



# Iraq National Protection Cluster

## Services Advisor Platform

*Instructions on how to use Service Advisor for referrals*

# What is Services Advisor:

- An online web platform for Cluster Coordinators and protection service providers (service mapping tool)
- Provides up-to-date information about availability of humanitarian assistance/protection services in precise locations in Iraq
- Services Advisor is available in English, Arabic and Kurdish
- For now, Service Advisor will only include National Protection Cluster services (GP, GBV, CP, HLP, MA).

# Advantages of Services Advisor:

- Comprehensive service mapping tool that covers National Protection Cluster/sub-clusters
- Organizations are able to visualize their services on an interactive map
- Services Advisor support the referrals among humanitarian protection partners
- Services Advisor is user friendly and provides the ability to add many services in one location
- Partners are able to add many details/information about their services
- Add details about the service that are not available usually in the 4Ws
- Services are uploaded one time only on the Services Advisor Platform
  - However, partners will be requested to revise/update their services every 6 months and/or every time there are changes in programming/services offered by their organisation

# How does it work:

- Link to Services Advisor:
- <https://iraq.servicesadvisor.org/#/>
- Users of Services Advisor can filter by:
  - category of service (such as GBV, CP, GP, HLP and Mine Action services),
  - location,
  - service provider and,
  - eligibility/referral criteria.

