How to search for a service and find a potential partner

Dashboard how-to guide for cities
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A. Why search for a service?
Why search for a service?

Making cities resilient is a process. Cities are at different stages and require different level of support to take certain actions to progress along the resilience roadmap.

The MCR2030 online dashboard brings in participating entities with specific knowledge, tools and expertise that can support cities to progress along the resilience roadmap journey. These are, for example, national government entity, national association of municipality, development agency, non-governmental organizations (NGO), civil society organizations (CSO), academia and research institution, private sector organization, UN entity or organization, networks, etc.

Cities participating in MCR2030 have access to the services offered by these participating entities which are categorized into thematic areas appropriated for each resilience roadmap stages (A, B or C). This guide helps cities to navigate through the service directory and be able to search for services matching the cities' needs and interests.
B. How to search for a service?
1. Visit the MCR2030 dashboard landing page at: https://mcr2030dashboard.undrr.org/city/dashboard

Welcome, (FirstName).

(CityName) is an official participant in MCR2030, making progress in Stage B.

205
Total MCR2030 cities

88,639,735
People living in MCR2030 cities

39
Cities also in Stage B

* This guide uses Stage B city in Thailand as an example
B. How to search for a service?

2. In the left menu bar, go to ‘Services for local governments’ section

Note:
The dashboard categorizes available services matching to your city stage
- Stage A cities can see only the services available for Stage A
- Stage B cities can see the services available for Stage B and A
- Stage C cities can see services for all stages
3. Choose a stage that corresponds to your city stage. The page will show the services available from MCR2030 participating entities and Resilience Hubs for your chosen stage.
   • You can scroll down the page and click the service you are interested in, or
   • You can use the search filter
B. How to search for a service?

**Tips:** Use filters to help screen down the services matching your specific interests. Select your filters and click ‘Apply Filters’.

- **Open-text search box**
- **Search by type of organization providing the service**
- **Toggle on to search for fee-based services**
- **Search by type of service**
- **Search by MCR2030 thematic areas**
- **Search by location of service availability**
- **Toggle on to search only for the service provider based in your country**
B. How to search for a service?

**Search filters**

1. **Search by type of organization providing the service,** e.g., private sector, UN and int’l governmental organizations, NGO, Academic and scientific institution, government (other), national association of municipalities, news and media, networks and others, regional inter-governmental, national government office in charge of DRM/urban resilience, other

2. **Search by type of service,** e.g., research and analysis, event participation/organization, self-service tools, training/education programs, grants/loans, technical assistance and advisory services, consultancy services, other
### Search filters

3. **Search by MCR2030 thematic areas.** The dropdown options will be tailored to the city stage. For example, Stage A services will filter for 1 stage A specific thematic area and 3 cross-cutting themes.

<table>
<thead>
<tr>
<th>MCR2030 thematic areas</th>
<th>Stage A</th>
<th>Stage B</th>
<th>Stage C</th>
</tr>
</thead>
</table>
| Stage-specific         | • Awareness raising on DRR and resilience | • Improving risk analysis  
  • Diagnostic skills for planning  
  • Improving strategies and plans | • Increasing access to finance  
  • Resilient infrastructure  
  • Nature-based solutions  
  • Integrating climate risk into strategies and plans  
  • Ensuring inclusion |
| Cross-cutting          | • Enabling national-local linkages  
  • Enabling horizontal linkages, multi-sectoral and multi-stakeholder engagement  
  • City-to-city learning | | |
B. How to search for a service?

**Search filters**

4. **Search by the location of service availability.**
   - Select the region from the dropdown menu.

   - Once the region is selected, an additional filter for ‘countries and territories' will appear. If you want to further specify the country, then select the country of your choice, or else leave blank.
B. How to search for a service?

4. Select ‘Apply filters’ if you use the filters

4.1) If there is no service matching your search, the screen will show ‘no results match your filters yet’

4.2) If there are services matching your search, a list of services will appear (see next slide)
B. How to search for a service?

**Tips: Service search results**

- **Stage B service**
- **Name of service**
- **Name of MCR2030 participating entity providing the service**
- **Service description**
- **Regions of service availability**

Fee-based service tag. Those without a tag means the service is available free of charge.

Tags for type of MCR2030 participating entities. The ones without such tag mean the service is provided by a Special Service Provider (SSP).
C.

How do you know if the service is right for your city?
1. Click the service of your interest and look at the details of the service description. Each service description is divided into primarily 3 parts:

- **Part 1** - Overall service description with information on who provides the services, the type of service and whether the service is free of charge or a fee-based one

- **Part 2** - Which MCR2030 thematic areas this service is contributing to and whether this service can support a city in completing the required steps for specific stage

- **Part 3** - Learn more about the service, what the next steps and requirements are
C. Is the service right for your city?

