Expert Group Meeting on the Development of a Vulnerability Assessment for the Arab Region to Assess Climate Change Impacts on the Water Resources Sector

Knowledge Management for better Climate Change Communication

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Outline

• Introduction
• Communication Strategy
• Knowledge Management
• Knowledge Management Systems / Tools
• Conclusion
Introduction

• We are living in the knowledge society, and the key to accessing and harnessing knowledge lies in the ability to efficiently communicate *(What, When & How)*.

• The ability to communicate is essential to the success and achievement of objectives of any project.

• Thus, Defining a **Communication Strategy (CS)** for any type of projects, is a must!
Communication strategy

• A good CS enable us to:
  – Exercise better control over our work;
  – Frame the issues related to the project at hand;
  – Remove doubt, emphasize planning, and involve all concerned parties in raising the visibility of the project...

• Defining a CS should be a collective process
Communication strategy

• CS should be continuously updated and verified;

• CS should define target groups and specify appropriate communication channels;

• CS addresses various issues including: objectives, needs of partners, knowledge to be managed and shared, partners interested in the generated knowledge, communication tools to use, etc.
Knowledge Management

• The CS requires proper Knowledge Management and sharing between different target groups.

• Knowledge Management (KM):
  
  – Involves the capture of information and experience so that it is easily accessible in a corporate environment;

  – Targets collecting and distributing both explicit and tacit knowledge.
Knowledge Management

• Knowledge management involves data mining and some method of operation to push information to users;

• Vendors offer different KM tools to help build an inventory and access knowledge resources;

• Choice of KM Tool depends on the NEEDs of the concerned parties;
KM System/ Tools

• Do we need to promote:
  – *Communication* of information and knowledge?
  – *Consolidation* of information and knowledge?
  – *Collaboration* for production of information and knowledge?
  – *All of the above*?
Communication of Information & Knowledge

This could be reached through:

- **Building a Community of Practice (CoP)**
  
  - COP is a network of individuals with common problems or interests who get together to explore ways of working, identify common solutions, share good practice and ideas.
  
  - COP (virtual and or face-to-face) provides an environment that connects people and encourages the development and sharing of new ideas and strategies.
Communication of Information & Knowledge

• Building a Portal to:
  – Deliver integrated content and applications;
  – Offer unified collaborative workplace (e.g: forums);
  – Provide personalization, single sign on, etc.

• Portals introduce benefits at the **technical** and **business** levels;

• Portals main components:
  Governance (vital), technology, content and services.
Communication of Information & Knowledge

• Portal Example: ISPER

**Main Components**

- **Search**
- **IS related news updates**

**News**

**ESCWA Launches its 12th Review of ICT and Development**

ESCWA has just published issue number 12 of its biannual publication "Review of Information Communications Technology and Development". This publication, which is written in an easy-to-understand style, addresses cutting-edge issues in ICT for Development.

Download the full report (PDF) in Arabic.

**In Focus**

**Building Trust and Confidence in Arabic e-Services**

Director of Information and Communication Technology Division at ESCWA Yousef Nasser said "Transparency and confidence in electronic services are the basic factors that prompt individuals to use technology as an alternative to traditional services." Nasser was speaking on 25 May at the opening of a workshop in Beirut entitled "Building Trust and Confidence in Arabic e-Services." He noted that people are still not giving in to threats for transparency which information needs to be strengthened and enhanced in order to maintain the confidentiality of information exchanged.

The workshop, organized by ESCWA between 25 and 27 May at the UN House in Beirut, aimed at raising awareness among member countries on issues related to trust building, securing data, personal data and individual privacy, as well developing national policies to protect the marketplace and its applications from threats. The workshop also called for sharing best practices among member states.

The 25 participants included representatives from ministries of information and communication from 12 of the 14 ESCWA member countries, a Tunisian expert, specialists from two private sector companies (Microsoft and Cisco) in addition to a number of experts and consultants.

The workshop tackled various issues related to national and legal frameworks for building trust in e-Services, best practices in building trust in e-Services, experiences from ESCWA region in building trust in Arabic e-Services and Lebanese experience in e-banking sector. The workshop also made use of video teleconferencing technology, with the added benefit of reducing the costs and carbon footprint of the event.
Consolidation of information and knowledge?

• Depending on the nature of information to be managed, a **Management Information System (MIS)** could be developed;

• MIS Encourages Decentralization of information stored in a centralized repository;

• MIS facilitates planning and relevant decision making.
Consolidation of information and knowledge?

