



## Activity Info Roles and Responsibilities

December 2020

### Background

Activity Info is an information management software that can be used for monitoring and evaluation, case management, Inter-Agency coordination in multiple contexts. It is ideal for collaboration on data collection and reporting and works online and offline. Activity Info is optimized for reporting on activities which are geographically dispersed and implemented by multiple partner organizations.

### Why use Activity Info?

- **Easy Setup:** Non-technical program managers can easily set up the system according to their needs without having to rely on technical consultants. Activity Info follows the logic of your organization, program or activity.
- **Reliable:** We have a ten-year track record of providing Activity Info as a service to thousands of users in over 50 countries with 99.95% availability.

### I. Roles and Responsibilities

#### 1. Sector Information Management Officers (Sector IMO):

The Sector IMO has the role of facilitating and supporting all stakeholders for the optimum use of Activity Info by providing training and support.

The Sector IMO support consists of:

- Provide access to Activity Info databases for relevant stakeholders.
- Provide training on the use of Activity Info to partners, field offices and sector coordinators as needed.
- Support the sectors for any matter regarding their relevant database.
- Extract data and prepare products that would be shared for relevant sectors and stakeholders.
- Coordinate with the developers (Bedatadriven) to ensure proper functioning of the databases and to report and track any error that could occur, in addition to follow up on the implementation of new features that could facilitate the use of Activity Info.
- One Information Management Officer (IMO) will be the focal point for each sector database, seconded by another IMO to ensure support at all time. After the formal approval of the sector coordinators, each IMO will be responsible for locking the relevant database.
- Unlocking the database will be strictly allowed for major matters and only after the approval of the sector coordinators.
- Follow-up directly with sector partners on reporting in case of delays or when in doubt about the accuracy of reporting.
- Exporting partner, location, indicator disaggregated data reported every end of the month and share it with all the sector working groups and Activity Info sector users.



- IMO to present the previous month reporting in every sector working group (fixed agenda item).
- Liaise with other organizations systems to ensure alignment of indicators (example with RAIS).
- Receive feedback and comments on the sector database from partners.
- The list of Sector IMOs can be found here <http://ialebanon.unhcr.org/#ContactLists>

**2. Partners:**

- The Reporting Operational UN agencies and NGOs (herein: partners) working under the LCRP appeal, are accountable to report on all indicators; relevant to their project; agreed within the sectors on Activity Info platform.
- The partners are responsible to report before the scheduled deadline on the achievements of the previous month. The reporting deadline for 2021 is shown in the table below:

<b>Activity Info - 2021</b>		
<b>Reporting Deadlines</b>		
<b>Month</b>	<b>Date</b>	<b>Day</b>
January	12	Tuesday
February	8	Monday
March	8	Monday
April	7	Wednesday
May	7	Friday
June	7	Monday
July	7	Wednesday
August	9	Monday
September	7	Tuesday
October	7	Thursday
November	8	Monday
December	7	Tuesday
January 2022	7	Friday

- The partners are accountable to report on indicators based on the definition of each indicator that was agreed on within each sector.
- The partners could be contacted by the relevant Information Management Officer for correction of data or additional clarification.
- Unless necessary, partners shall not be requested to fill any 3W/4W/5W matrix in parallel to Activity Info reporting.



- Activity Info does not release partners from submitting requirements to funding agency such as quarterly reporting and others.

**Note:** When Partner A sub-contracts his project to another implementing Partner B; it remains the responsibility of Partner A to report on the achievements in Activity Info; as he remains the accountable entity for the agreement signed with the funding agency. Visibility could be ensured through narrative reporting.

### **3. National Sector Coordinators:**

The sector coordinators are responsible for the content and the explanation of their relevant database.

Their role consists of:

- Review, evaluate and analyze the data reported from partners.
- In case of doubts regarding the accuracy of the reported data, Sector coordinators should follow up with the funding agency (e.g.: UN agency) under which the partner is reporting, or by contacting directly the implementing partners if the funding is reported under “Independent” [View diagram in paragraph 6]. The sector coordinator notifies the funding agency that there is an issue with the data. Funding agency takes action within 5 days from notification and modifies or provides explanations. If no action is taken, the Sector lead is allowed to not consider the data for the monthly report.
- Liaise, as needed, with field level coordinators (appointed as sector coordinator in the field) for verification of reported data and communicate any new guideline or policy to all relevant field coordinators on reporting in Activity Info.
- Formally approve the reported sector data before the approval deadline, which is a week after the partners’ reporting deadlines (see table below).
- Provide the definition of the indicators.
- Identify and organize training sessions, with IMO, for sector partners.
- Take decision of modifying the sector database design (only in case of urgent matter).
- Promote the use of Activity Info by all humanitarian stakeholders.
- Ensure that the monthly working group meetings (at national and field level) include an agenda item to present Activity Info reporting summary.
- Analyze reporting trends together with partners during working groups.

