Water, Sanitation and Hygiene Bottleneck Analysis Tool

User Guide

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Preface

The user guide is intended for new users with little or no experience using the Water, Sanitation and Hygiene Bottleneck Analysis Tool (WASH BAT). It aims to give a broad overview of the main functions of the tool and some basic necessary instructions on how to set it up. Every effort has been made to ensure that this document is an accurate representation of the application. Feedback is welcome, and can be provided by contacting the Helpdesk available at www.washbat.org. The WASH BAT concept and content was developed by UNICEF, in collaboration with a large number of sector partners through consultative workshops and early applications of the tool. The online version was developed by Community Systems Foundation.
CHAPTER 1 Getting Started

1.1. Introduction

The Bottleneck Analysis Tool (BAT) has been designed to meet the needs of the water, sanitation, and hygiene (WASH) sector for diagnosing, and then solving key challenges that are faced. The overall aim of the Bottleneck Analysis Tool is to increase the efficiency of WASH sector resources to achieve more sustainable and equitable outcomes. This is achieved through facilitating dialogue between sector stakeholders, and by offering practical proposals to remove barriers, and increase sector development.

The tool has been designed to cater to different types of user. The principal users of the tool are expected to be line ministries responsible for water, sanitation, and hygiene. The application of the tool is expected to be a collaborative effort involving various sector stakeholders, and external partners.

In a step-by-step approach, the tool assists a user to:

- Assess the key enabling factors to be developed for the WASH sector;
- Identify bottlenecks that restrict sector progress;
- Propose (sequenced) activities for the removal of bottlenecks;
- Estimate resource requirements, and costs of bottleneck removal;
- Propose priorities for utilization of additional funds; and
- Link bottleneck removal to sector, and broader development objectives.

The user will do this through the following sections:

- Scope of Analysis
- Participant List
- Building Blocks
- Awards, Bottlenecks and Causes
- Activities for Bottleneck Removal
- Costing Intervention
- Fund allocations
- Responsibility
- Reports
2.1. Homepage
The WASH BAT website is available via this link: www.washbat.org. The first screen that appears is the WASH BAT homepage.

Scroll down the page to see a summary of global statistics related to WASH as background information to why the tool was developed.

To access the main dashboard, click on the menu icon on the upper right-hand corner.

2.2. Registering & Logging-In
For new users, click on “Register”
The following screen will appear:

![Register user form](image)

In this step, the user should register their First name, Last name, Country, Agency/Organization, Email, and Password. Anything marked with a * is a mandatory field to complete. Once the form is submitted, the information will be sent to an administrator who will approve the request and the user will then be able to log in. To log in, revisit the main menu page, and click on Login:
When the Login button is clicked, the following screen will appear:

The user should log in with the email and password used for registration. The user can also select the language for navigating the tool: English, French, Spanish or Portuguese.

Upon logging in, the user will enter the WASH BAT tool, with the following screen:
2.3. Forgetting Your Password

In the case of a forgotten password, the user should click on the ‘Forgot Password’ link on the log-in screen.

The following screen will open. The user should enter the registered email id.

Upon successful verification, the following message will appear:

2.4. Help Desk

For any kind of help related to technical or non-technical issues, users can click on the ‘Help Desk’ button.
Clicking on this button will open the following form where a user can fill out his information along with the type and explanation of the query.

The type of query can be selected from the options available in the drop down list.

Then the user submits the query by clicking on the ‘Submit’ button.

This will send the user’s query to both UNICEF and Community Systems Foundation (CSF).
2.5. User Guide

Users can download the current user guide using the link present at the home page.

2.6. Country Implementation Guide

A user can download the country implementation guide using the link present at the home page.

2.7. Language Change Drop Down

Clicking on the language drop down, the user can change the language in which the application will be viewed.
2.8. Other Navigation Features

The user can navigate among sections either by clicking on the ‘Next’ or ‘Previous’ buttons at the bottom of the screens as shown below:

![Previous Save Next](image)

Or by clicking on the section of the analysis in the left-hand navigation bar as shown below:

![WASHBAT Navigation Panel](image)

Note: Clicking on ‘Next’, ‘Previous’ as well as the navigation panel buttons on the left hand side will auto save the work (therefore the user does not need to click on ‘Save’, and then on ‘Next’). It is suggested that the ‘Next’ button is used to ensure no work is lost.

2.9. Expanding the Navigation Menu

If the full text of the modules is not appearing on the screen, the user can click on the expandable dotted line separating the panel from the analysis to expand it:

![WASHBAT Expandable Panel](image)
3.1. Beginning the WASH Analysis and Selecting Scope

Upon logging in, the user directly enters the WASH BAT tool, with the following screen:

To begin with any analysis, two main options are available: Add Analysis to create a new analysis and Page Guide to get help in understanding the tool functions.

Here the user may search for a specific analysis (among those the user has created or has had shared with them), and filter by selecting one or other column to filter by. The procedures for creating an analysis, searching for or filtering an analysis or using the Page Guide feature are described in following sections.

3.2. Page Guide Feature

The page guide essentially provides a step-by-step interactive guide for the user. The user may choose to switch on/off the guide. The page guide consists of:

- Button to switch on/off the guide
- Page elements (input fields, action controls, data sections) that are numbered for reference
- Description/detail of each page element

At the start of the page guide, the first element is highlighted and the associated details shown separately. There would be options to go to ‘Next’ or ‘Previous’ element on the page and the corresponding description changes in the details section.

