

**IMPLEMENT****EVALUATE**

The Design Process

Implement and Evaluate

The Implement and Evaluate phase marks the transition from the validated prototype to implementation in real conditions. It is not the end of the process, but rather the beginning of a continuous cycle of monitoring, learning, and adaptation.

In humanitarian contexts, launching a digital tool is not simply a matter of deploying technology, but of introducing a new element into social, operational, and trust dynamics that require constant monitoring.

1. Objective

- * Launch the digital solution responsibly.
- * Monitor its performance in real-world conditions.
- * Gather continuous feedback.
- * Adapt the tool according to contextual changes.
- * Move toward sustainability and local ownership.

This phase seeks to ensure that the solution remains relevant, secure, and useful over time.

2. Introduction for the facilitator

In this phase, the facilitator will find tools to accompany implementation as a dynamic process, not as a one-time event. The usefulness of this stage lies in ensuring that the solution not only works technically, but also maintains social legitimacy, accessibility, and relevance in an environment that can change rapidly.

Implementing in a crisis requires continuous ethical monitoring, clear feedback mechanisms, and an early sustainability strategy. Success is measured not only by adoption, but also by trust, inclusion, and adaptability.

3. How to use this phase

Use this phase when:	Do not use this phase to:
<ul style="list-style-type: none"> * The prototype has been validated. * Critical risks have been mitigated. * There is clarity on essential functionalities. 	<ul style="list-style-type: none"> * Scale without monitoring. * Implement without a feedback strategy. * Launch without clear guidance for users.

4. Pre-Activity Checklist

Before launch:

- The prototype was validated with users.
- Risks and mitigations were documented.
- A user guide was prepared in clear language.
- A communication plan has been designed.
- Feedback mechanisms have been established.
- Community champions have been identified.
- Sustainability and transfer have been planned.

5. Activities

Rollout and Communication

Purpose

Inform, train, and prepare users and key actors to use the tool.

Facilitator Guidance

- * Use clear and validated language.
- * Adapt materials to different formats (oral, visual, written).
- * Coordinate with humanitarian staff and local partners.

How to facilitate in a crisis

- * Use multiple channels (no-, low-, high-tech).



- * Consider low literacy levels.
- * Include practical demonstrations.
- * Design materials together with the community.

Suggested methods

- * Training workshops.
- * Simple visual guides.
- * Short videos or live demonstrations.

Specific checklist

- Clear and accessible guide.
- Materials in appropriate language.
- Trained staff.
- Disseminated communication plan.

Monitoring and Feedback Loops

Purpose

Monitor performance and user experience.

Facilitator Guidance

- * Define indicators relevant to the community and donors.
- * Create accessible feedback mechanisms.
- * Share progress transparently.

How to facilitate in a crisis

- * Establish regular check-ins.
- * Automate feedback when possible.
- * Report what changes are being implemented and why.

Suggested methods

- * Short surveys.
- * Dashboards.
- * Follow-up focus groups.
- Digital feedback channels.

Specific checklist

- Defined indicators.



- Accessible feedback.
- Shared results.
- Documented changes.

Adaptation

Purpose

Adjust the tool to contextual changes.

Facilitator Guidance

- * Review relevance periodically.
- * Assess changes in needs.
- * Detect new barriers.

How to facilitate in a crisis

- * Maintain short evaluation cycles.
- * Prioritize critical adjustments.
- * Assess differential impact on vulnerable groups.

Suggested methods

- * Quarterly review.
- * Analysis of usage data.
- * Brief re-consultations.

Specific checklist

- Relevance reviewed.
- Contextual changes identified.
- Design adjusted when necessary.

Sustainability and Handover

Purpose

Gradually transfer responsibility to local actors.

Facilitator Guidance

- * Identify community champions.



- * Offer training.
- * Establish maintenance processes.

How to facilitate in a crisis

- * Start sustainability planning early.
- * Assess local capacities.
- * Document processes.

Suggested methods

- * Transfer plan.
- * Technical training.
- * Collaboration agreements.

Specific checklist

- Champions identified.
- Sustainability plan.
- Support processes defined.
- Training completed.

6. Specific considerations in emergencies

Continuous accessibility

- * Clear language.
- * Diverse formats.
- * Inclusion of low literacy.

Community champions

- * Super users as a bridge.
- * Avoid excessive dependence.

Structured feedback

- * What is measured matters.
- * Comprehensible indicators.
- * Accessible dashboards.



Transparency

- * Communicate evaluation.
- * Report decisions made.
- * Share lessons learned.

Sustainability

- * Gradual transfer.
- * Capacity building.
- * Maintenance plan.

7. Expected outcome

At the end of this phase, the team should have:

- * Stable operational implementation.
- * Active monitoring.
- * Integrated feedback.
- * Adaptations made.
- * Clear sustainability strategy.

“Implementation in crisis is not the end of design—it is the beginning of accountability.”