GBVIMS+™

GBVIMS Global Team • August 2020

Global GBVIMS+ Periodic Review 2020

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GLOSSARY OF TERMS

ACRONYM	MEANING
CM	Case Management
CPIMS	Child Protection Information Management System
GBV	Gender Based Violence
GBV CM	Gender Based Violence Case Management
GBVIMS	Gender Based Violence Information Management System
GBVIMS+	Gender Based Violence Information Management System 'plus'
IAC	Inter-Agency Coordinator
IMC	International Medical Corps
IRC	International Rescue Committee
IT	Information Technology
MDM	Mobile Device Management
OFP	Organization Focal Point
TdH	Terre des homme
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund

INTRODUCTION

Primero/GBVIMS+ (hereby referred to, as 'GBVIMS+[1]') has been successfully launched at the interagency level[2] in Bangladesh, Libya, and Nigeria-all three of which were deployed in a 'live'[3] instance in 2019. To date there are 123 users registered on GBVIMS+, representing 10 organisations, and over 3,700 records logged into the platform[4]. Prior to this, the GBVIMS Global Team piloted single organisation rollouts[5] of the GBVIMS+ in Lebanon in 2015[6].

The GBVIMS Global Team conducted a structured review of the Primero/GBVIMS+ implementations in June 2020 amongst users of the interagency platform[7], and those involved in GBVIMS/GBVIMS+ coordination at country level. Conducting these reviews are in line with the implementation plan[8], and are a part of a regular process led by the GBVIMS Global Team to assess how implementations of GBVIMS+ are going in country.

Findings from the review will primarily inform the GBVIMS Global Team of the utility and effectiveness of the GBVIMS+, help in the identification of successes, challenges, lessons learnt and best practices, and inform improvements in system configuration, development work, as well as guide needed technical support

to end line users of the GBVIMS+ and coordinating focal points. However, other stakeholders such as potential GBVIMS+ users, or User Organisations, donors, GBV Sub Sector Coordinators etc. may also find the findings from the review useful. The aim is to conduct this exercise periodically[9].

Primero is the Protection-related information management system. It's an application developed to enable humanitarian actors to safely and securely collect, store, manage and share data for protection-related incident monitoring and case management. The system was developed by the International Rescue Committee (IRC), the United Nations Children's Fund (UNICEF), Save the Children, the United Nations Population Fund (UNFPA), International Medical Committee (IMC), and Terre des Hommes (TdH). This platform has individual modules for Gender-Based Violence and Child Protection[10]. Each of these modules is built off the inter-agency, legacy systems – the GBVIMS and the CPIMS. For each of these systems, Primero is the 'next-generation' version.

In simple terms, the GBVIMS+ is a survivor-centred system (one which honours the guiding principles of confidentiality, safety, non-discrimination, and the

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[1] For the purpose of this document, the terms 'GBVIMS+' and 'Primero/GBVIMS+' will be used interchangeably.
[2] Inter-agency deployments of the GBVIMS+ refer to launches where more than one User organization uses the same GBVIMS+ platform and stores GBVIMS data on the same cloud managed at the inter-agency level.
[3] At this stage the platform is activated, and User Organisations can use it in real time for GBV Case Management documentation and incident tracking.
[4] Note that this refers to case and incident files- not the number of GBV survivors.
[5] In single agency rollouts of the GBVIMS+, each organization has their own cloud for storing GBVIMS data and manages this at the organization level.
[6] To date, the International Rescue Committee has used the single agency rollout method and successfully rolled out the GBVIMS+ in Lebanon, Iraq, Nigeria, and Uganda.
[7] Lebanon not included
[8] The implementation plan developed in each rollout acts as a blueprint of the GBVIMS+ rollout in country as well as an accountability framework for the implementation.
[9] At least every 6 months.
[10] In some contexts, an additional module- Monitoring and Reporting Mechanism- on grave violations of children's rights in situation of armed conflict – Information Management System is available.

right to self-determination and respect for survivors of GBV) which provides a technological solution to providers of GBV case management services, to:

a) Help Caseworker and supervisors to systematically manage the information relating to individual cases of gender-based violence (GBV) throughout the case management process;

b) Serve as a case management job-aid to support the case management and supervision process

c) Facilitate the quality assessment of how services were provided to survivors of GBV, and

d) Generate aggregate, anonymised statistics on individual incidents of GBV in order to support the analysis of trends for the improvement of GBV prevention and response efforts ('Incident Monitoring')

GBVIMS+ represents an enhancement on the Incident Recorder (the Excel-based 'database') of the legacy GBVIMS because in addition to the traditional 'incident monitoring' function, it has an added function for case management. Together with the tools and practices of the legacy GBVIMS, it is an inter-agency tool supported and endorsed by the GBVIMS Steering Committee (UNFPA, UNICEF, UNHCR (the United Nations Refugee Agency), IRC and IMC). For more information on GBVIMS+, visit www.gbvims.com and www.primero.org. Some key features of the GBVIMS+ include:

+ Flexibility and adaptation - GBVIMS+ is flexible and adaptable in that it can accommodate different program structures and can be customized for each setting.

+ Language accommodation – the platform is available in several languages and can accommodate others.

+ Ease of compilation – if data is hosted on the cloud, it can eliminate the need to compile data internally in your organization.

+ Access protections - This is an approach to restricting access in the system to unauthorized users by ensuring confidentiality and access to records based on your role in the organization. It means case work staff can see only their cases, and a supervisor only the cases of their direct reports, and a coordinator only aggregate information. This best responds to the principle of 'need to know.'

+ Heightened security - Primero is built in a secure framework and before it was even field-tested had threat tests conducted.

