# 2021 Annual Report



**cartong**
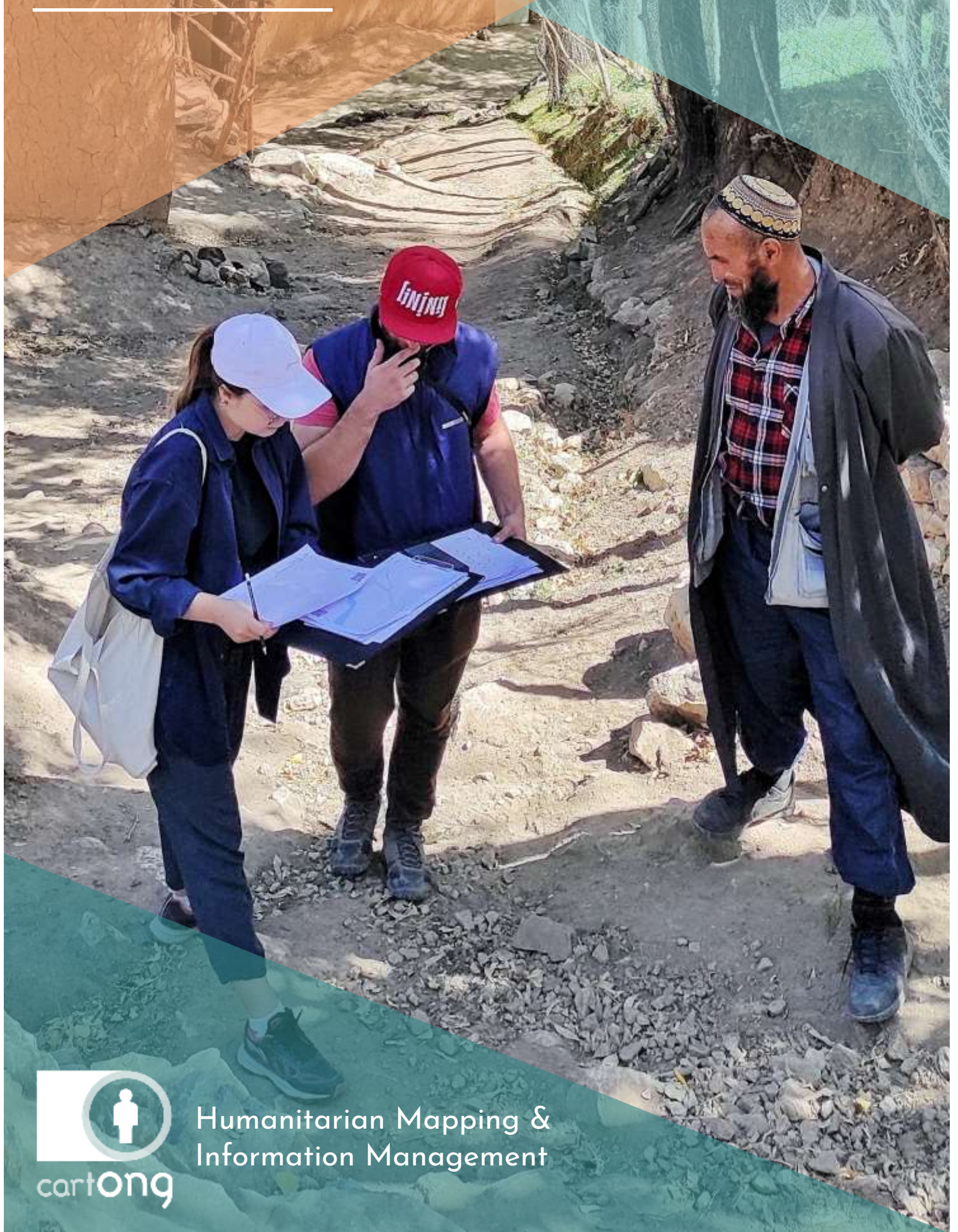
Humanitarian Mapping &
Information Management

# PRESIDENT'S MESSAGE

2021 was a pivotal year for CartONG, with the release of its first multi-year Strategy in June. This endeavor is a significant investment in the future of our organization - a choice strongly supported by the Board, that will play a key role in shaping CartONG in the coming years.

After the 2020 peak of activity to help aid actors adapt their data practices to the new context, CartONG contributed this year to the Geographic Information Management Initiative for COVID-19 Vaccine Delivery - a joint approach between 5 GIS and IM actors to facilitate the COVID-19 vaccine delivery in 15 low-income countries with acute humanitarian needs. The indirect consequences of the health crisis on the day-to-day work of the team were of course still very present, with a much more significant part of our activity carried out from remote and only 5 field missions occurring.

A significant part of our support was still directed towards our usual partners. When a magnitude 7.2 earthquake struck the Tiberon Peninsula in Haiti on August 14th causing significant human and material damage, our GIS team was immediately mobilized by MSF to provide mapping support to their field teams going beyond our usual activities for the MSF GIS Center. We also kept supporting the teams of UNHCR, as well as those of Solidarités International, Terre des hommes, FairTrade/Max Havelaar and Action Contre la Faim among others; and it was once again a year of collaboration, in particular with other H2H actors such as MapAction or Groupe URD.

As a resource center, 2021 was an active year for CartONG with the launch of the IM Resource Portal and the release of many resources (see p. 19-20). As an expertise center on Information Management, we also continued to solidify and develop our array of technical services and the skillsets of our team (see p. 15-18). What's more, capacity-building remained a significant part of our activity, adapting further our training offer to remote settings. New types of training sessions were built on data literacy and data management and analysis via Excel, and we continued to build the skills of aid actors on a wide range of now well-established topics: introduction to GIS or QGIS, data collection and mapping with OSM, or monitoring information systems for different programs, to name a few. CartONG was also present in several events to raise awareness on the stakes of program data in our sector, be it to future professionals at Soliway or in front of current practitioners at State of the Map World or ICRC's Analysis & Evidence week for instance.

Finally, 2021 was once again a year of structuration for our organization that went far beyond the release of the

2022-2024 Strategy. On the staff side, 10 more people joined our team including a HR Manager. The Board and the management team also launched the search for a consultant to review our governance and management model. With the support of newly-obtained funding, we were also able to start structuring our volunteer community and pro bono offer for small organizations further (see p. 21-22).

2022 is expected to be another rich year for CartONG, with the implementation of the first Action Plan of our Strategy, the review of our governance as well as the 8th edition of the GeOnG forum.

Cécile Borreil, *President*

Lisa Daoud & Edmond Wach, *Vice-presidents*

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# ABOUT CARTONG

## A few words about us

Created in 2006, CartONG is a French H2H NGO specialized in Information Management.

Our goal is to put data at the service of humanitarian, development and social action projects.

We are dedicated to improving the quality and accountability of field activities, in particular through better needs assessments and monitoring and evaluation.

We act as a multidisciplinary resources and expertise center, accompanying our partners' strategies and operations.

Our staff and volunteers also support the community as a whole by producing documentation, building capacities and raising awareness on the technical, strategic and ethical challenges of digital technologies.


*Mapping & Geographic Information Systems*


*Mobile Data Collection*


*Data processing*


*Transversal Information Management approaches*

## Our values

### HUMAN-CENTRIC

We put the dignity of individuals and populations at the heart of our choices and actions, respecting their rights and the principles of economic, ecological and social justice.

### PROFESSIONALISM

"Going the extra mile", we aim for the highest technical quality yet seek pragmatic solutions.

### AGILITY

An integral part of our DNA, our team is continually looking for ways of innovating and adapting itself to each context and request.

### AUTONOMY

Thanks to CartONG's unique organizational structure and continuous transfer of skills, our approach is designed to empower its own members as well as our partners. Our greatest achievement is your autonomy.

### CONNECTEDNESS

CartONG is a community nurturing mutual support, new relationships and individual fulfillment. We look out for one another, valuing our cultural diversity.

### COLLABORATION

At all stages of our projects, in the spirit of transparency and sharing, we aim to involve each and every stakeholder.

*To learn more about our organization, visit our website at: www.cartong.org*

## Our networks

CartONG has endorsed the Principles for Digital Development in 2019 and is a member of the H2H Network as well as Coordination Sud (via the CHD) - the national coordination of French humanitarian and development NGOs.







