Resources for COVID-19 response

March 17, 2020

The Digital Impact Alliance offers some resources we and our partners have developed that could be of use during this critical, global response to the COVID-19 pandemic. Here are three ways:

1. Reach populations with important health and safety information through mobile messaging—simply, quickly, and affordably
2. Understand population demographic shifts through mobile network operator data analytics
3. Innovate and deploy digital solutions responsibly with the Principles for Digital Development

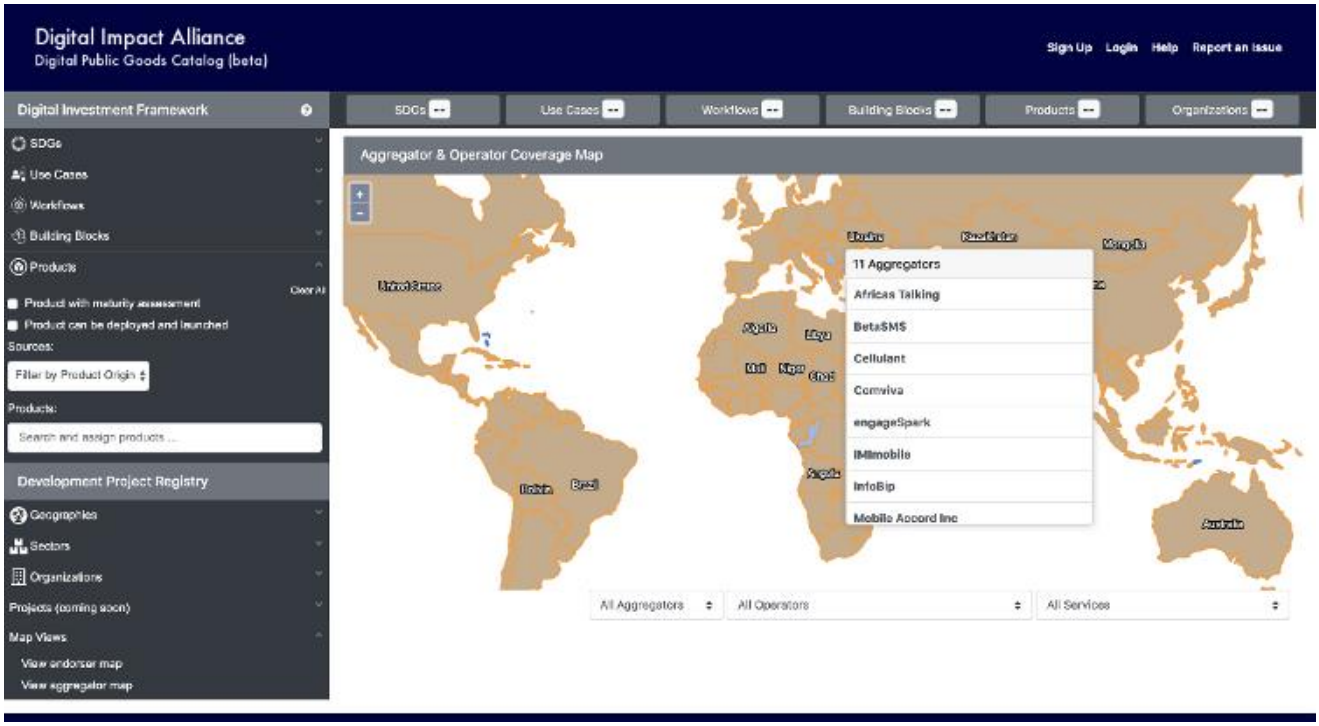
Reach populations with important health and safety information through mobile messaging—simply, quickly, and affordably

Please contact Tanvir Singh Natt, based in Nairobi, Kenya at tsinghnatt@digitalimpactalliance.org for more information.

Misinformation about the symptoms, transmission, and prevention of the virus is one of the biggest challenges facing response and control efforts. You can get your COVID-19 response messaging set up simply and affordably. Mobile messaging aggregators are the middleman between an organization and the mobile network operator. They set up the services and contracts so you don't have to, and they operate worldwide. You can access how (and whether) to work with mobile aggregators using **this guide**. Whether you decide to work directly with operators or through an aggregator, DIAL can also help you **select the appropriate types of mobile channels** you might want to consider in your public health messaging campaign through this tool.

