

**ICT-KM Program  
2006 Investment Plan  
Final Coordination Activity Report  
2008-2009**



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## Introduction

The 2006 Investment Plan supported five separate project activities and also provided separate funds for their coordination. The coordination activity was established to provide administrative and coordination support to the projects, ensure projects were compliant with the reporting needs of the World Bank, support projects in achieving their goals and objectives, and ensure that each project was in line with the overall aims and goals of the Investment Plan and the ICT-KM Program. The coordination funds mainly covered the costs of the ICT-KM Program Officer and related expenses in supporting the projects.

The following report covers activities from January 2008 to the projects' conclusion. Efforts were mainly focused on ensuring that projects were on target, while addressing challenges, providing necessary support, and planning the future activities/direction of the Program and projects.

### Activity 1: Coordinating Projects

Much of the Program Officer's time was allocated for the coordination of project activities and for regular communication with project leaders. This was to ensure that projects were on target and to mitigate against any foreseeable challenges. In addition, the Program Officer worked to identify linkage opportunities between projects.

In 2008, these efforts included providing the necessary support to the various projects for their further development. The Program Officer communicated with project leaders and CGIAR management to address administrative, financial and management needs and requirements.

Due to the Program Officer's maternity leave during the first half of 2008, additional funds were allocated to cover the costs of a replacement.

In 2008, the Program Officer assisted the project leaders to ensure the timely reporting and management of projects. Assistance included adjusting project timelines and activities, as well as managing extension and disbursement requests, communication efforts, and reports to funders. The Program Officer also provided budgetary and administrative support to the project leaders as needed.

### Activity 2: Providing Support to the Projects and the ICT-KM Program

In 2008, the Program Officer assisted Project Leaders to identify opportunities, work with partners, and organize workshops and training sessions for CGIAR staff and partners.

These efforts included:

1. **2008 Science Week** (ICRAF, Nairobi, March 3-8, 2008): Provided assistance and support to design, develop and facilitate the science meeting to ensure greater participation.

2. **ICT-KM Program Strategic Planning Meeting** (May 2008): Organized and assisted in the development of the agenda. Provided input and assistance to Project Leaders to further develop and hone their projects to be in line with Program strategy. Drafted the Program's mid-year review for pre-meeting reading and provided the necessary administrative and logistical support for the meeting.
3. **Knowledge Sharing Workshops**: Provided input on the development of the curriculum, assisted in the logistical arrangements and provided administrative and budgetary support to the second Knowledge Sharing workshop held in partnership with FAO in Rome (October 7-9, 2008).
4. **Online Learning Resources Workshop** (October 16-18, 2008): Provided input on the strategy of meeting, development of the agenda and identification of the participants. Provided administrative and logistical support for the meeting held at Bioversity International in Rome.
5. **Knowledge Sharing Fair** (IFAD, October 23, 2008): Drafted communication leaflets and coordinated with the project leader to highlight their activities. Represented ICT-KM Program and the CGIAR at the Knowledge Share booth at IFAD.
6. **Annual General Meeting**: Provided support to the communication efforts of the Program and the Knowledge Sharing projects. Provided administrative and logistical support to the Program Leader for Program activities held at the AGM.
7. **AAA Framework**: Provided input for the development of the conceptual framework and strategy, both during the strategy meeting in May 2008 and in the further development of the concept and background documents. Also provided coordination support for the budget, contractual agreements and the development of the meeting held during the AGM in Maputo, Mozambique.
8. **Knowledge Sharing Fair** (January 20-22, 2009): Provided coordination support for the agreement with FAO for Knowledge Sharing Fair among Rome-based international development organizations. This included managing the agreement budget, and providing administrative, communication and logistical support for the Fair.

More time and effort was given to the two Knowledge Sharing projects as they comprised a significant portion of the Investment Plan, and the project leaders had allocated a high percentage of their time to them.

### **Activity 3: Planning for the Future**

The 2006 Investment Plan included funds to cover the costs of planning for the Program's future activities and direction. This activity aimed to identify the current needs and future ICT-KM interventions needed to address those needs. The coordination of these efforts included working closely with various consultants and staff members involved in this process and discussing, evaluating, reviewing and refining the activities, studies, reports and related workshops, and providing necessary assistance when needed.

### **Activity 4: Communications**

With project leaders dispersed across the CGIAR Centers, regular communication was key to keep the Program informed and provide assistance as needed. As such, regular calls were made to each project leader to discuss developments and challenges.

In addition to these calls, other methods of regular communication were exploited, including wikis (CGVlibrary), DGroups (Knowledge Sharing), blogs (Digital Content for Learning and Knowledge Sharing), and online chat (all projects). By using such communication methods, the ICT-KM Program puts into practice the various methods it advocates to institutionalize the use of ICT to address project needs. Most of these efforts have been successful, though the use of free technology (such as Skype) is not always reliable.

The Program Officer was also responsible for providing Enrica Porcari, CGIAR CIO and ICT-KM Program Leader, with the necessary communications, reports and updates to keep senior management up to date on project activities, successes, challenges and opportunities.

Regular quarterly newsletters and Program updates were drafted to inform CGIAR staff and interested parties about the developments of the projects as well as announce opportunities for CGIAR staff such as upcoming training events, conferences and scholarships. The Program Officer also supported the development of brochures for projects within the Investment Plan portfolio (CGMap, AAA framework). A booth to advocate the work of the ICT-KM Program and its projects was organized at the Annual General Meeting in Maputo, for which the Program Officer also prepared various materials for presentations on the work of the Program.

### **Activity 5: Providing Administrative and Coordination Support to the ICT-KM Program**

To ensure the compliance of both the individual projects and the Program as a whole, the Program Officer was responsible for making sure that the Program reporting and financials were in line with the requirements of funders. In 2008, the Program Officer managed the budgets of the CIO office (CGXchange, CGMap, Planning for the Future, CIO office, and 2006 Investment Plan Coordination) and also provided needed support to the Program as a whole in the following areas:

1. Drafting and finalizing Letters of Agreement
2. Drafting and finalizing contracts with consultants and temporary staff
3. Overseeing Program budgets
4. Conducting all necessary administrative procedures for the Program (purchase orders, travel requests and authorizations, meetings, etc.)
5. Drafting reports and updates for the CIO office and ICT-KM Program
6. Liaising with the communication officer and technical officer to provide updated information for the Program's website as required

### **Activity 6: Working with Partners and Representing the ICT-KM Program**

In January 2009, the Program co-sponsored the Knowledge Sharing Fair held at FAO headquarters, Rome. This first-of-a-kind conference allowed staff members of Rome-based organizations to explore knowledge sharing techniques and methods used within projects, institutions and programs. The Program Officer assisted in the administrative and financial coordination of this effort, which was funded by the FAO, but managed by the CIO office, by providing the necessary support for the attendance and/or participation of staff and consultants.

## **Lessons Learned**

As the Investment Plan project leaders are dispersed throughout the CGIAR Centers, team-building and communication could be quite challenging. Whereas Skype calls and regular emails are useful for day-to-day activities, having a scheduled meeting with all project leaders in one space to discuss challenges, future opportunities and potential areas of collaboration would have been very useful.

In order to build continuity among the projects in the Program, it is recommended that the Program Coordination efforts begin prior to projects and remain at least a few months after the conclusion of all projects. This would allow for lessons learned from the Program as a whole to be captured and disseminated.