Media Monitoring with SwiftRiver

This is is a working document to document media monitoring workflows utilizing SwiftRiver and Ushahidi/Crowdmap. (Note this document was created by Juliana Rotich

This is a proposed draft for media monitors using SwiftRiver in their workflow. E.g Standby Task Force activations. This draft is based on the social media monitoring that was done during the simulation of Kenya elections.

**This is to be reviewed by SBTF for feedback and improvement.

Media Monitoring Leads need to be identified. Once identified, they should sign up for SwiftRiver login. If you do not already have a login, sign up on http://www.swiftly.org/beta/

If you are lead, do the following

- Create a river to pull in the appropriate feeds of data
- Set the channels for collecting data in the River Settings.
    - Check the map, and look at the 'How to Report' section for the hashtags to use. E.g for Uchaguzi.co.ke, the Twitter hashtags are #ndhiwa
    #kangema #kajiadonorth. Additional hashtags can be found in the 'important links' section of the site which links to the schedule for volunteers/team members.The settings for the river should look somethinglike this.
    - You can add a twitter user account by
    - Add RSS feeds as channels. Look at the schedule for volunteers, go to the website to be monitored, identify the RSS feed link and add it to River Settings.
    - For Facebook RSS feeds refer to this short guide, if it does not work, a developer needs to use this guide to help you get the RSS feed you can use.
    - For blog RSS feeds these are typically easy to find, just look for the RSS feed symbol on the blog and click on it. Put this link as a parameter in the River Settings
- Start creating buckets.
    - If the event is geo based in several key locations e.g by a handful of consituencies, create buckets for those. e.g Ndhiwa By Elections, Kangema By Elections etc
    - If the event is broader, create buckets that mirror major categories. E.g Critical/Emergency reports, Security, Positive events etc.
- Go back to River Settings: Start inviting collaborators as Editors
    - If there is a general data sifting team, give them editor privileges. (They need to have logged into SwiftApp at least once. If they do not have an account, have them sign up on http://www.swiftly.org/beta/)
    - Add a specific collaborator to a river, then to the bucket they need to work on. E.g By elections River, and Ndhiwa by elections bucket for one collaborator.
    - Give them specific instructions about using the filters on the river to help surface specific tweets that can be added to the appropriate bucket. Alternatively, they can scan the flow of info as it comes into the river and add the drops into the appropriate buckets.

If you are not lead on the media monitoring team:

- Refer to the schedule pick a time slot and notify the lead media monitor of your availability and category you will be collaborating on.
- Include your swift app username
- Refresh your SwiftRiver dashboard, accept the invites from the team lead.
- Go back to main river, apply appropriate filter or scan the river and add appropriate drops into buckets

Tech Team

Integration of SwiftRiver bucket RSS to Crowdmap/Ushahidi reports is yet to be completed. This page will be updated once that is completed and this workflow diagram updated.

Integration of SwiftRiver into Crowdmap/Ushahidi has been completed via a plugin. This plugin is downloadable on Github or search for it in Crowdmap plugin tab in settings.

TBD: Updating Workflow diagram teed up for StandbyTaskforce.