Connecting the Information Dots

A Webinar Series for International Not-For-Profit Organizations
<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Topic</th>
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<tbody>
<tr>
<td>Tues, Oct 13 @ 11:30AM – 12:45PM ET</td>
<td>Customizing DHIS For Nonprofits, Part II – Technical Deep Dive</td>
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<td>Tues, Nov 10 @ 11:30AM – 12:45PM ET</td>
<td>CSPro - The US Census and Survey Processing System</td>
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<td>Tues, Dec 08 @ 11:30AM – 12:45PM ET</td>
<td>Information Security</td>
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Webinar Recording

• We’ll be recording the webinars in our series
• We’ll make these recordings available to those who attended the webinars first, and then to the general public
Questions

• Type your questions in the QUESTIONS box of the control panel. We’ll ask the presenters to respond to timely questions during their presentation. We’ll address the rest of the questions at the end of webinar.

• By default, your microphone is muted. Because we have so many attendees, we’ll keep everyone muted throughout the webinar.
Today’s Webinar

Customizing DHIS2 For NonProfits, Part II – Technical Deep Dive

Presenters
Dr. Gillian Kerr, President, LogicalOutcomes
Martha McGuire, Director, LogicalOutcomes
Steven Uggowitzer, Principal, Entuura Ventures

Moderators
William Lester, Executive Director, NPOKI
Igal Rabinovich, CEO, n-Village
Let’s Take a Quick Poll!

- We want to learn about your organization
- We want to learn about your organization’s use/understanding of DHIS2
About us

LogicalOutcomes is a nonprofit organization based in Toronto, Canada. We provide evaluation and consulting to support collective impact through shared measurement systems. We’re all about open access.

Dr. Gillian Kerr is an organizational psychologist specializing in information systems for evaluation. She is leading the development of the DHIS2 Quick Start service.

Martha McGuire is the founder of Cathexis Consulting, one of Canada’s largest evaluation firms. She was formerly President of Canadian Evaluation Society at the provincial and national levels and has carried out over 130 evaluations. She teaches evaluation at Ryerson University.

Steven Uggowitzer has led several major DHIS2 implementations including Kenya’s national health information system. He will provide the technical architecture and hosting for DHIS2 Quick Start implementations.
Recap and Introduction
What we’re covering

Last webinar: Customizing DHIS2 for nonprofits: It’s not just about the software

- Why monitoring and evaluation projects tend to fail
- Comparison of M&E software, and the advantages of DHIS2
- Overview of DHIS2 – where it is being implemented, and some new features
- Problems with DHIS2 – its complexity
- Our intention to use a ‘Quick Start’ approach to lower complexity for nonprofits

This webinar: Getting under the surface

- What are the real costs of DHIS2 implementation?

  A budget is like x-ray vision – it lets you see how a project is structured and where the effort is invested

- What are the tradeoffs?

  By looking at budget elements – what we included and what we left out of a sample DHIS2 implementation – you can get an insight about what might be important to your organization

*See white paper posted at https://github.com/gilliankerr/dhis2-indicators: A monitoring and evaluation platform for nonprofits: DHIS2 Quick Start
We identified about 35 software programs through searches on the web, discussion forums and recommendations from nonprofits and narrowed them down to 24 after an initial review. Where possible we requested information from their respective vendors; not all of our questions were answered so there are many gaps in the table. Only 2 programs satisfied all criteria, and only one of them (DHIS2) was well-tested and mature.

<table>
<thead>
<tr>
<th>Software</th>
<th>Minimum features</th>
<th>Additional features</th>
<th>Open source</th>
<th>Frequently updated (at least twice a year)</th>
<th>Large community of developers</th>
<th>Posted roadmap</th>
<th>Used successfully by at least three large NGOs over multiple countries and projects</th>
<th>Can be configured and revised mostly without a software developer</th>
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This table is a simplified summary of our analysis. We used a set of clearly defined tasks to test each software platform. In some cases the platform passed some elements of the test but not others (and was scored with an x and y). We rejected software once we established that they failed in at least one of the 12 key requirements.
DHIS2 is an open M&E platform

From http://www.slideshare.net/dhis2/global-citizen2
Components of any shared measurement system

*Indicators* - Indicators should be defined using international metadata standards.