MIS Example: ESCWA Statistical Information System

Main Objectives…

• Increase the accessibility of comparable statistics and indicators on the region;

• Help to make informed, evidence-based decisions, about development issues in the region;

• Provide a tool for results-focused monitoring, and advocacy purposes.
Consolidation of information and knowledge?

MIS Example: ESCWA Statistical Information System

- Desktop interface
- Web interface
Collaboration for production of information and knowledge?

- Project distributed teams seldom need a shared secure workplaces on the web to do their work;

- Distributed teams need to discuss ideas, share information and make decisions, all within a central location;

- Different platforms exist such as: eRoom
Collaboration for production of information and knowledge?

- eRoom is a software as a service (SaaS);

- eRoom was adopted by many companies of all sizes as part of their permanent infrastructure;

- Organizations use eRoom for key projects;

- eRoom provides a single place where all the materials related to a single project, all the documents, discussions, tasks list & everything!
Collaboration for production of information and knowledge?

eRoom Example: WGKM eRoom
Conclusion

• Defining a communication strategy for the success of any project is a must and this applies to Climate change related projects;

• Proper Knowledge Management is crucial for communication of proper knowledge through adequate KM tools;

• Different technologies exist... We only need to specify our need and tailor the existing technology to it, thus benefit from its advantages.
Thank You

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Annex 1
ISPERS SCREENS
Annex 1: ISPER SCREENS: RPOA

- **Content**
  - RPoA for building the information society
  - Information on Arab ICT strategy

- **Objectives**
  - Up to date content on projects, initiatives and priorities in the region
  - One-stop shop on project implementation details
  - Opportunity to communicate with project coordinators in order to seek funding and establish partnership opportunities
  - Catalyzing of partnerships between project implementers and donors.

This page shows the **ACTION LINES** for building the IS.
Annex 1: ISPER SCREENS: RPoA

Projects by partners

Projects by programmes
Annex 1: ISPER SCREENS: IS Profiles

- **Content**
  - IS National Profiles for the years 2003, 2005, 2007, 2009 is under process...
  - Regional Profile of the IS for the years 2003, 2005, 2007

- **Objective:**
  - Arrange profile information by WSIS action lines to be compared across several time periods
  - Export information to PDF

*We can chose the country by clicking on its name or on the map*
Annex 1: ISPER SCREENS: IS Profiles

It is possible to move between sections of RP through the ToC

NP of Iraq could be displayed online or exported to PDF
Annex 1: ISPER SCREENS: IS Indicators

- **Content**
  - Database of real-time information society indicators from a variety of sources in an easy to use, real-time platform

- **Objective:**
  - Flexible selection and comparison of multiple indicators for causality and correlation, with a wide variety of multilingual reporting options
  - Indicators can easily be compared and analyzed against other countries and across several time periods
  - Results can be exported to MS Excel.
Annex 1: ISPER SCREENS: Information Library

Content

- ESCWA and ICT Division publications

- Publications of other United Nations organizations and regional commissions

- Papers, presentations and related country-specific experiences

- Abbreviations / Acronyms

Objective:

- Wider dissemination of important IS related publications

- Central repository for IS related publications
Annex 1: ISPER SCREENS: Modern Tools

- **Content**
  - Syndicated content feeds of the latest information society news and events in the region;
  - Site feedback and comments
  - Easy to use real-time discussion forums
  - Membership registration for premium content.

- **Objective:**
  - Facilitate knowledge-sharing, best practice and community discussions by practitioners and stakeholders in the field of ICT for development

It is possible to create threads related to various IS topics
Annex 2
ESIS SCREENS
Annex 2: ESIS SCREENS: Users

- ESIS users are divided into:
  - Database Owner
  - System/Data Administrators
  - Data Managers
  - Guests

- Each group of users has different access privileges for security purpose

- ESIS allows the assignment of users to groups & divisions/departments
Annex 2: ESIS SCREENS: Data Management

- Indicators are grouped into **Modules / Categories/ Sub-categories**
- In ESIS, the “indicators” entity sometimes refers to **primary** or **derived** statistics
- Countries and Regions in ESIS constitute **one** mixed entity
Annex 2: ESIS SCREENS: Reporting

- ESIS reports are created based on the selection of:
  - Time
  - Countries/Regions
  - Indicators

- Reports could be created:
  - In tabular and/or graphical formats
  - In English and/or Arabic
  - With or without meta-data
Annex 2: ESIS SCREENS: Reporting

Tabular and graphical report in En and Ar exported in MS Excel format.
Annex 2: ESIS SCREENS: Reporting

- Selected indicators - Arab States (AS) - 2009

![Graph showing broadband subscribers, cellular mobile subscribers, and fixed telephone lines per 100 in Arab States (AS).]
Annex 2: ESIS SCREENS: Reporting

Cellular mobile subscribers per 100 for 2009

Selected indicators with reference to Arab States (AS) for 2009

- Broadband subscribers per 100
- Cellular mobile subscribers per 100
- Fixed telephone lines in operation per 100
Annex 2: ESIS SCREENS: Web Interface

- ESIS web component is a read-only, bilingual and searchable;

- It facilitates the dissemination of indicators to EMCs, policy and decision makers.