# MAIN FEATURES



Search by category and organization



Find services that do not require referral



Desktop and mobile web app version



Language localization



List view and zoomable map view of services info



Find the service provider closest to you



Analytics to see most accessed services

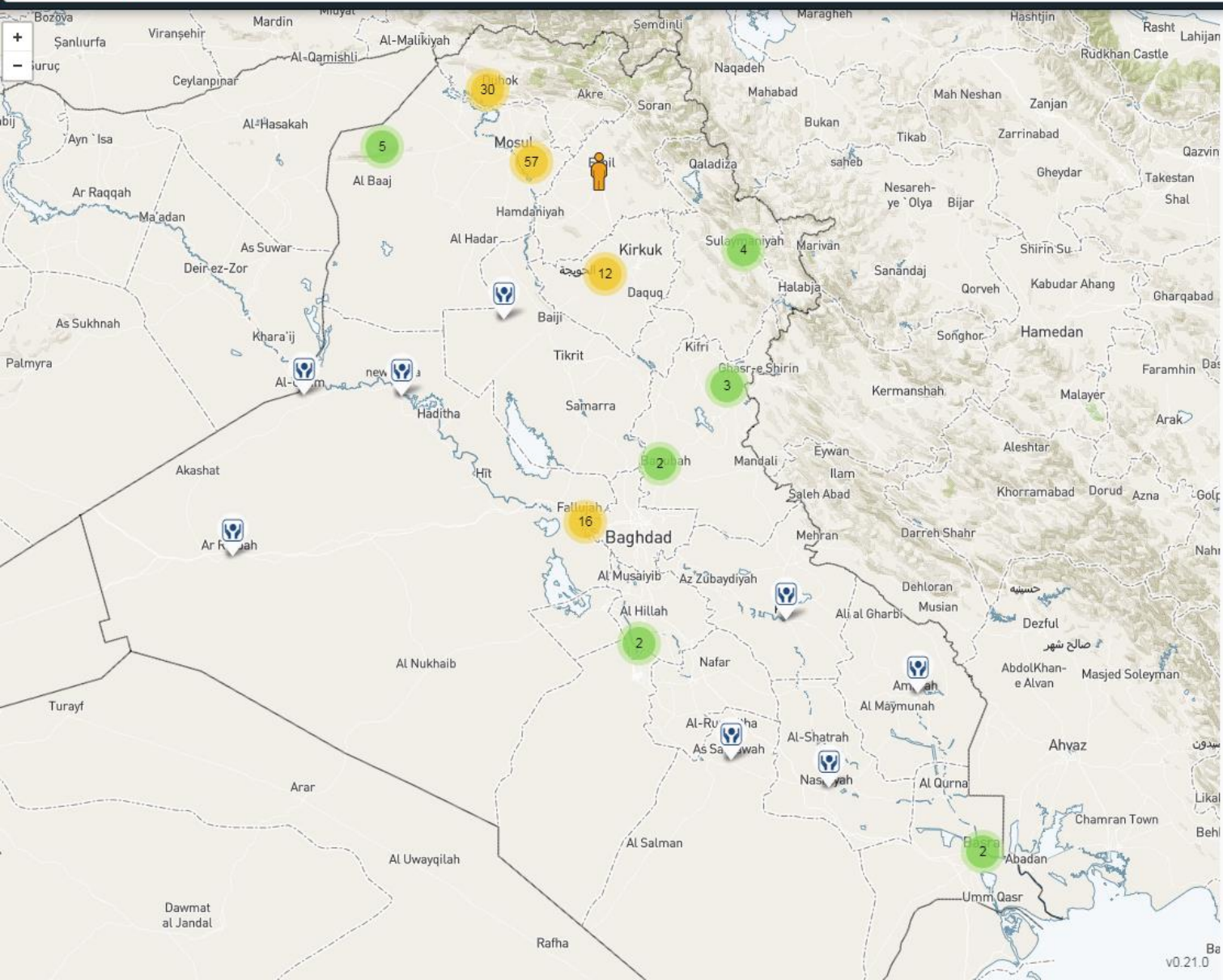


Easily create and download reports





MORE FILTERS



To find a service, select from the category or region below. Use the filter button above to further refine your search.

▼ CATEGORY

- PROTECTION 141
- Child Protection 31
- Gender Based Violence 61
- General Protection 62
- Housing, Land and Property 18
- Mine Action 10

► REGION

▼ ORGANIZATIONS

ACTED	AFKAR
AL Mesalla	ASFL
Al-Mortaqa	BLUMONT
BROB	CARE
CDO	CordAid
DAI	DDG
Emma	GW

# Frontend (interactive map) is accessible publicly

There are 5 main components of the system frontend

1. The interactive map section
2. The category (sector) section
3. The region (governorate) section
4. The Organization section
5. The filter section

The screenshot displays a web application interface for a 'Services Advisor'. At the top right, there is a language selector set to 'English' and a filter section with a 'MORE FILTERS' button and a count of '5'. The main area is a map of Iraq, with a red box highlighting a specific region (Anbar) and a person icon. The sidebar on the right contains the following sections:

- Services Advisor**: A search bar with 'SEARCH' and 'CLEAR' buttons.
- CATEGORY**: A list of service categories with counts:
  - PROTECTION: 9
  - Child Protection: 1
  - Gender Based Violence: 2
  - General Protection: 6
  - Housing, Land and Property: 2
  - Mine Action: 0
- REGION**: A list of regions with counts:
  - Al-Anbar: 4
  - Al-Basrah: 1
- ORGANIZATIONS**: A grid of organization logos with checkboxes:
  - ACF
  - CARE
  - OXFAM
  - ACTION CONTRE LA FAIM
  - ASFL
  - COCC
  - UNHCR

At the bottom, it states 'Powered by PeaceGeeks' and 'A service provided by UNHCR The UN Refugee Agency'.



Frontend (interactive map) is accessible publicly

The tool will indicate the user current location

The tool allows you to filter on the available required services (based on a pre defined taxonomy of services, location or by organization.

Based on the selected filter, the tool will show the list of service locations close to your location.

The screenshot displays a map of Iraq with various service locations marked by colored circles and icons. A red arrow points to a 'Current Location' icon on the map. Another red arrow points to the 'Services Advisor' sidebar on the right. The sidebar lists various service categories with their respective counts.

CATEGORY	Count
PROTECTION	150
Child Protection	31
Alternative Care for Unaccompanied Children	0
Awareness Raising (Child Protection)	13
Case Management Services (Child Protection)	24
Child/Adolescent Clubs/Groups	8
Community-Based Child Protection Structures	13
Family Tracing	0
Legal Assistance: Detention representation for children	1
Legal Assistance: Documentation for children	9
Parenting Programs	8
Structured & Sustained Psychosocial Support for Children	18
Training on Child Protection Approaches	14
Gender Based Violence	61
General Protection	71
Housing, Land and Property	18
Mine Action	10



Frontend (interactive map) is accessible publicly

Filter by **location:**

you can filter by camp and non camp service locations

When you click a location, the map will automatically zoom in the services available in that area

The image shows a map of Iraq with various regions labeled. A sidebar on the right lists regions with their respective counts. A red arrow points from the text 'Filter by location:' to the 'Non-Camp' filter option in the sidebar.

