

Duplicating Numbers in 2022 Quarter 4 - The Collective Helpdesk in a Snapshot

Between October and December 2022, the [Collective Helpdesk](#) actively supported users from the country and regional levels. The Helpdesk received 57 requests in quarter 4, a 96 percent increase from quarter 3. Since the launch of the Collective Helpdesk in 2022, it has received 166 requests until the end of quarter 4. Please review the [Collective Helpdesk dashboard](#) for a detailed breakdown of the requests.

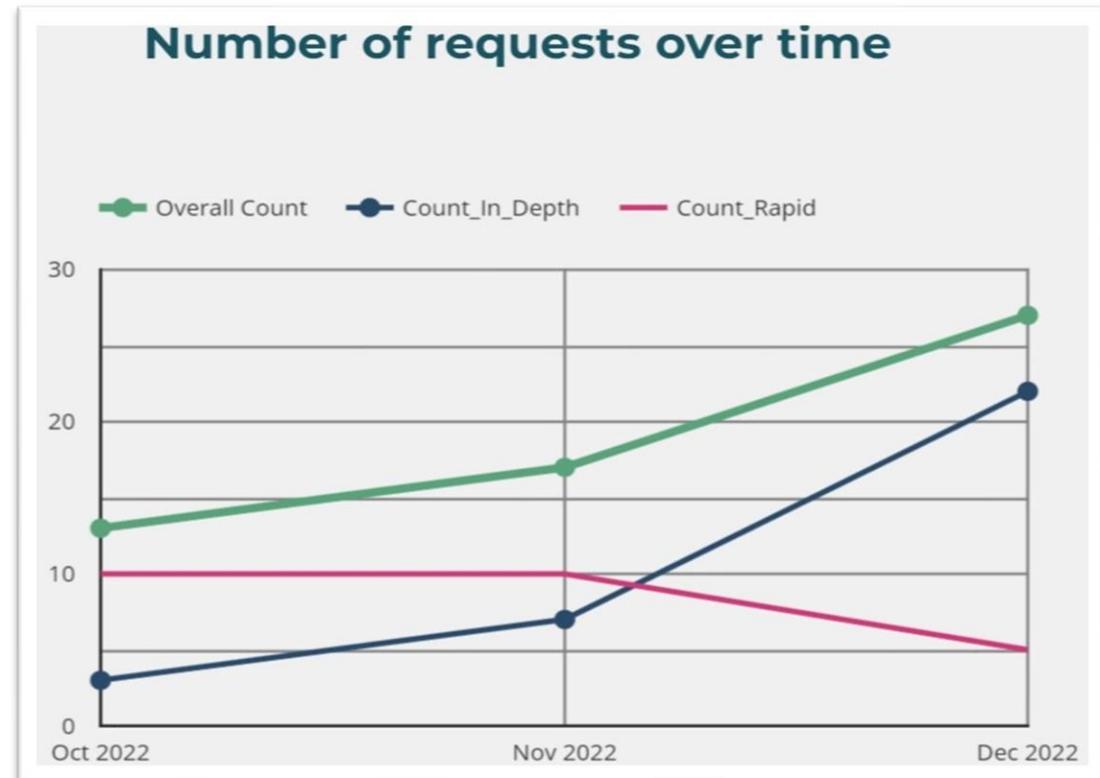
Duplicating queries in three months

As a testament to demand for the Collective Helpdesk, the overall results from quarter 4 show a 96 percent increase in usage from quarter 3. The Collective Helpdesk received a total of **57 requests** that were primarily from the country and regional offices.

The top 3 thematic areas requested were:

- Monitoring and evaluation,
- Community feedback and accountability,
- Capacity building.

For more information, check out the Collective Helpdesk's interactive [Demand Dashboard](#).



Snippet from the Collective Helpdesk Demand Dashboard



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Check out what happened at the first Community of Practice

On 20th October 2022, the Collective Helpdesk hosted its first-ever [community of practice](#).

The one-hour session began with introductions for thematic leads and contributing organizations of the Collective Helpdesk to get to know one another. The group spent the second half of the session listening to and discussing the challenges media practitioners face in getting access to technical support at the country level.

Some key takeaways from the discussion included identifying solid networks and technical working groups in the countries and regions and connecting media practitioners to them for timely and accurate information about an outbreak. At the global level, there would be limitations in supporting the needs on-ground, but a quick mapping of networks or experts can be an excellent start for information sharing.

The session ended with sharing a mentoring and coaching opportunity. The group decided to meet every quarter and looked forward to receiving resources and opportunities as they developed.

What one word best describes your experience with the Collective Helpdesk?



Poll results from the Community of Practice (10 responses)

User testimony
As always very useful information (in response to receiving AAP/SBC ToRs).
- User from UNICEF LACR

Collective Helpdesk at the SBCC Summit in Marrakesh

A major highlight from quarter 4 was the Collective Helpdesk's presence at the **2022 SBCC Summit in Marrakesh, Morocco**. As a part of the Summit's marketplace community, the Collective Service had a dedicated booth to share all its key offerings.

- The primary outcome of being a part of the Summit was creating awareness about the Collective Helpdesk and establishing it as a global good available at no cost for users across the regions.
- The no-cost technical assistance and prompt support that the Helpdesk had to offer was an exciting prospect for those who attended. The demand dashboard was a valuable resource for tracking the captured demand.
- The open nature of the Collective Helpdesk's support for practitioners, students, and governments, was a factor that the participants found helpful for capacity building.



Collective Service booth at the SBCC Summit



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User testimony

Thank you so much. Super appreciated (in response to receiving good examples of RCCE guidance, strategy, plans, communications materials, and information assessments for animal-transmitted diseases).

-UNICEF SBC Specialist participating in a simulation training

Limited period RCCE M&E technical support at no-cost!

The Collective Helpdesk supported the Collective Service's call for applications between 7 November 2023 to 8 January 2023 to provide a limited period offer for FREE in-depth [RCCE monitoring and evaluation technical assistance](#) for Collective Service partners.

To strengthen local synergies and sustain capacity building, the Collective Service commissioned [iMMAP France](#) as the M&E capacity to collaborate with national and regional-level monitoring and evaluation networks and institutions to mobilize in-country experts. Technical assistance is in English, French, Spanish, Arabic, and Portuguese.

- **Total requests:** 34
- **Regions requesting support:** Eastern and Southern Africa, Eastern Europe and Central Asia, Latin America and the Caribbean, Middle East and North Africa, West and Central Africa and South Asia
- **2023 Quarter 1 plan:** 19 applications will be selected, with six in-country support and 13 remote support selections following a selection process.

Contact:

Are you seeking rapid or in-depth support in the area of community-led response? Reach out to the Collective Helpdesk coordinator today!

Email: helpdesk@rcce-collective.net