How-to guide for MCR2030 Resilience Hub

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A.
Resilience Hub and the MCR2030 dashboard

MCR2030 Resilience Hub
https://mcr2030.undrr.org/resilience-hub

1. MCR2030 Resilience Hubs are Stage C cities that have already reached a high level of resilience building commitments, showed sustained mechanism for DRR/resilience investments, and with an expertise and interest in disseminating best practices to other cities joining the MCR2030.

2. Resilience Hubs have a critical role in knowledge sharing, capacity building, enhancing city-to-city collaborations and peer-to-peer support, creating learning opportunities, and supporting other MCR2030 cities along the resilience journey

3. Resilience Hubs are committed to roll out a range of initiatives to support other MCR2030 cities, reflected in their proposed 3-year activity plan. These are called 'services' in the MCR2030 dashboard.

4. Resilience Hubs must add these planned activities as their service offers on the MCR2030 dashboard and are obligated to report the progress/completion of these activities on an annual basis via the dashboard.

Special recognition of Resilience Hub on the dashboard
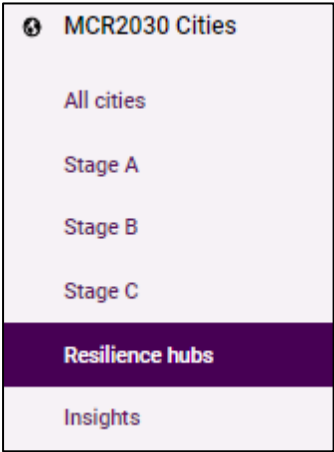
A dedicated Resilience hubs directory on the left menu bar
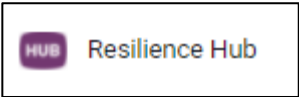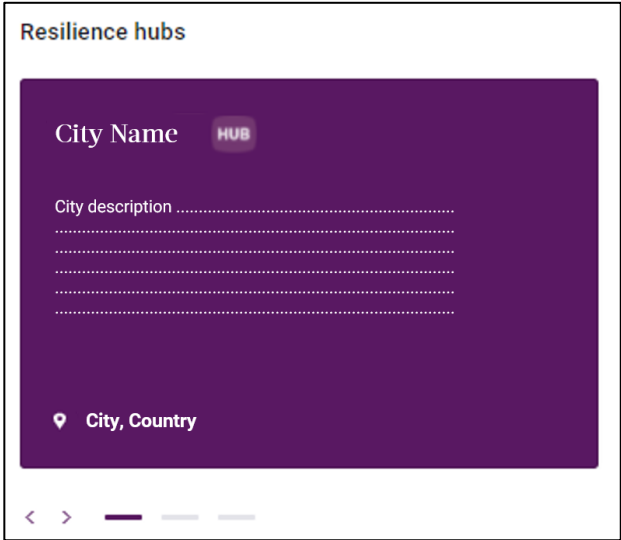
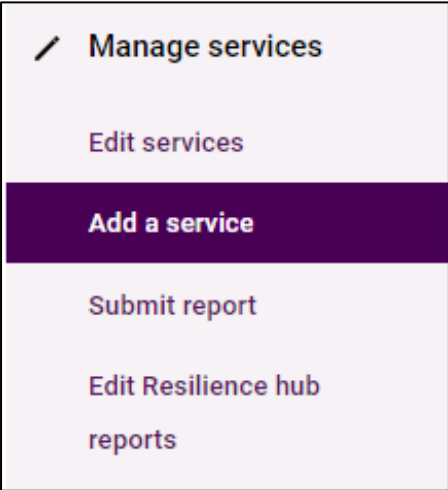Resilience hubs are highlighted in purple, with a dedicated 'Hub' icon

Services added by Resilience Hubs will be tagged with 'Resilience Hub' icon

B.
How-to add Resilience Hub services

1. Select **'Add a service'** in the left menu

2. **Fill in details about the service**

- Fill in every fields and provide as much information to help cities understand about your services
- You can enter service description in both English and in your local language in this page

- Choose an easy-to-understand service title, e.g.,
  - o Twinning programme on XXX,
  - o Coaching on XXX,
  - o Seed funding for XXX,
  - o Training support on XXX
  - o International city symposium on XXX
  - o City-to-city exchange,
  - o Case studies/publications on XXX, etc.