REGION	Count
Al-Anbar	14
Camp	5
Non-Camp	9
Al-Basrah	2
Al-Muthanna	1
Al-Najaf	2
Al-Qadisiya	0
Al-Sulaymaniyah	4
Babil	1
Baghdad	5
Dahuk	30
Diyala	5
Erbil	9
Kerbala	0
Kirkuk	8
Missan	0
Ninewa	62
Salah Al-Din	5
Thi Qar	1
Wassit	1

# Frontend (interactive map) is accessible publicly

Filter by **organization:** you can filter by the organization and see what services are provided

When you select an organization, the map will automatically zoom in the services available in that area.

In this example – legal clinic network was selected

SCREEN FILTERS

English

Al-Mortaqa		BLUMONT	
BROB		CARE	
CDO		CordAid	
DAI		DDG	
Emma		GW	
HA		Harikar	
IID		INTERSOS	
IRC		LCN	
Medair		Mercy Hands	
NCA		NRC	
OXFAM		PU AMI	
Qandil		SHO	



# Frontend (interactive map) is accessible publicly

When a service is selected based on the filters, the system will zoom in the service available on the map (eg., “GBV awareness raising” activity).

The tool will list all the services on the right side of the screen; you will be able to scroll down or zoom in through the map to see more information about the service.

**MORE FILTERS**

**English**

**BACK** **PRINT**

- PROTECTION
- Gender Based Violence
- Awareness Raising (GBV Prevention & Response)

Showing 26 results

Search Results

### PROTECTION: Ninewa: 834

**Hours**

Sunday:	00:04-00:09
Monday:	00:04-00:09
Tuesday:	00:04-00:09
Wednesday:	00:04-00:09
Thursday:	00:04-00:09

**Activity Details**

- PROTECTION
  - Case Management Services (Child Protection)
  - Awareness Raising (GBV Prevention & Response)
  - Case Management Services (GBV)
  - GBV Safety Audits
  - Psycho-Social Support
  - Recreational and Vocational Activities
  - Referral Pathways
  - Specialized GBV Service Providers
  - Case Management Services (GBV)
  - Awareness Raising (General Protection)
  - MoDM Registration
  - Community-Based Activities (including peaceful co-existence)
  - Protection Assessment (Community-level)
  - Protection Monitoring (HH-level)
  - Psycho-Social Support