+ On/offline capability – data can be collected in places with little or an unreliable internet connection, using mobile devices.
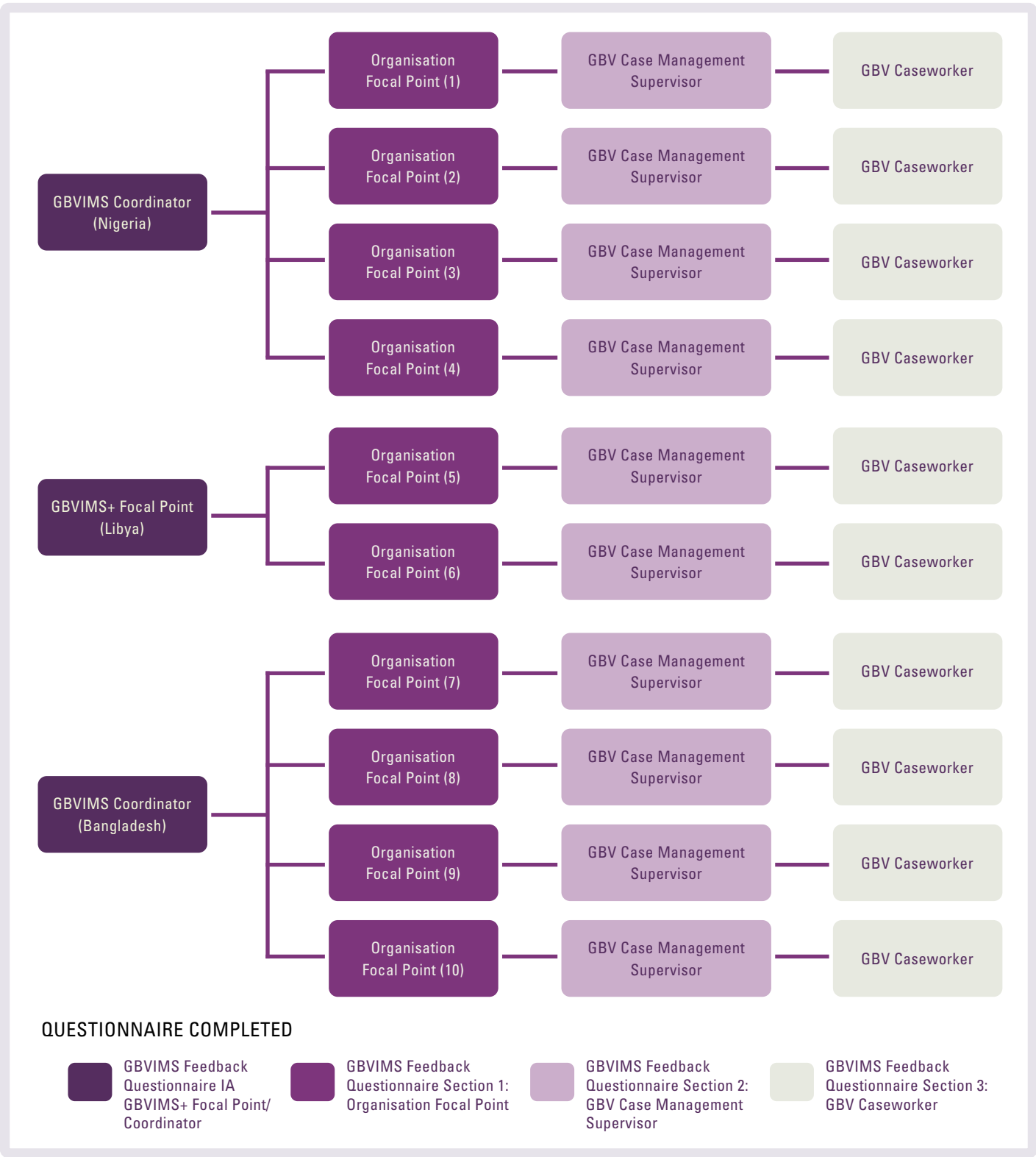
METHOD

In order to capture the experiences of users of the system who hold different GBVIMS+ roles (Organisation Focal Point (OFP), GBV Case Management Supervisor and GBV Caseworker), and the country level inter-agency Coordinators who coordinate including the provision of technical support for the GBVIMS+ rollouts in country; four (4) tailored questionnaires reflecting the key roles, responsibilities and required knowledge areas for each role, were developed by the GBVIMS Global Team and administered to relevant persons in the GBVIMS+ rollout countries; namely Bangladesh, Libya and Nigeria between 2nd to 12th June 2020 (see questionnaires in Annex A). The distribution of the tool among key persons is illustrated in Figure 1.

The survey was administered to 33 persons representing: 3 inter-agency staff coordinating the GBVIMS[11], 10 Organisation focal points (OFP) from 10 User Organisations, 10 GBV Case Management Supervisors and 10 GBV Caseworkers. The GBV Case Management Supervisors and Caseworkers included were randomly selected among all active users in their respective organisations[12]. In total, 30 respondents (90%) completed the questionnaires.

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[11] The title of the GBVIMS+ Interagency Focal person differs depending on context, when the legacy GBVIMS is being rolled out alongside GBVIMS+ they are known as the inter-agency GBVIMS Coordinator.

Figure 1: Questionnaire respondents

	Organisation Focal Point (1)	GBV Case Management Supervisor	GBV Caseworker
	Organisation Focal Point (2)	GBV Case Management Supervisor	GBV Caseworker
GBVIMS Coordinator (Nigeria)	Organisation Focal Point (3)	GBV Case Management Supervisor	GBV Caseworker
	Organisation Focal Point (4)	GBV Case Management Supervisor	GBV Caseworker
GBVIMS+ Focal Point (Libya)	Organisation Focal Point (5)	GBV Case Management Supervisor	GBV Caseworker
	Organisation Focal Point (6)	GBV Case Management Supervisor	GBV Caseworker
	Organisation Focal Point (7)	GBV Case Management Supervisor	GBV Caseworker
GBVIMS Coordinator (Bangladesh)	Organisation Focal Point (8)	GBV Case Management Supervisor	GBV Caseworker
	Organisation Focal Point (9)	GBV Case Management Supervisor	GBV Caseworker
	Organisation Focal Point (10)	GBV Case Management Supervisor	GBV Caseworker

QUESTIONNAIRE COMPLETED

GBVIMS Feedback Questionnaire IA GBVIMS+ Focal Point/ Coordinator

GBVIMS Feedback Questionnaire Section 1: Organisation Focal Point

GBVIMS Feedback Questionnaire Section 2: GBV Case Management Supervisor

GBVIMS Feedback Questionnaire Section 3: GBV Caseworker

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[12] All ten organizations on the inter-agency GBVIMS+ platform across Nigeria, Libya, and Bangladesh were approached to provide feedback to the questionnaire.

FINDINGS

OFPs, GBV Case Management Supervisors, and GBV Caseworkers were requested to answer questions related to key features of the GBVIMS+ which made their roles easier or improved GBV specialised service delivery. The following section compiles the major themes reported by users across the 3 contexts.

GBVIMS+ is user-friendly and flexible, making supervision on case management less stressful: Organisation focal points and GBV Case Management supervisors, which are the GBVIMS+ system roles[13] supervising Caseworker, stressed that this digital case management tool, cloud data hosting, and user friendly interface of GBVIMS+ made supervision less stressful. In some organisations, it was reported that the GBVIMS+ allowed for the discontinuation of paper forms after a period of time. Cloud-based storage of sensitive data was reported to have improved data se-

curity of client data and had eased the process of compiling GBV data. This feedback is linked to the fact that the GBVIMS+, unlike the legacy GBVIMS is hosted on a cloud thus eliminating the need to compile date internally within respective organisations. With the legacy GBVIMS, organizations often had to spend time manually compiling GBV data collected from different programmatic sites. GBVIMS+ offers cloud hosting meaning that all data is stored on the cloud and can be viewed and exported (if needed) automatically, in real- time.

