HUMANITARIAN INNOVATION FUND
Final Report

Organisation Name	Stichting People's Intelligence

Project Title	People's Intelligence
Problem Addressed / Thematic Focus	Automation of the collection of relevant quality humanitarian information from hard to access areas and its verification it by means of crowdsourcing and "dumb" mobile phones
Location	The Hague, Netherlands
Start Date	01 July 2014
Duration	9 months
Total Funding Requested	18,844 GBP

Partner(s)	- Delft University of Technology, Faculty of Technology, Policy and Management, Section Systems Engineering, Netherlands - Free Press Unlimited, Netherlands - Amnesty International, USA - Liberia Peace Building Office, Liberia - Technology Investment Group, The Netherlands
Total Funding	Total HIF: 18,844 GBP Total other partners: 2,600 GBP

Innovation Stage	Invention
Type of Innovation	Product, Process, Position and Paradigm
Project Impact Summary	Providing useful information to populations affected by humanitarian crises in return for quality data about their location, type of incident suffered and number of victims. Better informed partner organizations to decide on resources and coordination efforts.

Reporting Period	1 July 2014 – 31 March 2015
Total Spent	16,308.25 GBP

ACTIVITIES CARRIED OUT

As per the project plan the following activities have been carried out:
- In the months of July, August and September 2014 we presented the PI project to a series of prospective stakeholders including Amnesty International, ICRC, IOM, OCHA, OHCHR, UNHCR, The Global Partnership for the Prevention of Armed Conflict (GPPAC), The Hague Centre for Strategic Studies, Elva, TracFM and academic institutions including the Leiden University Peace Informatics Lab as well as the Delft University of Technology (TUD) Faculty of Policy and Management and the Faculty of Computer Science and Engineering.
- In the month of October 2014 we held our first two workshops; one in Geneva, Switzerland, with ICRC, IOM and the UNHCR and another one in Delft, Netherlands, hosted by TUD with our media partner Free Press Unlimited.
- In the month of March 2015 we finally managed to hold our other two workshops which had to be postponed for reasons outside our control: one with Amnesty International over Skype and another with the Early Warning and Early Response (EWER) working group hosted by the Liberia Peacebuilding Office (LPO) in Monrovia, Liberia.
- During the course of the project we also participated in a roundtable organized by the University of Leiden and The Hague Institute for Global Justice on the topic of peace technologies; presented at the Mobile UnConference and the conference on Responsible Data for the Humanitarian Response.
- We remained abreast of current technological developments in our field of inquiry and had renewed contacts with technology organizations Elva, Instedd, RapidPro, TracFM and Ushahidi.

ACHIEVEMENTS

The project achieved the objective set out:
- With the results of the workshops we drafted a comprehensive requirements analysis for the PI platform comprised of a series of features and user stories to inform the development phase of the PI platform which was shared for comments with all the participants of the four workshops as well as other interested stakeholders such as OCHA, OHCHR and our academic partners Leiden University Peace Informatics Lab and TUD. Comments received were integrated into the final document.
- Overall feedback received from participants in the workshops we organized was positive. Participants agreed that the workshops were well organized,

the PI project presented in a clear manner, the results of the brainstorming of PI platform features well-structured and organized along relevant categories, and discussions around participants' user stories centred on the users providing for realistic implementation of the PI platform. Most encouraging and equally rewarding for the organiser was the feedback received from the EWER working group who participated in the workshop in Monrovia. They indicated having learned a lot in terms of possible ways to go about collecting, evaluating, verifying information and providing useful feedback, as well as about privacy, security and ethical matters to take into consideration while engaging in such activities. They were looking forward to the development of the platform and a possible pilot in the course of 2016 in the run up to the 2017 presidential elections. Participants also provided feedback about what could be improved: allowing for a quick presentation of the project and the progress made so far for workshop participants who did not participated in the first day of the workshop; research information about organizations' legacy systems.