### PROTECTION: Al-Anbar: 798

**Hours**

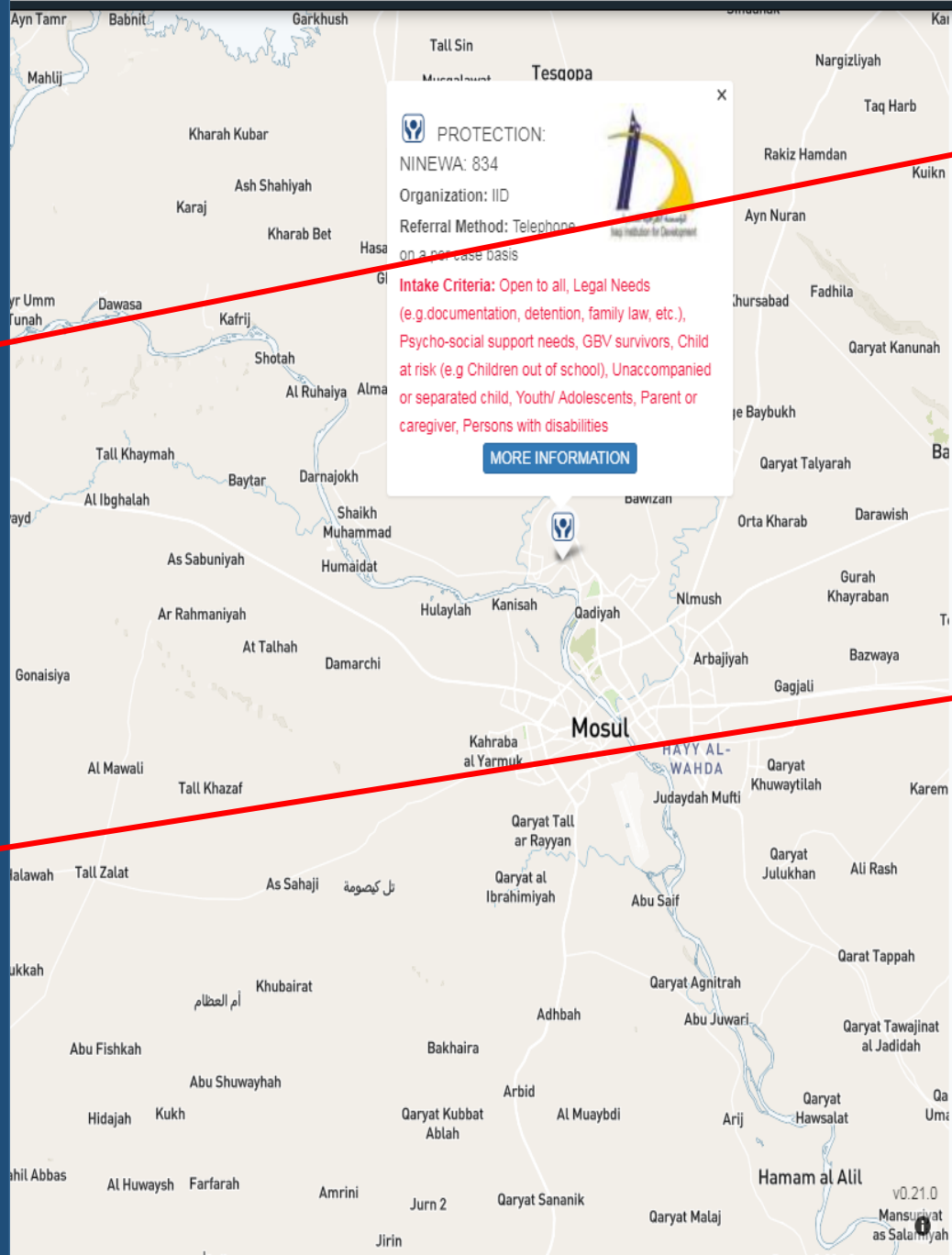
Sunday:	08:00-15:00
Monday:	08:00-15:00
Tuesday:	08:00-15:00
Wednesday:	08:00-15:00
Thursday:	08:00-15:00

**Activity Details**

- PROTECTION
  - Awareness Raising (GBV Prevention & Response)
  - GBV Assessment
  - GBV Safety Audits
  - Mobile Teams
  - Recreational and Vocational Activities
  - Referral Pathways



PROTECTION: Ninewa: 834



**PROTECTION:**  
**NINEWA: 834**  
 Organization: IID  
 Referral Method: Telephone on a per case basis

**Intake Criteria:** Open to all, Legal Needs (e.g. documentation, detention, family law, etc.), Psycho-social support needs, GBV survivors, Child at risk (e.g Children out of school), Unaccompanied or separated child, Youth/ Adolescents, Parent or caregiver, Persons with disabilities

[MORE INFORMATION](#)

Hours	Activity Details
<b>Sunday</b> 00:04-00:09	<ul style="list-style-type: none"> <li><b>PROTECTION</b></li> <li>Case Management Services (Child Protection)</li> <li>Awareness Raising (GBV Prevention &amp; Response)</li> <li>Case Management Services (GBV)</li> <li>GBV Safety Audits</li> <li>Psycho-Social Support</li> <li>Recreational and Vocational Activities</li> <li>Referral Pathways</li> <li>Specialized GBV Service Providers</li> <li>Case Management Services (GBV)</li> <li>Awareness Raising (General Protection)</li> <li>MoDM Registration</li> <li>Community-Based Activities (including peaceful co-existence)</li> <li>Protection Assessment (Community-level)</li> <li>Protection Monitoring (HH-level)</li> <li>Psycho-Social Support</li> </ul>
<b>Monday</b> 00:04-00:09	
<b>Tuesday</b> 00:04-00:09	
<b>Wednesday</b> 00:04-00:09	
<b>Thursday</b> 00:04-00:09	

Start Date	2019-01-01
End Date	2019-08-31
Phone	ss.mosul@iidiraqi.org
Population Groups	No restriction
<b>Intake Criteria</b>	Open to all, Legal Needs (e.g. documentation, detention, family law, etc.), Psycho-social support needs, GBV survivors, Child at risk (e.g Children out of school), Unaccompanied or separated child, Youth/ Adolescents, Parent or caregiver, Persons with disabilities
<b>Accessibility</b>	Home visits, Hotline and follow up home visit, Outreach, Referrals only, Walk-in, Walk-in & Outreach
<b>Availability</b>	Sunday to Thursday
<b>Referral Method</b>	Telephone on a per case basis
<b>Referral Next Steps</b>	Beneficiary approaches receiving organisation. Follow up call

Frontend (interactive map) is accessible publicly

You can switch to Arabic or Kurdish from here

When you click on one of the services, the tool will show more details on the service (eg. we selected IID organization that provides GBV Awareness Raising activities).



