National Protection Cluster

Service Advisor
Making Connections, Improving Lives
What is Service Advisor:

• An online web platform for cluster coordinators and service providers

• Provides up-to-date information about availability of humanitarian assistance/services in precise locations
How does it work:

• Services Advisor allows users to view available services on an interactive map and in an online service directory

• Users can filter by category (such as GBV, CP, GP, HLP and Mine Action services), location, service provider and eligibility/referral requirements

• Service providers will need to register their implementing organization, list projects and activities, and update information whenever changes in services occur

• Cluster/Sub-Cluster Coordinators can identify gaps in services in real-time
Key Points:

- Service Advisor is a service mapping tool, which is different tool than ActivityInfo, which is a output reporting tool

- Unlike ActivityInfo, services are uploaded one time on the Service Advisor and will be updated based on changes in programming/services by the focal points

- Service Advisor will only include Protection services (including GP, GBV, CP, HLP, MA), not other Clusters’ services. The taxonomy of services has been developed based on consultations with all NPC & Sub-Cluster Coordinators

- Service Advisor allows users to add many services in one location

- NPC will request partners to revise/update the services every 6 months

- Service Advisor will be available in English, Arabic & Kurdish

- NPC will conduct trainings across Iraq to roll out the Service Advisor, during that period partners will upload their services by each location
Advantages of Service Advisor:

- Comprehensive service mapping tool that covers National Protection Cluster/sub-clusters

- Organizations are able to visualize their services on an interactive map and find who is doing what and where

- Service Advisor support the referrals between humanitarian actors

- User friendly and provides the ability to add many services in one location

- Add details about the service that are not available usually in the 4Ws
MAIN FEATURES

- Search by category and organization
- Find services that do not require referral
- Desktop and mobile web app version
- Language localization
- List view and zoomable map view of services info
- Find the service provider closest to you
- Analytics to see most accessed services
- Easily create and download reports
Welcome to the UNHCR Services Advisor Iraq

Click here to view the interactive map to find the services you are looking for.

If you are an administrator of a service location you can login here.

If you do not have a login then please contact our offices to have your account setup today.
How to login to the Service Advisor

Public map view (Front end) - [https://iraq.servicesadvisor.org/#/]

Admin and data entry (Back end) – Users need an access:
[https://admin-iraq.servicesadvisor.org/]

• Click “login here”
• Login with your passowrd
• If you forgot your password, click “request new password” and then add your email you registered with
• Email will be received with a link, click the link and then add the new password
Login Page

Enter your User name and Password that you received to login into the system.

If you forgot your password, you can request new one from here.
User Page

Information about the user with a brief on the Organization and logo

You can see the projects entered by the organization from here

You can Edit your account details from here (password, time zone, language ... etc.)
You can also choose the language from here (Kurdish, Arabic or English).

You can navigate to four pages within the user page:

- Services/Data Entry Page
- My account/User page
- Organization page
- Log out of the system
You can view all your organizations services from “view services”
Adding new Service

You can search by service title, location Organization, population group...etc.

[Image of a form with fields for Search Title, Organization, Services Provided, Accessibility, Coverage, Location, Population Group, In-Take Criteria, Partner Type, and options to Exclude Expired Service Locations and Show Only Expired Service Locations.]

[Button to add a new service highlighted.]
Adding new Service

Edit a service for your organization

PROTECTION: Al-Heera: 153
Al-Najaf › Non-Camp › Al-Mahmoudiya › Al-Heera

PROTECTION › Gender Based Violence › GBV Safety Audits
PROTECTION › General Protection › Protection Assessment (Community-level)
PROTECTION › Housing, Land and Property › HLP Assessment (Community-Level)

Start Date: Wednesday, May 8, 2019   End Date: Friday, May 8, 2020   Submitted 2 hours 51 min ago by shehadeg.

PROTECTION: Al-Bahhar: 150
Al-Basrah › Non-Camp › Al-Fao › Al-Bahhar

PROTECTION › Gender Based Violence › GBV Safety Audits
PROTECTION › General Protection › Protection Assessment (Community-level)
PROTECTION › Housing, Land and Property › HLP Assessment (Community-Level)
Creating new Service:

1. Enter the start and end date of the service/project

Once the service gets expired it will disappear from the map
Creating New Service

2. Select your organization

3. Based on each NPC agreed taxonomy of services, enter the correct details for each service.

Do not forget to click “Add” to record the services.

You can add more services for the same location and click Add.

Add additional details on the activity.
4. Availability of the service, and if it is periodic or not and what is the frequency of it.

