Primero/GBVIMS+
FAQ[1]

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[1] The present FAQ is a living document and will be updated with new Q&A.

1.   What is the difference between GBVIMS and GBVIMS+?

The good news is a lot will stay the same! If you're already using the GBVIMS, you already have a leg up. The core tools of the system remain – for the most part. The *intake and consent form*, *classification tool*, and *the information sharing protocol* will remain unchanged. However, the flow of data and use of the *incident recorder* will change, but even that tool will remain in use. The primary change will be in **data entry**. Instead of entering information from the intake form into the *incident recorder*, information will be entered into the GBVIMS+ module of the Primero platform. The information entered by casework staff into GBVIMS+ will eventually be exported into the *incident recorder* for analysis and inter-agency data sharing. It may be that in the future, other third party analysis tools can be used for analysis and reporting or that that functionality will be strengthened in the GBVIMS, but currently, exporting to the *incident recorder* allows the least disruption in our analysis and inter-agency data sharing practices.

- Therefore, the traditional GBVIMS and Primero/GBVIMS+ can work together well and therefore allow for a phased rollout.
- Training on Primero/GBVIMS+ to end-users already using GBVIMS is straight forward.

2.   What are the criteria to transition from the traditional GBVIMS to Primero/GBVIMS+?

The criteria previously applied to GBVIMS rollout are still valid for Primero/GBVIMS+. In addition, due to new features andtechnology requirements, Primero/GBVIMS+ includes further criteria:

- **Provision of quality case management**, PSS or health services to GBV survivors; For the purpose of assessing this criterion, an assessment tool of quality service provision is currently under development by the Global Team.
- **Provision of services to more than 50 survivors** per three-month period, demonstrating that the organization works in help-seeking communities. Although this criterion is not exclusionary, it can help organizations to assess whether, based on their caseload, the adoption of a new information management system is justified.
- **Necessary infrastructure or budget** for the roll out of the GBVIMS+ (i.e. computers, secure offices, internet connectivity, printing facilities. pleasesee resources list)
- **Senior management's commitment** within each organization to implement a data management system and adhere to implementation plan;
- **Stable internet connection** in offices where data entry is done or at least periodic access to internet connection.

3.   What are the resources for rolling out Primero/GBVIMS+?

The resources needed to rollout Primero/GBVIMS+ can be divided in four categories, namely:

- **Hardware and connectivity**: There should be computer or mobile devices available depending on whether you will be using the mobile version of Primero/GBVIMS+ in your context. You also need to have access to internet, at least on periodic basis in order to sync data to your web application.
- **Human resources and staff capacity**: In order to rollout Primero/GBVIMS+, IT support needs to be available at your organization or at the inter-agency level. In addition, staff need to be familiar with web-based navigation.
- **Budget**: If your data are stored on a Cloud server (which is the preferred option), organization(s) should be able to install and cover costs of Cloud (approximately USD 25-100 per month per server in a country). Organizations need to be able to procure cloud services, which usually means having a credit card. Contribution to *Global Support Contract* (with software company) for Primero/GBVIMS+ is needed in order to receive helpdesk support for the production, maintenance and development of the platform.
- **Coordination:** In countries where Primero/GBVIMS+ is rolled out, it is preferable to have an existing coordination structure for GBV and/or GBVIMS to better coordinate the rollout. In addition, due to its added case management tab, *Standard Operating Procedures* (SoP) on Case

management should be in place or under development. Finally, if data are stored on one Cloud server, at the inter-agency level, there should an agreement on server hosting among users (also called '*Terms of Use*').

4. What resources are expected from each organization using the system?

It depends on whether organizations are using Primero as part of an inter-agency rollout with a single Cloud server or have separate servers.

- **IT staff/ System Administrator**: As part of inter-agency rollout, IT resources and System Administrator should be provided at the inter-agency level and each organization will not need to have these resources internally. However, they will still need to identify a focal point whose responsibilities will be the management of users and user groups in Primero/GBVIMS+.
- **Cloud server** unless the Cloud is hosted at the Inter-Agency level. It is worth mentioning that, if single organization opt for their own Cloud server, they will have the responsibility to maintain it. This means that they will need to build up their IT capacity and have a support contract with a software company.
- **Other resources** abovementioned will need to be in place within each organization such as hardware.