Frontend (interactive map) is accessible publicly - Arabic view of the service

If you decide to refer cases to this service provider, you can find the focal point details in the back end of the system.

To login to the back end <https://admin-iraq.servicesadvisor.org/> \*please contact [shehadeg@unhcr.org](mailto:shehadeg@unhcr.org)

طباعة العودة

الحماية: نينوى: 834

IID

تفاصيل النشاط	ساعات العمل										
<ul style="list-style-type: none"> <li>الحماية</li> <li>خدمات إدارة الحالات (حماية الطفل)</li> <li>التوعية (منع العنف القائم على أساس النوع الاجتماعي والإستجابة)</li> <li>خدمات إدارة الحالات (العنف القائم على أساس النوع الاجتماعي)</li> <li>عمليات مراجعة العنف القائم على أساس النوع الاجتماعي</li> <li>الدعم النفسي-الاجتماعي</li> <li>الأنشطة الترفيهية أو المهنية</li> <li>إجراءات الإحالة</li> <li>مقّمو الخدمات المتخصصة المتعلقة بالعنف القائم على أساس النوع الاجتماعي</li> <li>خدمات إدارة الحالات (العنف القائم على أساس النوع الاجتماعي)</li> <li>التوعية (الحماية العامة)</li> <li>التسجيل لدى وزارة الهجرة والمهجرين</li> <li>الأنشطة المجتمعية (مما فيها التماثل السلمي)</li> <li>تقديم الحماية (على المستوى المجتمعي)</li> <li>تقديم الحماية (على مستوى الأسرة)</li> <li>الدعم النفسي-الاجتماعي</li> </ul>	<table border="1"> <tr><td>00:04-00:09</td><td>Sunday</td></tr> <tr><td>00:04-00:09</td><td>Monday</td></tr> <tr><td>00:04-00:09</td><td>Tuesday</td></tr> <tr><td>00:04-00:09</td><td>Wednesday</td></tr> <tr><td>00:04-00:09</td><td>Thursday</td></tr> </table>	00:04-00:09	Sunday	00:04-00:09	Monday	00:04-00:09	Tuesday	00:04-00:09	Wednesday	00:04-00:09	Thursday
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00:04-00:09	Wednesday										
00:04-00:09	Thursday										

2019-01-01	تاريخ البدء
2019-08-31	تاريخ الانتهاء
ss.mosul@iidiraqi.org	الخط الساخن / الهاتف

الحماية: نينوى: 834

متظمة: IID

طريقة الإحالة: الهاتف على أساس كل حالة على حدة

مبار استقبال الحالة: متاح للجميع. الإحالات القانونية (مثل التوثيق والأحضان وكفون الأسرة وغيرها)، احتياجات الدعم النفسي-الاجتماعي، التأهيل من العنف القائم على أساس النوع الاجتماعي، اطفال معرض للخطر (مثل الأطفال المتسربين من المدرسة)، طفل غير مصحوب أو منقطع عن تربيته الشبابة، المراهقين، أحد الوالدين أو مقدم الرعاية، الأشخاص ذوي الإعاقة

مزيد من المعلومات

# How to login to Service Advisor – Back end

- Admin features and referrals options can be found in the “back end” of Service Advisor system
  - Users need to have access to it;
  - In order to request access, please contact [shehadeg@unhcr.org](mailto:shehadeg@unhcr.org)
- **[Back end - https://admin-iraq.servicesadvisor.org/](https://admin-iraq.servicesadvisor.org/)**
- Click “login here”
- Login with your password
- If you forgot your password, click “request new password” and then add the email address you registered with the first time
- You will receive an email with the link on how to change your password; click the link and then add your new password

*Please see upcoming slides on how to access the “back end” of Service Advisor*

# Login Page



## My Account

Create new account

Log in

Request new password

E-mail or username \*

shehadeg@unhcr.org

More information?

