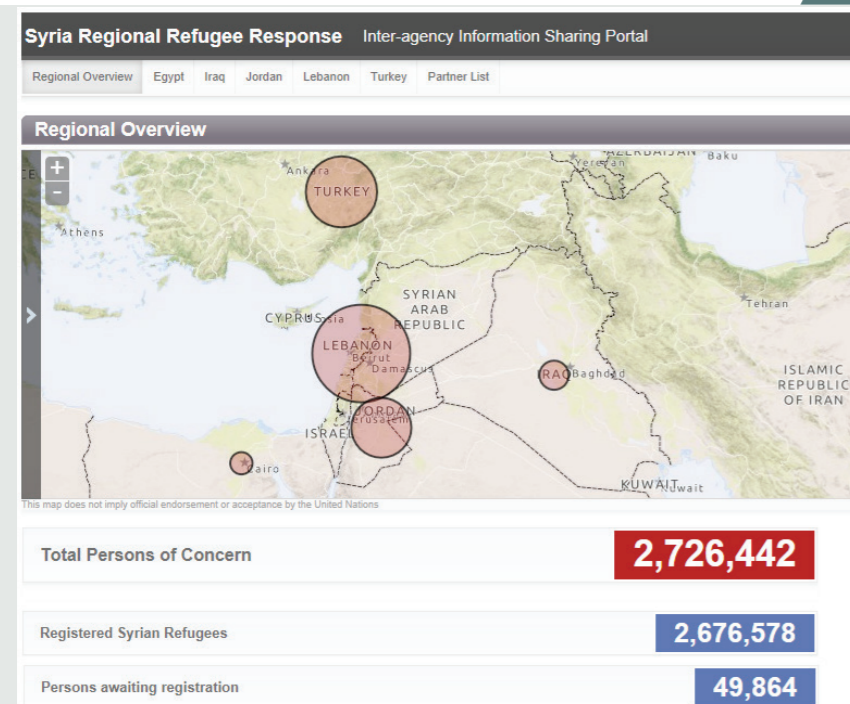


Through its Key Initiatives series, UNHCR's Division of Programme Support and Management (DPSM) shares regular updates on interesting projects that produce key tools, practical guidance and new approaches aimed at moving UNHCR operations forward.



Syria Emergency Portal / All portals are laid out in a user-friendly manner, allowing site visitors to easily navigate and capture key information at a glance. The landing page offers an overview of refugee operations. By selecting the different countries affected by the crisis, viewers can find more detailed information.

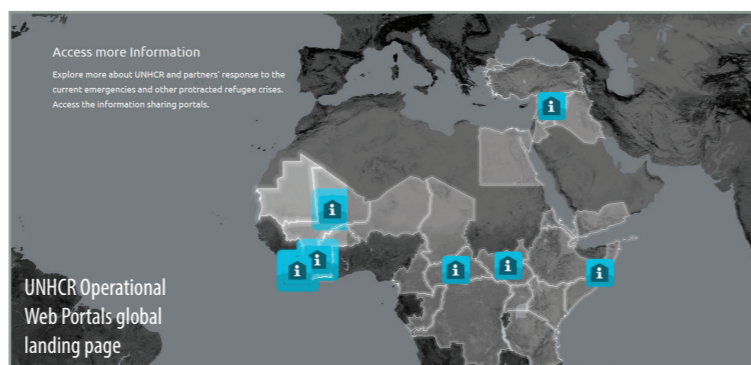
# Operational Web Portals

Access the Operational Web Portals for current operations at: [data.unhcr.org](http://data.unhcr.org)

## SHARING UP-TO-DATE OPERATIONAL INFORMATION

UNHCR'S Operational Web Portals cover all major emergency situations and are utilised as a key communication and coordination tool. They provide a platform through which detailed operational information can be shared among partners, donors, experts and staff.