The user can start page guide by clicking on in any of the pages. The screen looks like the image below:
The page guide feature is available in all the pages, including pop-up features.

3.3. Managing Analyses and Search

The user can begin a new analysis by clicking on the symbol indicated below.

- All analyses the user has started or saved as a logged in user will be listed here.
- There is a search option available through which a user can filter the list of analyses by typing in the analysis name in the search box.

When the user is using this application for first time, there will be no analyses.
After creating one or more analyses, the screen looks like the image below:

The user may type some relevant text to search the desired analysis like:

There is also an ‘Advanced Search’ option. The user can filter the analysis listing to show analyses among: Own Analysis, Shared Analysis, All Other Analysis. To Use this option, the user has to click on the ‘Advanced Search’ button, and a dropdown list can be observed which can be used to filter the analysis list.
3.4. Action Items Against an Analysis

There are a range of actions that can be done on an analysis, as shown in the image and described below.

**View Analysis**

This will open the complete analysis in read-only mode in the new tab of the browser.

**Edit analysis**

This will open the analysis in edit mode.

**Delete**

This will delete the analysis.
Save As
This will open a pop-up as shown below.

![Save New Analysis]

Here, the user can give a new name to the analysis, and click ‘Create’ button. This will create an independent copy of the original analysis with the new name.

Print analysis
This will download the complete analysis in a PDF file which can later be printed out. The layout will be similar to that in ‘View Analysis’.

Share
Here the user can share an analysis with one or more users as a ‘copy’ or as ‘original’. When shared as ‘copy’, the analysis will not reflect any modifications carried out by the recipient users. When shared as ‘original’, the analysis will reflect any modifications carried out by the recipient users.

![Share As]

---
A user can select the recipients from the list which appears on clicking on the users select box.

The analysis can also be shared with the users assigned as participants in the analysis, provided that they are registered WASHBAT users. Participants can be added in the Participant list page.

This shared analysis will appear on the analysis listing page of all the users, who are being selected in the above pop-up.
**Word Doc**

This will automatically download the complete analysis structured in a word document in the format of a workshop report. For purposes of reporting, this file will need comprehensive checking and editing.

![WASH - BAT Workshop Report](image)

**Take Offline**

Offline feature for the WASHBAT application allows the user to take any analysis offline (from the list of analysis visible to the user against which edit option is available). This allows the user to work on an analysis without the availability of continuous internet connectivity. The procedure for taking any analysis offline is described in the Offline section.

**Initiate review**

Clicking on the link will initiate the review process and the user would be taken to the analysis review workflow (described in Chapter 6).

**Assign reviewers**

Clicking on the “Assign Reviewers” option in the analysis action dropdown list will open a pop-up for the user to assign a review team for the analysis to be reviewed. The detail procedure is described in Chapter 6.
CHAPTER 4 Drafting and Editing an Analysis

4.1. Scope of Analysis

This screen requests the selection of country, sub-sector, and jurisdiction (rural/urban areas, and administrative level) where the tool will be applied, as well as preferred currency for the cost figures. A file name should be used that clearly and simply describes the analysis (country, sub-sector, jurisdiction, and version number, in case multiple versions are saved). Each analysis will be based on only one Scope, one Jurisdiction, one area, and one time period.

The following screen will appear for the Scope of Analysis:

To use the page Guide option here, user can click on page guide button. It instructs the user how to perform different actions on this page.
In this section, the following information should be entered:

- **Analysis Name**: The user should enter an analysis name as specific as possible, including their name or initials, the date, and scope of interest. It is a mandatory field to complete.

- **Scope**: There are four fixed scope options ("Water Supply", "Sanitation", and "Hygiene", "WASH in Institutions"). The Scope is mandatory, and the user needs to select one scope from these four scope options.

- **Institution Type**: Once ‘WASH in Institutions’ option is selected at the Scope menu, this field will appear. Option ‘Schools’ is selected by default, for which there are specific criteria listed for schools under the building blocks. It can be changed to different institution type if preferred; however, under the building blocks the criteria are generically phrased for any institutions.

- **Jurisdiction**: There are four jurisdiction options ("Rural", "Urban", “Peri-urban”, and “All Areas”). Jurisdiction is mandatory for an analysis, and the user needs to select one jurisdiction from these four jurisdiction options.
- **Area**: It is a level of analysis, such as national or any sub-national level. There is a hierarchical relationship between these levels, and the hierarchical order is such that a district belongs to a regional area, regional areas belong to a national area. If a sign is listed next to an area in the drop-down menu, sublevels such as regions or districts are available and can be defined by the user. If a desired region or district is not listed, the required area can be added using the link ‘Add new area’ next to the area selection dropdown. Steps on how to do this are listed at the end of this section.

- **Year of analysis**: The user can select the current year to which the analysis refers from the drop-down menu.

- **Currency**: All national currencies are available in the list. This should refer to the currency in which cost figures are provided in the costing module of the WASH BAT.

- **Summary Notes**: Summary text relating to the analysis can be supplied here.

- **Upload File**: Any file related to the analysis can be uploaded by clicking on the ‘Add File’ button.

