

Inter-Sector Service Mapping tools

FSS BML WG
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**Inter-Agency
Coordination**
Lebanon



IS Service Mapping: aims and objectives



Access to up-to-date & accurate information on services and assistance across all sectors and governorates in Lebanon



Captures adequate information to facilitate referrals in a timely manner (eligibility, referral protocol, contact info)



Helps us to share relevant information with people on available services & assistance to allow for us to collect informed consent



Supports coordination as enables us to identify gaps in service coverage and duplication



The status of services can be updated in a timely manner and with minimal effort at times of emergency



Service Mapping Platforms

ActivityInfo
database

Dynamic
dashboard
(PowerBI)

Static Table
dashboard
(IA Info hub)

You can access all of these by going to the InfoHub, <http://ialebanon.unhcr.org/#home>



Service Mapping platforms

ActivityInfo:



- Upload/ amend your services
- Export all services in Excel
- Search by field area/ sector / type of service

Dynamic Dashboard in PowerBi:



- Search by field area/ sector / type of service
- No login required
- Most useful when making a referral

Static Table dashboard (IA Info Hub)



- Export all services in Excel / pdf
- No login required



Types of services under FS

Type of Service	Description / Examples
Agricultural livelihoods	
Basic Skills	
Vocational trainings	Agricultural Training Digital Media Literacy
In-kind agricultural inputs	
Food Assistance for assets	
Food Assistance for trainings	
Food Assistance	
Food e-cards	
Cash for food e-cards	
In-kind food assistance	Food parcels Hot Meals Community Kitchens
Other	



Let us know if
you would like to
review these
categories



Eligibility criteria

Nationality:

- Syrian
- Lebanese
- PRS
- PRL
- Migrant Workers

Additional criteria (mention in text)

- E.g. age, gender, disability

Anything else you would like to add?



Reporting guidance:

On the database, prioritize including those services for which you **are able to accept external referrals**.

Services for which you already have pre-identified / targeted beneficiaries and for which you are not able to receive referrals from partners **do not need to be included** on the database.

Roles and Responsibilities

Partner responsibilities:

- Periodically review if **data** uploaded is still **accurate**. Keep your entries up-to-date at all times.

Remember: The quality of the Service Mapping can only be as good as the quality of the individual entries!

Inter-Sector and IM responsibilities

- To provide technical support
- To offer regular **trainings** and develop **guidance**
- To collect feedback and improve systems accordingly

Sector responsibilities (WGs at national- and field level)

- To provide additional support
- To conduct follow-up and quality checks with partners
- To channel feedback from partners to the Inter-Sector



For technical support/ database access/
training requests / feedback

- Email Tamara Stupalova stupalov@unhcr.org