## Our board

**Cécile Borreil,** President

**Edmond Wach**, Vice-President

**Lisa Daoud**, Vice-President

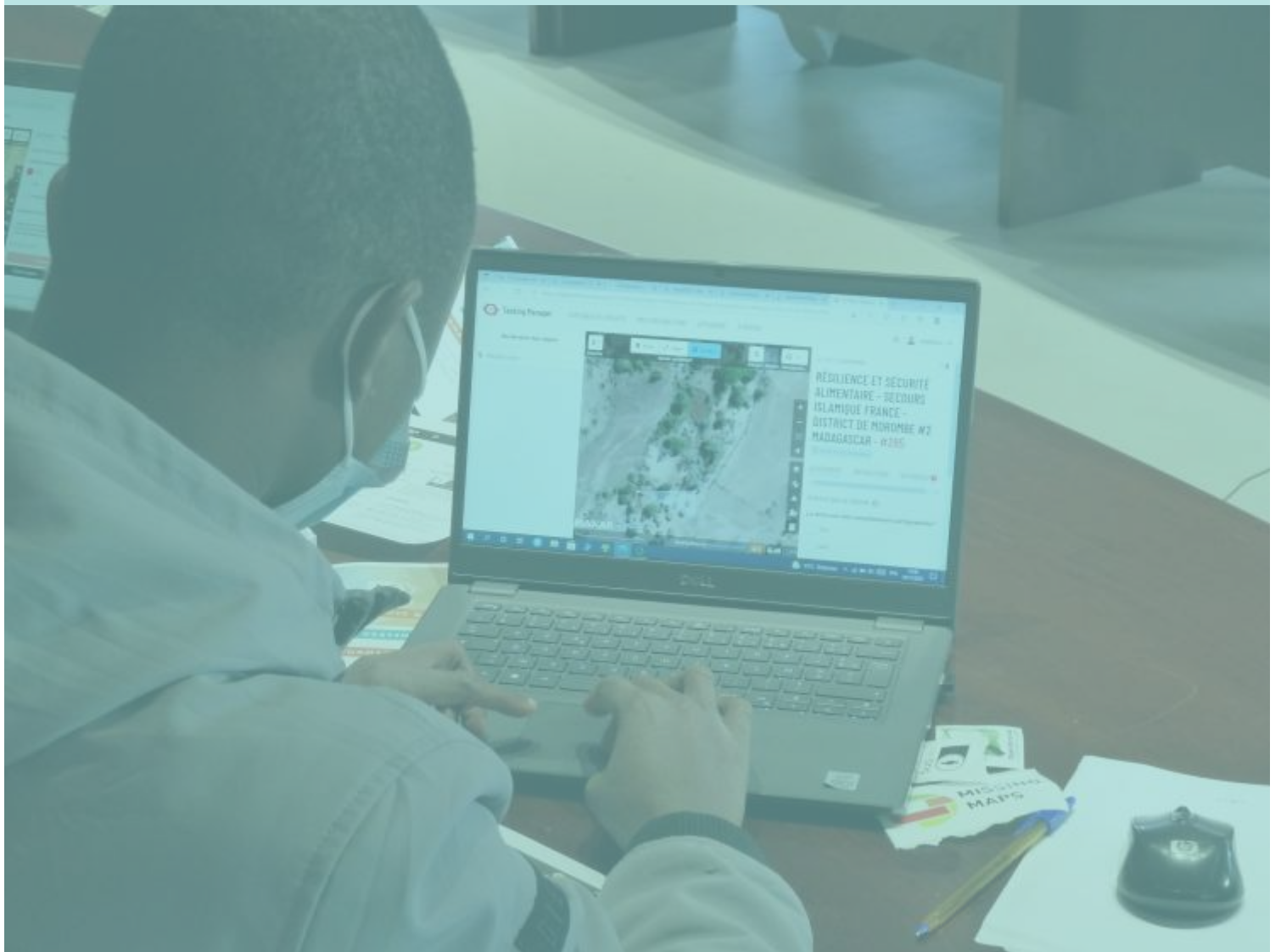**Nicolas Grosjean**, Secretary

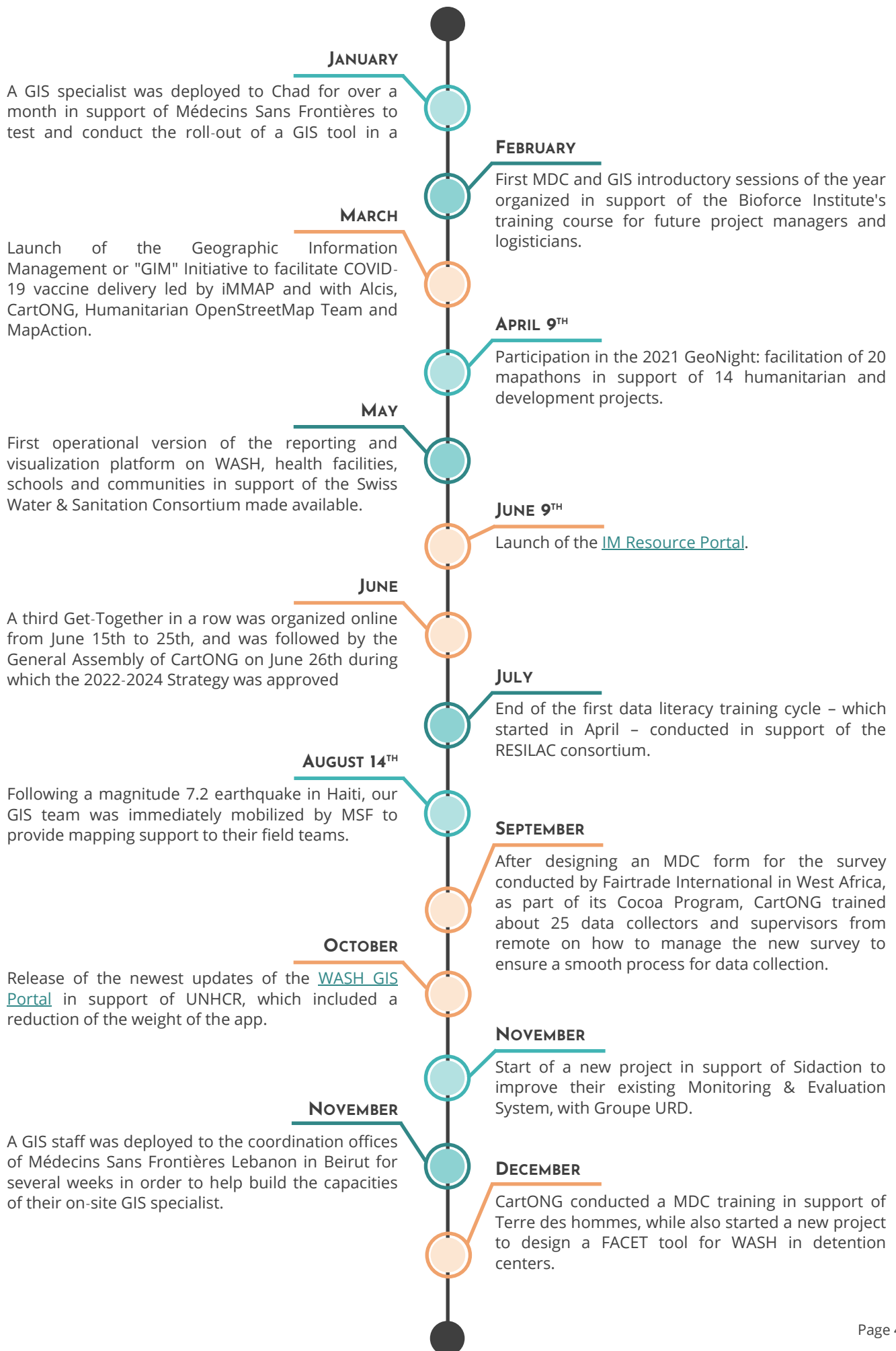**Patrick Fuchs**, Treasurer

**Jean-Paul Nicoletti**, Conciliator

**Laura Jonnard**, Volunteer Life Coordinator

**Charlotte Pierrat**, Board Member

# IN SHORT

# KEY MOMENTS

**JANUARY**

A GIS specialist was deployed to Chad for over a month in support of Médecins Sans Frontières to test and conduct the roll-out of a GIS tool in a

**FEBRUARY**

First MDC and GIS introductory sessions of the year organized in support of the Bioforce Institute's training course for future project managers and logisticians.

**MARCH**

Launch of the Geographic Information Management or "GIM" Initiative to facilitate COVID-19 vaccine delivery led by iMMAP and with Alcis, CartONG, Humanitarian OpenStreetMap Team and MapAction.

**APRIL 9TH**

Participation in the 2021 GeoNight: facilitation of 20 mapathons in support of 14 humanitarian and development projects.

**MAY**

First operational version of the reporting and visualization platform on WASH, health facilities, schools and communities in support of the Swiss Water & Sanitation Consortium made available.

**JUNE 9TH**

Launch of the IM Resource Portal.

**JUNE**

A third Get-Together in a row was organized online from June 15th to 25th, and was followed by the General Assembly of CartONG on June 26th during which the 2022-2024 Strategy was approved

**JULY**

End of the first data literacy training cycle – which started in April – conducted in support of the RESILAC consortium.

**AUGUST 14TH**

Following a magnitude 7.2 earthquake in Haiti, our GIS team was immediately mobilized by MSF to provide mapping support to their field teams.

**SEPTEMBER**

After designing an MDC form for the survey conducted by Fairtrade International in West Africa, as part of its Cocoa Program, CartONG trained about 25 data collectors and supervisors from remote on how to manage the new survey to ensure a smooth process for data collection.

**OCTOBER**

Release of the newest updates of the WASH GIS Portal in support of UNHCR, which included a reduction of the weight of the app.

**NOVEMBER**

Start of a new project in support of Sidaction to improve their existing Monitoring & Evaluation System, with Groupe URD.

**NOVEMBER**

A GIS staff was deployed to the coordination offices of Médecins Sans Frontières Lebanon in Beirut for several weeks in order to help build the capacities of their on-site GIS specialist.

**DECEMBER**

CartONG conducted a MDC training in support of Terre des hommes, while also started a new project to design a FACET tool for WASH in detention centers.

# 2021 IN FIGURES

Collaboration between staff & volunteers on
**17 INITIATIVES**

**43 STAFF** including civic service volunteers and interns

**13 DASHBOARDS** created or updated

**62 MEMBERS**

**326 MAPS** produced this year

## Our presence in 2021

- Implementation mission
- Training mission

CartONG
Tajikistan
Lebanon
Chad
Madagascar

The number of missions was strongly impacted by the Covid-19 crisis in 2021

Natural Earth, 2020

0 _____ 1000 km

# A FEW HIGHLIGHTS

## A FIRST MULTI-YEAR STRATEGY

Since the publication of the Associative Project in 2019, there had been a strong desire at CartONG to work on a strategic document that would guide the future action of the association while offering enough flexibility to adapt to new constraints or opportunities. After 15 years of existence, such a step was perceived as part of a larger consolidation and development process for the organization.

CartONG undertook to work on its very first multi-year strategy in November 2019, using a collaborative approach facilitated by the association's Board and management team. The final document, formally approved during the General Assembly of June 2021, represents the collective vision and ambition of CartONG's employees, members, volunteers and Board members for the next three years.

The strategic areas and objectives chosen by CartONG echo the challenges faced by our organization and the sector in an ever-evolving digital world. They are meant to help CartONG advance forward and upward, on both operational and organizational levels, while allowing us to retain core elements of our organizational culture, such as our values and the way we work. Here is a quick summary of each of them.

### 1. Make organizations and local communities more autonomous in their use of Information Management technologies and processes.

This first strategic area aims to help humanitarian, development and social action actors – particularly local organizations and communities – better navigate the world of Information Management. This will be achieved through training and awareness-raising activities, the production and dissemination of resources, as well as the diversification of our partnerships and the formalization of new technical collaborations and exchanges. We will also seek to work more frequently with local organizations and communities to increase our impact.

### 2. Take a human-centric approach to better respond to the needs of Information Management practitioners, especially in the field.
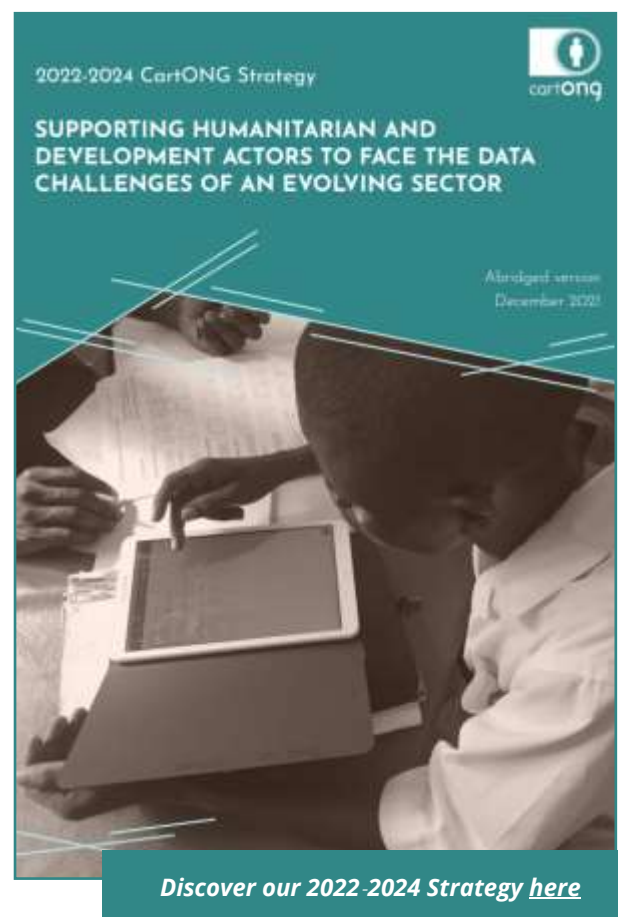
The second strategic area is all about CartONG gaining a better understanding of the needs of Information Management practitioners, particularly in the field, to ensure that the tools, products or processes we design, implement or recommend are most appropriate for the context in which they are intended to be used. This will materialize in an increased use of the Agile method and of human-centered approaches in our projects, as well as participatory and collaborative methodologies. CartONG will also seek to position itself on topics deemed key to the organization, through new activities and collaborations.