Also, the system is built in a secure framework, and boasts features such as role-based access which responds to the need-to-know principle. OFP's and GBV Case Management Supervisors reported that going paperless reduced the stress of deciphering the handwriting of Caseworkers and reduced the burden of carrying around numerous paper files. It was also reported that the GBVIMS+ allowed for Supervisors to access case files from any location, at any time, and facilitated the provision of supervisory support to more than one Caseworker at a time.

Functions of the GBVIMS+ improved supervision and support: the GBVIMS+ was reported to ease the process of monitoring the quality of services provided by the Caseworker, the referrals made and outcomes of these, to ensure the needs of the survivors were met- which was particularly important for high risk cases. Additionally, the automated reports generated by the platform were beneficial for internal analysis. For example, the custom export function was reported to ease the process of reviewing case files to ensure accurate documentation and identify mistakes for corrective action and/or at the organisation level identifying gaps in knowledge to inform mentoring and coaching opportunities for staff. The flagging function was also reported by OFPs and GBV CM Supervisors to be an effective tool in eliciting corrective action by Caseworkers in a timely fashion.

> *"The platform has reduced a lot of paperwork, it made work faster in terms of reviewing cases and providing feedback."*
> (Anon, GBV CM Supervisor from Nigeria)

> *"It has undoubtedly improved our data security and storage of sensitive information. [GBVIMS+] ensures neat, secure and more confidential store of Cases and incidents [data]"*
> (Anon, OFP from Libya)

> *"Also, for overall management of GBV Cases it is handy to sit in one place to see all cases from different camp"*
> (Anon, OFP from Bangladesh)

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[13] In total there are 6 System roles in GBVIMS+ (1) Organization Focal Point (2) Case Management Supervisor (3) GBV Caseworker (4) mobile Caseworker (5) Program Manager (6) Client feedback enterer. Each role is configured to have its own set of access rights/ permissions in the system best responding to the principle of 'need to know'.

GBVIMS+ consolidates all the tools for GBV Case Management and GBV Incident Monitoring on one platform: GBV Caseworkers expressed appreciation for having all forms for case management and incident monitoring on one digital platform, rather than having numerous paper files. Caseworkers also highlighted the fact this was also more environmentally friendly as it saves paper, made data entry easier and faster, and reduced the need for manual analysis of GBV data. Through training, Caseworkers could recognise how each form on the 'Cases' and 'Incidents' tab related to the case management process and incident monitoring respectively.

GBVIMS+ features and functions made case management documentation and supervision easier: the guiding questions included next to key data fields in the GBVIMS+ forms, were amongst the features of the GBVIMS+ reported to have facilitated better case management documentation. Caseworkers stated these guiding questions provided clarity on which case related information should be collected and documented. In addition, Caseworkers reported that the filter function made searching for case files and incidents easier for follow-up purposes. Caseworkers felt that GBVIMS+ made communication with Supervisors on specific cases easier using the flags feature, facilitated easier Supervisor approvals for casefile ac-

tions- particularly when a case was to be closed- and appreciated that transfers and referrals could be made via the platform. Furthermore, the dashboard which automatically shows when changes are made to case or incident files was also cited as an effective function to aid in the organisation of personal workload. The ability to conduct simple cross tabulation analysis using the reports tab in GBVIMS+, the ease of compilation of GBV data from numerous program sites, and the ease of exporting incident data into the GBVIMS Incident Recorder were also cited as features which made data analysis less cumbersome and streamlined GBV Incident Monitoring data analysis.

GBVIMS+ Web platform is user-friendly: In addition to getting an understanding of whether different users knew how to perform key functions for their GBVIMS+ role, the GBVIMS Global team wanted to also ascertain whether the GBVIMS+ web interface is user friendly and easy to navigate. All Organization Focal Points (OFP), GBV Case Management (CM) Supervisors, and Caseworker (CWs) were asked to agree or disagree to the statement ' I find the GBVIMS+ web application

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[14] GBVIMS+ allows for GBV Caseworker, Case Management Supervisors, and Organization Focal points to set 'Flags' on specific case files or incidents thus facilitating communication and supervisory support through the platform. Once a user has 'flagged' a case a notification of this can be seen on the home page. Also, when in list view- an icon appears by the case file.

Figure 3: responses to the statement *"I find the GBVIMS+ web application easy to navigate"*
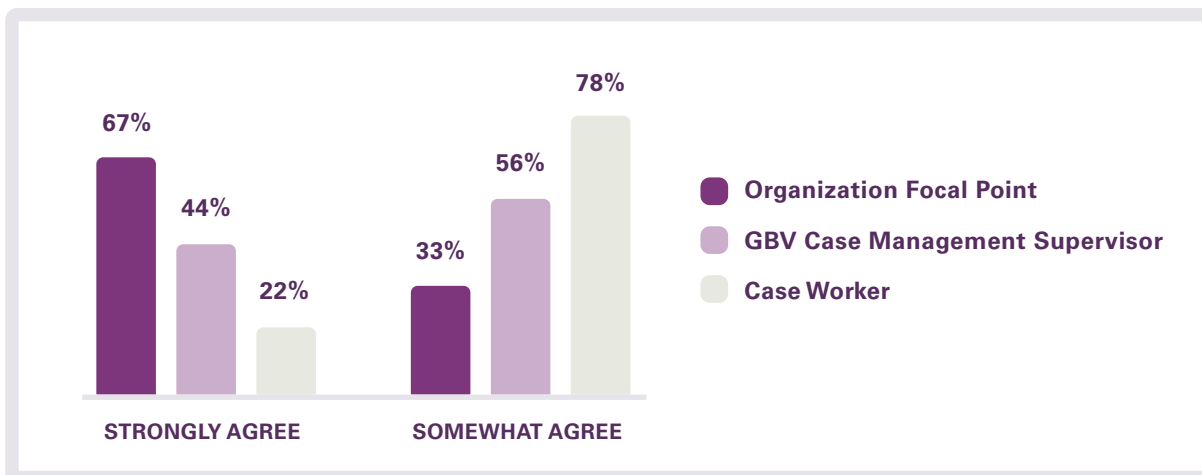
easy to navigate'. All of which reported that they either strongly agree or somewhat agree with this statement (Figure 3).

