

COVID-19 Partners Platform User Guide (Pillars 1-9)

Last updated: January 20 2021

Please note that **emergency responses are dynamic by nature**. As such, please note that some features of the Platform, as well as this document, will be **continuously updated**. This document will be updated regularly as new features are added but may not capture all new features.

Table of Contents

FOREWORDS AND NOTES	2
COUNTRY INFO	2
COUNTRY STATUS.....	2
<i>Transmission Classification</i>	3
<i>Capacity level</i>	4
COUNTRY USERS.....	4
AFFECTED AREAS (OPTIONAL).....	7
COUNTRY PLANS.....	8
<i>Country Plans' Budgets</i>	8
<i>Country Plans' Documents</i>	9
ACTION CHECKLIST	10
COUNTRY RESOURCE NEEDS	12
RECORDING RESOURCE NEEDS.....	12
RESOURCE TRACKING	14
RESOURCE TRACKING TABLE VIEW.....	14
<i>Country-level Users: View and attribute contributions</i>	14
<i>Donors/Contributors: add new contributions</i>	15
CONTRIBUTIONS OVERVIEW.....	16
SUPPLY PORTAL	17



Forewords and notes

This document is intended to provide guidance for users of the COVID-19 Partners Platform (also referred to as “Partners Platform” or simply “Platform”) **engaging with Pillars 1 through 9. To learn more about uploading and reviewing National Deployment and Vaccination Plans (NDVP), the information you seek is in a separate Pilar 10 (P10) user guide.**

- A Frequently Asked Questions document is also available on the “Support” page of the Platform: <https://covid-19-response.org/support>
- This document is intended for country-level users and donors. The Platform has additional functionality for regional users, such as the Region Info tab and the Region Resource Needs tab, which generally mirror the country-level tabs. This document can be used as a reference for regional-level users, with the understanding that some features may differ slightly.
- If you encounter any difficulty in accessing the COVID-19 Partners Platform, please contact the Partners Platform Support desk covid19-platform-support@who.int.

Country Info

Under the Info tab, all information related to Country Status in terms of Transmission Classification and Capacity level as well as a repository of key documents (plans, review, budget, etc.) are recorded. In addition, this is where the list of users can be seen and managed by admin users.



Country status



In this tab, the Partners Platform seeks to create an initial assessment of a country's situation using two metrics: **Transmission Classification** and **Capacity Level**.

Transmission Classification



The screenshot shows a dropdown menu for 'Transmission classification'. The selected option is 'Clusters of cases'. A question mark icon is visible in the top right corner of the dropdown box.

<u>Purpose:</u>	Transmission Classification influences appropriate actions to guide the public health response at a country or sub-country level.
<u>Action for Country Admins:</u>	Select Transmission Classification
<u>Update process:</u>	Update Transmission Classification as it changes

Transmission Classification is based on a process of country/territory/area self-reporting. Classifications are based on the highest category reported. Differing degrees of transmission may be present within countries/territories/areas. Categories include:

- **No cases:** with no confirmed cases;
- **Sporadic cases:** with one or more cases, imported or locally detected;
- **Clusters of cases:** experiencing cases, clustered in time, geographic location and/or by common exposures;
- **Community transmission:** experiencing larger outbreaks of local transmission defined through an assessment of factors including, but not limited to: large numbers of cases not linkable to transmission chains; large numbers of cases from sentinel lab surveillance; and/or multiple unrelated clusters in several areas of the country/territory/area;

Capacity level



Purpose:

Capacity Level provides an indication of country ability to scale health response.

Action for Country Admins:

No action required for updating **Capacity Level**

Detail:

Capacity Level is sourced from WHO Country preparedness and response status for COVID-19:

- The operational readiness index (levels 1-5) was aligned with the WHO International Health Regulations (IHR) States Parties Annual Reporting (SPAR) benchmarks capacity levels: Level 1 ≤20%, Level 2 ≤40%, Level 3 ≤60%, Level 4 ≤80%, and Level 5 >80%. The categorization itself takes into consideration additional factors relevant for managing the risk of COVID-19.

Country users

Role	First Name	Last Name	Entity	Activity Permissions	Invited By ?	Accepted ?	Invite Sent ?	Active ?
------	------------	-----------	--------	----------------------	--------------	------------	---------------	----------

Note: all Platform users (countries and contributors/donors) have viewing privileges for all countries.

