

Manual for the Establishment of New Centers

R I I N

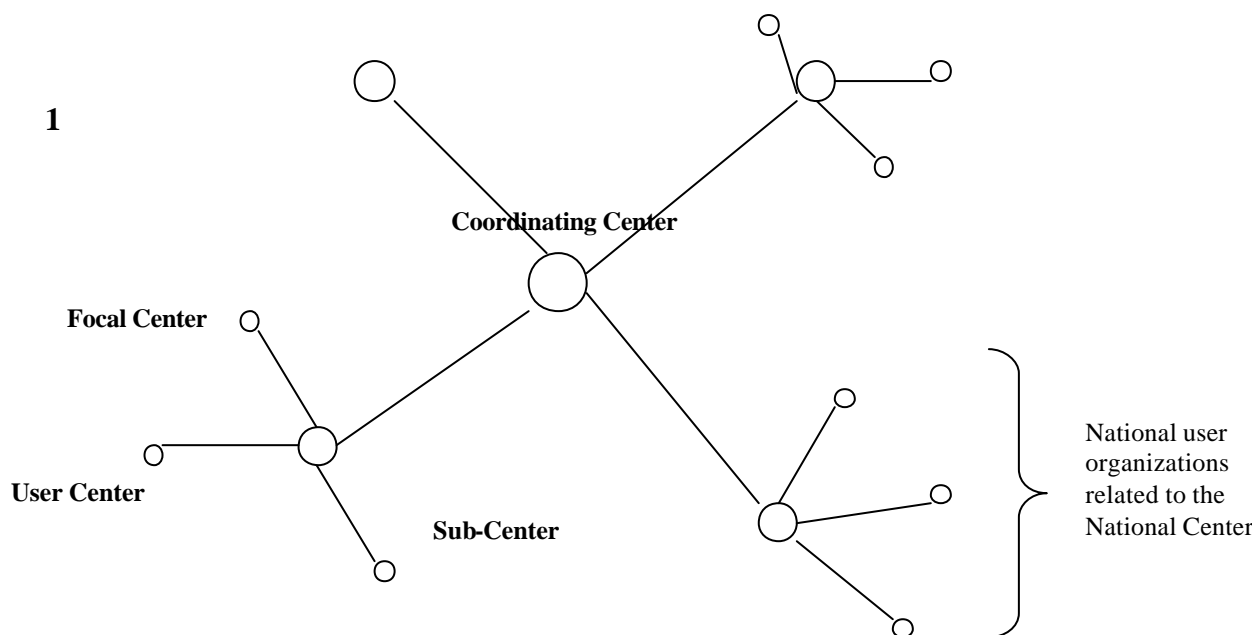
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Table of contents

1. Types of Centers
 - 1.1 Coordinating Center
 - 1.2 Focal Center
 - 1.3 Focal Sub-center
 - 1.4 User Center
2. Center decentralization process
 - 2.1 Geographic location of participating Centers
 - 2.2 Selection of organizations
 - 2.3 Minimal requirements of organizations
 - 2.4 Human resources at Centers
3. Agreements among Centers
4. Center establishment from OPD

1. Types of Centers

The Inter-American Child Information Network (RIIN) is organized as follows:



It should be noted that Center classification exclusively responds to an internal and typical methodology of the Information Network management, and does not provide for any ranking order within their structure, as they only pursue different information use and dissemination objectives.

Four types of centers can be identified within the Network's structure, as follows:

Coordinating Center

Purposes: To coordinate and manage all information units encompassed in the Inter-American Child Information Network (RIIN).

Specific objectives:

- a) To generate the necessary networking software.
- b) To develop and promote working methodology.
- c) To assess the information contained in its various databases.
- d) To develop and to keep updated the Vocabulary used in the various bases.
- e) To provide ongoing support, from either operational or information technology viewpoints, to all the Network members.

- f) To capture, select, store and disseminate the information generated in those countries where focal Centers are not available.
- g) To organize the Regional Workshops for the Coordinators of Information Centers.

Identification

The Coordinating Center is identified with the Center code 00, and is recognized by its name CIC, Information and Coordination Center. The ID record at the OPD Organization Database is **00-0**.

Basic User Structure

For internal management purposes, the CIC has established the following structure for its basic users:

ID Record 00-0 – This user identifies the Network Manager Node, containing all the data that identify the host Organization.