The upload link would be enabled once the data on this page is saved. A maximum of five (5) files can be uploaded, each of size 1MB or less.

This will open the following pop-up. Here the user can select the files to be uploaded by clicking on the file selection area indicated, and by clicking ‘OK’ it will upload the files selected.
Once the selection has been made, click ‘Save’. Once ‘Save’ is clicked, the navigation-panel/menu of WASH BAT tool will appear on the left-hand side:

The user can reset the page data to the last saved data by using button. It would give a confirmation pop-up.

Confirming on OK, would reset all the information to the time it was last saved.
Adding an Area to the Scope of Analysis

If a country has sub-national levels available, there will be a plus sign next to the country to show that it is collapsible:

If a desired sub-national area is not listed, click on Add New Area to add it.

Here the user fills the area information, and clicks 'OK' to add it to the area list.
Another option is to add the same information in the ‘Areas’ module under the ‘Administration’ section. Click on ‘Areas’, and the following screen will appear:

Click on the sign to add a new sub-national area to the country of analysis.
4.2. Participant List

The second module of the WASH BAT requires the user to enter the names of the participants working on the analysis at hand. This might include the participants in a workshop setting, and/or a small working group set up to meet to complete the tool. Here, the names, affiliations, and email addresses of those participating in the group work should be entered. This enables later distribution of the analysis file to all participants, and for workshop reporting.

To use the page Guide option here, the user can click on page guide button. It instructs the user how to perform different actions on this page.

To add participants, the user click on the button indicated below:

The following screen will appear, allowing the participant name, agency and email to be entered:
After adding any participant, the screen would look like the below image:

The user can edit the participant information or delete a participant by clicking any desired action from Action column.

Clicking on Edit link, it opens a pop-up for Edit participant. The user has to save the changes to get it reflected on the Participant page.
The user may delete the participant information by clicking ‘Delete’ from the selected participant row.

When clicking on ‘Delete’, a pop-up confirmation appears. Confirming on Delete removes the entry from the participant page.
The user can also search for participant information by typing any text related to participant information.

4.3. Building Blocks

The tool proposes governance functions and criteria under each building block. A criterion is like an indicator, stated in a positive way, and that when progress is made on it, it contributes to achieving sector outcomes. Buildings blocks, functions, and criteria that will not be analyzed should be unchecked by the user, and this removes them from the later modules. The user can add any additional governance functions, and criteria that are required for a complete analysis of the sub-sector, and jurisdiction in their context.

Page guide feature is also available. The user can use this option to get the instruction that would help them to perform different actions in this page.

The building blocks module will appear as follows:
Building blocks are classified into the following ‘factor groups’:

- Sector Policy & Strategy
- Institutional Arrangements
- Budgeting & Financing
- Planning, Monitoring and Review
- Capacity Development
- Broader Enabling Environment
- Service Providers

Definitions of each building block are provided in Annex I.

If a particular factor is not listed, custom factors can be added by clicking on the button indicated below.

![Building Blocks Button](image)

The following screen will appear:

![Add New Function](image)

For any new factor added, make sure to add in all details with a ‘*’ marked next to the field.

For each of the building blocks, different Functions can be selected (by using the checkboxes), and consequent criteria the user wants to include in the analysis. The following factors are available under each building block:
• Sector Policy & Strategy
  o Sector Policy & Strategy
• Institutional Arrangements
  o Coordination
  o Service Delivery Arrangements
  o Accountability & Regulation
• Budgeting & Financing
  o Budget & Expenditure
  o Financing
• Planning, Monitoring and Review
  o Planning
• Monitoring, Evaluation & Learning
• Capacity Development
  o Capacity Development
• Broader Enabling Environment
  o Political Leadership
  o Decentralization
  o Social norms
• Service Providers

If desired criteria are not listed, more criteria can be added under each factor by clicking:

The following screen will appear, enabling the user to enter the appropriate text for the new criteria:

For any building block, and subsequent criteria selected, this has a subsequent impact on the next section, which is ‘Awards, Bottlenecks and Causes’.

4.4. Adding Tags
A tag is a specific theme that is associated with a criterion, which allows tabulation of the results by theme in the reporting section. Tags can be added against each criterion from the drop down which appears on clicking on the text box indicated here.
If the Tag required is not available in the drop down, it can be added by clicking on the ‘Add Tag’ button indicated below:

This will open the ‘Add tag’ pop-up where the user can create a new tag with its description in multiple languages.

Tags can also be added under the ‘Manage Tags’ module under the ‘Administration’ section.
This will open a new page.

Clicking over the ▶ sign indicated above will open the same add tag form.
The user has to fill the details in the form, and then save to create the new tags. The user can search any tags by entering the tag name, type or description in the search text box. There is an Advance Search option to select a tag on the basis of the type of tag between Custom tag (a tag added by a user) and System tag (a pre-existing tag).

**Note:** Tags are specific to an individual user. Tags created by one user cannot be listed in the tags dropdown for other user. The user can use all their own tags in all analyses created by the user. If an analysis (with tags) is shared with another user, then another user can de-associate that tag, but cannot use the same tag in other criteria for Building blocks page.
4.5. File Merge

On clicking the File Merge icon, a pop-up would open up. The pop-up shall list all the analyses that have the same combination of scope-jurisdiction-area.