*Report templates and dashboards* - Standard data visualizations, reports and dashboards should be easy to create by managers.

*Data collection tools* - Survey questions and data collection forms should be easy to create, and should build on existing banks of data elements.

*Coaching and setup* - The design and setup of the system should involve close collaboration with agency staff. By the end of the initial launch, staff should be independent of any specific vendor.

*Data warehouse* - Service data should be stored in encrypted databases on secure servers. Data may be imported from other systems, combined, and exported in various formats.

*Standard disaggregations* - The system should provide standard options for categories like age groups, sex and other demographic characteristics. Staff should be able to create additional disaggregations.

*Technical support* - Agencies should have access to levels of technical support (basic to advanced) at a predictable and reasonable cost.
Why Quick Start?

How can DHIS2 be made affordable for non-profits?

How can nonprofits balance functionality and costs?

How can they plan for the unexpected?
Pricing for DHIS2 (from our last webinar)

**Rock bottom**

If you want to play with DHIS2 with a minimum investment, we suggest getting a basic hosting package from Knowarh and some coaching from us.

**Estimated cost:** About $10,000 for setup, including access to our templates and basic assistance. Any additional help would be charged by the hour (generally between $60-$80/hour).

Hosting on Amazon servers at $52/month.

**DHIS2 Quick Start**

We recommend a ‘quick start’ DHIS2 implementation that sets you up with a customized instance for your program that you can change or grow once you get a feel for the system.

**Estimated cost:** $30,000 for design, setup, training and coaching, testing and launch.

Hosting on Swiss servers at $250/month including 3 levels of tech support with a set budget for support tickets.

**Complex multi-national/multi-program implementations**

These projects are like ERP initiatives and tend to be massive. At this point, we suggest beginning with a ‘quick start’ on one or two programs and then deciding whether to expand DHIS2 across the organization.

We can refer you to other experts if you want to get a price for a full-scale implementation. **Prepare for $200-$300,000.**
Reminder – we’re all about open access

We are sharing our tools and templates on github and invite you to use them whether you are a nonprofit or vendor.

If you are a consultant or vendor, consider working with us and building templates together.

If you are a potential client, be aware that we try to keep costs down by creating templates for proposals and customizing them for each project. These slides keep getting updated as we learn.

We would love to combine 3 to 5 projects under one working group to reduce the per-agency cost of a Quick Start development.
What are the real costs of DHIS2 implementations?
Assuming the use of templates...

*The major challenge with DHIS2 is its complexity.*

- Hard to learn
- Global shortage of DHIS2 experts

**What our sector needs to do:**

- Design templates that can be reused by different agencies and projects
- As organizations create new tools and templates, they should be added to an online library that can be freely shared with the DHIS2 community
- This will dramatically change the cost structure.

A ‘Quick Start’ approach should have a configuration spreadsheet with individual worksheets including:

- Indicators
- Data elements
- Categories
- Option sets
- Indicator groups
- Data element groups
- Indicator group sets
- Organizational units
- Datasets
- Report types
- Organizational roles
- Users

The configuration could then be finalized manually to capture the complex many-to-many relationships that can be mapped within DHIS2.
Workplan for a Quick Start DHIS2 implementation

1. Launch project
   Hold kick-off with team and working group.
   Finalize project charter and workplan.
   *Deliverable: Project Charter*

2. Define DHIS2 requirements
   Identify decision-makers and user groups.
   Interview users and staff regarding M&E needs.
   Assess business processes and existing IT system.
   Define organizational units, user roles, datasets, reports.
   *Deliverable: DHIS2 Requirements Worksheet*

3. Define program indicators
   Review and clarify existing program indicators.
   Define data elements, disaggregations, option sets
   Validate evaluation framework with users.
   *Deliverable: List of Program Indicators and Data Elements*

4. Design reports
   Design reports using sample data
   Define format of import/export tables and APIs.
   Validate report designs with users
   *Deliverable: DHIS2 Report Worksheet*