Purpose:

Repository of all users with admin/edit/view privileges at a country level





Ready • Set • Go

partnersPLATFORM

FOR HEALTH IN EMERGENCIES

<u>Action for Country Admins:</u>	Invite new users (Country Admins, Country Partners and Viewers), edit access rights of existing country users, or deactivate existing country users
<u>Update process:</u>	Regularly review access status of existing users and add new users as new requests are received
<u>Detail:</u>	Definition of roles and access status below

There are three roles for country-level users.

- **Viewers** – can view and download information entered on the platform
- **Country Partners** – ability to edit Action Checklist and Resource Needs for specified pillars and can view and download information entered on the Platform
 - Country Partners can include implementing partners
- **Country Admins** – manage country user accounts at every level, ability to edit country inputs for every pillar, ability to view and download information entered in the Platform
 - Generally, UN Country Teams and WHO Representatives are invited to select and communicate with identify Country Admins, considering the following criteria:
 - Recommend three Country Admins per country: one UN Office of Resident Coordinator (RCO) team member, one WHO Country Office (WCO) team member, and one government representative (e.g., Ministry of Health official)
 - Responsible for the information entered on the Platform for their country, including resource needs
 - Should have hands-on experience handling the country planning and response plans for COVID-19
 - Can be the appointed lead planner(s) for the COVID-19 response

Additional user types can be invited and approved by Global Admins:

- **Global Admins** – monitor activity on the Platform and manage global user accounts



Ready • Set • Go

partnersPLATFORM

FOR HEALTH IN EMERGENCIES

- **Regional Admins** – monitor activity on the Platform for their region and approve country-level resource needs
- **Donors** – responsible for entering contributions pledged or made, invited by Global Admins

	User type	Accessibility		Organization examples
		Invitation privileges – User type can ...	Permissions – User type can ...	
More access ↑ ↓ Less Access	Global Admin	<ul style="list-style-type: none"> • Though User Settings (Global Admin Area) and on Country Info Page: invite and edit any user type (incl other Global Admins) • Edit permissions of Country Partners 	<ul style="list-style-type: none"> • View and edit all country and donor pages • Approve new organizations to the Platform • Access Global Admin Area for monitoring activity on the Platform 	<ul style="list-style-type: none"> • WHO
	Country Admin	<ul style="list-style-type: none"> • On Country Info Page: invite and edit other Country Admins, Country Partners and Viewers for respective country • Edit editing permissions of Country Partners for editing relevant Pillars 	<ul style="list-style-type: none"> • View and edit own country pages (Country Info, Action Checklist and Resource Needs) • View other country pages and donor page 	<ul style="list-style-type: none"> • WHO Representative • Resident coordinator • MoH / MoPH
	Country Partner	<ul style="list-style-type: none"> • On Country Info Page: invite and edit Viewers for respective country 	<ul style="list-style-type: none"> • View and edit own country pages (Country Info, Action Checklist and Resource Requests) except Country Status and Country Plans, and only when editing permission for relevant Pillars are given • View other country pages and donor page 	<ul style="list-style-type: none"> • MSF • UNICEF • OCHA • UNFPA
	Donor	<ul style="list-style-type: none"> • Cannot send invitations 	<ul style="list-style-type: none"> • Access and edit donor page (Contributions) • View all country pages 	<ul style="list-style-type: none"> • World Bank • European Investment Bank • Islamic Development Bank
	Global Viewer	<ul style="list-style-type: none"> • Cannot send invitations 	<ul style="list-style-type: none"> • View all country and donor pages • Access Global Admin Area for monitoring activity on the Platform 	<ul style="list-style-type: none"> • WHO • UN
	Viewer	<ul style="list-style-type: none"> • Cannot send invitations 	<ul style="list-style-type: none"> • View all country and donor pages 	<ul style="list-style-type: none"> • Others

Figure 1. Partners Platform user groups vary greatly one from the next. See here how!

Four action status columns to describe status of user access:

- **Invited by** – indicates if user invitation email was triggered by Global Admin or Country Admin
- **Accepted** – indicates if user has accepted invitation email and successfully logged into Platform
- **Invite Sent** – indicates if invitation email has been sent to user; can be triggered by:
 - User requested access on Platform landing page and was approved by Country Admin or Global Admin
 - Country Admin directly invited user using an Approved Organization
 - Country Admin directly invited user using an Unapproved Organization,





Ready • Set • Go
partnersPLATFORM
FOR HEALTH IN EMERGENCIES

- which Global Admin then approved in order to send invitation email
- Global Admin directly invited user using an Approved Organization, or by approving a new organization
 - **Active** – user’s status has not been deactivated (all users are ‘Active’ by default)