Once the analysis is selected from the dropdown list, the user will be given an option to select the building blocks that the user wants to merge in their analysis.

The selected building blocks, when merged, would override the building blocks in the original analysis. Important points to note are as follows:

- All analyses should be under the same user account (for merging purpose). In case an analysis from a different user needs to be merged, all analysis would be shared as copy to the user and thereafter the merging can be done.
- Only one analysis can be selected for merge in one import request. User can merge multiple analyses, by requesting multiple imports.

The right arrow is used to save work and navigate the user to the next page where the selected Functions and criteria are scored.
In order to coordinate better with other similar initiatives, the questions and indicators that are part of the UN-Water GLAAS questionnaire (a bi-annual survey sent to governments). GLAAS is the global assessment and analysis of sanitation and drinking-water. The user can hover over the icon to see the ‘GLAAS’ question number associated with it.
4.6. Awards, Bottlenecks and Causes

All the criteria that have been selected to be analyzed by the user should now be assessed for the degree of progress achieved: ‘No’ (red), ‘To some extent’ (yellow), ‘To a large extent’ (green), and ‘Yes’ (blue). This scoring helps with the identification and prioritization of bottlenecks to be removed in later modules. Each award score is characterized by a color (similar to the traffic light system) to represent a level of achievement ranging from ‘No’ to ‘Yes’:

The page guide feature is also available here. The user can use this option to get the instruction that would help them to perform different actions in this page.

Award Selection Behavior:

- The user has to click on the award circle to open the pop-over.
- The pop-up contains all the award options as a solid colored circle.
- On hovering on each color, the description for award options (i.e. Select, No, To some extent, To a large extent, Yes) will appear in a tooltip.
- On selection of the award (colored circle) the specific award would be selected, and the pop over will close.
- In case the user clicks outside the pop over without clicking on any colored circle the pop over will close (cancel behavior)
The user can also give the reason for choosing any award against a criterion. This can be done by clicking on the ‘Explain Award’ link. It will open up a pop-up to enter the explanation as shown below.

After a score for each criterion is selected, an average award score will be calculated for each Function which is shown next to the Function outcome (a simple average at the level of the Function).

Based on the scores already given, the user should identify up to three bottlenecks per criterion, and up to five causes of each bottleneck. A bottleneck is a constraint for achieving sector outcomes, and should be closely linked with the corresponding criteria. It is advised to first focus on the criteria with the least progress (i.e. red, then orange) to make best use of the limited time available for this exercise. If more than one cause is identified, the most important cause should be checked in the window.

In this section, the user is asked to provide a detailed explanation on the bottlenecks associated with each of the criteria that have been scored in the building blocks section. Text is provided directly in the free text box.
The user can add up to 3 bottlenecks per criteria. Additional bottleneck fields can be added by clicking on ‘Add New Criteria’ link.

In this section, the causes associated with each of the bottlenecks should be managed by selecting ‘Manage Causes’. On clicking the ‘Manage Causes’ link, the following screen will appear:

From this, the user has to select the cause of bottleneck considered as most critical.
There are other features available for a bottleneck i.e. Copy functionality, and Delete functionality.

**Copy Functionality**

In some situations, it is possible that some of the bottlenecks are duplicated across multiple criteria. So instead of adding identical entries in the bottleneck field, the copy icon indicated below should be clicked to select the particular bottleneck with which it is identical. In this case, the copied bottleneck field will be disabled with that read only value and the Manage Cause link will also be disabled for the copied bottleneck.

Clicking on the copy icon would open the following pop-up.

All the bottlenecks which are added in the ‘Awards, Bottlenecks and Causes’ page, will be listed in the dropdown for this pop-up.
Selecting the bottleneck copies the bottleneck for that particular criteria and then the link for manage cause associated with this copied bottleneck becomes disabled.
Delete Functionality

A bottleneck can be deleted by clicking on the icon indicated below. Since bottlenecks can be added and deleted, a validation has been put in place whereby a user cannot delete the last remaining bottleneck. That is, when there are multiple bottlenecks (original or copied), all bottlenecks shall have an active ‘delete’ icon against them.
If only one bottleneck is left, the ‘delete’ icon shall be disabled for the user. In this case, the bottleneck can be deleted by just erasing the text of the bottleneck.

The definition of the Factor can be seen by hovering on the `?` icon.

Left and Right arrows will save the analysis and navigate the user to the previous/next page and scrolling to the selected factors’ section.

**Note:** The user has to fill in the bottleneck and manage its cause in order for those data to become available in the next module. If only the bottleneck field is filled, but the manage cause field is left empty, then the user cannot proceed to add activities in the next module.

All the bottlenecks with their scoring can be printed by using this print feature.

### 4.7. Activities for Bottleneck removal

In this section, the activities are identified for removing the most critical causes of bottlenecks.

For each bottleneck, activities should be identified that will address the causes, and remove the bottleneck. Activities should be as concrete and as explicit as possible – with timelines identified (start and end dates), the agency with lead responsibility, and the priority level. The priority level can be ‘no priority’, ‘low priority’, ‘medium priority’, and ‘high priority’ – which is used in later modules and in the report page for sorting activities, and allocating additional funds.

The following screen will appear:
Page guide feature is also available here. The user can use this option to get the instruction that would help them to perform different actions in this page.