Password \*

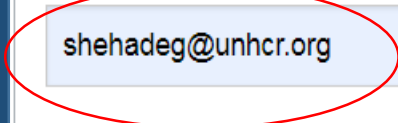
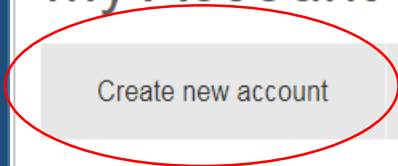
.....

More information?

Log in

Enter the Username and Password you received to login to Service Advisor

If you forgot the password, you can request a new one here.






- Services
- My Account
- My organization
- Log out

## shehadeg

View Edit Manage display

 **NPA**  
Norwegian People's Aid | <https://www.npaid.org/>

[View Services](#)

 **UNHCR**  
United Nations High Commissioner for Refugees | <http://www.unhcr.org>

[View Services](#)

You can also choose the language from here (Kurdish, Arabic or English)

You can navigate among four pages within the user page:

- **Services (Data entry page and referrals)**
- My account/User page
- Organization page
- Log out from Service Advisor





+ Add a new service

Search Title

**Organization**

**Services Provided**

**Accessibility**

**Coverage**

**Location**

**Population Group**

**In-Take Criteria**

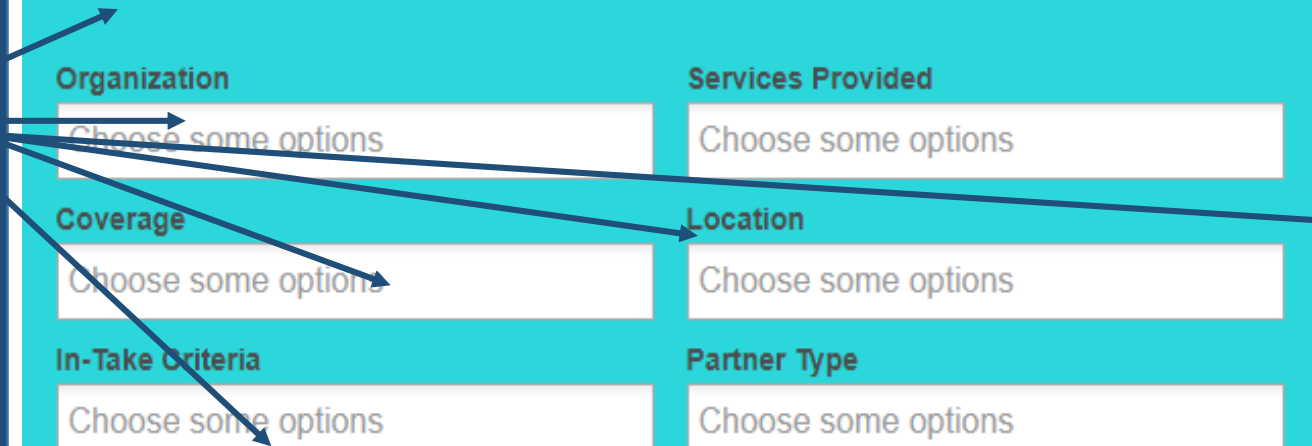
**Partner Type**

- Exclude Expired Service Locations
- Show Only Expired Service Locations

Reset

Services Page  
(for data entry and referrals)

You can search by service title, location, organization, population group.



## Services Page (for data entry and referrals)

You can search by service title, location, organization, population group.

In this example we will filter by the organization "IID". The tool will show all IID services – click the service based on location.

[+ Add a new service](#)

Search Title

**Organization**

**Services Provided**

**Accessibility**

**Coverage**

**Location**

**Population Group**

**In-Take Criteria**

**Partner Type**

Exclude Expired Service Locations  
 Show Only Expired Service Locations

[Reset](#)

Displaying 1 - 1 of 1

[Export to CSV](#)

IID [Edit Service](#) [Arabic](#) [Kurdish](#) [English](#)