5. Exact timing of availability for each day of the week (if applicable).

You can fill the time field manually and state the breaks, or you can click on one of the options to fill in automatically.
6- Creating New Service

How the service is accessible by beneficiaries

Accessibility
- Home visits
- Outreach
- All the above

- Wheelchair Accessible
- Referrals only
- Other: Please specify

- Hotline
- Walk-in

- Hotline and follow up home visit
- Walk-in & Outreach
Creating New Service – 3 ways

- Service location based on 4 level administrative divisions of Iraq, you can also choose between camp and non camp
- You can choose the exact location of the service from the map by dropping the GPS marker on the map
  
If you know the exact GPS coordinate, it could be entered directly here –
**GPS Format: 33.36095 N, 43.78081 E (SA only accept this format)** – then click Save location

Any details on the location could be entered here
## 8- Creating New Service

### What kind of documentation is needed to access the service

#### Legal Documents Required

<table>
<thead>
<tr>
<th>Required</th>
<th>Passport</th>
<th>Nationality Certificate (Shehadat jinsiya)</th>
<th>Civil ID Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>No ID document(s) required</td>
<td>Birth certificate</td>
<td>Marriage/divorce certificate</td>
<td>Death or missing person certificate</td>
</tr>
<tr>
<td>Public Distribution System (PDS) card</td>
<td>Copy of ID document(s)</td>
<td>Residency document</td>
<td>Proof of HLP ownership</td>
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<tr>
<td>Original Proof of Iraqi ID</td>
<td>Other, please specify:</td>
<td></td>
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</tr>
<tr>
<td>Lease/rental agreement</td>
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</tbody>
</table>

#### Population Groups eligible to receive the service

- Host communities
- IDPs
- Returnees (IDPs)
- No restriction
- Non-displaced persons

#### The criteria (if needed) to receive the service

#### Intake Criteria

- Open to all
- Vulnerability (general)
- Specific Vulnerability Criteria
- Legal Needs (e.g. documentation, detention, family law, etc.)
- Child at risk (e.g. Children out of school)
- Psycho-social support needs
- Persons at risk of GBV
- GBV survivors
- Parent or caregiver
- Unaccompanied or separated child
- Youth/Adolescents
- Children recruited by armed forces/groups
- Victims of explosive hazards
- Older persons at risk
- Persons with disabilities
- Serious medical condition / chronic illness
- Other (please specify in Comments)
## 9- Creating New Service

### Referral and Feedback

#### Referral Method
- Email on a per case basis
- Telephone on a per case basis
- Inter-Agency Referral Form (IARF)
- Referral is not required
- Referrals not accepted

#### Referral Contact Name

#### Referral Contact Phone

#### Referral Contact Email

#### Immediate Next Step after Referral
- Beneficiary approaches receiving organisation
- Follow up call by organization
- Follow up home visit by organization

#### Response Delay after Referral
24-72 hours

#### Feedback Mechanism
- To be requested by the sending organisation
- Sent back signed Inter-Agency Referral Form (IARF)
- With consent of the beneficiary
- With Excel Tracking table
- Email to referring organisation
- Phone call to referring organisation
- No feedback mechanism

### Note:
This information will be only visible on the admin (Not visible publicly)
Additional information on the services, details, updates...etc.

You can view your entry or save it from here.
1- Saving, Translating and Cloning

After Saving your service entry, you will be asked to translate it, you can also view and edit your submission.

You will need to click on the link to open the “Arabic” & “Kurdish” page of the service details.
2- Saving, Translating and Cloning

Most of the contents in the Arabic and Kurdish page is already translated in the system, for **free text** you will mostly need to add the comments and details in Arabic. When you done, you need to save the service again.
2- Saving, Translating and Cloning

Clone is a very powerful addition that helps the user to clone as many services as needed and change only some of the details without spending much time on creating them from scratch.

Example for that, is when an organization is providing the same type of service in many locations, so you can create only one and clone the rest with changing the location details only.

For cloned service locations - Saving and translating needs to be done for each service separately.
There are 5 main components of the system front end:

1. The interactive map section
2. The category (sector) section
3. The region (governorate) section
4. The Organization
5. The filter section
The map could be used to zoom in a certain location to show the available services at that location.
Clicking on a certain activity will give the exact details of the service as it was entered into the system.
Choosing one of the sub clusters will show on the map all the active services belongs to that sector in addition to show the services by sub-sector

https://iraq.servicesadvisor.org
Clicking on a certain region (governorate) will show the service in that governorate (here Anbar as example)

https://iraq.servicesadvisor.org
By choosing “more filters”, the user can filter the service by referral, nationality of the eligible beneficiaries and the organization who provide the service.

Frontend (interactive map)

https://iraq.servicesadvisor.org

<table>
<thead>
<tr>
<th>POPULATION GROUPS</th>
<th>Referral Required</th>
<th>Referral Not Required</th>
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<tbody>
<tr>
<td>Host communities</td>
<td>No restriction</td>
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<tr>
<td>Returning IDPs</td>
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<tr>
<th>ORGANIZATIONS</th>
<th>ACTED</th>
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<th>PREDI-Legal Aid</th>
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For technical support please contact:

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NPC Services Advisor is developed with support of Peace Geeks Society http://peacegeeks.org
Thank you

National Protection Cluster Team