Click on ‘Manage Activity’ to describe the activity for removing the bottleneck in the pop-up window:

Activities can be added by clicking on the ‘Add new activity’ link. Here the user can identify each activity for bottleneck removal from no priority to low, medium, or high priority. A maximum of three activities can be added. Activities can be deleted by clicking on the delete button.

Please note that only activities identified in this section will appear in the next page: Costing Intervention.
All the bottleneck causes can also be viewed by clicking on the ‘All Causes’ icon indicated below. Most critical bottleneck cause is made bold and underlined.

The user can print all the activities with their date and priorities by using the print button.
4.8. Costing Intervention

For each activity entered, the costs of the activity need to be entered. The available financing for each activity should be entered, if available, but the value cannot exceed the activity cost. This means the funds have been allocated or are likely to be allocated. If the start and end dates span across multiple fiscal years, then costs and financing can be entered for these years.

The page guide feature is also available here. The user can use this option to get the instruction that would help them to perform different actions in this page.

The following screen will appear, showing the activities identified in the prior section:

![Image of WASHBAT screen]

When the user clicks on the ‘Manage Costing’ section; the following pop-up is shown:

![Image of pop-up screen]
The user can choose either a lump sum value or a detailed costing, which sums different resources or expense types. Please note that this is a scroll down menu, and the expense summary includes diverse items such as staff, consultant time, equipment, transport, hotels and per diems. Only numerical values can be entered into the text boxes.

The user can check the checkboxes against the activity when it is a duplicate of another activity.

This avoids double-counting of costs when costs are aggregated in the report page. It will navigate the user to a pop-up to select the particular activity of which it is a duplicate.

After selecting any one of these, the screen looks like the image below:
'Duplicate with' column contains the value of the activity with which it is identical and the 'Manage Costing' link would get disabled.

The user can export all the data in this page to an excel file by using export to excel button.

Next, the user has to click on the link to get all the data on excel.
4.9. Fund Allocation

The previous screen allows estimation of the funding gap for each activity. The next exercise is partially hypothetical, which requires the user to reflect on what additional funding might become available to address the bottlenecks and how it would be allocated across competing priorities. The user should identify which activities should have funds allocated to them based on the overall resource envelope and their priority level. The priority level allocated to the activities earlier will help guide the user to allocate the remaining funds to the most important activities.
The page guide feature is also available here. The user can use this option to get the instruction that would help them to perform different actions in this page.

If the user clicks on ‘Fund Allocations’, the following pop-up will appear:

![Fund Allocations Pop-Up](image)

The funding gap displayed will be the difference between the total fund and the funding available. In the case above, it is 147000 Albania Lek(e).

**NOTE:** The allocation of additional funds cannot exceed the total fund required, or an error message will appear.

4.10. Responsibility

The lead agencies responsible for ensuring the implementation of activities should be entered on this page.
The page guide feature is also available here. User can use this option to get the instruction that would help them to perform different actions in this page.

A user can enter a new agency by clicking over the symbol which will open a pop-up.

This information can also be added in the ‘Manage Stakeholders’ module under ‘Administration’ in the menu on the left as shown below:

The user can add a stakeholder by clicking on the symbol indicated below:
When + is clicked, the following window will appear:

Here the user can enter the Stakeholder Name, Representation Agency, and Email Id.

The newly added stakeholder’s name is visible in the stakeholder field as shown in the image below:
4.11. Reports

Here the user can generate their own tailored reports based on which columns they would like to see. Not all text can be displayed in this screen – hence the user can download the entire or selected set of data that have been entered. The list can be sorted by building block, by priority level, by timeline or by tag term (to enable specific analyses by equity, accountability or sustainability). A Gantt chart shows the comparative timelines of all the activities.

The following screen will appear under reports:

![WASHBAT Reports Screen](image)

The page guide feature is also available here. The user can use this option to receive the instruction that would help them to perform different actions in this page.

In the reporting section, the user can select the columns to appear in the report by clicking on the menu button at the end of the header bar at the top:

![WASHBAT Reports Menu](image)
If 'x' appears next to the name of columns in the hamburger menu, it will not appear in the reports section. If a ‘✔’ appears next to the name of columns in the hamburger menu, it will appear in the reports section. The user can click on ‘x’ or ‘✔’ to make the report according to the desired format.

In each column, the user can also apply filters to display only those details required. This can be done by clicking on ‘Filter’ under each column name:

To download the report into an excel file, the user should click the download button indicated below:

The report will get downloaded into an Excel document as below:
Gantt chart

One of the features of the report section is the option to view the entered data as a chart with a series of horizontal lines, which shows the timeline of different activities.
This can be viewed by clicking on the ‘Switch to Gantt Chart’ next to ‘Reports’:

The Gantt chart will appear, but only for those activities, and criteria for which data have been entered. The graph line can be hovered over with the mouse to get its start date and end date.
The Gantt chart can also be downloaded in an excel file by clicking on the ‘Export’ button indicated below.

Reports

This will download the Excel document:

Click on Enable Editing to get the data.
In the Excel file, the user can change the start or end date, and it will automatically change the chart in the spreadsheet.