Users must belong to an ‘approved’ organization in order to be invited to the Platform:

- **Approved organization** – organization has been previously submitted and approved by a Global Admin
 - Includes: WHO, most multi-laterals and UN agencies, many non-government organizations and non-profits
 - Generally, excludes: private companies, universities
- **Unapproved organization** – organization has not yet been approved by a Country Admin or Global Admin
 - Note: names of ‘approved’ organizations must match exactly – you can try searching for organization by full name or by acronym as one version of the organization name might already be approved (e.g., ‘PAHO’ instead of ‘Pan American Health Organization’)

Affected areas (optional)

Affected Areas ?

Note: using Affected Areas feature is optional, and should be used when countries wish to highlight sub-national specific actions and resource needs.

<u>Purpose:</u>	Each Affected Area added will have option to complete own Action Checklist and Resource Needs if desired
<u>Optional Action for Country</u>	Add sub-national areas as Affected Areas to track differentiated risk





Ready • Set • Go
partnersPLATFORM
FOR HEALTH IN EMERGENCIES

<u>Admins:</u>	levels, capacity levels and responses
<u>Update process:</u>	Update with new Affected Areas as needed (e.g., risk levels changing by area, response plans changing by area, engaging new areas)
<u>Detail:</u>	List options for Affected Areas (Admin Levels 1 and 2) are pre-populated by WHO

Country Plans

Country Plans' Budgets

[Budget Overview ?](#)

Note: It is understood that a) emergency responses are dynamic by nature and that plans and budgets may be outdated as soon as they are submitted due to rapidly evolving response efforts'; b) budgets may overlap between plan types due to national planning processes.

You do not need to adjust your budgets to account for overlaps.

<u>Purpose:</u>	Budgets are used to understand context of resource needs and status of planning process. Budgets are not assumed to represent additional resource needs <ul style="list-style-type: none">• It is understood that resource needs can at times be higher than the budget. The Platform allows for countries to change budgets and resource needs as appropriate• For example – a budget may not include costing for the recently added Pillar 9. In this case, it is still okay to upload the budget now without Pillar 9, and then update the budget later once Pillar 9 is added
<u>Action for Country Admins:</u>	As available, enter the Total Budget for each type of plan (see below) in



Ready • Set • Go

partnersPLATFORM

FOR HEALTH IN EMERGENCIES

Update process:

Detail:

USD. It is important that Budgets are entered for all types of plans.

Update inputs as budgets are updated

Budgets are requested for four plan types:

- **National Plans** – as prepared by national government (e.g., COVID-19 national government response plan, Socio Economic Response Plan (SERP), Pandemic Influenza Preparedness Plan (PIPP), National Action Plans for Health Security (NAPHS), etc.)
 - **Note:** National Plan frequently includes assistance not only by the UN but from other international actors as well
- **Inter-agency Plans** – plans prepared and implemented by multiple agencies together (e.g., UN agency plan, UN Socio Economic Response Plan, Humanitarian Response Plan)
- **WCO Plan** – WHO Country Office plan
- **Other Plan** – existing communications plans, risk plans, immunization and other specialized plans for COVID-19, etc. or plans from other agencies (e.g., International Federation of Red Cross and Red Crescent Societies (IFRC))
-

Country Plans' Documents

Strategic Preparedness and Response Plan ?	▼
National/Subnational Plan: 0 Multiagency Plan: 0 WHO Country Office Plan: 0 Other Agency Plan: 0	
Socio-Economic Response Plan ?	▼
Global Humanitarian Response Plan ?	▼
Other Strategies and Plans ?	▼



Ready • Set • Go

partnersPLATFORM

FOR HEALTH IN EMERGENCIES

<u>Purpose:</u>	Serves as a repository for all available plans. This feature can be used for information sharing between partners and between country and regional offices
<u>Action for Country Admins:</u>	As available, upload each type of plan
<u>Update process:</u>	Update submitted documents as new versions are made available

Action Checklist

The **Action Checklist** is a tool that translates strategic objectives from the SPRP and WHO technical guidance in a list of high-level actions that can be implemented at a country level. This new version of the Action Checklist is driven by a country perspective for the coming 6 to 12 months and reflect country reality and diversity of context.