5. How long does a Primero/GBVIMS+ rollout take?

As for the traditional GBVIMS rollout, Primero/GBVIMS+ should be deployed according to 4 phases:

- **Phase 1 - Assessment Phase**. This phase requires actors in-country to analyze their context in line with the GBVIMS requirements in order to define its suitability. It also requires the Inter-Agency GBVIMS+ Focal Point to engage actors in country and the Global Steering Committee in a consultation process. During this phase, the Global Steering Committee will ensure that interested organizations meet the requirement criteria and have the relevant resources in place. The rollout will need to be formally endorsed by the Steering Committee who will dedicated human resources to facilitate the rollout.
- **Phase 2 - Planning**: Actors in-country should start planning the rollout. This includes mapping information flow of each organizations to help them determine how the Primero/GBVIMS+ will be integrated in their structure and coordinated with other IMS, if any. As part of this phase, roles and responsibilities in the rollout should be identified. For example, at the Inter-Agency level, a *System Administrator* should be designated. At the organizational level, Focal Points and Key staff should be identified using the *roles mapping* tool. At this stage, for inter-agency Cloud server hosting, *Terms of Use* should be developed among users and hosting agency. Finally, an implementation plan defining how the rollout will happen, how the data will be protected and maintained, etc. should be drafted.
- **Phase 3 – Implementation**: Staff should be trained on Primero/GBVIMS+ depending on their roles (i.e. GBV Service Provider, GBV Manager or System Administrator) by the *Global-level Technical Team* during an in-country mission. The *System Administrator* will work closely with the *Steering Committee* and the *Software Company* to adapt forms to the context and produce the platform (Go Live phase). Organizations will then start collecting, compiling and analyzing data. Consultation will start in order to develop or revise an *Information Sharing Protocol* among GBVIMS organizations.
- **Phase 4 – Maintenance**: This is the longest phase as it will last for the duration of the IMS. It is about maintaining the platform, ensuring the quality of the data collected and using them for programmatic changes and advocacy. During this phase, ongoing training and coaching of staff should take place in order to maintain their skills to use GBVIMS+. There should also be regular oversight and periodic reviews to ensure accountability and good practices are being maintained.

In order to ensure a proper rollout, each phase should be considered carefully and in due time to enable broad consultation and buy-in of all users. Therefore, depending on staff availability and resources in place, phases 1 to 3 can take up to 3-12 months to be completed.

6. What plans are available to build staff capacity on Primero?

As previously mentioned, training staff on Primero/GBVIMS+ will vary depending on their roles in the rollout and on whether they have been using the traditional GBVIMS in the past.

- For end-users (i.e. Case workers, data entry staff, caseworkers' supervisors) who have been using the GBVIMS previously, training will only take 1-2 days.
- For end-users who have NOT been using the GBVIMS previously, training will include all GBVIMS basic tools and will take between 4-6 days.
- For *System Administrator* or organization focal points, training will take between 1-2 days, regardless of whether they have been using the GBVIMS previously.

All trainings will be delivered by the *Global Team* in the first phase of the rollout. Trained *System Administrator* and *Organization Focal Points* will be able to replicate the training to their staff in the future.

7. What do we mean by Helpdesk Support on Primero/GBVIMS+?

Primero/GBVIMS+ is an flexible online and offline platform that requires different levels of support, depending on how it has been rolled out. Both the *Technical Team* of the *GBVIMS Steering Committee* and a Software company will be involved in providing this support

- **Level 1:** A user support problem that can be resolved either by training, guidance, or by an administrator making a small change in the application. Examples are: Password lost or reset request; User Error issues; Any "How to?" and "Why can't I?" questions which cannot be resolved using existing documentation or training materials. This level will be provided by the *System Administrator* or *Organisation Focal Point* in-country.
- **Level 2:** A serious issue that requires a major configuration change, or IT support to resolve. Usually it involves restarting the application on the server, or repairing corrupted data, or applying a major configuration change. Occasionally the problem could be caused by the cloud services provider making unforeseen changes to the underlying system hardware. This level will be escalated by the *System Administrator* or *Organisation Focal Point* in-country to the *Technical Team*. It will then usually be referred to the Software Company.
- **Level 3:** A serious problem which is affecting work and requires an immediate code change and rollout to production (a "hotfix"), or an immediate upgrade to an operating system component. This can be caused by a hidden bug that suddenly started to manifest or likelier by a recently publicised security concern about an underlying security component. This level will be dealt with by the Software Company under the oversight of the *Technical Team*.

This explains why a support contract with a software company will need to be in place when rolling out Primero/GBVIMS+ in order to produce, maintain and add further features in the platform.

8. What is the cost of rolling out Primero/GBVIMS+?

Costs will decrease as the Primero/GBVIMS+ application becomes more mature[2]. However, costs can be divided as follows:

- Server hosting;
- ICT/IT support for server instruction cost;
- Server Admin Cost;
- Production and Maintenance Support;
- Field Visits (incl. Global Team Deployment);
- Features development Support (optional)

In average, for 75 users per country, the cost per user is estimated around USD $280. It is preferable to consider an Inter-Agency rollout in order to reduce rollout and maintenance costs.

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[2] The pilot rollout took place mid 2015 and has lead to more than 50 iterations of the platform.