This can also be shared using the icon. Share procedure has been described earlier.
CHAPTER 5 Drafting and Editing an Analysis in Offline Mode

The offline feature for the WASHBAT application allows the user to take any analysis offline (from the list of analysis visible to the user against which edit option is available). This allows the user to work on an analysis without continuous internet connectivity. The procedure to take an analysis offline, perform the required edits, and syncing back the changes is described below.

5.1. Step 1: Taking Analysis Offline

The user can select an analysis for offline preparation against which they have edit rights, and fill in the analysis in the offline mode. The user takes the analysis offline by clicking on “Take Offline” option under the action menu of a listed analysis.

By clicking on the link, a pop-up will be opened with basic details of the analysis and some special guidelines.

On doing this, the status of the application will change to “Offline”.

![Image of WASHBAT application interface with analysis offline feature highlighted.](image-url)
NOTE:
At any given time the user can take only one analysis offline, and work on it. If the user tries to take any other analysis offline, the user would be given a prompt showing the basic details of the current offline analysis. The user can thereafter confirm to take the new analysis offline (overriding all details of the old offline analysis), or can cancel the prompt to continue to work on the old offline analysis.

In the offline mode, all the data inserted, edited or deleted by the user will be stored in the Local Storage of the browser; hence it is strongly advised not to clear the browser cache as this will remove all the offline data.

5.2. Step 2: Working with an Offline Application
In the offline mode, the user logs in by clicking on the “Login Offline” button on the login page of the application.
On login, only the analysis that has been taken offline by the user will be visible on the analysis listing page. It can be edited by clicking on the Edit button in the dropdown menu.

In the offline mode, the application offers limited functions to the user. Hence, the user should only take an analysis offline once the Building Blocks and Criteria have been selected.

Features not available in the offline mode:
1. Language change
2. Administration section
3. Analysis View
4. Analysis Print (as pdf)
5. Analysis Export (as word)
6. Analysis Review
7. Page Guide
8. Access/download dissemination materials such as user guide

Modules available in offline mode:
1. Scope of Analysis – Not Editable
2. Building Blocks – Not Editable
3. Participant List
4. Awards, Bottlenecks and Causes
5. Activities of Bottleneck Removal
6. Costing Intervention
7. Fund Allocation
8. Responsibility
9. Reports

5.3. Step 3: Syncing with the Online Version of the Analysis

To synchronize the offline version with the online version of an analysis, the user goes back online by clicking on the “Go Online” button.

The interface will be refreshed to reflect the online version of the application where the user has to login with their credentials.
After logging in, a button will be visible on the top of the page for synchronizing the offline version with the online version of the analysis. An indicator would be available to indicate which analysis has been taken offline.

This will open a pop-up listing the basic details of the analysis that was taken offline and all the options for synchronization as given below (the list of pages and building blocks to be selected for synchronization).

Once the user checks the relevant list, the Sync button will be enabled.
The buttons on the pop-up are:
- “Sync”: To synchronize the offline version of the analysis with the online version. This will save all changes done in the offline mode.
- “Discard”: To discard the changes made in offline mode altogether, and delete any offline analysis data.
- “Continue Offline”: To continue editing the analysis offline.
- “Cancel”: To close the pop-up.

**NOTE:**
- Once an analysis has been taken offline, it cannot be edited online.
- If an analysis has been shared with the other users, then those users can also take that analysis offline but cannot work on it online at the same time.
- To avoid conflicts when multiple users have taken and worked on the same shared analysis offline, it is advisable that they work on different building blocks.
CHAPTER 6 Analysis Monitoring and Review

On the analysis listing screen, two more options “Assign Reviewers” and “Initiate Review” are available in the action dropdown list of each analysis. A version column next to the analysis name indicates the version of the analysis. Every time an analysis is reviewed and submitted, a new version of the analysis is created. For a logged in user, these links would be shown against the latest versions of:

1. Their ‘Own’ analysis
2. Analyses which have been ‘shared as Original’ with the user

Previous versions for these analyses show the ‘View Review’ and ‘Print Review’ options for the review. An edit option will no longer be available, as previous versions are frozen for purposes of a historical record.

6.1. Assign Reviewers

Clicking on the “Assign Reviewers” option in the analysis action dropdown list will open a pop-up for the user to assign a review team for the analysis to be reviewed.
A review team consists of default reviewers (owner of the analysis, and users with whom the analysis has been 'shared as Original') and the analysis owner can also select other users to review the analysis file.

Clicking on "Assign" will save the reviewers for this specific version of the analysis and a message is shown to indicate the review team has been assigned.
The reviewers will be managed against each version of an analysis. For example, the review team for version 2 of the analysis could be different from that of version 1.

6.2. Initiate Review

Clicking on the “Initiate Review” link will initiate the review process and the user would be taken to the analysis review workflow (described in the next section).
Once the user comes back on the analysis listing page (after initiating the review), the following changes can be observed:

- The analysis file will be frozen for any further modification
- The “Assign Reviewers” link would be revised to “Manage Reviewers”
- The “Initiate Review” link would be revised to “Edit Review”
- “View Review” option (in new html page) will be visible against the analysis
- “Print Review” option (in pdf) will be visible against the analysis

This also helps to identify if the analysis is ready for review, or if the review process has been started.
6.3. Analysis Review
Clicking on the “Initiate Review” or “Edit Review” link against a file on the analysis listing page will redirect the user to the first screen under review workflow.