5. Set up DHIS2 system
   Configure DHIS2 instance from worksheets.
   Test data collection and reporting with internal users.
   Pilot test DHIS2 system with selected users.
   Collect user feedback & incorporate changes.
   *Deliverable: Beta version of DHIS2 system*

6. Transition to maintenance phase
   Deliver training to client staff.
   Transfer project to ongoing hosting and maintenance plan.
   *Deliverable: Working DHIS2 system*
## Budget & Schedule

### Estimated hours of effort

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Estimated hours of effort</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Launch project</td>
<td></td>
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<tr>
<td>Hold kick-off with team, client working group</td>
<td>Role 1: 3, Role 2: 5, Role 3: 2, Role 4: 1</td>
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<tr>
<td>Finalize project charter and workplan</td>
<td>Role 1: 2, Role 2: 3</td>
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<tr>
<td><strong>Deliverable: Project Charter</strong></td>
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<tr>
<td>2. Define DHIS2 requirements</td>
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<tr>
<td>Identify decision-makers and user groups</td>
<td>Role 1: 2, Role 2: 3</td>
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<tr>
<td>Interview users and staff regarding M&amp;E needs</td>
<td>Role 1: 6, Role 2: 6</td>
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<tr>
<td>Assess business processes and existing IT system</td>
<td>Role 1: 5, Role 2: 6</td>
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<tr>
<td>Define organizational units, user roles, datasets, reports</td>
<td>Role 1: 4, Role 2: 6, Role 3: 5</td>
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<tr>
<td><strong>Deliverable: DHIS2 Requirements Worksheet</strong></td>
<td>Role 1: 8, Role 2: 6, Role 3: 1</td>
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<tr>
<td>3. Define program indicators</td>
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<tr>
<td>Review and clarify existing program indicators</td>
<td>Role 1: 8, Role 2: 10, Role 3: 5</td>
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<tr>
<td>Identify relevant indicators from external sources if applicable</td>
<td>Role 1: 6, Role 2: 20</td>
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<tr>
<td>Define data elements, disaggregations, option sets</td>
<td>Role 1: 6, Role 2: 4, Role 3: 4</td>
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<tr>
<td>Validate evaluation framework with users</td>
<td>Role 1: 4, Role 2: 6</td>
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<tr>
<td><strong>Deliverable: List of Program Indicators and Data Elements</strong></td>
<td>Role 1: 1, Role 2: 4, Role 3: 1</td>
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<td>4. Design reports</td>
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<tr>
<td>Design reports using sample data</td>
<td>Role 1: 6, Role 2: 10, Role 3: 10</td>
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<tr>
<td>Define format of import/export tables and APIs</td>
<td>Role 1: 6, Role 2: 8, Role 3: 5</td>
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<tr>
<td>Validate report designs with users</td>
<td>Role 1: 3, Role 2: 7, Role 3: 1</td>
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<tr>
<td><strong>Deliverable: DHIS2 Report Worksheet</strong></td>
<td>Role 1: 2, Role 2: 15, Role 3: 1</td>
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<td>5. Set up DHIS2 system</td>
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<tr>
<td>Configure DHIS2 instance from worksheets</td>
<td>Role 1: 30, Role 2: 30, Role 3: 20</td>
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<tr>
<td>Test data collection and reporting with internal users</td>
<td>Role 1: 3, Role 2: 8, Role 3: 20</td>
</tr>
<tr>
<td>Pilot test DHIS2 system with selected users</td>
<td>Role 1: 6, Role 2: 10, Role 3: 6</td>
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<tr>
<td>Collect user feedback &amp; incorporate changes</td>
<td>Role 1: 5, Role 2: 8, Role 3: 8</td>
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<td><strong>Deliverable: Beta version of DHIS2 system</strong></td>
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<td>6. Transition to maintenance phase</td>
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<td>Deliver training to client staff</td>
<td>Role 1: 3, Role 2: 8, Role 3: 2</td>
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<td>Transfer project to ongoing hosting and maintenance plan</td>
<td>Role 1: 3, Role 2: 2</td>
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<td><strong>Deliverable: Working DHIS2 system</strong></td>
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<td>7. Close project</td>
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<td>Finalize project tasks &amp; debrief</td>
<td>Role 1: 1, Role 2: 3, Role 3: 1</td>
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<td>Archive files including github, Zenodo</td>
<td>Role 1: 1, Role 2: 2</td>
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<td><strong>Add-ons (if applicable)</strong></td>
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<td>Graphic design of reports &amp; forms</td>
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<td>Translation</td>
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<td>DHIS2 app development or customization</td>
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<td>Support of DHIS2 roll-out and implementation</td>
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<td>Travel (see Roles and Travel worksheet)</td>
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<td>SUB-TOTALS</td>
<td>Role 1: 121, Role 2: 193, Role 3: 93, Role 4: 6</td>
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All the costs must be estimated...