2. Fill in details about the service

What type of service is this? Select up to 3. (Required)

[⌄]

Is service offered totally free of charge to cities? (Required)

[⌄]

What is the daily rough estimate cost, in USD, of this service? If your service is fee-based, this field is required (enter only numbers).

[Limited to numbers, no punctuation]

- Select the type of service
  - Research, analysis and report writing
  - Event organization and participation
  - Self-service tools (guidance notes, publications, interactive websites, scorecards, etc.)
  - Training and education
  - Grant and loan
  - Technical assistance
  - Consultancy service
  - Other

- Select if your service is free of charge of not
  - No fee will be charge
  - Fee applies (you can provide the rough estimate cost here)

2. Fill in details about the service

This service is for cities in which stage? (Required)
Note: If the service is applicable to more than one stage, you can duplicate the service and select a different stage.

```
[ x  Stage A ]                                          x  ∨
```

Does this service specifically address one of the following steps?

```
                                                           ∧

  Conduct an awareness event or publicity on resilience outside the government

  Conduct an orientation workshop on resilience with staff and city council

  Establish a multi-sectoral committee on resilience building
```

- **Who is your target recipients?** *(If the service is applicable to more than one resilience roadmap stage, you can 'duplicate' the same service and select a different stage)*

- **Does this service help cities in the selected stage complete any of these required actions?** *(The answer list is tailored to the stage selected in the question above)*

2. Fill in details about the service

- **Which MCR2030 stage-specific thematic area(s) does this service contribute to?**

- **Which MCR2030 cross-cutting thematic areas does this service contribute to?**

(The answer lists are tailored to the stage selected in the earlier question)

2. Fill in details about the service

- **Is your service available to cities globally or specific regions or countries?**
  - Select 'All countries' if globally, or
  - Select specific sub-region(s) and applicable countries in the follow-up questions

2. Fill in details about the service

Service contact information

Who is the contact for this service? This email address will not be displayed to public, but MCR2030 dashboard users can send an email to this address using a contact us form.

Is there another email address a city can contact you about this service? The email will not be displayed to public, but MCR2030 dashboard users can send an email to this address using a contact us form.

- Provide the service contact information

2. Fill in details about the service

City requirements and next steps

In English, please tell us what requirements cities need to meet before they can use this service. If applicable, what does the city needs to have in place in order to access/apply this service? As a city, I would like to know if that service is within my scope (city size, tool scope, deployment requirements). Is there an application? (maximum 1,000 characters with spaces)

> Enter city requirements to access service here
>
> 1000

Want to share your service requirements in another language? Please include a translation here, maximum 1,000 characters with spaces.

> Enter translation here
>
> 1000

- **Is there any specific pre-requirement for the cities interested in this service?**
  - If so, provide the details here. If not, you can simply say the service is open to all interested cities
  - You can provide the details in English and in your local language

2. Fill in details about the service

Is there a website with dedicated information about this service? If so, enter a complete website address including http:// at the beginning

Is there a second link to access the service directly: for example, an application or an online tool? If so, please enter it here.

Is this service related to any others that your organization has published?

Please upload any relevant attachments to this service for local governments. PDFs, Word Documents, and Excel spreadsheets of up to 2MB are accepted.