Example 1: [https://mcr2030dashboard.undrr.org/directory/service/43](https://mcr2030dashboard.undrr.org/directory/service/43) (Viewed by a Stage B city in Thailand)

- **Service name**: City Resilience Profiling Tool
- **Name and relevant tag of MCR2030 participating entity providing the service**: UN-Habitat United Nations Human Settlements Programme
- **Service description**: The City Resilience Profiling Tool is a process developed over 9 years with more than 10 local governments and shaped by UN-Habitat’s extensive expertise in urban issues, to gather and analyse data about a city’s specific context and performance. Through this process, we hold resilience trainings and workshops with government staff and city partners, develop in-depth resilience profiles, and produce actionable guidance for cities to increase their capacity to build urban resilience for the long term. Depending on a city’s size and context, the timeline and associated costs of the City Resilience Profiling Tool implementation vary. On average, the implementation process occurs over 12-18 months.
- **Type of service**: Technical assistance and advisory services
- **Fee-based service and how to find out about the cost estimate**: Fee-based
d- **Daily rate rough estimate**: Contact participating entity for details

Some service providers may also provide the description in local languages of the targeted cities.
C. Is the service right for your city?

Example 1: [https://mcr2030dashboard.undrr.org/directory/service/43](https://mcr2030dashboard.undrr.org/directory/service/43) (Viewed by a Stage B city in Thailand)

**Part 2**

This section shows which MCR2030 thematic areas this service is contributing to. Since this city is in Stage B, this section hence shows the thematic areas for Stage B cities (3 Stage B specific and 3 cross-cutting thematic areas).

This section shows if the service can help cities complete the steps required for Stage B. (Stage B cities are required to complete these two actions in order to advance to Stage C of the Resilience Roadmap)

- ✓ means this service is contributing to this thematic area/step
- X means this service is not contributing to this thematic area/step
C. Is the service right for your city?

Example 1: [https://mcr2030dashboard.undrr.org/directory/service/43](https://mcr2030dashboard.undrr.org/directory/service/43) (Viewed by a Stage B city in Thailand)

This section provides more details whether the service is fit for all cities or if a city is required to meet certain criteria before using the service.

Click these icons to go the websites that provide more information about the service.

Click to send email to the service provider

Click to view more information about the service provider
D.
How to find a potential partner?
D. How to find a potential partner?

1. In the left menu bar, go to ‘**Participating entities**’ section

   - Click here to view participating entities that offer services in your country
   - Click here to view all participating entities
D. How to find a potential partner?

2. You can scroll down the page and click on any participating entity you are interested in, or use the search filter similarly to the one explained in Section B of this guide.
**Tips: Search results for participating entities**

- **Organization's name**
  - National Disaster Management Authority
- **Organization's description**
  - IFRC Asia Pacific
    - IFRC is the world’s largest humanitarian organization, providing assistance without discrimination as to nationality, race, religious beliefs, class or political opinions. Founded in 1910, IFRC comprised 192 member Red Cross and Red Crescent National Societies, a secretariat in Geneva and more than 60 delegations strategically located to support activities around the world. Its vision is to bring people together to help others. Read more
- **Location of the organization**
  - Federal Territory of Kuala Lumpur, Malaysia
- **Type of organization**
  - Climate Bonds Initiative
    - Climate Bonds is one of the world’s leading organizations working to mobilize the largest capital market of all for climate change solutions. We work closely with key stakeholders globally to coordinate priorities such as: - Supporting governments around the world in developing policies that align with industry innovation and institutional finance towards the transition to low carbon and climate-resilient economies. Providing assurance to investors on the integrity and credibility of green financial products that will deliver measurable impacts - Driving local market development of climate finance by working to lower the cost of capital for climate change-related investments. Read more

Tags for type of MCR2030 participating entities. The ones without such tag mean the service is provided by a Special Service Provider (SSP)
4. Click the participating entity of your interest and look at the details of the organization's description. Details are divided primarily into 4 parts:

- **Part 1** - Overall organization's description
- **Part 2** - MCR2030 thematic areas, area of coverage and type of hazards the organization can support cities with
- **Part 3** – Reference and how to contact the organization
- **Part 4** – List of service(s) provided by this organization
D. How to find a potential partner?

