

Minutes

16th Project Team Meeting KNOW-HOW3000

Date and Time: 09.10.2017 10:30-12:00

Written by: Georg Pardo (GP), Kristina Kroyer (KK), Marta López (ML)

Participants: Jasmin Thomas (JT), Diego Santos (DS), Friedbert Ottacher (FO), Elisabeth Moder (EM), Peter Pober-Lawatsch (PP), Georg Pardo (GP), Kristina Kroyer (KK), Elfriede Paller (EP), Elisa Romero (ER), Ulrike Bey (UB), Marta López (ML)

Abbreviations: KM – Knowledge Management, SK – Sector Coordinators, PK – Programme Coordinators, PO – Programme Officer, KH3000 – KNOWHOW3000, ROEA – Regional Office East Africa, ORAC – Oficina Regional América Central, SEN – Senegal, MOZ – Mozambique, PNG – Papua New Guinea, EA/OA – East Africa, CA/ZAM – Central America, ETH – Ethiopia, MO – Mitgliedsorganisationen, PP – Project Partner, OD – Organizational Development



1) Information from the Steering		Resp. person
Info KK	<ul style="list-style-type: none"> Minutes am Server: Project Team: I:_F-Projekte\Überregional\P-16-201 KNOWHOW3000\06_Steuerung\Protokolle-Besprechungen\Projektteam; at the Platform KNOW-HOW3000 (log in to access): http://www.knowhow3000.org/en/km/cop/project-km/#elf_l1_UHJvamVrdHRIYW0 Clemens will discuss the experience MO-H3 cooperation for KH3000 in Central America with Diego, results will be presented in the Steering Committee and project team meetings in the beginning of 2018 Steering Committee was informed about the decision concerning the visibility event: There will not be an event in 2018; instead the planned Budget goes to the regions and countries. We plan for a visibility event in 2019 in Austria. On-going discussion on the cooperation/contribution of H3 in the Tiroler Entwicklungstag 2018. Topics could be KM or general topics of interest for development cooperation. Matthias Danninger will discuss it with the responsible persons of the local government. GP will organise a small event in the field of KM in the context of KM4Dev in December (probably the 7th or in the week from 12th to 15th). PKs are invited to participate 	
DECISION		
ACTION	<ul style="list-style-type: none"> Clemens will discuss the experience in Central America with Diego, results will be presented in the steering committee meeting at the beginning of 2018 Tiroler Entwicklungstag: Matthias will ask if there is interested to collaborate with H3 GP will organise a small event for KM Reminder to PKs: Consider the production of KH3000 visibility products in the regions/countries 	Clemens/DS Matthias/KK GP KK/PKs

2) Design new framework		Resp. person
Info KK	Discussions that already started at the Intercambio 2017: 1. Central KH3000 budget vs. KH3000 Budget in packages or partner projects a) Central budget: responsibility for the budget stays in the KM Team in Vienna Advantages: <ul style="list-style-type: none"> it is easier to administrate as budget can easily be moved from one region to the other if needs change in the course of the project; regional/country budgets would continue to be managed by the regional/country offices, but there is always the possibility to assign budget to partners to implement activities, (e.g. CoPs in Central America) b) KH3000 Budget in packages/projects: Advantage <ul style="list-style-type: none"> Higher identification of the PPs with KM if it is included in their own budgets; 	

	<ul style="list-style-type: none"> • KM activities considered in partner's planning <p>(Negative) Implications:</p> <ul style="list-style-type: none"> - A generalised approach consistent for all the regions will not be possible (e.g. CA has different possibilities than EA) - Challenge in terms of administration of the budget (responsibility of KM – split in several sub-interventions with regards the budget) > Redistribution of budget between regions in the course of project implementation becomes significantly more difficult. - The contribution of the MO to the KM budget follows a predefined key involving all MOs in the ADA framework programme. If KH3000 budget is part of the package/project the contribution of concerned MO(s) must be previously discussed - If KH3000 becomes part of the partner's budget, there is the need for additional contracts with the PPs for the implementation of the particular activities > becomes obligatory for partners. <p>2. Content/ design of KH3000 in every Region / Country:</p> <ul style="list-style-type: none"> ○ KK will collect ideas and plans of the different regions/countries ○ Additional to sector-related results the regional packages should also encompass a KM related result, in order to promote that objectives of KM become objectives of the regional offices. <p>DS: There is no documentation explaining the obligation of PPs in KM. It should be discussed whether it is voluntary or not and who would like to participate > working time of staff in PPs is mostly not covered. It should be clear what we expect of them</p>	
DECISION	•	
ACTION	<ul style="list-style-type: none"> • Send out template to fill in first ideas of KH3000 in the framework 19-21 in the regions/country • Discuss and fill out templates for the KH3000-Component until the 10th of November and send back to KK • Communicate final decision on budget per region/ to KK until the 10th or November • Discuss voluntary and obligatory (if any) aspects of KH3000 activities at partners and bring it on paper 	KK PKs in consultation of Country/ Regional Offices KK in consultation of PKs