METHODOLOGY

People's Intelligence was collaboratively iterated on the OpenIDEO platform during its ideation phase. At first we planned on continuing to use IDEO's Human Centred Design methodologies throughout the project's life-cycle.

When preparing for the requirements elicitation workshops we decided to switch to another human centred methodology better suited for the design and development of software. After reviewing existing methodologies, we settled for the Agile Software Development methodology. During the invention phase, user needs broken down into a number of system features were elicited by means of brainstorming sessions. These were further documented from the end user's perspective using user stories.

In three out of four of the requirements elicitation workshops, PI's senior developer was present to insure her understanding of the PI stakeholder needs translated into number of features of the PI platform as well as user stories of topical implementations and use of the said platform from the perspective of the prospective end-users.

MAJOR OBSTACLES

No major obstacles were encountered save for:
- The necessity to delay the organization of the workshop in Monrovia, Liberia, planned for September 2015 when the Ebola epidemic had not yet been brought under control. The said workshop was finally organized in March 2015 once the Ebola epidemic in Liberia has dwindled to safer levels.
- The workshop with Amnesty International planned for the last quarter of 2014 also had to be postponed because of conflicting agendas of

Amnesty International staffs who were to attend the workshop. After several attempts at organizing the workshop in London failed because of recurring conflicting agenda issues due to Amnesty International attending developing crises, common decision was made to hold a Skype conference instead in order to elicit their needs and requirements in the form of features. To ensure the best possible outcomes, participants to the Skype conference were given an executive summary of the features previously elicited. The quality of features and user stories elicited from Amnesty International did suffer from the use of teleconferencing, however, as it was not possible to run brainstorming sessions and discuss user stories in depth using more appropriate analog means such as post-its and flip charts. After the workshop, Amnesty International produced a user story in writing and was given the opportunity to further comment on the features document.

In order to conduct elicit the needs and requirements of Amnesty International as well as the Liberia Peacebuilding Office and the members of the EWER working group, an amendment to the small grant agreement was sought and agreed upon by HIF. Besides a delay to complete the requirements elicitation workshops and the organization of one of the workshops by means of a Skype conference call, no further amendments were made to the planned activities. Overall the objective of the project has been met.

BENEFICIARIES/HUMANITARIAN INTERVENTIONS IMPACTED

The direct beneficiaries of the project are the various participants to the PI requirements elicitation workshops who will be provided with a copy of the final PI features document for them to use and further disseminate within their respective organizations and partners.

Since the objective of the invention phase was limited to the elicitation of the needs and requirements of a series of humanitarian stakeholders, among others, to inform the development of a first prototype of the PI platform, no humanitarian intervention directly benefited from this phase. It is only with the completion of the development phase that humanitarian interventions will first benefit from the PI project through a first series of pilots.

PARTNERSHIPS AND COLLABORATION

Prior to the inception of the invention phase, PI had established partnerships with the Amnesty International, the Liberia Peacebuilding Office, TU Delft, and the Technology Investment Group. During the course of the invention phase, the PI team established relations with ICRC, IOM, OCHA, OHCHR as well as the UNHCR. The PI team further managed to secure letters of intent on behalf of Amnesty International, the ICRC, the Liberia Peacebuilding Office and Free Press Unlimited to provide resources in terms of focal points and testers in the course of a subsequent development phase of the PI platform. The University of Leiden Peace Informatics Lab also became a partner and together with TU Delft

equally pledged resources in terms of academic supervision of researchers to help answering issues encountered during the development phase.

DISSEMINATION

At the time of writing this final report the draft PI features document is being finalized with the comments received from the participants to our last two workshops. By the end of April, latest in the course of May 2015, PI will provide a copy of the final PI features document to all workshop participants as well as HIF for them to use and further disseminate within their respective organizations. In keeping with the signed agreement between PI and HIF, a summary of this now rather long and detailed document (30 plus pages) will be made publicly available to outside stakeholders through the HIF website.

TRANSFERABILITY

The current project can easily be replicated by organizing similar workshops with interested stakeholders.

Thank you!