Example 2: [https://mcr2030dashboard.undrr.org/directory/partner/1](https://mcr2030dashboard.undrr.org/directory/partner/1) (Viewed by a Stage B city in Thailand)

**United Nations Office for Disaster Risk Reduction (UNDRR) Global Education and Training Institute (GETI)**

- **Type of participating entities**: Core Partner
- **Name and logo of this participating entity**: UNDRR
- **Location where the participating entity is based in**: Incheon, Gwanggyo, Korea, Rep of
- **Organization's description**: The UNDRR Global Education and Training Institute (GETI) was established in 2010 with a global mandate to provide capacity building support to mainstream DRR and CCA into sustainable development, convene and support inter-city learning to strengthen resilience (Making Cities Resilient), and to provide capacity building and best practice sharing support to national training institutions working on resilience issues. Training courses for cities include an introduction to DRR tools such as the Quick Risk Estimation Tool for cities to enhance understanding of risk, the Disaster Resilience Scorecard for Cities and its Public Health System Resilience Addendum for cities to establish a baseline and inform development of action plans and strategies aiming to enhance resilience. Over 800 cities have reported using these tools in developing local DRR strategies and reporting DRR progress over the past years.
- **Type of organization**: Organization: UN and International governmental organizations
D. How to find a potential partner?

Example 2: [https://mcr2030dashboard.undrr.org/directory/partner/1](https://mcr2030dashboard.undrr.org/directory/partner/1) (Viewed by a Stage B city in Thailand)

United Nations Office for Disaster Risk Reduction (UNDRR) Global Education and Training Institute (GETI) and your city

- ✔ Improving risk analysis
- ✔ Diagnostic skills for planning
- ✔ Improving strategies and plans
- ✔ Enabling national-local linkages
- ✔ Enabling horizontal linkages, multi-sectoral and multi-stakeholder engagement
- ✔ City-to-city learning

Services provided in
- ✔ Thailand

More about this organization

- Other themes organization is focused on
  - Awareness raising on disaster risk reduction and resilience
  - Also provides services to some countries and territories in...

- Asia and Pacific
- Europe and Central Asia
- Americas and the Caribbean
- Africa
- Arab States

Hazard organization is focused on

- No specific hazard. We cover multiple hazards in our tools and approaches

✓ This participating entity covers your country (Thailand, in this case)

✓ means this participating entity is contributing to this thematic area

✗ means this participating entity is not contributing to this thematic area

Other MCR2030 thematic areas (not specific to Stage B) that the organization is contributing to

Other geographic locations this organization is covering (beyond your country)

Types of hazards this organization has an expertise in
D. How to find a potential partner?

Example 2: [https://mcr2030dashboard.undrr.org/directory/partner/1](https://mcr2030dashboard.undrr.org/directory/partner/1) (Viewed by a Stage B city in Thailand)

Part 3

This participating entity has made references that it has worked with these cities. The cities with hyperlinks have joined MCR2030 dashboard. You can click the links to view their city profiles.

References

This participating entity has mentioned they've worked with 12 cities on disaster risk reduction and resilience initiatives:

- Incheon Metropolitan City, Incheon Gwangyeoggi, Korea, Rep of, Asia
- Makati City, Metro Manila, Philippines, Asia
- Cairns, Queensland, Australia, Pacific
- Cirebon, Central Java, Indonesia, Asia
- Ulaanbaatar, Ulaanbaatar, Mongolia, Asia
- Kathmandu Metropolitan City, Bagmati, Nepal, Asia

Connect with this participating entity

How can you help cities reduce their disaster risk? Let them know by creating a listing they can find and search.

- Joined MCR2030 on: January 23, 2021
- Last updated: March 16, 2021

Click to send email to this participating entity

Click to view the participating entity's website
D. How to find a potential partner?

Example 2: https://mcr2030dashboard.undrr.org/directory/partner/1 (Viewed by a Stage B city in Thailand)

This section lists all services this participating entity is offering to MCR2030 cities. Click each service to view details.

Summary of the type of service provided
Disclaimer:

The users should note the directory is provided by the UN as a courtesy; the UN does not endorse any service or product, nor does it assume any responsibility for the quality of services that may be accessed from this directory. As it is simply a listing, any contact with and arrangements entered into by the cities are at their own risk and independent of MCR2030 dashboard and its directory service. The United Nations takes no responsibility for or liability resulting from arrangements entered into between cities and entities/service providers due to the use of the directory, nor does the United Nations take any responsibility for the quality of deliverables or other services received.
For inquiries:

- Visit MCR2030 website  [http://mcr2030.undrr.org/join](http://mcr2030.undrr.org/join)
- Contact MCR2030 Secretariats
  - Africa  [mcr2030-africa@un.org](mailto:mcr2030-africa@un.org)
  - Americas & the Caribbean  [mcr2030-amc@un.org](mailto:mcr2030-amc@un.org)
  - Arab States  [mcr2030-arabstates@un.org](mailto:mcr2030-arabstates@un.org)
  - Asia-Pacific  [mcr2030-ap@un.org](mailto:mcr2030-ap@un.org)
  - Europe and Central Asia  [mcr2030-eca@un.org](mailto:mcr2030-eca@un.org)
  - Global Secretariat  [mcr2030-global@un.org](mailto:mcr2030-global@un.org)