Upload or drop your files ☁

- Provide up to 2 website links about this service

- Select if this service is connected to any other service you offer

- Upload any relevant information about this service
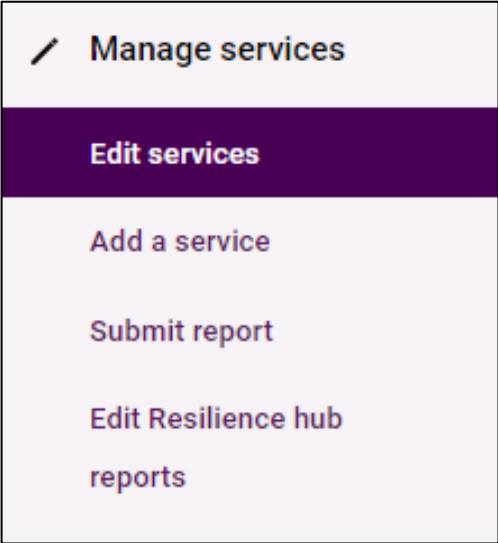
3. Publish your service
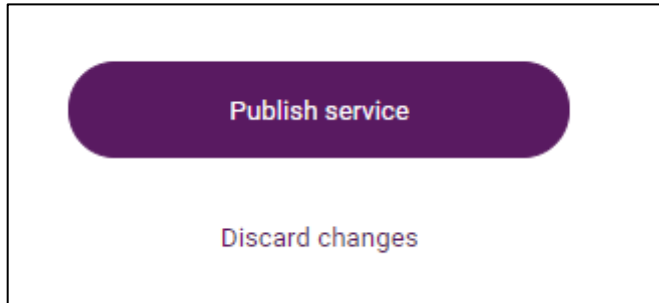
- Click 'Publish service' to save and publish the service. This service will then be listed in the service directory visible to dashboard users
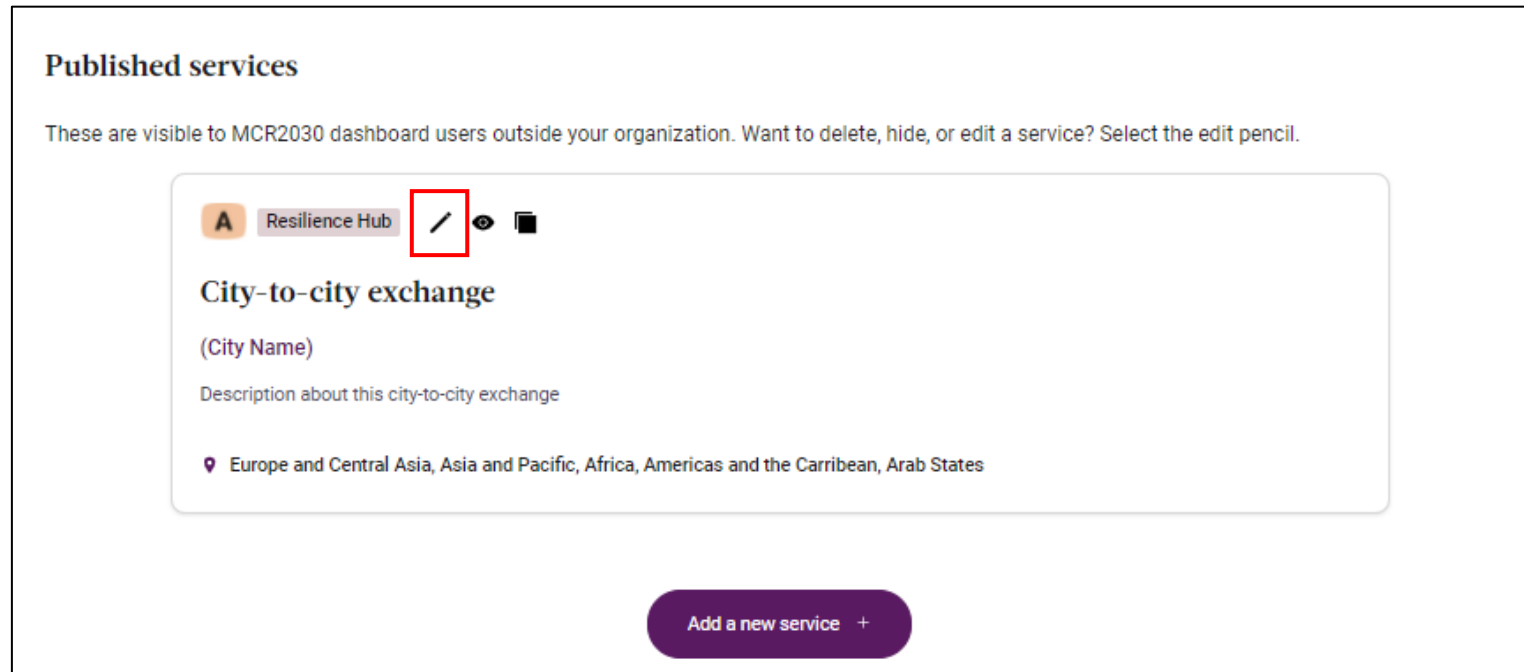
C.
How-to edit services