3) Evaluation		Resp. person
Info Kks	<ul style="list-style-type: none"> • The focus of the evaluation 2018 should be the Impact that KNOWHOW3000 activities have on the partner organizations, Budget: 15000€ • Focus on three regions: CA, EA and Senegal. Senegal could be covered in the country programme evaluation. CA and EA: two local evaluation teams → results will be collected and put together in the Office in Vienna (more cost-effective than European team). MOZ and PNG will not be evaluated due to the smaller budgets. • Focus on partner organizations and focus regions would imply that the target groups in Austria are not included. In the last review (2015) there was a great focus on the target groups in Austria (Programme coordinators and MOs). Internet platform would this time only be assessed by the target group TAs • It could be a challenge to find qualified personnel for these tasks in the regions, who already have experiences with knowledge management – especially in East Africa • The evaluation teams will not be able to visit all the PPs, but only a couple of pre-selected ones → Individual project evaluations could include some questions on KM points (has the organization participated in KH3000 activities? If so, what was the benefit for the partner organization and their target groups?) > Orientation for ToRs of Project Evaluations 2018 will still be communicated by TV • Other aspects still to be decided: period of assessment (4 years instead of 3? Extension as the last project year will be omitted), Timing (after or during the project evaluations, before or during the framework review) 	
DECISION	<ul style="list-style-type: none"> • Evaluation 2018 focus on CA, EA and SEN > Two local teams for CA and EA for the evaluation; SEN to be included in the Programme evaluation. • Results will be collected and put together in the Office in Vienna 	KK/PKs KK
ACTION	<ul style="list-style-type: none"> • Develop ToRs for KH3000 Evaluations in CA and EA, and give 	KK

	<p>Orientation for KH3000 aspects in SEN Programme Evaluation and EA project Evaluations</p> <ul style="list-style-type: none"> Look for two local evaluation teams, one in CA and one in EA at the beginning of 2018 	PKs and Regional Offices
--	--	--------------------------

4) Other topics		Resp. person
Info KK	<ul style="list-style-type: none"> Experience capitalization as a focus topic in next meeting (December) > Presentation of the results of the survey, new formats, results KNOWLYMPICS2017 KNOWLYMPICS focused on TAs this time, but there were discussions if other PPs are excluded, so we sent an invitation for PPs to the Programme Coordinators and Regional/Country Offices → EM: An external view on interesting experience might help and encourage the PPs to participate (either from the PKs/ POs/ TAs) Also MOs have shown interest in sending the invitation to their PPs OD: Andrea Heiden is on educational leave, OD activities are interrupted; ML has 5 additional hours/week in order to promote the ToolBox: communication with TAs; KK has 3 additional hours/week to oversee the ToolBox and to prepare two regional meetings on the ToolBox Long-term plan of OE: Workshop in December with KO, AN, GP, KK, TV, EE In CA there is already a TA for KM; in EA there will be hopefully one soon (so far not not enough qualified applicants) TA for KM: Is the working fund in each Regional Office enough for the many partner visits? If not, should we assign money from the KM budget? → EP: there is always some Budget left in the TA-Programme in the End of a 3-years phase > budget adaptation for the concept of flying TAs within the TA programme not KH3000 	
DECISION	<ul style="list-style-type: none"> KK and ML will continue to promote the ToolBox KM in job descriptions of Regional and Vienna H3 staff will be discussed with TV 	KK/ML KK/TV
ACTION	<ul style="list-style-type: none"> Re-evaluate the job description for TAs in EA and try to make it more appealing Develop a forecast of budget needed for the KM- TAs (Arbeitsgeld) (EA: ask Verena Guggenberger-See how much budget she needed as a flying TA) Storage of training/event documentation at the internal H3-server by each PK: Steuerung – Inhalt – Aktivitäten – nach Ländern: I:_F-Projekte\Überregional\P-16-201 KNOWHOW3000\06_Steuerung\Inhalt\Aktivitäten + If there is good documentation, inform the SKs, so they can upload the documents on the platform in the sector areas Discussion on KH3000 and H3 job descriptions 	KK+PKs KK+PKs PKs SKs KK/TV

Next Project Team Meeting: December 2017

Next Meeting of the Steering Committee: 7. December 2017, 10:00-12:00

List of Activities (in red = new activities from this session)