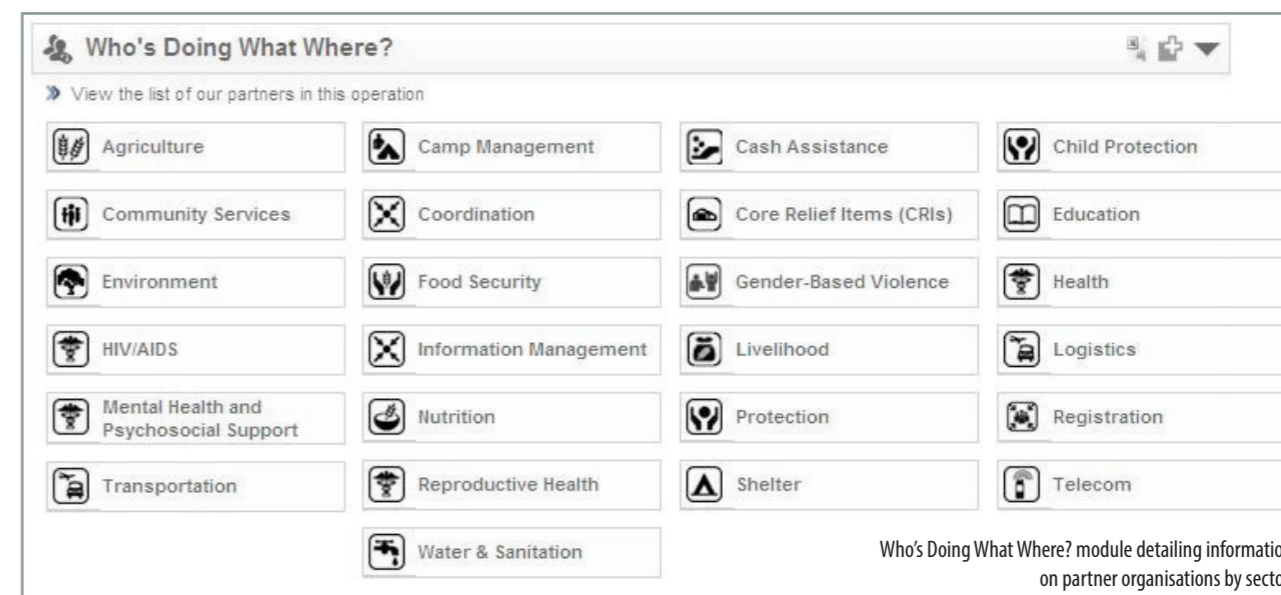
The Operational Web Portals fulfill an institutional responsibility to facilitate the sharing of detailed operational information. Anchored in



the *UNHCR Information & Data Management Strategy 2012-2014*, the portals have proven to be an authoritative source for up-to-date information during refugee emergencies, and they now act as web-based mirrors of the work and coordinated efforts on the ground.

The portals contain population statistics, operational highlights, partner details and information on who is doing what and where (the 3 W's). In addition, each portal includes a document repository for statistics, maps, needs assessments and fundraising

reports. Depending on the context, field operations activate different modules, allowing for the customization of the portal interface. The existing portals cover emergency operations and populations of concern in 27 countries.



## OBJECTIVES

The portals' primary objective is to make operational-level information available quickly and predictably to UNHCR staff and partners during on-going crises.

The portals allow staff and partners to:

- Work from a common set of data and information about the operation or location
- Facilitate the sharing of relevant operational and sector information and data
- Promote coordination with partners by providing a dedicated space for sectoral working groups
- Understand the critical issues in a particular operation or field location
- Make informed and reliable operational decisions

## ONGOING IMPROVEMENTS

In response to evolving operation requirements, UNHCR continually updates and enhances the Operational Web Portals by providing new modules, better design and improved functionality for users.

