Six questions to ask

when using technology to improve access to justice
Poll!

How would you describe your level of experience with technology?

1. Fundamental awareness (basic experience)
2. Novice (some limited experience)
3. Intermediate (experience of using tech in practice)
4. Advanced (experience using tech in complex projects)
5. Expert (others come to you to ask about your experience)
1. What problem are you trying to solve?
2. How much do you really know about what your users want?
User research and personas

Vocal Activist

Mahal, 33
Consultant

Motivation: Supporting the L3BGTI community to become resilient to security threats
Strength: Understanding people they support
Weakness: Asking for help
Constraint: Needing to be everywhere at once

Specialised Coordinator

Sari, 41
Activist

Motivation: Providing emergency support
Strength: Networking, establishing trust
Weakness: Sharing learnings with international security community
Constraint: Managing stress & avoiding burnout
3. Who might get left out?
4. Has anyone tried this before?
Interview about yAvo.md, online platform providing free legal answers in Moldova

Natallia Cambarianu
Core Member

While in developed countries citizens benefit from pro bono consultations, in Moldova these remain undeveloped. At the same time, the state does not have enough financial resources to remunerate advocates who provide state guaranteed legal aid. Monthly, a legal aid advocate earns on average MLD 3,800. That is why, many times, citizens have no one to refer to for free consultations.

Namely for those reasons, the online platform for providing free legal answers - yAvo.md - has been launched. At the moment, over 110 lawyers have registered in the platform, who have provided about 1,200 answers to citizens' legal questions. The promotion of the yAvo.md platform also benefited from a support from the Soros Foundation-Moldova.

FIND THE RIGHT MOBILE SOLUTION

Is an SMS based system required? ✗ Yes ✗ No

NHMO Tip: SMS based systems are often used to communicate directly to the beneficiaries or to key informants. Questions and answers are sent and received as SMS messages. SMS surveys are generally unable to capture as much details as a SMS based system using a smartphone but can provide more outreach at a lower cost.

27 mobile solutions found

Activity (Micro Aero), Akro Row, COMMAD/Smobile, CommCore, CommmTrack, mStat/SMS, B3yCollect, AskDrum, Humanitarian Data Toolkit, FarmHubLock, Imagene, EJRN, Magji, mFight, mObat, mObat Researcher, mWater, Surveyor, opencivdata, Pandagon, Parapagon, PS Mobile, Ration, RapidSMS, Snap, SurveyCQ, Text to Change, Toto, TRIVAGO, YOTO, Moshi
5. Have you left space to learn as you go through the project?
6. Will using tech and data in new ways also create new risks?
See also:
https://www.fabriders.net/qafs/
Six questions

1. What problem are you trying to solve?
2. How much do you really know about what your users want?
3. Who might get left out?
4. Has anyone tried this before?
5. Have you left space to learn as you go through the project?
6. Will using tech and data in new ways create new risks?
Places to get help

- Alidade - interactive tool helping you plan tech projects [https://alidade.tech](https://alidade.tech)
- Light-touch support from The Engine Room: [https://engn.it/hello](https://engn.it/hello)
- Online courses: [schoolofdata.org](http://schoolofdata.org); [advocacyassembly.org](http://advocacyassembly.org)
- Chat on the Global Legal Empowerment Network!
Questions?