop
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ACHIEVEMENTS

Describe all the results achieved through the activities indicated above and indicate if the project achieved the objective set out.

Technology

- Portal prototype created including the capability to share data across multiple Speed portal instances
- Worked with technology partner – SMAP to improve the user interface for digital assessment component of the Speed Evidence Project.
- Migrated existing portal “deployments” to a new hosting platform in preparation for future needs in supporting more deployments.

Development/handover package

- User guides (both pdf and video) for different types of users of the Speed Portal were created
- Created a Speed promotional website www.speedevidence.com to release all the Speed resources (code, research, designs, lessons learned and evaluations) for use by other humanitarian organisations.
- Conducted Speed Evaluation which was carried out by ThoughtWorks. The evaluation included a) a market review b) rated Speed and similar products (Syria Deeply, Navvi, etc) vs a set of criteria. With the number of similar products we wanted a third party review of the products and to place Speed against existing products. This evaluation highlighted that the technology used in Speed is still the most appropriate and relevant. Speed consistently ranked high when assessed against other similar products. Full report available on www.speedevidence.com
- Conducted an evaluation of use of portal (google analytics)
- Conducted business model workshop creating business model options
- Conducted a 2-day close out workshop in September.

- The internal workshop was held to ensure that internal stakeholders a)celebrate the success of Speed MVP development b) agree on next steps/focal points, etc for information management within WVI.
- The external event attended by HIF, DEC secretariat, CDAC secretariat, Oxfam, Plan International, Save UK, etc was a useful venue to share Speed journey, lessons and raise awareness of Speed resources available for peer agencies. This has resulted in all 3 major humanitarian networks in the UK – DEC, Start and CDAC approaching the project team to discuss information management for their networks (Start & DEC) and for training and capacity building of Network members on information management and Communication with Communities tools used by Speed.

Collaboration with key stakeholders & initiatives

- Internal Steering Group established with cross-organisational departments represented
- Conducted numerous demonstrations of the portal and subsequent discussions of its potential usage with external stakeholders including: OCHA, CDAC Network members (ActionAid, OCHA, BBC Media Action, IMS, CDAC Secretariat), HIF, Concern Worldwide, Plan International, MSF, BOND ICT4D subgroup, ECHO Brussels, OFDA, Bureau of Population, Refugees and Migration (BPRM), etc.
- Hosted and attended FrontlineSMS inter-agency workshop in the UK office. Speed platform will use FrontlineSMS software to communicate with communities
- Debriefed the experience of using the Speed Portal in the Haiyan response with representatives of Crisismappers and the Stand By Task Force.
- Lead discussions with WV's Humanitarian Operations/Global Rapid Response team regarding information management in humanitarian responses.
- Engaged with Accenture Development Partners (ADP) who had been contracted by WVI IT to design the IT system architecture for the integration of various IT platforms, including Speed Evidence, into one Enterprise Content Management system.

Field level support

- Provided field level support and visits regarding information management systems and processes including two-way communication with communities and the use of the Speed Portal to World Vision offices in:
 - Philippines (Typhoon Haiyan Response)
 - Somalia (Somalia Resilience Consortium - *Action Against Hunger (ACF), Adventist Development and Relief Agency (ADRA), CARE, Cooperazione Internazionale (COOPI), Danish Refugee Council (DRC), Oxfam, and World Vision (WV)*)

- Lebanon
 - Conducted training
 - Learning Lab in Uganda
 - Oxford (Global Rapid Response Team)
 - Remote training of Haiyan/Yolanda information manager
 - Speed Platform deployment to Typhoon Haiyan/Yolanda - as the disaster was beginning to make landfall in Philippines, by only monitoring Twitter, we were able to visualise which part of the Philippines were being impacted and the severity of the impact, while we could tell which other parts of the Philippines were preparing to be struck and which parts were preparing to respond to the impacted areas.
 - Overall Haiyan statistics
 - Over 100,000 pieces of information came into the site within the first 3 days
 - Within the first 6 weeks, there over 250 visitors to the portal spending an average of 18 minutes on the site per visit and with an 82% return rate
 - 2,259 Reports were approved
 - Over 1,700 visits to the Speed Blog since the start of response
 - SMAP surveys – 122,500 surveys downloaded
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METHODOLOGY

Describe how the methodology used was or wasn't appropriate to carry out the activities or achieve the objectives set out.