ID Records 00-1601 to 00-1604 – These are User Records for managing user attendance to the Reading Room of the IIN's Information Center, and the relevant classification is Reading Room Users: in-house, students, teaching staff and researchers. An additional record has also been created in order to register the demand of Internet users as well: 00-2071.

User Centers 02 and 05 – the data on the institutions may be seen in the list of RIIN's Participating Centers.

Focal Center

Purpose: To capture, select and disseminate information (concerning Organizations, Projects and Documents), thus becoming a point of encounter for organizations and individuals working on behalf of the Child and Family Rights in the country.

Specific objectives:

- a) To compile and manage any outstanding and relevant information on boys, girls and adolescents in the country.
- b) To act as the country's liaison with the RIIN Coordinating Center.
- c) To create mechanisms for the periodic dissemination of the information contained in the Databases.
- d) To assist with information for decision-making on childhood and family-related matters.
- e) To develop impact mechanisms through the use of marketing methodologies on the area of influence.

- f) To establish and coordinate a National Center Network covering and supporting the whole country by means of Focal Sub-Centers or User Centers.
- g) To perform ongoing quality controls on the information produced by the Focal Center itself, as well as on the information from the centers that are part of the National Network.

Identification

The Focal Center is identified by means of a code assigned by the Coordinating Center, formed by a combination of numbers and letters as per the following order: 0,1,2.....9,A,B,.....Z, i.e. *Fundación Rafael Pombo* Center **10**, Center **C0** *Consejo Nacional para la Niñez*. This coding system has developed consistently with the RIIN's growth. The full Center coding table may be seen in the list of participating Centers.

Integration of the Focal Center

In order to comply with the specific objective of impact decentralization, Focal Centers should establish Focal Sub-Centers or User Centers in the various cities or regions in the country, and use the following coding system: firstly, a number or letter will be assigned corresponding to the Focal Center; then, numbers up to 9 will be assigned, followed by letters in alphabetical order. i.e., Creation of a new node in:

Colombia -	Center 10, Sub-Center or User Center 12; after creating Center 19, it will start again with 1A, 1B and so forth.
Nicaragua -	Center D0, Sub-Center or User Center D1 up to D9, starting then with DA, DB and so forth.

Basic User Structure

Every Focal Center will develop an in-house user classification for information demand management, either using the classification established by the Coordinating Center or any other one deemed to be more suitable for the Center's work.

OPD use

As far as the information relevant to the Focal Center is concerned, it will manage and use OPD on a full and exclusive basis, meaning the management, entry, modification and downloading of any information related to the country where the Focal Center is located. It will have no access to information provided by other Focal Centers in the RIIN Network.

Focal Sub-Center

Purpose: To capture, select, store and disseminate information in a given region or place.

Specific objectives:

- a) To collect the information (on projects, documents and organizations) developed within the geographic ambit as defined by the Focal Center.
- b) To include the above information in the database.
- c) To manage information within its action sphere.
- d) To act as a liaison among society, people working with childhood and family within its action sphere, and the Information Network.

Identification

The code corresponding to the Focal Sub-Center should first include the number or letter identifying the Focal Center to which it reports; secondly, numbers from 2 onwards will be assigned as new Centers are established; once number 9 is reached, letters will be immediately assigned in alphabetical order.

Example. C2,C9, CA, CB,.....

Basic User Structure

Every Focal Center will develop an in-house user classification for information demand management, either using the classification established by the Coordinating Center or any other one deemed to be more suitable for the Center's work.

OPD use

The various OPD modules may be managed on a full basis (entry, modification, downloading), as agreed with the Focal Center. A full authorization for working with OPD may be provided subject to the availability of a precise working plan and information coverage objectives, in order to avoid effort duplication of the Participating Centers in the National Network.

User Center

Purpose: To consult and disseminate all the information contained in databases.

Specific objectives:

- a) To use databases for the current work of the Institution where the Center is based.
- b) To provide information to the community, professionals and general users, both inside and outside the Institution.
- c) To capture information (on documents, projects and institutions) to be forwarded to the Focal Center or Sub-Center, as provided for in the Working Plan of the National Center Network.

Identification

The Center's code is assigned by the Focal Center in the country, and is first recognized by the number or character identifying such Focal Center, and the subsequent number or character assigned during the Center establishment process. For further information, please check the section on the "Integration of the Focal Center".