### 3. Stay on top of technologies to continue to fulfill our role as a technical support organization.

The choice made for this third strategic area was to invest in our technical teams to give them the keys to our future success. This means ensuring that our team stays on top of technologies, methodologies and processes related to our fields of expertise, whether it be newly available technologies and tools, or continuing to work with the low-tech tools used by the majority of humanitarian and development organizations in the field. This will require more structured processes for tech watch and the development of technical activities, more widespread technical testing and quality control for all projects that require it, as well as further training and structuring of our internal learning mechanisms.

### 4. Reinforce our organization to support the strategic areas.

This fourth and final strategic area stands apart from the other three. It aims to solidify the foundations of CartONG – still a young organization – in terms of its governance, management, human resources (staff and volunteer), business model, monitoring and evaluation and IT infrastructure. This internal consolidation effort aims at allowing CartONG to implement its ambitions in the long-run, while preserving its values and identity.



2022-2024 CartONG Strategy

cartONG

SUPPORTING HUMANITARIAN AND DEVELOPMENT ACTORS TO FACE THE DATA CHALLENGES OF AN EVOLVING SECTOR

Abridged version December 2021

*Discover our 2022-2024 Strategy here*

## IN SUPPORT OF DATA RESPONSIBILITY

In continuity with the work conducted in the past few years, 2021 was once again a year of reinforcement of our data protection and responsible data practices, with a new DPO joining the team in April. Following an initial assessment of the situation, an adapted roadmap was developed for the year.

In 2021, we focused our time and energy on consolidating and streamlining our internal processes. On the IT side, we took the opportunity of several server and tool migrations to enhance our infrastructure security and run some serious data cleaning, embarking all staff in the process. Though time consuming, this was a practical way to raise awareness on data protection as it touched on emails, photos and videos. In practice, it meant that, collectively, we reorganized or got rid of hundreds, if not thousands, of emails, photos and files. Intertwined with the work of the ICC task force, this was also the occasion to review how to store, share and archive data, leading to rethink our folder structure and user access rights, promoting and advancing responsible data principles such as confidentiality, proportionality and data minimization.
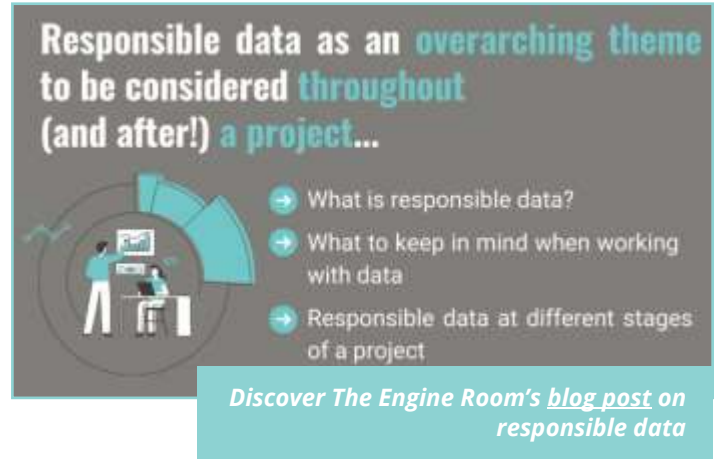
The DPO also worked closely with other support functions to strengthen existing processes, which was marked by the introduction of new GDPR-compliant tools such as Benevalibre for the recording of volunteers' time on projects or the revision of key documents such as the Photos & videos guidelines and the CartONG Privacy notice. This ground work will continue in 2022.

A strong emphasis was put on helping the team build reflexes, and keeping the conversation going via refresher briefings and various experience sharing sessions. For instance, more than 20 staff received a comprehensive introduction briefing, and dedicated briefing sessions were organized for the new Board members and volunteers. The Project Managers were also invited to share their experience of what it is like to implement data protection in practice when it comes to accompanying our partners and also supporting a "data protection by design and default" approach.

CartONG also kept encouraging the adoption of sound responsible data practices within the sector by publishing technological and methodological advice (such as the newest version of the Mobile Data Collection solutions benchmarking) and sharing other actors' resources on the newly launched IM Resource Portal, as well as building the space for key actors – such as The Engine Room – to relay their advice (How to start your responsible data journey). This effort will continue in 2022, thanks to the planned release of a responsible data toolkit for field actors and also via capacity-building activities, such as a second training organized in support of German aid actors through VENRO.

On the project side, we provided ad hoc support – raising awareness about data responsibility – in a wide range of projects including those with a strong data literacy component like RESILAC and engaged in numerous conversations with partners regarding contractual aspects or solution set-ups, another occasion to promote and share some of the resources published by CartONG.

What's more, in October 2021, CartONG engaged in its first ever partnership with the Crisis and Support Center of the French Ministry of Europe and Foreign Affairs regarding a two-year initiative focused on the promotion of data responsibility and data protection applied to humanitarian actors and settings. This should prove to be a significant experience for CartONG over the 2021-2023 period and, hopefully, serve as a springboard for future similar endeavors.



*Discover The Engine Room's blog post on responsible data*

## ADAPTING OUR GOVERNANCE AND MANAGEMENT MODEL

Throughout the development of our first multi-year strategy, it became apparent that our governance and management model needed to be revamped. Our organization has progressively evolved since its creation in 2006 but is now struggling to accommodate the changes it is experiencing following years of significant growth (size of the team, diversification of profiles and seniority, content of missions, etc.). How could we keep embodying the values outlined in our Associative Project, while ensuring our governance and management model is judicious enough to facilitate decision-making and accompany the implementation of our first strategy?

In the fall, with the financial support of the FRIO mechanism of Coordination Sud, the Board and management team thus launched the search for a consultant to accompany CartONG in what will be a significant transition for our organization. The consultancy will be carried out from March to October 2022, with an implementation of the main identified changes that will continue for the full duration of the 2022-2024 strategy.

### To learn more…

To learn more about our work as an Expertise and Resource Center in 2021, have a look at pages 15-18 and 19-20. We also invite you to peruse the volunteers' corner section to find out more about the key contribution of our incredible volunteer community (pages 21-22).

# PANORAMA OF 2021

# OVERVIEW PER ACTIVITY

Organizational strategies

HQ by developing tools

**SUPPORTING**

Field operations

Capacity building

Knowledge building

## FIELD OPERATIONS

*CartONG's support to field operations often takes the form of direct production or configuration of maps, databases, dashboards, web maps or other Information Management tools or products. Beyond this, we often support our partners through the piloting or implementation of tools, or through hotline-type support on related technical, methodological or ethical questions. These activities are done in-person or remotely depending on the context, existing constraints and the needs of the partner.*

- Production of maps – reference maps or thematic maps on epidemics, WATSAN, logistics, and more – and spatial analysis in support of MSF operations. Our support also extends to dynamic maps. All these products are made available to all MSF staff through the GeoMSF Platform.

- Continuous work and improvement on the centralized GIS Master Database of MSF (quality and completeness) through new tools and processes, and improvement of data available through partnerships with external organizations such as data providers. We also support the onboarding of MSF field GIS staff in contributing to this database, as well as accompany them over time.

- Support to the MSF GIS Centre for server applications management such as ArcGIS Enterprise, AGOL and Portal as well as development of web applications using open source frameworks. We also play a major role as Product Owners of the said applications, as well as for the GeoMSF platform and Portal Applications, developed by INSER, a private Swiss company.

- Data collection and integration in support of the UNHCR GIS team including definition of the strategy and the SOPs, conducting field data collection with ESRI tools or working with OSM data (from organizing mapathons to specific analysis of said data). The support also included the development of web applications called OPSMAPS - which display the main indicators collected in IDPs sites managed by CCCM - upon direct request from the operation on the ground.

- Applications and dashboards management and development in support of the Public Health Section of UNHCR, in particular the WASH GIS portal (displays boreholes and their characteristics in sites) and the Medical Referral Database (records and tracks referral cases in sites), as well as the Balanced Score Card application (forms used to assess the services and equipment of a health facility and a dedicated dashboard visualizing the data collected through these forms).

- Support to the scientific impact evaluation of the PRIQH2 project implemented by the Tunisian Rehabilitation and Urban Renovation Agency (ARRU), with a focus on GIS and spatial analysis of urban evolution. In 2021, we designed a collaborative workshop for ARRU's collaborators which are involved in the deployment of their future geographic information system. The workshop could not take place in 2021, and has been rescheduled for 2022 - *this support is being conducted on behalf of the French Development Agency.*

- Strategic support and technical guidance to OSM-Burkina Faso and Yaam Solidarités on how to carry on their mapping and data collection.

## CAPACITY BUILDING

*CartONG's capacity building activities aim at autonomizing our partners, by helping them build their methodological, technical and ethical skills around data. This can take various shapes and forms: on-site or remote trainings and awareness raising sessions, peer-to-peer events, as well as individual or team mentoring.*

- Support to MSF GIS advisors and staff members in defining their needs regarding GIS and mapping through business analysis and help with building a GIS culture and skills among MSF staff via training and awareness sessions.

- QGIS training conducted for the French Development Agency's team supporting initiatives financed by the organization in the Sahel region.

- Making available spaces for inter-NGO exchange around data related topics (community of practice days, webinars, feedback sessions, etc.) - *as part of a three-year initiative led by CartONG and co-funded by the French Development Agency.*

- Development of a combined MEAL and Information Management online training offer targeted at humanitarian staff operating in emergency settings - *with Groupe URD and thanks to a funding of the Get Ready Fund of the H2H Network.*

- Creation and delivery of a training offer of four complementary modules on Monitoring & Evaluation to Expertise France's staff both at field and Headquarters' levels - *with Groupe URD.*

- MDC and GIS introductory sessions in support of the Bioforce Institute's training course for future project managers and logisticians.

- Raising awareness about international solidarity topics in Savoie by organizing workshops and attending events - *with the support of FDVA and RESACOOP (through Pays de Savoie Solidaire).*

- Online training of a team of French-Sudanese researchers on how to use subjective mapping and participatory methodologies for field research on the topics of climate and migrations - *support provided as part of the CliMigra_Form program which is funded by the MEAE and implemented by the University Paris 8 Vincennes-Saint Denis (France) and the University of Khartoum (Sudan).*

- Capacity building of English-speaking staff of Humanity & Inclusion France. 28 participants from different countries of intervention - Sierra Leone, Libya, South Sudan, Ethiopia among others - were introduced to the basics of mapping using Google Earth during 2 remote webinars.