- To edit
- To hide
- To delete
- To duplicate

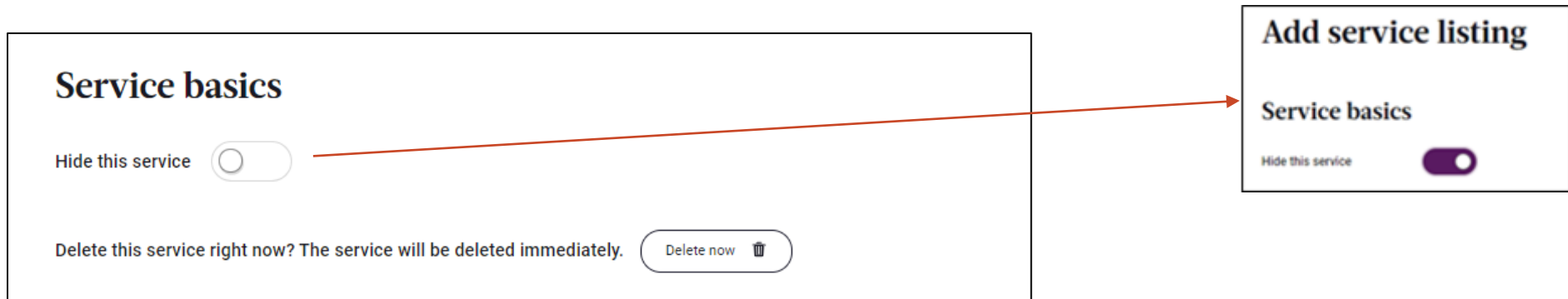1. Select **'Edit services'** in the left menu

2.1 To edit a service

- Select the **pencil icon** on the service you want to edit

- Edit the service content as needed and click **publish service** to save.

2.2 To hide a service

- Slide the Hide this service slider to the right (purple color). This will keep the service hidden from public view. You can always unhide it.

2.3 To delete a service

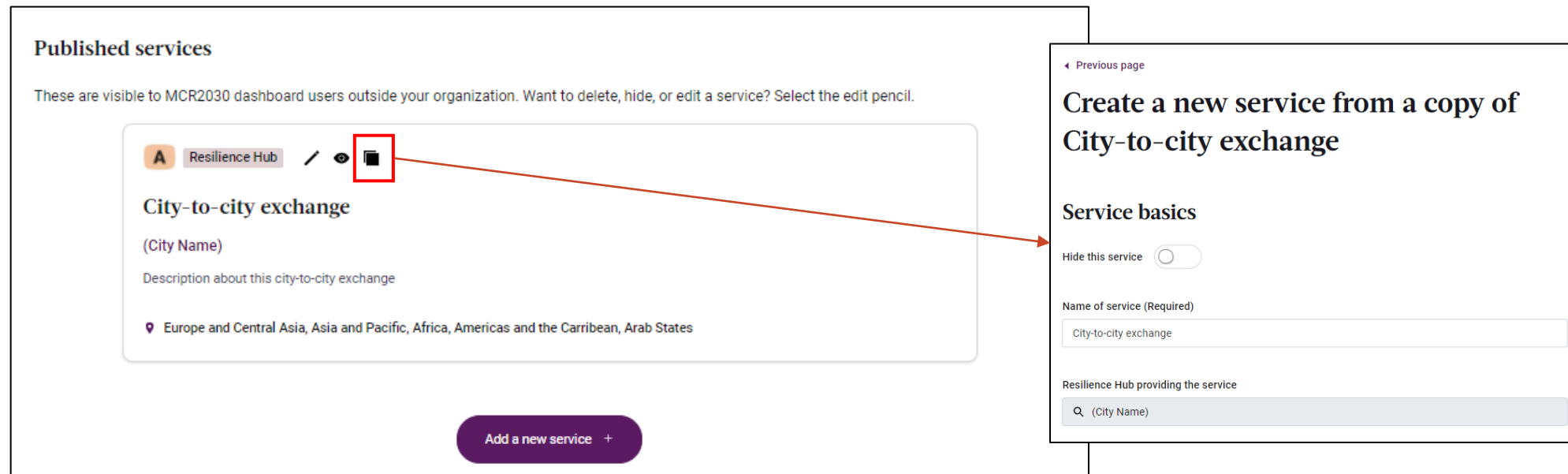- Click 'Delete now' button. This will permanently remove the service from the system

2.4 To duplicate a service

- Select the **rectangle icon** on the service you want to duplicate. This will take you to a page to create a new service from a copy of an existing service.

- Edit content as needed and click **publish service** to save.