Irrespective of their GBVIMS+ system role[15], users had a good understanding of how to use the GBVIMS+ to perform tasks for GBV Case Management and incident tracking:

All OFP reported to know how to (a) create & edit users, (b) reset user password, (c) edit user groups, and (d) assign users to user groups. Conversely, OFP reported they did not know how to (a) export data to the incident recorder, (b) backing up GBV data as a JSON[16] file, or (c) backup the user configuration as a JSON file. Further capacity building in these areas is therefore needed (Figure 2A).

GBV Case Management Supervisors reported to know how to (a) approve case plan/closure, (b) flag/unflag, and (c) use the GBVIMS+ for case file review. Conversely, they reported they did not know how to (a) conduct custom export[17] of forms highlighting the need for capacity building in this area (Figure 2B).

GBV Caseworker reported to be confident (a) creating a case, (b) flagging/unflagging, and (c) requesting for case file approval/closure. On the other hand, some Caseworker reported not knowing how to (a) link and incident to a case[18], and (b) how to transfer case files to other Caseworkers. Of those that were using Primero Mobile for data collection, all reported to know how to sync their case files from the mobile app to the web platform. However, some reported not knowing how to do the reverse - i.e. sync case files from Primero web onto Primero mobile through marking a case file for mobile.

GBVIMS+ has enhanced safety features compared to paper-based data collection: GBV Caseworkers recognized and appreciated the safety features built into the GBVIMS+; from the fact of each profile being password protected, to maintaining the confidentiality of clients through the use of codes – a practice maintained from the GBVIMS legacy system- to role based access, and enhanced threat tests conducted on the GBVIMS+ platform.

Primero/GBVIMS+ Mobile Application is facilitating GBV data collection in 'deep field' locations: OFPs, GBV CM Supervisors, and Caseworkers reported to enjoy using Primero/GBVIMS+ Mobile, citing the ease of carrying a discreet and light tablet to 'deep field' locations (remote, and often low-connectivity) over bulkier laptops, or numerous paper case files;
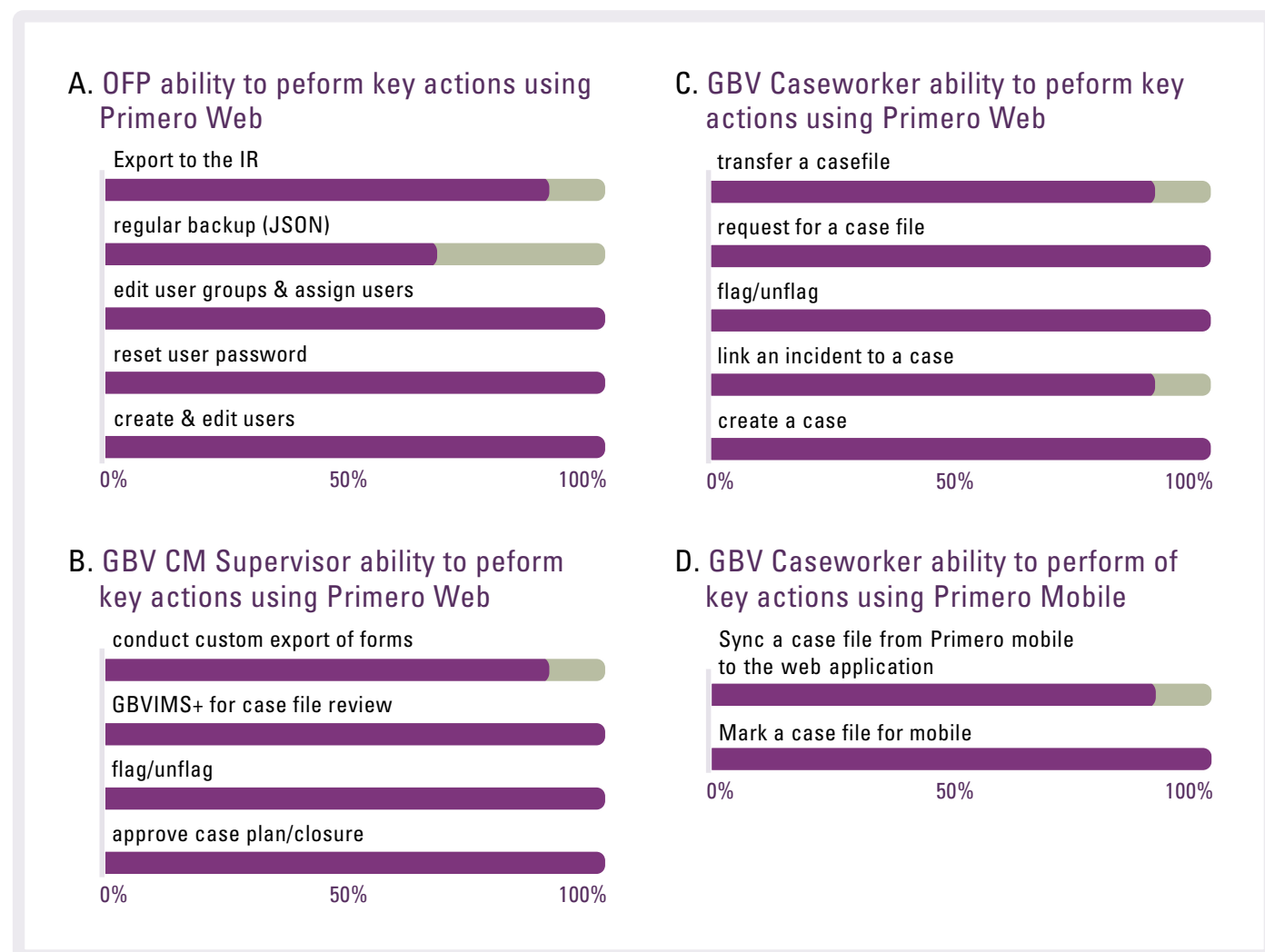
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[15] In total there are 6 System roles in GBVIMS+ (1) Organization Focal Point (2) Case Management Supervisor (3) GBV caseworker (4) Mobile Caseworker (5) Program Manager (6) Client feedback enterer. Each role is configured to have its own set of access rights/ permissions in the system best responding to the principle of 'need to know'.

[16] JSON is the format of the file exported by the Primero application. It can only be read by Primero.

[17] "Custom export" is a functionality of GBVIMS+ that enables Case management supervisor to export in Excel file several case file (specific forms or fields) at the same time. This allows them to compare what the capacity or data entry of one or several Caseworker are. They can take follow up actions based on this analysis to improve data collection and service provision of cases.

[18] Since incidents and cases have separate tabs on GBVIMS+, in order to connect them to one other for the same survivors, users must create an incident from an existing case.