# FIELD OPERATIONS & CAPACITY BUILDING

*For many of our partners we combine field support (be it on-site, or remotely through the setup of tools or hotline type remote support) and capacity building, to favor adequate adoption of the Information Management technologies and processes that they need.*

- Survey maintenance and development in support of the Public Health Section of UNHCR, in particular the WASH KAP (Knowledge, Attitude & Practices) surveys, SENS (Standardized Expanded Nutrition Surveys) and HAUS (Health Access and Utilization Survey). Beyond making sure these are functional or augmenting them whenever needed, CartONG ensures UNHCR teams have the knowledge to use them adequately (providing technical support, guidelines, webinars, hotlines, etc.). In 2021, CartONG also supported the rollout of the Integrated Refugee Health Information system (iRHIS) across different UNHCR operations. This included testing the new versions and reporting back to the developers of the system (UNICC).

- Advanced Mobile Data Collection support to 35+ countries of operations for the implementation of the global monitoring of UNHCR Energy and Livelihoods programs in support of the Division or Resilience and Solutions.

- Data collection and enhancement conducted through collaborative mapping and subjective mapping workshops in the context of a one-year initiative to support climate change adaptation in rural parts of Tajikistan resulting in two field missions. The project also encompassed data sharing and training activities as well as the production of several GIS products and the creation of an in-country local OSM community - *with Little Earth, and as part of an initiative implemented by GIZ and financed by BMZ.*

- MDC technical support to FairTrade International's West African Cocoa program including survey configuration and training to ensure the quality of the data. CartONG is also supporting the digitization process of the pricing unit by piloting a project for the Cocoa program starting in 2021 and up to 2022.

- Development of an online map to display basic services and causal peace factors in the Lake Chad Basin in support of a project of Plan International Germany. CartONG's support also included building the capacity of local youth in using the set-up data collection tool and online map.

- Technical support to Terre des hommes for the development of a digital tool to assess sanitary conditions in detention centers called FACET WinD. Similarly to 2020, CartONG also conducted a series of MDC webinars to build field staff capacity.

- Support to Solidarités International's field operations by managing a hotline on GIS topics (Lebanon) or by creating a database (Bangladesh). CartONG also helped build the capacity of their teams in Myanmar by conducting a training session on Excel. Additional training support will be delivered in 2022.

- Supporting Secours Islamique France's project Avotia in South East Madagascar, in collaboration with OSM Madagascar, by providing remote mapping, conducting in-country training session and participatory mapping workshops, as well as helping with the kick starting of a local OMS group at the University of Toliara.

- Support in the choice of a MDC tool for the whole of FairTrade New Zealand's operations, alongside some ad hoc map production and MDC training.

- Support by CartONG's Missing Maps team to numerous projects and actors through remote mapping, field activities, documentation and training – including pro bono support for small NGOs on a variety of topics such as flooding in informal refugee sites and environmental and heritage protection. The team worked closely with volunteers and continued to organize a mix of online mapathons and regular in-person events - *with the support of Service Civique and the FDVA of the French Ministry of Education and Youth.*

- Design of an innovative methodology, at the crossroads of subjective mapping and artistic mediation, to accompany migrant populations in dealing with their psychological pain, and capacity building of partners and organization of workshops at CADA and emergency accommodation centers in Auvergne Rhône-Alpes and Ile-de-France in collaboration with an art therapist - *with the support of Fondation de France.*

## ORGANIZATIONAL STRATEGIES

*Supporting organizational strategies is one of the specific added values of CartONG. Over the years, we have built on our knowledge of the sector and our continued support of various types of actors to help organizations better understand their needs and think long-term, while providing Information Management strategic advice.*

- Providing technical strategic insights to support the steering of the MSF GIS Centre. CartONG guides its choices by following sectorial and technical trends.

- Development in support of the UNHCR GIS team, in particular for eSite, a data hub to share internal UNHCR datasets as well as external relevant datasets and make them interoperable, as well as for Site mapping, which displays refugees sites data from UNHCR and OSM and provides some analysis at site level. We also provided application and database maintenance support to the Global Data Service team of UNHCR.

- Production of resources such as case studies, learning papers, tool benchmarking studies to help NGOs think through their Information Management strategies - *as part of a three-year initiative led by CartONG and co-funded by the French Development Agency.*

- Strategic support on Information Management and data literacy to the RESILAC consortium over several years. In 2021, CartONG conducted an online data literacy training for their team and produced several maps in support of the project taking place in the Chad Lake Basin.

- Provision of technical advice and guidance as part of Max Havelaar France's Information Management strategic review. MHF piloted the self-diagnosis tool developed by CartONG, notably by mapping out its information flows in 2021 and is looking for further IM diagnosis support in 2022.

- Development of a set of technical specifications for an application to collect, store and visualize data that meets the International Cocoa Initiative's needs, with further advice on suitable options to achieve the said objective.

- Improving Sidaction's existing Monitoring & Evaluation System so the organization can manage more qualitative and global information (activities, impact, etc.) and make it more useful for all of its departments (Program, Advocacy, etc.) - *in collaboration with Groupe URD.*

- Data management in the framework of a pilot project in South Sudan in support of a novel concept called the Integrated Humanitarian Data Package (IHDP) and which aims at giving a quick and easy access to key geographic data that underpins the planning and delivery of vaccination programs in low- and middle-incomes COVAX participant countries - *with MapAction in the lead, with funding from the Calleva Foundation and the support of OpenMap Development Tanzania, the Humanitarian OpenStreetMap Team, Afrimapr/LSTHM, Mapbox and Esri.*

- Development of a M&E system - indicators and relevant tools to report data - for Asmae's international operations, accompanied by training and the creation of guidance. After a test phase carried out at the end of 2020, the M&E system was finalized in the spring of 2021 - *with Groupe URD which developed the indicators.*

- Capacity building on mapping and strategic support for the development of a geodashboard highlighting the logistics vulnerability index in support of the SIGNAL project implemented by ATLAS Logistique (HI-AL).

## TAILORED TOOLS FOR HQ

*To help our counterparts based in headquarters be more effective, we support them in the building of tools to better visualize, understand, report or communicate on their field activities.*

- Map production and data management in support of the French Development Agency for the projects they finance in the Gulf of Guinea.

- Development of an accountability mechanism for AFD-funded projects in Africa by proposing a series of indicators as well as several scenarios for their Information Management system to ensure the reporting of the said indicators - *with Groupe URD.*

- Tool configuration and development - such as dashboards - in support of UNICEF and/or its partners, as well as a dedicated COVID-19 hotline service in support of UNICEF headquarters and/or its countries of operations.

- Creation of a reporting and visualization platform on WASH, health facilities, schools and communities in support of the Swiss Water & Sanitation Consortium, including technical support to accompany field teams during data collection as well as maintenance for the dashboard.

- MDC tool configuration and development of an emergency alert system for Action Contre la Faim France. CartONG also provided data analysis support on the sand winds that hit Madagascar each year using remote sensing. In 2021, CartONG was also building a data analysis toolbox with ACF's contribution (released in early 2022).

- Development of a custom public web map on the ELSA platform - a pool of French NGOs involved in the fight against AIDS in Africa - in order to index all partner associations with whom the different members of the Elsa platform are working - *in support of Sidaction, one of the members of the ELSA platform.*

- Creating a database for the Federation of Solidarity Actors in Auvergne-Rhône-Alpes (FAS AuRA) to be used for the design of an online map showcasing existing health services for vulnerable people in the AuRA region.

- Improvement of the interactive geoapp, created for Ensemble Contre la Peine de Mort in 2020, which displays information on the death penalty situation of each country worldwide and the countries of operation of ECPM. New features were integrated, such as storing and visualizing information on intergovernmental organizations.

- Creation of a web map built on ArcGIS Online, to present all the activities - such as the building of wells or infrastructures - that were implemented by Grdr in the South of Mauritania through the DECLIC project.

# KNOWLEDGE BUILDING

*CartONG's knowledge building activities aim at helping organizations stay on top of Information Management tools and technologies, by making available various resources. These can be tool benchmarking studies, operational research, sector studies, learning events, case studies or toolkits and other technical documentation. All the public resources of CartONG can be found on the organization's IM Resource Portal - where many external sector resources are also referenced - and on its dedicated "Learning Corner" section (since 2022).*

- Making available practical technical and methodological toolboxes for field teams to support NGOs' mastering of program data management topics - *as part of a three-year initiative led by CartONG and co-funded by the French Development Agency.*

- Production of tutorials, case studies and other resources for the aid sector, alongside dedicated mentoring and tool implementation support. The project was launched in 2020 and ended in January 2021 with a few releases - *with the support of the H2H Network and UK aid from the UK government.*

- Release of an innovative toolbox detailing how to conduct artistic mediation workshops using the subjective mapping methodology with migrant people - *with the support of Fondation de France.*

- Benchmarking of 8 Mobile Data Collection tools in support of Welthungerhilfe's selection of a new tool at an organizational level. The results of the said tool comparison were then shared with the sector as a whole.

- Advancing responsible data management practices within the aid sector from the end of 2021 till the end of 2023 by launching a community of practices and creating a comprehensive resources offer composed of curated resources, a comprehensive toolbox and training materials. In 2021, we focused our work in preparing the first few publications - *with the support of the CDCS of the Ministry of Europe and Foreign Affairs.*



*Field mission in Madagascar in support of SIF, and in collaboration with OSM Madagascar*

# KEY PROJECTS

## CONTINUED GIS SUPPORT TO MSF IN A YEAR OF STRUCTURAL REORGANIZATION

8 years after the first ever partnership with MSF, CartONG is still implementing GIS activities for the organization. 2021 was marked by significant structural changes as the MSF GIS Unit became the MSF GIS Centre. In addition to the name, this change in scale has led to a reorganization of the technical team, and it is now placed at the very core of a network organization.

2021 was a rich year in terms of the support that CartONG provided to MSF operations. Indeed, the mapping team faced a strong increase in its activities with more than 200 map requests for more than 350 maps produced, compared to 110 requests in 2020. Among all the missions that we accompanied, specific support was given to several emergencies such as the Tigray conflict in Ethiopia and the earthquake that hit Haiti last August.

The trend towards more dynamic and interactive products was also confirmed in 2021, with nearly 30 applications developed on AGOL / Portal and 9 custom dev applications, including 5 Epimaps and the evolution of the COVID Dashboard implemented in 2020.

Finally, CartONG kept building the capacity of MSF staff with 3 online GIS Basics training courses, a one-month coaching mission for a GIS specialist in Lebanon and, as in 2020, the organization of a remote "GIS week" to gather all GIS Centre members and discuss GIS practices.

## INFORMATION MANAGEMENT TECHNICAL SUPPORT AND CAPACITY BUILDING FOR SOLIDARITÉ INTERNATIONAL

CartONG supported Solidarités International throughout 2021 via three main missions: Lebanon, Bangladesh and Myanmar, combining technical support and capacity building.

In Bangladesh, to follow-up the construction and desludging of latrines, CartONG built an Excel database processing automatically the data collected via Kobo. Using a comprehensive and easy-to-use interface, the program team can now visualize information on the state of the latrines as well as report easily the desludging carried out.

In parallel, CartONG designed a training path for the Myanmar MEAL team, from the very basics of Excel to the most advanced functionalities (dashboarding, introducing PowerQuery) via statistics. Over the course of 6 webinars with exercises based on their regular activities, the training covered both the methodological aspects of analysis as well as the technical possibilities of Excel for 13 participants.

