



SCOPE OF WORK

TITLE: Data for Crisis Informatics Ecosystem Assessment (Part-Time Consultant)

LOCATION: Remote

PERIOD OF ASSIGNMENT: January 16, 2023 (or earlier) – May 1, 2023

ESTIMATED LEVEL OF EFFORT: 40 days for the period of assignment

ABOUT NETHOPE

[NetHope](#) enables humanitarian organizations to better serve individuals and communities in the developing world through smarter use of technology. Working at the intersection of the international NGO sector, private business and technology innovation, NetHope is a Membership organization currently serving over 60 leading humanitarian, development, and conservation organizations around the world. NetHope empowers [our Member organizations](#) to collaborate, innovate, and leverage the full potential of information and communications technology to support their work in 190 countries. NetHope and our Members partner with over 50 of the [world's leading technology firms](#) to create innovative solutions to existing and emerging challenges, and to reimagine how technology can improve our world.

PROJECT DESCRIPTION

The explosive growth of mobile devices and social media use are changing the nature of emergency response, providing more tools for those affected by the emergency to communicate with each other, with first responders, and with the outside world. As people, data, and things become more interconnected, technology, mobile networks, and requisite connectivity become ever more critical to emergency response. This improved ability to communicate raises self-reliance, mitigates negative impacts, and promotes long-term resilience. At the same time the volume of data and the challenge of achieving clarity, accuracy and true understanding in a crisis situation in a timely manner, have grown exponentially.

Over the last 20 years, NetHope has built a solid history of excellent response in the realm of emergency telecommunications and is expected to increase its effectiveness as well as incorporate emerging requirement of people in emergencies, which includes digital protection, information as aid, and misinformation mitigations, amongst others. The ability to effectively respond to rapid onset emergencies and protracted crises is increasingly contingent on data. As such, NetHope aims to develop its crisis informatics programming to provide information management, data analysis, and visualization support and improve data and [information sharing](#) among its Member organizations as response and relief efforts are carried out. Past NetHope programming include [Information As Aid Project](#) and [visualizing connectivity data](#).

NetHope seeks a short-term consultant to carry out an ecosystem assessment of crisis informatics to better understand what aspect of crisis informatics will best serve the data and information needs and address the information gaps of its Member organizations in their missions to respond to and reduce the impact of crises. Further, NetHope seeks to understand how data and information management can strengthen its humanitarian emergency program during both the preparedness and response phases.

Appropriate crisis informatics can enhance understanding of the situation on the ground, from simple issues like where Members are working and on what, to mapping of the needs relevant to NetHope's mission, substantially but not exclusively focused on connectivity. NetHope's aim in emergencies is to have purpose-driven information management, analytics, and visualizations to improve the communication of critical geo-referenced and time-specific information amongst responders. There should be particular emphasis on the metrics that measure what NetHope seeks to address, such the number of networks in use relative to number of networks needed, number of actual and potential users per network, bandwidth requirements, usage data in terms of applications opened or the purpose to which connectivity was put.

The assessment is expected to provide a comprehensive mapping of the needs and priorities of both NetHope Members and NetHope itself. The assessment will comprise the following:

- Mapping and analysis of NetHope Emergency Preparedness and Response (EPR) Team needs, challenges, and priorities pertaining to information management and data in the humanitarian emergency preparedness and response phases, whether slow or sudden-onset in form and irrespective of the cause of the crisis;
- Mapping and analysis of NetHope Member needs, challenges, and priorities in relation to relevant information management and data in the emergency preparedness and response phases;
- Mapping and analysis of service providers (NGOs, UN agencies, private companies, and others) active in crisis informatics;
- Consultation with key NetHope stakeholders including board members and staff to gauge their knowledge, understanding and expectations concerning crisis informatics; and
- Identification of opportunities and priority entry points for NetHope crisis informatics engagement and programming based on a good understanding of NetHope's mission, strengths, and competencies.

The aim of the assessment is to support the development of NetHope's crisis informatics programming through an ecosystem assessment, which will inform future program design. This assessment will support the program design through mapping and identification of opportunities to leverage the data that is relevant to NetHope's mission in support of its Members operating in emergency environments.

The ideal candidate has experience in the emergency management and/or humanitarian sectors and is knowledgeable in crisis informatics (or a related field), research, and analysis. The consultant will have the ability to actively listen, build trusting relationships with NetHope staff,

NetHope Member organizations and key partners, and provide realistic and implementable recommendations. The consultant will deliver and present a written report that discusses the findings of their assessment and makes recommendations for the optimal direction of travel for NetHope's future engagement in crisis informatics.