OPD use

The User Center will only utilize databases for consulting purposes, as defined by the authorizations granted by the system. It will manage information demand by means of the Services and document request module.

2. Focal Center Decentralization Process

The Focal Center will start is decentralization process and the establishment of the National Center Network after creating and opening the national node. The recognition of this Center is important, and it should therefore bear a name that identifies it and reflects its presence within the society working on behalf of childhood and family at social risk. The decentralization process, which increases the impact of activities, also involves a commitment related to the sustainability of the National Network, technical support, coordination, quality control, etc.

The selection of organizations where information nodes could be possibly established should be governed by:

1. *Geographical location of Participating Centers*

To select the city, region or sector in the country on a strategic basis, so as to respond to the information needs of such sector, and to become a place for public administrative, political or educational participation, among others, in the selected region.

2. *Selection of the Organization*

- a) Reliability and presence of the organization in the society
- b) Working objectives and methodologies in accordance with the Convention on the Rights of the Child
- c) Summoning power
- d) Adequate infrastructures
- e) Possible continuity and stability of the proposal

3. *Minimal requirements of the Organizations*

As far as equipment is concerned, the Center should count on:

- 1 Pentium III microcomputer or equivalent, 700 MHz (minimum), 128 Mb RAM memory, CD Rom 40x reader, 8 Gb hard disk, fax-modem
- injection printer
- photocopying machine
- UPS unit
- 9600 dpi scanner
- computer desks
- shelves
- ordinary meeting tables

As far as information technology is concerned:

- Office Professional 2000 licenses (essential for full text and system statistics management)
- Utility programs and support software

As far as operations are concerned:

- Consulting services and reading room with a physical structure readily accessible by users.
- Library: purchase of books against invoice, in order to implement the library and subscription to publications.
- E-mail and Internet access
- Specific document printing for marketing activities.
- Design of a three-page leaflet for dissemination
- Poster identifying the Center and the National Network.
- Stationery and diskettes.

4. Human Resources at Centers

The allocation of human resources to Centers is related to the features of the Center being established. A minimal staff will be required for the development of the National Network, and its increase will be associated to and consistent with the development of the Network and the growth of each participating Center itself.

1. Coordinator of the Center and National Network activities
2. Documentary specialist or Professional related to childhood issues.
3. Assistant (second decentralization stage)
4. System Analyst (at least part-time, for Network support)
5. Students (second decentralization stage)

The roles to be played by each staff member will be:

1. Coordinator of the Focal Center

Profile

- University training (graduate, preferably on social areas).
- Expertise in the management of child and family-related information
- Communication skills

Duties

- To plan the work of the Focal Center.
- To disseminate the activities of the Focal Center.
- To keep a permanent contact with the IIN, for the purpose of coordinating CIC activities with the Focal Center.
- To coordinate relevant activities with other participating centers.
- To design strategies for capturing and disseminating childhood and family-related information.
- To analyze the system statistics in order to monitor the Focal Center's performance.
- To prepare plans for training local staff and personnel from other participating centers in the country, as well as to supervise their work.
- To assess the center's work on a periodic basis.

2. Documentary specialist or Professional related to childhood issues.

Profile

- University training (graduate, preferably on social areas).

- Expertise in the management of child and family-related information.
- Aptitude for teamwork and public treatment.
- Preferably bilingual (English-Spanish).
- Expertise on computer operation or willingness to learn accordingly.

Duties

- To capture, select and analyze documentary, institutional and project-related information concerning childhood and the family.
- To include, revise and update OPD data.
- To produce and forward the Newsletter and Childhood Yellow Pages.
- To supervise hired or voluntary staff (students) as a support to data entry.
- To meet the requirements of on-site and external users, either for consulting or other type of services (photocopies, on-site borrowing, etc.).
- To contribute to the ongoing enrichment of the Key Word Dictionary or the PIINFA's Thesaurus.
- To handle documents manually.
- To contribute to the fluent operation of the System under changing circumstances.

Reports to: Center Coordinator.

3. Assistant (if necessary)

Profile

- Advanced student on library management or professional graduate on a social subject.
- Aptitude for teamwork and public treatment.
- Expertise on computer operation or willingness to learn accordingly.