Project in general

WHAT	Result of Activity	WHO	With WHOM	Until WHEN	Priority
Look for two local teams for the evaluation, one in CA and one in EA	Evaluation of KM	KK	PKs	Beginning 2018	High
Fill out templates for the KH3000-Component of the Framework Programme, and budget decision	Allowing KK and EP to build the KH3000 structure for the new framework	PKs	KK	10. 11.	High
Discuss voluntary and obligatory (if any) aspects of KH3000 activities at partners and bring it on paper	PPs know what we (don't) expect for them	KK	PKs	Mid-2018	High
Decision on per diem rated for KNOW-HOW3000 activities in EA	elaborating a clear proceeding per region/ country	ROEA	PKs EA	?	High
Extract quotations or Most Significant Change Stories from benefitting communities/ people from reports or questionnaires > establish collection of quotations	Tool for greater Visibility	Intern	KK	Fall 2017	Low
Clarify if regional offices need any additional types of visibility-products to promote KH3000?	Greater Visibility in Countries	KK	PKs	Project Team Meetings End 2017	Medium
Encourage regions/countries to develop visibility products on KH3000	Greater Visibility in Countries and Austria	KK	SKs/PKs	Project Team Meetings End 2017	Medium
KNOWHOW3000 aspects will be introduced in future Terms of Reference for project evaluations	evaluation of KNOWHOW3000 within existing structures	KK	SKs/PKs	Project Team Meetings End 2017	High
Deciding on the design and the ToRs of the KNOWHOW3000 project evaluation	Impact- oriented evaluation of KNOWHOW3000	KK	SKs/PKs	Fall 2017	High
Deciding on whether and how to visualize Timeline/ Milestones of the KNOWHOW3000 Project	Tool for Visibility and Project Evaluation (ToR)	KK	GP	Fall 2017	Low
KNOWHOW3000 aspects will be introduced in future Job Descriptions and Recruiting Processes (POs/ Country Directors)	Clear Responsibilities in Vienna and County Offices	KO	TV	2018	High
Plan for and organize a KH3000 visibility event	Present products and results	KK/GP	PKs	2019	Medium
Finance Acquisition via Foundations: update Project Ideas with Knowledge Management Activities	Additional funds for KH3000 activities	KO	DP	On-going	Medium
Establish contact for future collaboration with FH-Eisenstadt Knowledge Management	Networking	KO		On-going	Low
Discuss/ organize small event/ expert visit within KM4Dev Group on Knowledge Management		GP	KK	December 2017	Medium
Develop a forecast of budget needed for the KM- TAs (Arbeitsgeld) (EA: ask Verena Guggenberger-See how much		Regiona I Offices	KK	Fall 2017	High

budget she needed as a flying TA)		and PKs			
Re-evaluate the job description for TAs in EA and try to make it more appealing		FO/UB	KK/GP	November 2017	High
Store training and event documentation in the server ¹	Documentation can be found by everyone	PKs	KK	On-going	High
Upload good event documentation to the platform	Share good documents	SKs	GP	On-going	High
Discuss KH3000 in H3 job descriptions		KK	TV	End 2017	High

Experience Capitalization / Systematizations etc.

WHAT	Result of Activity	WHO	With WHOM	Until WHEN	Priority
Systematisation documents: present list for an overview of all the systematisations in all countries and regions, sorted by sectors + update regularly! ²	Overview of all the existing Systematisations	Intern	SKs	Fall 2017, on-going	High
Discuss if the questionnaires for experience capitalization should be used for systematizations and sharing events	Sharing Insights from Systematization with others	KK	SKs/PKs	Project team meetings End 2017	Medium
Discuss if systematizations should be published on the platform	Elaboration of criteria/process on publishing systematizations	KK	SKs/PKs	Project team meetings End 2017	High
Attach Questionnaires for Experience Capitalization to yearly progress reports. Partners and TAs can fill in questionnaires voluntarily if they want to share a good practice or a learning from failure	Promotion of capitalization of good practices and learning from failure	KK	AN, PKs	December 2017	Medium

KH3000 Platform

WHAT	Result of Activity	WHO	With WHOM	Until WHEN	Priority
Improve the section of the Knowledge Products at the platform	Experiences and relevant information should be easy to find	GP	ML		
Update Event documentation, at the platform	Share relevant documents via the platform	SKs	Intern	Fall/Winter 2017	Medium
Refresh responsibility of SKs at the platform!	Share relevant documents via the platform	GP	SKs	Fall/Winter 2017	High
Organize MO workshop on KH3000 platform	Clear picture for further development of the	GP	KK	Fall 2017	High

¹ I:_F-Projekte\Überregional\P-16-201_KNOWHOW3000\06_Steuerung\Inhalt\Aktivitäten

² Location of the list: J:\KNOW-HOW3000\Experience_Capitalization\Systematisierung All the systematisations which were produced in one year can be found in the respective Archive on our Server (ADA-Berichtsordner des jeweiligen Jahres) e.g.: I:\ADA\ADA-Rahmen\Abr+Berichte_ADA-Rahmen\ADA-Abr+Bericht%20per%202015-12\4_Evaluierungen_Systematisierungen

	platform				
Further Update on Functionality and Design	Better User Experience	GP		Fall 2017	Medium
Task Descriptions for Power-User will be elaborated per region reflecting the specific needs of the region as to tasks and time resources	Promotion of the Platform in regions reflecting the specific needs	GP	PKs, Country Offices	December 2017	High
Elaborate a concept of how to integrate TA products (in Central America or in general) to the KH3000 platform, and how to assess the quality of those docs	Securing relevant products for knowledge/tool sharing	GP	PKs	December 2017	Medium
User-, Site- and Document-Management , Content Updates, Forum Moderation of, Platform Monitoring/ Statistics (1/month), Newsletter (4/year)	Promote and monitor use of platform	GP	KK, intern	On-going	High
Promote the toolbox among TAs and find new Masters		KK	ML	On-going	High