



GBVIMS+ Set-Up and Rollout Preparation

The process to rollout GBVIMS+ is outlined in this document in order to assist both programmatic and IT staff in successfully setting up the system for use in their organization or agency. This covers conditions and resources that need to be in place prior to installation of the system, the steps for installation and how to host the system.

1 Conditions and Resources Required

2 Hosting Models

3 Installation Steps

Ideally, any organization or agency considering GBVIMS+ would have already implemented the GBVIMS. Though that is not a requirement, guidance on how to use the intake and consent form, GBV classification tool, coding systems, incident recorder and information sharing protocol will not be covered in these guidelines. For information on those tools and GBVIMS implementation, visit gbvims.com or review the GBVIMS User Guide and Rollout Guidelines.

How to Use these Guidelines

These guidelines are written primarily for programmatic staff. However, because the installation, hosting, and other elements of establishing GBVIMS+ will require coordination and collaboration with IT staff, elements written for IT staff will be signified like the below text box.

IT Attention!

This is an example of those elements that will require input, involvement, and coordination with IT staff.

1

Conditions and Resources Required

What conditions must be met?

What resources are required?

Conditions

Organizational Capacity

Any organization or agency interested in rolling out GBVIMS+ should meet the same conditions required for rollout of the GBVIMS.

How do I know if the GBVIMS is right for my Organization?	Yes	No
Does your organization work in a humanitarian setting?	✓	
Does your organization provide case management, health or psychosocial services for survivors of gender-based violence?	✓	
Does your field office document services provided to GBV survivors and keep client case files?	✓	
Does your organization provide services to at least 50 survivors each year in a country program? (You can implement the GBVIMS with fewer than 50 survivors, though the effort required for implementation and maintenance should be weighed).	✓	
Does your organization have the necessary infrastructure (i.e. secure offices, computers, etc.), human resources (supervision of GBV services, IT support, etc.) and <u>organizational commitment to implement a data management system</u> ?	✓	
Is your organization interested in using data to inform program design and coordination efforts, complete reports and support advocacy efforts?	✓	
Is your organization concerned about the protection and safety of GBV survivors?	✓	

In addition to meeting the conditions required for GBVIMS implementation, it is ideal to know if there are other information management systems in your setting and to determine how they might interact with GBVIMS+.

Resources

In order to rollout GBVIMS+, there are multiple resources required to be in place including financial, hardware and staff capacity.

Financial

There are several financial considerations to be aware of in advance of rolling out GBVIMS+ to ensure your organization or agency is prepared. Primarily, any resources that include hardware, training, and human resources need to be in place prior to implementation. Additionally, there will be costs associated with local or cloud-based hosting of data, a point to be discussed further under hosting models. Further, organizations/agencies will need to consider the costs to train staff on using the system.

Hardware

64-Bit Computer(s): At least one 64-bit computer is required per organization. If other users' computers have good internet connectivity, then only one computer is required to be a 64-bit computer. It is ideal (though not required with good internet connectivity), for each user to have a 64-bit computer.

What does 64-bit mean?

The term 64-bit refers to the way a computer processes information. 64-bit computers handle large amount of memory (RAM) more effectively than 32-bit computers. GBVIMS+ requires more processing power, which is why at least one 64-bit computer is required.

How do I know if my computer is 64-bit?

For computers with Windows XP

- Click **Start**, then right-click **My Computer**, and click **Properties**
- If you see **x64 Edition** listed under System, your computer is 64-bit
- If you don't see **x64 Edition** listed under System, your computer is 32-bit

For computers with Windows Vista, Windows 7 or Windows 8

- Click the Start button, then right-click Computer, and click Properties
- If you see **64-bit Operating System** listed next to System Type, your computer is 64-bit
- If you see **32-bit Operating System** listed next to System Type, your computer is 32-bit

Incident Recorder: The incident recorder database is required to perform analysis, including monthly and annual statistics reports and other more flexible analysis such as pivot tables. Other third party analysis tools can be considered though may be a challenge in inter-agency trends sharing.

Back-up Capability: To ensure you are able to back-up your data, you will need an external hard drive or local hosting server. More details about hosting servers will be covered under hosting models.

Internet Browser: To use/sync GBVIMS+, computers will need one of the following browsers: Internet Explorer (IE 10.0 or higher), Google Chrome (v32 or higher), or Mozilla Firefox (v26 or higher).