The review process of an analysis has the following sections:
1. Activity completion review (short -> Activity review)
2. Assessment of the impact of activities on bottlenecks and criteria scoring (short -> Impact assessment)
3. New criteria (short -> New criteria)
4. Identification of new bottlenecks and criteria for future assessment (short -> New bottlenecks)
5. Submit review (short -> Submit review)

Under the review flows, the reviewer has the “WASH Analysis” link in the navigation panel that takes the user to the analysis listing page.

6.4. Activity Completion Review
Clicking the “Activity review” link will redirect the user to the screen shown below. In this section the reviewer can:
- Use the page guide option to get the instruction to fill the page.
- View the basic activity details
- Select review status against each activity (not yet started, in progress, completed, abandoned)
- Add a note box that allows the user to fill in some details on what activity was completed, why activities were not completed, etc.
- View the basic bottlenecks
- Select review status against each bottleneck *(not impacted, some reduction, removed)*

6.5. Assessment of Impact of Activities on Bottlenecks and Criteria Scoring

Clicking on the “Impact assessment” link under the navigation panel redirects the user to the following screen. In this section the reviewer can:

- Use the page guide option to get the instruction to fill the page.
- Select new awards for criteria *(a new outcome score would also be calculated for review)*.
  The original criteria awards would not be editable for the reviewer.
- Add comments in single note box where the user can explain (a) why the award has or hasn’t changed and (b) why bottlenecks have or haven’t been impacted.
6.6. New Criteria

Under this section the reviewer can:

- Use the page guide option to get the instruction to fill the page.
- Add new criteria that are now relevant or unselect criteria that are no longer relevant
- Add tags or associate tags against criteria

6.7. Identification of New Bottlenecks and Criteria for Future Assessment:

Under this section the reviewer can:

- Add bottlenecks related to the new criteria, or adjust bottlenecks with the existing criteria.
- Delete bottlenecks when they have been removed or no longer matter
6.8. Submit Review

Clicking on the “Submit review” option under the navigation panel will redirect the user to a page as shown below.

The “Submit review” link is visible for the analysis owner only. This section allows the owner to add some narrative text as comments against a review.

When the user lands on this page, the confirmation checkbox would be ‘unchecked’.
Only once the owner reads the instructions and checks the checkbox confirming the impact, a section for new analysis details is shown along with the ‘Submit’ button.

The new analysis section shows the details of the new version of the analysis that would be created once the review is finalized.

- Version number (*e.g.* v2) which would be auto-generated by the system and would be read-only
- New analysis name which would be suggested and prepopulated by the system, but can be edited by the user. The suggested analysis name would be in the following format:
  
  `<Name of analysis being reviewed> - v<version number>`

  E.g. Test Analysis – v1

Note the name would be editable by the user, hence if a new name unrelated to the original analysis name is given, the software would not be able to validate or compare the same. E.g.

- Original analysis (v1) name: ABC
- Version 2 analysis name suggested by application: ABC – v2
- Version 2 analysis name edited by the user: XYZ

**Note:** While giving custom names to the new versions of the analysis after review, it is advised to give meaningful names clearly indicating the version to avoid any confusion and to maintain the naming convention.
On clicking the “Submit” button, the review would be considered as complete and following changes would take place:
- The review will be frozen and cannot be edited further by any reviewer
- A new copy of the reviewed analysis will be created with the new suggested name
- The new analysis will be shown in the analysis listing page with the updated version number and would be editable (as per existing behavior)

Clicking on the “Submit” button will redirect the user to the analysis listing page; where different versions of the analysis can be seen. E.g.
- Original analysis: A1
- Reviewed analysis: A1 – v2

The users with whom the original analysis was shared (as original or as copy) would not be applicable for the new version. The new analysis version would have to be shared again with the required users.

6.9. Progress Monitoring
On the analysis listing page, under the actions dropdown an option of “Progress monitoring” is visible against the latest versions of the analysis (if at least one review round has taken place, that is for v2 and above).
On clicking the “Progress monitoring” link a report would be opened in a new HTML page, and the same can be printed to PDF document.

The user can search their desired element in the search field.
Also the user can use filter to get desired element.

This can be printed/ viewed from analysis listing page.
CHAPTER 7 Administration

There are three sections in the Administration module. They are:

- **System Setup**: User with Administration/Analyst User role can manage the area, stakeholder, and tags.
- **Security**: User with Administration role can manage sub admin users and analyst user.
- **Translation**: User with Administrator role can manage translation of the texts.

7.1. System Setup

This section is divided into another three sub-modules:

- Areas
- Manage Stakeholders
- Manage Tags

**Areas**

Here, a user with Administration/Analyst User role can add areas, search areas by name, filter areas by area level - district, regional, national. Also, areas can be managed (add/ update/ delete). The screen is below:

If the area of analysis required is not listed in the page, additional area names can be added through Add button. Clicking this button, the following page will appear:
The user has to select a parent area from the drop-down. The Area Level will be automatically populated after the selection of Parent Area. Then the user has to give the Area Name in English, and other details. Click the Save button to save the work, and redirects the user to the Areas Page. The Cancel button will redirect to the Areas Page without saving work.

Here the user can search any area name in the Search field.

The User can also filter his search by using filter, which enables the user to filter area by level such as district, regional, national or all levels.