9. What is the limitation when Primero is used offline/ with difficult internet access?

When internet access is poor in places where data collection is done, Primero/GBVIMS+ offers a mobile option to data collection using mobile devices (mobile phone or tablet) which can be used without internet connection. This option can also be suitable in contexts where paper data collection is unsafe due to critical security situation (i.e. Risk of paper being seized by armed groups). However, using Primero/GBVIMS+ on mobile devices requires to have periodic access to internet in order to sync the mobile device to the web application. In addition, clear procedures need to be in place, in your implementation plan, in order to manage devices (i.e. Device management, user management, security measures to delete app, user contract, etc.). For mobile implementation, please add an additional line to your budget.

10. How does Primero/GBVIMS+ work with the inter-agency compilation and reporting?

The information entered by casework staff into Primero/GBVIMS+ will eventually be exported into the incident recorder for analysis and inter-agency data sharing. It may be that in the future, other third party analysis tools can be used for analysis and reporting or that that functionality will be strengthened in the GBVIMS, but currently, exporting to the incident recorder allows the least disruption in our analysis and inter-agency data sharing practices.

11. How does CPIMS+ and GBVIMS+ modules interact in Primero?

CPIMS+ and GBVIMS+ are two modules of Primero that sit on the same software platform. These modules can be deployed individually or together. In contexts where CPIMS+ and GBVIMS+ are deployed together, it is possible to have both platforms communicate through referrals or transfer, etc. Currently, there is no country where both modules have been rolled out at the same time. Such interoperability will increase effective communication between CP and GBV service providers to respond to individual cases. A pilot rollout of both system should budget for additional on-site time for implementation and planning.

12. What does it mean when we say that Primero is open source? How will that work in order to ensure harmonization across countries?

Open source means there can be a community of developers and users. We have a site for community developers to access the system (not the data). However, Primero/GBVIMS+'s open source is limited, users have to be approved by the GBVIMS Steering Committee. Data collection platforms like ODK are open source, meaning users can work on further developing the system over time, make bug fixes, add features – it's open to a broader community. It can mean the software is not tied to one development company for life, which is an advantage for Primero/GBVIMS+. Primero uses open source technologies and is licensed under the *GNU Affero GPL 3 License*[3]. Because in Primero/GBVIMS+, forms are configured and usage has to be endorsed by the *GBVIMS Steering Committee*, rollouts are harmonized based on the *GBVIMS Guidelines* and the *Inter-Agency Case Management Guidelines*.

13. Where is data hosted?

Primero/GBVIMS+ can be deployed through three modalities: local computer (roving), local server or Cloud-based. Building on previous rollouts of Primero, only the Cloud-based option is viable because it has the least opportunity to be damaged or compromised while offering high levels of accessibility (anyone with an internet connection) and dynamic storage (meaning that there is no limit on the amount of data stored). This allows better, more secure access to the data. However, there is a higher

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[3] https://www.gnu.org/licenses/agpl-3.0.en.html

cost implication for hosting data on a Cloud-based system. In addition to a higher cost (approximately $1000-$5000+ annually, depending on storage requirements), this requires some work on the part of the IT team to set up and establish system access. However, the benefits of monitoring tools improve troubleshooting (on behalf of the cloud service provider) and allow for less required involvement from local IT teams. This option also raises issues linked to data ownership – the organization hosting the Cloud owns the data. It also requires more coordination among partners. In order to use Primero's full potential (i.e. Referrals, transfer, etc.), organizations should be set up on the same Cloud. However, depending on the context, organizations can choose to store their data on their own Cloud which will be costlier for each organization but will not raise concerns in terms of data ownership. For the purpose of decision-making on server hosting, it is important to stress that each Cloud has their own server to be maintained which increases costs associated to helpdesk (see question 7).

14. Can the platform be adapted for each context?

As for the GBVIMS, Primero/GBVIMS+ platform (cf. Incident Tab and Case Management Tab) have been standardized across instances. They are modelled on the GBVIMS *Intake Form* and the *Inter-Agency Case Management Guidelines.* However, a number of fields will need to be adapted to each context such as the locations, types of harmful traditional practices, etc.

15. Will there be a need for a revised Information Sharing Protocol?

Since data will still be shared through the *Incident Recorder* exported based on the data entered in the Incident Tab, there should not be a need to revise the *Information Sharing Protocol* in place. However, for Inter-Agency rollouts of Primero/GBVIMS+, there is a need to develop *Terms of Use* if data of each organization is hosted on the same server. These *Terms of Use* consist in an agreement among users and hosting agency (i.e. UNICEF) on how the data will be collected, stored, accessed and used by all actors. Templates of *Terms of Use* are available and the Technical Team will typically facilitate their development in-country as part of the rollout.