Finally, CartONG helped the Lebanon team structure and refine their GIS products, with the writing of SOPs on map production to ensure that the program teams could frame efficiently their map requests. We also managed a hotline to help solve technical difficulties and ensure the capacity building of the GIS team.

## A NEW PHASE OF IMPLEMENTATION FOR THE MAPS FROM HERE AND ABROAD PROJECT

Thanks to the support of the Fondation de France and its call for projects "Santé mentale des exilés", the Maps from here and abroad project moved to a new phase of implementation in 2021. Its focus was to allow the creation of spaces of expression for exiled people in psychological pain by proposing group workshops halfway between subjective mapping and artistic mediation. After designing the methodological approach in 2020, CartONG was able to launch the first workshops in 2021.

Over the course of 12 months, 26 workshops took place in 5 organizations accompanying migrant people in the Ile-de-France and Auvergne-Rhône-Alpes regions: namely, at the CADA de Paris, CADA de l'Haÿ-les-Roses, Croix-Rouge du Rhône, CSMP Bourg-en-Bresse, and PRAHDA de Chignin. A total of 97 people were able to create subjective maps, either imaginary or inspired by their exile experience. Each workshop was co-facilitated by a CartONG employee with the support of either an art therapist associated with the project or a nurse working for the host center.

In order to disseminate the methodology, 3 training sessions were offered to the teams of the partner organizations while a toolbox was also published (see p. 17). The project will continue until July 2022.

## Supporting climate change adaptation through participatory mapping in rural Tajikistan

In 2021, CartONG implemented a first-of-its-kind project in rural Tajikistan with the support of Little Earth, a local environmental NGO. It was part of a larger initiative carried out by GIZ in Tajikistan and Kyrgyzstan and financed by the BMZ. The main goal of the project was to increase the production and availability of geographic information for the rural regions of Tajikistan that are the most vulnerable to natural disasters, by creating a thriving voluntary-based OpenStreetMap community.

Beyond this, our support was overall three-fold, first with remote baseline mapping, conducted via mapathons and complemented by data collection in the field. The field work also included workshops to raise awareness on climate change, and on appropriate adaptation measures using a subjective mapping approach. The raw data was published on the country's National Spatial Data Infrastructure while big-size printed maps of the villages, visited during field work, were created and handed over to the local authorities.

With a long-term approach in mind, our team worked towards structuring a locally informed stakeholders' ecosystem meeting with international organizations, local companies, NGOs and researchers during the two field missions to promote OSM. We also build the capacity of Little Earth's team on Open Source tools and mapathon facilitation techniques using a train-the-trainer approach.

## Bespoke GIS and MDC support to UNHCR in a year of transition

In 2021, CartONG continued to support both divisions GDS (predominantly on GIS related tasks) and DRS (predominantly on surveys and related products and processes). Due to a restructuration in UNHCR which included the redesign and change of ownership of some products and requiring less maintenance and external help for some of the mature products, both WASH and Energy products and services were handed over to the respective UNHCR teams.

On the GIS side, noteworthy achievements were completing the research and implementation of vector tiles as well as further enhancement of the Site mapping application. This meant that the performance of the application improved considerably and the user experience was enhanced further.

As the system used to collate, maintain, review and compile monitoring reports on the Livelihood and Energy User Impact Surveys was reaching the end of its lifespan, the planning and the design of a new system which allows the user as well as the process support staff to have a better experience and more targeted access to the Livelihood Survey data has been taking place. The coding and implementation of this system will continue into 2022.

Also, whilst 2020 was spent in drawing up the requirements and coding the first prototype, in 2021 the MRD underwent an external Pen test to test the roles and user set-up and was enhanced further following the first pilots to improve the user experience. First rollouts have started and will continue into 2022.

## A second year of implementation focused on resources dissemination and peer-to-peer learning

In 2021, as part of the 3-year project to strengthen the data practices of francophone NGOs co-funded by the French Development Agency, we continued our work to promote inter-NGO experience sharing, to produce technical resources for NGOs as well as to make more easily available all the resources already out there.

For this reason, we came out with the IM Resource Portal (see p. 19-20) which centralizes all the relevant program data sector resources for NGOs, and where you can also discover CartONG-produced resources via the resource library (tool benchmark studies, technical toolkits, learning papers, etc.). A full visualization of these resources is available here (in French).

We also supported numerous NGOs directly in their adoption of better practices through capacity building exercises and by helping them think through their internal set-ups in terms of program data. Various inter-NGO experience sharing and thought-provoking sessions were also organized to help with peer-to-peer learning and the structuring of program data activities amongst NGOs.

# GIS

The GIS team is composed of a multidisciplinary team working on the full range of Geographic Information Systems. Divided in 3 main fields of expertise, we cover map production (both static and online), we have experts working on data management and data interoperability, and last but not least, we support the server side, working on the installation and maintenance of applications.

## USING REMOTE SENSING IN SUPPORT OF ACF

One of the first activations received from ACF - as part of our existing hotline - led to us using remote sensing to observe the state of agricultural lands, following the various episodes of sand wind and drought that affected the Southern regions of Madagascar in recent years. The satellite data used in this study (Sentinel-2, Global Land Cover, Proba-V, CHIRPS), allowed us to objectively observe a vast area and compare the current state of agricultural lands with their past states. Images from 2018 to 2021 were analyzed over an area of more than 7200 km² of the Androy region, which is composed of more than 20% of agricultural lands. The comparison of Sentinel-2 images acquired in February 2019 and February 2021 shows that the vegetated land surfaces have largely decreased and that the bare soil land surfaces, or little vegetated, have on the contrary largely increased between February 2019 and 2021. The study used Open Data and is based on a robust methodology. It is therefore easily replicable and could be implemented on a larger scale to report on the condition of agricultural lands over a wider area.

### A FEW HIGHLIGHTS

➔ Strengthening data management skills, including **INTEROPERABILITY**

➔ Implementation of the **AGILE METHODOLOGY** in project management

### PUBLICATIONS & EVENTS

➔ Participation to many events this year, namely: **ESRI FRANCE 2021, ICRC'S ANALYSIS & EVIDENCE WEEK 2021, AGILE GRENOBLE 2021, ESRI UC 2021 AND FOSS4G**

➔ Release of a **GIS TOOLBOX** (in French)

## LONG STANDING GIS SUPPORT TO OUR MAIN PARTNERS

In 2021, we continued to accompany our 2 main partners in GIS, namely MSF and UNHCR, offering technical support and implementing GIS solutions. On the server side, we support the installation and the maintenance of ArcGIS Enterprise as well as several geographical databases. Our main added-value as technical support partner is linked with conceptualization and data quality control. As the GIS team is doing a continuous tech watch, we are able to provide the latest information or updates to our partners on their topics of interest.

We also kept supporting their fields of operation, by providing technical support and training sessions, especially for site mapping exercises, where mobile data collection tools are used. The GIS team also plays an active part on map production - be it static or online maps, with a dedicated focus on constantly improving existing processes to increase efficiency and strengthen quality.

## A FIRST GIS PROJECT FULLY MANAGED USING AN AGILE METHODOLOGY

Between February 2021 to February 2022, CartONG implemented a unique initiative in Tajikistan to support climate change adaptation through participatory mapping, as part of a bigger initiative conducted by GIZ (see more details p. 14). This project was the first GIS project at CartONG fully managed using an Agile methodology based on the Scrum framework. To this end, all activities were organized and planned in one-month iterations - also called "sprints". Following this approach, at the beginning of each sprint, a sprint planning meeting is organized during which the team decides which tasks will be tackled and performed during the coming month. At the end of each one-month sprint, a sprint review meeting is organized with external partners. These sessions were not only aimed at reporting on the work performed during the sprint, but also at receiving GIZ and third parties' feedback so as to be reactive to any change in scope or to any new request that could arise from the partners.

## RELEASE OF A GIS TOOLBOX (IN FRENCH)

Taking advantage of the momentum created by the "Strengthening data practices within francophone CSOs" project co-financed by AFD, the GIS team was able to release the first version of a GIS toolkit (in French for now). Available on the IM Resource Portal maintained by CartONG, this toolkit is an essential resource for anyone wishing to start setting up a geographic information system as part of an activity or a project, to create a map or to prepare one's data for analysis.

# IM & MDC

CartONG's IM/MDC team supports many of the non-cartographic activities of NGOs and International Organizations, from the collection of program data to its analysis and sharing.

## MAIN TECHNICAL AND EXPERTISE FOCUS

A lot of the 2021 technical focus of the IM/MDC team was on keeping up to speed on the fast-paced and ever-evolving MDC ecosystem. Beyond the continued implementation and direct support to partners on tool implementation, this has lead - for example - to the updating of the Mobile Data Collection tools benchmarking with the support of Welhungerhilfe, as well as the publication of an XLSForms cheat sheet to help organizations along in their building of the ODK world mobile forms. Beyond that, the team also focused on building up its skills on PowerBI, which is a tool more and more used by NGOs and IOs for their data visualization and on which too few staff were fully operational.

We also continued broadening its expertise on two types of approaches: supporting the improvement of data practices in consortia, which it did in particular through an online data literacy training for the teams of the RESILAC consortium in the Lake Chad area, as well as working on projects to make NGO Monitoring & Evaluation systems more effective. The latter was done through assessing and reviewing the IM component of existing systems of different NGOs as well as supporting their teams on their practices through capacity building. In particular, we can highlight two initiatives on which we collaborated with fellow H2H NGO Groupe URD. As part of the H2H Network Get Ready Fund, the two organizations developed a MEAL and Information Management online training offer targeted at humanitarian staff operating in emergency settings. We also built a Monitoring & Evaluation learning path designed specifically for the staff of Expertise France.

## A FEW HIGHLIGHTS

➔ Building further skills on **POWERBI**

➔ Broadening our expertise on supporting the **IMPROVEMENT OF DATA PRACTICES** in consortia

➔ Working on projects to make **NGO MONITORING & EVALUATION SYSTEMS** more effective

## PUBLICATIONS & EVENTS

➔ Participation to **2021 SOLIWAY AND 2021 ICRC's ANALAYSIS & EVIDENCE WEEK**

➔ Facilitation of exchange days and of a **FEEDBACK SESSION FROM OXFAM**

➔ Publication of a **BENCHMARKING OF MOBILE DATA COLLECTION SOLUTIONS**

## AWARENESS RAISING ACTIVITIES

The IM/MDC team also organized many external events to help NGOs master the stakes of the day around data. We facilitated a session at the Soliway event on data literacy (see photo) as well as two exchange days for francophone NGOs, where various topics were explored such as how to evaluate one's maturity in Information Management as well as the shape and form that data quality can take in organizations.

A feedback session from Oxfam on their program data story was also organized for NGOs to help raise awareness on the benefits that a structured approach to program data can bring, as well as outline the hurdles they had encountered and managed to overcome.



## FURTHER ACHIEVEMENTS AND UPCOMING PROJECT

2021 was also a year where we supported Action Contre la Faim France in putting together an emergency monitoring system. We built a lightweight workflow to quickly channel standardized information submitted by the field via a Kobo form to help clarify the kind of support the emergency desk can deliver to each mission. The system is now almost complete and will now be piloted in the field.