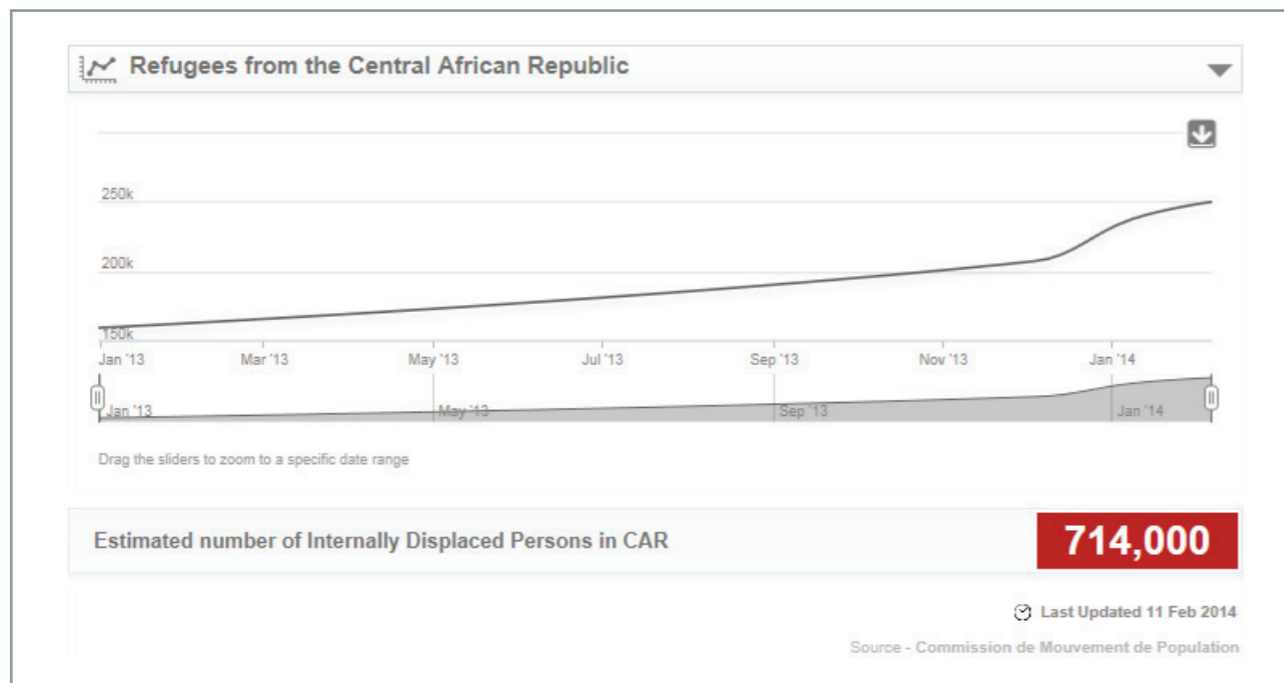
New developments in the coming months include improved design and mapping functionalities as well as data structures and aggregation. Closer integration with other UNHCR systems and those of other agencies, including OCHA's humanitarian information management systems, is also a priority.

## STREAMLINED DATA UPDATES

In an effort to make data more readily available to partners and UNHCR's external webpages, a public Application Programming Interface (API) was released in March. This new interface allows partners and UNHCR to integrate real-time population data from the portals into their own websites or online