Note: *If your service is useful to more than one resilience roadmap stage, you must 'duplicate' the service and select a different stage (see slide 10).*

D.
How-to submit a Resilience Hub report

Resilience hubs are required to submit a report on the service(s) provided to other MCR2030 cities at least once a year. The report will be visible to all dashboard users.

If you are concerned of the unstable internet connection, please download the report template in word document from https://mcr2030.undrr.org/resilience-hub, complete it offline and return to fill the information online when you are ready.

1. Select **'Submit report'** in the left menu
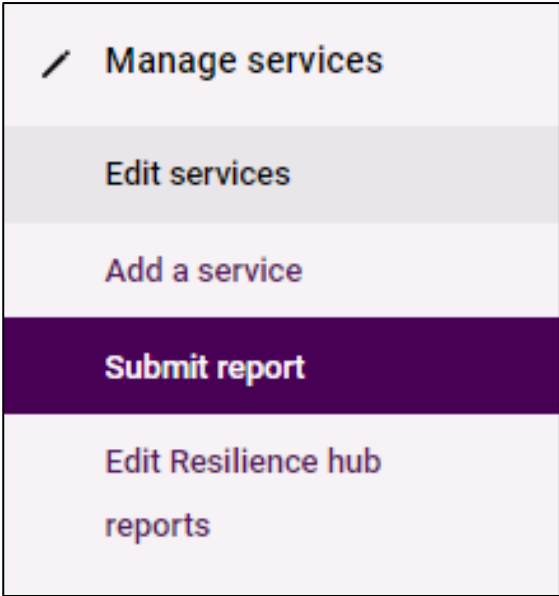
2. **Select the service** you want to report progress/achievement.

*Once selected, the dashboard will bring up the information about this service

3. Fill in the details of your report

Year of reporting

| 2021 | × ∨ |
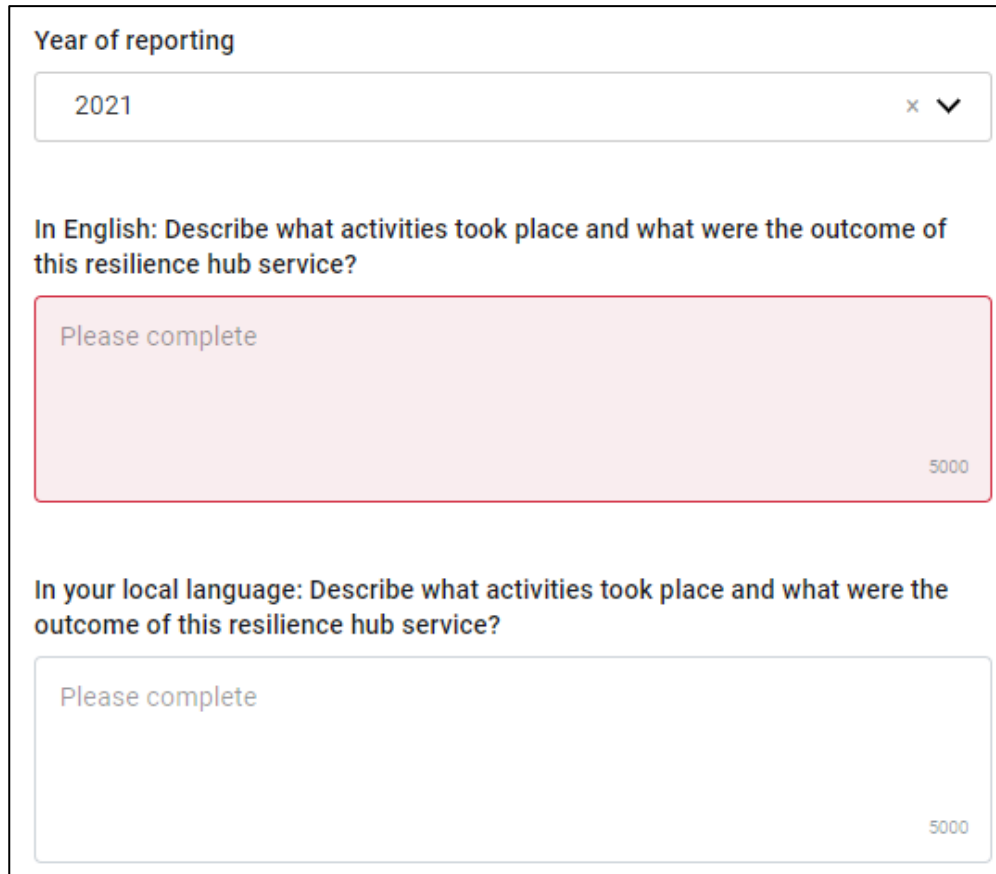
In English: Describe what activities took place and what were the outcome of this resilience hub service?