Finally, the IM/MDC team is also embarking on a first partnership with the Centre de crise et de soutien of the French Ministry of European and Foreign Affairs for a 2-year project on a topic close to our heart: promoting and advancing responsible data management practices within the aid sector. This project is part of a new innovation fund dedicated to structural initiatives. In practice, we will be aiming at launching a community of practice and supporting humanitarian actors in their journey towards responsible data through the creation of a comprehensive toolbox, useful curated resources, and training materials.
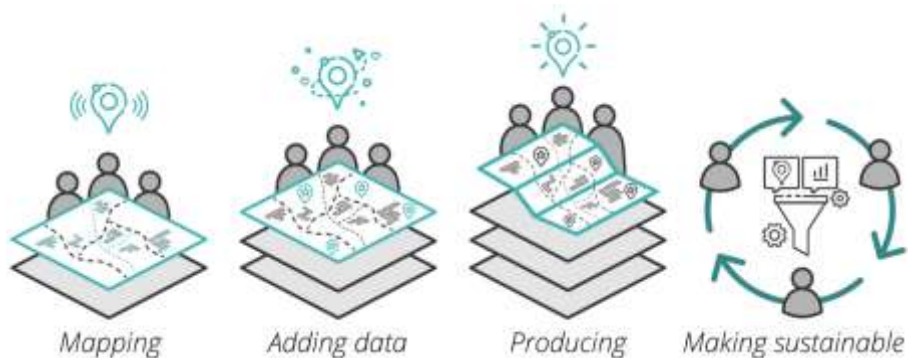
# PARTICIPATORY MAPPING

CartONG's participatory mapping team supports local and international solidarity actors in the implementation of their own projects by bringing its expertise on participatory and subjective mapping methodologies. It also carries out several projects directly.

## A CONSOLIDATED PARTICIPATORY MAPPING APPROACH

In 2021, we strongly reinforced our participatory mapping approach. Since joining the Missing Maps project in 2015, CartONG has progressively strengthened the collaborative dimension of the initial project and developed a broader set of participatory and subjective mapping activities with the idea of putting people at the center of projects and better taking into account local communities and their decision-making capacities. Over the past three years, we have tested and proven many tools and methodological approaches, which are now fully consolidated and which we were able to share in our new portfolio. This portfolio details the 3 transversal axes (see more details right below) and the 4 complementary steps of our participatory mapping approach (see visual on the right side):

- To mobilize local communities in a concrete way by highlighting the knowledge they hold of their own territories and by giving them the means to become actors in the production of information,

- To alleviate the lack of information and to produce quantitative and qualitative geographic data, thus allowing a better understanding of existing territories, necessary for the implementation of adapted projects,

- To facilitate collaboration, knowledge sharing and constructive exchanges between actors to improve understanding and acceptance around the projects being implemented.

This portfolio is also an opportunity to present our consolidated training and technical support offer based on light, open source and accessible tools and solutions (OSM editor, data collection applications based on OSM, interactive mapping solutions such as uMap and GoGoCarto, etc.).

### A FEW HIGHLIGHTS

➔ A new **PORTFOLIO**

➔ Launch of a **COMMUNITY OF PRACTICE**

### PUBLICATIONS & EVENTS

➔ Participation in the **2021 STATE OF THE MAP** event (presentation here)

➔ Facilitation of **20 MAPATHONS** in support to **14 PROJECTS** during the **2021 GEONIGHT** (article here)

➔ Publication of a new **SUBJECTIVE MAPPING TOOLBOX** (in French)



Mapping      Adding data      Producing      Making sustainable

## SOME OTHER GREAT ACHIEVEMENTS IN 2021!

We have supported two of our partners, GIZ and SIF, who have decided to use participatory mapping approaches for the implementation of field activities. Firstly, for an adaptation to climate change project in the rural areas of Tajikistan (more details p. 14) and also for a food security project in Madagascar that was launched at the end of the year. We are particularly attentive to the sustainability of our action, which is why we systematically work with local OSM communities when they exist, as in Madagascar, or by facilitating the creation and training of an organized group of contributors, as in Tajikistan.

We have continued to explore a new subjective mapping methodology, in continuity with the Maps from here & abroad project financed by the Fondation de France, to accompany migrant people experiencing psychological suffering. CartONG has thus joined forces with an art therapist to develop a methodology halfway between subjective mapping and artistic mediation, which makes it possible to offer a space for creative group expression. This new methodology was shared via a toolbox (in French).

Finally, we have initiated a community of practice on participatory approaches with NGO SEED. Our community now includes 6 other organizations - Habitat Cité, CRAterre, Urbamonde, Apoyo Urbano, ETC and StreetMovie - and we meet every three months to share our participatory experiences, with a focus this year on evaluation processes. We are very enthusiastic about this dynamic and we hope that these networking efforts will lead to new shared projects.

# WEB DEVELOPMENT

The WebDev team is composed of a large variety of profiles, giving us more flexibility to implement a wide range of web projects in support of our partners. In short, the team gathers three main profiles: full stack web developers - some specialized in front-end and some in back-end technologies; staff loving scripts and working on the data side; and finally, taken from the AGILE world, products owners who oversee the full development process as well as and, more importantly, make sure we understand and meet users requirements.

## STANDARDIZATION WORK ON THE CODING OF OPSMAPS IN SUPPORT OF UNHCR

The objective of OPSMAPs is to provide CCCM clusters with a solution to synthesize the status of services within the various IDP reception sites. By automatically producing a "site profile" summary, the OPSMAPs provide a quick overview of essential information for site management. Clusters can thus easily obtain information via a web-based dashboard and use it to identify issues that require urgent action. Other stakeholders can also consult the dashboard to get an overview of the site status. The success of the tool lies in its ability to be easily deployed, scalable and replicable.

The structuring of this version 1 was one of the key aspects on which the web development team of CartONG worked in 2021. The application code is hosted on a central GitLab repository, from which the team can easily duplicate and create a new OPSMAP. This standard version is an open source solution, developed by CartONG in 2021, with support from the GDS section of UNHCR. This version can be deployed very quickly (development time < 7 days). Next steps will be to provide capacity building support for the upstream data collection and processing part, which is still time consuming today. In parallel, the first standardized version of the OPSMAPs continues to be improved and completed.

### A FEW HIGHLIGHTS

→ A standardized version of the **OPSMAPS** released

→ **COLLABORATION** across tech teams and with MapAction

→ **TECH WATCH & TRAINING** conducted on Vues. Js / MapBox, Quality Assurance and Code testing

### EVENTS

→ Participation to **FOSS4G**

## COLLABORATING WITH FELLOW H2H NGO MAPACTION TO DEVELOP A DASHBOARD

In 2021, we collaborated with H2H NGO MapAction, working on a Dashboard for Back to School Follow-up in Mexico in support of the Mexican Ministry of Education and UNICEF Mexico. The objective of the dashboard was to monitor the back-to-school level amongst pupils after the confinement. This project has proven challenging in multiple ways.

Thanks to the sound collaboration with MapAction, we also learnt quite a lot on scaling up an IT infrastructure. For this collaboration, MapAction provided an IT Azure specialist, while our team developed the front-end and the database for the dashboard. As usual, we were accompanied by our web designer who conceives the ergonomics of the interface and the graphic design of our web development projects.

## COLLABORATING ACROSS TECH TEAMS AT CARTONG

Since the end of 2020, CartONG has been supporting PLAN International Germany in the development of a set of interactive tools to map basic services and causal peace factors in the Lake Chad Basin (Nigeria, Niger and Cameroon) in real time over a 3-year period - a unique mapping project built around the empowerment of young people. From data collection in the field to the integration of the data into a map-based platform developed by our team, each step must be managed by local youth.

The public platform was launched in May 2021 and will be updated, until the end of the project, twice a year. For this initiative, the web development team has been involved in the design of the platform, while the IM/MDC team has given support on the survey component.

# RESOURCE CENTER

CartONG is a multidisciplinary resource and expertise center, helping a variety of actors of the sector – from local and international non-governmental or international organizations to public institutions – achieve more effective data practices. As a resource center, our activities have a common objective, namely, to promote the autonomization of all actors working in the aid sector by helping them navigate the fast-evolving world of program data technologies and tools. This is mainly achieved by making available technical, methodological and strategic resources in French and English via a brand new platform, the IM Resource Portal.

## LAUNCH OF THE IM RESOURCE PORTAL

On June 9th, 2021, CartONG launched the IM Resource Portal, a revised, more advanced version of our old CartoBLOG. The site is a "one-stop shop" where humanitarian and development practitioners at all levels can quickly and easily access high quality, practical and strategic resources on Information Management in English and French produced by a wide range of actors. The portal is hosted on ALNAP's HELP LIBRARY – of which it is a subsection.

This new platform is built around a 'Resource Library' which makes accessible a wide range of content in various formats: tutorials, toolkits, case studies, lessons learned, benchmarking studies, training kits, strategic reports and more. Users can also consult relevant blog posts in the dedicated 'Blog section', as well as learn about upcoming Information Management related training courses, conferences and workshops for aid actors in the 'Event section'.

Information Management – or Program Data Management to be more specific – is understood here as the full range of processes, methodologies, and tools required for the various stages of the program data analysis chain - that is, from the collection of data to the internal decision-making process of aid organizations to which the said data contributes. The portal, therefore, focuses on technical and technological subtopics of Information Management such as mapping, Geographic Information Systems (GIS), data processing and Mobile Data Collection. It also covers broader topics such as data literacy, responsible data, Open Data and data quality, as well as cross-cutting approaches such as IM needs evaluations, IM organizational strategies, or the imbrication of IM and Monitoring & Evaluation.



CartONG hopes that the portal will be able to provide a rich collection of data management resources from various organizations and help field practitioners and HQ teams access those in easier ways. In line with the concept of a "one-stop shop", aid actors are greatly encouraged to submit their own IM resources for publication on the portal, make suggestions for future blog posts and share relevant details about their upcoming IM events.
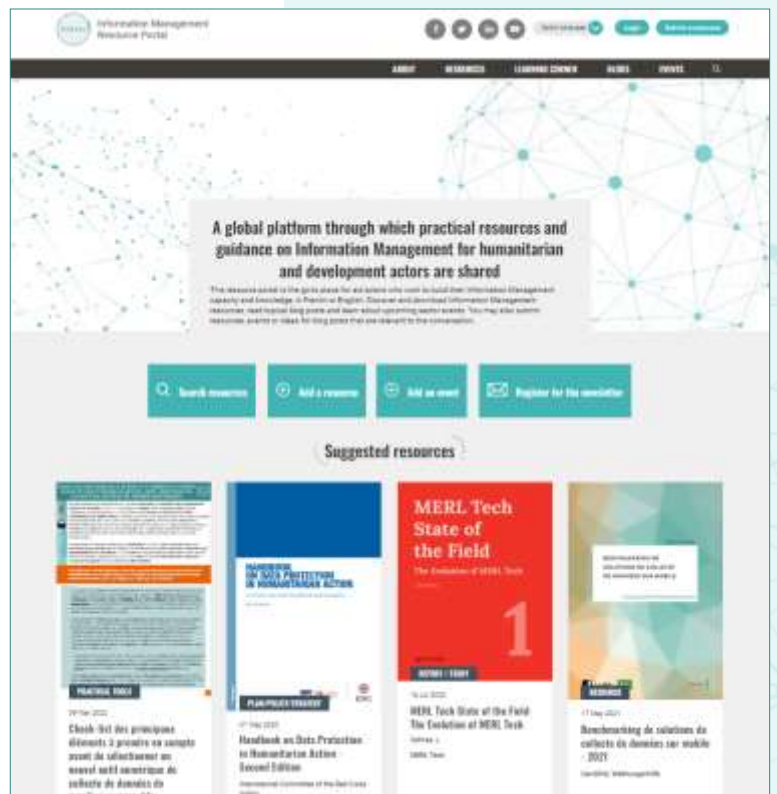
Did you know about the IM Resource Portal's newsletter? Sent out every 2 months, it is the easiest and most efficient way to stay informed about the latest resources published on the platform. Sign up here!