Would it be cheaper to use your own staff? When comparing the cost of consultants vs staff, calculate the fully loaded costs, which are commonly at least twice their salary.*

Engaging staff throughout DHIS2 development will reduce training costs and prepare them to take over the system at the end of the project. On the other hand, it costs money to assign staff time to the project.

---

Time Estimator for Costing Interviews*

| Provide the following information for each set of interviews: | 0  \\
|-----------------------------|---|
| Time to recruit each respondent (hours) | 0  \\
| Interview length (hours) | 0.75  \\
| Number of interviews | 8  \\
| Level of detail in notes: Transcript, Detailed or Summary? | Detailed  \\
| Validation with respondent: Yes or No? | no  \\
| Average travel time per interview (hours)* | 0  \\

Estimated time per interview:

| Recruitment (hours)/interview | 0  \\
| Conducting interview | 0.75  \\
| Travel | 0  \\
| Tidying notes (point form) | 0.75  \\
| Validation with respondent | 0  \\

Total hours per interview: 1.5

Time for all interviews (in hours) 12

Time for all interviews (in days) 1.7

* Enter "0" travel time if interviews will be done by phone

* Interview cost calculator by permission from Cathexis Consulting: [www.cathexisconsulting.ca](http://www.cathexisconsulting.ca)
But it’s impossible to know all your priorities at the start

- Additional users and user roles
- Graphic and UX design of data collection forms
- Validation rules and skip logic for data import and collection
- Additional technical support and training
- Online training material customized to your agency
- A web portal that dynamically reports on selected indicators for a public audience
- Enhanced reports that combine multiple data sources and indicators to communicate trends in service delivery
- Expansions to other projects and countries

- Ongoing coaching through the implementation phase
- Survey bank of questions to assess staff, partner and participant engagement
- Event trackers, to monitor the delivery and efficacy of individual events
- Client trackers, to track the registration and progress of individual clients (DHIS2 can provide a simple Client Management System)
- Facility checklists to track program fidelity and quality
- Registry of all service locations, including services and catchment areas. Facility registries can support flexible reporting by service type, location and so on
- Geographic mapping of indicators and services
- Program fidelity checklists and rules engines to track the quality of program delivery based on defined milestones and attributes
- Training and development instances of DHIS2
Training – what features, to which users?

When to use DHIS2 Open Academy (to launch in early 2016)?

When to get customized training?

When to send staff to onsite Academies?

When to get coaching as needed?

From DHIS2 Sierra Leone demo at https://apps.dhis2.org/
You need some way to define indicators that meet technical requirements and also can be implemented in DHIS2. Here’s an example of a heat map rating scale.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Survey question (Data element)</th>
<th>Answer options</th>
<th>Open access</th>
<th>Action Focused</th>
<th>Important</th>
<th>Operational</th>
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</table>
| Change in the level of satisfaction with one's financial situation | Level of satisfaction with my financial situation | 1 - Extremely dissatisfied  
2 - Very dissatisfied  
3 - Somewhat dissatisfied  
4 - Satisfied  
5 - Somewhat satisfied  
6 - Very satisfied  
7 - Extremely satisfied | Yes                       | "It is clear what needs to be done to improve outcomes associated with this indicator (e.g., immunise to reduce neonatal tetanus)" | "The indicator and the data generated will make a relevant and significant contribution to determining how to effectively respond to the problem" | The indicator is quantifiable; definitions are precise and reference standards are developed and tested or it is feasible to do so |
| Change in the Financial Security Experience            | Financial Security Experience (Composite) |                                                                                             |              | Click below to score                                                            | Click below to score                                                                                                 | Click below to score                                                                                     |
| Change in the ability to achieve a financial goal      | How confident are you in your ability to achieve a financial goal you set for yourself today? | (5 POINT SCALE)  
Not at all confident  
Less than confident  
Somewhat confident  
Relatively confident  
Very confident | Yes                       | Don't know                                                                                  | yes                                                     | yes                                                                                                                  |
**Outcome area:** Income