Figure 2: Ability to perform key GBVIMS+ functions by role

A. OFP ability to peform key actions using Primero Web

- Export to the IR
- regular backup (JSON)
- edit user groups & assign users
- reset user password
- create & edit users

0%   50%   100%

B. GBV CM Supervisor ability to peform key actions using Primero Web

- conduct custom export of forms
- GBVIMS+ for case file review
- flag/unflag
- approve case plan/closure

0%   50%   100%

C. GBV Caseworker ability to peform key actions using Primero Web

- transfer a casefile
- request for a case file
- flag/unflag
- link an incident to a case
- create a case

0%   50%   100%

D. GBV Caseworker ability to perform of key actions using Primero Mobile

- Sync a case file from Primero mobile to the web application
- Mark a case file for mobile

0%   50%   100%

and also stated it was a safer option to carry around. Overall, the offline data collection function was cited as conducive for data collection with the option of

GBVIMS+ Mobile interface, which reduced the amount of data they would have to enter while mobile and working in the field.

> *"It's more confidential since it requires password."*
> (Anon, Caseworker from Nigeria)

> *"It reduces sharing too much data and identifiable information."*
> (Anon, GBV CM Supervisor from Nigeria)

> *"It is easier to use at field level; it is easier to carry and go to the field than a laptop"*
> (Anon, GBV CM Supervisor from Nigeria)

> *"It makes work easy as they can fill in their cases and synchronize later when there is access to internet."*
> (Anon, GBV CM Supervisor from Nigeria)

> *"It is easier use (less questions to answer) and it can be entered in the field even without data connection"*
> (Anon, OFP from Nigeria)

syncing data once back in the centralised office space with more stable internet connection. Caseworkers especially appreciated the abridged version of the case management forms presented on the Primero/

Reported challenges with the GBVIMS+

OFPs, GBV Case Management Supervisors, and GBV Caseworkers were also requested to answer questions related to challenges experienced while using the GBVIMS+. The following section compiles the major themes reported by users across the three contexts.

Completing the forms in GBVIMS+ can be time consuming: GBV Caseworker reported that while the system is comprehensive, for some, completion of all forms can be time consuming. This was feedback from those working in contexts with low internet connectivity who experience frequent power cuts when entering data, and so report that data entry can be burdensome. For some, this is linked to varying degrees of computer literacy which make digital data entry time consuming. Whereas for others, this perception is linked to differences in documentation practices prior to the introduction of the GBVIMS+. Furthermore, some Caseworkers expressed that the novelty of the digital tool for data collection may contribute to the perception that it is time consuming to use. For some User Organizations in this transition period, paper files in concert with the GBVIMS+ are temporarily maintained[19], in these contexts, Caseworkers were understandably unhappy about the time it takes to do double data entry. Finally, while the guiding questions[20] feature is designed to provide Caseworkers with prompts or reminders about case management-related questions data can be collected against, some Caseworkers

> *"The tool is time consuming and it's taking some time to learn its characteristics, but overall, it is an improvement for confidentiality and Case Management."*
> (Anon, Caseworker from Libya)
>
> *"We have to maintain both paper file and digital file that is time consuming"*
> (Anon, Caseworker from Bangladesh)

misinterpreted this as a list of questions to respond to. Due to this, some Caseworkers also reported that the guiding questions are repetitive.

Inter-agency human resources for coordinating the GBVIMS+ are overstretched: in contexts where the GBVIMS and GBVIMS+ are rolled out, inter-agency Coordinators expressed being overstretched with regards to providing technical support to partners on the GBVIMS and the GBVIMS+, while also being responsible for developing information & knowledge management products, supporting Information Technology (IT) focal points, etc. This is particularly pronounced in the initial stages of the rollout whereby the provision of technical support at the inter-agency level requires some 'heavy lifting'. One inter-agency Coordinator, specifically cited that having to provide additional support to IT focal points - who often do not have a background in GBV or programming - in the process of implementing the mobile device management solution, posed an additional expectation outside of the usual scope of work that contributed to being overstretched. In other contexts, high turnover of key staff in the GBV sub sector often meant that GBVIMS inter-agency coordinators stepped in to 'double-hat' and provided support to other GBV Sub Sector Coordination fora (e.g. Case Management Technical Working Group, GBV sub sector) which made prioritization of GBVIMS related tasks more challenging.

Decentralized management of Primero/GBVIMS+ Mobile & Mobile Device Management (MDM) Solution: in countries that are implementing the Primero/GBVIMS+ Mobile app[21], there is a decentralized process for procuring mobile devices/tablets, installing a mobile device management solution, coordinating upgrades, and overall management of devices. This is managed at the User Organization level by a nominated IT person (non-GBV staff), and not by the Inter-agency Coordinator[22]. Inter-agency Coordinators report challenges in having to provide additional support to multiple IT focal points within User Organizations adding an additional burden to their overstretched capacity.

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[19] For all GBVIMS+ rollouts a transitionary period of using both paper forms and the digital GBVIMS+ for data entry is planned for and documented in the Implementation plan. The transitionary period is put in place to mitigate risks of data loss while users are getting familiar with the GBVIMS+.

[20] Guiding questions are added to specific fields to provide guidance to users on how to complete that field.

[21] Some countries/users would use Primero/GBVIMS+ Mobile because they are implementing programs in sites with limited internet connection so need to collect data offline, are operating in hard to reach areas with risks associated with carrying paper forms, or even make data entry easier for Caseworker that are implementing programs as part of mobile teams etc.

[22] This means that it is the User Organization is responsible for these tasks.

Staff turnover in User Organizations: high staff turnover is a challenge not unique to implementing the GBVIMS+. However, in all contexts this has led to a loss in institutional knowledge of the GBVIMS+, creating a need for ongoing investments in capacity building of new staff using the tool.

Challenges in supporting local NGOs: there are local GBVIMS User Organizations in some contexts which have expressed interest in rolling out the GBVIMS+ within their organization but do not meet the minimum threshold[23] for inclusion. In some instances, this is linked to limited capacity in case management service provision, limited human resources, and lack of funds at the organization level to procure the needed hardware/software, internet connectivity etc.

> *"Lack of an IT person based in a central area to manage MDM solution, and the IT focal points used by the user Organizations are non-GBV staff which makes it very hard for me to support the system."*
>
> **(Anon, IA GBVIMS Focal Point, Nigeria)**

Unfamiliarity with using a new digital tool: OFPs, GBV Supervisors, and GBV Caseworkers expressed that because they had not used the GBVIMS+ before, they were initially unfamiliar with using the tool and so were not cognizant of the features built into the system, e.g. being automatically logged out of the platform if inactive for a period of time. During the pilot phase, problems in the configuration also created some issues in access to records by different organizations. This was corrected at global level when reported.