The user can also perform different actions on a specific area like a view, edit, delete.
**Manage Stakeholders**

Here a user with Administration/Analyst User role can add/manage stakeholders and search among stakeholders. The screen is shown below:

Add Stakeholder button can be used to add stakeholders or responsible parties against an activity. Details such as name, agency, and email-ID are provided for adding a stakeholder. The screen is shown below:

The Save button will add the stakeholder, and redirect the user to the Manage Stakeholders Page. Here, the user can search any area name in the Search field.

The user can also perform different actions on a particular stakeholder such as edit and delete.
Manage Tags

Here the user with administrator role can add tags, search tags by entering the name or description or can use advanced search to filter tags on the basis of tag type. The screen is shown below:

Add Tag button can be used to add tags. The Administrator would need to enter the tag name and description in order to add a tag. The Add tag page is shown below:

Here the user can search any tag in the Search field.
The user can also edit or delete a particular custom tag.

The user can filter the search by using advanced search.

7.2. Security

This section is divided into another two sub modules:

- Manage Sub Admin Users
- Manage Analyst Users

**Manage Sub-Admin Users**

Here the user with administrator role can add/manage sub admin users and search for any sub admin users. The screen looks like as below:
Add button can be used to add a sub-admin user. Details like name, country and password have to be provided for adding a sub-admin user. The screen is provided below:

Save button will save sub-admin details, and redirect the user to the Manage Sub Admin Users Page. The Cancel button will redirect to Manage Sub Admin Users Page without saving work. Here, the user can search any Sub Admin Users in the Search field.

The User can also perform different actions on a particular sub-admin user such as view, edit, delete, and deactivate.
Manage Analyst Users

Here the user with administrator role can add/manage analyst users and search for any analyst user. The screen is shown below:

Add button can be used to add an analyst user. Details such as name, country, and password need to be provided for adding an analyst user. Add Analyst Users Page is shown below.
Save button will save sub admin details, and redirect the user to the Manage Analyst Users Page. The Cancel button will redirect to Manage Analyst Users Page without saving the changes.

Here the user can search any Analyst Users in the Search field.

The user can also perform different actions on a particular analyst user such as view, edit, delete, and deactivate.

A user with admin role can change role of a user from sub-admin to analyst or vice-versa. For this, the admin has to click ‘Edit’ against the user for whom they want to change the role. This action will navigate to the edit screen of that user.
Next the admin clicks on the dropdown for Role field.

The admin can select the role and save for the role change for that user to be reflected.

7.3. Translation

The user with administrator role can add/manage translation of texts, and search any translation of the text. The screen is shown below:

Add button can be used to add new translation. The code and text has to be entered for adding a new translation. Add New Translation page is shown below:
Save button will save translation details, and redirect the user to the translation page. ‘Save’ and ‘Add Another’ button will save translation details, and allow the admin to seek new text to translate. The ‘Cancel’ button will redirect the user to the translation page without saving changes.

The admin can use Compile button to compile the translation in the language selected in the languages dropdown to be able to use the saved translations in the application.

The admin can also use the filter option to filter the translation list on the basis of language.

The admin can use Import/Export button to import/export the list of translations in bulk. On clicking this button, Import/Export page would appear. The page looks like below:

An Export button allows admin user to export the list of translations. A new list of translations can be uploaded using Upload file field. After uploading the file, the Import button should be clicked.

A particular translated text can be edited or deleted, as shown below:
ANNEX I Building Blocks – Definitions

1. **Accountability & Regulation:** Accountability refers to sets of mechanisms that improve relationships between users, service providers, and government, and ensures that actions can be taken against poor performance, illegal acts, and abuses of power. The Regulator is an independent body that oversees, and controls stakeholders' compliance with established standards, and norms, and provides support to the institutions to achieve this.

2. **Budget & Expenditure:** A budget is an estimation of the revenue, and expenses for WASH services over a specified future period of time. A government budget is an official statement about how much it plans to spend during a particular period of time, and how it will pay for the expenses. Expenditure is the total amount of money that a government, organization, or person spends during a particular period of time.

3. **Capacity Development:** Implementation of activities to build capacity to meet sector targets, based on an understanding of the capacity gap in human, and other resources, and the financial resources needed to fill the gaps.

4. **Coordination:** Joint planning, implementation, and monitoring, and proactive information sharing.

5. **Decentralization:** Decentralization is the process of redistributing or dispersing functions, powers, people or resources away from a central location or authority.

6. **Monitoring, Evaluation & Learning:** Appropriate evidence is obtained to analyze the policies and plans, and is used for managerial decisions, and policy/strategy adjustments at necessary intervals.

7. **Planning:** A water supply plan is a set of budgeted activities to achieve agreed targets.

8. **Political Leadership:** The process of leading, and harnessing stakeholders around a common vision.

9. **Sector Policy & Strategy:** Policy is defined as the set of procedures, rules, and allocation mechanisms that provide the basis for programs, and services; policies set the priorities,
and often allocate resources for implementation; policies are reflected in laws, and regulations.

10. **Service Delivery Arrangements**: Service delivery is a set of mechanisms to provide reliable, good quality water services on a continuous basis.

11. **Service Provider**: Service provider is responsible, or the de facto, provider of services to a target population.

12. **Social Norms**: Social norms are the rules of behavior that are considered acceptable in a group or society.