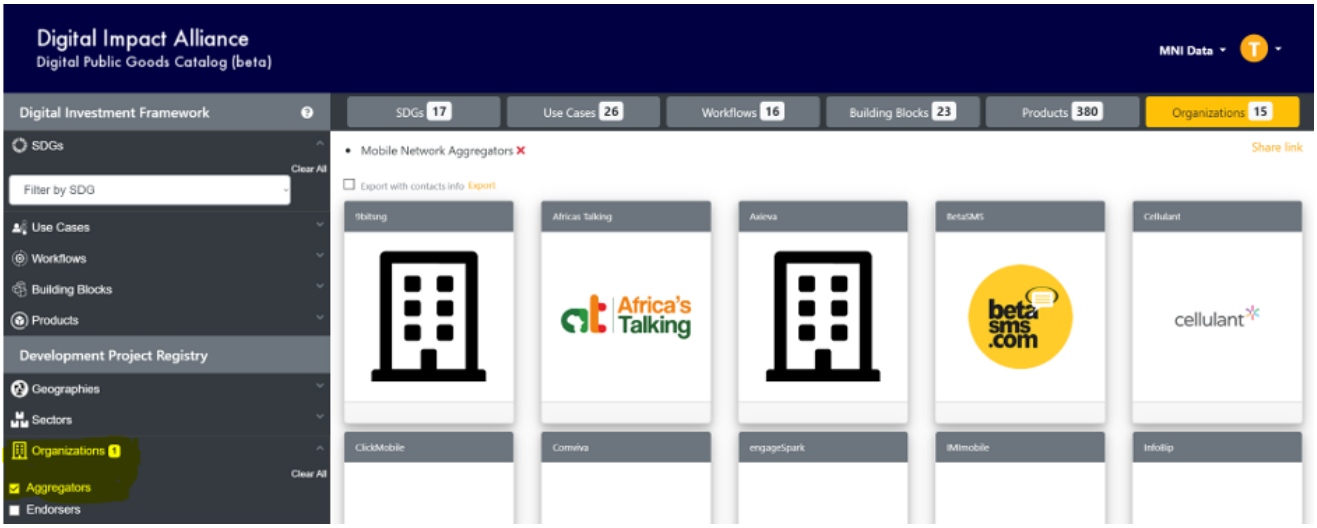
DIAL has developed an online catalogue that lists mobile network service integrators that provide mobile service delivery around the world and services offered. **This resource** can help users understand which mobile channels are available in a specific geography. On the map page, click on a country to show which aggregators work in that country. Click on an aggregator in that list to see detailed information about the services that they offer and which network operators they partner with:

Figure 1. Mobile Aggregator World Map



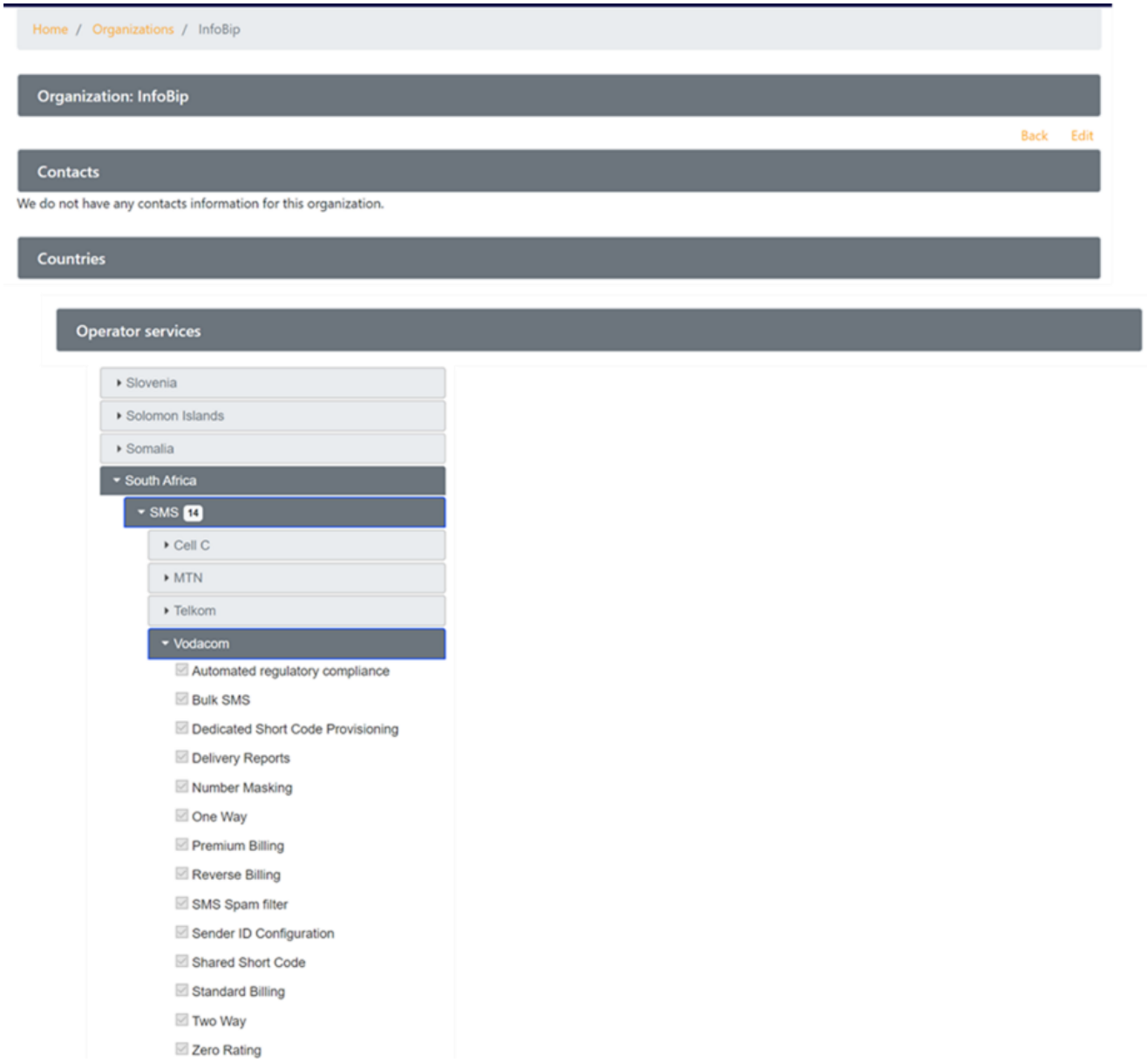
Alternatively, this link will display a page that shows all of the mobile aggregators in the catalogue. Select any aggregator to see which countries an aggregator works in, which mobile network operators they partner with, and the specific service offerings that they provide.

Figure 2. Select "Organizations" on the navigation tab to view aggregator database.



Click on an aggregator to view countries covered. For more details, click on the specific country under "Operator Services" to view mobile channels and Mobile Operators available.

Figure 3. Drill down to view country level service availability.



Understand population demographic shifts through mobile network operator data analytics

Please contact Rachel Sibande at rsibande@digitalimpactalliance.org for more information and for connection with our technical partners, Flowminder, OPAL and Infosys as potential surge capacity at country level.

Do you need to know where at risk populations are moving in aggregate to predict delivery of supplies or establish care stations? Mobile network operator (MNO) data can be integrated with other existing data sources to complement traditional disease surveillance approaches in a safe and responsible way.

DIAL has worked with government, non-governmental organizations, and MNO partners to use data analytics from mobile networks to understand population mobility patterns. These data analytics, when combined with traditional public health surveillance systems data, can be used to forecast population size to get a more accurate denominator and understand movement patterns of people to predict where supplies should be distributed. For example, aggregate analytics from MNO data has been successfully used by the Government of Malawi, to establish where health services should be delivered in the country. These data analytics are accessible now for any NGO operating in Malawi upon request from the Ministry of Health. Please note that these analytics cannot be used to track individuals and is not useful in epidemiological "track and trace" surveillance.

We are also piloting this approach in other countries with partners including Tanzania, Mozambique, Uganda, Senegal, Colombia, Nepal, Haiti among others. Similar data may be available in the coming months and/or a similar approach may be deployed elsewhere with DIAL and partner support if of interest to your missions or partners.

Innovate and deploy digital solutions responsibly with the Principles for Digital Development

Please contact Allana Nelson and sconrad@digitalimpactalliance.org for help finding resources or thinking about use of the Digital Principles in designing response efforts.

Are you designing or deploying a new digital or data tool in response to Covid-19? Especially in a time of crisis, it is important to bear in mind the Principles for Digital Development (https://digitalprinciples.org) in developing an appropriate digital response. While speed and action are critical, the Principles reminds us that the response still needs to – among other things - leverage existing efforts from the ecosystem and address privacy and security considerations of those being reached. As the steward of the Principles, DIAL can help countries or organizations find tools that already exist or who are considering rapid responses or deploying new tools in fragile contexts.