### PROTECTION: Ninewa: 834

Ninewa > Non-Camp > Tilkaef > Markaz Tilkaef > Bysan

- PROTECTION > Child Protection > Case Management Services (Child Protection)
- PROTECTION > Gender Based Violence > Awareness Raising (GBV Prevention & Response)
- PROTECTION > Gender Based Violence > Case Management Services (GBV)
- PROTECTION > Gender Based Violence > GBV Safety Audits
- PROTECTION > Gender Based Violence > Psycho-Social Support
- PROTECTION > Gender Based Violence > Recreational and Vocational Activities
- PROTECTION > Gender Based Violence > Referral Pathways
- PROTECTION > Gender Based Violence > Training and Mentoring (GBV Prevention & Response) >
- Specialized GBV Service Providers PROTECTION > Gender Based Violence > Women Centers >

# Services Page (for data entry and referrals)

Once you click on the desired service, the tool will show you all the details, including the focal point details (which are not available on the public view); in this way you will be able to refer the case based on the listed service requirements.

Service Advisor Printer-friendly version

Kurdī

## PROTECTION: Ninewa: 834

Ninewa > Non-Camp > Tilkaef > Markaz Tilkaef > Bisan

**Services Provided:**

- PROTECTION > Child Protection > Case Management Services (Child Protection)
- PROTECTION > Gender Based Violence > Awareness Raising (GBV Prevention & Response)
- PROTECTION > Gender Based Violence > Case Management Services (GBV)
- PROTECTION > Gender Based Violence > GBV Safety Audits
- PROTECTION > Gender Based Violence > Psycho-Social Support
- PROTECTION > Gender Based Violence > Recreational and Vocational Activities
- PROTECTION > Gender Based Violence > Referral Pathways
- PROTECTION > Gender Based Violence > Training and Mentoring (GBV Prevention & Response) > Specialized GBV Service Providers
- PROTECTION > Gender Based Violence > Women Centers > Case Management Services (GBV)
- PROTECTION > General Protection > Awareness Raising (General Protection)
- PROTECTION > General Protection > Community Centers > Referral to Specialized Services or Assistance (General Protection) > MoDM Registration
- PROTECTION > General Protection > Community-Based Activities (Including peaceful co-existence)
- PROTECTION > General Protection > Protection Assessment (Community-level)
- PROTECTION > General Protection > Protection Monitoring (HH-level)
- PROTECTION > General Protection > Psycho-Social Support


**HOURS:** **START DATE / END DATE:**

Sunday:	0:04-0:09	Tuesday, January 1, 2019 - Saturday, August 31, 2019
Monday:	0:04-0:09	
Tuesday:	0:04-0:09	
Wednesday:	0:04-0:09	
Thursday:	0:04-0:09	
Friday:	Closed	
Saturday:	Closed	


**General information**

**Organization:** IID

**Location**



Location



**Office Information**

**Availability:** Sunday to Thursday

**Accessibility:** Home visits, Hotline and follow up home visit, Outreach, Referrals only, Walk-in, Walk-in & Outreach

**Documentations and Specific Needs**

**Legal Documents Required:** Nationality Certificate (Shehadat jinsiya), Civil ID Card, Birth certificate, Marriage/divorce certificate, Death or missing person certificate, Copy of ID document(s)

**Population Group:** No restriction

**Intake Criteria:** Open to all, Legal Needs (e.g. documentation, detention, family law, etc.), Psycho-social support needs, GBV survivors, Child at risk (e.g Children out of school), Unaccompanied or separated child, Youth/ Adolescents, Parent or caregiver, Persons with disabilities

**Referral and Feedback**

**Referral Method:** Telephone on a per case basis

**Referral Contact Name:** Ahmed Al-nuaimi

**Referral Contact Email:** ss.mosul@iidiraqi.org

**Immediate Next Step after Referral:** Beneficiary approaches receiving organisation, Follow up call by organization

**Response Delay after Referral:** Case by case basis

**Feedback Mechanism:** To be requested by the sending organisation, With consent of the beneficiary, Email to referring organisation, Phone call to referring organisation, Sending back signed Inter-Agency Referral Form (IARF)

**Feedback Delay:** Case by case basis

**Complaints Mechanism:** Complaints/feedback collection box in offices/community center

**Additional Information**

**More Info Link:** <https://www.facebook.com/%D8%A7%D9%84%D9%85%D8%B1%D8%A7%D9%83%D8%B2-%D8%A7%D9%84...>



**For technical support please contact:**

Ghassan Shehadeh – NPC

[SHEHADEG@unhcr.org](mailto:SHEHADEG@unhcr.org)

Skype – Ghassan87



# Thank you

*National Protection Cluster Team*