**Outcome type:** Impact, Behaviour, Knowledge-Attitudes-Skills-Aspirations

**How to use this document:**

Indicator Reference Sheets define indicators in enough detail that they can be used to share comparable data across organizations. Users should select indicators that best fit their organization’s needs, then select the most useful options for method of measurement, frequency and disaggregations. Options are rated 1 (Highly Recommended), 2 (Recommended) and 3 (optional). For information about how to use, create or revise Indicator Reference Sheets, see [DOI reference].

**Indicator Code:** INC-track_money

**Description:**

The indicator is a survey question intended to measure the change in a person’s control over day-to-day and/or month-to-month finances before and after a program intervention. The indicator could also be used to measure changes in the beliefs that an individual has regarding their management over money (i.e., financial self-efficacy), or their skills in money management. Note that it is not an objective measurement of financial control – it asks the participant about their own perceptions.
How will you report on disaggregations?

Age (17 and younger; 18-24; 25-29; 30-39; 40-54; 55-64; 65-74; 75 and over; Sex (Male; Female; Other or prefer not to say)
Age/Sex disaggregates: 17 and younger male, 17 and younger female, 17 and 18-24 male, 18-24 female, 18-24 other; 25-29 male, 25-29 female, 25-29 other; 39 female, 30-39 other; 40-54 male, 40-54 female, 40-54 other; 55-64 male, 64 other; 65-74 male, 65-74 female, 65-74 other; 75 and over male, 75 and over female, 75 and over other; Prefer not to say male, Prefer not to say female, prefer not to say sex

Age (19 and younger; 20-29; 30-39; 40-49; 50-59; 60-69; 70 and over; Prefer Sex (Male; Female; Prefer not to say)
Age/Sex disaggregates: 19 and younger male, 19 and younger female; 19 and not to say; 20-29 male, 20-29 female, 20-29 prefer not to say; 30-39 male, 31 prefer not to say; 40-49 male, 40-49 female, 40-49 prefer not to say; 50-59 n 50-59 prefer not to say; 60-69 male, 60-69 female, 60-69 prefer not to say; 7, 70 and over female, 70 and over prefer not to say; Prefer not to say male, pre female, prefer not to say for age - prefer not to say for sex
Hosting, updating, maintenance

Things to think about
Sharing without begging
Sharing on github

LogicalOutcomes / dhis2-templates

Templates and tools for DHIS2 implementations — Edit

Branch: master → dhis2-templates / +

Initial documents

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<th>File Name</th>
<th>Type</th>
<th>Author</th>
<th>Date</th>
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<td>Initial documents</td>
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<tr>
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<td>README.md</td>
<td>Update README.md</td>
<td>gilliankerr</td>
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README.md

dhis2-templates

Templates and tools for DHIS2 implementations. This repository is for sharing tools that can make DHIS2 implementations faster, cheaper and simpler, especially for nonprofits.
DHIS2 Indicators

Recent Uploads

DHIS2 Indicators - csv files
Kerr, Gillian

This is a pre-release just to set up the metadata in Zenodo preparatory to posting draft indicators.

Uploaded by gilliankerr on 07 October 2015.

Community collection

DHIS2 Indicators
This community contains curated indicators that can be used for Monitoring and Evaluation and research purposes. They are specifically intended for DHIS2 implementations but can be used in any evaluation platform.

The indicators cover a wide range of topics and services, including health, education, international development, economic development, civic engagement and so on.
Q & A
## Contact Information:

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</table>
Connecting the Information Dots

A Webinar Series for International Not-For-Profit Organizations