IT Attention!

Additional Details to ask IT Staff:

Administrator Access: To ensure GBVIMS+, the Primero application, can be downloaded on your computer, there is a need to have administrator privileges. Additionally, VT-x processor extensions - BIOS Settings Enabled for this feature.

Hosting Model Preference: If your organization is likely to want to host (store) GBVIMS+ through your organization instead of a shared system, the following are requirements for server administration:

- For Server Administrators:
 - SSH Access: There is a need for a machine with SSH access. This is one of the first steps in setting up a cloud environment, and is basic to most secure server administration functions.
 - Appropriate Privileges: The server administration will need to have password-less sudo access for the /usr/bin/chef-solocommand so that you don't have to login as root (the machine doesn't need to have chef-solo actually installed yet)
 - Respository Review: The GBVIMS+ repository will need to be reviewed by server administrators.
 - SSL Certificate and Key for the Application
 - SSL Certification and Key for Couch DB (for syncing over the internet)

Connectivity

While GBVIMS+ is designed with low-resourced settings/difficult conditions in mind, the use of the system is improved with an internet connection. Stable internet connection is required for cloud hosting as well as for syncing data on non-cloud instances.

Staff Capacity

Staff planning to use GBVIMS+ need to be familiar with web-based navigation. That means staff need to have experience and familiarity with using the internet: navigating between pages, using an internet browser and with MS Excel. You will also need the dedicated support of your IT department to install and host GBVIMS+.

What does hosting mean?

How can I determine which hosting model is right for my organization/agency?

Hosting

Once you have confirmed your organization meets the conditions above and has the appropriate resources in place, you can consider the next step in the process: how will the system be hosted? That means, where will GBVIMS+ reside? In order to better understand this question, below are some key definitions.

What is a server?

A server is essentially a computer that accepts messages from other computers and replies. It is like a telephone in that it can receive messages and reply to them. In terms of the GBVIMS+ application, we utilize a specific type of server, a database server, which provides a database that is serviceable to commands and requests from users in a network, as well as providing storage for data. A server can range from a single computer (in the 'Roving Instance'), to physically distributed server machines (in the 'Cloud-Based' instance).

What is hosting?

The term 'host' means to store data on a server so it can be accessed by users in a network. This means storing information and files, just like a landlord who rents space where someone can store their personal items; this is a computer or a server that stores the data in a database – where the data lives.

What is an instance?

An instance is one version of GBVIMS+. Most often, instances will be held by the organization, so each organization will have an instance of GBVIMS+, though the configuration will be coordinated at an inter-agency level. Essentially, one can consider an instance as a standalone database, administered by a specific entity. In terms of deploying GBVIMS+, each instance would mean a separate database, even if in the geographical region and/or responding to the same.

There are three options to host GBVIMS+ within your organization

1. *Local Computer (Roving)*: This means the data is hosted on one local computer which performs the functions of a server (storing data and replying to requests from users). However, the roving instance can only act as a server for computers in its immediate vicinity which can connect to it over a local network within an organization. If an organization cannot access a server (either because of low-connectivity environments, low-IT capacity or financial restrictions), the 'Roving Instance' is an option. The consequence to using this hosting option is that data is hosted on one computer. If that computer is corrupted, stolen or otherwise damaged, data not stored on a back-up system will be lost. Roving instances are geared towards low resource environments, envisioned where resources and connectivity are severely constrained.

2. *Local Server*: This means data is hosted on a local server, remotely accessible by users through an internet connection. This is preferable to hosting data on a local computer because it has fewer opportunities to be stolen, corrupted or damaged than one computer, and allows for more users to access the database hosted by the servers over the internet.
3. *Cloud-Based*: This is the most preferred method of hosting 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 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 more work on the part of the IT team to set up and continue maintenance. However, benefits in troubleshooting (on behalf of the cloud service provider) allow for less required involvement from local IT teams.

Primary Question to Consider Prior to GBVIMS+ Installation

Does your organization plan to host GBVIMS+ on a local computer, local server or on the cloud?