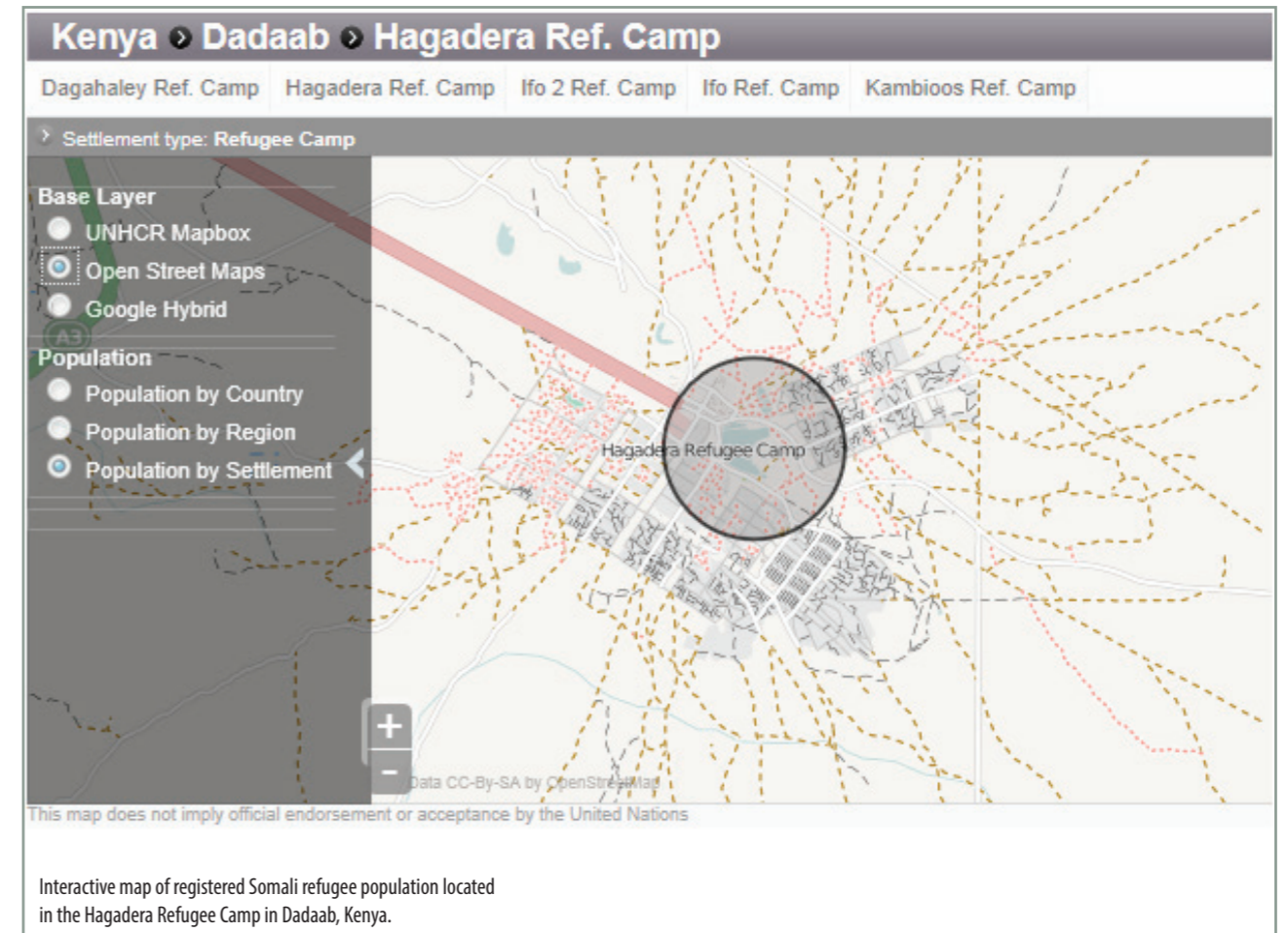
applications using an automated process. The API streamlines the data export process and ensures access to up-to-date consistent datasets from the portals.

To set up the API, please visit: [http://data.unhcr.org/wiki/index.php/API\\_Documentation](http://data.unhcr.org/wiki/index.php/API_Documentation)



## WHAT'S NEW?

- Global landing page to access all portal sites
- Multiple language enhancements, including French and Arabic (Syria Emergency Portal)
- Raw population data available for download
- Population data reporting template, aligned to the Excel data collection tool
- Population data filters to manage data on different population groups and types to aggregate figures
- Ability to display information by 'Working Groups', organized into a combination of sectors, themes and geographic areas
- Improved 'Arrivals' module, displaying refugee arrivals on a daily, weekly, and monthly basis
- New module to display 'Key Response' figures, which highlights specific figures relevant in an operation
- RSS feed module to display information feeds from external websites
- Revised donor module



The portals are best viewed in the latest versions of internet browsers such as Chrome, Firefox and Internet Explorer 9 and have been modified to fit the screens of mobile devices such as smart phones and tablets.

## MORE INFORMATION

For more information or suggestions, please contact the Information Management team in DPSM's Field Information and Coordination Support Section (FICSS): [HQIM@unhcr.org](mailto:HQIM@unhcr.org)

You may also submit your feedback directly through: [webportal@unhcr.org](mailto:webportal@unhcr.org)

## CURRENT PORTALS

- Central African Republic
- Côte d'Ivoire
- Horn of Africa Emergency
- Liberia
- Sahel Emergency
- South Sudan Emergency
- Syria Emergency