<u>Purpose:</u>	To support planning and monitoring of COVID-19 preparedness and response actions that have been planned and implemented, mirroring the recommended actions in the Strategic Preparedness and Response Plan and Operational Planning Guidelines .
<u>Action for Country Admins:</u>	<ul style="list-style-type: none">• Record action items as Planned if they are included in your one or more of your plans by ticking boxes next to each item within each Action Checklist Pillar• Record action items as Implementing if implementation has started or is underway – and is not fully operational - by ticking boxes next to each item within each Action Checklist Pillar• Record action items as Completed if the action is achieved and fully operational (even if the action is ongoing or recurrent by nature) by ticking boxes next to each item within each Action Checklist Pillar• Save updates within each Action Checklist Pillar by selecting Assessment Type and Save





Ready • Set • Go

partnersPLATFORM

FOR HEALTH IN EMERGENCIES

Update process:

- Assessment Type will usually be **Self-Assessment**

Update regularly as new **Action Items** have been included in plans or implemented

- **Note:** Changes made to Action Checklist are tracked in an 'Assessment History' section, enabling users to see name of user and history of changes made

Detail:

The Action Checklist captures the more than **150 prioritized action items** for countries to conduct across 9 pillars of public health including continuity of essential health services.

- Blank checkboxes indicate that action is either not yet included in a country plan or not yet in implementation or completed.
- Within each **Pillar**, recommended **Action Items** are categorized by three sequential steps
 - **Action Items** do not need to be completed in order, although the three sequential steps are offered as a guide to help countries prioritize
- The status circle color will update based on actions completed:
 - **Purple** – action items remaining in Steps 1 or 2
 - **Blue** – action items remaining in Step 3, all actions completed in Steps 1 and 2
 - **Green** – all action items completed
- Some **Action Items** may be “greyed out” based on the country’s selected **Risk Level**
 - These **Action Items** have been deemed less relevant for countries with specific **Risk Levels**

Optional Page Features

- Download PDF checklists for offline completion and share with partners as background document for discussion
- Download Excel reports of percent actions completed by pillar
- Track changes of Country Admins and/or Partners who had recorded actions completed
- Access reference guides for each Pillar



Country Resource Needs



Recording Resource Needs

[Country Resource Needs ?](#)

Note 1: **Resource Needs** tab is not intended to be a transactional tool. It will not result in supplies or personnel directly delivered and does not replace any existing mechanisms for requesting resources directly from donors or contributors.

Note 2: It is understood that emergency responses are dynamic by nature and that country resource needs may be outdated as soon as they are submitted due to rapidly revolving response efforts. Please share the most up-to-date resource needs available and revisit the Partners Platform regularly to update as needed.

Purpose:

Identifying resource needs supports COVID-19 data transparency and resource allocation

- Countries can use **Resource Needs** tab to calculate resource needs by leveraging pre-populated budget line items
- Countries can highlight resource needs to donors and contributors on the Platform
- Note: WHO Supply Portal requires countries to have secured funding to submit request for essential supplies. Please refer to the **Supply Portal** tab to submit requests for essential supplies
- In aggregate, **Resource Needs** tab helps donors and contributors understand global needs, so they can respond accordingly and allocate their contributions appropriately



Ready • Set • Go

partnersPLATFORM

FOR HEALTH IN EMERGENCIES

Action for Country Admins:

- Quantify and track country's draft resource needs in USD, split by categories:
 - Plan type (e.g., National Plan, Inter-agency Plan, WCO Plan, Other Plan)
 - Public Health Pillar
 - Expenditure Type
 - Implementing Partner
- Please refer to [Resource Needs User Guide](#) for step-by-step instructions for how to add detail for new resource needs
- Review with appropriate stakeholders and change **Status** ('pencil' icon) to **Validated** as appropriate
 - Appropriate stakeholders for reviewing Resource Needs will differ by country and plan type, but may include: government representative, UN Country Team, WHO Representative, WHO Regional Office, etc.

Optional Action for Regional Admins: Update process:

- Review **Resource Needs** submitted and change status to **Validated** as appropriate
- Add new **Resource Needs** as country plans or budgets are updated
- Update status of existing **Resource Needs** to **Received** as funding is received
- Users must select associated plan type for each resource need: National Plan, Inter-agency Plan, WCO Plan, Other Plan
 - In cases where Resource Needs appear in both National Plan and WCO plan, users should select:
 - **Plan type:** National Plan
 - **Implementing partner:** WHO (or WHO regional office, WHO country office)
- Do **not** submit duplicate entries for the same Resource Needs
- Users will be alerted if submitted Resource Needs are higher than submitted budgets (from Country Info tab)
 - **This is okay** and it is understood that this may happen given the fast-evolving nature of emergency responses – it is easy to resolve:

Detail



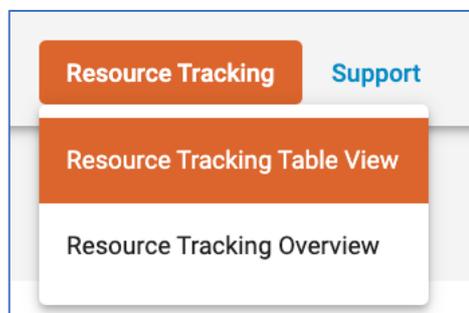
Ready • Set • Go

partnersPLATFORM

FOR HEALTH IN EMERGENCIES

- Input the reason for the difference when prompted (e.g., plan budget is outdated) Or adjust the country plan budget on the **Country Info** tab
- Three status options for uploaded Resource Needs:
 - **Proposed/Submitted** – default status for newly uploaded Resource Needs; signifies that Resource Need has not yet been reviewed/approved
 - **Validated/Reviewed** – signifies that Resource Need has been reviewed and approved
 - Note – appropriate stakeholders for reviewing Resource Needs will differ by country and plan type, but may include: government representative, WHO Representative, WHO Regional Office, etc.
 - **Received** – signifies that funding for Resource Need has been received

Resource tracking



Resource Tracking Table View

Country-level Users: View and attribute contributions





Ready • Set • Go
partnersPLATFORM
FOR HEALTH IN EMERGENCIES

Purpose:

Resource Tracking tab shares detail of all contributions made to COVID-19 response efforts on a global scale, providing transparency for countries to understand the sources and availability of funding. It also helps donors/contributors understand and re-balance allocations of global contributions as needed.

Action for all Users:

View, search and export global contributions for COVID-19 response

Action for Country Admins:

- Allocate and attribute contributions received (details below)

- Option to add new contributions with country as recipient

Update process:

Update as new contributions are received or allocated

Detail:

- Country Admins can allocate contributions destined for country by making “sub-contributions” (by selecting **Add Sub-Contribution** for the item) and then inputting a set of information, including:
 - **Amount** – option to allocate only a portion of the total resource contribution (e.g., if necessary to allocate to different plans/entities)
 - **Destination details** (e.g., entity, destination plan – SPRP, GHRP, SERP etc)
 - **Contribution use** (e.g., public health Pillar, socioeconomic or other)
 - **Contribution status** (e.g., commitment, delivered)
- All users can view, search and export **Resource Tracking** information
 - Platform is intended to capture any contribution type – flexible, earmarked, financial or in-kind
 - Searchable by contribution source, destination or characteristics

Donors/Contributors: add new contributions

Purpose:

Resource Tracking tab creates transparency for donors and country-level users to see global contributions made in support of COVID-19 response efforts. Adding contributions here supports that global coordination





Ready • Set • Go

partnersPLATFORM

FOR HEALTH IN EMERGENCIES

Action for all Users:

Update process:

Detail:

- Add committed and delivered contributions to COVID-19 response efforts
- Update as status of existing contributions change or to add new contribution
- Add new contributions and include requested information:
 - Source details / destination details / general characteristics
 - Amount in USD
 - Destination details (e.g., entity, destination plan: SPRP, SERP, GHRP, etc.)
 - Contribution use (e.g., public health Pillar, socioeconomic or other)
 - Contribution status (e.g., commitment, delivered)
 - If contribution is an allocation of funds received from another global donor (e.g., World Bank donated funds to WHO-HQ who then donates funds to a specific region), then add contribution details as a **Sub-Contribution** under original contribution

Contributions Overview

Purpose:

Resource Tracking tab creates transparency for donors and country-level users to see global contributions made in support of COVID-19 response efforts

Action for all Users:

View, search and export global contributions to the COVID-19 response efforts





Ready • Set • Go
partnersPLATFORM
FOR HEALTH IN EMERGENCIES

Supply Portal

UN COVID-19 Supply Chain Task Force - ensuring essential supplies for countries in need.

Secure Login

Request Access

The COVID-19 Supply Portal is a purpose-built tool to facilitate national authorities and all implementing partners supporting COVID-19 National Action Plans to request critical supplies, and is accessible through the Partners Platform. Access to the Supply Portal is limited to a subset of users of Partners Platform. More information on the Supply Portal is available on the WHO website:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/strategies-plans-and-operations>