In essence the project team used an agile development process iterating through the following cycles:

- Design
- Build
- Test/demos
- Re-design
- Build
- Test
- Launch

In general, the methodology is viewed as appropriate given the project was to develop a software product. The initial plan was to test the platform in an emergency simulation exercise or a learning lab/training forum prior to deploying the platform to a small-scale response. However, given the opportunity the Typhoon Haiyan/Yolanda presented to test the various components of the platform in a response, the project team made a decision to deploy the platform.

While this deployment was a departure from the original work plan, it allowed for learning at various levels. While emergency simulations exercises create an urgent, high-pressure environment much like a live response, they are ultimately

simulated exercises and would not have produced the same level of information at the frequency it did for the Philippines response.

Additionally, the project would have likely benefited from more emphasis on behaviour change/people side, however, this was not possible due to limited leadership support.

MAJOR OBSTACLES

Describe all the obstacles faced during the implementation of the project and how they affected the planned activities and results.

Indicate what steps have been taken to address these obstacles.

Indicate whether amendments to the planned activities and objectives have been made.

Governance issues

- Organisational barriers prevented full scale up of the Speed Project.
- After several discussions with Accenture Development Partners (ADP) who had been contracted by WVI IT to support with various IT platforms into their Enterprise Content Management system, the recommendation was made that the Speed Platform be integrated to WV's Enterprise system.
- Challenges bringing the external advisors together for a call due to scheduling and different disasters. However, the Speed project team contacted them External Advisors individually to bring them up to date and receive their input as well as engage with a wide network of humanitarian professionals to seek their input and guidance and sense check approaches.

Information management knowledge & practices & lack of focal point

- Training of the staff in the information management tools was a slow process. However, given the availability/visibility of the first iteration of the platform there has been significant interest from various parts of the organisation to move this agenda forward.
- The Haiyan/Yolanda response highlighted the gaps for information management in responses. While the Speed Platform provides a tool, there needs to be organizational/management support to strengthen the IM role. Currently there is no goal owner, tools, etc therefore, training of the staff in the information management tools continue to be a slow process.

Other

- Security risks associated with technology – in Somalia this resulted in smartphones not being able to be used for data collection, however this was only in two districts of South-Central Somalia

- Other challenges included receiving OCHA support with Speed Evidence. While a number of field and regionally based OCHA colleagues were supportive of the Speed project, engaging with OCHA Information Management/Geneva was not successful.
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BENEFICIARIES/HUMANITARIAN INTERVENTIONS IMPACTED

Indicate the beneficiaries as well as the humanitarian interventions that have benefited from the project.

- WV Haiyan Response
 - SomReP
 - Iraq
 - Lebanon/Syria
 - SMAP users
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PARTNERSHIPS AND COLLABORATION

Describe the partnership arrangements and how these may have changed during the course of the project.

- Partnerships with SMAP, Ushahidi, FrontlineSMS throughout the project without any major changes
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DISSEMINATION

Indicate the steps taken to disseminate project findings/outputs to outside stakeholders.

- Article submitted to PBA (Partnership Brokers Association) detailing lessons learned partnering with technology organisations during the Speed Project
- Speed Case study currently in development for publication internally and externally
- Website (<http://www.speedevidence.com/>)
- Blog (<http://speedevidence.wordpress.com/>)
- Speed Evidence Demos (OCHA, CDAC Network members (ActionAid, OCHA, BBC Media Action, IMS, CDAC Secretariat), HIF, Concern Worldwide, Plan International, MSF, BOND ICT4D subgroup)
- Key project information and progress circulated through the communication channels of networks such as CDAC, BOND, the HAP Secretariat and OCHA Asia-Pacific

- Conducted a Close Out Workshop in London with internal and external stakeholders. External stakeholders include: Oxfam GB, Save UK, Plan International, DEC Secretariat & CDAC Secretariat
 - Invitation by the CDAC Secretariat to run a workshop in Nov/Dec 2014.
 - Currently engaging with DEC and Start Networks about Speed platform. Initial discussions indicate appreciation not just about the platform but as well the lessons, insights from the project team.
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TRANSFERABILITY

Please indicate if there is any potential to replicate the project and how.

- There is potential to replicate the project but more importantly use the current version of the Speed Platform and integrate/build capability based on a specific agency/network information management needs.
- All the Speed resources (code, research, designs, lessons learned and evaluations) have been released externally on a promotional site: www.speedevidence.com for use by other humanitarian organisations