# DATA LITERACY BLOG POST SERIES

Part of the activity of the IM Resource Portal is to promote the dissemination of sound data practices in the humanitarian and development sector. Very naturally, we thus decided to inaugurate our new blog with a data literacy series, starting a couple of publications in 2021 covering basic concepts and giving concrete examples for organizations on how to start one's data literacy journey.

## WHY DATA LITERACY IS IMPORTANT IN THE AID SECTOR

This first blog post is designed as an introduction to the concept, while also addressing the question of its relevance for aid actors by exploring five main reasons: 1- It is key to a "do no harm" approach, 2- It helps increase collaboration between teams, 3- It increases accountability and transparency within an organization, 4- It improves organizational performance and efficiency, and 5- It helps your staff grow, a win for both individuals and organizations. Ultimately, the blog post argues that data literacy is very important to all aid organizations and how, in particular, it is a skill required by any humanitarian professional.

**Read the first blog post here**

## TOP TOOLS AND RESOURCES TO HELP YOU START YOUR DATA LITERACY JOURNEY

This second blog post centralizes a list of nine resources and actors that aid practitioners can refer to as part of their data literacy journey. All of them have been designed with different approaches in mind, yet are actively used by certain organizations within the sector and can be adapted based on one's own needs. They have also been classified to specify their target audiences, ranging from individuals to organizations, but also trainers or senior management.

**Read the second blog post here**

# A FEW KEY PUBLICATIONS THIS YEAR

- A few learnings from the COVID-19 crisis and its impacts on Information Management practices in the aid sector: improving information through inclusive processes and capacity building
- Benchmarking of Mobile Data Collection Solutions
- Checklist of key considerations to keep in mind in order to select a new digital data collection tool in a responsible way
- Geographic Information Systems Toolbox *(in French only)*
- HR Pack - Program data management for Humanitarian Aid and International Development CSOs
- Subjective mapping Toolbox *(in French only)*
- What digital solutions for feedback and complaint mechanisms?
- XLSForm Cheat Sheet

## External blog post contributions in 2021

➔ How to start your responsible data journey, The Engine Room

➔ How MSNA language data can improve communication with crisis-affected people, Translators without Borders/CLEAR Global

In 2022, CartONG will actively continue promoting the sharing of good and responsible data practices within the aid actor. We have planned to add a subsection to the IM Resource Portal, called the Learning Corner, which will have a particular focus on practical tools – such as toolboxes and other methodological tools - specifically for field practitioners. Through the 8th edition of the GeOnG forum – scheduled to take place from October 24th to 26th, 2022 – we will also facilitate the sharing of experience within the sector.

# VOLUNTEERS' CORNER

The pandemic had forced us to move the majority of our volunteer activities online in 2020. After some trial and error, in 2021 we found a new rhythm organizing weekly online mapathons and a monthly online volunteer happy hour to welcome new volunteers. At the same time, it was important to relaunch in-person gatherings. To this end, CartONG started a "mapathon Tour de France" in the fall of 2021 and hosted 5 mapathons in Chambéry, Grenoble, Pau, Lyon and Bordeaux.

## INCREASED SUPPORT FOR SMALL AND MEDIUM-SIZED NGOS

For years, CartONG has attracted volunteers with a passion for data and GIS. In parallel, we are often contacted by associations with simple data management needs yet limited funds. With this in mind, and in line with our 2020-2023 "Associative Life and Volunteer Involvement" Strategy, our team wanted to support more NGOs through a "pro bono" mechanism, i.e. free of charge for the requesting organization even if the support generates costs in itself. However, we lacked a structured volunteering framework and the capacity to invest salaried time in order to carry out such a project and to properly support both associations and volunteers.

We are now in a position to do so thanks to a co-funding from the MEAE via the FONJEP VEC (Volontariat d'Echanges & de Compétences) that our team sought and obtained last June. Starting in September, CartONG was able to launch key structuring activities: reinforcement of our teams with the recruitment of a new employee in charge of volunteering and partnerships, creation of a volunteering agreement, implementation of a tool to track volunteer time, and launching of a communication campaign towards small and medium-sized NGOs. This new funding, that runs until December 2022, will act as a springboard to allow CartONG to expand its pro bono support to NGOs by increasing the number of volunteer initiatives that we can implement.

*Participation of our volunteers and civic service volunteers in the International Geography Festival of Saint-Dié 2021*

## QUICK OVERVIEW OF THE ACTIONS CARRIED OUT BY OUR VOLUNTEERS IN 2021

Our volunteers supported CartONG with the **following endeavors**:

- Translation of the OpenStreetMap volunteer step-by-step guide from French to English,

- Finalization of various web development tasks on the CartONG mapathon dashboard,

- Support to the organization and facilitation of mapathons in Grenoble, Bordeaux and Pau, as well as online during the 2021 GeoNight,

- Facilitation of webinars and online volunteering events,

- Contribution during mapathons and data validation,

- Representation of CartONG at the 2021 International Geography Festival,

- Participation of 5 volunteers including 3 Board members in the "Associative and volunteer life" working group,

- Without forgetting all the work carried out by our Board!

Our volunteer community also supported several **NGO partners** by:

- Conducting an assessment of the quality and quantity of OpenStreetMap data available for refugee and IDP sites managed by UNHCR,

- Creating an interactive GoGoCarto map in support of the Calais Red Cross and Refugee Info Bus, to help migrant people in Calais better identify the support available to them (see more details p. 22),

- Creating two QGIS maps of a wildlife sanctuary in Kenya for the Rombo Wildlife Conservancy,

- Supporting ICRC to enrich their database with the location data of Red Cross societies at a local level in several countries, on ArcGIS Online.

# IN ACTION

## AN INTERACTIVE MAP TO BETTER INFORM AND DIRECT MIGRANT PEOPLE IN CALAIS

3 volunteers created a GoGoCarto map in support of two associations involved in Calais: the Mobile Support Unit for Exiles of the French Red Cross on the one hand, and Refugee Info Bus on the other hand.

The challenge of this project was to create an online map, easily accessible and sustainable in the long term, where the different associative services available to refugees in Calais could be visible, and eventually to print maps for migrant people seeking to be oriented towards the facilities offering such support services.
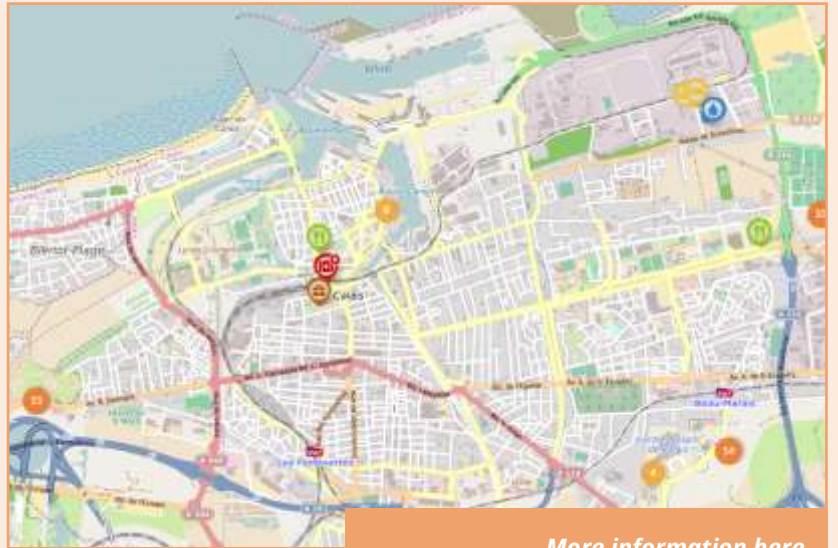


*More information **here***

## MEMBERSHIP

**62** members
including **37** re-enrollments

## GET-TOGETHER

**1** online Get-Together
featuring a series of **10** webinars

## ASSOCIATIVE LIFE

Membership is down in 2021, with 62 members instead of 87 in 2020. We had indeed witnessed a boom in first memberships in 2020 due to the pandemic, which was very conducive to the discovery of online volunteer activities. In 2021, this momentum has waned slightly and the number of first-time memberships dropped. However, re-enrollments increased, which we are very pleased about!

In June 2021, CartONG organized its second online Get-Together, which brought together our staff and volunteer community for a series of 10 webinars and our yearly General Assembly. In December 2021, we were also due to organize the fall Get-together near Chambéry, but it had to be postponed due to a new deterioration of the health situation.

In 2021, CartONG also kept building the skills of its volunteers by organizing webinars, an OpenStreetMap validation training, and an introduction to mobile mapping data collection tools, thanks to the support of FDVA Auvergne-Rhône-Alpes.

Last but not least, a Call for Expression of Interest was launched in the summer of 2021, in order to offer a financial boost of up to 2,000 euros for new projects carried out by our volunteers.

# FINANCIAL REPORT

# RESOURCES

After a year of strong growth in 2020, CartONG continued its momentum with a budget increase of 15%, reaching a total of 1,829,394.25€ in 2021. During the year, CartONG also became more structured, with an increase in support functions and the development of our first multi-year strategy and action plan for 2022, which has de facto increased the association's expenses considerably. A small positive result is reached in 2021, amounting to 6,908.8€ - which allows CartONG to keep the important positive result of 2020 in its associative equity, and to keep investing in the structuring and development of the organization in 2022.

For the most part, our budget remains funded by our humanitarian partners (54%) and with a significant proportion coming from public and institutional donors (43%). The proportion of grants has increased compared to 2020. The rest of our resources come from donations from corporate partners, small grants and foundations (1.9%), training sessions (0.7%), individual donations and membership fees (0.1%), and other miscellaneous sources (0.3%).