Please complete

5000

In your local language: Describe what activities took place and what were the outcome of this resilience hub service?

Please complete

5000

- Select the year of reporting

- Provide details of this service delivery, including but not limited to:
  - The type of activities that took place
  - The day/month/year and duration of which the activity took place
  - Recipient of this service (who & how many)
  - Key outcome achieved
    - What learning was shared by the ResilienceHub
    - What was the learning outcome of the recipient cities
  - Indicator of achievement

3. Fill in the details of your report

Photo for reporting

Attach a photo relevant to this service delivery

Is there a relevant photo you'd like to display with this resilience hub report?
Please attach it here. Maximum file size is 6 MB. Only one photo is allowed.

Upload or drop your files ☁

Photo caption

Please complete

5000

- Attach a photo about this service delivery and provide the relevant photo caption

- The photo and caption will be displayed on the report

3. Fill in the details of your report

Additional information about beneficiary cities

Which cities used this service?

Add cities manually if they're not listed above

City's country

🔍 Select country

City's state or province

🔍 Search name of city's state or province (choose "not in the list" if not list

City name

🔍 Search name of village, town, or city (choose "not in the list" if not listed

Add another city +

- Select which MCR2030 cities received this service (unlimited selection allowed)

Which cities used this service?

× (City Name)   × (CityName)   × ⌄

- If the name of the beneficiary city is not in the list, you can manually add cities (select country → select state/province → select city name)

3. Fill in the details of your report

Relevant news article or case study related to this service

Title of news article or case study

> Title of news article or case study

Link (start with http://)

> Link (start with http://)

Attach document(s)

Please upload any relevant attachments for this service here. Word Documents, PDFs, Excel spreadsheets, and CSVs are accepted, up to a limit of 10 MB.

> Upload or drop your files ☁

- Provide proof of evidence for the service completion. This could be a news story, event report, etc.

- Enter the title of the news story or report title

- Enter a link to the original news story/report OR attach a copy of relevant documents