16. How does the Case Management Tab in Primero/GBVIMS+ function?

The Case Management tab in Primero/GBVIMS+ has been developed based on the recently released *Inter-Agency GBV Case Management Guidelines*. It is broken down is several form groups corresponding to each steps of Case Management (i.e. Survivor profile and Assessment, action plan, safety plan, follow up, case closure). The platform also enables flagging and un-flagging cases which could be helpful between caseworkers and their supervisors. Additional functions such as referring, assigning, transferring cases are also included. As Primero/GBVIMS+ is role-based, it facilitates case supervision between caseworkers and their supervisor. It can also be used internally and at the inter-agency level for referring cases to service providers using Primero/GBVIMS+ (i.e. Between a case worker and a health service provider for the provision of Clinical Management of Rape to a survivor).

17. How will Primero/GBVIMS+ improve my daily tasks working in an organization providing services to GBV survivors?

Primero/GBVIMS+ will support timely and effective quality case management to GBV survivors. Therefore, it equips GBV service providers to document and conduct their case management process in a safe and confidential manner.

- It provides an online and offline platform for survivor case management and incident tracking;
- It facilitates referrals in and out of the system;
- It is an opportunity to store less paper or advance to paperless systems – especially with its offline mobile solution;

- It is a shared platform knowledge in country between sectors (not hosted on same platform, but shared knowledge about system administration/maintenance);
- It enables for system features development – each new feature added to any platform and any module can benefit the others.
- There will only be more and more opportunities for collaboration between sectors as the system is rolled out more broadly – like analysis for example.

18. How is confidentiality ensured in Primero/GBVIMS+?

Primero/GBVIMS+ forms are modelled on the GBVIMS *Intake Form* and coding system. Thanks to its role-based access, the Case Management Tab contains identifying information (i.e. names) that are only visible to the caseworkers. Their own supervisor will not be able to see such information. In addition, each access is individual and based on each role within the organization. Therefore, cases will only be seen by those whose access is justified by their own roles. For example, a caseworker will only be able to see their own cases. The Program Manager will be able to see aggregate-level data and not individual cases for the purpose of reporting and monitoring.

19. What is the role of the government?

Primero/GBVIMS+ has not yet been rolled out in a context where the Government was involved. However, such cases can be considered as long as due consideration has been given to risks and benefits of the Government engagement in the rollout. Steps need to be taken and protocols established to ensure privacy and confidentiality. The Global Team has developed a resource on Government Engagement in the GBVIMS that can be found here: http://www.gbvims.com/wp/wp-content/uploads/Guidance-Note-Government-Engagement-in-the-GBVIMS-FINAL.pdf

20. Why does Primero not include a MARA module?

Primero development has been led by UNICEF and the modules have been developed in coordination with the CPIMS and GBVIMS Steering Committees as part of their request for a more effective and secure way to collect and store data. Including a tab for MARA[4] reporting was not included in the development of Primero. However, the Global Team developed a Guidance note on intersections between GBVIMS and MARA that governs how data can be shared between GBVIMS and MARA actors, which applies for Primero/GBVIMS+[5]. Primero does not prevent you from continuing to share data through the incident recorder MARA report.

21. Is the use of Primero/GBVIMS+ limited to humanitarian settings?

No. The GBVIMS is currently rolled out mostly in humanitarian settings; However, it has also been rolled out in development contexts (i.e. Philippines, Colombia). There is nothing that prevents Primero/GBVIMS+ from being rolled out in development contexts if actors in-country have the relevant resources and meet the required criteria for rollouts.

22. Is there any online resources and training modules on Primero/GBVIMS+?

Primero/GBVIMS+ user guides and training materials can be found at www.gbvims.com under 'GBVIMS Tools' > 'Primero'.

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[4] MARA stands for Monitoring, Analysis, and Reporting Arrangements on Conflict-Related Sexual Violence
[5] Provisional Guidance Note: Intersections between the Monitoring, Analysis and Reporting Arrangements (MARA) and The Gender-Based Violence Information Management System (GBVIMS) can be found here: http://www.gbvims.com/wp/wp-content/uploads/Provisional-Guidance-Note-on-Intersections-Between-GBVIMS-MARA.pdf

23. I am interested in rolling out Primero/GBVIMS+ in my context, how can I proceed?

Make sure to have read the documentation available on www.primero.org and www.gbvims.com. If you are interested in rolling out Primero/GBVIMS+ in your context, please contact Caroline Masboungi, GBVIMS Technical Specialist at cmasboungi@unicef.org or Kate Rougvie, GBVIMS Inter-Agency Coordinator at gbvims@gmail.com. IRC colleagues should contact Kristy Crabtree, GBV Information Management Specialist at kristy.crabtree@rescue.org.