Duties

- To analyze, include, revise and update documentary, institutional and project-related information.
- To deal with on-site and external users.

Reports to: Coordinator

4. Secretary

Profile

- High School graduate
- Secretary Degree
- Word processing knowledge
- Preferably bilingual (Spanish-English)
- Minimal two-year background.

Duties

- Management of material delivery.
- Distribution of material produced by the Center.
- Information entry into the System.
- To contribute to the fluent operation of the System under changing circumstances.

Reports to: Center Coordinator

5. System Analyst (as a support in exceptional situations)**Profile**

- Proven knowledge on computer operation
- Adequate training on System and Database design
- Expertise on database management languages and object-oriented programming
- Knowledge of Windows 95,98,2000, Microsoft Office, Access, Visual Basic
- Expertise in documentary information management
- University level (3 years at least)
- Programming expertise
- Management of Web sites and Internet tools

Duties

- To ensure the System operation, as well as program maintenance and backup.
- To design management tools allowing for providing greater information to users.
- To develop operational information (number of users, consultations, entries into the System in a given period of time).
- To keep contact with the company providing hardware maintenance support.
- To contribute to the System's fluent operation.
- His/her role becomes more relevant following Center decentralization and the development of the National Center Network.

Reports to: Center Coordinator

3. Agreements between Centers

The establishment of RIIN Participating Centers is exclusively carried out by means of an Agreement between the Center that will coordinate the activities and the new Center that becomes part of the Network. The framework for the execution of agreements with the new Centers is provided for in the Agreement signed by the Focal Center and the Coordinating Center at the Inter-American Children's Institute (IIN)

These guidelines are:

Information-related duties:

1. To capture, select, organize and disseminate information (on organizations, projects and documents) produced in the city or region where the Center is established. In general terms, this principle only applies to Focal Sub-Centers. In the case of User Centers, their focus is on Information Dissemination.
2. To forward such information to the Coordinating Center in the country, on a regular basis and according to a working timetable. This option applies to all types of Centers.
3. To make information available to all the organizations integrating the RIIN Inter-American Information Network.

Commitments assumed for Database delivery:

As per the agreement terms, the Database and software delivery will be accomplished as follows:

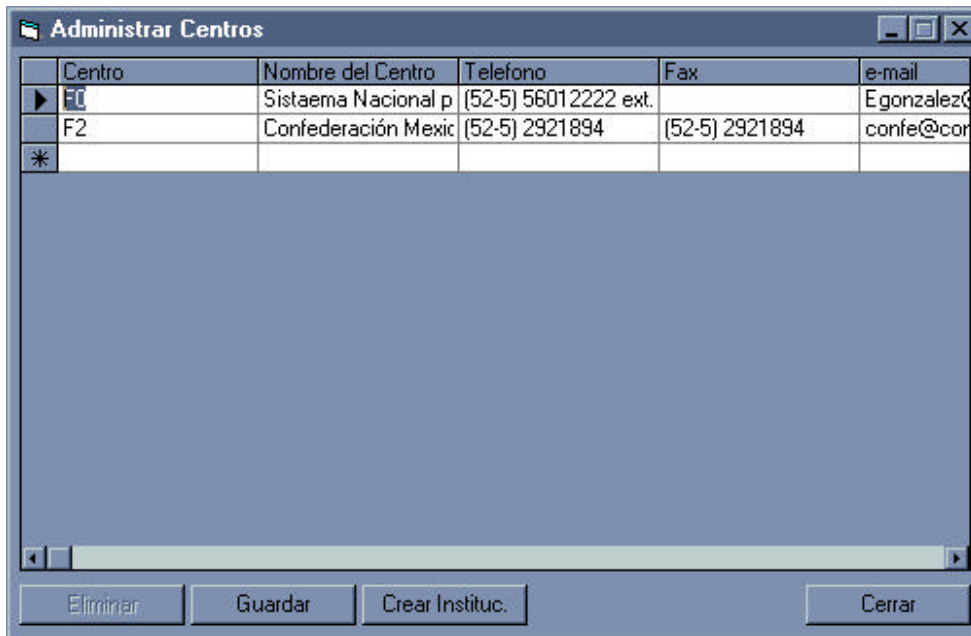
1. Delivery of the OPD system and its databases to the Institution, with the corresponding "User License".
2. Simultaneous agreement to provide training and the necessary support for Database implementation.
3. To establish, as from the time of the agreement, the commitment to provide the adequate infrastructure for the Center operation, as well as the required furniture and equipment (computers, photocopying machines) in order to support the established objectives.
4. To set forth a commitment of continuity in the operation of the Center with well-trained personnel.
5. To agree upon the funding assumed by the new Center in connection with each short, medium and long-term scheduled activities.
6. To establish the prohibition for the sale of software, and support and training material, as well as Databases, without the prior authorization or agreement of the Focal Center or, if not available, of the RIIN Coordinating Center.
7. To ensure, as from the time of the agreement, the production of identification and marketing materials of the new Center.
8. To define the Center's degree of responsibility for information entry into the Databases.
9. To determine the possibility of introducing advertising elements in materials for dissemination, in accordance with the Network's objectives.