Primero/GBVIMS+ Mobile reported to have technological problems: In general, Primero/GBVIMS+ Mobile is reported by Caseworkers to be an enjoyable tool to use for data collection, however, there have been reported issues with syncing records between the mobile application and the web platform in areas with poor internet connectivity, which made using the tool challenging. Additionally, Caseworkers expressed frustration with the frequent logging-out of the platform when inactive[24]. Loss of unsaved data if the application logged out before data was saved, was reported to have detracted from the overall user experience.

> *"App logs out when idle for as much as 10 minutes"*
>
> **(Anon, Caseworker, Nigeria)**
>
> *"Synchronization can be difficult with poor internet"*
>
> **(Anon, Caseworker, Nigeria)**

Support from the GBVIMS Global Technical Team

Currently the System Administrator role[25] is held by the GBVIMS Global Technical team who can be contacted via email, through primero support hub, or also through an automated feedback tracking sheet. Primero support hub is a knowledge management resource and forum where all Primero users can access frequently asked questions, pose questions on specific issues for resolution, and access guides and documentation for working with the GBVIMS+.

Of the many roles of the System Administrator/GBVIMS Global Technical Team, providing technical support -including 'level 1' troubleshooting[26] - to Inter-agency GBVIMS Coordinators, and Organisation Focal Points is key. Questions were posed to GBVIMS Inter-Agency Coordinators and Organisation focal points specifically to get a better understanding of the effectiveness of the support provided by the GBVIMS Global Team throughout their implementation of GBVIMS+.

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[23] Based on administration of the GBV Case Management Information Management Self Reflection Tool

[24] An additional safety feature built into Primero/GBVIMS+ is timed automated logouts after periods of inactivity.

[25] This role has ultimate responsibility for the maintenance of the Primero/GBVIMS+ implementation, the data it carries, and the case management work it enables. See more in implementation plan.

[26] E.g. resetting forgotten passwords for the Organization Focal Point, reminding organization focal points 'how to' perform specific functions i.e. setting up and editing new users etc.

Feedback from the Inter-Agency GBVIMS Coordinators: All (100%) of Inter-agency GBVIMS Coordinators strongly agreed that the System Administrator/ GBVIMS Global Team have been supportive in managing the GBVIMS+ rollout (e.g. responsive, troubleshooting support, Q&A etc.) (Figure 4).

When requested to suggest ways in which support from the GBVIMS Global Team could be improved, In-ter-agency GBVIMS Coordinators requested increased frequency of GBVIMS Global Team-led capacity building initiatives targeting both the Organization Focal Points and Inter-agency GBVIMS Coordinators. Inter-agency GBVIMS Coordinators also expressed that increased capacity building of OFP would foster confidence in troubleshooting issues in their organizations and may reduce the number of L1 issues reported[27].

With regards to GBVIMS+ Mobile, Inter-agency GBVIMS Coordinators expressed that the current process of training IT focal points in each GBVIMS+ user organizations on Mobile Device Management

solution could be streamlined and made more efficient by UN agencies procuring and funding devices, leading with setup of the MDM, and centrally providing IT support to all user organisations.

Feedback from the Organization Focal Points: on average, each OFP provides support to ten users of the GBVIMS+ within their own organization. At the organization level, OFPs reported that support pro-vided by the System Administrator/GBVIMS Global Team has been very good (89%) or excellent (11%) (Figure 5).

OFPs stated that they would appreciate periodic (quarterly or biannual) opportunities for learning and networking with other OFPs from different contexts as well as the Global GBVIMS Team/System Admin-istrator, stating that these would be good opportu-nities to discuss successes, challenges, and share best practices. To address high staff turnover, OFPs also requested increased support in conducting train-ing and ensuring continuous capacity building of staff-citing a preference for face-to-face trainings.

Figure 4: The System Administrator(s)/ GBVIMS Global Team have been supportive

100%

"Responsive to L1 troubleshooting queries, provide training support, monthly meetings, orientation sessions for new partners, GBVIMS+ coordinator support in country and are available for emergency troubleshooting"
(IA GBVIMS Coordinator, Nigeria)

"[GBVIMS] Global team are supportive and provide technical solutions to issues reported by organisation. Mechanism for reporting technical issues effective and quick."
(IA GBVIMS+ Focal Point, Libya)

"Responsive to requests, communication with OFPs,[the] online reporting G-drive document [is] helpful"
(IA GBVIMS Coordinator, Bangladesh)

STRONGLY AGREE

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[27] Support: User and technical support for the application has been broken up into three categories: Level 1, Level 2, Level 3.
The levels correspond to ascending difficulty in finding a solution to a problem.
- Level 1 being an issue which can be resolved by Organization Focal points or System administrator.
- Levels 2 and 3 require more technological assistance from a Third Party (cf. Software Company) and can be reached through the GBVIMS Steering Committee. However, all communication with level 2 and 3 will need to be done by the System Admin only who will then communicate with the Steering Committee.
The process will begin with Level 1 support and will "escalate" up to Level 2 only when the issue/request cannot be addressed by Level 1 support providers (i.e. System Admin). If the issue/request cannot be addressed by Level 2 support, it will be escalated to Level 3.

Figure 5: Support provided by the system administrator/ GBVIMS Global Team

89%

11%

EXCELLENT   VERY GOOD

"Always supportive and very quick to respond to any questions or issues facing the team."

(Anon, OFP, Libya)

"Whenever [I] knocked to [GBVIMS] Global Team for any support ,they promptly response and updates"

(Anon, OFP, Bangladesh)

"There are readily available to give support when asked and are very detailed. They take you step by step to see the issue is resolved and if it is something you can do, you taught how to do it so that next time you encounter such issue you can handle it"

(Anon, OFP, Nigeria)

Feature Requests from the field

Primero/GBVIMS+ is a new digital tool that undergoes continuous improvements to become more user-friendly and effective. The system is flexible and so allows new features to be built in with each new iteration. 'Features' are added functionalities requested by frontline users of the system. For example, an upcoming feature to be released with Primero Version 2 is the Key Performance Indicators (KPI) for Case management feature[28] which will enable staff to produce automated data against indicators on the quality of their case management.

The section below indicates the feature requests received from the GBVIMS+ stakeholders that participated in this review:

+ Activation of GBVIMS+ functions which allow for (a) intra-system referral to external organisations (non GBVIMS+ User Organisations) and (b) Interoperability between the GBVIMS+ and CPIMS+ modules.

+ In instances where a user forgets the password for their profile, password recovery to be

self-managed rather than through the OFP or GBVIMS Global Team[29].

+ A link to the GBVIMS+ user guide to be made accessible through the 'Help" section of GBVIMS+.