Local Computer (Roving)

- Advantages: Fully mobile and applicable in no-connectivity conditions.
- Disadvantages:
 - Data is only available to users with local physical (local WiFi, LAN, or otherwise) proximity to the computer that is acting as a server.
 - Data is vulnerable – if computer is damaged/destroyed, and not backed up locally (on an external hard drive or other storage mechanism) it is vulnerable to loss.
- Key Considerations:
 - If there is no connectivity in an area this may be the best option
 - You can migrate to a local or cloud hosted configuration once connectivity is established



Local Server

- Advantages:
 - Data is available to anyone in your organization with credentials (access) and an internet connection
- Disadvantages:
 - Lower performance than cloud hosting (with limitations on storage abilities depending on space in the server)
 - Require administration from your IT staff
 - Some vulnerability to theft
- Key Considerations: Is there capacity in your organization to help you manage the server?



Cloud-Based

- Advantages:
 - Most secure
 - Best performance
 - Automatically scalable
 - Quick upload of data
 - Cost efficiencies – as more instances use cloud hosting, unit prices decrease
- Disadvantages:
 - Dependable internet connection is required
- Key Considerations: Is there dependable enough internet connectivity?

NOTE: Multiple system configurations can be maintained concurrently (i.e. roving instances, local hosting, and cloud hosting can be mixed and matched) according to varying connectivity conditions in a particular emergency response.

Questions to Ask for Hosting Model Preferences

System Use

1. Can you specify the profile and roles of the staff who are going to participate in the training/use the system? (Case workers, Supervisor, GBVIMS Focal Point)?
2. Are these staff already trained on the use of the GBVIMS tools? If yes, which tools (intake and consent form, classification tool, IR)?
3. How many sites are you planning to pilot GBVIMS+ in?
4. In those sites how many staff will be using the system?
 - Will they each have a computer or are there shared computer where data entry will be performed?
 - Is data entry done in an office/central location or is it done remotely (e.g. mobile clinic)?
5. How often do staff in those sites do data entry (from paper forms to the database)? Daily? Weekly? Bi-Weekly?

Internet Connection, Servers, and Computer Processing Capacity

6. What is the processing capacities of the computers that are going to be used by those entering the data? (64-bit, less/more)?
7. How stable is the internet connection in those sites? Are there frequent interruptions of the internet in the site where you are planning to use GBVIMS+?
8. Is your connection wireless? Do you use internet dongles or a USB network adapter?
9. Do you already have local servers you use for other work in your office?
10. Do you currently host any other data or systems on a cloud (such as Amazon Web Services)? If so, it could be relatively simple to add.
11. Do you have access to any additional budget? Cloud hosting requires some small budget to pay for the data to be hosted, approximately \$25/75/month, plus a one-time fee of \$100 for SSL Certification (to ensure your site is secure).

3

Installation Steps

What are the steps to install GBVIMS+?

Installation

In order to install GBVIMS+ within your organization or agency there are several steps you need to take, which will depend on your hosting model.

Find your hosting model below and follow the related instructions for installation.



Local Computer (Roving)

If your organization is constrained by access to IT support or has other financial constraints, restricting your options to hosting on a local computer, and you have decided to host GBVIMS+ on a local computer, here are the steps to take for installation:

1. Contact your IT department.
2. Provide them the instructions in the annex referenced below for installation.
3. When installation is completed, Primero/GBVIMS+ will be running on your desktop in a 'virtual environment.'

IT Attention!

See **Annex A** Primero Installation Guide for instructions to install Primero/GBVIMS+ on a local computer.



Local Server

If your organization has access to a local server and has decided to host GBVIMS+ on a local server, here are the steps to take for installation:

1. Contact your IT department.
2. Provide them the instructions in the annex referenced below for installation.
3. When installation is completed, you will be able to access Primero over a specific URL (internet address) that your IT department will provide. This URL will be your Primero instance (version) address moving forward.

IT Attention!

See **Annex A** Primero Installation Guide for instructions to install Primero/GBVIMS+ on a local server.



Cloud-Based

If your organization has decided to host GBVIMS+ on a cloud-base system, here are the steps to take for installation:

1. Contact your IT department.
2. Provide them the instructions in the annex referenced below for installation.
4. When installation is complete , you will be able to access Primero/GBVIMS+ over a specific URL (internet address). This URL will be your Primero instance (version) address moving forward.

IT Attention!

See **Annex B** Hosted Primero Deployment Guide for instructions to install Primero/GBVIMS+ on a cloud-based system.