HumanitarianResponse.info (HR.info) SOPs for OCHA IMUs

- The Head of IMU **chooses the manager** (the person responsible for overall management of HR.info). The manager should then **get in touch with FIS Platforms team** to get all permissions, do initial set up the HR.info operational or regional site, and get training.
- **Set up and customize space:** Manager, in consultation with Head of IMU, chooses the right set of features, sections, menus and content blocks for the operation/regional site.
- **Manage Memberships:** Manager adds other managers/editors to the operation/regional site & clusters/sectors spaces.
- **Train other managers**: Manager trains cluster/sector IMOs and/or Coordinators to manage their spaces and upload content. The manager should also provide regular refreshers/ensures that newcomers are trained. Focal points within the office can also be appointed and trained to manage specific sections (eg CBPF colleagues).
- **Upload content:** Manager and other focal points upload all content produced by the office and encourage/support partners to upload content in their clusters/sectors spaces.
  - **Note:** All **documents and maps/infographics are automatically received by ReliefWeb** via RSS (unless you choose the "Not share with RW" option)
  - **Note:** If there is limited IM capacity or engagement within a cluster/sector, spaces can be unpublished or populated with automated content.
- **Add events to the calendar:** Manager and/or calendar focal point add(s) events managed by the office and encourage/support partners to upload theirs
- **Daily/weekly review of content published on HR.info:** Manager checks content has meaningful titles and it is tagged correctly
- **Regularly monitor HR.info: once a month the Head of IMU does a thorough check of the operation/regional site (including clusters/sectors spaces!)**. Identify elements to change, remove or update (with particular attention to the operation home page).
  - **Quality control is a whole of office effort**, even if you are not the focal point but notice that certain spaces and/content items require updating or fixing, flag it!

- **Closing down of an Operation:** When an operation ends the Head of IM contacts FIS Platforms team to close the HR.info site. If a site is inactive for a six months period, FIS Platforms team will close it.

- **Note to Regional Office - Preparedness**: For regions with no humanitarian emergencies, we encourage to use HR.info regional site to highlight preparedness content and activities (including featuring content like reference maps, providing links to the CODs of countries within the region, and/or providing spaces for regional working groups). Contact FIS Platforms team to decide on best strategies.

- **Keep in touch with with FIS Platforms Team! And** when the focal point leaves, choose a new one, do a proper handover and don't forget to let us know.

FIS Platforms team
Adrian Ciancio - Programme Manager: ciancio@un.org
Marina Colozzi - Programme Officer: marina@humanitarianresponse.info
Support: Info@humanitarianresponse.info & info@humanitarian.id