MCR 2030 | Making Cities Resilient

4. Publish your service
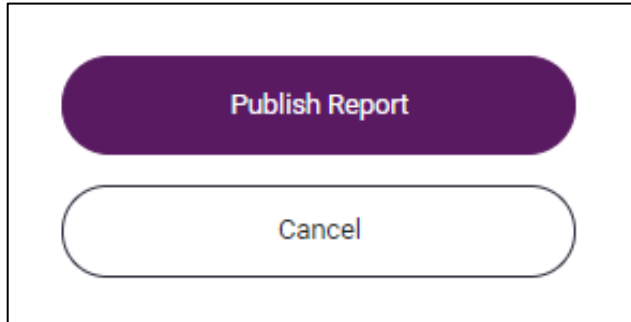
- Click 'Publish Report' to save and publish the report. This report will be displayed on your resilience hub service page and also on your city profile page
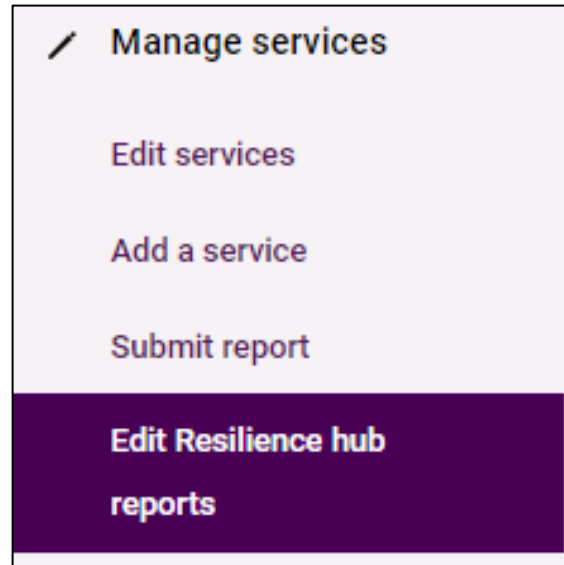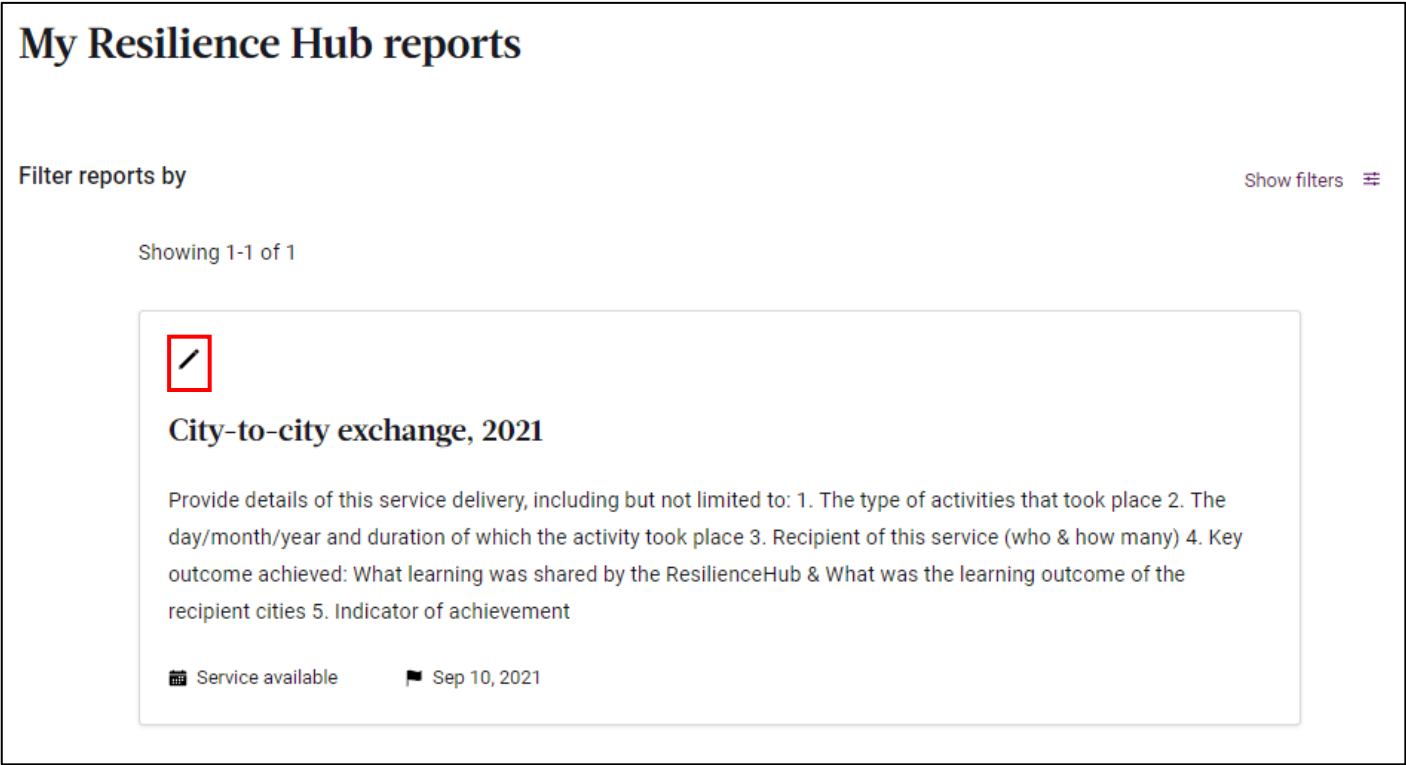
E.
How-to edit Resilience Hub reports

1. Select **'Edit Resilience Hub reports'** in the left menu

2. Select the **pencil icon** on the report you want to edit, then select '**publish report**' to save changes

For inquiries:

- Visit MCR2030 website http://mcr2030.undrr.org/join

- Contact MCR2030 Secretariats
  - Africa   mcr2030-africa@un.org
  - Americas & the Caribbean   mcr2030-amc@un.org
  - Arab States   mcr2030-arabstates@un.org
  - Asia-Pacific   mcr2030-ap@un.org
  - Europe and Central Asia   mcr2030-eca@un.org
  - Global Secretariat   mcr2030-global@un.org