<b>Activity Info 2021</b>		
<b>Sector Clearance Deadlines</b>		
<b>Month</b>	<b>Date</b>	<b>Day</b>
January	14	Thursday
February	15	Monday
March	15	Monday
April	14	Wednesday
May	14	Friday



June	14	Monday
July	14	Wednesday
August	16	Monday
September	14	Tuesday
October	14	Thursday
November	15	Monday
December	14	December
January 2021	14	Friday

**4. Field coordinators / Field officers:**

- Review, evaluate and analyze the data reported from partners in the relevant field area.
- In case of doubts regarding the accuracy of the reported data, field coordinators should follow up with the funding agency (e.g.: UN agency) under which the partner is reporting, or by contacting directly the implementing partners if the funding is reported under “Independent” [View diagram in paragraph 6].
- Follow up on verification requests on partners’ achievements received from national sector coordinators.
- Liaise, as needed, with sector coordinators for verification of reported data, and communicate arising challenges.
- Ensure that no parallel system to Activity Info is being implemented in the fields’ working group.
- Provide support to partners on Activity Info, or channel the help requests to the IMWG or to IMO focal point.
- Promote the use of Activity Info.

**5. Information management officer/reporting officer of agency/NGO:**

- Follow up on verification requests on partners’ achievements; received from sector coordinators, field coordinators or sector IMO.
- Follow up internally with the relevant chief of section to ensure proper reporting by the partners (in case of funding agency).
- Ensure proper monthly reporting (in case of implementing partner).
- Promote the use of Activity Info within organization.

Ensure that no parallel system to Activity Info is being implemented.

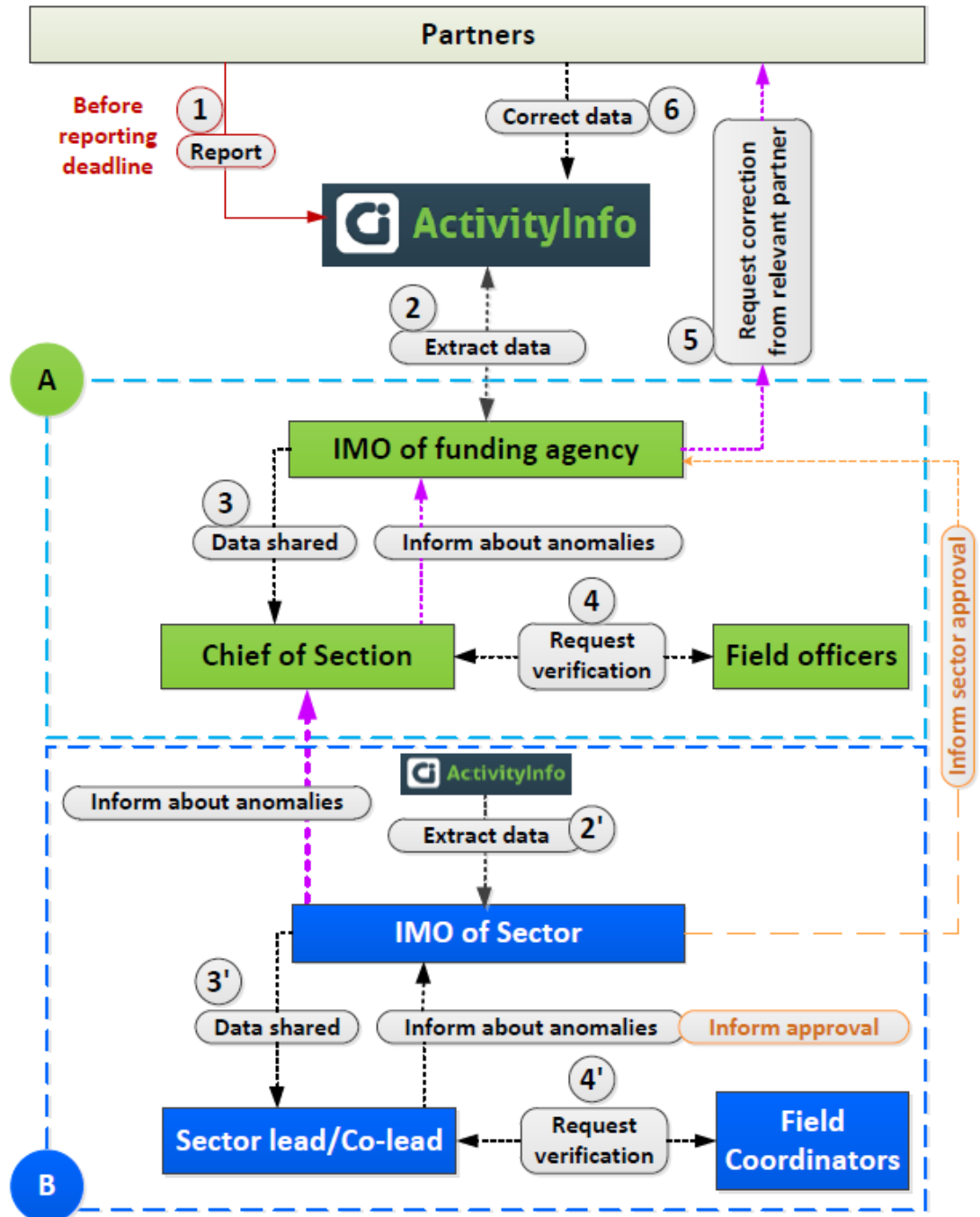
**6. Diagram**

The diagram below shows the sequential work process of Activity Info, by explaining the role of each stakeholder.

The work process was created for the purpose of having the data on Activity Info reviewed by the funding agencies and the sectors in a well-defined exchange channel to avoid confusion and redundancy.



**Activity Info – Data validation process (before approval deadline)**



\* Process A and B are parallel processes

\*\*If a funding agency does not have the process A implemented, or the program is implemented by independent funding; the Process B will only take place. And the IMO of the sector will contact the partners directly.