Our partners MSF (38%) and UNHCR (29%) continued to be, by far, the largest contributors to our budget. We also acquired some new partners and donors this year (SIF, PLAN International, Platform ELSA, GIZ, etc.) and maintained relationships with several others - notably the French Development Agency (AFD) which is now one of our main donors. Our need to diversify sources of income remains a long-term objective, and the first target of moving below 70% of our resources originating from MSF and UNHCR was achieved this year (with 67.5%).
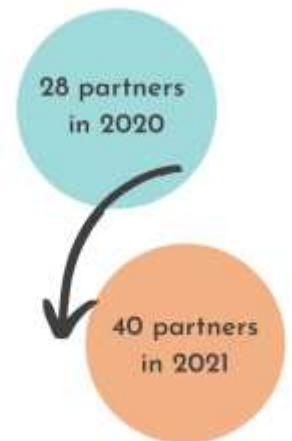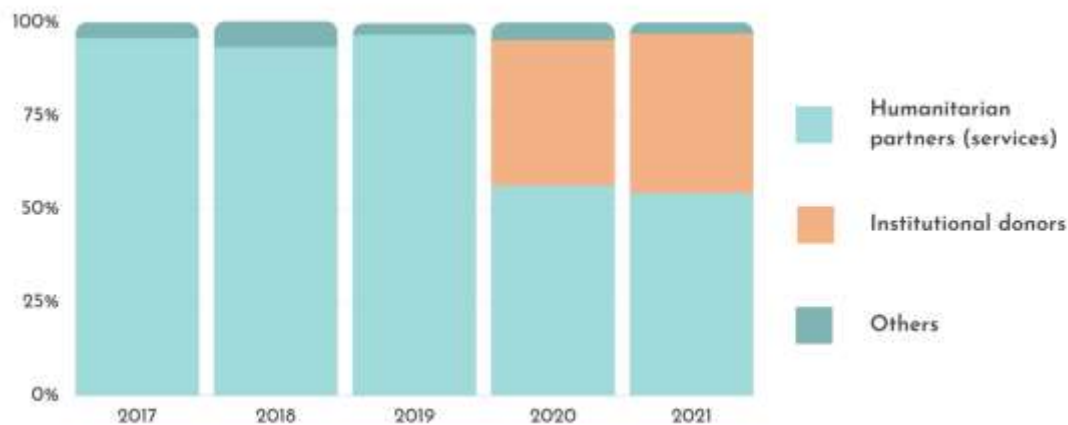


# EXPENSES

### General overview

Our expenses amounted to 1,822,485.45€. These include salaries & social charges and consultants (85.6% vs. 88% in 2020), as well as retrocessions (1.5%) which were introduced in 2021 in a specific account; while in previous years, they were associated with consultants.

These retrocessions correspond to a transfer of part of the implementation of a project and its funding to a third party (another association in our case). The transferred budget includes both human resources costs and the budget for equipment, running costs and implementation of activities.

In 2021, we worked in collaboration with a Tajik association, Little Earth, to which we retroceded part of the budget financed by GIZ in order to implement activities in Tajikistan.

For the rest, our expenses also included: equipment and licenses (2% vs. 2.5%), operating costs (2.3% vs. 2.5%), transport & mission costs (1.3% vs. 0.9%), insurance, banks & miscellaneous costs (2.1% vs. 1.3%), taxes (4% vs. 2.8%), depreciation (1.1% vs. 1.2%), and event organization costs (0.1% vs. 0.4%).
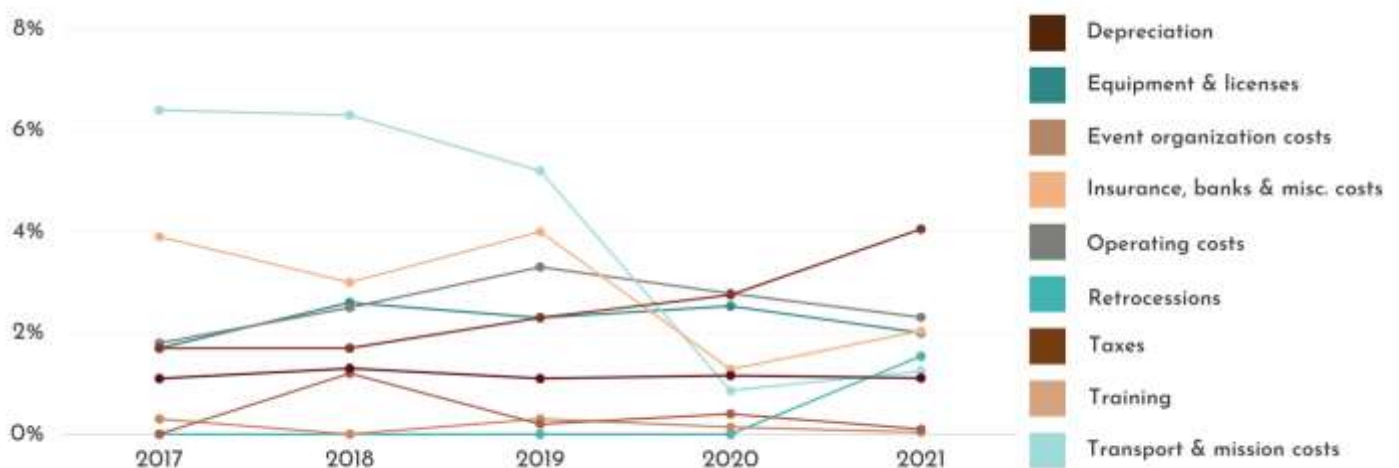
The breakdown of expenses has changed again in 2021. After the sharp decrease in our transport and mission costs in 2020, they have increased slightly this year, but to a lesser extent, as the pandemic is still active. Miscellaneous expenses also remain low, partly linked to insurance for mission departures, with a slight increase in 2021 mainly due to the first mission of our Auditor ("Commissaire aux Comptes"). Taxes continue to rise, with the increase in the wage bill each year, de facto increasing the amount of payroll taxes we owe.

## Focus on human resources



Legend:
- Permanent contracts (CDI)
- Fixed-term contracts (CDD)
- Total staff FTE
- Input
- Output

CDI & CDD: employees only
Input/output: employees and interns
Total staff FTE: includes employee, interns and perm. consultants
Detailed statistics not available before 2016
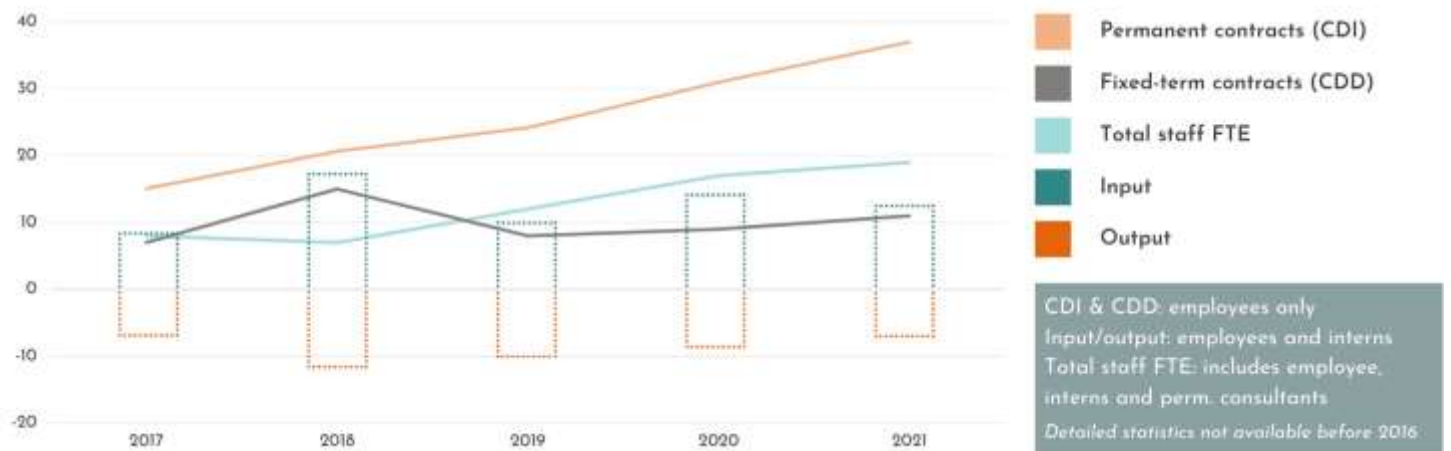
Human resources continue to represent the major part of our expenses, nearly 90%, but it is worth noting a significant drop in consultancy costs this year (- 23%). We can also mention a perpetuation of our salaried positions with a constant increase in permanent positions (+ 41%), more important than for fixed-term positions (+ 22%). The decrease in consultancy costs can be explained by the desire to internalize skills and is therefore offset by the increase in the number of employees.

In addition, we have strengthened almost all our fields of expertise this year, reflecting our diverse portfolio, with the recruitment (excluding job renewals) of three GIS & IM project managers (one of whom moved from coordinator to manager), three additional GIS specialists (one of whom moved from an internship to a salaried position), a web developer, a participatory mapping officer and a volunteering and partnerships officer; as well as within our support functions, with the arrival of a human resources manager. In total, we now have 35 employees (non-FTE, 31 FTE) at the end of 2021 (including 19 permanent contracts and 16 fixed-term contracts), in addition to our interns (~3/year), civic service volunteers (~2/year), long-term consultants (7 people) and temporary consultants (13 people).

Thus, in 2021, CartONG had a total of 35 employees and 23 non-salaried staff, compared to 20 in 2020.

## ALLOCATION OF THE RESULT

The positive result of 2021 of 6,908.8€ will be allocated to the associative funds of CartONG, as a carry-forward following its validation by the General Assembly.

After this appropriation, the associative funds account (retained earnings) and the total equity of the association will amount to 442,502.02€.

Our full financial statements for the year 2021, compiled by our accountant and certified by our auditor, are available to partners and donors, contact us at: info@cartong.org to receive a copy.

# ACRONYMS

| | | | |
|---|---|---|---|
| **ACF** | Action Contre la Faim | **MEAE** | French Ministry of Europe and Foreign Affairs |
| **CADA** | Centres d'Accueil de Demandeurs d'Asile (Emergency Accommodation Centers for Asylum-seekers in English) | **MEAL** | Monitoring, Evaluation, Accountability & Learning |
| **CCCM** | Camp Coordination and Camp Management | **MRD** | Medical Referral Database, web application used by UNHCR for recording and tracking referral cases in refugee sites |
| **CSOs** | Civil Society Organizations | **MSF** | Médecins Sans Frontières |
| **DPO** | Data Protection Officer | **NGO** | Non-Governmental Organization |
| **GIS** | Geographic Information Systems | **ODK** | Open Data Kit |
| **GIZ** | Gesellschaft für Internationale Zusammenarbeit | **OPSMAPs** | Web applications that display the main indicators collected on IDPs sites |
| **H2H** | Humanitarian to Humanitarian | **OSM** | OpenStreetMap |
| **ICC Task Force** | Internal Communication and Collaboration Task Force | **SIF** | Secours Islamique France |
| **ICRC** | International Committee of the Red Cross | **SOP** | Standard Operating Procedure |
| **IDP** | Internally Displaced People | **UNHCR** | The UN Refugee Agency |
| **IM** | Information Management | **UNHCR-DRS** | UNHCR Division of Resilience and Solutions |
| **IO** | International Organization | **UNHCR-GDS** | UNHCR Global Data Service |
| **M&E** | Monitoring & Evaluation | **WATSAN** | Water and Sanitation |
| **MDC** | Mobile Data Collection | | |

# ACKNOWLEDGEMENTS