+ Autosaving of forms to be built onto Primero web and mobile application to preserve the data even in contexts with fragile internet connection.

+ All functionalities of Primero web to be accessed through Primero mobile also (e.g. flagging, request approval for case closure etc.)

+ Additional permissions added to the role of GBV CM Supervisor including (a) to export to Incident Recorder, (b) user management (i.e. add users and change user's password).

+ Automated process of highlighting records with duplicated survivor codes

+ In contexts with inter-agency data sharing, include an automated process of exporting incident data from the GBVIMS+ platform to the monthly statistics template.

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[28] This function will be particularly useful for case management supervision. They will be able to know for example how long does it take for Caseworker to develop safety plans with survivors? How often do Caseworker follow up on cases?
[29] Feature has been built into Primero/GBVIMS+ Version 2

RECOMMENDATIONS FOR GBVIMS GLOBAL TEAM AND STEERING COMMITTEE

+ Continued capacity building for all users of GBVIMS+[30].

+ Advocate for the procurement and management of mobile devices by UN agencies.

+ Encourage translations of GBVIMS+ training materials and engage translators for in-person or remote trainings when possible.

+ Develop strategy for scaling up the use of Primero/GBVIMS+ to include local organizations. Strategy to include increased investment in capacity building, financial support from procurement of hardware and software.

+ Fundraise for the position of Inter-agency GBVIMS Coordinators at country level for sustainability.

PLANS FOR 2020-2021

+ **Launch of Primero/GBVIMS+ Version 2:** the introduction of Primero/GBVIMS+ V.2 is planned for the 4th quarter of 2020. Version 2 will allow for:

    + Interoperability between GBVIMS+ and CPIMS+

    + Key Performance Indicators (KPI) for Case management feature

    + Password reset by users using single login

    + Primero/GBVIMS+ to become a progressive web application, meaning (1) no more Primero/GBVIMS+ mobile application and no bugs (2) the functionality of mobile app will be the same as Primero/GBVIMS+ web

+ **Introducing an E-learning tool:** the GBVIMS Global Team is developing an E-learning tool for the GBVIMS+ which will enable self-pace learning for stepdown training and address staff turnover issues.

+ **Primero Support Hub:** the GBVIMS Global Team continues to advocate for users of Primero/GBVIMS+ to utilize Primero Support Hub.

+ **OFP quarterly call:** the GBVIMS Global Team plans to schedule quarterly calls with OFP (incl. GBVIMS Inter Agency Coordinators) to share learning and experience on Primero/GBVIMS+ daily use, and provide opportunity for mentoring.

> *"GBVIMS+ is a system we use and everyday we are improving and learning how to navigate it. It has really helped in reducing paperwork and keeping clients' information more secured. The [GBVIMS] Global team has been very supportive because without them we would has not gotten this far. We say a big 'Mu Gode' [Thank you]"*
>
> (Anon, OFP, Nigeria)

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[30] OFP in (Export data to the incident recorder, Backing up GBV data as a JSON file, Backup the user configuration as a JSON file) GBV Case Management Supervisors in Conduct custom export of form, and Caseworkers in Link and incident to a case, Transfer case files to other caseworkers, Primero mobile: sync case files from Primero web to mobile)

APPENDIX

GBVIMS Feedback Questionnaire
IA GBVIMS+ Focal Point/ Coordinator

Background & Purpose

The GBVIMS+ has been successfully launched in interagency rollouts in Bangladesh, Libya, and Nigeria. To get a better understanding of the user experience in using the GBVIMS+ instance and in line with the implementation plan, this structured review of the Primero/GBVIMS+ implementation will be conducted quarterly.

The findings from these questionnaires will provide the Global GBVIMS Technical Team with lessons learnt and best practices from interagency rollouts, and inform improvements in system configuration, development work, as well as guide needed technical support to User Organisations and Users.

Instructions

Below you will find the questionnaire to be populated by the IA GBVIMS+ Focal Point/ Coordinator. In parallel, similar questionnaires have been shared with each User Organisation on the GBVIMS+ instance in your context. The questionnaires shared with User Organisations include 3 different sets of questions aimed at the GBVIMS+ users with the following roles;

☐ Organization Focal Point[31]
☐ GBV Case Worker
☐ GBV Case Management Supervisor

In your capacity as the Inter Agency GBVIMS+ Focal Point/ Coordinator kindly support each organisation in populating their questionnaires as necessary. On completion the 3 x questionnaires for each respective User Organisation on the GBVIMS+ platform should be returned to the system administrator (ekormawa@unicef.org).

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[31] This is a GBVIMS+ system roll and refers to the individual in your organisation that is responsible for the overall management of the GBVIMS+ i.e. creating users, backing up data, exporting to the IR etc. A detailed description of their roles, responsibilities, and functionalities in the system can be viewed in the Implementation Plan for your context.

The questionnaire below asks questions related to the in-country support you have provided to the Primero/GBVIMS+ rollout and use to date. The findings from the questionnaire will provide the Global GBVIMS Technical Team with an understanding of your user experience, and inform improvements in system configuration, development work, as well as guide needed technical support to User Organisations and Users.

Profile of the respondent
The following questions in should be filled out by the GBVIMS+ Focal Point/ Inter Agency GBVIMS Coordinator

	QUESTION	ANSWER
1	When was the GBVIMS+ Rolled out in your context (Month & year)?	
2	How many organisations are rolled out on the inter-agency instance?	
3	Who, from the GBVIMS Global Team acts as your system administrator?	
4	The system administrator/ GBVIMS Global Team have been supportive (e.g. responsive, troubleshoot support, Q&A etc.) Explain why?	☐ Strongly agree ☐ Somewhat agree ☐ Somewhat disagree ☐ Strongly disagree Please explain why:
5	Please list 2 (or more) ways support from the system administrator/GBVIMS technical team can be improved.	
6	Please provide an overview of challenges faced in the management of the GBVIMS+.	
7	Do you have any suggestions on how to improve the GBVIMS+ in your context?	
8	Additional Comments?	

GBVIMS quarterly Feedback Questionnaire administered at organisation level

GBVIMS Feedback Questionnaire

Background & Purpose

The GBVIMS+ has been successfully launched in interagency rollouts in Bangladesh, Libya, and Nigeria. To get a better understanding of the user experience in using the GBVIMS+ instance and in line with the implementation plan, this structured review of the Primero/GBVIMS+ implementation will be conducted quarterly.

The findings from these questionnaires will provide the Global GBVIMS Technical Team with lessons learnt and best practices from interagency rollouts, and inform improvements in system configuration, development work, as well as guide needed technical support to User Organisations and Users.