Accessible at: http://esis.escwa.org.lb
Annex 3

eRoom SCREENS
Annex 3: eRoom SCREENS

![Image of eRoom interface]

### My eRooms

- **Active eRooms**
  - Working Group on KAI
  - Welcome All
  - Common Content Management Platform (CCMP)

<table>
<thead>
<tr>
<th>Active</th>
<th>eRoom</th>
<th>Description</th>
<th>Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>CCMP</td>
<td>This eRoom is for the project management and collaboration on the CCMP project</td>
<td>United Nations eRooms</td>
</tr>
<tr>
<td></td>
<td>Sandbox</td>
<td>This eRoom is a place where all eRoom members can log-in and practice using eRoom. Please Note: This is purely for testing, no backup is performed for this eRoom and any user may add or delete items.</td>
<td>United Nations eRooms</td>
</tr>
<tr>
<td></td>
<td>Haiti Earthquake</td>
<td>An eRoom for UN staff around the world to share information, photographs and to discuss the situation in Haiti</td>
<td>United Nations eRooms</td>
</tr>
<tr>
<td></td>
<td>UN Chat</td>
<td></td>
<td>United Nations eRooms</td>
</tr>
<tr>
<td></td>
<td>UNODA - Office for Disarmament Affairs</td>
<td>The Office for Disarmament Affairs is using this E-Room for paperless conferences preparation, exchange of information and collaboration.</td>
<td>United Nations eRooms</td>
</tr>
<tr>
<td>✔️</td>
<td>Welcome All</td>
<td>This is the default eRoom that all eRoom users have access to. In this eRoom, you will find documentation on using eRoom and useful help tips. You may also post questions and comments regarding general eRoom issues here.</td>
<td>United Nations eRooms</td>
</tr>
<tr>
<td>✔️</td>
<td>Working Group on KAI</td>
<td>The eRoom is for collaboration between members of the working group on knowledge management.</td>
<td>United Nations eRooms</td>
</tr>
</tbody>
</table>
Annex 3: eRoom SCREENS

The eRoom is a platform for the ICT-KM Working Group to conduct discussions. This page shows a folder named "WGKM Discussions" created by Robert Obenreiter on 27 Oct 09.

The folder contains files with metadata and taxonomy discussions. One file is titled "Core Metadata with UNBIS correspondence" and another is titled "Core Metadata with ISAD(4) correspondence." These files are related to the creation of metadata for the UN Document Indexing Unit, as indicated in the comments section.

The comments section provides details about the metadata files, including their creation dates and the responsible parties. The file "Core Metadata with ISAD(4) correspondence" was created on 28 Jan 10, and the comments indicate that it contains a comparison of metadata sets with ISAD(4) elements provided in ISAD(4) (General International Standard Archival Descriptions 2000).

The file was prepared by Signe Habermann-Boo, acting Chief, Registry, Records and Archives Unit, UNOG Library.
Creating Documentum eRoom

Create an account

If you have an eRoom.net account, login. Otherwise, create a new account by filling in the fields below.

Create a new member.
As the community's creator, this member will be the community administrator as well as the owner of the billing account that pays for this community.

An asterisk (*) after a label indicates a required field.

**First name**
Sukaina

**Last name**
Al Nasrawi

**Display name**
Sukaina Al Nasrawi

**Login name**
Sukaina Al Nasrawi

**Organization**
UN

**Email**
a-nasrawi@un.org

**Web page**

**Other info**

**Password**
**********
(at least 8 characters)

**Verify**
**********

For more information, see Member information.
Purchase Options

You can pay for your community now or try it out for three weeks and pay later.

- I will pay for my new community now.
- I will start a trial community.

The trial community lasts for 21 days. To continue using it longer than the trial period, just pay for it before the trial expires; billing will be retroactive to the first day of the trial. Otherwise your trial community will be automatically deleted at the end of the trial period and you won’t owe anything. During the trial period, you will be allowed to have up to 10 community members, 5 erooms and 10 MB of disk space per eroom.

For more information, see Paying for your community.