The point of contact for the consultant is the Director, Emergency Preparedness and Response (EPR). The consultant is expected to work closely with NetHope's EPR program team for input/feedback and coordination.

KEY DELIVERABLES

The consultant will conduct mapping and analysis of staff and stakeholders, frameworks, donor strategies, policy priorities, and activities through the following:

Planning

- Develop the assessment methodology and work plan.
- Conduct an initial desk review with 1) inventory of current programming/services, emerging trends, and gaps, 2) initial list of stakeholders and service providers, 3) review of past NetHope projects and activities through a review of past project documents, reports on emergency interventions, online databases, and existing literature.
- Synthesize initial research to provide a clear landscape of crisis informatics discipline within the emergency management/humanitarian sector.
- Develop an interview framework to assess NetHope staff and Member needs, challenges, and priorities in relation to information management and data in crises and emergency management, and their expectations of NetHope in this regard.

Research and Writing

- Work with stakeholders across the NetHope community to research, analyze, report, and present collective findings, patterns, and insights.
- Document current and future use cases of data and information management in crises and emergency management.
- Understand the needs of NetHope Members and the nonprofit sector, to target research into their overlapping interest to generate meaningful impact in this field.
- Conduct key informant interviews with NetHope staff, board, Members, partners, and other stakeholders.
- Identify data and information gaps that hinder Member's operational effectiveness.

Identifying Entry Points for NetHope Engagement

- Propose ideas and recommendations on potential program areas based on an understanding of NetHope's mission and strengths, NetHope Member needs, and the crisis informatics landscape.
- Propose options for prioritization of programming/interventions and entry points into the field of crisis informatics.

- In collaboration with NetHope’s Field and Impact Programs team, develop and define options for programming/interventions and entry points into the field of crisis informatics, where it will add value to NetHope’s mission.
- Provide recommendations on how the proposed programming/interventions can be integrated into NetHope’s existing EPR program.
- Prepare and present a summary presentation of findings for NetHope senior staff.

EXPECTED OUTPUTS

The consultant is expected to develop, complete, and submit the following:

- Assessment methodology, work plan, and interview framework within 10 working days of the start date;
- Interviews with key informants;
- Draft report; and the
- Final report.

The outline, content, and format/design of the report will be agreed upon with the Director, Emergency Preparedness and Response. The draft report will be presented and discussed with a group of senior staff in the organization. After comments have been received, the consultant will complete and submit the final report.

TIMELINE

The consultant is expected to complete their research, analysis, writing, and presentation of findings by April 15, 2023 in order to finalize the report on May 1, 2023.

SKILLS AND ABILITIES

- Strong analytical skills and the ability to write both perceptively and practically under tight deadlines;
- Demonstrated ability to strategize, conceptualize, structure, and lead projects;
- Ability to successfully work with minimal supervision in unstructured/ambiguous situations, creatively problem solve, and make recommendations;
- Excellent time management skills with a proven ability to meet deadlines;
- Have a strong core technical business analysis skillset – process mapping, requirements elicitation and workshop facilitation experience;
- Demonstrable ability understand and clearly define client needs, even in situations where the client is uncertain of both the needs and the possibilities in the field of crisis informatics;
- Experience in interviewing stakeholders at all levels of seniority, facilitating workshops/focused group discussions, and capturing priorities and insights from stakeholders;
- Experience of using a range of analysis techniques – collection, organization and interpretation of data sets using data analysis tools (i.e. Microsoft Excel, Power BI, other visualization and statistical programming tools.); and
- Adept at working collaboratively to activate and achieve projects.

EDUCATION AND EXPERIENCE

- Tertiary education or demonstrable equivalent relevant experiential knowledge required.
- Demonstrable experience in information management, crisis response, crisis informatics in international development or humanitarian affairs and/or a related field.
- A proven track-record of producing high quality research papers and/or other written material.

TRAVEL

Travel is not authorized. All work is expected to be performed virtually in the consultant's place of residence. Due to the global nature of the study, meetings may be required outside of typical office hours (i.e. 9am to 5pm) to meet with NetHope's stakeholders in varying time zones. In addition, NetHope uses a variety of technology to facilitate collaboration. The consultant will be provided access to and training on Asana, Slack, Miro, Zoom, Microsoft Office and any other applications which would facilitate the consultancy.

APPLICATION

Please submit an expression of interest/cover letter, CV/resume, and writing [here](#). Applications will be accepted until December 21, 2022.