Instructions

There are 3 different questionnaires included in this document. Each questionnaire may take up to 20 minutes to complete and is aimed at the GBVIMS+ users within your specific organisation with the following roles;

☐ Organization Focal Point[32] *(Please answer questions in Section 1 only)*
☐ GBV Case Management Supervisor *(Please answer questions in Section 2 only)*
☐ GBV Case Worker *(Please answer questions in Section 3 only)*

For each User Organisation, the questionnaire should be populated by the GBVIMS+ Organisation Focal point, one GBV Case Management Supervisor, and one GBV Case Worker. On completion the 3 questionnaires should be returned to the system administrator (Elfriede Kormawa; ekormawa@unicef.org).

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[32] This is a GBVIMS+ system roll and refers to the individual in your organisation that is responsible for the overall management of the GBVIMS+ i.e. creating users, backing up data, exporting to the IR etc. A detailed description of their roles, responsibilities, and functionalities in the system can be viewed in the Implementation Plan for your context.

The questionnaire below asks questions related to the in-country support you have provided to the Primero/GBVIMS+ rollout and use to date. The findings from the questionnaire will provide the Global GBVIMS Technical Team with an understanding of your user experience, and inform improvements in system configuration, development work, as well as guide needed technical support to User Organisations and Users.

Profile of the respondent
The following questions in should be filled out by the Organisation Focal Point.

	Question	Answer
1	When was the GBVIMS+ Rolled out in your organisation? (Month & year)?	
2	How many users are using the GBVIMS+ in your organisation?	
3	Of them, how many case workers have been entering cases in the system (i.e. caseworkers)?	
4	How has the GBVIMS+ improved the quality of GBV Case Management in your organisation? Please share any success stories or challenges here.	
5	How many case management forms are used in the GBVIMS+ in your organisation? Please list them.	
6	I find the GBVIMS+ web application easy to navigate as the Organisation Focal Point.	☐ Strongly agree ☐ Somewhat agree ☐ Somewhat disagree ☐ Strongly disagree Please explain why:
7	*Do you know how to:* **A. Create & edit users?**	☐ Yes ☐ No
8	*Do you know how to:* **B. Reset user passwords?**	☐ Yes ☐ No

9	*Do you know how to:* **C. Edit user groups and assign users to groups?**	☐ Yes ☐ No
10	*Do you know how to:* **D. Regularly backup your organisation data (& configuration) in JSON format?**	☐ Yes ☐ No
11	*Do you know how to:* **E. Export incident data to the IR?**	☐ Yes ☐ No
12	How has using the GBVIMS+ facilitated improved data analysis in the organisation?	
13	Please suggest at least 2 edits/additional functions needed to improve your the role of Organisation Focal Point (if any)?	
14	What is your impression on the use of Primero Mobile by Case Workers in your organisation (if used)?	
15	What are the key challenges being reported by case workers using Primero mobile?	
16	Are there restrictions on where staff were permitted to bring devices?	☐ Yes ☐ No
17	What can be improved with the GBVIMS+ as a whole?	
18	Please rate the support provided by the system administrator/ GBVIMS Global Team. Explain why?	☐ Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor
19	Please list 2 (or more) ways support from the system administrator/GBVIMS technical team can be improved.	
20	Additional Comments?	

The questionnaire below asks questions related to the in-country support you have provided to the Primero/GBVIMS+ rollout and use to date. The findings from the questionnaire will provide the Global GBVIMS Technical Team with an understanding of your user experience, and inform improvements in system configuration, development work, as well as guide needed technical support to User Organisations and Users.

Profile of the respondent
The following questions in should be filled out by a GBV Case Management Supervisor only.

	Question	Answer
1	How long have you been using the GBVIMS+ for supervision?	
2	How many case workers do you supervise on the GBVIMS+?	
3	How has the GBVIMS+ improved the quality of your supervision? Any challenges?	
4	I find the GBVIMS+ web application easy to navigate	☐ Strongly agree ☐ Somewhat agree ☐ Somewhat disagree ☐ Strongly disagree Please explain why:
5	*Do you know how to:* **A. Approve a case plan/ closure?**	☐ Yes ☐ No
6	*Do you know how to:* **B. Flag and unflag a case file?**	☐ Yes ☐ No
7	*Do you know how to:* **C. Use the GBVIMS+ for a case file review?**	☐ Yes ☐ No
8	*Do you know how to:* **D. Conduct a custom export of forms/fields?**	☐ Yes ☐ No

9	Please suggest at least 2 edits/additional functions needed to improve your supervisory role (if any)?	
10	Are the case workers you supervise using Primero Mobile?	☐ Yes ☐ No
11	If yes, what is your impression on the use of Primero Mobile by Case Workers in your organisation (if used)?	
12	What are the key challenges being reported with Primero mobile?	
13	According to the case workers you manage what are the benefits of using Primero Mobile for data collection?	
14	What can be improved with the GBVIMS+ as a whole?	
15	Additional Comments?	

The questionnaire below asks questions related to the in-country support you have provided to the Primero/GBVIMS+ rollout and use to date. The findings from the questionnaire will provide the Global GBVIMS Technical Team with an understanding of your user experience, and inform improvements in system configuration, development work, as well as guide needed technical support to User Organisations and Users.

Profile of the respondent
The following questions in should be filled out by a GBV Case Worker only.

	Question	Answer
1	How long have you been using the GBVIMS+ for data collection?	
2	How has the GBVIMS+ improved the quality of your case management service provision?	
3	I find the GBVIMS+ web application easy to navigate	☐ Strongly agree ☐ Somewhat agree ☐ Somewhat disagree ☐ Strongly disagree Please explain why:
4	*Do you know how to:* **A. Create a case on GBVIMS+?**	☐ Yes ☐ No
5	*Do you know how to:* **B. Link an incident to a case using GBVIMS+?**	☐ Yes ☐ No
6	*Do you know how to:* **C. Flag/Unflag a case file?**	☐ Yes ☐ No
7	*Do you know how to:* **D. Request for case file approval/ closure?**	☐ Yes ☐ No
8	*Do you know how to:* **E. Transfer a casefile?**	☐ Yes ☐ No

9	List at least 2 challenges you face with GBVIMS+ Web.	
10	Are you using Primero Mobile for data entry?	☐ Yes ☐ No
11	If yes, list the challenges you face with data entry using Primero Mobile?	
12	Do you know how to mark a case file for mobile?	☐ Yes ☐ No
13	Do you know how to Sync a case file from Primero mobile to the web application?	☐ Yes ☐ No
14	Please suggest at least 2 edits/additional functions you would like to improve your role as GBV Case Worker.	
15	What can be improved with the GBVIMS+ as a whole?	
16	Additional Comments?	