



# **IPDC THE INTERNATIONAL PROGRAMME FOR THE DEVELOPMENT OF COMMUNICATION**

CI-17/BUR.61/6  
6 February 2017

## **Agenda item for discussion**

### **IPDC KNOWLEDGE MANAGEMENT SYSTEM**

#### **INFORMATION NOTE**

##### **SUMMARY CONTENT OF DOCUMENT**

The Bureau is informed about the latest developments in IPDC's knowledge management system and requested to provide a Special Allocation to further improve its functions.

#### **IPDC content management system**

1. Background
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#### **1. BACKGROUND**

The IPDC Programme was established in 1980. Since then, it has generated a significant volume of knowledge, through the almost 2,000 projects it has supported over the world as well as through the normative work, information tools and reference sources it has produced through its diverse activities.

Until 2015, projects submitted to the Programme were sent to IPDC Secretariat manually by field offices or submitters. This was done by regular e-mail, using IPDC's standardized project submission form. A separate IPDC project database required inputting the information into a second on-line template, which was then made accessible to the public. The loss of an assistant position in the IPDC Secretariat due to regular programme cut-backs led to an important delay in the updating of the project database. As per recommendation by the External Auditors when

they reviewed the Communications-Information Sector in 2016, the backlog was eliminated during that year.

In 2015, the IPDC Secretariat requested the assistance of UNESCO's Knowledge Management and Information Systems (KMI) team to develop an on-line platform that would allow the on-line processing of the IPDC project submission cycle, serving also as a public database. The new system would facilitate the submission, implementation and evaluation process, as well as the on-line archiving of project documents, and other useful automated procedures.

In 2016, for the first time, the new system was tested. UNESCO field offices and submitters entered their project proposals using the IPDC on-line template. The Secretariat was able to assess the quality of proposals and provide technical backstopping via the same platform. Finally, translators and Bureau members were also able to enter their assessments using a dedicated space on the platform.

## **2. CURRENT SITUATION**

The platform has been used for the second consecutive year in 2016-2017. Several functions have been significantly improved in the second version. Projects approved in 2016 are now available to the public for on-line consultation. Some other components are not yet developed, such as the management of implementation reports.

Overall, the introduction of this system has been an important step forward in the modernization of the Programme's working practices and overall efficiency. However, the Secretariat has experienced recurrent problems in managing the system, as this requires a certain level of software development knowledge in order to self-manage function modifications and adjustments. Unfortunately, the lack of human resources prevents UNESCO from offering a timely hotline for trouble-shooting. This has complicated deadlines and led to the underdevelopment of certain functions and limits on ability to adjust to user needs.

## **3. CONCLUSION**

The management of the IPDC Platform could be boosted if access to a dedicated hotline could be provided at particular periods of the project submission annual cycle. This would allow adjusting the on-line platform to IPDC content management and user needs. A table is attached summarizing the project submission annual cycle and the platform management needs.

At a first stage, a small budget for content management would allow the Secretariat to hire the services on demand of dedicated technical staff who could help respond to punctual function development needs. Furthermore, this technical expertise would allow identifying concrete needs and solutions and formulating them in technical terms, and ultimately move towards sustainable solutions such as the contracting of external hotline services for a number of hours per year. This could give the necessary support to the processes specified in the attached table throughout the year.

## **4. DECISION**

Based on the above, the Bureau may wish to:

- Allocate an amount to strengthen the IPDC Programme's knowledge management and project submission cycle platform.
- Consider seconding personnel to the IPDC Secretariat who could support the Programme's knowledge management processes.

| IPDC Project Approval Cycle  | Deadlines  | Platform requirements   |
|--|--|---|
| 1. Opening of project submission process   | End of May<br>Year 1   | <ul style="list-style-type: none"> <li>• Project template needs to be fully operational</li> <li>• Project submission notifications need to be automatically generated</li> <li>• Access rights to be managed</li> </ul>    |
| 2. Closing of project submission process   | 31 August<br>Year 1  | <ul style="list-style-type: none"> <li>• Access to submit new projects should be closed.</li> </ul>   |
| 3. Project revision and validation by field officers/project key words to be entered | 1-30 September<br>Year 1   | <ul style="list-style-type: none"> <li>• Projects need to be properly linked to field offices</li> <li>• Validation and key word button/field need to be in place</li> <li>• Trouble shooting with field offices</li> </ul> |
| 4. Project improvement/revision  | October-November<br>Year 1   | <ul style="list-style-type: none"> <li>• Lists of projects need to be produced (by region, by key word).</li> <li>• Management of editing rights</li> </ul>   |
| 5. Translation of projects   | December-January<br>Year 1/2   | <ul style="list-style-type: none"> <li>• Fields for translators need to be put in place</li> <li>• Access needs to be given to translators.</li> </ul>  |
| 6. Project assessment by IPDC Secretariat  | December-January<br>Year 1/2   | <ul style="list-style-type: none"> <li>• Field for IPDC Secretariat comments to be in place</li> </ul>  |
| 7. Assessment of projects by Bureau members  | Six weeks before<br>Bureau meeting<br>(second week of<br>February of Year 2) | <ul style="list-style-type: none"> <li>• Access to Bureau members to be provided</li> <li>• Space for Bureau members' assessments to be fully operational</li> <li>• Trouble shooting with Bureau members</li> </ul>        |
| 8. Bureau meeting  | Mid-March<br>Year 2  | <ul style="list-style-type: none"> <li>• Print copies of project proposals need to be produced for the Bureau meeting</li> <li>• Box for Bureau decisions' on project approval to be in place</li> </ul>                    |
| 9. Public access to approved projects  | April<br>Year 2  | <ul style="list-style-type: none"> <li>• Projects approved by the Bureau can be sought and consulted through a cumulative, public database (2016 and onwards)</li> </ul>  |
| 10. Implementation reports   | December-January<br>Year 2/3   | <ul style="list-style-type: none"> <li>• Implementation reports/pictures can be uploaded to the platform once the projects are implemented.</li> </ul>  |