4. Center Establishment from OPD

4.1 First stage: Sub-Center recording.

In order to process the inclusion of a new Center into the OPD logical structure, it will be necessary to start by recording the basic identity data of the Center to be established. The characteristics of the Center are not included in the OPD structure; only the authorizations for Database management by each center, as a subsequent step or stage, will be recorded.

At this stage, first open OPD and select **Administración del Centro** in the Tool Bar; then select **Administrar Subcentros**. The window below will open showing the Focal Center and all its Sub-Centers or User Centers; in the first case, only the Focal Center will be seen:



Record the Center as follows:

- 1) Place the cursor on the blank record (starting with *) and type the data corresponding to the new Sub-Center or User Center.

Centro	Nombre del Centro	Telefono	Fax	e-mail
F0	Sistema Nacional p	(52-5) 56012222 ext.		Egonzalez@...
F2	Confederación Mexic	(52-5) 2921894	(52-5) 2921894	confe@cor
F3	Prueba	...		
*				

The pencil-shaped icon on the left of the record indicates that it is being edited for including all data. The required data are:

- Center Code
- Name identifying the Center
- Phone number
- Fax
- E-mail
- City
- Country
-

- 2) To save data, place the cursor on a different record or click on the "Save" option.
- 3) To include the institution corresponding to the Sub-Center or User Center, the cursor should be on the line that identifies the new Center; then click on "**Crear Instituc.**" This will create an institution with an "Fx-0" code, using as an example the creation of a center reporting to the Center F0 of DIF Mexico, where Fx is the code assigned to the new center (F3 in this example).
- 4) Close the **administración de Subcentros** window, and select **Administración de Centros** in the Tool Bar; then select **Editar permisos del Centro**. A window will open immediately requesting the password to continue the process, which is "riin". Then type the code of the new center the authorizations of which you wish to edit (F3 in our example).

Centro F3			
	Alta	Baja	Modificación
Instituciones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documentos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proyectos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Select the type of authorizations you wish to assign to the new center. The Center's duties correspond to its characteristics within the RIIN's structure. For further information, please check the section on "Types of Centers".

- 5) Check the institution code by using the institution module and then edit (edition button identified with a pencil on the left of the window) the institution as established in paragraph 1 of step 4), and load the complete data of the institution.

Upon completion of Stage 1, the new center will be recorded in the Database of the Focal Center.

4.2 Second stage: Center establishment

1. The OPD program may be installed with the same CD used for installing the Focal Center and following the same instructions (A and B steps in the OPD installation instructions accompanying each new OPD version).
2. However, as the Database in the CD is previous to the Sub-Center creation process, it is not enough by itself to establish a Sub-Center. There are two options to do so:

Option 1 (preferred)

To copy the Focal Center's Database on a means such as CD-R, zip-drive, or others. The Database file is c:\program files\opd.mdb. Files in the TXT folder should also be copied, as they contain the full text and STD documents that include the necessary files for creating the RIIN statistics module and the particular module for the Center.

Every new OPD edition will provide for instructions on the steps to be taken for its installation and file copying routines.

Option 2

To install the CD containing the OPD Database; once fully installed, to receive **un envío** specifically designed at the Focal Center for delivering the information on the new Center (see relevant instructions). If this method is selected, please contact CIC for further instructions.

3. Configuration of OPD according to step D in OPD 3 installation instructions. When the Center code is requested, please type the code of the newly established center (F3 as per our example).
4. To update the full copied text.